

The Impact of Pervasive Technology on the **Emotional Wellness** of International Students



University of the
Incarnate Word

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Presenters



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Agenda

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

What's going on?

Some stats

71%
Suicide risk

Teenagers who spend 5 hours a day on electronic devices are 71% more likely to have suicide risk factors than those with 1 hours use.

51%
Reduced sleep

Teens that spend 5 hours a day on electronic devices are 51% more likely to get under 7 hours sleep when compared to 1 hours use

67%
Negatively
distracted

67% of surveyed teachers observed students being negatively distracted by mobile devices.

90%
Challenges
increased

90% of surveyed teachers stated the number of students with emotional challenges increased.

Understanding the challenges



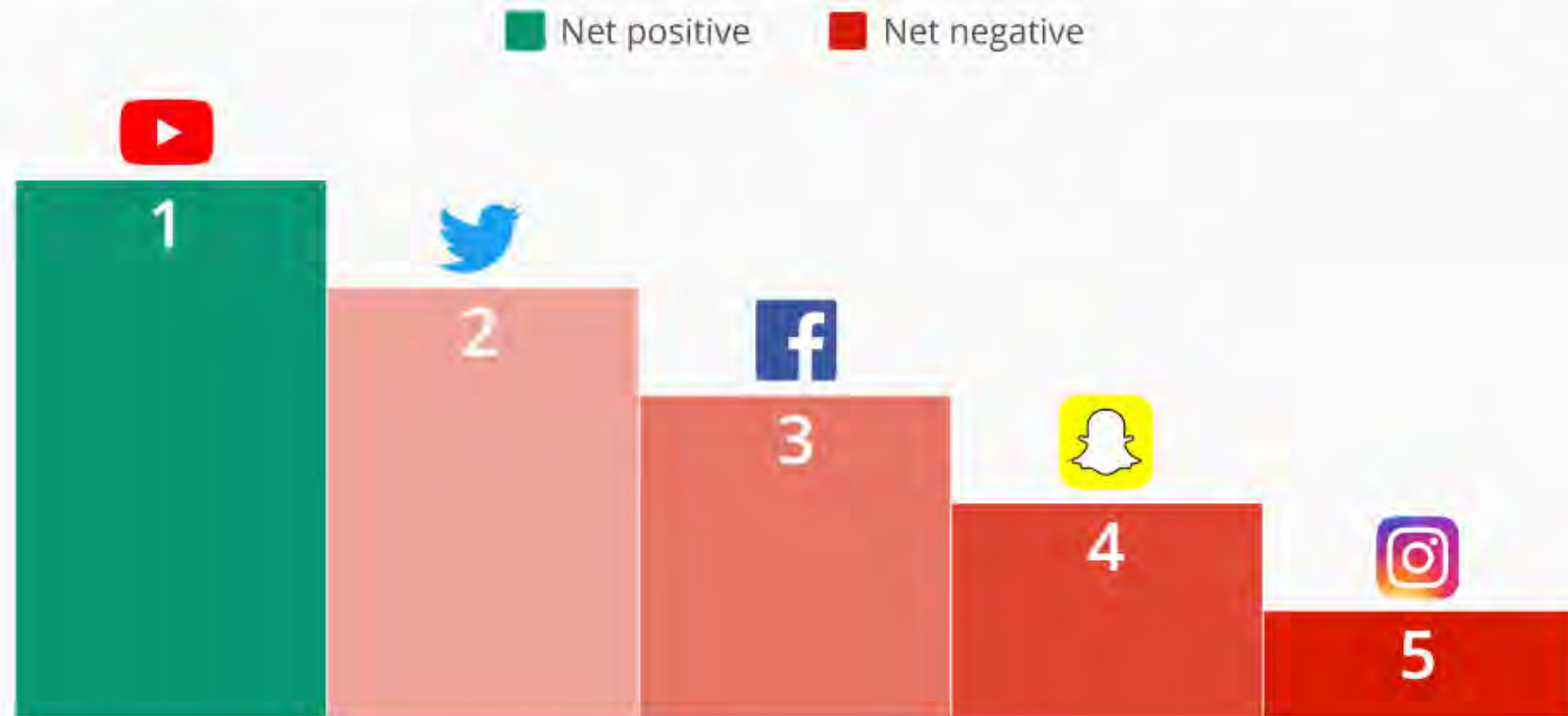
Major trends

- Communication - Real world relationships
- Sleep
- Depression & Anxiety
- Cyberbullying
- Self-Esteem & Body Image
- FoMO
- Physical Activity



