



Services Offered at CCC:

- Same day screening
- Brief individual counseling
- Group counseling
- Crisis intervention
- Couples therapy
- Brief psychiatric services
- Medical, psychological and psychiatric referral
- Learning skills workshops/training
- Outreach programs



Virginia Tech does not discriminate against employees, students, or applicants on the basis of race, sex, handicap, age, veteran status, sexual orientation, national origin, religion, or political affiliation. Anyone having questions concerning discrimination should contact the Equal Opportunity/Affirmative Action Office.

If you are a person with a disability and desire accommodation, please contact the Thomas E. Cook Counseling Center Monday - Friday, 8 am - 5 pm.



Thomas E. Cook Counseling Center
240 McComas Hall (0108)
Virginia Tech
Blacksburg, VA 24061
(540) 231-6557
www.ucc.vt.edu

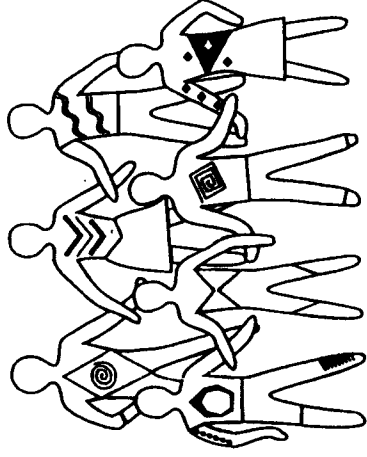


Office Hours:
Monday through Friday
8:00 a.m.-5:00 p.m.

After Hours Service:
For after hours emergencies, call
(540) 231-6444. An answering
service will provide assistance.

Identifying and Referring the Distressed Student:

A VT Community Guide



Thomas E. Cook Counseling Center
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VIRGINIA POLYTECHNIC INSTITUTE
AND STATE UNIVERSITY

Your Role can be Crucial...

The college years are known to be extraordinarily stressful for many. Most students cope adequately with stresses without becoming overwhelmed. In the contemporary climate of competition and pressure, increasing numbers of students find that stress becomes unmanageable and interferes with learning. In some cases the resulting behaviors of these students may even become disruptive to the learning of others.

Since many students initially seek assistance from faculty or staff members, it is crucial to identify and refer those students in distress. The following guidelines may be useful.



Some Signs and Symptoms of a Student in Distress:

- Excessive procrastination and very poorly prepared work, especially if inconsistent with previous work
- Infrequent class attendance with little or no work completed
- Dependency, e.g., the student who hangs around or makes excessive appointments 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 and disjointed thoughts

- Threats to others
- Overtly expressed suicidal thoughts, e.g., referring to suicide as a current option
- Behavior which regularly interferes with the decorum or effective management of class
- High levels of irritability, including unruly, aggressive, violent, or abrasive behavior
- Inability to make decisions despite your repeated efforts to clarify or encourage
- Excessive weight gain or loss
- Bizarre behavior which is obviously inappropriate for 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., tearfulness or nervousness



Guidelines for Interaction:

- Talk to the student in private.
- Express concern. Be as specific as possible in stating your observations and reasons for concern.
- Listen carefully to everything the student says.
- Repeat the essence of what the student has told you so your attempts to understand are communicated.
- Avoid criticizing or sounding judgmental.
- Consider the Thomas E. Cook Counseling Center (CCC) as a resource and discuss referral with the student.

- If the student resists referral and you remain uncomfortable with the situation, contact CCC to discuss your concern with a member of the counseling staff.



How to Make a Referral to CCC:

- 1 Suggest that the student call or come in to make an appointment. The student will usually be given a time to speak to a counselor that day.
- 2 You can either help the student set up a first appointment by making the call to the Counseling Center with the student present or having the student call from your office. If you make the call, when you reach the CCC receptionist, identify yourself as a faculty or staff member and request an appointment for the student. The receptionist will need the student's ID number to make the appointment. Write down the appointment time, date, counselor and location or phone number for the student. As the first appointment, the student has a choice of either an in-person appointment or a telephone appointment with the counselor.
- 3 If you would like to provide information to the counselor, tell the receptionist that you would like to talk with an available staff member.
- 4 It may be necessary for you to walk the student to CCC. You can consult with a staff member if you have any doubts.
- 5 If you are concerned about a student but unsure about the appropriateness of a referral, feel free to call CCC for consultation.