IDENTIFYING AND RESPONDING TO STUDENTS OF CONCERN
COUNSELING SERVICES
♦ 30.7% felt so depressed they found it difficult to function.
♦ 85.2% had felt overwhelmed.
♦ 80.1% felt exhausted (not from physical activity).
♦ 56.4% felt lonely.
♦ 60.7% had felt very sad.
♦ 48.4% felt overwhelming anxiety.
♦ 38.2% felt overwhelming anger.
♦ 45.6% had thought things were hopeless.
♦ 6.2% had seriously considered suicide.
♦ 1.3% had attempted suicide.
♦ Students diagnosed with depression changed from 10.3% in 2000 to 14.9% in 2004 to 16% in 2005 to 14.8% in 2006 to 16% in 2007 to 9.7% in 2010.
National Trends

♦ 14% of college students have been treated for depression before entering college.

♦ 27% of 18- to 24-year olds have a diagnosable mental illness. (National Alliance on Mental Illness)

♦ Odds are now 50-50 that a student entering college will become depressed or experience some other problem during the college years. (Kadison and DiGeronimo, 2004)
Baylor Counseling Center: Services and Resources
Counseling Center Staff

- Seven Psychologists (licensed psychologist in Texas or working toward licensure)
- Psychiatrist (board certified in both adult and child and adolescent psychiatry)
- Licensed and Registered Dietitian (15 hrs/wk)*
- Five Part-Time Staff (8 hrs/week – peak demand)
- Four Doctoral-level Graduate Assistant Counselors – 20 hrs/wk (Psy.D. Candidates in Psychology and Neuroscience)
- Masters-level Graduate Assistant for Outreach – 20 hrs/wk (HESA Program)
- Addictive Behavior Specialist (20 hrs/wk)
Clinical Services

♦ Individual, couples, and group counseling for students with psychological concerns
♦ Crisis intervention for students experiencing a psychological crisis or emergency
♦ Psychiatric evaluation and treatment by a board certified psychiatrist
♦ Medical nutrition therapy by a licensed and registered dietitian
♦ Outreach and prevention programs for students
♦ Consultation services for faculty, staff, families, and friends of students
♦ Practicum training for clinical psychology doctoral students
♦ Referrals (Community, Treatment Centers, etc.)
Services

- 12 session limit – per year
- First 7 counseling sessions (Baylor career) – Free
- All additional sessions – $10 each
- Group Therapy – Free
- Psychiatric Intake – Bill insurance (1 hour)
- Psychiatric Follow-up – Bill insurance (20 minutes)
- Medical Nutrition Therapy – first 3 sessions are free – additional sessions = $20
Baylor Counseling Services Statistics
<table>
<thead>
<tr>
<th></th>
<th>05-06</th>
<th>06-07</th>
<th>07-08</th>
<th>08-09</th>
<th>09-10</th>
<th>10-11</th>
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<tr>
<td>Students</td>
<td>610</td>
<td>790</td>
<td>888</td>
<td>1,105</td>
<td>950</td>
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<td>Counseling Appointments</td>
<td>4,900</td>
<td>5,061</td>
<td>5,721</td>
<td>5,830</td>
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<td>Psychiatric Appointments</td>
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<td>814</td>
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<td>Nutrition</td>
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<td></td>
<td>136</td>
<td>246</td>
<td>217</td>
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<td>Crises</td>
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<td>123</td>
<td>121</td>
<td>114</td>
<td>261</td>
<td>345</td>
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<td>Outreach</td>
<td>4,731</td>
<td>27,464</td>
<td>67,716</td>
<td>5,183</td>
<td>19,145</td>
<td>10,936</td>
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<td></td>
<td>569</td>
<td>868</td>
<td>949</td>
<td></td>
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</tbody>
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Counseling Center Primary Presenting Problems – ’10-’11

♦ Depression
♦ Anxiety
♦ Relationship Problems
♦ ADHD
♦ Adjustment Disorders
♦ Bipolar Disorder
♦ Bereavement
♦ Alcohol Abuse
Counseling Center Response

♦ In Spring 2008, Counseling Services implemented crisis appointment hours at 10 a.m. and 2 p.m. each day with multiple staff available on Mondays and Wednesdays.

♦ In Fall 2008, a triage system was implemented. Created 40 appointment slots from Monday through Thursday for brief assessment (30 minutes). Goal is to see every student.

