

Locations:

Student Psychological Services

Mid-Campus
4223 Math Sciences Bldg.
825-0768

South Campus:
A3-062 Center for the Health Sciences
(CHS)
825-7985

Hours of Service:
8:00 a.m. to 5:00 p.m., Monday through
Friday.
Walk-in appointment for emergencies

After-Hours Service:
The **UCLA HELPLINE** is a crisis
intervention information, and referral line
that is staffed by trained volunteers. Hours:
Monday through Thursday, 5:00 p.m. until
midnight, Friday through Sunday 8:00 p.m.
until midnight.

Telephone Number: 825-HELP/825-4357

*Student
Psychological
Services*

How to
Identify
and Refer
a Distressed
Student

How You Can Help

University students often encounter a great deal of stress during the course of their academic experience. While most students cope successfully with the challenges that these years bring, an increasing number of students find that the various pressures of life are unmanageable or unbearable. As faculty members and teaching assistants, you often encounter these distressed students in your offices or your classrooms. Many of these students have not sought any psychological intervention. Thus, your role is a crucial one in identifying and referring students who are in distress. The following guidelines might be useful.

Some Signs and Symptoms of a Student in Distress:

- Excessive procrastination and very poorly prepared work, especially if this is inconsistent with previous work
- Infrequent class attendance with little or no work completed
- Dependency, e.g., the student who hangs around you, or makes excessive appointments to see you during office hours
- Listlessness, lack of energy, or frequently falling asleep in class
- Marked changes in personal hygiene
- Repeated requests for special consideration, e.g., deadline extensions
- Impaired speech or garbled, disjointed thoughts
- Homicidal threats
- Behavior which regularly interferes with the decorum or effective management of your class
- Overtly suicidal thoughts, e.g., referring to suicide as a current option
- High levels of irritability, including unruly, aggressive, violent, or abrasive behavior
- Inability to make decisions despite your repeated attempts to clarify and to encourage
- Dramatic weight loss or weight gain
- Bizarre or strange behavior which is obviously inappropriate to the situation, e.g., talking to "invisible" people
- Normal emotions that are displayed to an *extreme* degree or for a *prolonged* period of time, e.g., fearfulness, tearfulness, nervousness

Guidelines for Interaction:

- Talk to student in private
- Listen carefully
- Show concern and interest
- Repeat back the essence of what the student has told you
- Avoid criticizing or sounding judgmental
- Consider Student Psychological Services as a resource and discuss a referral with the student
- If the student resists help and you are worried, contact SPS to discuss your concerns
- Involve yourself only as far as you want to go. Extending oneself can be a gratifying experience when kept within realistic limits

How to Make a Referral to SPS:

1. Suggest that the student call or come in to make an appointment. Give the SPS phone numbers and locations at that time.
2. If you wish to assist the student directly, call the receptionist at either SPS location while the student is in your office in order to assure that an appointment is made. Write down the appointment information (time, date, counselor, and location) for the student.
3. If the situation is an emergency, follow #2 above, but state that "the student needs an appointment immediately".
4. Sometimes it is useful or necessary for you to walk the student over to SPS.
5. If you are concerned about a student but are uncertain about the appropriateness of a referral, feel free to call SPS for a consultation.

Services Offered at SPS:

- Emergency care from 8:00 a.m. to 5:00 p.m.
- Crisis intervention
- Brief psychotherapy
- Couples therapy and counseling
- Self-exploration groups
- Focused short-term groups
- Psychiatric evaluation and medication
- Consultation
- Referrals