

Responding to Distressed or Distressing Students

Katie Cougevan, Ph.D.
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UCDAVIS

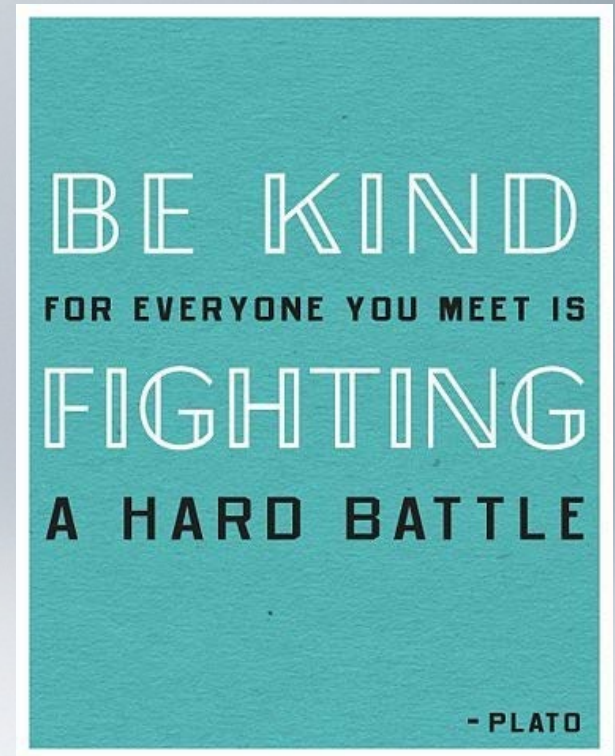
**STUDENT HEALTH AND
COUNSELING SERVICES**

Outline

- Common Student Stressors
- Recognizing that concerns exist—signs of distress
- Responding to concerns—communication tips
- Resources—offices/staff that can help address concerns, provide students with services and supports

Common Student Stressors

- Personal
- Cultural
- Relational
- Family
- Academic



Academic Impacts

Within the last 12 months, students reported the following factors affecting their individual academic performance

| | UNDGRAD | GRAD |
|---|---------|------|
| • Stress: | 44% | 30% |
| • Anxiety: | 32% | 23% |
| • Sleep: | 27% | 18% |
| • Depression: | 22% | 15% |
| • Internet/computer use: | 16% | 07% |
| • Concern for a troubled friend or family member: | 18% | 09% |
| • Participation in extracurricular activities: | 15% | 05% |
| • Work: | 15% | 14% |
| • Finances: | 08% | 06% |

College Mental Health Trends

According to national surveys on campuses, in the past decade:

- “Seeking treatment in the past year” went from 19% to 34%.
- Lifetime diagnosis rose from 22% to 36%.
- Prevalence of depression and suicidality has increased while stigma decreased.
- College counseling centers report a 30% increase in clients. We have experienced this increase just in the past 6 years.

(Source: Lipson S.K., Lattie, E.G., Eisenberg, D. November 5, 2018
“Increased Rates of Mental Health Service Utilization by US College
Students: 10-year Population-Level Trends”)

The 3 R's

- Role: “What is your role”
- Resources: “What resources do I know about on campus that can help this person?”
- Referrals: “What office of support can be of assistance, and how do I get the student there?”

Vignette 1

- A student in one of your larger classes sends you an email that says “Dear Professor, I’ve really been struggling these past few days and can’t attend your class tomorrow. I’ve been having some money issues and don’t even have enough to buy groceries this week. I’m worried I’m going to be kicked out of my apartment. I can’t focus on school right now.”
- How do you respond?

Vignette 2

- A student who has been attending your class regularly for the first half of the quarter with no issues, shows up late to class, looking disheveled, with blood-shot eyes and messy hair. When you pass out the midterm exam the student rummages around in his bag, starts cursing and suddenly runs out of the classroom. What do you do now?

Vignette 3

- You are holding your regular Wednesday at 3 office hours before the final exam. A student that you recognize as scoring low on the midterms and the last homework assignment comes in. They start crying immediately upon sitting down and tell you that they don't think they are going to pass your class, and a few other classes this quarter. They tell you that they have been having some family issues that have distracted them and they are having thoughts of suicide because of the pressure.
- What do you do?

Recognizing— Possible Signs of Distress

- Academic Indicators
- Physical Indicators
- Cognitive Indicators
- Behavioral & Emotional Indicators

Safety Risk Indicators

Safety risk

- Written or verbal statements that mention despair, suicide, or death
- Severe hopelessness, depression, isolation, and withdrawal
- Statements to the effect that the student is “going away for a long time”

Emergency

- Physical or verbal aggression is directed at self, others, animals, or property
- The student is unresponsive to the external environment
- **The situation feels threatening or dangerous to you**

Trust



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Responding— Communication Tips

- Observe
- Engage/Initiate Contact
- Clarify Role
- Listen
- Offer Support
- Remain Calm and Focused
- Know Limits
- Consult & Notify Others

Consultation

- Colleagues and Leaders
- Consult with Office of Student Support and Judicial Affairs 530.752.1128
- Consult with Counseling Services 530.752.0871

Counseling Services

- Individual and Group
- Mental Health Advocacy
- Skill-Building Workshops for Students: You Got This
- Therapy Assistance Online program
- Call 530.752.0871 to make an appointment

