

Unexpected life events, personal crises, and other difficulties can interfere with a student's success during their time at Drake. The staff in the Dean of Students Office are available to provide students support and information about university resources.

Referring a Student for Support

Anytime you feel a student could use additional support, you can help them get in contact with the Dean of Students Office. There will be times a student has left your office, is unaware of your concern, or isn't ready to share more. You're encouraged to reach out to consult as the Dean of Students Office can help determine the best way to engage the student and identify the right next step.

Reach out by emailing dos@drake.edu

When to refer:

- You're concerned about a student's welfare, safety, or wellbeing
- You feel the student could use additional support navigating their concern
- A student raises a personal issue outside your role as faculty or staff
- You are uncertain about what to do

How to refer:

- Raise a Non-Academic flag through Starfish
- Connect the student directly to support by emailing dos@drake.edu
- For questions or consultation, contact the Assistant Dean of Care and Conduct at dos@drake.edu

A helpful referral includes: your name and relationship to the student, a phone number you can be reached, the student's name, and a brief summary of your concerns.

"Hi [Student], thank you for sharing what you've been navigating. I wanted to connect you with the care office here on campus, who can help identify support and resources. I've included them on this message and you'll be hearing from their team soon."

After a referral: what comes next

Once a referral is received through Starfish or a direct connection, a staff member will acknowledge the referral and coordinate next steps, which may include outreach, a check-in meeting, or a connection to campus and community resources. If additional concerns arise, please reach back out to the Dean of Students Office and continue communicating with and supporting the student in the meantime. Academic flexibility or exceptions remain at the discretion of the faculty member, college, or department.

IF YOU ARE CONCERNED FOR YOUR SAFETY OR THE SAFETY OF OTHERS, CALL 911.

Drake Public Safety: 515-271-2222

If a student is disruptive and uncooperative, appears volatile or dangerous, or is demonstrating immediate harm to self or others, call Public Safety immediately.

DISRUPTION WITHOUT AN IMMEDIATE THREAT

Contact the Dean of Students Office: 515-271-2831

Use a calm, non-confrontational approach to de-escalate. Set clear limits by explaining how the behavior is inappropriate. If it continues, ask the student to leave; if they refuse, contact Public Safety.

FERPA & Sharing Concerns

FERPA does not prohibit sharing observations and knowledge about a student among campus officials when there is a legitimate safety concern or when coordinating care for a student. When in doubt about what can be shared, please reach out and consult with the Dean of Students office staff.

Levels of Concern

These levels are meant to be a guide to help determine next steps and pathways for support. When in doubt, please reach out to the Dean of Students to consult and talk about next steps.

LEVEL 1 — Help may be needed

Not necessarily disruptive to others, but worth noting:

- Sudden drop from consistently good grades; excessive absences
- Marked change in mood, hygiene, energy, or classroom participation

LEVEL 2 — Student is experiencing concerns and needs support

- Repeated requests for special consideration (e.g., deadline extensions)
- Behavior that interferes with the classroom or work setting; exaggerated emotional responses
- Communication via email or in person from the student stating they are experiencing distress due to a recent event (example: break-up, identity-based concerns, homesickness, etc.)

LEVEL 3 — Emergency: Call 911 or Public Safety (515-271-2222)

- Highly disruptive, hostile, aggressive, or violent behavior
- Loss of contact with reality, or garbled/disjointed communication
- Overtly suicidal thoughts or homicidal threats

Important Offices and Phone Numbers:

- Drake Public Safety: 515-271-2222
- Dean of Students: 515-271-2831
- Title IX Office: 515-271-4956
- Counseling Center: 515-216-5100
- Access & Success: 515-271-2011
- Residence Life: 515-271-3781

Supporting a Student

- Find a private space and give the student your full attention, creating an environment they feel comfortable sharing
- Listen to them and let them finish before you respond and resist the urge to jump straight to solutions
- Reflect back what you're hearing so they know they've been heard and understood
- Validate their feelings and share the option to connect with campus resources
- Be upfront about the limits of your role and your confidentiality before the conversation goes further
- Follow-up after you connected them to resources to check-in and provide on-going support

"Thank you so much for telling me about what has been going on for you. Is there anyone else you have shared this with?"

"Thank you for trusting me with this. I am not a confidential resource, but I'll only share what's necessary with people who can help you."

"I'm concerned about you, and I want to help. I'd like to connect you with the care team in the Dean of Students Office. Would you be open to me connecting you via email with them?"

"Did you have the opportunity to connect with the Dean of Students Office? How did it go?"

Responsible Employee Information

All Drake faculty and staff who are not exempted (i.e., Student Counseling and Student Health staff) as confidential must notify the Title IX Coordinator if they learn of sexual misconduct (e.g., sexual harassment, sexual violence, sexual assault or sexual exploitation) and/or interpersonal misconduct (e.g., domestic violence, dating violence or stalking) happening to a student.

To share these types of misconduct, you can email TitleIX@drake.edu or via online reporting form: <https://www.drake.edu/titleix/report>.

Title IX Coordinator: 515-271-4956

Taking Care of Yourself

Caring for others can take a toll on your own mental health, and there are resources available to you as an employee at Drake. If you feel you need to talk to someone about the impact of a situation for yourself, call the Employee Assistance Program at 515-244-6090.

Navigating Disruptive Behavior in the Classroom

Responding to disruptive behavior in a learning environment can be challenging. Recommendations for responding to disruptions include:

- Address the behavior immediately or talking with the student privately are effective ways to respond. The response may vary depending on the type of conduct observed.
- Conflict resolution techniques can help instructors and students reach a mutually acceptable solution. You should identify the issue, discuss its impact on the learning environment, and acknowledge the student's feelings that led to the disruption.

"I noticed during today's discussion that you were talking while others were sharing their perspectives. When that happens, it makes it hard for your peers to hear and stay focused; it also makes it challenging for me to teach effectively. Moving forward, please plan to hold your comments until it is time for small group work so everyone can participate fully."

- Follow-up if needed to set expectations. Ensure they are reasonable, directly related to demonstrated misconduct, and do not overstep the boundaries of your course or course-related activities.
- If a student remains disruptive and refuses to leave a classroom setting, you can contact Public Safety at 515-271-2222. If safety is a concern, call 911 and exit the building.
- If attempts to address a problem result in further escalation, the faculty member may opt to end the class and reconvene at the next class period to diffuse the tension.

Afterward, please notify the Dean of Students Office (515-271-2831) to determine appropriate next steps.

