

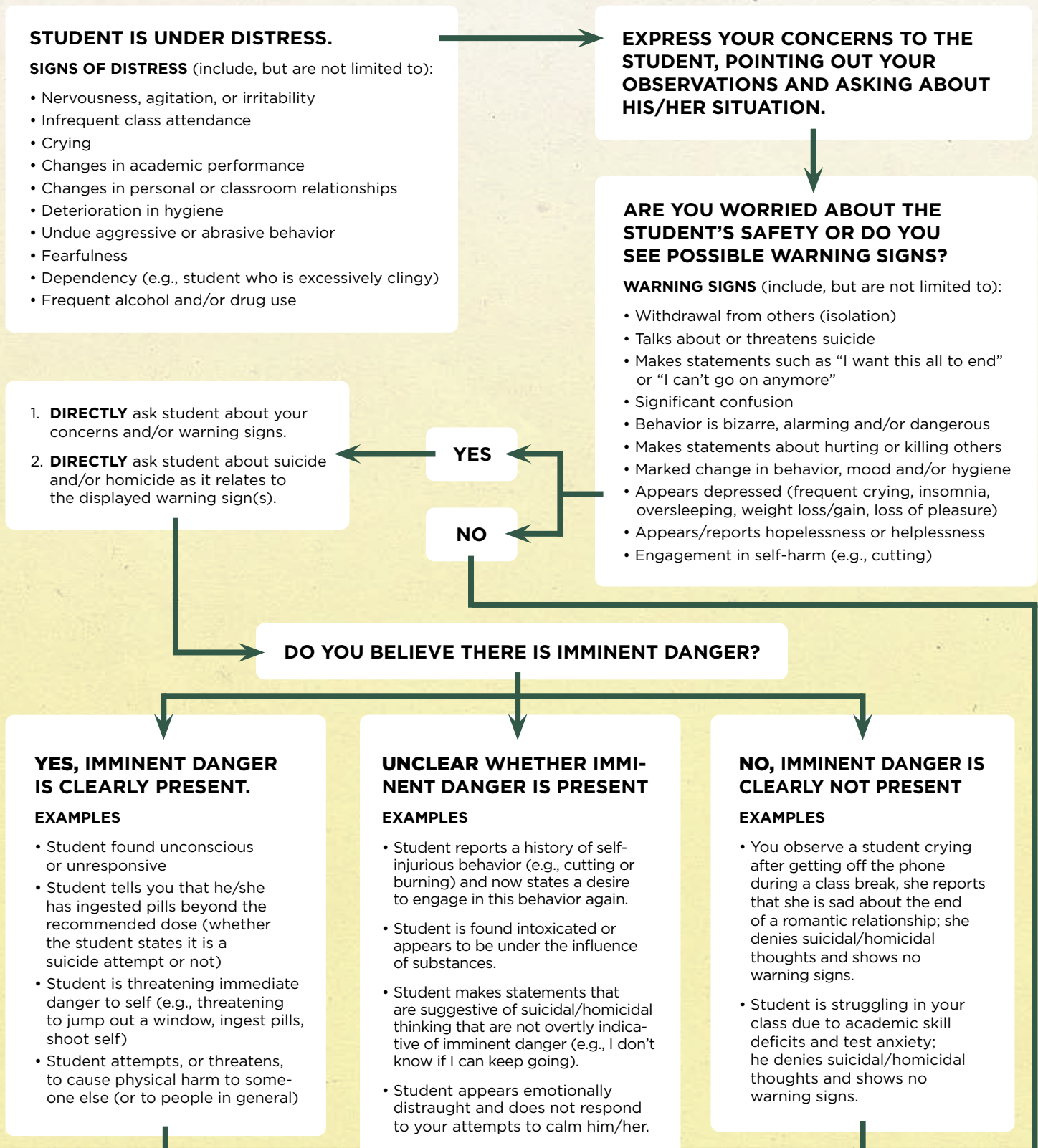
WORKING
WITH DISTRESSED
STUDENTS:
**A Decision-Making Tree
for Faculty and Staff**

NDSU Care Team • ndsuhighered.org/deanofstudents

Counseling Center • ndsuhighered.org/counseling

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You want to help. As a North Dakota State University faculty or staff member, you sometimes encounter students in distress. This information will help you know what to look for, recognize the warning signs and take a course of action to get students the assistance they need.



