

Share a Concern About a Student

To share a concern with the Care Network:

- Login to the myau.american.edu portal
- Click "Life @ AU"
- Under Personalized Links, in the second column, select "Care Network: Express Concern About a Student"
- Complete, submit the report form

Your report is forwarded to the Office of the Dean of Students for review and follow-up.

Campus Resources

- Academic Support & Access Center
202-885-3360
- Counseling Center
202-885-3500
- Student Health Center
202-885-3380
- Wellness Center
202-885-3275

CARE NETWORK



Early Intervention + Support
for Students of Concern

Office of the Dean of Students
408 Butler Pavilion
4400 Massachusetts Avenue, NW
Washington, DC 20016-8148

Phone: 202-885-3300
Fax: 202-885-1560
E-mail: dos@american.edu
Website: www.american.edu/ocl/dos



CARE NETWORK

Faculty and staff frequently observe signs of students in distress. Uncharacteristically disruptive behavior in the classroom or disturbing written communications can be a first sign of trouble. You can play an important role by identifying students in distress and helping them to receive the assistance they need.

What is disruptive behavior?

All classroom behavior and discourse should reflect the values of respect and civility. Disruptive behavior is defined as behavior that interferes with university or university-sponsored activities such as classroom-related activities, studying, teaching, intellectual or creative endeavors, administration, service or the provision of communication, computing or emergency services.

How do I recognize students in distress?

Distressed behaviors may include:

- Significant changes in academic performance or changes in activities, work or social activities.
- Acting withdrawn, volatile, tearful or expressing hopelessness.
- Acting excessively disruptive in the administrative, teaching, or learning environment.
- Difficulty concentrating or carrying on a normal conversation.

If you are unsure about whether or how to intervene with a student who appears to be distressed, ask yourself the following questions:

- Is this student's behavior distressingly out of the ordinary?
- Is this situation outside of my area of expertise?
- Is the behavior getting worse?
- Does the behavior place anyone at risk?
- Am I feeling like I want to talk with someone about my observations and concerns?

If you answer yes to any of these questions, call the Office of the Dean of Students at 202-885-3300 to talk through your concerns.

How can I help?

If you recognize signs of distress or observe disruptive behavior in your classroom, submit an online report through the Care Network. The Care Report may be accessed through the my.american.edu/portal.

The dean's staff will reach out to the student to offer support and connect them with appropriate resources on campus or in the community. Students with significant or complex behavioral, emotional, social, academic or medical concerns will be referred to the Care Team in the Office of the Dean of Students.

Using an interdisciplinary case management approach, the Care Team develops intervention plans for students and monitors their status.

Who are students of concern?

Students of concern include students with social, emotional, behavioral, or medical difficulties, or life stressors that are affecting their ability to fully participate in the academic community.

What about confidentiality?

Members of the Care Team, as administrative agents in an educational institution, adhere to the laws and standards governing the disclosure of information to third parties both within and external to the University. Such information is only disclosed on a need to know basis and only according to the relevant statutes that govern such disclosure.

Student Health Center and Counseling Center staff are governed by additional laws and ethical codes regarding the disclosure of medical and psychological records to third parties of clients or patients under their care.

What follow-up should I expect?

The Office of the Dean of Students will acknowledge receipt of all reports and may contact you to obtain additional information.