

# Supporting Students Wellbeing at Carleton



September 11, 2024

# WHO WE ARE



**Cathy Carlson**

Associate Dean of  
Students

*she/her*



**Marit Lysne**

Director of  
Student Health &  
Counseling (SHAC)

*she/her & they/them*

# Learning Outcomes for Today

- Increase advisor knowledge on the context of student mental health at Carleton
- Increase advisor confidence that they can support students with stress/mental health issues that they encounter
- Increase advisor knowledge of the referral resources that they can connect students to.



# **Data for Context**



# MENTAL HEALTH & WELL BEING



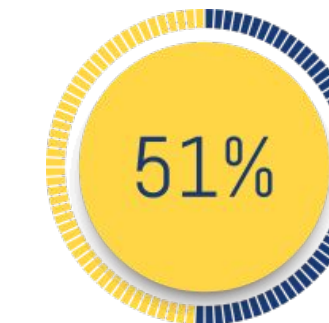
screen positive for  
experiencing loneliness



experienced moderate to  
high stress in the last 30  
days



diagnosed with anxiety  
AND depression



have received psychological  
or mental health services  
within the last 12 months

Carleton

**Stress**

**41%**

**Anxiety**

**32%**

## Top 5 Impediments to academic performance

% of students who report having problems or challenges in the last 12 months **AND** report having it negatively impact their academic performance.

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**Depression**

**24%**

**Sleep  
Difficulties**

**26%**

**Cold/Virus  
or Other  
Respiratory Illness**

**19%**

# CONTEXT FOR CARLS



- “Rollercoaster” - Quick pace, higher levels of stress/excitement, but also with high levels of support.
- Big transitions lead to new successes and new struggles.
- Onset for mental health symptoms - 75% of lifetime mental health challenges happen by a person’s mid-20's.
- Being connected and making friends can be just as (if not more) important in their first year then “getting an A on that quiz.”

# **POV of the Advisor**



# What you might notice

Academics: Poor grades, missed assignments, or a sudden drop in performance

Attendance: Frequent absences or inconsistent attendance

Behavior: Unusual behavior, irritability, or inappropriate responses

Personal hygiene: Changes in personal hygiene or appearance

Social withdrawal: Avoiding friends or social activities

Emotional state: Mood swings, tearfulness, or intense emotion

Communication: Impaired speech or disjointed thoughts

# What you might notice

Communication: Impaired speech or disjointed thoughts

Self-harm: Threats to harm oneself or others, or physical self-harm

Substance use: Excessive use of alcohol, illicit drugs, or prescription medications

Requests for special consideration: Repeated requests for deadline extensions, especially if the student seems uncomfortable or emotional

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Advisors can help struggling students by acknowledging their concerns and providing resources to help them cope.

## Scenario

You're conducting a check-in with a student because you've learned from a faculty member that the student has missed multiple classes, has not completed recent assignments and they seem distracted when attending class.

You have called the student in to talk about these concerns. You are pretty sure that they have struggled with mental health issues in the past (from a few comments they've made to you), but you've never had this level of conversation before. Based on the change in this student's behavior recently, you are genuinely concerned that something significant may be going on.

As you consider having this type of meeting with a student, what do you think you can do when meeting with this student?

**What  
you  
can  
do**



# What you can do

- Stay Calm
- Attempt to talk with student in private
- Give concrete examples of specific behaviors or changes that concern you
- Express care, concern, and a willingness to assist the student in getting help
- Listen without judging
- Don't try to fix the problem; just listen to the concerns
- Help put the distress into context and perspective
- Encourage the student to talk with caring resources - family, friends, Class Dean, Residential Life Staff, etc.
- Encourage student to visit SHAC, use TimelyCare, or the 24/7/365 counseling line



# **Dean of Students Office**

# Dean of Students Office



Trey Williams  
Associate Dean

Class Dean  
for First Years



Sindy Fleming  
Associate Dean

Class Dean  
For Sophomores



Cathy Carlson  
Associate Dean

Class Dean for  
Juniors/Seniors

# Dean of Students Office

## WHAT CLASS DEANS DO ...

Academic and educational advising/counseling

General counseling/advising on personal issues

On-call/emergency-crisis response and risk management

Process Personal Leaves, Medical Leaves, Withdrawals, and Transfers from the College

EXT policy (personal end of term extension)

Community Concern Form (CCF)

CARE Team

Progress Reports

Parents/Emergency Contacts



# Dean of Students Office

## WAYS WE WORK WITH ACADEMIC ADVISERS

### ADVISE

- Academics
- Policies & Procedures

### CONSULT

- Students of concerns
- Community issues
- Mental health etc.

