

Resources for Your Student

CARE Team

We encourage anyone with general concerns about a student to call the UWB Counseling Center staff or submit a [CARE Team report](#), as this is the most efficient step for consultation with a mental health counselor. The CARE Team report is a confidential, online report that allows you to submit the name of the student, your name and contact information, and a brief description of your concern or consultation question. One of the CARE Team members will respond to your CARE report within one business day.

Parents & Families

[Supporting Your College Student Through Mental Health Challenges](#)

- This guide contains information on knowing the signs of a troubled student and what to do if your student is considering suicide. Learn how to maintain conversations, share your experiences, make the transition home (as needed), and get your student the help they need to succeed.

We encourage parents and family members to consult with our staff if they believe a student is in distress and they are uncertain about how to help. If you have concerns about your UWB student's emotions and behavior—including alcohol use, anxiety, depression, aggression, unusual behavior, or overall psychological well-being—we encourage you to speak with a professional staff member from the Counseling Center. Call our office at 425-352-3183.

Note: while our staff can give general advice, we are bound by Federal Educational Rights & Privacy Act (FERPA) of 1974 & Health Insurance Portability & Accountability Act (HIPAA) of 1996 laws. Verify with your student that they give permission for a professional staff member to discuss your student's information before calling the Counseling Center.

Faculty & Staff

Identifying Potential Student Problems

Faculty and staff can often have the most direct contact with students and thus might be the first to notice any changes. Here are some possible warning signs that might suggest that a student needs assistance.

- Excessive absences or tardiness.
- Repeated requests for special consideration, especially when this represents a change from previous functioning.
- Inability to concentrate.
- Significant decrease in academic/work performance.
- Unusual or changed pattern of behavior.

- Avoiding participation or sudden withdrawal from others.
- Dominating discussions.
- Excessively anxious when called upon in class or staff meetings.
- Exaggerated emotional responses.
- Easily agitated.
- Change in appearance (e.g., poor hygiene, weight gain/loss).
- Distracted or preoccupied thought processes.
- Consistently inappropriate, illogical, or unrelated questions.
- Speech that is disjointed, tangential, fragmented, or not reality based.
- Disruptive, verbally aggressive, or physically aggressive behavior.
- Indirect statements or written work about death or suicide ("I want to disappear," "there's no way out" or "I can't go on") as well as more direct suicidal statements ("I've had thoughts about hurting myself"). This includes creative work.

The appearance of any of the above warning signs might indicate that a student is in distress. If any of these signs are observed, especially on a repeated basis within a short period of time (2 to 3 weeks), it is important to talk with the student and refer them to the Counseling Center for assistance.

Making a Referral to the Counseling Center

Once you recognize that a student is experiencing a pattern of concerning symptoms, you must decide when and how to address this with them. Here are some guidelines for your interaction:

- Talk to the student in private.
- Describe the behavior you have observed or the statements you have heard that caused your concern.
- Express your concern for them in a direct, straightforward manner.
- Listen carefully.
- Show understanding and empathy for what they are going through.
- Avoid criticizing or sounding judgmental.
- Consider the Counseling Center as a resource and discuss a possible referral with the student. Inform them that our services are confidential and free.
- Remember that the student has the right to accept, think over, or refuse your recommendations.
- If your student turns down help and you are still concerned, it may be helpful for you to consult with a Counseling Center professional staff member by contacting the UWB CARE Team. Click [here](#) to complete a CARE Team Report.
- In a crisis, the most important things are to remain calm, make sure the student is safe, and call 911 or Campus Safety at 425-352-5359.