Mental Health: The Impact of Social Media on Young People

Ranking of social media platforms according to impact on youth mental health



Survey conducted in the United Kingdom among 1,479 young people between the ages of 14 and 24. 14 factors were taken into account such as anxiety, depression, loneliness, self-image, harassment, opportunity to express oneself.



@StatistaCharts

Source: Royal Society for Public Health

statista

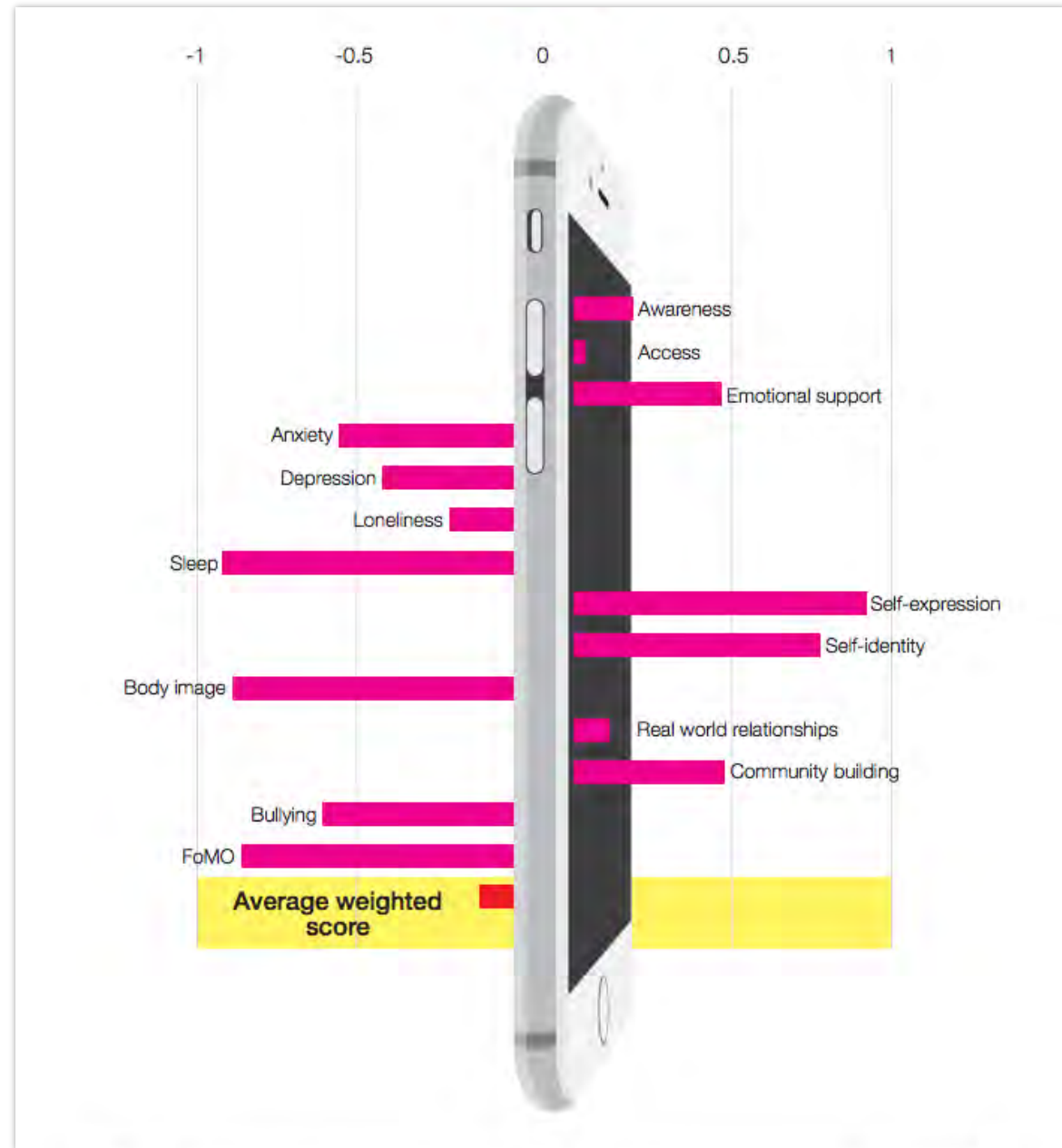
Instagram

Negative effects: body image and sleep, increases bullying and “FOMO”, and leads to greater feelings of anxiety, depression, and loneliness

Positive effects: self-expression, self-identity, community building, and emotional support.



Source: [Psychalive.org](https://www.psychalive.org)

