

# STUDENT IN DISTRESS GUIDE

## WHERE TO MAKE A REFERRAL:

### Student Care

First point of contact for students, faculty and staff to share your concerns about the student except in case of an emergency situation. If you are unsure of what resource to refer to, the Dean of Students staff for Student Care will ensure the student is referred to the needed resource(s) e.g. one or more of the services listed below.

- + Gilchrist Hall 102
- + 319-273-2332
- + Online form “Connect a Student to Care” at [deanofstudents.uni.edu](http://deanofstudents.uni.edu)
- + [deanofstudents@uni.edu](mailto:deanofstudents@uni.edu)

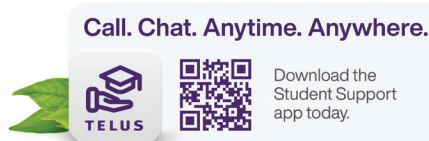
### Counseling Center\*

Group, individual, or couples counseling, crisis/walk-in counseling, support groups, workshops, and peer support.

- + Student Health Center 103
- + 319-273-2676 (after hours press option 2 to speak with a crisis counselor)
- + [counseling@uni.edu](mailto:counseling@uni.edu)
- + [counseling.uni.edu](http://counseling.uni.edu)

### Telus

Real-time early intervention support 24/7/365 via telephone and chat, with the ability to schedule teletherapy and face to face via the TELUS Health app. This provides exclusive ability to provide crisis & in-the-moment support in 5 languages, English, French, Spanish, Mandarin/Cantonese (simplified Chinese by chat) and 150+ languages by teletherapy appointments. Students call in or initiate a chat via the TELUS Health app. Students are then connected to a counselor in real-time support or scheduled counseling booked via phone, chat, video or in person. Additional resources are offered including campus/community resources and peer support. There is no cost to students to utilize this app.



### Student Accessibility Services

UNI students with disabilities should connect with Student Accessibility Services (SAS) to access support and determine eligibility for academic and campus experience accommodations.

- + Gilchrist Hall 102
- + 319-273-2332 (deaf or hard of hearing use Relay 711)
- + [accessibilityservices@uni.edu](mailto:accessibilityservices@uni.edu)
- + [sas.uni.edu](http://sas.uni.edu)

### Student Wellness Services

Serving students through Wellness Coaching and other college health promotion programs to support their holistic well-being and success.

- + Maucker Union 109
- + 319-273-3423
- + [wellness@uni.edu](mailto:wellness@uni.edu)
- + [wellbeing.uni.edu/student-wellness](http://wellbeing.uni.edu/student-wellness)

### Military and Veteran Student Services (MVSS)

UNI provides support not only to military and Veteran students, but also to military spouses and dependents who are using their spouse or parent(s) education benefits. Our mission is to support military members, Veterans, and their families at UNI as they transition between military duty, college, and new careers with a goal of ensuring each Veteran and military affiliated students' voice is heard and they are empowered to achieve success in the classroom and beyond. Along with providing peer to peer mentoring for students, we partner with UNI departments to offer financial aid assistance, advising and counseling programs to include facilitating absences due to military and Veteran related issues and activities. We pride ourselves on being a military-friendly campus where we serve to educate our nation's finest.

- + Maucker Union 111
- + 319-273-3040
- + [military@uni.edu](mailto:military@uni.edu)
- + [military.uni.edu](http://military.uni.edu)

### Success Coaching

Success coaching is a peer-to-peer program that will allow you to actively reflect on your current academic circumstances and support you in your academic journey. Common discussion topics include:

- Time management
- Procrastination and prioritization
- Work-life balance and stress management
- Goal-setting and motivation

Learn more about success coaching or sign up for an appointment at: [success.uni.edu/current-students/success-coaching](http://success.uni.edu/current-students/success-coaching) or email [success@uni.edu](mailto:success@uni.edu)

- + Gilchrist 118
- + 319-273-6023
- + [success@uni.edu](mailto:success@uni.edu)

### Panther Pantry

The Panther Pantry was developed to serve students that are impacted by food insecurity. During regular pantry hours of operation, any UNI student can stop by the Panther Pantry and take whatever they may need. There is no limit to the amount of food an individual can take or how often they can use the pantry.

- + Lower level Maucker Union
- + [pantherpantry@uni.edu](mailto:pantherpantry@uni.edu)
- + [pantherpantry.uni.edu](http://pantherpantry.uni.edu)

### Course-Embedded Peer Mentoring

Approximately 85% of first-year students enroll in a first-year only section of at least one general education course during the first semester. First-year only sections are supported by a peer mentor, who works closely with the faculty member to build classroom community, engage students outside the classroom, provide transition support, and connect students to campus resources and opportunities.

