Assisting Students with Emotional and/or Behavioral Concerns
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Counseling & Consultation Services (CCS)
Division of Student Affairs & Enrollment Management

CCS Services
• Walk-In Appointments
  • Monday - Friday, 11:00 - 3:30
• Individual & Group Counseling
• Substance Use & Eating Concern Assessments
• Crisis Intervention
• Consultation
  • Faculty, Staff, & Teaching Assistants
  • Students, friends, parents, & family members
  • Other mental health and health professionals
• Outreach presentations & programs
• Services are mostly no cost to students with a few exceptions

Behavioral Concerns
• Student behavior, especially sudden/significant changes, can be indicative of personal, emotional, & psychological problems
  • Often the “first sign” of concern that something is happening
  • May be more observable at first compared to underlying emotional concerns
  • Can disrupt the learning environment & make it more challenging for you to be effective in your classroom
  • May cause you to feel concerned about your safety or the safety of others

Emotional Concerns
• Can also disrupt your classroom
  • Sometimes in more subtle ways (sometimes not)
• May cause you to feel concerned about a students well-being & personal safety
• Can lead to challenges to maintain professional and personal boundaries, areas of expertise

Tips for Interacting with Students of Concern
• Clear verbal & nonverbal communication
  • Maintain eye contact & listen
  • Non-threatening body language
  • Establish limits when necessary and specify what needs to happen next
• Stay calm & keep your emotions in check
• Ask how you can help/provide assistance

Barriers to Seeking Consultation
• “I should” be able to handle the situation & control my classroom
• I don't want to escalate the situation &/or I don't want to interfere with a student’s personal affairs
• Academic freedom; wanting to encourage open discussions, dialogue, and debate in class
• Misunderstanding of FERPA and what information can be communicated to other parties on campus
Consult Early!

- Consultation always available
  - We can help you assess the situation & review next steps
  - We can make recommendations & offer our expertise about how we (or others) can help
- Crisis intervention available 24 hours
  - During the day, call CCS at 753-1206
  - After office hours or over weekends, call University Police at 753-1212 and ask to speak with the CCS on-call counselor
  - In emergency situations, always call 911 first!

Counseling & Consultation Services
Campus Life Building 200

815-753-1206
www.niu.edu/counseling