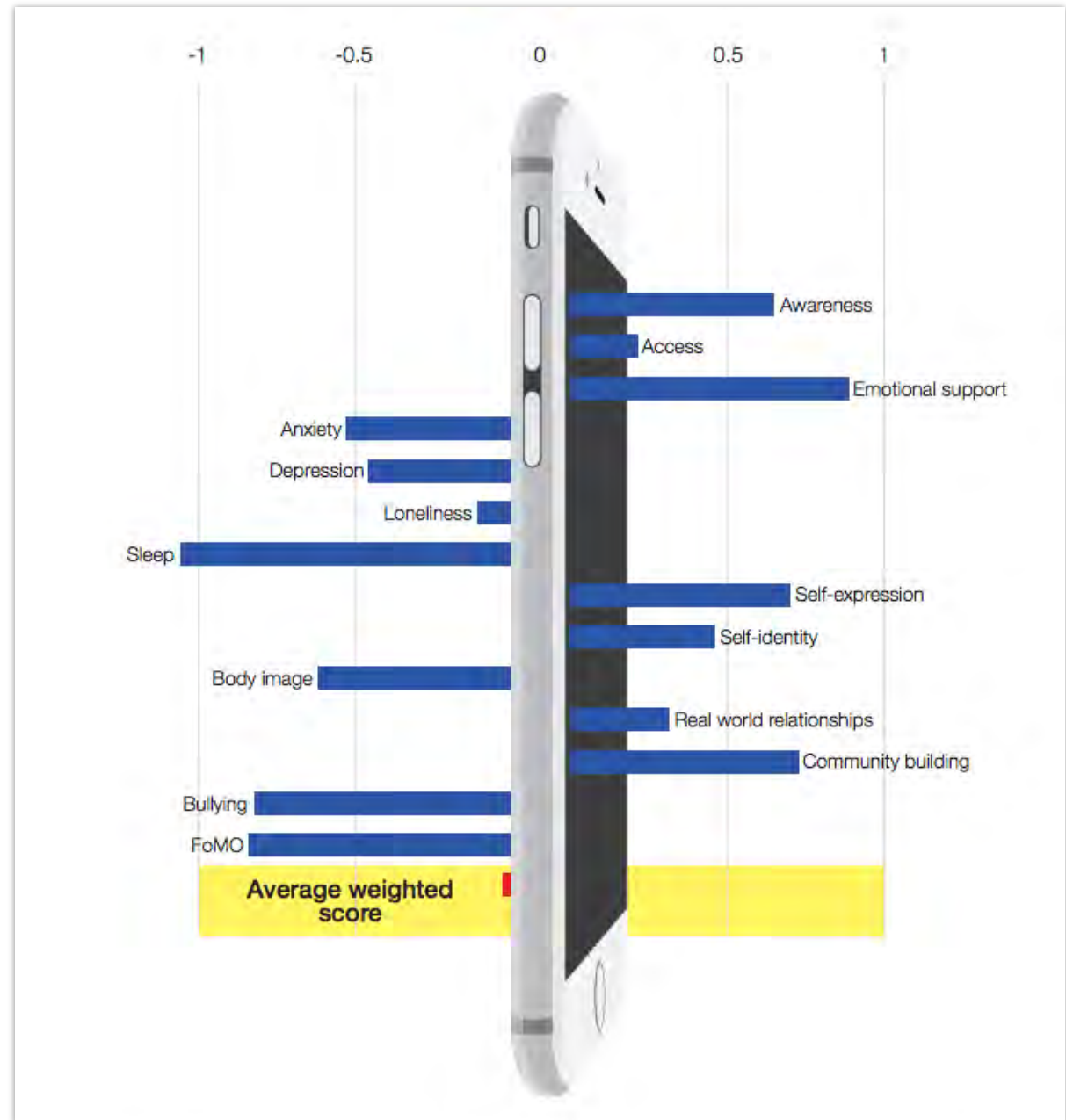


Facebook

Negative effects: Major negativity on sleep

Positive effects: Emotional support and community building.