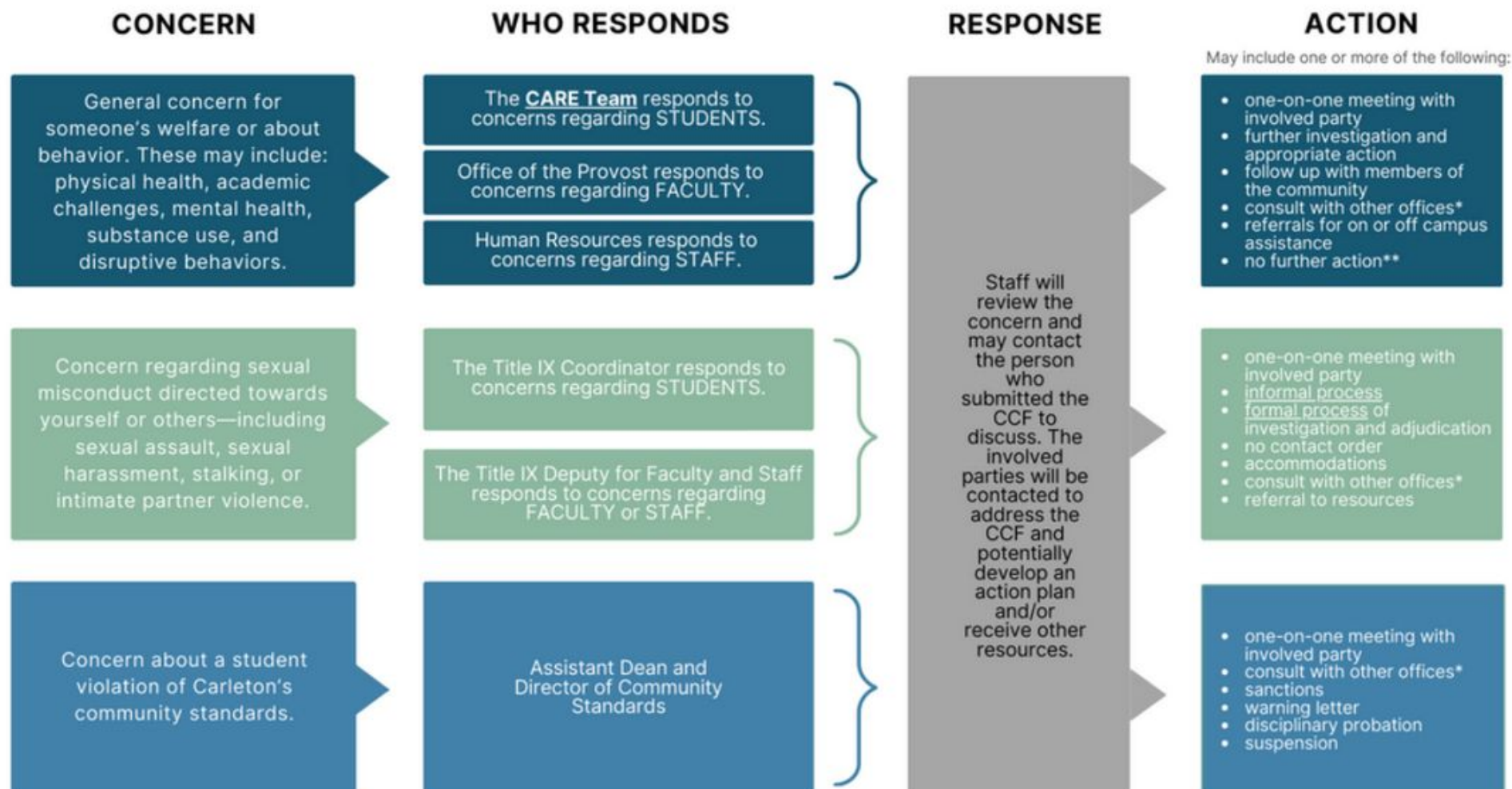
### REFER

- End of term exts
- Medical leaves

### ANYTHING

When in doubt,  
reach out

# Community Concern Form (CCF) Process



\*Including, but not limited to: Academic Departments, Athletics, Division of Inclusion, Equity, and Community, Residential Life, Security, Student Health and Counseling

\*\*No further action means there may not be enough information for staff to follow up

# CARE Team

A group that meets weekly to discuss students of concern in order to coordinate support resources. Team membership includes:

**Dean of Students Office**

**Title IX**

**Community Standards**

**Security Services**

**Student Health and Counseling**

**Residential Life**



# **Student Health & Counseling**

## Administrative Staff



RaeAnn Vizina



Kristen Askeland

# GENERAL INFORMATION

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- Services include:
  - Medical services
  - Counseling services
  - Psychiatric services
  - Case management services
- Located Davis Hall – Ground Level
- Hours: M-F 8 am-5 pm
- Website: [go.carleton.edu/shac](https://go.carleton.edu/shac)



