



FACULTY & STAFF AS A  
HELPING RESOURCE FOR  
STUDENTS

## INTRODUCTION

College students may encounter a great deal of stress during their academic experience. Although many students cope successfully with the demands of college life, for some the pressures can become overwhelming and unmanageable. Students may experience stressors as they attempt to perform well academically, begin their career path, navigate interpersonal relationships and as they balance academic, work, and family obligations.

As a faculty member interacting daily with students, you are in an excellent position to recognize potential problems. You are likely to be the first person a student reaches out to for help. Your ability to recognize the signs of emotional distress and to make an initial intervention can have a significant impact on a student's future well-being. The Counseling Service's mission is to serve the college community, and we have prepared this online brochure to assist you in identifying distressed students and to facilitate appropriate referrals to the Counseling Services Office or other crisis support services.

We encourage you to consult with the Counseling Services Office as often as needed about issues of concern related to students. Also, you can contact the Counseling Services Office (336-272-7102, ext. 224) at any time to discuss outreach opportunities for the campus community.

## COMMON CAUSES OF EMOTIONAL DISTRESS

- Loss of intimate relationship
- Family conflict
- Loss of a loved one
- Parents get divorced
- Feeling lonely
- Academic pressure or failure
- Serious illness or injury
- Difficulty adjusting to college
- Not fitting in with peers
- Unplanned pregnancy
- Religious conflicts
- Sexual abuse or assault
- Physical abuse or assault
- Identity confusion
- Depression
- Drug/alcohol abuse
- Disordered eating
- Career indecision
- Loss of dream or goal
- Occupational setback

## COMMON WARNING SIGNS OF STUDENT DISTRESS

### ACADEMIC PROBLEMS

- Career and course indecision
- Excessive procrastination
- Uncharacteristically poor preparation or performance
- Repeated requests for extensions or special considerations
- Excessive tardiness/absences
- Avoiding or dominating discussions
- References to suicide or homicide in verbal statements or writing
- Disruptive classroom behavior
- Not completing assignments

## INTERPERSONAL PROBLEMS

- Asking instructor for help with personal problems
- Dependency on advisor
- Hanging around office
- Inability to get along with others
- Complaints from other students
- Student isolating self from others
- Disruptive behavior

## BEHAVIORAL PROBLEMS

- Change in personal hygiene
- Dramatic weight gain or loss
- Frequently falling asleep in class
- Irritability
- Unruly behavior
- Impaired speech
- Disjointed thoughts
- Tearfulness
- Intense emotion
- Inappropriate responses
- Difficulty concentrating
- Physically harming self

## WHAT FACULTY CAN DO

If you have noticed any of these warning signs, you are faced with the decision of whether or not to intervene. Although your faculty appointment is demanding, your interest in your student's well-being can make an important difference to the person in distress. We are all accountable for the safety of our students, faculty, staff, and campus community.

## IF YOU DECIDE TO INTERVENE

- Talk to the student privately to help minimize embarrassment and defensiveness.

- Listen carefully to the student, and respond to both the content and the emotions of the situation.
- Discuss your observations and perceptions of the situation directly and honestly with the student.
- Express your concern in a non-judgmental way. Respect the student's value system, even if you do not agree with it.
- Help the student identify options for action and explore the possible consequences.
- Be frank with the student about the limits on your ability to help him or her.
- If the student appears to be in imminent danger of hurting self or others, consult with the Dean of Students, Counseling Services Office and/or Campus Security. Do not promise to keep threats to self or others secret.

## HOW TO MAKE A COUNSELING CENTER REFERRAL

Presenting yourself as knowledgeable about campus services can ease a student's discomfort about seeking help and help them realize they do not have to go through it alone. Here are some suggestions for emergency and non-emergency situations. An emergency is defined as being a situation where the student is in imminent danger of hurting self or others.

## NON-EMERGENCY REFERRALS

- Encourage the student to contact Counseling Services directly to schedule an initial intake interview, by calling ext. 224 or emailing [emy.hollander@greensborocollege.edu](mailto:emy.hollander@greensborocollege.edu).
- Offer to let the student call from your office if you believe he or she needs extra support or encouragement.
- It might be helpful to share with the student that the Counseling Services Office is staffed by a Licensed Professional Counselor (LPC) and the services are FREE and CONFIDENTIAL.
- Discuss the Counseling Services confidentiality guidelines. Provide information about other campus and community resources.

## EMERGENCY REFERRALS

### *During Counseling Services Office Hours:*

- If the emergency occurs during business hours (Mon-Fri. 8:00am-5:00pm), call the Counseling Center at phone extension 224 or come to the office (Main Building #325) and consult with the counselor about the situation or go to the Dean of Students, x 227 (2<sup>nd</sup> floor Main Building) and consult about the situation.
- Provide the counselor or Dean with a description of the situation which has led to your concern.
- The counselor or Dean will advise you of appropriate actions to take to most effectively help the student. Same day intake appointments are always available for emergency situations.

### *After Counseling Services Office hours:*

- If the emergency occurs outside of Counseling Services business hours, call Campus Security, x 245. **As always, if you, the student or another person is in**

imminent danger or when you believe the student is out of control call Campus Security, ext. 245 and/or 911.

