

## A Guide to Assisting Troubled Students

Three levels of student distress which, when present over time, suggest that the problems are more than the “normal” ones.

### LEVEL 1

Although not disruptive to others in your class, these behaviors may indicate that something is wrong and that help may be needed:

- Unaccountable change from good to poor performance or declining grades
- Change from frequent attendance to excessive absences
- Marked change in mood, motor activity, or speech
- Marked change in physical appearance

### LEVEL 2

These behaviors may indicate significant emotional distress or an inability to acknowledge a need for personal help:

- Repeated request for special consideration
- New or regularly occurring behavior which pushes the limits and may interfere with class management
- Unusual or exaggerated emotional response

### Responses to Level 1 or Level 2 behavior:

- Talk to the student privately.
- Express your concern in non-judgmental terms.
- Listen to the student and repeat the gist of what the student is saying.
- Make a referral to the BIT.

### Rule of thumb: When in doubt, refer them out.

- Email the Behavioral Intervention Team at [bit@parisjc.edu](mailto:bit@parisjc.edu).
- **Encourage the student to** take advantage of our free Counseling Services by emailing [counseling@parisjc.edu](mailto:counseling@parisjc.edu) or calling 903-782-0426 for an appointment.
- Fill out a Dragon Alert (Retention) in MyPJC.

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### LEVEL 3

These behaviors usually show that the student is in crisis and needs emergency care:

- Highly disruptive behavior (hostility, aggression, etc.)
- Inability to communicate clearly (garbled, slurred speech, disjointed thoughts)
- Loss of contact with reality (seeing/hearing things that are not there, beliefs or actions at odds with reality)
- Overt suicidal thoughts (suicide is a current option)
- Homicidal threats

#### Responses to Level 3 behavior:

- Stay calm. Find someone to stay with the student while you find immediate help:
  - Call **Campus Police**: ext. **1399** (internal), **903-782-0399** (external).
  - Or call **911**.

### Referral Tips

#### For the Student:

- Be frank with them about the limits of your time, ability, expertise, and/or objectivity.
- Let them know that you think they should get assistance from another source.
- Assure them that many students seek help over the course of their college career.

### PJC's Counseling Services

All students can visit the Counseling/Advising Center *FREE of charge*. Students are encouraged to make their own appointments, if possible. We also offer appointments to our students online via Zoom as well as the other PJC locations.

Encourage the student to email [counseling@parisjc.edu](mailto:counseling@parisjc.edu) or call 903-782-0426 or drop by the Alford Center, where they were advised for classes.

### After Hours

Crisis hotlines: <https://www.parisjc.edu/counseling/hotlines.php>

Local mental health resources: <https://www.parisjc.edu/counseling/resources.php>

If they exhibit Level 3 behavior, be sure to get them immediate assistance by contacting PJC Police or 911.