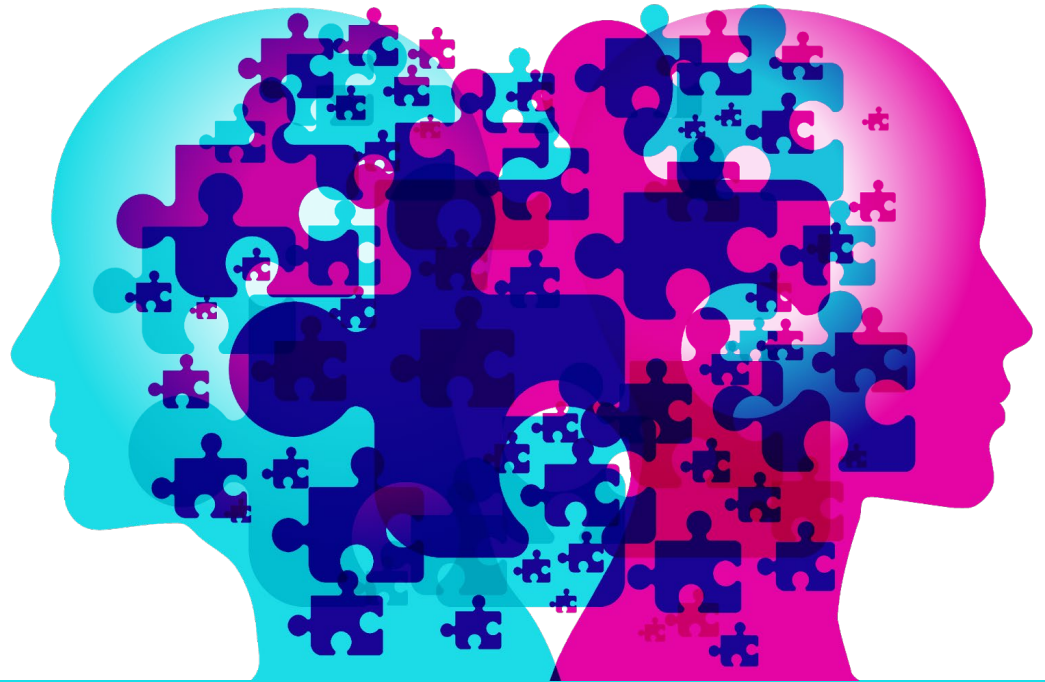


# Training Your International Students

## Emotional Wellness and Mental Health Awareness



# Culture Shock & Stress Video

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Stress & Culture Shock  
as an International Student



<https://www.internationalstudentinsurance.com/explained/culture-shock-and-stress-video.php>

# Presenters

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**Cory Owen**

Assistant Dean of International  
Advisement & Diversity  
Initiatives  
The Juilliard School



**Cyan Corwine**

Coordinator of International  
Education  
Alfred State  
State University of New York  
College of Technology



**Yessica Prato**

Marketing Coordinator  
International Student  
Insurance

# Agenda

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



# What's Going On?

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40% of students so depressed  
they found it difficult to function

61% of students felt  
"overwhelming anxiety"

13.9% of entering freshman  
anticipate a "very good chance"  
of seeking counselling

