The Impact of Pervasive Technology
On the Emotional Wellness of International Students
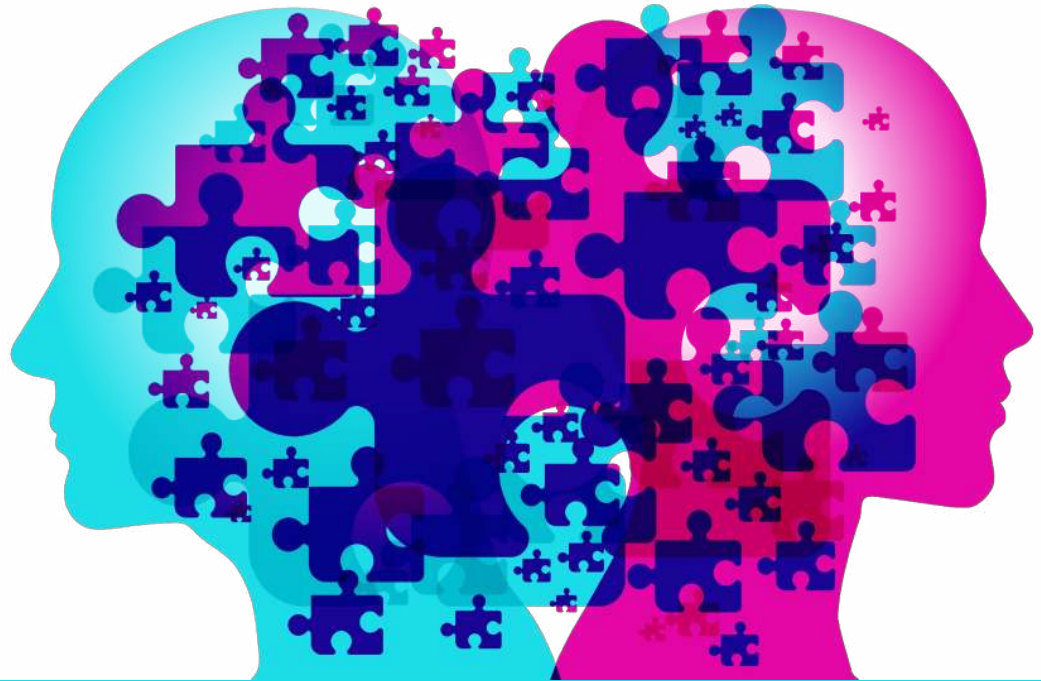
Presenters

Linda Melville
Director, International Student and
Scholar Services
University of New Mexico

Carol Solko-Olliff
Director of International
Student Services
Fort Hays State University

Jennifer Frankel
International Director
International Student Insurance

Agenda

- What's Going On With Our Students
- Overcoming the Challenges
- Programming That Works
- Resources
- Discussion & Questions

