



# Empowering Our Students: Mental Health Awareness for ESL Students

---

Jennifer Frankel, International Director  
International Student Insurance

Jacqueline Record, Director  
American Language Institute  
California State University, Long Beach

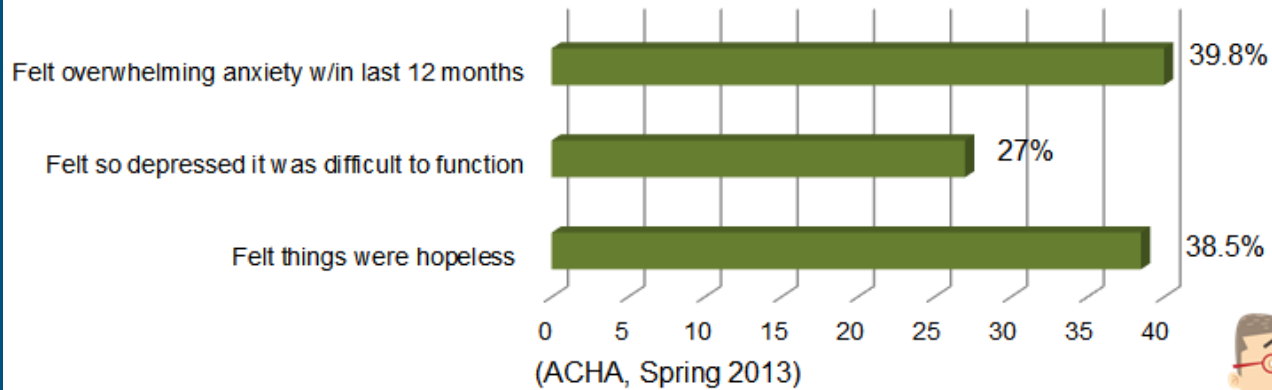


# Agenda

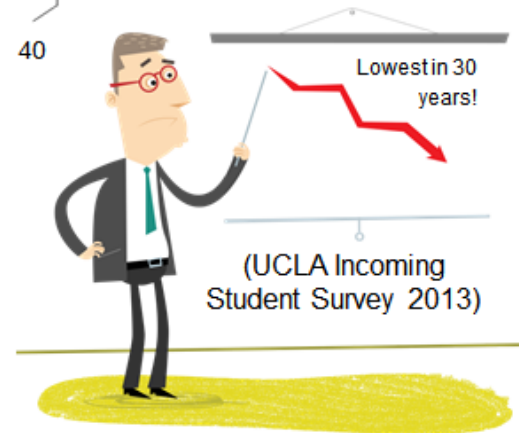
---

- Statistics
- Common Issues
- Barriers to Treatment
- Solutions
- Resources
- Q&A

# What Is Going On?

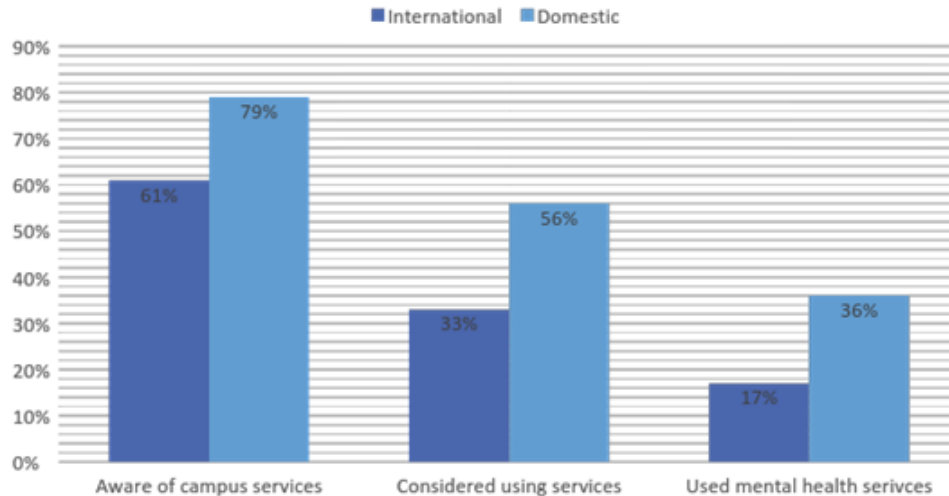


46% Diagnosed  
(NIMH, 2013)



