

Distressed student

Signs might include the following: excessive absences, plummeting academic performance, self-isolation, poor personal hygiene, unable to control emotions or behavior, interpersonal dependency, engaging in high risk behavior, over-exercising, alludes/expresses emotional distress.

Do I have a relationship with the student?

YES

Speak directly with student

- 1) Schedule a 1-1 meeting.
- 2) Let someone else in your department know of the meeting so they can be available if necessary.
- 3) Tell student what you've noticed about their behavior that has caused your concern.
- 4) Ask open-ended questions; avoid "Why" questions.
- 5) Listen to student's response.
- 6) Deal directly with issues without judgment.
- 7) Restate what you have heard.

Consult a campus resource

Counseling Services	319-352-8596 counseling@wartburg.edu
Campus Security	319-352-8372 319-352-9999
Noah Clinic	319-352-8436
Residence Life	courtney.trippstuck@wartburg.edu 319-352-8260
Dean of Students	greg.kneser@wartburg.edu 319-352-8745

Assess: Is this an emergency?

- 1) Is there imminent danger of harm to self or others?
- 2) Is the student behaving in a threatening or violent manner?
- 3) Does the student seem out of touch with reality?
- 4) Does anything else about the situation seem threatening or dangerous?

(Yes to any of these = emergency)

YES

Bring them to Security Office
or
Call Security Office 319-352-9999
or
Call 911

NO

Though not emergent, is it nonetheless urgent?

- 1) despair, depression
 - 2) not eating
 - 3) nonsensical rambling, ranting
- (Yes to any of these = urgent)

YES

NO

Bring them to Security Office
or

Call Security
Office 319-352-9999

Things to say to student:

- 1) Asking for help is a sign of strength!
- 2) Who can you talk with about this?
- 3) What do you think would help?
- 4) How about a visit to Counseling Services?
(appts. by phone or walk-in)