TAKING NOTES IN THE 21ST CENTURY
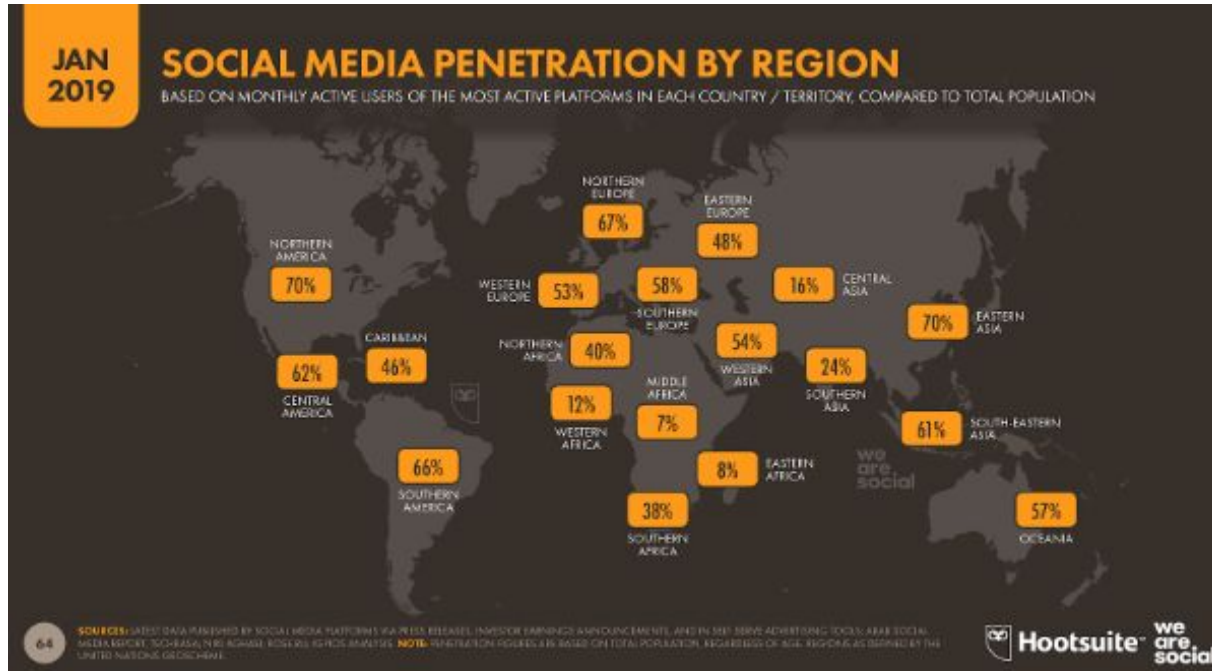
What's Going On?

Technology is on the rise

Source:
https://www.wearesocial.com/

Stats on Mental Health & Technology

- Individuals who spend more time on social media and less time with others face-to-face report lower well-being and are more likely to be depressed - Lin et al., 2016; Shakya & Christakis, 2017

- College students with insomnia have significantly more mental health problems than college students without insomnia. - American Academy of Sleep Medicine (AASM)

- People that report using 7-11 social media platforms had more than three times the risk for depression/anxiety that their friends who used only two sites had, even after the study was adjusted for the amount of time spent by members of both groups - *Computers and Human Behavior Journal*

- 54% of college age students said that they use cell phones during class to text friends and browse social media - Student Pulse survey by Top Hat.

Major Trends

- Communication
- Sleep
- Physical Activity
- Community
- Cyberbullying
- Self-Esteem
- Body Image
- Depression & Anxiety

College students have anxiety or depression

Source:
http://theconversation.com/1-in-5-college-students-have-anxiety-or-depression-heres-why-90440

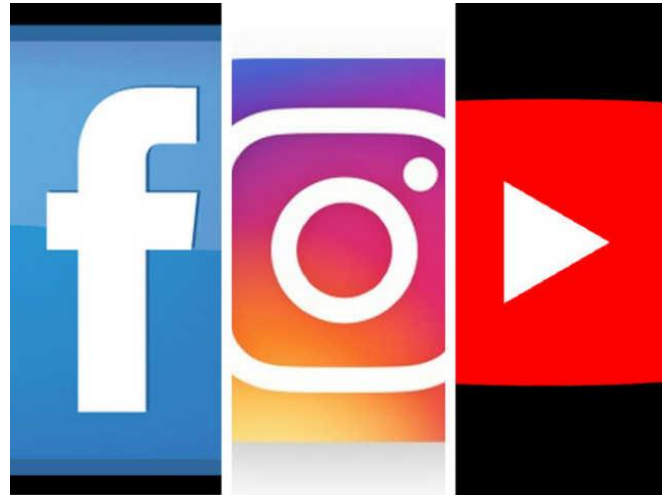College students had suicidal thoughts over the past year

Source:
https://sites.psu.edu/ccmh/files/2019/01/2018-Annual-Report-1.30.19-ziytkb.pdf

Which social media platform was the most negative and positive for users?

A. Facebook
B. Instagram
C. Youtube

Instagram

- Instagram has the most negative overall effect on young people's mental health.
  - body image and sleep, increases bullying and "FOMO", and leads to greater feelings of anxiety, depression, and loneliness
  - + self-expression, self-identity, community building, and emotional support

Oh, so you're on Instagram?

Tell me about how much of a prefessional photographer you are.

