



# *Recognize, Respond, Refer*

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# What we will cover today...

- **Recognize**

Learn about certain mental health reactions to distress and how to identify them in DKU students.

- **Respond**

Learn tips on what to do when concerned about a student, and how to engage to better support them.

- **Refer**

Review resources available to student members of the DKU community, and how to make those referrals effectively.



# Over-arching Factors

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- COVID-19
- Travel restrictions
- Displaced community
- Remote learning fatigue
- Mourning a blended educational experience
- Duke study away
- Peer pressure
- Dependency vs. independency
- Justifying their decision to attend DKU
- Graduation



# DKU Students Mental Health

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## **Student reported identified concerns:**

- Academic competition
- Interpersonal relationships
- Family issues
- Adjustment
- Self-esteem

## **Clinicians reported identified symptoms:**

- Anxiety
- Depression
- Eating disorder
- Substance use
- Trauma



# Recognizing Students in Need of Support

- **Academic Performance**
  - Unable to concentrate in the classroom or workspace
  - Decrease in quality or quantity of work
  - Repeated absences missed assignments, exams, or appointments
- **Behavior/Mood**
  - More withdrawn/animated than baseline
  - Obsessive/compulsive behavior
  - Emotional outbursts; crying, sadness, isolating self
  - Hostility, or aggressive comments; shouting
- **Physical Appearance**
  - Deterioration in personal hygiene
  - Sudden change in physical appearance
  - Excessive fatigue, exhaustion (passed out; illness)
  - Noticeable cuts, bruises, or burns



# Respond – Approaching the Student

If you have a relationship or rapport with the student, you can approach the student and engage outside of the classroom.

It would mean a lot to them if a faculty member reached out and expressed care towards their recent situation.

- Meet privately with the student (camera on if remote)
- Starting the conversation
- Listen, validate, reflect
- Suggest campus resources
- Follow-up



# Respond – Approaching the Student

## ***Avoid promises of confidentiality***

(particularly if you learn later on that the student presents a safety risk)

- **If there are signs clearly indicating suicide ideation, you can directly ask if the student is considering suicide.**
  - **A person contemplating suicide will likely be relieved that you asked.**
  - **If they are not suicidal, asking the question WILL NOT plant the idea in their head.**



# Listen, Validate, and Reflect

|                          |  |
|--------------------------|--|
| To start a conversation  | <ul style="list-style-type: none"><li>- How have you been dealing with...?</li><li>- I notice... (so I am a bit worried about you).</li></ul>                                    |
| Minimal Encouragers      | <ul style="list-style-type: none"><li>- mm hmm, uh huh, ah, etc.</li></ul> <p>(Avoid using phrases like “yes” and “right”, or judgements)</p>                                    |
| How to deal with silence | <p>I am wondering what you were thinking about just now?</p> <ul style="list-style-type: none"><li>- I notice that you are very quiet,</li></ul>                                 |
| Open-ended questions     | <ul style="list-style-type: none"><li>- Can you tell me more about that?</li><li>- How are you feeling right now?</li><li>- How have you been handling this situation?</li></ul> |
| Clarifiers               | <ul style="list-style-type: none"><li>- Could you give me an example of that?</li><li>- Do you mean...?</li><li>- Could you tell me a little more about that?</li></ul>          |
| Reflecting Feelings      | <p>It sounds like you feel...</p> <p>It seems like you are saying/ feeling...</p> <p>I feel...when you...because...</p>  |





# Art of balance

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Risk factors



Protective factors



# Strength-based perspective

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*Students are not crystals, they do not break easily*

## Some questions to help focus on their strengths

- Did you have this problem before? How did you handle it?
- What have you done to try and solve this problem?
- Have you talked about it with others, your parents or friends?



# Recognizing Risk Factors for Safety

These signs may indicate a student has safety risks

- Written or verbal statements that mention suicide or death
- Physical or verbal aggression to self, others, animals, or property; displaying continuous disruptive behavior (violence, harmful sexual behavioral, alcohol or drugs, etc.)
- Student has abnormal injuries on body (cuts, bruises, burns, etc.)
- The student is unresponsive to the external environment
  - Disconnected from reality; disorganized speech
  - Student is passed out or severely ill due to stress

***Refer to CAPS and OCM***

***Refer to 120 if the student is engaging in immediate dangerous behavior***



# Things to consider

- Be mindful of the human factor.
- Use your rapport to establish a plan to resolve the issue.
- Remember what it was like to be 18.
- Always consider the intersectionality of identities.
- Policy does not cover every scenario.
- If all else fails, feel free to reach out to student affairs staff.



