Stay Alert to Changes

Students who use UMC Counseling Services often report difficulty coping with their emotions and express feelings of depression, anxiety, or agitation. They may be concerned about their relationships with friends or family, about their academic performance, or about their future. Each student reacts differently, but some common reactions include:

- Excess procrastination and/or very poorly prepared work
- Frequent class absences
- Nervousness, agitation, impaired speech, excessive fingernail biting
- High levels of irritability including undue aggressive or abusive behavior
- Dependency (e.g., the student attempts to make excessive demands on your time)
- Inability to make decisions
- Marked weight loss or gain
- Marked change in personal hygiene or appearance
- Frequent binge eating, drinking, or extreme loss of appetite
- Sleeplessness
- Lethargy
- Sadness or fearfulness
- References to harming self or others

What Can You Do?

- Extend an Invitation to Meet

When you talk to the student, pick a place where you won’t be disturbed—a quiet place, for example. Also, try to minimize interruptions and allow enough time for a good discussion. Express concern for the student. Listen.

- Discuss Issues

As you learn more about the issues on the student’s mind, you might realize that you alone can’t provide adequate help and that the student could benefit from professional services. We suggest that during a break in the discussion you again express your concern, briefly paraphrase what you hear the student saying, and recommend UMC’s Counseling Services. One possible approach follows:

“You should know that other UMC students struggle with some of the same issues. Talking to others might help relieve some of the stress, and you might find new ways to cope.” Counseling Services offers different programs geared toward student concerns. I can help you find out about those services, if you’d like. What do you think?”

- Provide Support

Some students might be uncomfortable with the notion of seeing a counselor, or they may believe you perceive them as sick or disturbed. Work to reassure a student who reacts negatively that stress affects many college students. Sometimes students find themselves under so much pressure that they begin to feel anxiety, sadness, or depression. It helps to gain some perspective by

When Comfort Counts

Many people remember college life as one of the best times in their lives. But they may not remember the pressure and stress associated with the changes college life brings. College students are not immune to depression, anxiety, drug or alcohol abuse, family concerns, or other problems. Like all of us, sometimes we need help to sort through rough times.

You may be among the first to see the symptoms of stress, and you can help. Students may turn to you, or you may want to reach out to another student. This flier describes ways to recognize problems and to assist students in finding the counseling services they need.

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continued
consulting with an unbiased source, such as a counselor who encourages individuals to think about their behaviors and find better ways of dealing with the world.

**How to Help**

If a student acts in a strange manner, seems agitated, or appears out of control, the following guidelines might prove helpful. Try to think of the individual’s behavior as the “right behavior in the wrong setting,” inappropriate rather than out of control, for example. In these situations, set clear limits for the student. Keep the following in mind:

- Be matter of fact. Control your emotions, and it may help the student to do the same.
- Be respectful but firm.
- Be clear, simple, and direct. You may have to repeat yourself for the student to understand.
- Try to identify the problem and respond directly and honestly about whether you can help.
- Convey your support and understanding of the pressures the student faces.

If needed, call UMC Counseling Services (218) 281-8585, campus security 281-8531, or dial (9) 911.

**How to Make a Referral**

You can refer students to Counseling Services in any of the following ways:

- Suggest that the student go to Counseling Services during office hours. Students can make an appointment by telephone or stop by from 8 a.m. to 5 p.m., when a counselor can see them.
- Suggest that the student use your phone to make an appointment at Counseling Services, 281-8585, 281-8586, or 281-8587.
- Call Counseling Services yourself, while the student is still in your office, and arrange an appointment for the student. If you feel this is an emergency situation, please indicate that when you contact Counseling Services. If necessary, a counselor will come to your office.
- Go with the student to Counseling Services and arrange an appointment.
- Use Counseling Services referral form.

If you do refer a student to Counseling Services, we ask the student if we may tell you when that student has met with a counselor. Naturally, the communication between a counselor and a client is confidential. We cannot and do not discuss the particulars of a student’s situation, or even acknowledge counseling contact, without the student’s written permission.

**Consultation**

If you have specific questions about a student and how best to approach that individual, do not hesitate to call Counseling Services. If a counselor is not available, please let the receptionist know who you are and why you are calling. A counselor will return your call as soon as possible.

**Counseling Services**

We want to help students get the most out of their educational experience. The way students act and respond to changes and problems can affect their educational performance. We prefer to work with them before their concerns develop into serious problems, and to teach students how to manage their stress and how to respond more effectively to challenging and difficult situations.

Counseling Services provides a variety of services, including individual counseling; workshops on topics such as assertiveness training, stress management, test anxiety, and a range of consultative services centering on student adjustment in higher education. Counseling Services programs include the following:

- Personal, Individual, and Group Counseling
- Career Resource Center
- Sexual Harassment Information
- Consultation Services
- Office for Students with Disabilities
- Computerized Career Guidance
- Diversity Services
- ATOD Services

**For Your Information**

Counseling Services is located in Suite 245, Student Center. Appointments can be made by calling 281-8586. Counselors are available 8 a.m. to 5:30 p.m. Monday through Friday. Appointments are recommended but not always necessary.

**Staff**

Don Cavalier .................. Director and Counselor
281-8585 • E-mail: cavalier@umn.edu
FAX: 1-218-281-8584
Business Department

Meloni Rasmussen ............ Principal Office & Administrative Specialist
281-8586 • E-mail: melonir@umn.edu
FAX: 1-218-281-8588

Tim Manard .................. Counselor
281-8571 • E-mail: manard21@umn.edu
FAX: 1-218-281-8584
Agriculture and Natural Resources Department

JASON TANGQUIST ............... counselor, Athletics
281-8424 • E-mail: jttangqui@umn.edu
Liberal Arts and Education Department

HEIDI LAMB CASTLE ............ counselor
281-8348 • E-mail: nicastle@umn.edu
Math, Science, and Technology Department

In case of emergency: 24 hour crisis #1-800-282-5005

consulting with an unbiased source, such as a counselor who encourages individuals to think about their behaviors and find better ways of dealing with the world.

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Don Cavalier .................. Director and Counselor
281-8585 • E-mail: cavalier@umn.edu
FAX: 1-218-281-8584
Business Department

Meloni Rasmussen ............ Principal Office & Administrative Specialist
281-8586 • E-mail: melonir@umn.edu
FAX: 1-218-281-8588

Tim Manard .................. Counselor
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FAX: 1-218-281-8584
Agriculture and Natural Resources Department

JASON TANGQUIST ............... counselor, Athletics
281-8424 • E-mail: jttangqui@umn.edu
Liberal Arts and Education Department

HEIDI LAMB CASTLE ............ counselor
281-8348 • E-mail: nicastle@umn.edu
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**Referral Form**

**UMC Career and Counseling Department**
Suite 245, Student Center • 218-281-8585 or 218-281-8586

**Reason for Referral**

___________________________________________________________________________________________________
___________________________________________________________________________________________________
___________________________________________________________________________________________________

**Immediacy of Referral**

- [ ] Urgent -- must be seen today (call in advance; Career and Counseling Department 281-8585 or 281-8586)
- [ ] May be seen at first scheduled opening

**Action Desired** (check all that apply)

- [ ] Visit with students
- [ ] Refer back with suggestions
- [ ] Counselor continue to work with student

*Is the student aware of your referral?*

- [ ] Yes
- [ ] No

*I understand the reasons for this referral. I hereby authorize UMC Career and Counseling Department to exchange information, either written or by telephone, for the purpose of helping the student.*

**Student Signature (Optional)____________________________**

If you need this material in alternative format, please contact Disability Services at 281-8587 or in person at Owen 270.