



# Facilitating Difficult Conversations-Promoting Holistic Approaches to Academic Advising



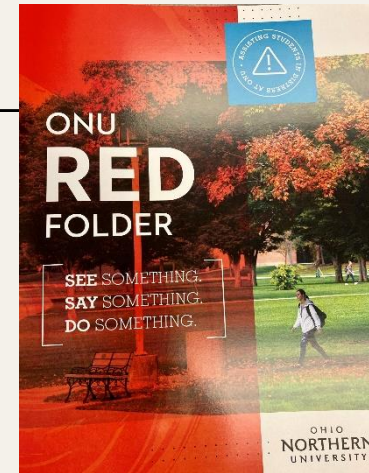
# Introductions

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- **Marcia Kostoff M.Ed LPCC**
  - Mental Health Therapist
- **Marcey Bell MSW LISW-S**
  - Mental Health Outreach Coordinator

# Red Folder Review

- What is it?
- How do we utilize it?



### RESPONSE PROTOCOL

Ask yourself the following question:  
**IS THE STUDENT A DANGER TO SELF OR OTHERS, OR DOES THE STUDENT NEED IMMEDIATE ASSISTANCE FOR ANY REASON?**

YES	NOT SURE	NO
<ul style="list-style-type: none"> <li>The student exhibits a truly and unusually serious, chronic, dangerous or disturbing, including behavior, as a medical emergency.</li> <li>Call on or Public Safety.</li> </ul>	<ul style="list-style-type: none"> <li>The student shows signs of distress, but I am unsure how serious it is. My observation has left me feeling uneasy and/or concerned.</li> <li>Call SART or Public Safety and Submit a Student of Concern Report.</li> </ul>	<ul style="list-style-type: none"> <li>I'm not concerned for the student's immediate safety, but after talking to them or academic issues and could use more support/resources.</li> <li>Call Counseling Center or SART and Submit a Student of Concern Report.</li> </ul>

**SEE SOMETHING. SAY SOMETHING. DO SOMETHING.**

A student's behavior, especially if it changes over time, may be an indicator of distress or a cry for help. You may be the first person to recognize signs of distress in a student. Trust your instincts if you see something and consider *Say Something, Do Something*.

**ACADEMIC INDICATORS**

- Sudden decline in quality of work or grades
- Repeated absence
- Whispers or presentations that indicate extreme involvement, social isolation, rage or despair
- A negative change in classroom performance
- Missed assignments

**PHYSICAL INDICATORS**

- Deterioration in physical appearance
- Lack of personal hygiene
- Public changes in weight
- Excessive fatigue or sleep disturbances
- Intoxication, disorientation or smelling of alcohol

**PSYCHOLOGICAL INDICATORS**

- Self disclosure of distress
- Excessive tearfulness, panic, irritability or apathy
- Verbal abuse

**SAFETY RISK INDICATORS**

- Unprovoked anger or hostility
- Impulsive or direct threats to harm self or others
- Stalking or harassing
- Giving away of valued possessions
- Any written note or verbal statement that has a sense of finality

**QUICK RESOURCES:**  
Office of Public Safety... 419-773-2323  
SART... 419-200-0192  
Counseling Center... 419-773-2160

### ASSISTING STUDENTS IN DISTRESS

**GUIDELINES FOR INTERVENTION**  
Contact the Student Affairs Response Team (SART) or Public Safety for consultation on the seriousness of the situation and strategies for how to best support you and the student. Act sooner rather than later. Don't hesitate to call 911 in an emergency.

**HOW DO I RESPOND TO A STUDENT IN DISTRESS?**

- Let the student know you are concerned about them and would like to help
- Allow the student to discuss their thoughts and feelings, which often helps relieve pressure
- Be accepting, empathetic and nonjudgmental
- Do not minimize feelings
- Don't be afraid to ask about suicide/killing yourself?
- Give them information about the Counseling Center and offer to walk them over
- Stay safe and maintain the boundaries of your professional role
- If the person is suicidal, do not leave them alone

**REMEMBER: SAFETY FIRST!**  
If you are concerned for the safety of yourself or others, do not hesitate to call 911 or the Office of Public Safety at 419-773-2323.