- + Rod Library 261
- + 319-273-6023
- + [thelearningcenter@uni.edu](mailto:thelearningcenter@uni.edu)
- + [TLC.uni.edu](http://TLC.uni.edu)

### Academic Advising

The Office of Academic Advising is an academic advising center for undergraduate students. We provide advising to exploratory students and to students in their first year through graduation in select programs. The professional and peer advisors in the Office of Academic Advising guide and support individuals in exploring academic majors, connecting career goals to academic programs, serving as a resource for students' transition to college, and interpreting institutional requirements and processes/procedures.

- + ITTC 007
- + 319-273-3406
- + [academic-advising@uni.edu](mailto:academic-advising@uni.edu)
- + [advising.uni.edu](http://advising.uni.edu)

### Student Involvement

The Office of Student Involvement provides resources for students to find a student organization that matches their interests. When students get involved with at least one student organization they will make connections, build leadership and communication skills.

- + Maucker Union 111
- + 319-273-2683
- + [involvement@uni.edu](mailto:involvement@uni.edu)
- + [union.uni.edu/student-organizations](http://union.uni.edu/student-organizations)

# STUDENT IN DISTRESS GUIDE

## RECOGNIZING SIGNS OF CONCERNS

This guide is intended to help you when working with a student in distress. Some of the indicators listed below may be considered “normal” behaviors for students. If you do see a pattern or a sudden outburst of intensity of behaviors that are out-of-character and cause you concern, this guide will assist you in what to do and who to contact to help the student. For additional information, refer to the UNI “Prevention and Response to Critical Incidents” handbook at [safety.uni.edu](http://safety.uni.edu).

### Behavioral and Psychological Indicators

- + Sudden or dramatic improvement in mood and/or giving away valued items.
- + Isolation/withdrawal or expressions of concern about the student by their peers.
- + Tearfulness, anxiousness, irritability, angry outbursts, verbal abuse (e.g. taunting, badgering, intimidation) or unusual apathy.
- + Intense emotions, out-of-character responses, or disjointed thoughts.
- + Hyperactivity or very rapid speech.
- + Social media posts indicating distress.
- + Self-disclosure of any personal distress; family problems, relationship difficulties, financial difficulties, depression, or grief.

### Academic Indicators

- + Marked changes in academic performance and being unresponsive to repeated communication regarding the need for improvement; a decline in quality of work and grades.
- + Excessive absences or attendance patterns that are out-of-character.
- + Repeated requests for special consideration which is out-of-character for the student.
- + Disturbing content in writing or presentations (e.g. violence, death).
- + Continuous disruptive classroom behavior.

### Physical Indicators

- + Marked changes in physical appearance, especially deterioration in grooming and hygiene, or weight loss or gain.
- + Excessive fatigue/sleep disturbance.
- + Intoxication, hangovers, or smelling of alcohol/marijuana.
- + Disoriented or “out of it.”
- + Out-of-character or atypical clothing choices for the weather (e.g. long sleeves in summer in attempt to cover bruising or cuts).

## WHAT TO DO FOR A STUDENT SHOWING SIGNS OF DISTRESS

### Ask, Listen, and Support

- + Speak with the student privately using a calm and non-confrontational tone. Make sure you have enough uninterrupted time to talk with the student. Trust your instincts. Ask open-ended questions about how the student is doing or say, “Tell me what is happening.”
- + Explain what you have heard or observed that causes you concern. Say, “I’m concerned about…” or “I’ve noticed that…” Be specific about the behavior that worries you.
- + Listen respectfully with an open mind and without judgment. Ask questions within reason to help understand the situation. See front for a list of referrals/resources. Acknowledge thoughts and feelings. Validate the difficult circumstances or feelings expressed and convey your concern for the student’s well-being. Offer help by saying, “It sounds like you’re feeling… I can connect you with a resource on campus for help.”

### Refer

- + Encourage help-seeking as a sign of strength. Recommend the student speak with a person on campus who is trained to help. Remember to offer after hours and 24-hour support service options as well.
- + Involve the student in making the referral. Offer to make the call or visit an on-campus resource together.
- + Should the student be reluctant to accept the referral, you may consider saying, “I respect your decision. I hope you will keep this option in mind.”
- + Connect a student to care through the following steps
  - + Student Care/Dean of Students- call 319-273-2332 or complete the connect a student to care form online at [deanofstudents.uni.edu](http://deanofstudents.uni.edu).
  - + Counseling Center – call 319-273-2676. Information shared regarding the concern will not go beyond that office.
- + Helping students in distress can be difficult and stressful. Should you yourself need someone to speak with, you can utilize the UNI Employee Assistance Program (EAP) option by calling 855-784-2057 to schedule an appointment.

### Follow-up

- + Continue to be supportive and inquire periodically about how the student is doing.
- + Please remember that confidentiality limits the Counseling Center, Student Health Clinic and Student Wellness Services from providing information about a student without the student’s written consent.
- + If the student’s situation persists, attempt to ask, listen and support the student again, followed by making another referral.

### National Crisis Resources

- + Text “Home” to 741741
- + 24/7 Crisis Hotline: 988
- + The Trevor Project LGBTQ+ Crisis Hotline: 1-866-488-7386
- + Veteran Crisis Line: Text 838255