

Helping a Distressed Student

Signs may include the following: excessive absences, decreased 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

Speak directly with the student

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

NO

Consult a campus resource

Counseling Center	501.450.3138
Dean of Students	501.450.3436
Office of Student Success	501.450.3125
Disability Resource Center	501.450.3613
Student Support & Resource Center	501.852.0704
Student Health Clinic	501.450.3136
Global Learning & Engagement	501.450.3445
Office of Diversity & Community	501.450.3135
UCA Police	501-450.3111

Assess: Is this an emergency?

- 1) Is there a specific threat with plan of harm to self/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

Bring student to UCA PD
Or
Call PD to come to you: 405-3111
Or
Call 911

NO

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

- 1) Despair, very depressed or angry?
 - 2) Panicking & unable to calm down?
 - 3) Nonsensical rambling or ranting?
- (Yes to any of these = urgent)

YES

Bring student to Counseling Center
(Student Health Bldg, 327)
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?