IDENTIFYING AND RESPONDING TO STUDENTS OF CONCERN

Martha Lou Scott
Associate Vice President for Student Life

Bethany McCraw
Associate Dean for Judicial Affairs

Chris Holmes
Assistant General Counsel

Jim Marsh
Director of Counseling Services

Baylor University

COUNSELING SERVICES

Jim Marsh

Director of Counseling Services

ACHA 2007 (Fall)

- 43.2% felt so depressed they found it difficult to function.
- 91.6% had felt overwhelmed.
- 88.7% found themselves exhausted (not from physical activity).
- 76.5% had felt very sad.
- 61.5% had thought things were hopeless.
- 10.3% had seriously considered suicide.
- 1.9% had attempted suicide.
- Students diagnosed with depression increased from 10.3% in 2000 to 14.9% in 2004 to 16% in 2005 dropped to 14.8% in 2006 and rose again to 16% in 2007.
- Of the 16% in 2007, 39.2% were diagnosed in the past year.

American College Health Association. American College Health Association-National College Health Assessment: Reference Group Executive Summary Fall 2006. Baltimore: American College Health Association; 2007

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)

Staff Profile

Staff

- 7 Psychologists
- 4 Graduate Assistant Counselors – 20 hrs/wk
- Full-Time Psychiatrist
- Part-Time Staff (20 hrs/wk and peak times)
- Licensed, Registered Dietitian (15 hrs/wk)*

Services

- Individual Counseling
- Couples Counseling
- Group Counseling
- Faculty, Staff, Parent, and Student Consultations
- Crisis Intervention
- Outreach Programs
- Online Mental Health Screenings
- Psychiatric Services – evaluations and pharmacotherapy
- Medical Nutrition Therapy
- Referrals

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

Baylor University

Counseling Center Statistics

	04-05	05-06	06-07	07-08	08-09	09-10
Students	414	610	790	888	1,105	950
Counseling Appointments	3,552	4,900	5,061	5,721	5,830	6,336
Psychiatric Appointments	784	919	828	748	814	1,539
Nutrition Appointments				136	246	217
Crises	78	88	123	121	114	261
Outreach	1,058	4,731	27,464	67,716	5,183	19,145
Triage					569	868

Counseling Center Primary Presenting Problems – ’08-’09

- Depression 30%
- Relationship Problems 23%
- Anxiety 12%
- ADHD 11%
- Adjustment Disorders 11%
- Academic Problem 3%
- Phase of Life Problem 3%
- Bipolar Disorder 2.5%
- Bereavement 2%
- Eating Disorder 2%
- PTSD 2%
- Identity Problem 2%

Counseling Center Response

- In Spring 2008, Counseling Services implemented emergency 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
- 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

Baylor University | | Counseling Center - Microsoft Internet Explorer provided by Baylor University

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BAYLOR UNIVERSITY

Counseling Center
Health Services

Health Services | Counseling Center | Health Center | Pharmacy | Physical Therapy

- Clinical Services
- Confidentiality & Records
- Faculty & Staff Resources
- Online Resources
- Outreach Presentation Requests
- Outreach Programs
- Parent Resources
- BareTruth-Pornography
- Contact Us

Baylor > COUNSELING CENTER

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.

Online Resources

Free online mental health screenings
Depression
Eating Disorders
Alcohol

New online alcohol assessment
e-CHUG

New Resource!

Get the BareTruth about pornography.

Upcoming Events

- Residence halls close for Summer Term II (8/09)
- Residence halls and apartments open for fall (8/17)
- Fall Break (10/13 - 10/15)

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

start Baylor University U.C. 3:10 PM

LEGAL ISSUES RELATED TO MENTAL HEALTH

Chris Holmes

Assistant General Counsel

Baylor University

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

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.

Concerning Behavior

Alarming Behavior

Threatening Behavior

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.

Alarming Behavior

MASS SHOOTINGS AT VIRGINIA TECH
Report of the Virginia Tech Review Panel
Chapter IV., Part A.
August 2007

(Page 42)
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.

Student Conduct

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.

Student Conduct

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.

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."

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."

Student Conduct

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)*

Concerning Behavior

Alarming Behavior

Threatening Behavior

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

Student Records

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

Baylor University

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	Ruth Prescott
• Academic Support Services	Ron English
	Sally Firmin
• Baylor Police Department	Jim Doak
• Campus Living and Learning	Tim Powers
• Counseling Center	Jim Marsh
• General Counsel	Chris Holmes
• Judicial Affairs	Bethany McCraw
• Office of Access and Learning Accommodations	Dae Vasek
• Parents League	Judy Maggard
• Paul L. Foster Success Center	Brandon Miller
• Spiritual Life	Kristen Richardson
• University Relations	Lori Fogleman
• Student Life Deans	Martha Lou Scott

Tell Someone – Tell One of Us

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

Martha Lou Scott
Associate
Vice President for
Student Life
254-710-1314

Bethany McCraw
Associate Dean for
Judicial Affairs
254-710-1715

Chris Holmes
Assistant
General Counsel
254-710-3821

Jim Marsh
Director of
Counseling Services
254-710-2467

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