IMMEDIATELY CALL UNIVERSITY POLICE AT 911.

CONTACT YOUR SUPERVISOR AND INFORM HIM/HER OF THE SITUATION.

Write down

1. Relevant details about the situation (who, what, when, where)
2. Any background information you have about the student's difficulties
3. A number where you can be reached

Give a copy to University Police (to assist emergency treatment providers), a copy to your supervisor, and keep a copy yourself.

REPORT THE INCIDENT TO THE CARE TEAM by calling the Dean of Students Office (231-7701), emailing nds.srr@nds.edu or completing a reporting form on the Dean of Students website under Student Advocacy.

- Student experiences a sudden stressful event (e.g., death, breakup, divorce) and seems emotionally unstable/inconsolable, or the student's response appears unusual (e.g., uncontrollable crying over a failed exam, no apparent response to the death of immediate family member).
- Student's work, assignments and/or communications contain material that raises concerns about suicide, homicide and/or violence.

CALL THE COUNSELING CENTER and ask to consult with a counselor (231-7671). Do not email, this situation requires an immediate response. If the situation occurs outside of normal business hours, contact University Police (231-8998).

PROVIDE ALL THE RELEVANT INFORMATION you have about the student and situation to the counselor; if you are a faculty member you may have had the opportunity to observe the student over time, and with guidance, you can provide valuable information about the student's mental health.

When you contact the Counseling Center about a student, the **center will work with you** to determine the proper course of action.

CONTACT YOUR SUPERVISOR and inform him/her of the situation. Document relevant details about the situation (who, what, when, where) and any background information you have about the student's difficulties. Keep a copy of this documentation.

REPORT THE INCIDENT TO THE CARE TEAM by calling the Dean of Students Office (231-7701), emailing nds.srr@nds.edu or completing a reporting form on the Dean of Students website under Student Advocacy.

As much as you and the student are comfortable, **LISTEN AND PROVIDE SUPPORT**; but do not become the student's counselor/therapist.

DISCUSS COUNSELING SERVICES AND/OR OTHER UNIVERSITY RESOURCES that might be helpful and address any concerns the student might have about these resources. If you need assistance in determining the appropriate resource(s), or about how to refer, call the Counseling Center (231-7671) and ask to speak with a counselor.

SHOULD YOU DECIDE TO REFER TO THE COUNSELING CENTER:

- Know that the Counseling Center would like to hear your concerns about the student and your thoughts about the urgency of the situation.
- Consider calling with the student or accompanying the student to the Counseling Center to initiate counseling services.
- Continue to follow up with the student as appropriate; contact the Counseling Center if you observe a significant change.

NOTE: If at any point you believe the student's "Imminent Danger" status has changed, return to the "Imminent Danger" steps outlined in this decision-making tree.

The Counseling Center (231-7671) is available for ongoing consultation (as needed) to help address the impact of the situation.

CAMPUS RESOURCES

Care Team	
Old Main 100.....	231-7701
Career and Advising Center	
Ceres Hall 306.....	231-7111
Counseling Center	
Ceres Hall 212.....	231-7671
Customer Account Services	
Ceres Hall 302.....	231-8782
Dean of Students	
Old Main 100.....	231-7701
Disability Services	
Library, Lower Level – Suite 17.....	231-8463
Emergency	911
Graduate School	
Putnam Hall 106.....	231-7033
Information Technology Services	
Help Desk.....	231-8685
International Student and Study Abroad Services	
Memorial Union 116.....	231-7895
Multicultural Programs	
Memorial Union 178.....	231-1029
One Stop	
Memorial Union, Main Level.....	231-6200
Registration and Records	
Ceres Hall 110.....	231-7981
Residence Life	
Bison Court West.....	231-7557
Student Financial Services	
Ceres Hall 202.....	231-6200
Student Health Service	
Wallman Wellness Center.....	231-7331
Student Success Programs	
West Dining Center, Lower Level.....	231-8379
University Police and Safety Office	231-8998

