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 Disorder Assessments
- Crisis Intervention
- Consultation
  - Faculty, Staff, Teaching Assistants
  - Students, friends, parents, family members
  - Other mental health professionals

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
- Can make it more challenging for you to be effective in your classroom
- Can disrupt learning environment
- May cause you to feel concerned about your safety or the safety of others

Can also disrupt your classroom

- Sometimes in more subtle ways (sometimes not)
- May cause you to feel concerned about a student's well-being & personal safety
- Can lead to challenges to maintain professional and personal boundaries, areas of expertise

Tips for Interacting with Students of Concern

- Maintain physical distance
  - Non-threatening body language
- Stay calm & keep your emotions in check
- Show respect & ask how you can provide help/assistance
- Clear verbal & nonverbal communication
  - Maintain eye contact & listen
  - Establish limits when necessary and specify what needs to happen next

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 pry
- Academic freedom; wanting to encourage open discussions, dialogue, and debate in class
- Misunderstanding of FERPA and student confidentiality
Consult Early!

- Consultation always available
  - We will help you assess the situation & review next steps
  - We will 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 hours or weekends, call University Police at 753-1212 to reach the CCS on-call counselor
  - In emergency situations, always call 911 first!