

OPTIONS WHEN YOU ARE CONCERNED ABOUT A STUDENT...

You can encourage the student to make an appointment at the SDCC by stopping by the office or calling (#5540)

You can call the SDCC while the student is in your office to help them get an appointment or walk with them to the West Street House office

If there is no immediate concern you may consult with SDCC staff via phone or email (SDCC@wpi.edu)

You can submit concerns online by following a link off the WPI Dean of Students web page

<http://www.wpi.edu/Admin/SL/concern.html>

IN CASE OF AN EMERGENCY...

Campus Police 508-831-5555

West Street House 508-831-5540

Health Services 508-831-5520

OTHER RESOURCES...

Academic Advising 508-831-5381

Academic Resource Center 508-831-5281

Academic Affairs 508-831-5222

Campus Police 508-831-5433

Disability Services 508-831-5235

Dean of Students 508-831-5201

Financial Aid 508-831-5469

Health Services 508-831-5520

Healthy Alternatives 508-831-5800

Minority Affairs 508-831-5796

Residential Services 508-831-5645



WEST STREET HOUSE
157 WEST STREET
WORCESTER, MA 01609
508-831-5540

Student Development and
Counseling Center
(SDCC)

Email: SDCC@wpi.edu

www.wpi.edu/+SDCC

HOURS:

Open weekdays 8:00 a.m. to 5:00 p.m.

SERVICES:

All services are confidential and free of charge to undergraduate and graduate WPI students.

Concerned about a student or friend?
Contact the WPI Care Team @
www.wpi.edu/+dso

RECOGNIZING AND RESPONDING TO STUDENT DISTRESS

A GUIDE FOR MEMBERS OF
THE WPI COMMUNITY



*Prepared by West Street House
Student Development and
Counseling Center*

WPI STUDENTS...

have a great number of challenges to overcome during the academic year. In addition to academic stress, there are often other stressors— being away from home, coping with new relationships, handling the responsibilities of independent living and making decisions concerning one's future.

The stress may be manifested in such forms as depression, eating disorders, alcohol and other drug abuse, anxiety, and so on. Early identification and counseling for such issues will be a key factor in helping students reach their fullest potential.

Faculty, staff, administrators and student leaders, because of their regular contact with students, are in an excellent position to recognize students in distress and to initiate appropriate action. This brochure outlines available resources and ways to assist WPI students who may be in distress.

IN AN EMERGENCY SITUATION:

- Remain calm and ensure your personal safety
- Use a low and controlled tone of voice
- Seek assistance when necessary
- If possible, stay with the student until help arrives

Campus Police #5555

RECOGNIZING A STUDENT IN DISTRESS...

Is there evidence of any of these?

- Grade problems or a decrease in academic performance
- An inability to concentrate or memory problems
- Excessive absence, particularly when the student previously demonstrated good attendance
- Unusual or marked change in behavior (appearing overly emotional, anxious, distracted, argumentative, and/or avoiding contact)
- Health concerns, such as headaches, body aches, falling asleep in class or meetings, poor hygiene, marked weight gain or loss, preoccupation with weight/exercise, or stomach problems
- Alcohol or other drug abuse, such as scent on clothing, red or swollen eyes, disorientation
- Depression, lethargy, poor self esteem
- Loss of contact with reality
- Immediately notify campus police and/or Dean of Students if a student is at risk of harming themselves or others
 - Threatened or actual violence, hostility, or aggression
 - Suicidal or homicidal thoughts, threats, or actions

OPTIONS WHEN ENCOUNTERING A STUDENT IN DISTRESS...

You may choose not to reach out the student, but, just as with physical illness, the sooner the problem is dealt with, the better the chances for a quick and complete recovery

You may choose to deal solely with the student's disruptive or ineffective behavior. This may work, but if the student continues to be disruptive or ineffective, our hope is that you will seek further assistance

You may choose to deal with the student on a more emotional and personal level. Feel free to call West Street House for consultation. There is no need for us to know your name or the student's name. If anonymity is not an issue, we can meet with you in our or your office to discuss the problem

A FEW KEY TIPS...

- Talk with the student in private when neither of you is rushed
- Maintain the student's self-esteem by listening with care and compassion
- When appropriate, help the student identify the problem and then mutually problem solve
- When appropriate, help the student establish a specific plan of action
- Check back with the student periodically to assess progress and to show interest
- When appropriate, encourage the student to connect with campus resources (SDCC, health center, academic advising)