Source: Psychalive.org

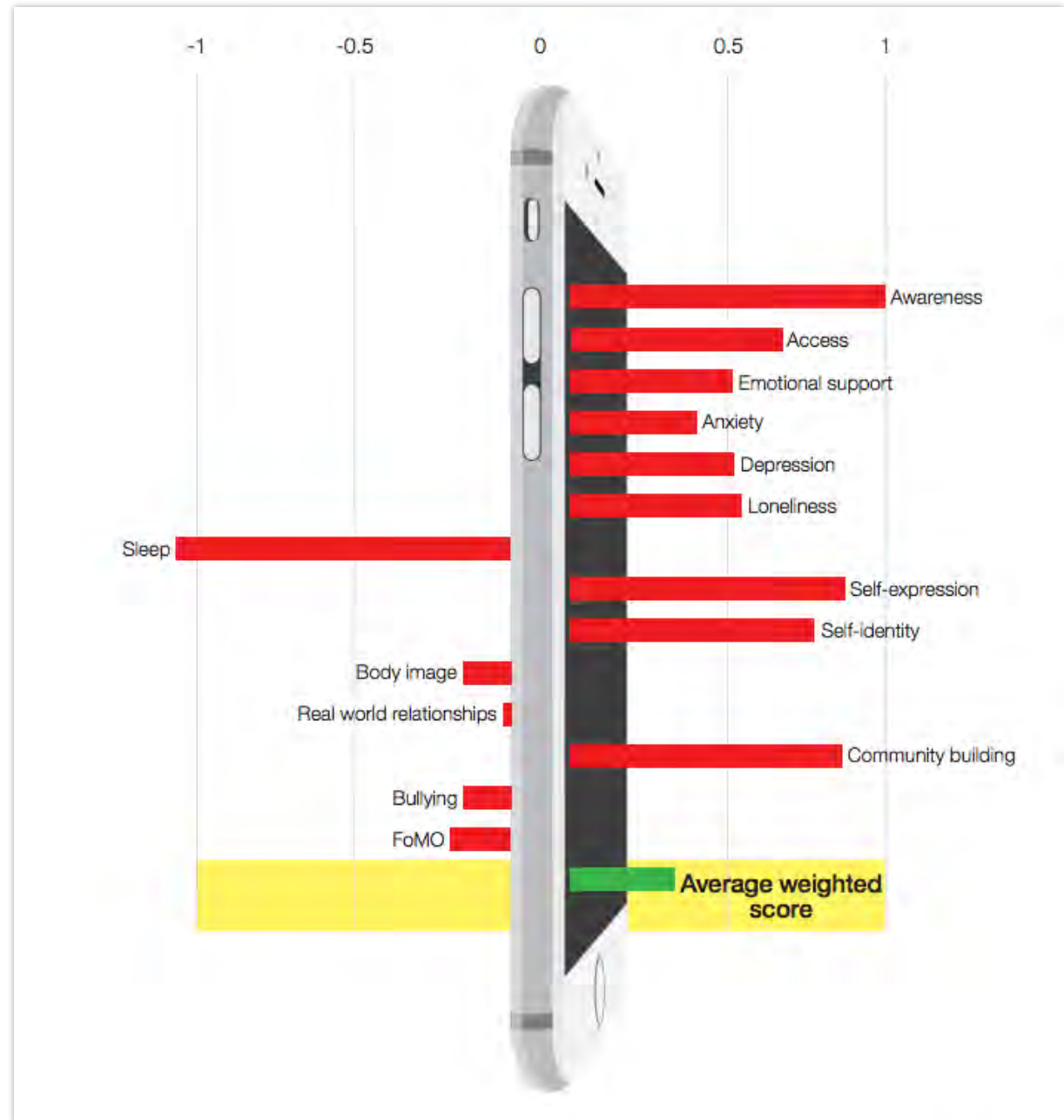


YouTube

Negative effects: Major negativity on sleep.

