

University of
Strathclyde
Glasgow



Responding to distressed students

Student Support and Wellbeing Services

Signs there may be a problem



Challenging/out
of character
behaviour



Is the student
telling you
there's a
problem?



Do you have
other
information?

Responding to distress

Let student know
you are
concerned

Listen – don't
jump in and
problem solve

Do respond to
safety concerns

Use an
appropriate
space

Gather
information

Assessing urgency

Is the student at risk?

Violent/threatening

Non-functioning

Disoriented/out of touch with reality

Expressing Suicidal thoughts or plans

Urgent situations

If a student
will accept
help

Immediate danger or
need first aid? Call
security (and then
inform student support
services)

Urgent but not
immediate danger:

Active referral to GP or
Student Support Services

Out of hours: Security,
NHS 24 (111) or
emergency services

If s student
will not
accept
help

Call Security, NHS 24
(111) or emergency
services (and then inform
student support services
and HoD)

Options if not urgent but you are concerned

Active referral to
appropriate service



Arrange for follow-up or
feedback

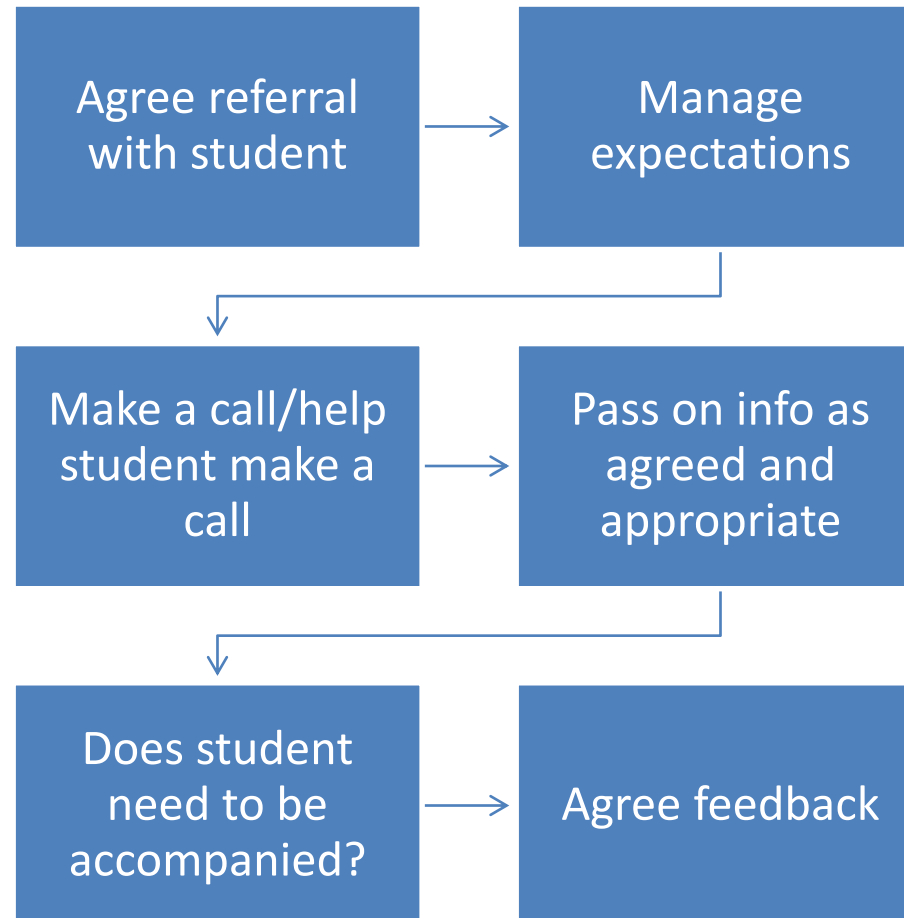


Make a record

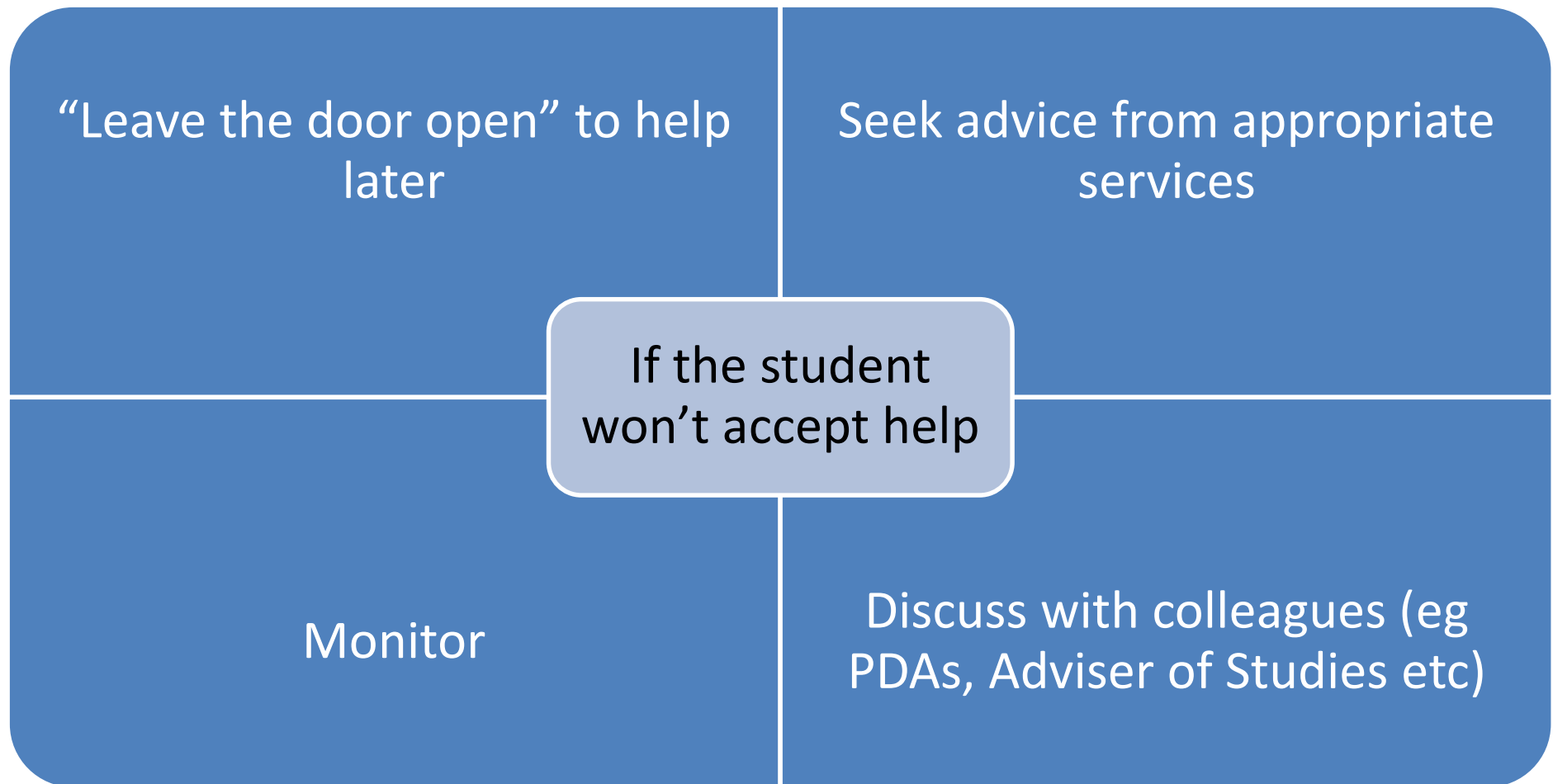


Give student space and time

What is an “active referral”?



If student refuses help (non-urgent)



Some things to remember/consider