♦ Received funding for both full-time and part-time positions

♦ Clarified “Scope of Service”

♦ Committed to building the group therapy program (creative arts, bipolar, depression)
Warning Signs

♦ Marked decline in quality of course work, class participation, quality of papers, or test results
♦ Increased absence from class or failure to turn in work
♦ Chronic fatigue and low energy
♦ Attention and memory difficulties
♦ Low self-esteem and prolonged depression, suggested by a sad expression, apathy, weight loss, sleep difficulties, or tearfulness
♦ Nervousness, excessive worry, rapid speech
♦ Isolation from others
Warning Signs - Continued

- Alcohol and other drug abuse
- Extreme dependency on faculty, staff, or Community Leader, including spending much of his or her spare time visiting during office hours or at other times
- Marked change in personal hygiene
- Abnormal eating or exercise behaviors, excessive weight loss
Warning Signs - Continued

- Talk of suicide, either directly or indirectly, such as, “I won't be around to take that exam anyway” (most common reason for faculty/staff consultations)

- Agitation, irritability, and sudden outbursts of anger, threats of harming others, or aggressiveness

- Abrupt or radical changes in behavior or bizarre behavior, speech, writing, or thinking
Counseling Center

Mission Statement
Assist students in obtaining quality psychological services and counseling appropriate to their needs, including individual, couples, and group therapy. Provide consultation and crisis intervention services to students and others, such as administrators, faculty, staff, friends and family concerned about student's emotional well-being. Provide quality training for Graduate Assistant Counselors to promote the development of outstanding future clinicians.

Work with Division of Student Life to develop programs that encourage desirable student outcomes as defined by the Division. Provide training for paraprofessionals on basic counseling approaches and identification of students needing referral for more intensive service. Engage in outreach activities providing psychoeducational information and programs appropriate for university students.

In the News
Display illustrates dangers, images of eating disorders [5/25/2006]
The Baylor Counseling Center challenges students' self-image in eating disorder booths, set up on the first floor of the McLane Student Life Center this week.
(FULL STORY)

God's Plan For A Painful Past [5/28/2006]
LEGAL ISSUES RELATED TO MENTAL HEALTH
Legal Implications

♦ Legal implications are NEVER the main concern—student and employee safety is.

♦ Potential liability concerns

♦ Privacy concerns

♦ Discrimination on the basis of mental or psychological disabilities is prohibited.
Discrimination Is Prohibited

♦ Protection under Rehabilitation Act and ADA
  – Accommodations in educational services
  – Office of Access and Learning Accommodation

♦ Discipline — if student’s mental illness is disruptive or presents danger to self or others
  – Courts view conduct codes as “essential function” and not subject to accommodation.
  – Compliance with honor code is also an “essential function.”
MENTAL HEALTH ISSUES AND STUDENT CONDUCT

Bethany McCraw
Associate Dean for Judicial Affairs

Baylor University
Concerning Behavior

Alarming Behavior

Threatening Behavior
Concerning Behavior

A student may demonstrate concerning behavior, but it may not necessarily be alarming, threatening in nature or a violation of policy.

- Unsolicited e-mails, text messages, or Facebook messages
- Unwanted attention that violates personal space
- Poor social skills – unable to read social cues
- Inappropriate statements or contact – disruptive

*May result in the University having a conversation with the student.*
Concerning Behavior

MASS SHOOTINGS AT VIRGINIA TECH
Report of the Virginia Tech Review Panel
Summary of Key Findings
August 2007

2. During Cho’s junior year at Virginia Tech, numerous incidents occurred that were clear warnings of mental instability. Although various individuals and departments within the university knew about each of these incidents, the university did not intervene effectively. No one knew all the information and no one connected all the dots.
Concerning Behavior

Tell Someone

• It is possible the student may be demonstrating similar concerning behavior elsewhere in the Baylor community (residence halls, offices, etc.).

• Knowing the extent of the disruptive behavior can be helpful in determining the level of intervention the student may need.
Alarming Behavior

A student may demonstrate alarming behavior that causes others to feel very uncomfortable or frightened.

The student’s actions or comments may not reach the level of “threatening” behavior but may cause the educational pursuits of others or administrative operations to be disrupted.

May result in the University initiating a charge of student misconduct.
Dr. Giovanni began noticing that fewer students were attending class, which had never been a problem for her before. She asked a student what was going on and he said, “It’s the boy...everyone’s afraid of him.” That was when she learned that Cho also had been using his cell phone to take pictures of students without permission.
Alarming Behavior

- Offensive or inappropriate e-mails, text messages, or Facebook messages
- Unwanted attention that not only violates personal space, but becomes persistent
- Unwarranted or repeated anger or outbursts; destructive behavior
- Inappropriate statements that cause alarm to the listener

May result in the University initiating a charge of student misconduct.
We can not necessarily remove a student from campus just because his or her behavior is concerning or alarming.