# MEDICAL SERVICES STAFF



Angel Yackel  
Asst. Director



Winny  
Omwamba



Maddie  
Halberg



Maggie Prunty  
Infectious Disease Lead

- Practice Independently
- Fully diagnose & treat
- Prescribe medications
- Appts made online,  
in-person, secure message,  
& for lab-only visits



Karl Olson,  
DNP, PMHNP



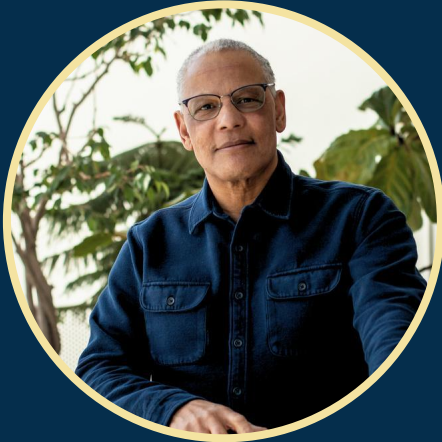
MacKenzie Kampa,  
DNP, PMHNP

Part-time  
Psychiatric Consultants

# COUNSELING SERVICES STAFF

**Full-time Counselors**

**Clinical Case Manager**



Ken Hanna



Lucy Baquero Oja '09



Kevin Lattu

**Director**



Leah Ernste



Alissa Petee



Marit Lysne

# COUNSELING SERVICES

## Flexible Care Model

- Group, individual, crisis formats
- Charged with creating access for all who need it
- One-time or ongoing
- Those seen ongoing typically meet bi-weekly
- Same-day / walk-in visits reserved, 12pm - 2pm M-F
- Refer to off-campus providers as necessary
- Address developmental challenges, identity issues, and major mental health challenges



# AFTER-HOURS COUNSELING

- **24/7/365 Telephone Counseling**

- 855-705-2479

- (Number also shown on back of OneCard & the blue keychain OneCard holder)

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- **TimelyCare** TalkNow and scheduled appointments

# TIMELYCARE VIRTUAL SERVICES

**NEW**

**NO COST, 24/7 SERVICES**

## Your Virtual Health and Well-Being Resources

Available on the TimelyCare app or [timelycare.com/carleton](https://timelycare.com/carleton)



### MedicalNow

On-demand support for common health issues.



### TalkNow

24/7, on-demand emotional support to talk about anything.



### Scheduled Medical

Choose your preferred day, time, and medical provider.

12 session limit/yr



### Scheduled Counseling

Choose your preferred day, time, and mental health provider.



### Health Coaching

Use this to help develop healthy lifestyle behaviors.



### Psychiatry

Appointments available through a referral.



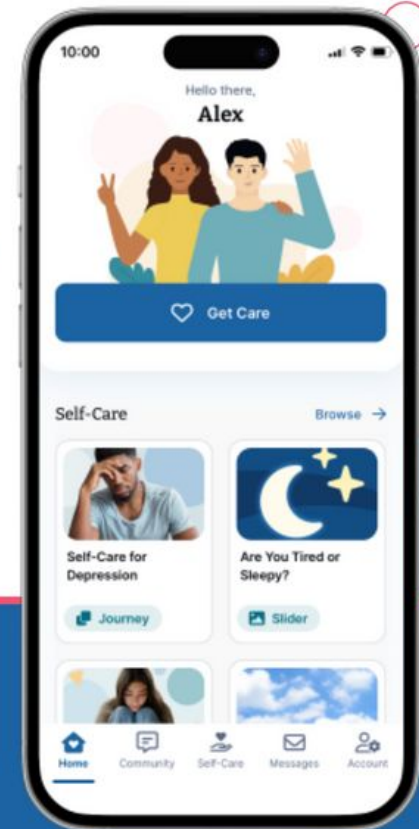
### Self-Care Content

Visit the "Self-Care" page for guided self-care content.



### Peer Community

Share your experiences with a nationwide network of students.



 [timelycare.com/carleton](https://timelycare.com/carleton)

# Scenario #2

J comes to talk with you during your office hours. J indicates they are having trouble fitting in with their residence hall floor members, they do not like the social scene, and they are feeling homesick and isolated. J begins to get teary eyed and tells you that last night they used a sewing needle to poke small holes in their upper arm. What do you say? What do you do?

# Website - Supporting Student Mental Health

Carleton website resource for faculty, staff & families

<https://www.carleton.edu/student-mental-health/>

# QUESTIONS & COMMENTS