Source: https://www.psychalive.org/worst-mental-health-instagram-facebook-youtube/
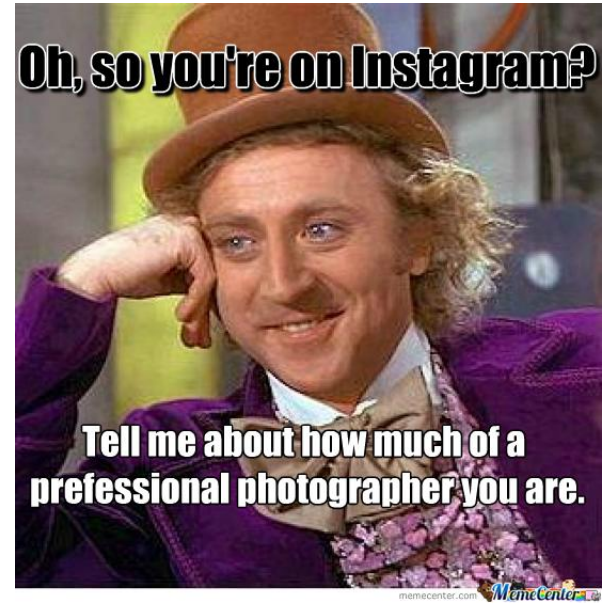
Facebook

- Facebook was found to have similar negative effects to Instagram in the categories of bullying, "FOMO", body image, anxiety, depression, and loneliness.
  - Major negativity on sleep
  + Emotional support and community building.

FACEBOOK IS LIKE THE FRIDGE.

IF YOU'RE BORED YOU KEEP OPENING & CLOSING IT EVERY FEW MINUTES TO SEE IF THERE'S ANYTHING GOOD IN IT.

imgflip.com   memegenerator.net

YouTube

- YouTube was by far the most positive of the social media platforms
  - Major negativity on sleep
  - +   Scored high on awareness, self-expression, and community building. YouTube was also the only social network where anxiety, depression, and loneliness lessened with use.
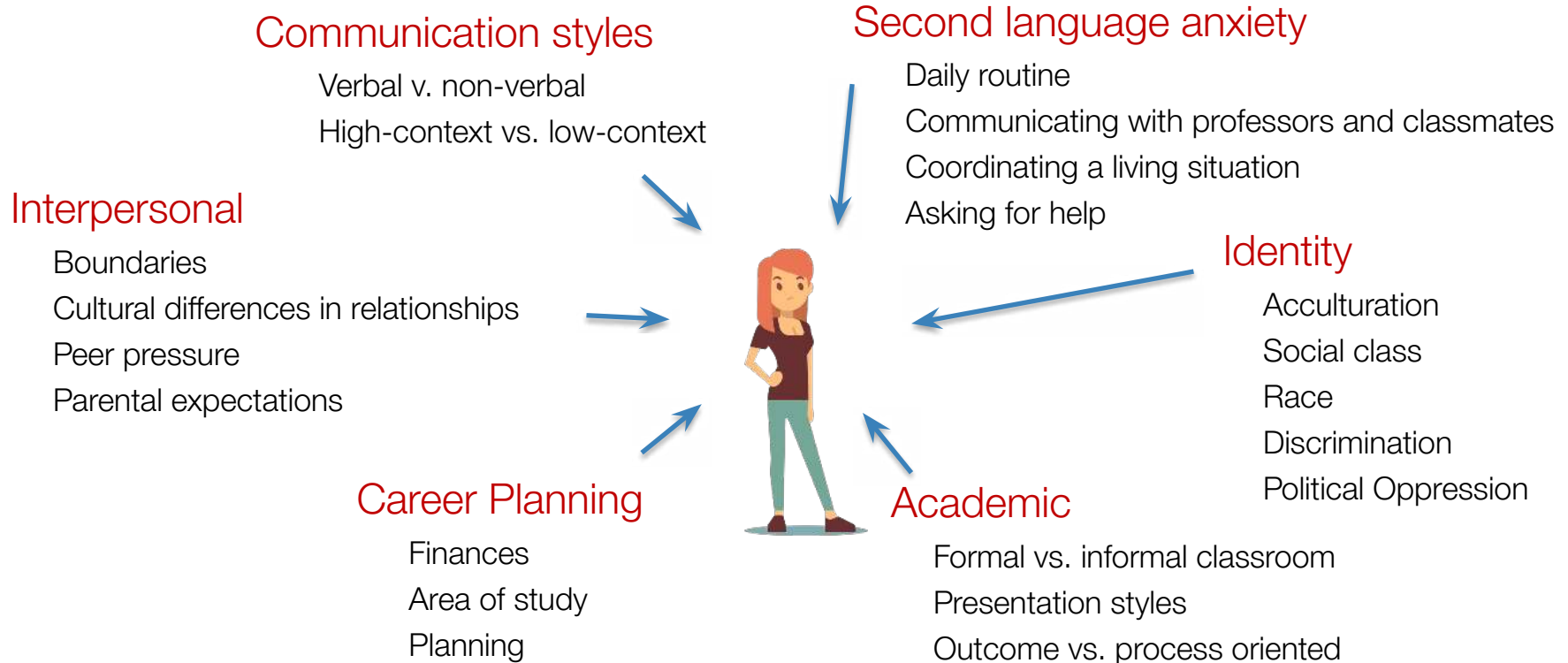
Source: https://www.psychalive.org/worst-mental-health-instagram-facebook-youtube/