NDSU NORTH DAKOTA
STATE UNIVERSITY

NDSU CARE TEAM

PURPOSE OF THE CARE TEAM

The Care Team assesses and addresses concerning student behaviors and coordinates student care while focusing on student safety and support. Addressed concerns may include specific incidents or general concerns about a student. When a referral is made, the team will attempt to determine what is happening and what kind of assistance the student may need.

MEMBERSHIP

The Care Team includes representation from the following (the team also will consult with other NDSU office/departments as appropriate):

- Dean of Students
- Counseling Center
- Residence Life
- University Police and Safety Office
- Faculty
- Assistant Attorney General

CONTACT INFORMATION

Follow the steps outlined by this decision-making tree and, when appropriate, contact the Care Team at 231-7701 or by email at nds.srr@nds.edu.

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NDSU COUNSELING CENTER, Ceres 212

WHAT IS COUNSELING?

Counseling is a collaborative process that involves the development of a unique relationship. Trained mental health professionals work with students to help them understand their feelings, behaviors, relationships, problems, choices and decisions. Discussion helps students reach a greater level of awareness and the power to make choices and take actions in all areas of life.

WHY COUNSELING?

At some point in most people's lives there is a need for help in resolving conflicts, anxieties and frustrations as well as the need to carefully plan a career decision. Counseling can provide another means of learning to address such issues while in college. Counseling is available to help students succeed in reaching their personal and academic goals. Some skills that can be gained through counseling include:

- Techniques for effectively relating to friends, parents, professors, etc.
- Methods for dealing with disappointment, loss and/or other life changes
- Skills for coping with depression, anxiety and/or severe emotional difficulties
- Techniques for improving concentration
- Skills for combating procrastination and implementing effective time management
- Strategies for overcoming test anxiety
- Tools for achieving academic and personal goals
- Approaches for challenging negative thoughts and improving optimism
- Methods for improving motivation for consistent academic performance

SERVICES AVAILABLE

- Personal counseling
- Academic skills counseling
- Couples' counseling
- Group counseling
- Workshops
- Resource library access
- ADHD Assessment

ELIGIBILITY AND FEES

All currently enrolled students are eligible for counseling services free of charge.

REFERRAL

When students request or require services that are beyond the role and scope of the Counseling Center or beyond the qualifications of the center staff, referrals to other agencies or professionals are provided.

CONSULTATION

Counselors are available to the entire NDSU community to offer insights on how to be most helpful to distressed students.

CONFIDENTIALITY

Counseling sessions are kept in the strictest confidence as delineated by the professional ethical standards of the field and North Dakota state law. The few exceptions to confidentiality, as mandated by legal statutes, are reviewed with students at the beginning of counseling.

HOURS

Fall and Spring Semesters
Monday-Friday: 8 a.m.-5 p.m.

Summer
Monday-Friday: 7:30 a.m.-4 p.m.

The NDSU Counseling Center is accredited by the International Association of Counseling Services, Inc.

FOR MORE INFORMATION

about assisting distressed students, call the Counseling Center at **231-7671** and/or visit the center's website www.ndsu.edu/counseling.

NDSU does not discriminate in its programs and activities on the basis of age, color, gender expression/identity, genetic information, marital status, national origin, participation in lawful off-campus activity, physical or mental disability, pregnancy, public assistance status, race, religion, sex, sexual orientation, spousal relationship to current employee, or veteran status, as applicable. Direct inquiries to: Vice Provost, Title IX/ADA Coordinator, Old Main 201, 701-231-7708, nds.eoaa@nds.edu.