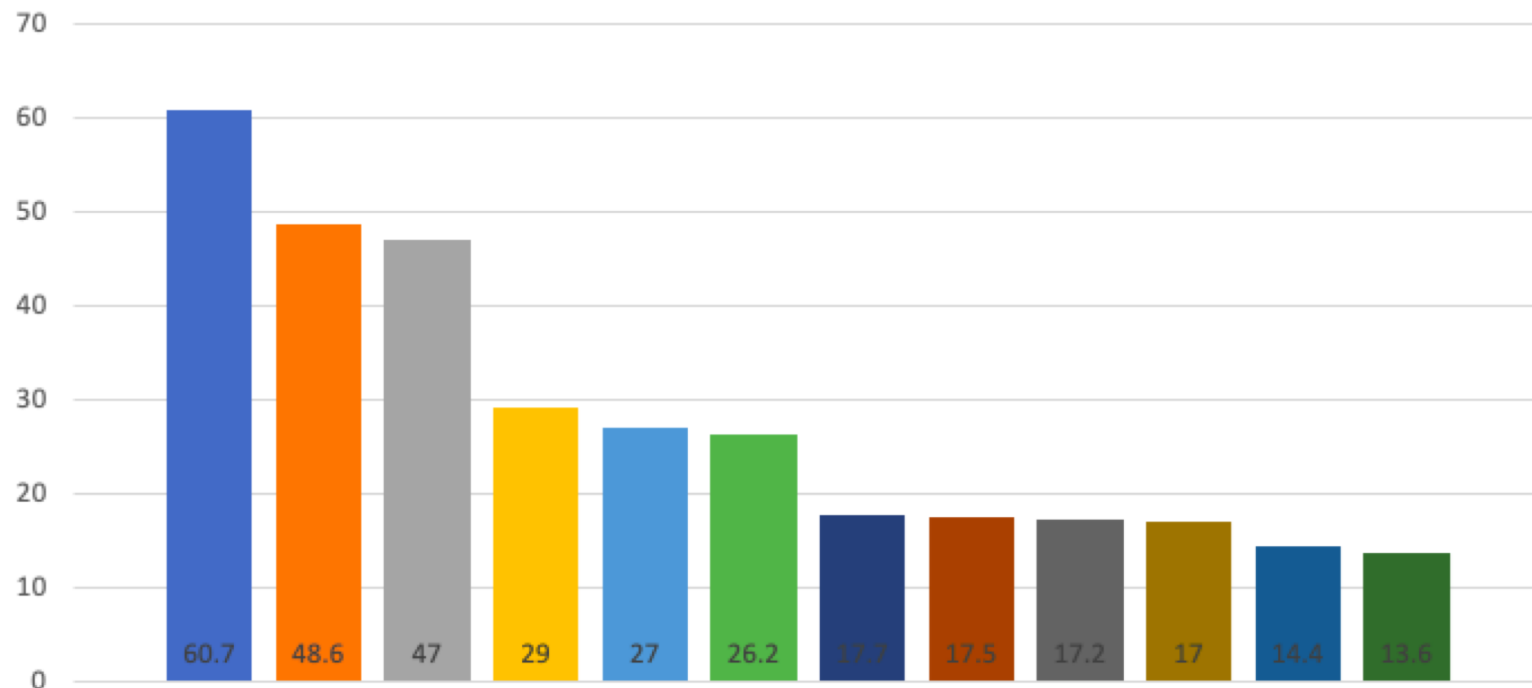


Faculty Supporting Students

Dr. Susy Gallor
UMB-UR-BEST

AUCCCD 2019 Annual Survey



CC Student Concerns

- Anxiety
- Depression
- Stress
- Family Concern
- Relationship problem
- Academic difficulty
- Sleep disturbance
- Social isolation
- Trauma
- Adjustment issue
- Suicidal thoughts
- Eating/body image concern

What does MH look like on a college campus?

- ❖ Complexity of presentations
 - More than “clean-cut” diagnoses
 - More than anxiety and depression
- ❖ Comorbid/multiple diagnoses
 - e.g., MH + physical health
- ❖ Interaction of diagnoses/challenges
- ❖ Major current themes
 - Isolation and depression
 - Anxiety and stress
 - Motivation problems, and problems with remote learning
- ❖ There are barriers for some students in using counseling, such as not having a safe and private space for sessions.