If the student’s conduct is *disruptive*, the University can take action; but the student must be afforded the institution’s due process.
The term “misconduct” at Baylor refers to personal behavior on or off campus that:

1) interferes with Baylor's pursuit of its educational and Christian objectives,
2) fails to exhibit a regard for the rights of others,
3) shows disrespect for the safety of persons and property, and/or
4) violates, or attempts to violate, University rules, regulations, and policies or violates, or attempts to violate, local, state, federal, or international laws.
“Students are expected to conduct themselves in a mature manner that does not distract from or disrupt the educational pursuits of others.”
Classroom Conduct Policy

“Students are expected to conduct themselves in a mature manner that does not distract from or disrupt the educational pursuits of others.”

“Should a professor determine that a student’s conduct is distracting or disruptive, the professor may impose the student’s immediate removal from the classroom until the student can conduct himself or herself in an appropriate manner.”

“If the professor is unable to obtain the cooperation of the student, the student may be referred for disciplinary action.”
If there is a problem with a student in a class, in an office, or on campus be sure to DOCUMENT!

- Record the date of the incident.
- Provide a description of the incident.
- Include what was done to address the situation.
- Inform the department chair, dean’s office, or your supervisor.
- Inform Judicial Affairs if the behavior or conduct is concerning or alarming.
Student Conduct

We focus on the behavior.

We must follow our printed policies.

We do not mandate counseling.

- Baylor Police Department
- General Counsel
- Judicial Affairs
  - (Counseling Services &
  - Associate Vice President for Student Life)
Policy on
Threats or Harm to Self or Others

“Baylor University is concerned about the well-being of all students. The University takes seriously any behavior, including a non-privileged verbal statement, that tends to demonstrate a student may harm himself or herself or another.”
Policy on Threats or Harm to Self or Others

Implemented when a student:

• **States an intent or desire** to harm himself or herself or another, *or*

• **Attempts to harm** himself or herself or another, *or*

• **Harms** himself or herself or another

• **Exhibits behavior** that indicates the student **could be a danger or risk** to himself or herself or another.
Policy on Threats or Harm to Self or Others

The intervention that occurs as a result of the implementation of this policy is often what students need to help them gain some stability during extremely stressful or critical periods.

So Please Tell Someone

Call the Baylor Police Department 254-710-2222, the Counseling Center 254-710-2467, or 911.
Tell Someone

- It is essential for a student to be referred for a prompt, professional assessment as quickly as possible.

- Leave the assessments to the professionals.

- Time can be of the essence.
Student Needs vs. Community Needs

- Student Success
  - Community Safety
  - Student Privacy
A student’s educational records are protected by the Family Educational Rights and Privacy Act (FERPA).

When a student enters a postsecondary institution, the student becomes sole possessor of his or her educational records. (The rights of the parent transfer to the student.)

- An “educational record” is any record maintained on a student that can be accessed by others. (This includes e-mails.)
- An institution of higher education may not disclose personally identifiable information from the educational records of one of its students without the written consent of the student.
Helping Students Succeed

- Watch for warning signs.
- Know when to tell others.
- Know what campus resources are available.
Reporting Process and Intervention Plans

Martha Lou Scott
Associate Vice President for Student Life
Key Departments Identified to Help Keep Students from Falling in the Cracks

These individuals serve as consultants to various campus constituents who may have concerns about students on the campus:

- **Academic Areas**  Wes Null
- **Academic Support Services**  Ron English
- **Sally Firmin**
- **Baylor Police Department**  Jim Doak
- **Campus Living and Learning**  Meghan Becker
- **Counseling Center**  Jim Marsh
- **General Counsel**  Chris Holmes
- **Judicial Affairs**  Bethany McCraw
- **Health Services**  Nancy Keating
- **International Students**  Melanie Smith
- **Marketing and Communications**  Lori Fogleman
- **Office of Access and Learning Accommodation**  Dae Vasek
- **Parents League**  Judy Maggard
- **Paul L. Foster Success Center**  Brandon Miller
- **Spiritual Life**  Kristen Richardson
- **Student Life**  Martha Lou Scott
A Crisis
Baylor Police Department, 254-710-2222

Legal Issues
Chris Holmes, 254-710-3821

Warning Signs or Concerning Behavior
Jim Marsh, 254-710-2467

Problem Behavior
Bethany McCraw, 254-710-1715

Anything Else
Martha Lou Scott, 254-710-1761
Ongoing Efforts

- Monthly Meetings of the Work Group
- Educational Programs for Faculty and Staff
- Online Materials
- Periodic Newsletters to Faculty and Staff
- Student Mental Health Summits
- QPR Training
- Monitoring of Counseling Center Needs
- Report It!
IDENTIFYING AND RESPONDING TO STUDENTS OF CONCERN