Positive effects: 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: [Psychalive.org](https://www.psychalive.org)



Overcoming the challenges



Identifying populations at risk

The symptoms related to technology/social media/internet/gaming addictions are no different from substance-related addiction. ¹

- Mood modification
- Tolerance
- Withdrawal symptoms
- Conflict
- Relapse

Not as obvious as substance addictions,

Often slips by unnoticed until the damage becomes very obvious.

The damage can include health risks such as eating disorders and help develop depression and anxiety amongst other mental health issues.

Social Media & Cyberbullying



Internet and Smartphone Addiction

- Understanding exactly how much time you're using your device and what apps you're using the most.
- Realize what the triggers are that make you addicted to your phone
- Develop better uses for your time to reduce your daily stress and boredom.
- Make conscious efforts to interact with people in person rather than via your phone.

How to Modify Your Smartphone Use

- Remember - it is physical addiction such as smoking, drinking or eating.
- It's about recognizing habits and working on slowly reducing the time to manageable amounts.
- Create new "replacement" habits



Source: BankMyCell.com

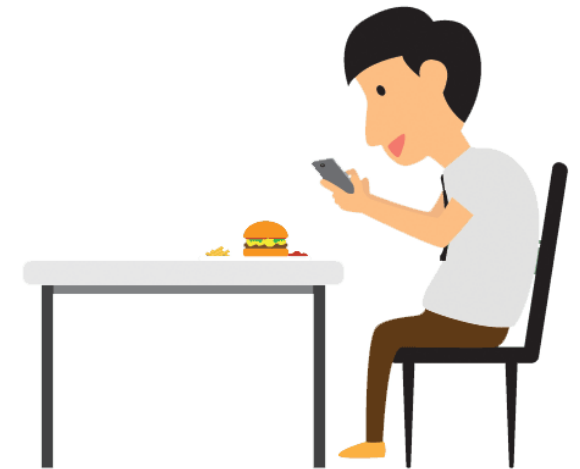
Positive Impact

Social media use was positively related to students' intercultural adjustment.

- Making connections with the host culture
- Easing emotional stress & isolation
- Improving language skills
- Obtaining social support
- Learning host information

Increasing use of social media led to the decrease in feeling of cultural shock

"Social media helped me a lot to get adjusted to American life to overcome the cultural gap. We have social media in China, but it was difficult to adjust to the American social community; there's a different sense of humor, different interests, and different backgrounds. Social media helped to make my transition easier"



2017 The Impact of Social Media Use Motives on Psychological and Sociocultural Adjustment of International Students

Emotional Motivators & Your Communication

- **Belonging** - People they relate to or aspire to be like; feel part of a group
- **Unique** - Give a sense of unique social identity; be seen as special
- **Better Future** - Perceive the future as better than the past; have a positive mental picture of what's to come
- **Balance & Ease** - Feel that life measures up to expectations and that balance has been achieved. Seek a stress-free state without conflicts or threats.
- **Sense of Thrill** - Experience visceral, overwhelming pleasure and excitement; participate in exciting, fun events
- **Self Image** - Fulfill a desire for ongoing self-improvement; live up to their ideal self-image
- **Feel secure** - Believe that what they have today will be there tomorrow; pursue goals and dreams without worry
- **Succeed in life** - Feel that they lead meaningful lives; find worth that goes beyond financial or socioeconomic measures,

SOURCE: SCOTT MAGIDS, ALAN ZORFAS, AND DANIEL LEEMON FROM
"THE NEW SCIENCE OF CUSTOMER EMOTIONS," NOVEMBER 2015

Email, Text Msgs & Anxiety Level

According to [research by Unibuddy](#), to boost confidence and create a sense of security, it is vital that you are giving the right information to the right student type.