What You Can Do

Skills

+

Empathy

+

Lived
Experience

Supporting students' emotional well-being

- Try to connect with students early on and often
 - Frequent student-faculty contact in and out of classes can increase student motivation and involvement
 - Faculty concern can help students get through rough times and keep on working
- Encourage basic self-care, using support, and asking for help
- Help the student think about their space, location, schedule, opportunities for breaks and stretching
- Focus on strengths and resilience, and what is going well for the student
- Draw attention to what the student may have some control over, or choices that they have about their course-load and education
- It is ok and important to remind students about counseling options; if they are hesitant – encourage them to reach out even once for support anyways

Responding to students in need

On an interpersonal level

- Let the student know what you have noticed
- Express concern; listen and validate, and emphasize the collective experience with inclusive language
- Do not promise confidentiality
- Ask open-ended questions
- Listen to, and sit with, student responses—talking is often the first step

On a practical level

Knowing who to contact and when:

- Public Safety 617 287-1212 (or 911)
- Office of Dean of Students 617 287-5899
 - Distressed and Distressing Student Protocol
- Student Referral Program:
https://www.umb.edu/academics/vpass/uac/special_programs/student_referral_program
- Counseling Center 617-287-5690

If you are very concerned about a student, consider the following tiers of intervention:

- Provide general information about the UHS CC
- Provide information and reach out to let us know or consult
- Provide information and file a report through the Dean of Students Office which has more flexibility in many ways than the CC to reach out and to communicate reciprocally about the case

Consider including statements such as these on your course syllabi:

Important Mental Health Statement:

As a student, you may experience a range of issues that can cause barriers to learning, such as strained relationships, increased anxiety, health issues, alcohol/drug problems, feeling down, difficulty concentrating, and/or lack of motivation. These concerns, or other stressful events, may lead to diminished academic performance or may reduce your ability to participate in daily activities. Students are encouraged to seek help when this is the case. An excellent place to start is with the University Health Services Counseling Center (UHS CC). The UHS CC provides free and confidential mental health screening for any currently enrolled UMass-Boston student. The UHS CC is located next to University Health Services General Medicine on the 2nd floor of the Quinn Administration Building. You can call (617 287-5690) or stop by to set up a meeting. Students can also go to the UHS CC without an appointment for emergency evaluations if needed.

Basic Needs Security:**

Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to contact the Dean of Students for support at dean.students@umb.edu. You may also want to contact UACCESS: [U-ACCESS \(Urban and Off-Campus Support Services\)](#)

***Please notify me, if you are comfortable doing so, of any barriers you may be facing to succeeding in the course. This will enable me to provide any support or resources that I may possess*

Counseling Center

Encourage students to call us at 617-287-5690 24/7. Between the hours of 8:30 – 5 pm they can connect with a CC staff clinician for support, and to learn more about our services. After-hours and weekends they will be connected to after-hours crisis services.

- Crisis support
- Individual counseling (typically short-term, intermittent sessions)
- Group counseling, drop-ins, and affinity spaces
- Medication evaluations
- Consultation and outreach
- Medical documentation
- Referrals to on- and off- campus supports (including referrals to UMB-UR-BEST for assessment or coaching)

RECOGNIZING AND RESPONDING TO STUDENTS IN DISTRESS

If you are concerned about a student, do not let uncertainty stop you from taking action. UMass Boston is committed to supporting students in distress. This folder has been developed to help you recognize, respond to, refer, and report troubling student behavior.

WHERE DO I START?

Stay Safe

When a student displays threatening or potentially violent behavior, the safety of you, the student, and the campus community are the top priorities. Coordinated professional care and follow-up are effective in preventing suicide and violence.

Play It Safe

If you are concerned about a student, consult your department chair, supervisor, or the Dean of Students Office. Promptly report safety concerns and Student Code of Conduct violations.

De-escalate and Provide Hope

Distressed students can be sensitive. Avoid threatening, potentially embarrassing, or intimidating statements. Help students connect with the resources they need.

Clarify Expectations

Set early limits on disruptive or self-destructive behavior. Remind students verbally or in writing of standards/expectations for conduct, and of possible consequences for disorderly behavior. Refer to the Student Code of Conduct and the Classroom Conduct Policy.

Listen Sensitively and Carefully

Vulnerable students need to be heard and helped. They may find it difficult to articulate their distress. Ask directly if they feel their functioning is impaired or if they have thoughts of harming or killing themselves or others.

Share What You Know

State and federal laws and university policies mandate reporting in many crisis situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care. Taking appropriate action does not violate a student's privacy.