spider-bih   FOLLOW

YouTube being down is wack. What am I supposed to do now? *Go outside????*

Common Adjustment Issues

Communication styles
Verbal v. non-verbal
High-context vs. low-context

Second language anxiety
Daily routine
Communicating with professors and classmates
Coordinating a living situation
Asking for help

Interpersonal
Boundaries
Cultural differences in relationships
Peer pressure
Parental expectations

Identity
Acculturation
Social class
Race
Discrimination
Political Oppression

Career Planning
Finances
Area of study
Planning

Academic
Formal vs. informal classroom
Presentation styles
Outcome vs. process oriented

Overcoming the Challenges

Use Technology to Your Advantage

Create Community

Connect students to each other and to your staff prior to their arrival in the U.S.

- Make it practical: arrival info, roommates, items for sale
- Make it personal: feature current students so they identify

नमस्ते Namaste #internationallobos🐺!

Meet, Gangadharan Esakki, a PhD candidate in Computer Engineering at UNM ! 👉

♦Nationality: India... See More — with Gangadharan Esakki.

GLOBAL EDUCATION OFFICE

Get ready with us! Fall 2019

Our international Advisors will go Live to answer all of your questions!

24 July 2019
10 AM, Albuquerque time (UTC -6)

📘 📷 🔴LIVE

@UNMGLOBAL

Ivet Rosev   Linda Melville

Use Technology to Your Advantage

Connect Students to Events and Services

- Advertise face to face meetings and events from arrival
- Use HUMOR!!!
- Post photos so students see themselves having fun and feel included (be realistic, though!)
- Link students via technology and media to other resources on campus such as tutoring, clubs, teams and organizations by cross-posting on your social media channels

Use Technology to Your Advantage

Employ Tech in your programs
- Mentimeter challenge during orientation
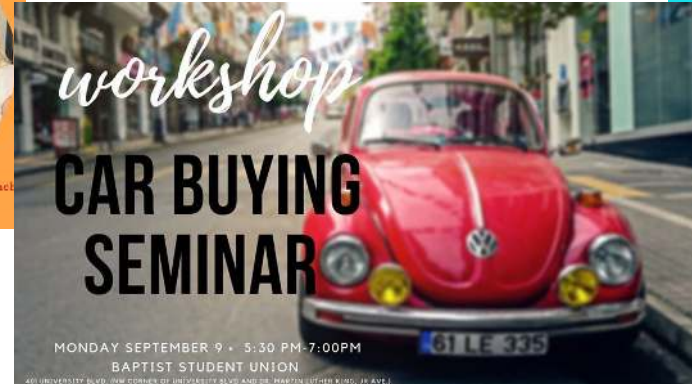- Your journey: Social Media Photo Contest

Advocate for Students

Be Proactive!

