Student Support and Community Standards
Department Overview

Student Support and Community Standards knows student life can be difficult. During your time at Missouri S&T, you may have a student who needs help navigating their student experience, facing a challenge, or experiencing distress and could benefit from support and connection to resources. We have a dedicated team and numerous resources and services to support students.

- **Services**
  - UCARE
  - Care Management
  - Student Emergency Fund
  - Joe Miner Chatbot
  - Community Standards
UCARE

- **UCARE** is the primary referral entity for concerns about student wellbeing and success.
- As a professional staff member, you may recognize a student experiencing distress who may benefit from support and resources.
- UCARE uses a proactive, coordinated, and supportive response to promote student wellbeing and success.
When should a UCARE Referral be submitted

**Behavioral and Emotional Indicators:**

- Direct statements indicating distress, family problems, or loss
- Angry or hostile outbursts, yelling, or aggressive comments
- More withdrawn or more animated than usual
- Expressions of hopelessness or worthlessness; crying or tearfulness
- Expressions of severe anxiety or irritability
- Excessively demanding or dependent behavior
- Lack of response to outreach

**Physical Indicators:**

- Deterioration in physical appearance or personal hygiene
- Excessive fatigue, exhaustion; falling asleep in class repeatedly
- Visible weight changes; statements about appetite or sleep changes
- Noticeable cuts, bruises, or burns
- Frequent or chronic illness
- Disorganized speech, rapid or slurred speech, confusion
When should a UCARE Referral be submitted

**Academic Indicators:**
- Repeated absences from class, section, or lab
- Missed assignments, exams, or appointments
- Deterioration in quality or quantity of work
- Written expression of unusual violence, morbidity, social isolation, despair, or confusion; essays or papers that focus on suicide or death
- Continual seeking of special provisions (e.g., extensions, make-up exams)
- Patterns of perfectionism (e.g., can’t accept not achieving an A+)
- Overblown or disproportionate response to grades/evaluations

**Safety Concerns to be Reported Immediately:**
- Erratic, impulsive, or bizarre behavior that generates fear in others
- High degree of emotional stress
- Suicidal statements
- Verbal abuse
- Any behavior or collection of behaviors that instill fear or create concern that an individual might act out violently
How to submit a UCARE Referral

• Refer online at go.mst.edu/ucare-refer
• Email ucare@mst.edu
• Call 573-341-4209
• Visit 107 Norwood Hall
What happens after a UCARE Referral

> A Care Manager will evaluate the referral, gather additional information as needed, and reach out to the referred student to offer support.

> The student is offered the opportunity to meet with a Care Manager. In this meeting, the Care Manager assesses their current situation, evaluates their needs, and provides intervention recommendations and/or supportive referrals.

> The Care Manager will update the referring party as they are able to. Please feel free to email ucare@mst.edu to request an update.
Care Management Services

Identifies immediate needs, connects to appropriate resources, and helps students navigate challenges to support of their well-being and success

- Assistance navigating the student experience
- Resource connection
- Coordination of care
- Referral services

- Absence and leave support
- Student Emergency Fund
- UCARE support
- Coaching and success planning
Student Emergency Fund

• Assists students by providing financial support for unexpected emergency expenses

• The goal of this fund is to prevent one small emergency or unexpected expense from derailing a student’s progress toward degree completion.
Joe Miner Chatbot

• Text messaging resource designed to provide students with timely information and helpful resources by engaging students directly in the conversation about their experience and needs.

• The student voice helps S&T shape a more precise success strategy tailored to the individual interests and needs of each student.

• Students will sign-up during Orientation Week
Resources Available 24/7

- 911
- Suicide & Crisis Lifeline
  - 988
- Crisis Text Line
  - Text “HOME” to 741741
- Compass Health Hotline
  - 800.237.4567
- Phelps Health
  - 573.458.8899
Questions?