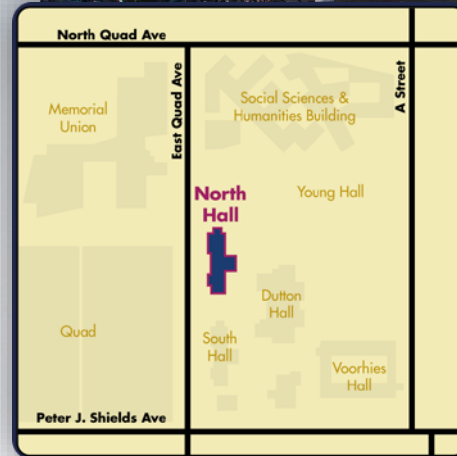


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Two Primary Locations



Student Health and Wellness Center



North Hall

Counseling Services Satellites

Academic Satellites

- Embedded mental health providers providing faculty/staff consultations and counseling appointments for students
 - all four UCD colleges
 - three UCD professional schools (Law, SOM, & SVM)

Prioritizing access for students with barriers to central locations

Community Advising Network (CAN)

Prioritizing access for students in Student Affairs

Student Life centers

Student After Hours Mental Health Resources

After Hours Mental Health Consultation

- Mental health staff available 24 hours/7 days week by phone at **530-752-0871**
- Texting crisis line: Text "**RELATE**" to 741741 for 24/7
- Counseling on-line through Live Health Online
- Visit: <https://shcs.ucdavis.edu/on-line-visits>
- Enter coupon code: COUNSELINGUCD to attain the counseling at no charge
- Therapy Assistance Online

UC Wide Mental Health Resource

Promoting Student Mental Health: A Guide for Faculty and Staff



<http://www.ucop.edu/student-mental-health-resources/training-and-programs/faculty-and-staff-outreach/PSMH-Handbook.html>

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Campus Resources

- Academic Staff Assistance Program (ASAP)
530-752-2727, hr.ucdavis.edu/ASAP
- Center for Advocacy Resources and Education (CARE)
530-752-3299, care.ucdavis.edu
- Office of Student Support and Judicial Affairs (OSSJA)
530-752-1128, sja.ucdavis.edu

Student of Concern Response Team SCRT

The UC Davis Students of Concern Response Team (SCRT) serves the UC Davis campus by assisting students in crisis while helping to promoting campus safety. The SCRT coordinates the responsive efforts of multiple UC Davis units in at-risk situations involving students whose behavior may be disruptive or harmful to themselves or the UC Davis campus community.

- Office of Student Student Judicial Affairs (OSSJA)
- Student Health and Counseling Services (SHCS)
- Student Housing
- University Police
- Center for Advocacy, Resources and Education (CARE)
- Campus Counsel
- Academic and Staff Assistance Program (ASAP)
- Student Disability Center (SDC)
- Representatives from other units or departments as needed

Student Self-Care Resources



<http://eachaggiematters.ucdavis.edu/crisistextline>




[Aggie Compass](https://aggiecompass.ucdavis.edu)

Basic Needs Center


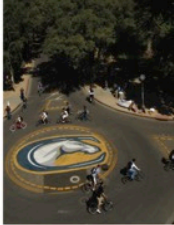
<https://aggiecompass.ucdavis.edu>

Student Self-Care Resources




EACH AGGIE MATTERS

A Part of California's Mental Health Movement



eachaggiematters.ucdavis.edu




Therapy Animals

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shcs.ucdavis.edu/blog

What is Happiness?

Scientists define happiness by how satisfied you are with your life and how good you feel on a day-to-day basis.



Happiness is a skill that you can build with consistent practice.



shcs.ucdavis.edu/happiness

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...sources. We're debunking five popular myths students believe about their food, and using science based facts to reveal the truth.
[Continue to Five Food Myths - Debunked!](#)

Mastering Time Management

SHCS Blog

Daily Dose of Fruits and Vegetables

Healthy Habits: Daily Dose of Fruits and Vegetables

of sleep and physical activity, as well as maintain a balanced diet. Time management is a valuable skill that will benefit you for the rest of your life. Learning to master it can be difficult, but with some tips and practice, it can be achieved by anyone!
[Continue to Mastering Time Management.](#)

Top Tips to Have a Safe and Fun Picnic Day

Top Tips to Have a Safe & Fun Picnic Day

Financial Stress & How to Reduce It

Financial stress can have a great impact on students. Students are overwhelmed with stress every day. Whether it's academic, work, social, personal or financial, there may be some lingering worry, anxiety and stress in your life that does not seem to wither away. If stress is not managed properly, it may lead to serious health issues in the future. UC Davis Student Health and Counseling Services is dedicated to reducing an individual's stress and increasing their overall well-being. The information provided here is aimed to assist students in reducing their financial stress and offer possible solutions for the future.
[Learn more about financial stress and how to reduce it](#)

To have a safe picnic day this year, here are some tips that we recommended to maximize the amount of fun you will have and enhance that memorable Picnic

Let's Return to the Vignettes

- What would you do differently?
- Does it feel easier to approach?
- Walk through the 3R's in each scenario.
- What is your Role, What are the Resources, Where can you Refer?

Vignettes

- Student email reporting they don't have financial means for groceries.
- Disheveled student bolts from class during midterm.
- Crying student in your office reports thoughts of suicide.

Thank You

Welcome to UC Davis

&

The Aggie Family

Questions:

kpcougevan@ucdavis.edu

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