STUDENTS IN CRISIS MAY DEMONSTRATE THE FOLLOWING

- Student asks for help
- Shows increasing dependence on you.
- Decline in academic performance.
- Mentions problems with sleeping or concentrating.
- Appears tearful, sad, and/or overly anxious.
- Overly irritable or moody.
- Becomes withdrawn/reclusive.
- Increased use of alcohol or drugs.
- Shares personal information which causes alarm or concern.
- Reference to suicide or homicide.

HOW ADVISORS CAN RESPOND TO A STUDENT IN CRISIS

- Establish privacy for the student. When possible, move the student to a private space. The goal is to reduce potential embarrassment and establish an environment where you can support the student. However, if you feel unsafe being in an enclosed space with the student, you will need to be creative. You should not enter a confined space with a student who is overly aggressive and/or seems unpredictable.
- Remain calm and speak softly.
- Communicate care and compassion.
- Be non-judgmental.
- **Allow the student to talk.** This is key as we often want to jump to action rather than listen.
- Clarify disturbing disclosures. Ask, “What do you mean by...” to gain as much insight as possible.
- **Ask the student what he/she would like to do or what they need.**
- Talk with the student about the Counseling office, offer to take them to the Counseling office or offer to call the office for them. It is ok to say that you want to connect the student with the best people to assist them.
COUNSELING AND CONSULTATION SERVICES (CCS)
FIRST FLOOR OF CLARE HALL. ENTER THROUGH THE EAST DOOR, TURN LEFT.
317.955.6150

HOW TO MAKE AN APPOINTMENT

• Call CCS @ 317.955.6150 or stop by the office in person

SERVICES OFFERED BY COUNSELING AND CONSULTATION SERVICES

• Individual therapy
• Group therapy
• Outreach
• Crisis intervention

• Let’s Talk program
• Career counseling
• Consultation
• Referral resources

CRISIS SERVICES

**Crises are defined as:** experiencing suicidal or homicidal ideation, in a state of panic, recent victim of sexual assault, extremely disorganized or bizarre thinking or perceptions.

- **Student needs immediate medical attention**
  - Dial 911 or Campus Police 317.955.7689 immediately

- **Student in crisis during business hours**
  - You or the student can contact Counseling Services 317.955.6150
  - It is appropriate to walk the student to Counseling Services

- **Student in crisis outside business hours**
  - Student can contact one of the following:
    - Marian University Crisis Line: 317.924.2750
    - St. Vincent Stress Center 24 hour line: 317.338.4800
    - Indianapolis Crisis Line: 317.251.7575

COMMON QUESTIONS

• Cost of Services: FREE
• Hours: M-F; 8am-4:30pm (12 months)
• Eligibility: all enrolled Marian University students

STUDENT SUCCESS TEAM

The Student Success Team works to identify students who are struggling personally, professionally, and/or academically and connect them to the appropriate university or community resource. The team also tracks identified students as they progress through MUCOM. Faculty, staff, students, and administrators are key in helping the SST identify students who need assistance and are encouraged to refer students.

To refer a student to the Student Success Team, visit the MU-COM Resources website or [click here](#).