

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	501.450.3133
Student Success	501.852.2117
Office of Accessibility Resources	501.450.3613
Student Support & Resource Center	501.852.0704
Student Health Clinic	501.450.3136
Global Learning & Engagement	501.450.3445
Office of Student Advocacy & Communication	501.450.3135
UCA Police Department	501.450.3111
Veterans Services	501.852.0735

Assess: Is this an emergency?

Is there a specific threat with plan of harm to self/others?
Is the student behaving in a threatening or violent manner?
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

Bring student to Counseling Center
(Student Health Building 327)
Or
Call the Counseling Center to come to
your location: 501.450.3138

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?