

Supporting Students:

Distress, Crisis, and How to Help



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Today's Plan

- ▶ Office of the Dean of Students overview
- ▶ Snapshot of our students
- ▶ Distress vs. crisis
- ▶ Creating a culture of care
- ▶ Identifying and reporting concerns
- ▶ Campus resources and the role of the Care Team
- ▶ On-call support and after-hours resources
- ▶ Questions



Office of the Dean of Students



Who are we?



What do we do?

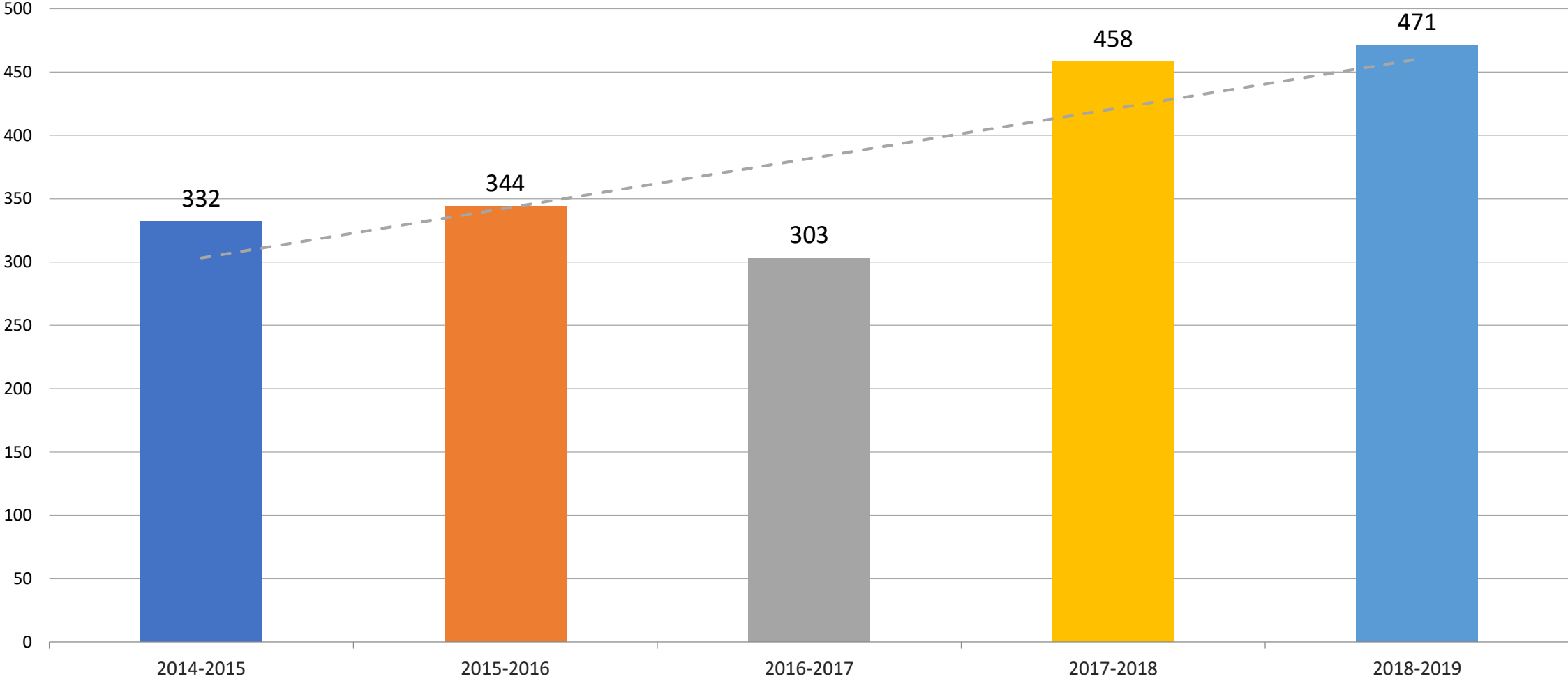


How can we support your students?