38.5% felt things were hopeless



**49%** of adolescents ages 13-  
18 experience mental  
health disorders

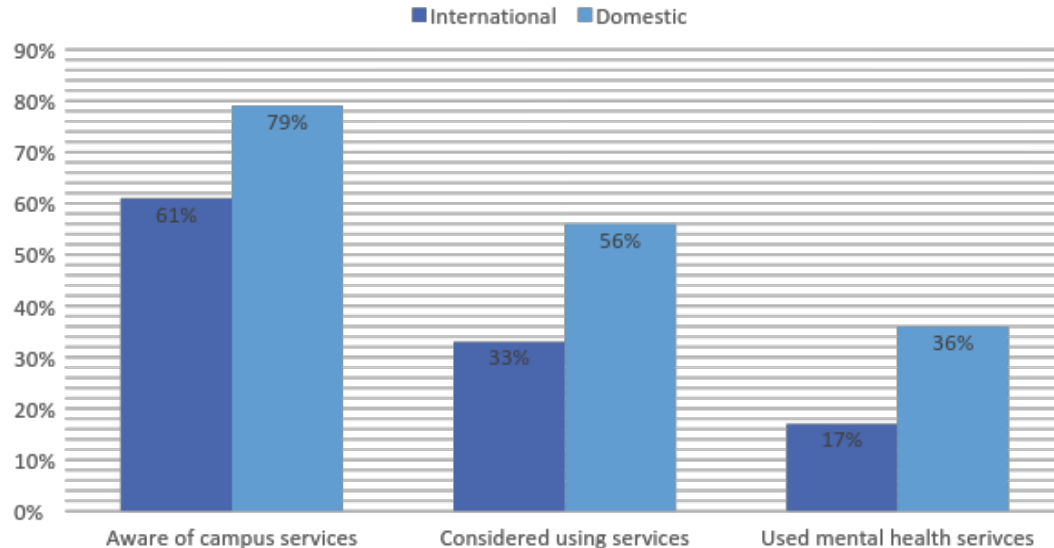
Source: [acha-ncha.org](http://acha-ncha.org)  
[American College Health  
Association](http://AmericanCollegeHealthAssociation)

Source: [NIMH](http://NIMH)

# Mental Health Care – Underutilized

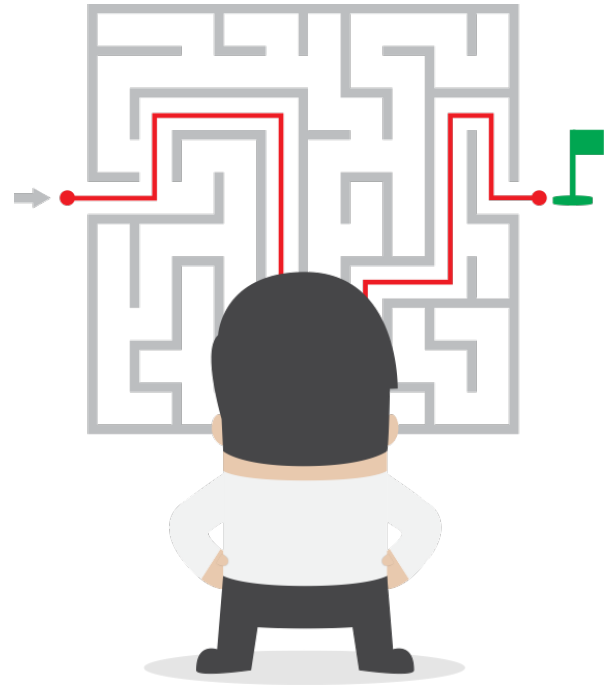
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Mental Health Need, Awareness, and Use of Counseling Services Among International Graduate Students, Journal of American College Health