Consult to Coordinate a Timely Response

Consult with appropriate university personnel to coordinate care for the student. Always report serious or persistent behavior to the Dean of Students Office as soon as possible. Misconduct may be formally addressed through the Student Conduct process, and additional campus resources may be necessary to help reduce or eliminate disruptive behaviors.

Follow Up

Once you have referred a student in distress, it is helpful (but not obligatory) for you to follow up in their ongoing care. Your firsthand knowledge and personal connections to this student are invaluable in understanding and appropriately responding to the student's situation.

Take Care

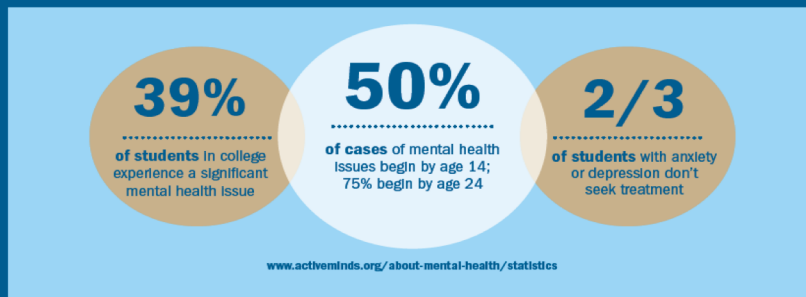
Helping a troubled student can take a toll on your personal well-being. Make sure you acknowledge what you've been through and receive adequate support.

MAINTAINING COMPLIANCE WITH STATE AND FEDERAL LAWS AND UNIVERSITY POLICIES

UMass Boston has adopted numerous policies that protect and support our students, as well as our faculty and staff. Such policies include the following:





- Academic Honesty Policy
- Clery Act
- Family Educational Rights and Privacy Act (FERPA)
- Hazing
- Tobacco-Free Campus Policy
- Nondiscrimination Policy
- Student Code of Conduct
- Title IX
- University Alcohol, Marijuana, and Drug Policies





More information on these policies as well as others can be found at umb.edu/life_on_campus/policies.



HOW TO HELP

Talking with someone in distress can be challenging. These tips can make it easier to reach out:

-  **Start**
Find a quiet, comfortable place to talk. Don't promise to keep your discussions secret.
-  **Connect**
Pay attention and avoid distractions.
-  **Ask**
Use phrases that show you want to help. "I wanted to check in, because you haven't seemed yourself lately."
-  **Listen**
Take in what the person is saying without judgment or interruptions. Let them know you believe them. Paraphrase their words to make sure you fully understand.

-  **Ask questions**
"When did you begin feeling like this?" "How can I best support you?" Avoid saying: "I know how you feel!"
-  **Offer hope**
Let the person know you care and that help is available. Before ending the conversation, agree together on a next step, like a follow-up conversation or professional help.
-  **Know your limits**
A situation may be more than you can handle. Get help from a crisis line or a mental health or medical professional. If the person is reluctant to call, offer to sit with them while they do, or call for them.
-  **Act in an emergency**
If someone is in danger, call the UMass Boston Police Department on campus at 617.287.1212, or 911 off campus. If it is safe to do so, stay with the person in distress until help arrives.

TAKE US WITH YOU!



Report online at www.umb.edu/deanofstudents.

BUILDING NETWORKS OF SUPPORT

College support networks help students cope with stress, overcome challenges, and connect to helpful resources. Encourage students to develop support networks that include advisors, support groups, and counselors. The following types of help are available:

