

Resources:

Tips for Recognizing a Troubled Student

- Serious grade problems or a change from consistently passing grades to unaccountably poor performance
- Excessive absences
- Unusual or markedly changed patterns of interaction, i.e., avoidance of participation, excessive anxiety when called upon, domination of discussions
- Depressed, lethargic mood; marked change in personal hygiene or self-care; falling asleep during class, extreme anxiety
- Repeated requests for special consideration related to class work
- Unusual or exaggerated emotional responses not appropriate to the situation

Behaviors that may indicate that a student is in a crisis and needs immediate intervention

- Highly disruptive behavior (hostility, aggression)
- Inability to communicate (garbled speech, disjointed thoughts, slurred speech)
- Loss of contact with reality (seeing or hearing things that are not there, beliefs or actions at odds with reality)
- Overt suicidal thoughts (suicide is a current option)
- Homicidal threats
- Stalking behavior

Responses to a troubled student:

- If you are concerned about a student and unsure how to approach them you can call the Walter Young Center and ask to speak with a counselor (if it is after 4:30 or on the weekend and you need immediate help please contact Public Safety at 262-524-7300).
- Talk with the student in private when you both have some time.
- Express your concern in non-judgmental terms and focus on the behaviors you have noticed in class.
- Listen to the student. Allow them to speak freely about the variables that are affecting their behavior.
- Encourage the student to utilize campus resources—Walter Young Center counseling, which is free and confidential, the Learning Commons, the Office of Student Success/Jeff McNamara, etc.
- Let the student know that many people go for counseling and use other resources for help.
- Do not swear secrecy or offer confidentiality to the student.
- Let others know your concern (your supervisor, the office of Student Success, the Walter Young Center).

Responses to a student in crisis:

- Stay calm.
- If you are concerned that a student may be feeling hopeless and thinking about suicide, ask them. It is important to remember that talking about suicide is a cry for help and should not be ignored.
- Tell the student that you will help them get help.
- During business hours (8-4:30) you can call the WYC (262-524-7335) and tell the receptionist that you need to speak with a counselor. If you feel comfortable, you can walk the student over to the WYC.
- After business hours, you need to call Public Safety at 262-524-7300.
- If the student has actually made an attempt to harm themselves (ex. Just took an overdose), you need to call 911.
- If a student has threatened to harm someone else or is stalking a student or yourself, call Public Safety at 262-524-7300.
- If the student is unmanageable (aggressive, hostile or refusing care), please call Public Safety for assistance.