# Mental Health Care - Underutilized

Mental Health Need, Awareness, and Use of Counseling Services Among International Graduate Students, Journal of American College Health



Source: Hyun, Quinn, Madon, & Lusting, 2010

# Common Issues International Students Face

---

- Adjusting to new living environment
  - Sleep habits, diet, roommates
  - Navigating the everyday, such as transportation and errands
- Adjusting to a new academic environment
  - Homework, group projects, classroom norms
- Language fatigue
- Developing friendships and sense of community
- Differences in social norms
- Difficulty connecting to support from home

# Common Issues Faculty Face

---

- Identifying level of need
- Concerns about how or whether to approach student who appears to be in distress; choosing the right words
- Feeling comfortable making a referral
- Concerns about the impact of intervention on student and class
  - Grading
  - Classroom interactions

# Barriers to Seeking Support and Treatment

---

- Intimidated to seek care
- Unaware of services
- Cost
- Language barriers
- Role of psychiatry around the world
  - Low mental health literacy
  - Stigma

# Common Myths

---

Only someone from my home country will understand my problem.

Counseling is for crazy people.

I can handle my own mental health problems. If I can't, that means I'm weak.

I could lose my visa status.

"Everyone will know I saw a counselor."



# Seeking Solutions: Faculty/Staff

---

- Resources available in your setting
  - Human Resources, Campus Health, Dean of Students office, PD
  - Insurance Provider
  - Other providers you can contract with
- Training needs
  - Identifying and responding to students in distress- campuses or local nonprofits can offer these trainings: online resources such as Kognito can also be used
  - Ongoing or cyclical training and refreshers- all faculty/staff should have current training
- Support
  - Have a reporting process in place so it's easy for faculty/staff to let you know of concerns
  - Faculty and staff can also feel stress and should be offered appropriate support

# Seeking Solutions: Students

---

Make Student Wellness part of orientation and ongoing program support

- Diet, sleep, study habits, and stress can be discussed as part student success.
- Use what you already have: at ALI we use Student BeachBoard Page, Student Success Team advisors, My SSP app.
- Trained administrators, faculty, and staff can intervene before things escalate - this is our goal - and are prepared if there is a crisis.

# Considerations for Your Insurance Plan

---

- Does your group plan include mental health coverage? Do you require mental health coverage on individual plans?
- What type of coverage is included?
  - Inpatient and outpatient coverage are typically separated out
  - Does your mental health coverage have a cap? Is it adequate?
- Does your plan cover suicide or self-inflicted injuries?
- What is the network of mental health providers in your area?
- What are the out-of-pocket costs students will expect to pay?

# Resources

---

## Campus Resources

- Counseling Center
- Crisis Response Team
- Health Center

## NAFSA Resources

- Health and Wellness for International Students
- Best Practices in Addressing Mental Health Issues Affecting Education Abroad Participants\_  
[www.nafsa.org/Find\\_Resources/](http://www.nafsa.org/Find_Resources/)
- Crisis Management in a Cross Cultural Setting: ISSS  
[http://www.nafsa.org/wcm/Cust/Custom\\_Cart/Product\\_Detail.aspx?prodid=450](http://www.nafsa.org/wcm/Cust/Custom_Cart/Product_Detail.aspx?prodid=450)

## Mental Health Awareness Video



[www.internationalstudentinsurance.com/explained/mental-health-video.php](http://www.internationalstudentinsurance.com/explained/mental-health-video.php)

# Services & Hotlines

---

## Services

- Crisis Text Line  
<http://www.crisistextline.org/>  
Text 741-741
- Talk Space/Morneau Shepell

## Hotlines

- National Suicide Prevention  
1-800-273-TALK  
[www.suicidepreventionlifeline.org](http://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](http://www.itgetsbetter.org/pages/get-help)



---

Jennifer Frankel

[jfrankel@internationalstudentinsurance.com](mailto:jfrankel@internationalstudentinsurance.com)

Jacqueline Record

[jacqueline.record@csulb.edu](mailto:jacqueline.record@csulb.edu)