Customize Language, tone & mood

- Vary by medium of communication
- Audience Segmentation - age, academic level, geography, representation, cultural context.
- Avoid Extremes - deter your audiences.
- Avoid language & tone that creates stress, anxiety
- creating a sense of urgency and action.
- Point to solutions and resources that can help, including other campus partners.
- Consider color psychology - cultural differences
- Incorporate Emotional Motivator language

Time your posts/ emails/ txts

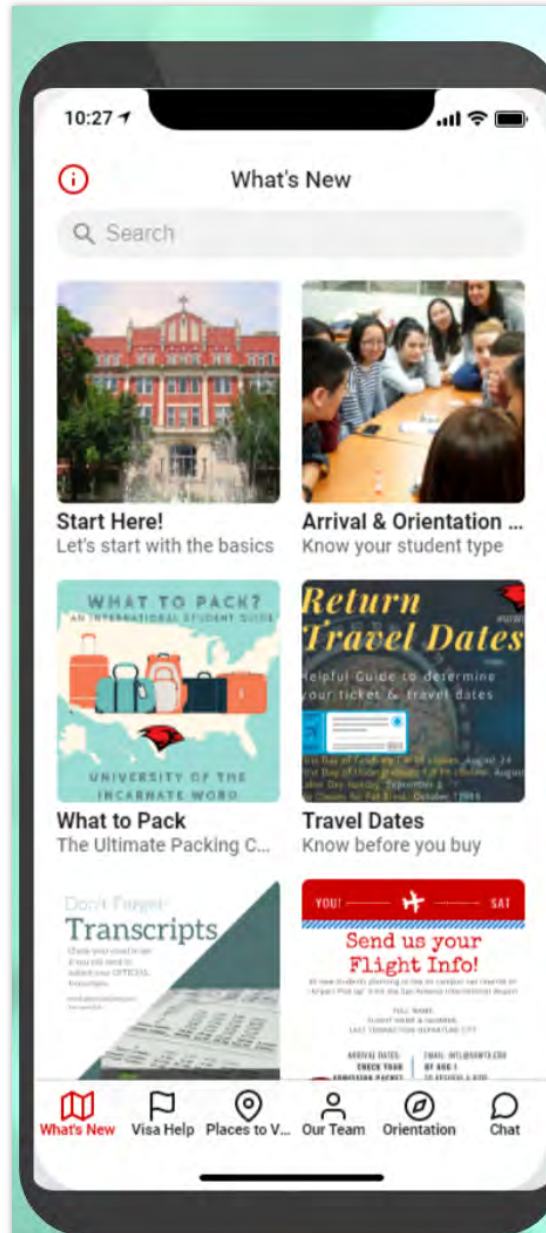
- Appropriate Hours
- Be consistent - Avoid random/last minute
- Consider frequency
- Medium of communication
- Urgent versus Important
- Consider cultural & religious holidays
- Partner across offices to unify timing & message

Evaluating your Communication Plan and use of Social Media

- Turn to Analytics
- Questionnaires & Focus Groups - Ask target audience for feedback and guidance for the message.
- Utilize Student Workers - provide insights into tone and language, particularly when messaging is of a causal nature and targeted to a certain age group
- Proactive/Intentional Advising Theory - Communication
- Don't be afraid to adapt & customize
- "Safe" Pages

UIW - Pre-Arrival App

- 265 unique logins
- 76% found it useful
- Users viewed “Visa Help” info most frequently
- Increased interaction through WhatsApp
- 35% decrease in pre-arrival questions - via email
- Pre-arrival survey for social media handles
- (70% responded)



Grab our NEW APP!



For New UIW Students

<https://welcometouiw.glideapp.io/>

- Visa Help
- What's New
- Travel & Orientation Info
- Chat with other new students
- and much more.....

New Info Every Monday

To Download:

Step 1. Visit the link

Step 2. Enter Password: iuiwintl19

Step 3. Choose "save link to your home screen"

Step 4. Open from home screen & go!

