

# Faculty Senate Meeting

— Student Wellbeing



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# Mobile-Based Mental Health Resources for Students

— FACULTY SENATE MEETING - Student Wellbeing

- Addressing **Accessibility** and **Equity** across the WSU System
- History of inequitable on-campus resources across the system (*unequal access*)
- Mobile-Based Mental Health Resources
  - Implementation is the **first step in addressing equity across the system**

*Helping every Cougar have equitable access to mental health resources.*

# Mobile-Based Mental Health for Students: Protocol+

## **Togetherall** – Online Peer Community

*A safe, clinically moderated, online community to share feelings anonymously and get support to improve mental health and wellbeing. Topic-based discussion walls.*

## **WellTrack** – Online Self-Help Toolkit

*WellTrack is a suite of self-help therapy online tools and courses that uses aspects of Cognitive Behavioral Therapy to help you identify, understand and address issues.*

## **The ShrinkSpace** – Global Referral Network

*HIPAA-compliant referral service to private providers/ therapists who specialize in college mental health (private therapists) to college students.*

## **Protocol+ Call Center** – Behavioral Health | 24/7 Support

*Round the clock access to highly trained clinicians to provide emotional support, conduct assessment and determine needs for intervention and stabilization.*



FACULTY SENATE MEETING - Student Wellbeing

# Student Care Network

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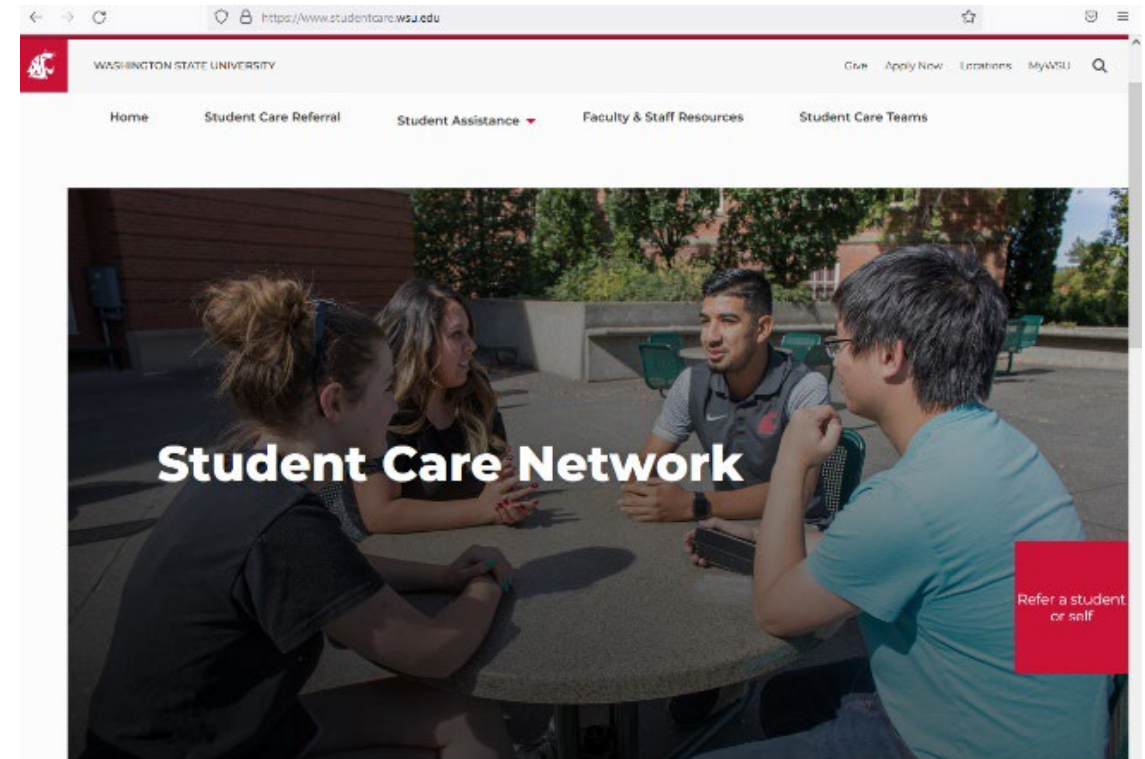
## WHAT IS IT

Network dedicated to supporting student success across the system through access to resources and early intervention.

## REFERRING A STUDENT

Student Care Network site:

[Studentcare.wsu.edu](https://studentcare.wsu.edu)



FACULTY SENATE MEETING – Student Wellbeing

# Student Care Network

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## REASONS TO SUBMIT A REPORT

Noticeable changes in...

- o Student's well-being
- o Behavior
- o Academic performance
- o Access to financial, food, or housing assistance

*Remember: If someone poses an immediate threat to themselves or to others, call 911.*

# Student Care Network

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## WHAT HAPPENS NEXT

Once you submit a report...

