Faculty: Connecting with Supportive Resources on Campus

GENERAL INFORMATION

A supportive conversation with a student that is struggling can go a long way in helping them achieve success at Loyola. The goal is not to solve problems, but to provide caring guidance and assistance in connecting with campus resources.

Please do not give assurances of confidentiality. A student who appears to pose a threat to self or others needs to be referred for help and supervision.

RESOURCES FOR UNDERGRADUATE AND GRADUATE STUDENTS

**Counseling Center (x. 2273):**

- If you are with a student and you are suggesting that they make an appointment with us, you can call while they are with you and have them make an appointment. This way the student knows you are concerned, we know you are concerned, and the likelihood of the student getting intervention is greatly increased.
- Consultation services are available to help make decisions about whether to refer a student to counseling, what steps might be taken, whether it is an urgent concern, and how to proceed. Remember that FERPA has a health and safety exception which permits the disclosure of information to protect the student's health or safety. So, please contact us if you have any concerns or questions about a student.
- The situation does not have to be urgent to give us a call and discuss your concerns. We try to track concerns about students, so if we hear from several members of the community, we can respond before a situation becomes a crisis.
- There is an emergency counselor available each day (8:30-5) to provide consultation to the campus community. We provide this service to assist you with any concerns you might have about a student. We try to take calls right away, but if we are with another student, please leave times and numbers at which we can reach you. After hours and on weekends, there is a counselor available via the crisis line at 410-617-5530.
- Consider completing Kognito, an interactive program that allows users to learn how to approach at-risk students and make appropriate referrals to campus support services for screening and assessment.
Campus Police (x. 5911):
- If a student is threatening you in any way or poses an imminent risk to themselves or others.

Office of the Assistant VP for Student Development (x. 5646) or Dean of Students (x.2842):
- If an undergraduate or graduate student is acting out in a disruptive or bizarre way, please call the Office of the Assistant Vice President for Student Development at 410-617-5646 or the Dean of Students at 410-617-2842. Both are located on the first floor of Jenkins Hall. We are available during business hours or after hours at these numbers.
- Emergency contact information can be accessed either on-campus or remotely assuming that the information is accurate and up to date.

Sexual Violence Prevention, Education, and Response Coordinator and Project Manager (x. 6769):
- Confidential resource for concerns about sexual assault, dating and domestic violence, emotional abuse, and stalking.
- Can provide information regarding options for medical resources, Title IX process, and legal process.

Title IX Deputy Coordinator for Students (x. 5646, Jenkins Hall):
- To report a sexual assault, dating/domestic violence, stalking, or sexual harassment.
- Can provide supportive measures such as a no contact orders; new housing assignment; changes to class schedules; assistance with rescheduling an academic assignment; tutoring support; changes to work schedules/situations; transportation assistance and escorts to and from campus locations; visa and immigration assistance; medical leave of absence including information on financial impacts; interim suspension for the alleged respondent; and other measures for safety as necessary.

Disability Support Services (x. 2062):
- If student provided an accommodation letter at beginning of semester, and students stops coming to class
- If proctoring an exam for extended test taking accommodation and student still needs more time
- If you or student needs clarification about any accommodation (such as flexibility with class attendance)
- If the student mentions they have a disability and would benefit from classroom accommodations
- If you have questions about some behavior in class which may be disability related
Dean of Undergraduate and Graduate Studies (x. 5547, Maryland Hall 138):
- Provides support for students regarding academic policies, concerns about academic experience, and assisting with resources for the overall academic success of students.

The Study (x. 2104, Jenkins Hall 3rd Floor):
- Peer and professional tutoring (math, ESL, and reading strategies), organization and time management coaching, academic coaching, and academic success workshops. Provides a quiet study space and computer lab.

**ADDITIONAL RESOURCES FOR UNDERGRADUATE STUDENTS**

Student Support and Wellness Promotion (x. 2928):
- Offers individual support services to undergraduate students who may need assistance with navigating the complexity of college life, are contemplating a medical leave of absence, or who have returned from a medical leave of absence and require support.

Academic Advising and Support Center (x. 5050, Maryland Hall 138):
- Academic adjustment and student concerns, especially if the student is missing class. Advising and registration support.

**ADDITIONAL RESOURCES FOR GRADUATE STUDENTS**

Graduate Student Services (x. 2353):
- Advocates for graduate students, as well as offers resources, programs, and information to enhance the graduate student experience.

**WHEN A STUDENT HAS EXPERIENCED THE DEATH OF A LOVED ONE:**
Whenever you meet or work with a student who is dealing with the illness of a loved one or who has experienced a recent loss, please connect them to one of the following resources:

- **Campus Ministry (x. 2768, Cohn Hall, under chapel)** will reach out to students to offer both spiritual and personal support. A Campus Ministry staff member will try to meet with the student personally. Every student will be invited to solicit prayers and alert the Loyola community about a death in their immediate family through a "We Remember..." email. A Campus Ministry staff will try to attend funeral services of students’ immediate family, if possible.