## WHAT TO EXPECT AT THE COUNSELING SERVICES OFFICE

### SCHEDULING AN APPOINTMENT

To schedule an appointment, have the student come to the Counseling Services office during business hours, call at (336) 272-7102, x 224, or email, [emy.hollander@greensborocollege.edu](mailto:emy.hollander@greensborocollege.edu). Counseling Services are free to all traditional and professional and graduate studies students. Typically students can get an appointment within a week's time. Same day appointments are available when immediate action is necessary.

### FIRST SESSION

The student will be asked to arrive about 10 minutes prior to the session in order to provide some basic personal information and complete a reference checklist assessing current symptoms. After that, the student will meet with the counselor for about an hour to assess his or her situation and determine appropriate services.

If it is determined that personal counseling is appropriate, the student and counselor will schedule an agreed upon meeting date and time (typically, once/week for about 45 min. - one hour). If it appears the student needs more long-term counseling or the issue is out of the counselor's areas of expertise the student will be referred to a trusted and qualified resource in the community. In some instances, the student's concerns are effectively addressed in the intake session and no further psychological help is needed.

## COUNSELING CONFIDENTIALITY GUIDELINES

Once you have made a referral, it is normal to want to find out what happened and how you can continue to help the student. However, the Counseling Services staff works within principles of confidentiality that are defined by our disciplines and by North Carolina law.

### WE CAN

- Answer your general questions about making referrals to the Counseling Services Office.
- Offer you information about psychological concerns about problems in general.
- Provide other referral ideas.
- Take information from you regarding specific behaviors of the student.

### WE CAN NOT

- Give information about the student without written permission.
- Confirm or deny whether the student has come for an appointment.
- Discuss any specifics of the situation.

## CONTACTING THE COUNSELING SERVICES OFFICE

- |                              |   |
|------------------------------|---|
| ▪ Counseling Services Office | ▪ Phone: (336) 272-7102, ext. 224   |
| Main Building # 325          | ▪ Confidential Fax: (336) 217-7299  |
| (3 <sup>rd</sup> floor)      | ▪ Email: <a href="mailto:emy.hollander@greensborocollege.edu">emy.hollander@greensborocollege.edu</a>   |
|                              | ▪ <a href="http://www.greensborocollege.edu/current_students/counseling.php">http://www.greensborocollege.edu/current_students/counseling.php</a> |

## EMERGENCY PHONE NUMBERS

You should seek emergency help immediately when a student is talking about direct harm to self or others, or acting in a bizarre or disruptive manner. The following list of phone numbers represents local crisis support options.

- **Counseling Services**  
Main Building # 325  
(336) 272-7102, ext. 224  
Mon-Fri. 8:00am-5:00pm
- **Campus Security**  
1<sup>st</sup> floor Main Building  
(336) 272-7102, ext. 245  
24 hrs/ 7 days a week
- **Police Department, 911**
- **Moses Cone Behavioral Health Center** - Assessment/Helpline  
(336) 832-9700
- **The Guilford Center** (Behavioral Health & Disability Services)  
**Crisis/Emergency Services**  
**Open 24 Hours/ 7 Days a Week**  
201 N Eugene St  
Greensboro, NC 27401  
(336) 641-4993  
TTY: (336) 641-3332

Identify yourself, note that it is an emergency, and report the specifics of the situation as clearly as possible.

## CAMPUS AND COMMUNITY RESOURCES

### GREENSBORO COLLEGE

- Student Health Services, ext. 277
- Career Services , ext. 337
- Student Development, ext. 227
- Disability Services, ext. 591
- Academic Services, ext. 463
- Professional & Grad. Studies, ext. 284
- Campus Minister, ext. 597
- Human Resources, ext. 204
- Dean of Students, ext. 227
- Academic Affairs, ext. 282

## COMMUNITY

- **Family Service of the Piedmont**  
Washington Street Building  
315 East Washington Street  
Greensboro, NC 27401  
(336) 387-6161
- **The Guilford Center (Behavioral Health & Disability Services)**  
Bellemeade Center  
201 N. Eugene St.  
Greensboro, NC 27401  
(336) 641-3630  
TTY: (336) 641-4354 (adult reception)
- **Free, 24-hour Domestic Violence, Rape & Victim Assistance**  
(336) 273-7273
- **Alcohol Helpline: 1-800-ALCOHOL**
- **CDC HIV/STD Hotline 24 hours:**  
1-800-CDC-INFO (800-232-4636)
- **Moses Cone Behavioral Health Center - Assessment/Helpline**  
(336) 832-9700
- **NATIONAL SUICIDE PREVENTION LIFELINE**  
1-800-273- TALK (8255)
- **Planned Parenthood of the Triad**  
1704 Battleground Ave  
Greensboro, NC 27408  
(336) 373-0678
- **Women's Resource Center**  
628 Summit Avenue  
Greensboro, NC 27405  
(336) 275-6090
- **AIDS Information Triad Health Project**  
(336) 275-1654  
[www.triadhealthproject.com](http://www.triadhealthproject.com)

This brochure was developed by the University of Utah and adapted for use at Greensboro College. Used with permission. Summer 2008.