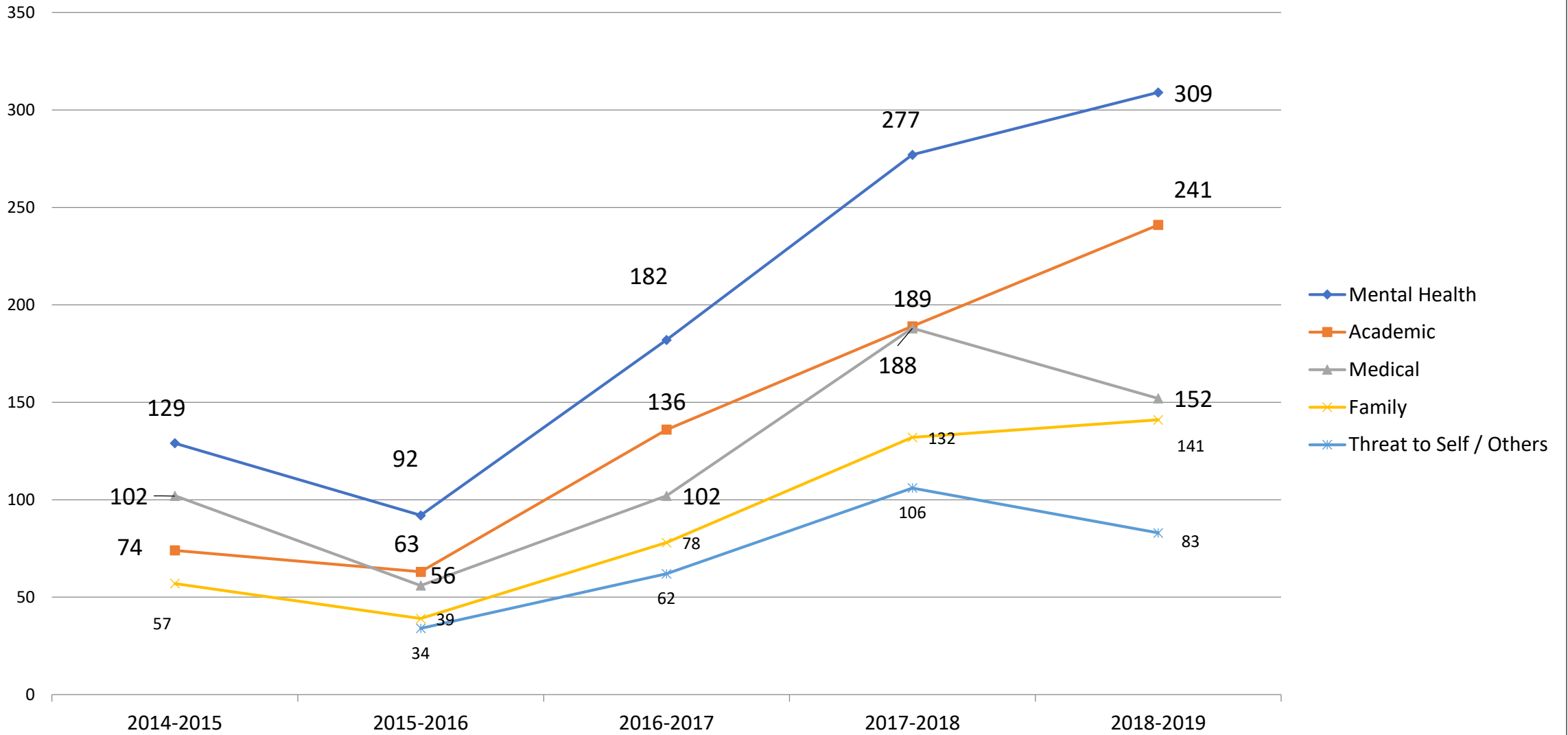


How can we support you?

**Number of Individual Students by Year
to Care Team/Case Management
(5 year total = 1,672)**



Top Five Student Concerns



Distress or Crisis?

Distress = often develops over time; usually preceded by unsuccessful attempts to manage stressors

- Focus on helping the student use their coping skills, support system, and resources
- Be careful not to do more than what is needed
- Use referrals

Crisis = often triggered by an overwhelming or traumatic event; coping skills are insufficient to manage the circumstances

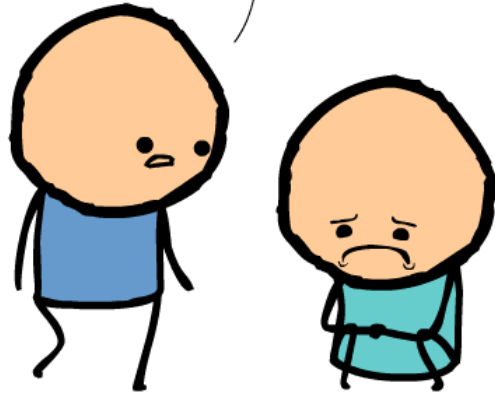
- Assess safety and well-being
- Engage crisis and emergency procedures
- Successfully refer to a mental health professional

Creating a Culture of Care

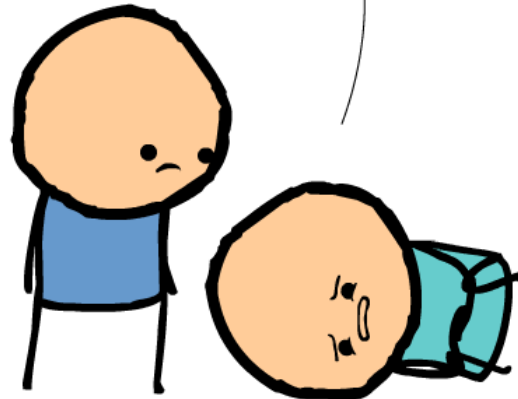
- ▶ Show students they matter by demonstrating you care
- ▶ Notice changes in behavior or affect
- ▶ Identify and share concerns in a timely manner
- ▶ Provide ongoing support while understanding the limitations in your role



