

Spectrum of Distress

Be mindful of approaching each interaction with authenticity and non-judgement.
Please see campus resources on reverse side for student referrals.

Manageable Stress

Student has a reasonable amount of stress and reports engaging in effective self-care strategies.

"I've been pretty stressed, but finding time to exercise has made things feel more manageable."

Mild Distress

Student shows early signs of poor performance, inconsistent attendance to class / meetings, some difficulty managing tasks.

"I'm just feeling a bit overwhelmed right now." or "I'm juggling a lot on my plate."

Moderate Distress

Student shows signs such as continuous inability to complete tasks, inappropriate emotional responses, or poor communication.

"I just can't do this. Could I have another extension?" or "I'm just struggling to get it together."

Acute Distress

Student shows signs of complete withdrawal or depression. Student expresses direct threat to themselves or others.

"I don't want to be here anymore." or "I just don't care about anything anymore."

Action Steps

Foster a supportive relationship with student by ask them about their school-life balance and self-care practices.

Provide general information about supportive campus resources. Ask about their interest in a Hokie Wellness Workshop.

Voice your care & concern. Ask about stressors and what supports would be helpful for them. Document interaction.

See if student is interested in Cook Counseling and/or Hokie Wellness workshops to build stress management skills.

Allow student to speak freely about distress, but do not promise confidentiality. Listen to identify main concerns and appropriate supports.

Student should be referred to Cook Counseling** or Dean of Students in Non-Emergency cases.

Ask clarifying questions. Recognize your limits. Assure student you will remain with them until they are connected with help.

Call Cook with student and ensure they are assessed. If student refuses** and/or poses immediate threat, contact 911 or VTPD.



May Look Like



May Sound Like



What you can do



Where to refer

Assisting Students in Distress

This guide provides contacts to be used at any level of distress; resources in red are specifically crisis resources.

If you find yourself concerned about the safety of an individual, please default to calling 911.

Virginia Tech Police	provides campus security and conducts wellness-checks on students in need	Emergency: 911 Non-Emergency: 540-231-6411	police.vt.edu
Dean of Students Office	provides support, conducts follow-ups, and determines intervention during crisis	540-231-3787	dos.vt.edu
Cook Counseling Center	offers non-appointment crisis counseling, and emergency evaluations. Note: cannot reach out to students or mandate services.	540-231-6557	ucc.vt.edu
Threat Assessment Team	multidisciplinary team providing consultation and case management for reported threats	540-231-7194	threatassessment.vt.edu
Women's Center	support for anyone impacted by gender-based harrasment or violence	540-231-7806	womenscenter.vt.edu
Title IX Coordinator	receives & conducts follow-ups on complaints of sexual misconduct and violence	540-231-2010	stopabuse.vt.edu/TitleNine.html
Services for Students with Disabilities	provides accommodations and services to students on a case-by-case basis	540-231-3788	ssd.vt.edu
University Scholarships and Financial Aid Office	provides short-term loans for emergencies or changes in financial situations	540-231-5179	finaid.vt.edu
Hokie Wellness	offers skill-building for emotional, physical, & financial well-being through workshops & consultations (includes substance use support)	540-231-2233	hokiewellness.vt.edu
Advising: Navigate Referral Guide	Guide of campus offices (& their services) that can be found in the Navigate referral system	540-231-9337	advising.vt.edu/navigate-referral-guide

For a full list of mental health and other wellness related resources visit well-being.vt.edu