

## 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

NO

### Speak directly with the student

1. Schedule a 1-1 meeting (let someone else in department 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 judgement.
5. Restate what you've heard.

### Consult a campus resource

Counseling Center	(501)450-3138
Dean of Students	(501)852-0244
Office of Student Success	(501)852-2117
OARS - Office of Accessibility Resources & Services	(501)450-3613
Student Health Clinic	(501)450-3136
Global Learning & Engagement	(501)450-3445
Office of Diversity & Community	(501)450-3135
UCA Police Department	(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

NO

Bring student to UCA Police Dept or  
Call PD to come to you: 501 450-3111  
Or  
Call 911

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

1. Despair, very depressed or angry?
2. Panicking and unable to calm down?
3. Nonsensical rambling or ranting?

(Yes to any of these = urgent)

YES

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?

Bring student to Counseling Center

Student Health Building 327 or

Call Counseling Center to come to your  
Location: (501)450-3138