- **Academic Advising and Support Center (x. 5050, Maryland Hall 150)** will notify faculty and send an email to the student as appropriate.

- Counseling Center (x. 2273, HU 150) will offer personal support and help students explore all of the ways their situation might be impacting them. When a counselor meets with the student, they will assess any other needs that they may be having, and we will offer individual or group support (the Facing Loss group has proven to be very helpful to students). A counselor can also explain how being connected to others can be an important part of functioning during difficult times.
Facilitating Supportive Conversations

WHY FACULTY MATTER
- Students have an ongoing relationship with faculty
- Faculty are in a direct position to observe students and be aware of their behavior
- Faculty serve as informal help-givers for advice and support

CREATING A SPACE FOR CONVERSATION
- Use a relaxed but attentive posture
- Convey a sense of acceptance, welcome, and respect -- including comfortable eye contact, speak reassuringly, and open body posture
- Respect personal space
- Be yourself

LISTENING SKILLS
- Acknowledge concerns
- Paraphrase/repeat to verify accuracy -- "What I am hearing you say is..."
- Use open-ended questions to encourage sharing
- Resist problem-solving until student is ready
- Identify multiple resource areas, such as The Study, Campus Ministry, etc.
- Avoid arguing, interrupting, lecturing, offering false reassurances, fixing, challenging/confronting
- Offer hope and encouragement
- Encourage student to seek help at the Counseling Center

EXPLORE RESISTANCE TO HELP-SEEKING
- "What has gotten in the way of you getting help?"
- "What would keep you from talking to a counselor about these things?"
- "Could it be worth taking this step even though it is difficult?"

REFERRALS TO THE COUNSELING CENTER
- Consult with counselor about student of concern by phone or in person
- Have the student call the Counseling Center while in your office
- Walk the student over to the Counseling Center
- Follow up with the student

EMERGENT OR CRISIS-RELATED CONCERNS
- Including thoughts of harming themselves or others, recent sexual assault, recent death of a loved one, inability to maintain usual functioning (i.e., attend classes, eat regular meals, attend to hygiene) due to mental health or emotional concerns. During business hours, call the Counseling Center and ask to speak with the Emergency Counselor
- Walk student over to the Counseling Center and request to have student seen by the Emergency Counselor
  - Plan to stay to speak with a counselor prior to and/or with the student
- During non-business hours, call Public Safety for immediate responses to urgent health and safety concerns and to connect with campus resources
LEVEL 1: A STUDENT WITH UNCOMFORTABLE EMOTIONS

**EXAMPLES:**
- Sadness
- Stress/anxiety
- Social withdrawal
- Family difficulties
- Academic concerns
- Adjustment concerns

**WHAT TO DO:**
- Listen, empathize, & encourage
- Facilitate connection with peers:
  - Resident Assistant
  - Evergreen
  - Student Clubs
  - Group Fitness
  - Graduate Student Organization/Grad Fridays
- Facilitate support from Loyola professionals:
  - Assistant Director of Student Life
  - Counseling Center
  - Campus Ministry
  - Disability Support Services
  - Career Center
  - Office of Student Engagement
  - Graduate Department Chair
  - Directors of Graduate Program Operations
  - Director of Technology & Graduate Student Services
- Stay connected -- check in with the student occasionally

LEVEL 2: A STUDENT WITH INTENSELY AND/OR CHRONICALLY UNCOMFORTABLE EMOTIONS

**EXAMPLES:**
- Frequent crying
- Difficulty concentrating
- Panic attacks
- Behavioral outbursts
- Social isolation
- Non-lethal self-harm (ex: cutting)

**WHAT TO DO:**
- Level 1 responses, plus...
- Refer to Counseling Center, and provide support in scheduling appointment if student is willing
  - Call front desk at 410-617-2273
  - Walk student to Counseling Center (HU 150)
  - Consult with Counseling Center counselor
  - After 5 p.m. and on weekends, call 410-617-5530 for after-hours crisis line
- Refer to other campus supports as appropriate
- Inform/consult with your supervisor/department chair
LEVEL 3: A STUDENT WITH EVIDENCE OF DANGER TO SELF OR OTHERS

EXAMPLES:
- Aggressive, disruptive, or bizarre behavior
- Suicidal thoughts or behavior
- Evidence of plan to harm others
- Homicidal thoughts or behavior
- Significant disconnection from reality

WHAT TO DO:
- Depending on the level of concern:
  - If the immediate safety of the student or others is in danger, contact Public Safety at 410-617-5911
  - For mental health concerns, contact the Counseling Center at 410-617-2273 (M-F, 8:30 a.m. to 5 p.m.) or 410-617-5530 (after 5 p.m. & weekends)
  - Contact the Assistant VP of Student Development (410-617-5646) or Dean of Students (410-617-2842) if additional consultation would be helpful
  - Consult with your supervisor, department chair, and/or
  - Contact Dean of Undergrad and Graduate Studies (410-617-5547)
  - If after hours, contact Public Safety to be connected with campus resources (410-617-5911)

For more resources and information: www.loyola.edu/counselingcenter