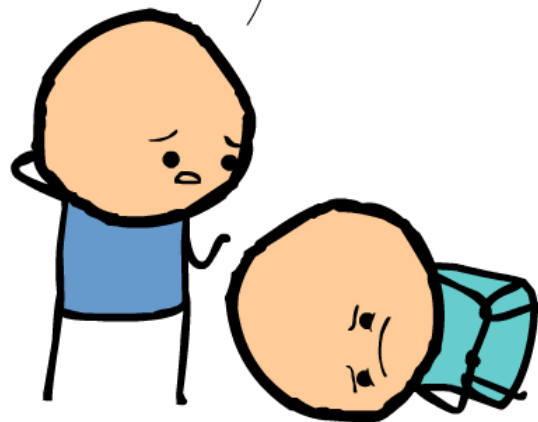
HEY, PAL... WHY DO YOU LOOK SO SAD?



BECAUSE I'M SO SAD.



OH... WELL... DON'T BE SAD!



Sometimes we need someone to simply be there, not to fix anything, or to do anything in particular, but just to let us feel that we are cared for and supported.





Dean of Students

University of Wisconsin-Stevens Point > Dean of Students

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97 The percentage of new students who completed online course Think About It in 2017

1550 The number of first-year students who attended Pointer 101: Sexual Assault Prevention and Reporting during Welcome Week

SUBMIT A REPORT: Share concerning behavior, policy violation, or crime

[Emergency and Reporting Resources](#)

[Spotlight](#)

[Student Legal Services](#)



"This is highly confidential, so, yes, we built a little fort."

FERPA

Residence Hall Disruption
Financial Struggles
Stalking Behavior
Food or Housing Insecurity
Constant Anger or Frustration
Significant Changes in Behavior
Increased Focus on Weapons
Impulsive or Rash Behavior
Suicidal Thoughts or Actions
Paranoia
Yelling or Disrespectful Behavior
Odd or Strange Behavior
Rage
Vague or Unclear Threats
Medical Concerns
Depressed Mood
Classroom Disruption
Bullying
Extreme Stress
Social Isolation
Academic Struggles
Anxiousness
Emotional Outbursts
Grief and Loss
Substance Abuse

What to Report...



Noticing Changes

Care Teams

- ▶ Led by Assistant Dean of Students – Case Management (Rebecca Rogge)
- ▶ Reviews student cases and meets regularly
- ▶ Various departments serving on team
- ▶ One team for each campus
- ▶ Threat assessment process (when needed) led by our Assistant Vice Chancellor and Dean of Students (Troy Seppelt)

How might we connect with you?

Attendance notification emails
Assistance request emails
Academic progress checks
Information gathering/sharing
Communication based on time
of semester or nature of situation





HELPING STUDENTS IN DISTRESS

Quick Reference Guide

As a faculty or staff member this resource will help you recognize a student in distress. Helping you to respond with care and concern is a critical factor in supporting a healthy campus community.

ASK



SUPPORT



REFER



FOLLOW-UP



ASK



- Trust your instincts
- It's okay to ask and express concern
- Be specific about the behavior that worries you

"I've noticed you seem distracted and upset lately. I'm concerned about you."

SUPPORT



- Listen with an open mind
- Ask questions to help understand the situation
- Acknowledge thoughts and feelings
- Offer hope and help

"It sounds like you're feeling overwhelmed. Can I connect you with a resource for help?"

REFER



- Provide information about resources
- Encourage help-seeking
- Offer to help the student connect with resources
- Share information with the Office of the Dean of Students

"If you'd like we can call and book the appointment while you're here with me."

FOLLOW-UP



- Respect the decision to accept or refuse help (except in emergency situations)
- Check in with the student during the next class or by email
- Practice self-care. Seek personal support as needed

"I respect your decision. I hope you will keep these options in mind. My door is always open."

After Hours and On-Call Support

- ▶ **University Police and Security Services (UPSS)**
715.346.3456
- ▶ Dean of Students on-call – access through UPSS
- ▶ Residence Hall Directors on-call – access through UPSS
- ▶ 24 Hour Crisis Assistance – 1.866.317.9362
- ▶ 24 Hour Text Crisis Assistance – text “HOPELINE” to 741741
- ▶ St. Michael’s Emergency Room – 715.346.5100
- ▶ CAP Services – 715.343.7125
- ▶ Stevens Point Police Department – 715.346.1500



You matter. Point cares.

Contact us!

☺ 212 Old Main

☎ 715-346-2611

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