- o Submission reviewed by Student Care Team
- o Your campus team will contact you regarding:
  - Gathering additional information
  - Consult about situation
  - Determine the next steps \*
- o Anonymous Reporting

*\* Students will NOT be notified a concern has been submitted unless mutually decided upon with reporting party as part of the follow-up plan. Student may be contacted if concern entails mandatory reporting requirements, wherein reporter name is withheld.*

# Student Care Network

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## MANDATORY REPORTING

- o Required to report:
  - Sexual assault, harassment, misconduct or discrimination
    - Outreach to student - Compliance Civil Rights
- o Student Standards of Conduct Violations:
  - Center for Community Standards
    - [communitystandards.wsu.edu](https://communitystandards.wsu.edu) → Forms

*\* Students will not be notified a concern was submitted or name of reporter unless mutually decided upon with reporting party as part of the follow-up plan.*

# Faculty Support

## How you can help

### DEAN OF STUDENTS - EMERGENCY NOTIFICATIONS

Faculty may be contacted when a student is experiencing life events that impact their progression, including but not limited to:

- Mental health challenges
- Loss of a family member
- Substantial illness

*If you are contacted, we have also worked with the student to encourage they communicate with you directly.*

#### Notification requests may ask for:

- Flexibility with deadlines
- Flexibility with exam dates
- Making notes available
- Other

*These are requests, but important to understand the request is being made due to a significant event or disruption in the student's life.*



# Faculty Support

## How you can help

### FACULTY RESOURCES

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[Student Care](#) / Faculty & Staff Resources

<https://studentcare.wsu.edu/faculty-staff-resources/>

#### **Recognize**

Learn all the signs and behaviors that a student in distress might display.

#### **Respond**

Find out how to calmly communicate with a student who needs your help.

# Faculty Support

## How you can help

### RECOGNIZE

#### Types of Concerning Behavior

Disruptive Classroom Behavior

Physical and Mental Health Concerns

Threatening Behaviors

Suicidal Behaviors

#### Recognizing a Student in Distress

"Not sure what, but something's wrong."

Family or Personal Tragedy Loss or Crisis

Medical and Mental Health Concerns

Self-Harm, Suicide, Safety Risk

Alcohol or Other Drug Use

Misconduct, Inappropriate Behavior, and Classroom Disruption

Crime, Victimization, Hazing

Violence, harassment, Interpersonal/Sexual Assault

Bullying, Harassment, Sexual Harassment, Cyberstalking

# Faculty Support

## How you can help

## RESPOND

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### Tips for Responding with Compassion

#### Listen Sensitively and Carefully

Vulnerable students need you to listen and help. Ask directly how they are doing or if they have thoughts of harming themselves or others.

#### Trust Your Gut

If you are concerned about a student, talk to your department chair, supervisor, or the [Office of the Dean of Students](#).

#### Connect with Campus Resources

We have other professionals and campus resources dedicated to helping you and students. You can start with the Student Care Network or the collection of resources located in your campus's guide to helping students in distress. Your firsthand knowledge and personal connection to this student is valuable in supporting them.

#### Take Care

Helping a distressed student can take a toll on you. Please think of your own wellbeing and seek support if needed.

#### Stay Safe

Safety is always our top priority. Call 911 if a student poses an immediate threat to self or others.

#### Share What You Know

State and federal laws and University policies mandate reporting in some situations. The Family Educational Rights and Privacy Act (FERPA) allows faculty and staff to report student health and safety concerns to relevant campus offices trained to handle situations with sensitivity and care.

Taking appropriate action does not violate a student's privacy. In some instances, employees have an obligation to report behavior. Visit [Compliance and Civil Rights \(CCR\)](#) for more information on reporting requirements.

# Faculty Support

## How you can help

### EMPATHY Do's

#### **DO Acknowledge and repeat**

- “I’m so sorry that this happened” (acknowledge). “It sounds like Tom really broke your trust” (repeat).
- “You must feel really betrayed” (hypothesize feelings)

#### **DO Ask open-ended questions**

- “How do you feel?” “Why do you think that is?”
- Open-ended questions can trigger a lot of self-reflection as well. Sometimes when I ask one, I’ll get a response back such as, “You know, I never thought about that before”, followed by a silence and then an answer.

#### **DO Summarize your understanding**

- “Have I understood this correctly?” Summarize what you heard.

# Faculty Support

## How you can help

### EMPATHY Don'ts

#### Don't — Judge

- “Shouldn't you feel X instead of Y?”
- “Should you be doing that right now?”

#### Don't — Minimize or Negate

- “It's not a big deal.”
- “What's there to be upset about?”

#### Don't — Solution, or at least, ask first

- “What you should do is...”
- “Maybe if you just...”

# Student Wellbeing

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## QUESTIONS?