IMMEDIATE SUPPORT

UMass Boston
Police Department
617.287.1212
public.safety@umb.edu

Title IX at UMass Boston
617.287.6172
civilrights.titleix@umb.edu

Counseling Center
617.287.5690
Counseling.Center@umb.edu

Justice Bridge Legal Center
617.287.3190
u-access@umb.edu

University Health Services
617.287.5660
uhs@umb.edu

Dean of Students Office
617.287.5800
dean.students@umb.edu

U-ACCESS
617.287.3190
u-access@umb.edu

Ross Center for
Disability Services
617.287.7430
ross.center@umb.edu

COUNSELING AND CONFLICT RESOLUTION

UHS Support and
Therapy Groups
617.287.5690
Counseling.Center@umb.edu

UMB-UR-BEST
UMB-UR-BEST@umb.edu

Interfaith Campus Ministry
617.287.5838
interfaith.campusmin@umb.edu

ADDITIONAL ON-CAMPUS SUPPORT

Center for Student
Multicultural Affairs
617.287.7844
mc.affairs@umb.edu

Office of Diversity, Equity,
and Inclusion
617.287.4827
diversity@umb.edu

Women's Center
617.287.7986
womens.center@umb.edu

Queer Student Center
617.287.7844
QSC@umb.edu

Veterans Affairs
617.287.5866
veterans@umb.edu

Office of New Student and
Family Programs
617.287.5813
orientation@umb.edu

International Student and
Scholar Office
617.287.6481
iss@umb.edu

Office of Off-Campus Living
617.287.6373
offcampus@umb.edu

NATIONAL RESOURCES

Crisis Text Line
text HOME to 741741

GLBT Peer Counseling
National Hotline
1.888.843.4564
help@GLBThotline.org

National Drug Helpline
1.888.633.3239

National Eating
Disorders Association
1.800.931.2237

National Council on
Problem Gambling Helpline
1.800.522.4700

National Suicide
Prevention Lifeline
1.800.273.TALK (8255)

RAINN (Rape, Abuse,
& Incest National Network)
1.800.656.4673

SAMHSA National Helpline
1.800.662.HELP (4357)
SAMHSAInfo@samhsa.hhs.gov

Trans Lifeline
1.877.565.8860
contact@translifeline.org

TrevorLifeline
(LGBTQIA + crisis intervention)
1.866.488.7386

Helping Students in Distress

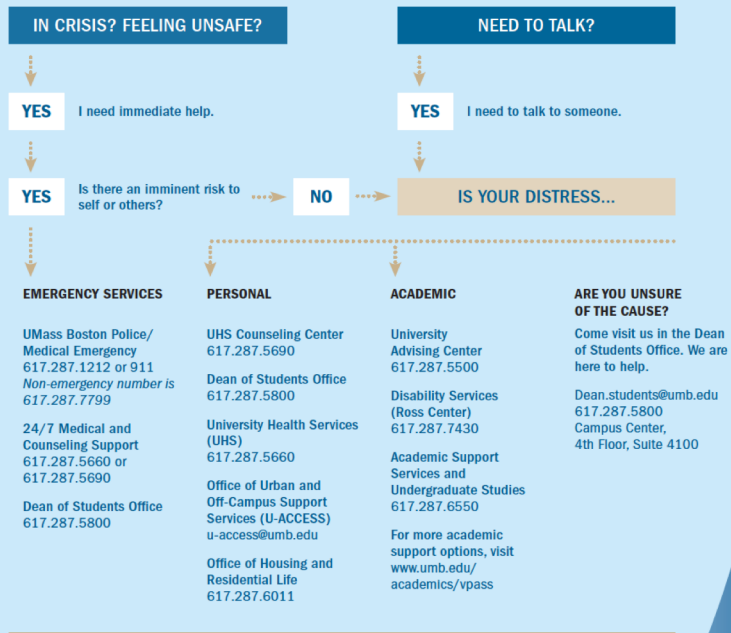
DEAN OF STUDENTS OFFICE

DEAN OF STUDENTS OFFICE UNIVERSITY OF MASSACHUSETTS BOSTON

100 Morrissey Boulevard
Boston, MA 02125-3393

umb.edu/deanofstudents
617.287.5800

RESPONDING TO STUDENTS IN DISTRESS



OFF-CAMPUS RESOURCES

Poison Control Center
800.222.1222

Boston Area Rape Crisis Center (BARCC)
800.841.8371

National Suicide Prevention Lifeline
800.273.8255

Samaritans 24/7 Crisis Service
877.870.4673 or text 24/7

For further information go to www.umb.edu/deanofstudents.

UMB Resources and Information for students

[Dean of Students Office](#)

Dean.Students@umb.edu

[Form](#) to request virtual meeting

[Here4U](#): Campus questions, concerns, feedback

[Resources4U](#): Hub for student resources

University Health Services

Telemedicine services: 617.287.5660

Tutoring: https://www.umb.edu/academics/vpass/academic_support/tutoring

Reading, Writing, & Study Strategies Center, which can help with study skills, research and writing assignments (preparation, organization, grammar/language, etc.:

https://www.umb.edu/academics/vpass/academic_support/tutoring/rwssc

[Academic Support Services](#) Student support services such as **academic advising, financial-aid, referral to appropriate on- and off-campus resources**. Contact them by email at

Academic.Support@umb.edu or 617-287-5820.