

## Crises Situations

Expressions of suicidal thoughts (Regardless of the circumstances or context, any reference to suicide, threat of suicide, or attempt at suicide should be judged as serious.)

Expressions of homicidal thoughts

- Severe loss of emotional control
- Gross impairment in thinking ability
- Impaired speech or garbled, disjointed thoughts
- Bizarre behavior

**If the danger appears imminent. You should call 911 for emergency assistance.**

If you are uncertain about the course of action to take, and it is during office hours, you may contact the Student Counseling Center for consultation and assistance. After hours, you may call The Andrew's Center at (903) 597-1351.

## Classroom and Community Support



When unexpected crises occur (such as the death of a student or faculty member, you may wish to invite us into your classroom or organization to provide community support. We can assist you in discussing the tragedy and its impact

on your class or organization. We also welcome your interest in allowing us to provide proactive educational workshops on such topics as stress management, listening and communication skills, study and test taking skills or other subjects relevant to your student group.

**The Student Counseling Center  
is open  
Mon.—Fri., 8:00 a.m.—5:00 p.m.**

**Students may visit the office with  
or without an appointment, but  
an appointment is recommended.  
All services are made available  
through the use of student service  
fees. There is no additional  
charge for services.**

**Please call (903) 566-7254,  
TDD (903) 565-5579 to schedule  
an appointment with a  
licensed professional counselor**

Adopted from brochures from::

The University of Texas at Tyler Student Counseling Center,  
The University of Texas at Dallas Student Counseling Center  
and Boston University Counseling Center

The University of Texas at Tyler  
3900 University Blvd.  
Tyler, Texas 75799

Student Counseling Center

# A Guide for Faculty and Staff



## Referring Students to Counseling

Student Services  
THE UNIVERSITY OF TEXAS  
AT TYLER

## When Student Advisement Takes on a Counseling-Like Quality:

Some suggestions to help you establish rapport with students and understand their concerns are:

- Talk with the student in private
- Listen carefully
- Show interest and concern.
- Repeat back to the student the essence of what he/she has told you.
- Limit constructive criticism
- Respect the student's values and beliefs.

Students will appreciate your willingness to listen, and if the situation warrants, you will have established the trust necessary for an effective and successful referral to the Student Counseling Center.

## Indicators that May Suggest the Need for a Referral:

### Behavioral Markers:

- Dramatic change in personal hygiene
- Dramatic weight gain or loss
- Falling asleep in class
- Change in sleep patterns
- Increased activity, nervousness or agitation
- Irritability or outbursts of anger
- Change in speech patterns (unusually soft or loud voice, or unusually slow or fast speech)
- Suspiciousness or feelings of persecution
- Inability to make decisions
- Frequent worry, anxiety or fear
- Alcohol or other drug abuse.

## Traumatic Life Changes:



- Severe personal illness or illness of a family member or close friend.
- Death of a family member or friend
- Difficulties in family or dating relationships
- Separation or divorce

## Interpersonal Relationships:

- Withdraw from usual social interaction
- Excessive seclusion and unwillingness to communicate
- Excessive dependency on advisor or others.
- Avoidance of professor or other students
- Complaints from other students.

## Learning Problems:

- Observable changes in academic performance
- Marked deficit in memory or concentration
- Test anxiety that seems debilitating
- Excessive procrastination
- Repeated requests for special consideration

## Consultations

Consultations are available in the Student Counseling Center if you are concerned about a student or situation, but are unsure of how to proceed. Call the Student Counselor Center and a licensed professional counselor will help you determine an appropriate course of action. (Don't carry it all on your shoulders.) Consultations are a regular part of our services and are frequently used by faculty and staff.

## Make a Referral

In a direct, straightforward and caring manner, recommend to the student that she or he make an appointment at the Student Counseling Center. It is often useful to ask: **“Are you talking with anyone about this?”**

- Except in emergencies, the option should be left open for the student to accept or refuse counseling.
- If the student agrees to a referral and is not currently getting counseling outside U.T. Tyler, you may wish to aid the student in contacting the Student Counseling Center. With the student present, call the Student Counseling Center (7254), identify yourself and explain to the administrative assistant that you are assisting a student in making an appointment; then allow the student to speak to the administrative assistant to arrange an appointment time.
- Suggest to the student that, with his or her permission, you will give information to the counselor about the nature of the concern.
- Client confidentiality prohibits us from providing you with information about a student who you have referred. Therefore, we are unable to discuss the particulars of a student's situation, or even the fact that counseling is being received, without the student's written consent.
- Follow up with the student at a later date to show your continued interest, even if the individual does not accept your referral.

