

Tips for Faculty and Staff



Faculty and Staff as Helping Resources for Student

First-generation students typically experience a wide range of stressors/issues (e.g., academic, family, social, developmental, financial, work) during their time at Long Beach City College. Academic advisors, faculty, and staff by virtue of the **frequency and nature of their contacts** with students and the respect students have for them, are often seen by students as more logical first contacts for **advice and support**. More importantly, you are often one of the first and sometimes the only people who recognize that students are not functioning well, academically or personally. Hopefully, the information on this tip sheet will assist you in handling students who may be in need.

Recognizing Troubled Students

Often times it is very easy to identify students who are struggling and sometimes their distress is hidden. Here are some obvious and not so obvious signs of distress to look for:

Academic Performance

- Drop in class attendance
- Incapacitating test anxiety
- Pattern of dropping classes
- Poor academic performance
- Severe reactions to poor test/paper grade
- Unrealistic career goals
- Chronic indecisiveness or procrastination
- Academic probation
- Poor study, reading, and/or comprehension skills
- Academic dismissal
- Excessive appointments to see you during office hours
- Frequent requests for accommodations

Unusual Behavior

- Disruptive class behavior
- Aggressive/threatening behavior
- Dramatic weight change

- Prolonged or extreme emotionality
- Significant decline in personal hygiene
- Inappropriate or bizarre conversation

Life-Circumstance Concerns

- Death or serious illness of family member or friend
- Illness (loss of health)
- Relationship breakup
- Parents' divorce
- Coming out as lesbian, gay, bisexual, or transgender
- Cultural oppression/discrimination
- Difficulty making and keeping friends
- Shyness
- Severe homesickness

Your Role

Although these signs and symptoms may serve as warning signs that a student is in distress, most by themselves do not necessarily mean that a student has a serious problem that warrants psychological help. (References to suicide or homicide are obvious exceptions). In general, **the more of these behaviors you observe**, the more cause there is for concern, particularly if these behaviors persist over a period of time. **These are signals that suggest you should consider** expressing your concern to the student and possibly referring them to mental health services.

Referring Students

Referral may be made to psychological health professionals, deans, student health services, academic advisers, and the like. When you are faced with a student whom you feel you cannot help, for whatever reason, it is helpful to **know about the campus resources** so that you can make appropriate referrals. If you are referring students for professional counseling, knowing the services of the counseling center will help you. The LBCC counseling services are in the areas of **academic, personal/psychological, career, health, and transfer**. If you believe a student's concerns are beyond your scope you should then consult with a counselor about that particular student or refer the student directly to a service. So please feel free to contact the Counseling Center at either campus.

[Academic Counseling](#) [Student Health Services](#)
[Personal Counseling](#) [Disabled Students Programs and Services \(DSPS\)](#)
[Women's & Men's Center](#)