

Helping a Distressed Student

Signs might include the following: excessive absences, plummeting academic performance, self-isolation, poor personal hygiene, drastic changes in appearance, inability to control emotions or behavior, engaging in high risk behavior, alluding to or explicitly expressing emotional distress, thoughts of dying, or harm to self or others.*

Do I have a relationship with the student?

YES

NO

Speak directly with student

- 1) Schedule a 1-1 meeting.
- 2) Let someone else in your department know of the meeting so they can be available if necessary.
- 3) Tell student what you've noticed about their behavior that has caused your concern, using "I" statements.
- 4) Ask open-ended questions (i.e., what's going on?); avoid "Why" questions.
- 5) Listen and respond without judgment.
- 6) Restate what you have heard.

Consult a campus resource

| | |
|-----------------------------------|--------------|
| Counseling Center | 501.450.3138 |
| Office of Student Success | 501.450.3125 |
| Disability Resource Center | 501.450.3613 |
| Student Health | 501.450.3136 |
| Dean of Students | 501.450.3436 |
| UCA Police | 501.450.3111 |
| International Engagement | 501.450.3445 |
| Office of Diversity and Community | 501.450.3135 |

*Assess: Is this an emergency?

- 1) Is there a specific threat with plan of harm to self or others?
- 2) Is the student behaving in a threatening or violent manner?
- 3) Does the student seem out of touch with reality?

(Yes to any of these = emergency)

YES

NO

Bring student to UCA PD
or
Call PD to come to your location
450-3111
or
Call 911

If it's not an emergency, is it still urgent?

- 1) despair, depression, anger
 - 2) panicking, unable to calm down
 - 3) nonsensical rambling, ranting
- (Yes to any of these = urgent)

YES

NO

Bring student to Counseling Center
or
Call CC to come to your location
450-3138

Things to say to student:

- 1) Asking for help is a sign of strength!
 - 2) Who can you talk with about this?
 - 3) What do you think would help?
 - 4) How about a visit to the Counseling Center?
- (student can call 450-3138 or just walk over)