- Make sure staff/faculty/advisors on campus understand that you are a resource for issues involving international students
- Inform campus and community of top international concerns
- Go to bat for students across campus and in the community so that they know you are there to help them!
- Constantly Connect students to resources

If they see you advocate for them, they will trust you and come to you when they have issues!!!

GLOBAL EDUCATION OFFICE

LIVE Q/A

Employment for international students in UNM

@UNMGLOBAL

Wednesday 11 September 2019 11:00 AM

Carolyn Kaltenbach

Linda Melville

workshop

KNOW YOUR RIGHTS & STAY SAFE IN THE USA

FRIDAY SEPTEMBER 27 • 12PM 1:30PM
UNM CTLB ROOM 210 "LUNCH PROVIDED"

workshop

CAR BUYING SEMINAR

MONDAY SEPTEMBER 9 • 5:30 PM-7:00PM
BAPTIST STUDENT UNION

Advocate for Students

Be Proactive!

- Address cultural adjustment directly in your programming
- Discuss stressors in an open fashion
- Use videos and other media/tech to introduce sensitive topics that they may not want to talk about: Student experience (show other students discussing adjustment difficulties, sexual misconduct, mental health)
- Link to Counseling Center events and services via social media
- Students may not be as reluctant to discuss these issues as you think!

Overcoming Culture Shock

Intervene

Be Approachable/Accessible!!!

- Be available: have some open hours and train front office staff to interrupt for emergencies/students who appear to be in need
- Insist on talking to students: make sure staff attend events and are connected
- Listen actively, empathetically, and without judgment to students
- Learn student names or at least how to pronounce them!
- Get on CARE/Support team
- Try to work with counseling services to improve their accessibility as well!
- Make sure you have reliable contacts in your host family, buddy and other programs who know you, have your info and will contact you when there are issues.

TRAVEL SIGNATURE DAY TODAY!

Intervene

Be Intrusive!!!

- Identify and respond to students in distress
- Work with campus and community to identify students in trouble: residence life staff, housing, academic advisors, faculty, clubs, community organizations, etc.
- Train advising staff and others to recognize and actively look for red flags: such as changes in dress, appearance, demeanor and Withdrawal/changes in normal behavior
- Find ways to establish regular check-Ins for your environment: use campus advising systems, attendance systems, etc.
- Work specifically with counseling services to figure out best methods to triage and refer students and to ensure students don't fall through the cracks!
- Take students physically to see counselors/advisors - "warm handoff"
- Don't be afraid of difficult conversations

Conduct programs for students….

Programming that works

Creating the Connection

Send or have available on website and in the office:

- Testimonials from current students about homesickness, culture shock, stress, anxiety, and depression (perhaps in video format)

- RA training, Faculty training, Academic Department meetings

- Collaborate with residence halls and campus partners on outreach programming

- Materials about the Counseling/Wellness available on campus with pictures and contact information.

- Early Alert Systems - Starfish, etc.

- Community and area resources

Mental Health in Orientation

- Inform students of challenges and cultural adjustment

- Invite Counseling Center or other mental health professionals to introduce mental health service/host a luncheon or open house

- Educate students about campus/community resources

- Train your peer leaders and mentors to be knowledgeable enough about these issues to help guide students

- International Welcome Leaders

PERSONAL COUNSELING

Student Support Programs
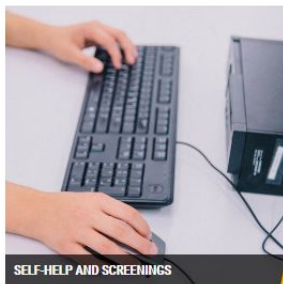
Confidential support 24/7 in their own language

SELF-HELP AND SCREENINGS

SELF-HELP

Information on common student concerns and mental health topics are provided below. While these self-help materials are not meant to be a substitute for therapy, they can provide insights and strategies for helping you or someone you care about overcome challenging issues.

Anger Management
Anxiety and Panic
Asserting Yourself
Concentration
Depression
Domestic, Dating, and Sexual Violence
Eating Disorders
Effective Communication—Managing Conflict
Homesickness
How to Take an Exam
Insomnia
Loneliness
Managing Alcohol Consumption
Mindfulness
Perfectionism
Preparing for Exams
Procrastination
Self-esteem
Transition to College Life

MENTAL HEALTH SCREENINGS

Screenings can help you find out within a few minutes whether or not a professional consultation would be helpful for you. Please keep in mind that the screenings are considered informational and NOT diagnostic in nature.