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

# Understanding the Challenges



# Culture Impacts All Aspects of Illness

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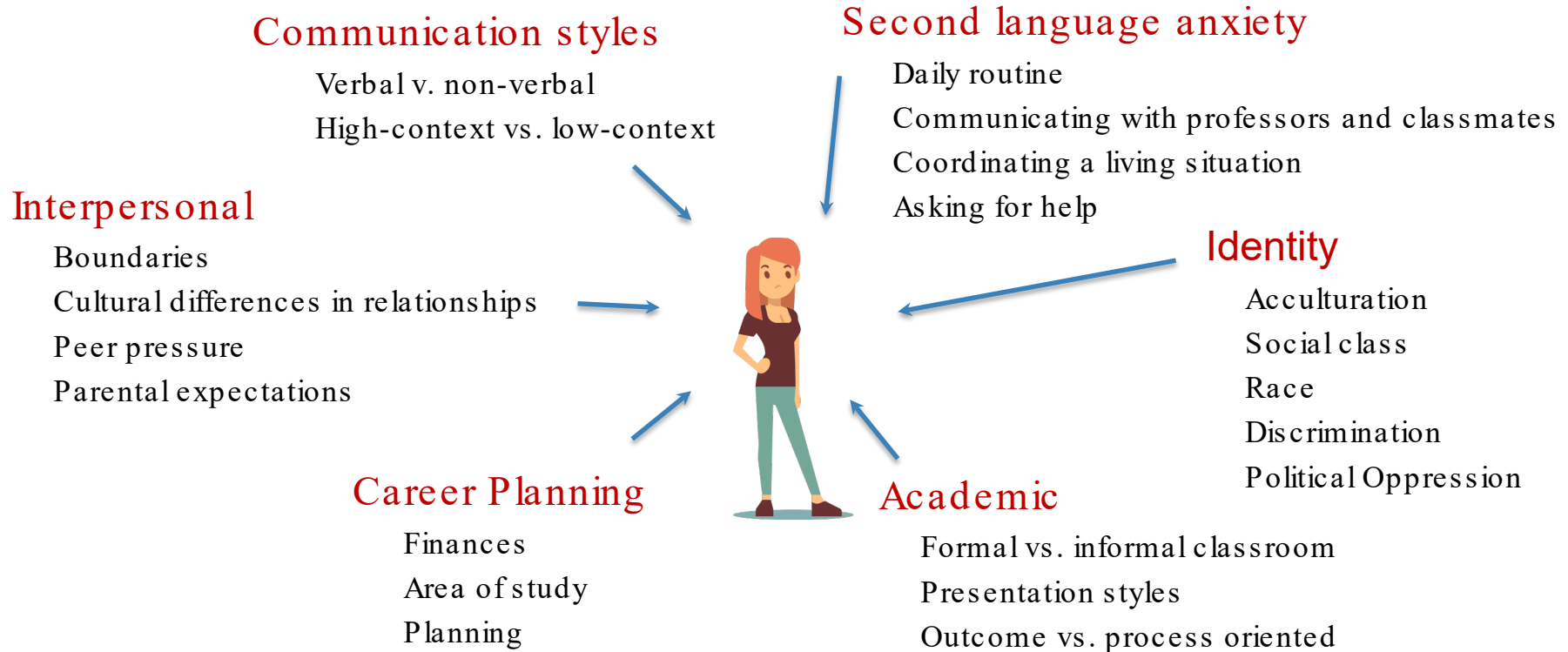
- Expression of symptoms outwardly and inwardly
- Coping
- Where to seek care
- Management of symptoms
- How they seek help





# Common Adjustment Issues

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# Barriers To Treatment

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- Lack of mental health literacy
- Unaware of services
- Language barriers
- Role of psychiatry in other cultures
- Stigma (Family & friends)
- Location of counseling center
- US therapists lacking cultural understanding
- Lack of support



Yeung A, Kung W. *Psychiatric News*. 2004; 21(1): 34-36.

Kim BSK, Omizo MM. *Couns. Psychol.* 2003; 31:343-46.

# Common Myths

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Only someone from my home country will understand my problem.

Counseling is for “crazy” people.

I could lose my visa status.

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

"Everyone will know I saw a counselor."

# Overcoming the Challenges



# Supporting Your Students

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## 1. Help Create A Community

1. Connecting students prior to their arrival in the US
2. Awareness of clubs, teams and organizations on campus
3. Scheduling events regularly, ~~and~~ especially during holidays

## 2. Regular Check -Ins

1. Being able to identify students who are struggling
2. Noticeable changes in dress, appearance, demeanor
3. Being available to talk, and to speak with others in the community

## 3. Internal Training

1. Identify and respond to students in distress
2. Know when to refer students to resources (we are not counselors!)
3. Learn how to listen actively, empathetically, and without judgement

# Building Bridges

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## Mental Health outside of the Mental Health sphere

- Depression Screening at Student Health Center – add to your Counseling website
- Establishing a knowledge-sharing community (know your partners)
- Highlight Counseling Center events through newsletters, social media, etc.
- Know the services offered around campus, and form connections
  - Support groups/medical practitioners who speak other languages
  - Ombudsperson Office
  - Dean of Students
  - Child and Family Studies on campus
  - Chapel and community religious/spiritual support centers

# Culture of Care: Supporting Students

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Advisors can support students with basic counseling skills, including:

- Demonstrating empathy
- Reflecting and paraphrasing
- Asking open-ended questions & building rapport
- Keep confidentiality (a professional code of public silence) - FERPA
- Learn how to pronounce names correctly
- Have a support team available in times of crisis
- Support the community, not just the affected student/family

# Culture of Care: Plan Ahead

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In difficult conversations:

- Consider student's reaction when responding
- Consider how you will handle discomfort delivering/receiving information
- Don't avoid subject because it's uncomfortable (ex: suicide)
- Avoid minimizing their feelings/situation (Be positive)
- Know when to refer
- Connect with on and off campus resources

Planning Ahead:

Have a plan, know who to call and connect with resources



# How to Reduce Stigma

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- Dispel the myths: What is mental health and counseling
- Know the facts with cultural differences regarding counseling
- Invite on-campus counselors/psychologists to orientation and meet & greets
- Educate counselors/psychologists on how to communicate across cultures
- Give testimonials even anonymously, and perhaps in their native language
- Normalize students' concerns and stress
- Creative ways of introducing counseling
- Demystify seeking treatment (i.e., types of providers, where to go, what to expect)

# Programming that works



# Marketing Your Program?

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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:

- Developing a self-care plan
- Making friends in the US
- Managing stress
- Time management
- Eating healthy
- Staying fit on campus

# Building the Trust – Creating the Connection

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“The first day of a student’s orientation is too late to be discussing student mental health for the first time.” Lee Burdette Williams, “It’s Never Too Soon To Talk About Mental Health,” The Chronicle of Higher Education, 10/14/2016, p. A56.

Introduction materials about the Counseling/Wellness initiatives available on campus with pictures and phone numbers/emails:

- Testimonials from current students about homesickness, culture shock, stress, anxiety, and depression (perhaps in video format)
- Quotes about acceptance of mental health and counseling (like “Common Myths”)

# Mental Health in Orientation

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- Inform students of challenges/cultural adjustment
- Invite Counseling Center or other mental health professionals to introduce mental health service/host a luncheon
- Educate students about campus/community resources
- Parent and Partner programs
- Train your peer leaders and mentors on recognizing the challenges international students face and on mental health
- Collaborate in residence halls on outreach programming

# Programs that work

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## Syracuse University

- Connections Mentoring Program
- English Conversation Groups
- Family Hospitality Suite

## University of Minnesota

- International Parent Orientation
- Chinese Parent Orientation Program
- NISS: New International Student Seminar
- ISUCCESS (week long International Pre-Academic)

## University at Buffalo

- [International Student Wellness Day](#)
- <https://www.youtube.com/watch?v=GI68lBmLeKc>

# Programming that helps


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- Buddy/Peer mentor programs
- Workshops (e.g., “Decoding U.S. Culture”, “Lost in Translation”, “Culture Shock”)
- “Let’s Talk” Drop -in Hours
- University 101-type courses/
- Social organizations/student clubs
- Summer/Holiday programs
- Friendship family programs
- Discussion/Support Groups
- Creative initiatives (e.g., “Welcome to My World Photo Exhibition”)

# Examples of Programming

**FOUNDATIONS**

**Coping with Post-Election Stress while at Home**



Facilitated by:  
**Chino Okonkwo, LCSW**

Tuesday, December 20  
Student Multipurpose Room (105)  
6:30 - 7:30 pm

Pizza will be provided!

This program is a Diversity and Civic Engagement program or a Health and Wellness program

Juilliard

**STRESS RELIEF COLORING**


De-stress with some relaxing coloring and snacks!

Tuesday, October 3rd  
6-7pm in the  
Morse Student Lounge

This event is taking place in recognition of National Mental Illness Awareness Week (October 1st-7th)

**juilliard diversity advocates**

**#DearNextPresident**



Join the video series/hashtag campaign & have your voice heard.  
Create a message for the next POTUS & let him/her know your pressing concerns & issues

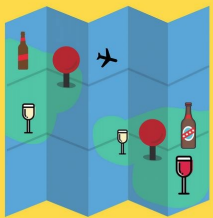
Wednesday,  
Oct. 28th 1-2 pm  
Morse Student Lounge

