

## SELECTED SOURCES FOR ASSISTANCE

(Please call any of these offices for consultation.)

### ON-CAMPUS RESOURCES:

Counseling Services..... 334-7727

Student Affairs..... 334-7696

Dean of Students..... 334-7791

Veteran & Disability Student Affairs . 334-7765

University Police ..... 334-7675

Sebastian Health Center..... 334-7880

### OFF-CAMPUS RESOURCES:

Moses Cone Behavioral Health Center  
24-hour crisis assistance ..... 832-4821

Victims of Violence Crisis Line  
24-hour assistance..... 273-7273

Please don't hesitate to use all the resources available to you. Disruptive student behavior has a negative impact on everyone who witnesses it. Being proactive and directly confronting disruptive behavior can enhance student learning.



**Our cooperative efforts can make  
a world of difference.**

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**Division of Student Affairs**

**Office of Counseling Services**

**North Carolina Agricultural and  
Technical State University  
1601 East Market Street  
109 Murphy Hall  
Greensboro, North Carolina 27411**

Telephone: (336) 334-7727  
FAX: (336) 334-7284  
Website: [www.ncat.edu/~counsel/](http://www.ncat.edu/~counsel/)

**Counseling For  
College Success**

# FACULTY & STAFF GUIDE FOR ASSISTING STUDENTS

*What to do  
when you think  
a student may be  
in crisis ...*

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## RECOGNIZING AND ASSISTING STUDENTS IN DISTRESS



Faculty/Staff members are in an excellent position to act as the eyes and ears of the Counseling Services Office in recognizing behaviors changes in students who are in potential emotional trouble or in crisis. You may observe that at certain times of the year, students experience increased anxiety. A student's behavior, especially if it is inconsistent with your previous observations could well constitute an attempt to draw attention to a cry for help. Therefore you play a vital role in helping students "get back on track" and cope with the situations they encounter.



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## SIGNS OF DISTRESS

Students sometimes experience a great deal of stress (with issues of relationships, academics, finances, grief and loss, etc.) during their college matriculation. Many times the stress experienced by students are a part of their developmental stages of life. College life creates a number of adjustments for students—leaving home, becoming acclimated to a different living environment, many have to share rooms with strangers when they have been accustomed to having a room of their own, adjusting to a new and different learning environment and to teachers who have different teaching styles and all of this coupled with being challenged with independent and new found freedom. Some students cope with these pressures, while others become overwhelmed. Typically, emotional distress is a barrier to good academic performance and social interactions.

However, some students display observable signs that may indicate major mental illness or serious psychological problems.

- **Academic Indicators**—Notable decline in grades/academic performance, missed assignments, late work, difficulty with concentration in class.
- **Emotional Indicators**—Withdrawn, tearfulness, unprovoked anger/hostility.
- **Physical Indicators**—Lack of personal hygiene, excessive fatigue, coming to class/meetings while intoxicated or high on drugs. (This is a serious sign of drug or alcohol abuse.)
- **Safety Risk Indicators**—Written/verbal indications of finality, suicide tone and gestures.

## GUIDELINES FOR INTERVENTION

- Take these signs seriously, consult with Counseling Services, 334-7727 or the Dean of Students, 334-7791.
- Request to see the student in private (if both feel comfortable).
- Acknowledge your observations.
- Listen carefully to the student's concern, without agreeing or disagreeing.
- Tell what you have observed and what is concerning you.
- Comment only on what you have observed and not your interpretation/judgment.
- Engage your involvement as much as you feel comfortable.
- Refer the student to one of the professional staff in Counseling Services.
- Follow NC A&T State University procedure.
- Recognize an urgent situation (one in which the student's basic safety or that of others is jeopardized).  
*Examples: Suicidal intentions, eating disorders, chemical addiction, serious threat from another person (including dating partner). If you have concern for the student's immediate safety, stay with the student and call Campus Police immediately.*
- Set expectations. (Use syllabus to provide students with clear expectations and ways to address problems early in the semester).