Open Discussions - Communication Plans



Supporting Your Students

Help Create A Community

- Connecting students prior to their arrival in the U.S. and encourage face to face meetings and events wherever possible
- Let students know about clubs, teams and organizations on campus
- Make face to face introductions to other students
- Encouraging Healthy Habits

Regular Check-Ins

- Being able to identify students who are struggling
- Noticeable changes in dress, appearance, demeanor
- Being available to talk

Internal Training

- Identify and respond to students in distress
- When and how to connect students to resources (we are not counselors!)
- How to listen actively, empathetically, and without judgment

Open Discussions - Effective Programs



Open Discussions - Effective Programs

- Social Media & Your Visa
- Safe online dating
- Increase In person interactions
- Workshops accessible online
- In-Person Conversation Groups
- No Reception Excursions/ Retreats
- No phone Events

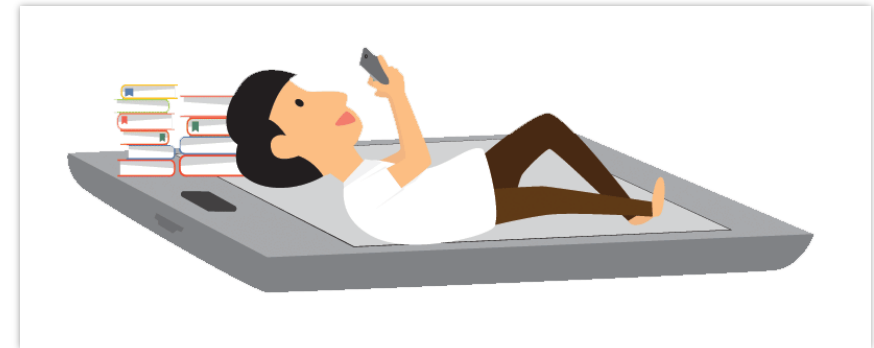
Helpful for your own life & office



Poster: Fort Hays State University

Pre-Arrival & Orientation

- Partner with Health/ Counseling Services to help create pre & post arrival content
- Orientation Counseling Services Workshop
- Health Habits workshop
 - Gym event



Partnering with your Insurance Provider

○ **Talkspace**

Online Mental Health Counselling Service

Through our partnership with Talkspace, students have access to a professional, personal and confidential messaging therapy service. The service is 100% anonymous and secure and Talkspace will not share personal information with anyone or any organization.



Assessment



Get Matched to
a Therapist



Therapy
Begins

Resources

Emotional Wellness Training



Powerpoint
Presentation



Video Content



Student Handout



Interactive Activities



Proctor Guide

<https://www.internationalstudentinsurance.com/school-resources/mental-health-awareness-training/>

In partnership with:



The MGH Center for
Cross-Cultural Student
Emotional Wellness



International
Student Insurance












Mental Health Awareness Student Info Page



Emotional & Mental Health Awareness — for — International Students

Emotional wellness is the ability to **be aware of our feelings** and accept them. It means having an **optimistic approach**, and is a key part of long-term success and happiness.

Emotional wellness means you:

-  Are aware of your thoughts and feelings
-  Have a positive attitude
-  Express emotions in a healthy way
-  Seek help when you need it
-  Set priorities
-  Accept mistakes and learn from them
-  Maintain good boundaries with others
-  Overcome setbacks and learn from failures
-  Feel at peace most of the time

What is mental health?



[Watch this video for an overview of mental health](#)

NAFSA & Online 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?productid=450

Other Resources

- Bank My Cell - Smartphone Addiction Facts & Phone Usage Statistics Report - HOW TO BREAK UP WITH YOUR PHONE
<https://www.bankmycell.com/blog/smartphone-addiction/>
- Massachusetts General Hospital Center for Cross-Cultural Student Emotional Wellness (MGHCCCSEW)
<https://www.mghstudentwellness.org/consortium>



Full list of resources [here](#) ->

**Please complete
this session
evaluation
NOW!**



**Or FAVORITE now
and EVALUATE later!**