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## WELLNESS RESOURCES

<p><b>Dean of Students and Vice President for Student Affairs</b> Dr. Andrew Thompson Director athompson@onu.edu</p> <p><b>Residence Life</b> Justin R. Coonley Director and SART Coordinator jcoonley@onu.edu</p> <p><b>Counseling Center</b> Ashley Hines, Psy. D. Director ahines@onu.edu</p> <p><b>Mental Health Outreach</b> Nancy Bell, MSW, LICSW Coordinator nbell@onu.edu</p> <p><b>Student Disability Services</b> Tacey Hahn Coordinator thahn@onu.edu</p> <p><b>Student Health Center</b> Karen Schroeder Director kschroeder@onu.edu</p> <p><b>University Chaplain</b> The Rev. Dr. David MacDonald dmacdonal@onu.edu</p> <p><b>Sexual Harassment or Misconduct</b> Lorena Pacheco Title IX Coordinator lpacheco@onu.edu</p>	<p><b>419-773-2433</b></p> <p><b>419-773-3450</b></p> <p><b>419-773-2160</b></p> <p><b>419-773-2621</b></p> <p><b>419-773-9055</b></p> <p><b>419-773-9086</b></p> <p><b>419-773-2900</b></p> <p><b>419-773-3878</b></p>	<p><b>ALL EMERGENCY SITUATIONS 911</b> Office of Public Safety Ada Police Dept. SART On-Call Phone</p> <p><b>419-773-2323</b> <b>419-534-6010</b> <b>419-303-0104</b></p> <p><b>ADDITIONAL RESOURCES</b></p> <p>SART@onu.edu Email is monitored Monday-Friday 8-5 and can be used to refer students of concern for non-emergency situations.</p> <p><b>National Suicide Prevention Lifeline</b> 24-hour hotline Chat now: <a href="https://www.suicideline.com/chat">https://www.suicideline.com/chat</a></p> <p><b>Crisis Text Line</b> Text #HOPE to 34746</p> <p><b>The We Care People</b> Collegen Professional Services 24-hour hotline <b>1-800-667-7923</b> <b>1-800-667-HOPE (4673)</b></p> <p><b>Crime Victim Services</b> 24-hour protection services Victims of Human Trafficking <b>1-877-867-7923</b> <b>419-332-8666</b></p> <p><b>National Sexual Assault Hotline</b> 24-hour hotline Chat now: <a href="https://hotline.rainn.org/chat">https://hotline.rainn.org/chat</a></p> <p><b>Veterans Crisis Line</b> <b>1-800-273-8255, Press 1</b> 82555</p> <p><b>The Trevor Project</b> LGBTQ+ Text Line <b>1-866-488-7386</b> Text START to 676678</p> <p><b>Trans Lifeline</b> <b>1-877-563-8860</b></p> <p><b>Hardin County Victim Assistance</b> <b>419-554-3377</b></p>
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**OHIO NORTHERN UNIVERSITY**

**Division of Student Affairs**  
McMinn-Carey, First Floor  
195 S. Main Street  
Ada, Ohio 45810

**OHIO NORTHERN UNIVERSITY**

**SEE SOMETHING. SAY SOMETHING. DO SOMETHING.**

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**The Online, Run, Stop, Ask (SART) Walk:** The Division of Student Affairs at Ohio Northern University cares about the mental health and wellness of every student and recognizes that circumstances outside of the classroom may impact your ability to succeed in college. Naturally, you will face a host of challenges and opportunities while earning your degree. Our online wellness portal is a free resource that is readily available on and off campus to support your needs. Should you have any questions for

# Therapeutic Principles to apply to Academic Advising Roles

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- Alliance
  - Building a trusting and open relationship
- Empathy
  - Allowing the person to feel heard
  - Brene Brown video  
<https://www.youtube.com/watch?v=1Evwgu369Jw>
- Goal Setting
  - Moving toward goals that are reachable and work toward the long term goals of the student
- Allegiance
  - Creating a sense of loyalty and care between you and your advisee

# How to explore difficult topics- where do I start?

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- **Connecting with student**
  - What are interests and passions for the student?
  - Finding common ground
- **Celebrating successes**
  - What is going right or what is the student proud of in their professional or personal lives?
- **Following up on possible obstacles**
  - What may create barriers for the student holistically?
  - (Examples: mental health, family issues, financial concerns)

# What to do when the conversation shifts

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- P- Praise for sharing “thank you for telling me” “I appreciate you sharing that with me”
- O- Open ended questions “how long have you felt this way” “what would be helpful in this moment” “how would you feel about us connecting you to some resources on campus”
- L- Listening both for the content and tone of voice of the student
- A- Asking for help if needed- if topic becomes overwhelming or out of personal scope
- R- Refer to connect to campus resources from polar careers to counseling center to tutoring none of us should feel we have to do it alone

# Student of Concern

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- The Student of Concern Portal is available for faculty, staff, and students to refer students who may need additional support

[https://cm.maxient.com/reportingform.php?OhioNorthernUniv&layout\\_id=10](https://cm.maxient.com/reportingform.php?OhioNorthernUniv&layout_id=10)

# Sample Scenarios

- A student reaches out via email with academic concerns and a desire to drop a needed course. Upon further discussion and setting up an online meeting you learn the student may be experiencing symptoms of depression including low motivation and trouble getting up in the morning.
- Your advisee during their registration meeting suggests possible interest in a different major and being unsure what they want to do with the rest of their life. The student is scared to tell their family.
- A student that you work with calls in a panic, noticeably overwhelmed, and convinced that they can't do anything right. They are wondering if they are "cut out to be in college".

**P- Praise**

**O- Open Ended Questions**

**L- Listen to words and tone of voice**

**A- Ask for help when needed**

**R- Refer and connect to resources**



# Scenarios

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- Student comes to office to work on a schedule change.... She had failed a class and needed to rework her whole schedule. As they started working on it she started crying/ having trouble catching her breath and saying "my mom is going to kill me; she just doesn't understand how hard this is".
  - Your advisee enters your office distraught at an unplanned time. She has just ended her three-year relationship. She seeks support from you as she identifies you as a big support in her life.
  - How to navigate different forms of communication- email, phone, etc.

P- Praise

O- Open Ended Questions

L- Listen to words and tone of voice

A- Ask for help when needed

R- Refer and connect to resources

# Campus Resources and Referrals

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- ❖ Counseling Center- 419-772-2190  
Schedule an intake with a mental health professional to receive ongoing support if needed
- ❖ Health Center- 419-772-2086
- ❖ University Chaplain- 419-772-2200
- ❖ Student of Concern Portal-on the ONU App and website
- ❖ Crisis Text line –Text 4HOPE to 741 741  
Anyone can contact the crisis text line for any reason including feeling lonely, depressed, or overwhelmed.
- ❖ National Suicide Hotline -1-800-273-8255 and online chat available  
<https://suicidepreventionlifeline.org/chat/>



# Please provide feedback on the presentation. Thank you!

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