# Refer – Make an effective referral

*Refer to a person, not a place.*

- Have information ready. It can be reassuring for the student if you are familiar with the names and info of referral staff members.
- Provide staff name, phone number, email, and office location to the student.
- Make the appointment with them during your meeting if necessary, or walk the student to appropriate offices if necessary.
- File a **CARE report** if necessary.



# Referring to CAPS or CARE Team

## Referral to CAPS

To schedule an appointment:

- Email us at [caps@dukekunshan.edu.cn](mailto:caps@dukekunshan.edu.cn) (***recommended***)
- Call us at 0512-3665-7829
- Walk to our office located at CC 2083

## Referral to CARE Team

- To file a CARE report, you can click on the portal located on our website: <https://dukekunshan.edu.cn/en/student-life/care-team> (***recommended***)



# CARE Team

## *Campus Assessment Response Evaluation Team*

Raphael X. Moffett, Dean of Student Affairs [Chair]

Yan Li, Associate Dean of Student Affairs, Director of CAPS

Stephanie Wang, Assistant Dean of Student Affairs

Charlie Clausen, Assistant Dean of Residence Life

Marco Valadez, Director of Academic Advising

Jiahui Gu, Student Care Coordinator

Rebecca Chen, Campus Programs Coordinator



# What happens when a student is referred to CARE Team?

- All submissions/referrals are reviewed by the CARE Team.
- Student Care Coordinator will reach out to the reporter within 24 hours to acknowledge the submission/referral has been received by the CARE Team.
- Once a submission/referral is reviewed, the Student Care Coordinator will alert the appropriate office for follow up contact to address the issue, resolve the situation, or provide resources and support as needed.
- The appropriate CARE Team member/office reaches out to the student and will clarify details or assess the situation and provide the necessary support, intervention, or resources to help resolve the issue. Referrals and or interventions may include counseling (academic and non-academic), meeting with professors, meeting with Student Affairs personnel, Student Conduct, facilitating interventions between concerned parties, voluntary/involuntary removal from campus, establishing criteria for a student's return to the campus, coordinating supportive services for a returning student, and/or establishing a behavioral agreement/contract.
- Contacting parents, guardians, roommates, friends, faculty, etc. (as appropriate) should only be done after it has been determined by the CARE Team Chair that such notifications are necessary and could be helpful to the student.
- Situations involving student(s) demonstrating an imminent threat to harm of self or others should be referred immediately to security.





# Other resources on campus

- **Academic Advising:** CC2114, [advising@dukekunshan.edu.cn](mailto:advising@dukekunshan.edu.cn)
- **Academic Resource Center:** CC3114, [dku-arc@dukekunshan.edu.cn](mailto:dku-arc@dukekunshan.edu.cn)
- **Career Services:** IB3A01-3A09, [careerservices@dukekunshan.edu.cn](mailto:careerservices@dukekunshan.edu.cn)
- **China Financial Aid:** [china-finaid@dukekunshan.edu.cn](mailto:china-finaid@dukekunshan.edu.cn)
- **Chinese Student Services:** CC2095, [dku-chinese-student-services@dukekunshan.edu.cn](mailto:dku-chinese-student-services@dukekunshan.edu.cn), 0512-36657716/36657314
- **Clinic:** Service Building1024, [campushealth@dukekunshan.edu.cn](mailto:campushealth@dukekunshan.edu.cn), 0512-36657228
- **International Financial Aid:** [international-finaid@dukekunshan.edu.cn](mailto:international-finaid@dukekunshan.edu.cn)
- **International Student Services:** CC2078, [dku-iss@dukekunshan.edu.cn](mailto:dku-iss@dukekunshan.edu.cn), 0512-36657511/36657793
- **Office of Student Affairs:** RH200, [dku-studentaffairs@dukekunshan.edu.cn](mailto:dku-studentaffairs@dukekunshan.edu.cn), 0512-36657123
- **Residence Life:** RH202/302, [residencelife@dukekunshan.edu.cn](mailto:residencelife@dukekunshan.edu.cn), 0512-36657020
- **Student Conduct:** RH202, [charlie.clausen@dukekunshan.edu.cn](mailto:charlie.clausen@dukekunshan.edu.cn), 0512-36657393
- **Writing and Language Studio:** CC1086, [dku-wls@dukekunshan.edu.cn](mailto:dku-wls@dukekunshan.edu.cn), 0512-36657390



# Q&A