Take an Online Mental Health Screening

"...the quality of the social support system can have both a direct and a buffering effect when international students undergo psychological stress."

Meirong Liu, "Addressing the Mental Health Problems of Chinese International College Students in the United States," Advances in Social Work Vpl. 10 No. 1 (Spring 2009), p. 74.

Programming that helps

On-Campus

- Buddy/Peer mentor programs
- Workshops (e.g., "Decoding U.S. Culture", "Lost in Translation", "Culture Shock") - Offering food helps!
- "Let's Talk" Drop-in Hours
- University 101 and/or Int'l Orientation Courses
- Social organizations/student clubs
- Discussion/Support Groups
- Creative initiates (e.g., "Welcome to My World Photo Exhibition")
- Panels discussions

INTERNATIONAL STUDENT SUPPORT GROUP

Tuesday Tea

A place of support and connection for international students!

When -- Tuesdays - 3-4 PM
Where -- Picken Hall (lower level)
Kelly Center: Seminar Room (122)

Contact Daniel Williams
Email: drwilliams@fhsu.edu
WeChat: DanielRayWilliams

Programming that helps

Community Based

- Summer/Holiday programs - partner with community members, churches, etc.

- Friendship Family programs - partner with community members, outside groups

- Homestay programs

- International Speakers Bureau

- Free or reduced cost local resources in the community (Food Pantry, Walk-in Clinic, Community Assistance Program, United Way)

We now have an app!! Download today!

United Way

Ellis County Resources
Your Online Directory
Available Now
App Store   Google Play

Marketing Your Program

How many of your international students want to go to a special event where they are going to talk about mental health?

Instead, think about ways to approach the topic indirectly:
- Making friends in the US
- Managing stress
- Time management
- Eating healthy
- Staying fit on campus

MAKE THIS SEMESTER A SUCCESS!

Tie Into Great Educational Resources & Strategies!

Resources & Hotlines

Pre-departure, Orientation, Online

Emotional Wellness Training

Powerpoint Presentation

Video Content

Student Handout

Download online at https://www.internationalstudentinsurance.com/school-resources/mental-health-awareness-training/

Interactive Activities

Proctor Guide

In partnership with:

The MGH Center for Cross-Cultural Student Emotional Wellness

International Student Insurance

Student Info Page

www.internationalstudentinsurance.com/explained/mental-health.php

Resources

NAFSA Resources

Addressing Mental Health Issues Affecting International Students
https://shop.nafsa.org/detail.aspx?id=202E

Crisis Management in a Cross Cultural Setting: ISSS
http://www.nafsa.org/wcm/Cust/Custom_Cart/Product_Detail.aspx?prodid=450

Other Resources

Massachusetts General Hospital Center for Cross-Cultural Student Emotional Wellness (MGH CCCSEW) https://www.mghstudentwellness.org/consortium

Addressing Mental Health Issues Affecting International Students
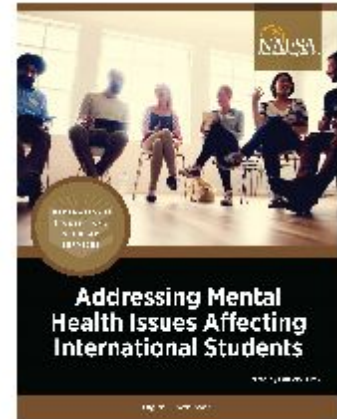
Services & Hotlines

Hotlines

- National Suicide Prevention
  1-800-273-TALK
  www.suicidepreventionlifeline.org

- The National Domestic Violence Hotline
  1-800-799-SAFE
  http://www.thehotline.org/

- It Gets Better Project (LGBTQ)
       1-866-4-U-TREVOR
       www.itgetsbetter.org/pages/get-help

Services

- Crisis Text Line
  http://www.crisistextline.org/
  Text 741-741

Time to Share Your Experiences!