**juilliard diversity advocates**

**Juilliard** Office of International Assessment

**FOUNDATIONS**

**IN DIFFERENT ALCOHOL CULTURES**



**MONDAY OCTOBER 17TH  
12.15-1.15 PM, SMR**

These programs are Diversity & Civic Engagement Foundation Programs

Juilliard





# Resources & Hotlines

Pre-departure, Orientation, Online

# Emotional Wellness Training

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Powerpoint  
Presentation



Video Content



Student Handout



Interactive Activities



Proctor Guide

In partnership with:



The MGH Center for  
Cross-Cultural Student  
Emotional Wellness

 **International**  
Student Insurance

# Resources

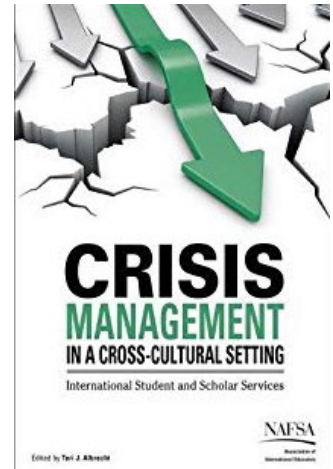
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## NAFSA Resources

Best Practices in Addressing Mental Health Issues Affecting Education Abroad Participants <https://shop.nafsa.org/detail.aspx?id=102E>

Crisis Management in a Cross Cultural Setting: ISSS  
[shop.nafsa.org/detail.aspx?id=992](https://shop.nafsa.org/detail.aspx?id=992)

Available December 2018, NAFSA Book/E-book: Mental Health Issues and International Students



## Other Resources

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

# Services & Hotlines

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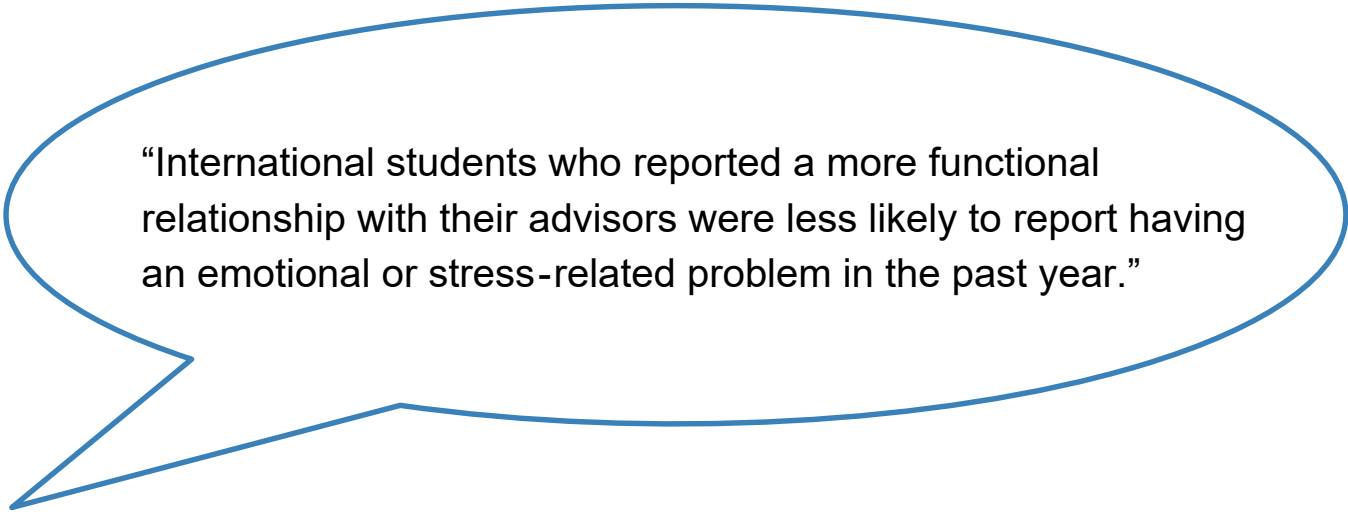
## Hotlines

- 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)

## Services

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





“International students who reported a more functional relationship with their advisors were less likely to report having an emotional or stress-related problem in the past year.”

# Questions?