

# BENTLEY FACULTY GUIDE TO SUPPORTING STUDENTS



**BENTLEY UNIVERSITY**

# BENTLEYCARES

## Where do I start?

- If you are concerned about a student, whether an undergraduate or graduate, don't let uncertainty stop you from taking action.
- Bentley is committed to supporting students and assisting faculty, staff, students and family members who want to help.
- This guide has been developed to help members of the Bentley community recognize, respond, refer and report concerning student behavior.

If you have an urgent concern, call University Police at **781-891-3131**.  
If your concern is non-urgent, we encourage you to submit a Care report at **[bentley.edu/bentley-cares](https://bentley.edu/bentley-cares)**.

## RESOURCES

### **University Police:**

Emergency Number  
(and after regular business hours)  
781-891-3131

Non-Emergency  
781-891-2201

### **Centers for Health, Counseling and Wellness:**

Health Center  
781-891-2222

Counseling Center  
781-891-2274

Wellness and Prevention  
781-891-2947

**Office of the Dean of Student Affairs**  
781-891-2161

**Office of Academic Services**  
781-891-2803

**Title IX Coordinator**  
781-891-2329

**The Residential Center**  
781-891-2148

**Care Team Case Manager**  
781-216-7115

**Center for International Students  
and Scholars**  
781-891-2829

# Supporting Students

## What can be done ahead of time?

### Clarify Expectations

Remind students at the beginning of the trimester verbally and in writing through the course syllabus of your expectations for conduct in the classroom.

### Provide Resources

Give students contact information of resources on campus that may be helpful to them should they be experiencing distress. Some suggested resources are included throughout this brochure.

## What should I do if I am concerned about a student?

When you become aware of a student who may be of concern, please remember to Recognize, Respond, Refer and Report:

**RECOGNIZE:** Be on the lookout for behaviors that could be cause for concern. Has a student stopped showing up for class? Does the student appear disheveled or withdrawn? Has the student had an emotional outburst? Does the content of a student's assignment(s) make you uncomfortable?

**RESPOND:** If a student is struggling, invite the student to speak privately and ask how they are doing. Approach the student from the perspective of care and concern, keeping in mind that distressed students can be sensitive. Avoid making threatening, potentially embarrassing or intimidating statements to students who seem distressed.

**REFER:** You do not need to support struggling students yourself. Become familiar with the resources on Bentley's campus and help those students in need get connected with the appropriate offices.

**REPORT:** If you are concerned about a student, but do not feel comfortable approaching them, fill out a Care report so the Bentley Care Team can determine an appropriate intervention. If you believe the student is an imminent risk to themselves or others, contact University Police.

## What are some things to keep in mind when I identify a student who is struggling?

If you are concerned about a student and it is NOT an emergency situation, fill out a Care report. This is in turn submitted to the Bentley Care team, whose purpose is to promote safety and well-being for the university community. The multidisciplinary team accomplishes this by assessing and responding to reports of concerning student behavior. The report and more information can found at [bentley.edu/bentley-cares](https://bentley.edu/bentley-cares).

If you would like to speak to someone about a non-urgent concern, during business hours you can contact the staff in the Office of the Dean of Student Affairs, 781-891-2161. For urgent or after-hours concerns, you can contact University Police, 781-891-3131.

Do not wait to see what happens with a student if you are observing behavior or other indications that cause you concern. Call University Police if you think the situation is urgent.

### **Share What You Know**

State and federal laws mandate that safety concerns be referred to relevant campus officials trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy.

If a student stops attending class or attends only sporadically, contact the Office of Academic Services at 781-891-2803. There may be an underlying issue affecting the student's attendance.

### **Stay Safe**

When a student displays threatening or potentially violent behavior to themselves or others, your safety and that of the student, as well as the welfare of the campus community are the top priorities. Call University Police at 781-891-3131 immediately if any threat or violent behavior seems imminent.

## **What are some specific examples of how to Recognize, Respond, Refer and Report?**

### **Alcohol or Substance Abuse: student who seems intoxicated or high**

**RECOGNIZE:** The student may smell of alcohol or marijuana, display excessive sleepiness or hyperenergy, suffer a decline in academic performance, show a change in physical appearance, and/or have bloodshot eyes, dilated pupils or trembling hands. The student may also make references to alcohol or drugs or the use of alcohol and drugs.

**RESPOND:** If you are comfortable, invite the student to speak privately and ask how they are doing. Express concern as a result of your observations. Fill out a Care report or call an appropriate office if you do not want to speak to the student directly.

**REFER:** For substance abuse education or information about substance use treatment, refer to the Centers for Health, Counseling and Wellness (Health Center: 781-891-2222, Counseling Center: 781-891-2274, or Wellness and Prevention: 781-891-2947).

**REPORT:** If the problem is urgent and you are worried about the student's safety, call University Police at 781-891-3131 when on campus or 911 when off campus.

If you need advice or consultation, fill out a Care report ([bentley.edu/bentley-cares](http://bentley.edu/bentley-cares)). You can also contact the Office of the Dean of Student Affairs at 781-891-2161, the Center for Health and Wellness at 781-891-2222 or the Counseling Center at 781-891-2274.

**A Mental or Physical Health Problem: a student who is depressed, anxious, physically ill or seems to have another mental health problem.**

**RECOGNIZE:** The student exhibits a significant change in appearance, behavior or personal hygiene, including fatigue or dizziness, a decline in academic performance, excessive absenteeism, sudden changes in demeanor (e.g., an extroverted student becomes suddenly withdrawn or an organized student becomes suddenly disorganized). Student discusses self-harm, harm to others, or displays irrational or bizarre behavior.

**RESPOND:** If you are comfortable speaking with the student, express your care and concern for their well-being. Always take statements regarding suicide very seriously. Call the Counseling Center at 781-891-2274 during business hours or University Police at 781-891-3131 after business hours if the situation seems urgent and you want to consult with someone about your concern.

**REFER:** If the student is interested in help, refer them to the Counseling Center. Offer to help the student make an appointment. If you suspect the student is imminently at risk, call University Police at 781-891-3131.

**REPORT:** If you need advice or consultation, fill out a Care report or contact one of the offices in this brochure.

## Other Resources

Concerns about significant classroom misconduct should be referred to Office of the Dean of Student Affairs at 781-891-2161. For other questions about disruptive classroom behavior contact Academic Services, 781-891-2803 for undergraduate or 781-891-2642 for graduate.

For Title IX concerns contact the Office of the Dean of Student Affairs at 781-891-2161.

For Academic Integrity concerns, contact the Director of Academic Integrity at 781-891-2844 or [GA\\_AcademicIntegrity@bentley.edu](mailto:GA_AcademicIntegrity@bentley.edu).

Additional information for faculty on supporting students can be found at the Bentley Care Team webpage: [bentley.edu/bentley-cares](http://bentley.edu/bentley-cares).



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