

Averting the Crisis: Proactive Strategies for Helping Students Avoid Trouble

**Sunday, November 5,
2017 1:45pm - 3:00pm
Director's Row H**

Presenters



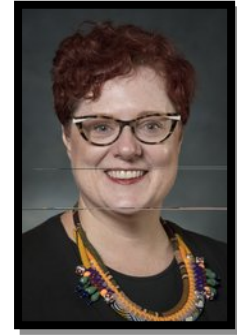
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Activity



**Write down a “*crisis*” or
constant problem for
students on your campus**

Introduction



- Student issues/pitfalls are frequently predictable
- As advisors the more we can do to prevent crises, the easier our job is:
 - Less work overall for us
 - More happy and productive interactions with students
 - More positive energy/perceptions of concern for student issues
- This session is our opportunity to share ideas about strategies that work at our institutions to prevent problems from happening around predictable issues before they get to “Crisis” level

Agenda

- ▷ **Mental Health**
- ▷ **Physical Health**
- ▷ **Academics**
- ▷ **Finances**
- ▷ **Immigration/Legal**
- ▷ **Safety**
- ▷ **Small Group Activity**

Mental Health

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Mental Health Issues

Normal Stressors

- Cultural adjustment - challenge to values/norms
- Lack of support system
- Family pressure
- Language stress
- Financial stress
- Academic stress
- Sleep problems
- Career stress

Additional Factors

- First time living independently
- Exposure to drugs and alcohol for first time
- Exposure to traumatic negative experiences
- Individual may have left home to avoid scrutiny for existing mental health issues



• Academics	45.1%
• Finances	33.5%
• Intimate relationships	30.2%
• Sleep difficulties	28.7%
• Family problems	27.0%
• Career-related issue	26.4%
• Personal appearance	25.5%
• Other social relationships	25.4%

* American College Health Association - National College Health Assessment II (ACHA-NCHA II) Spring 2015 Survey

Proactive Strategies

- Develop programs that get students connected and involved
- Prepare videos/on-line resources to help make students aware of the cultural adjustment process



 THE UNIVERSITY OF NEW MEXICO	GET INVOLVED AT UNM!!!!
<small>Global Education Office (GEO) 2120 Mesa Vista Hall MSOC6 8501 University of New Mexico Albuquerque, NM 87131-0001 Phone (505) 277-4032 • Fax (505) 277-1167 Email geo@unm.edu Web: geo.unm.edu</small>	

Participating in workshops, student organizations, events, programs, etc., is a great way to adjust to life in the U.S., meet other students, and learn about the local culture! Below are just a few examples of great ways to get involved with various activities at UNM. Please contact the Global Education Office (GEO) and check out http://geo.unm.edu/activities_events for more information about GEO-sponsored events:

GEO Social Hour: GEO offers fun activities every other week during the fall and spring semesters. These activities are designed for international students, and take place all around Albuquerque. To get reminders about our activities, join the “UNMGLOBAL” Facebook group and sign up for the GEO listserv (See the listserv instructions below).

GEO Workshops: GEO offers presentations that provide practical information on different topics relating to life in the U.S., such as employment, career, cultural adjustment, and more. You can find the schedule and description of our workshops on the GEO website under Workshops at http://geo.unm.edu/activities_events.

Lobo Friend Program: This program matches new international students with a domestic UNM student friend (usually a US student). The goal of the program is to help ease your transition to a new environment. Space is limited and most students sign up before arriving, so if you are interested, email geo@unm.edu with “Lobo Friend” in the Subject line today! Students are matched at the start of the semester.

International Service Corps: This program gives students a unique opportunity to volunteer with the Albuquerque and UNM communities and local non-profit organizations. Volunteers present about their country/culture in local schools and participate in a wide range of volunteer activities. If you are interested, email geo@unm.edu or visit our website for details http://geo.unm.edu/activities_events/volunteers.

Proactive Strategies

- Establish peer mentoring networks
- Create a campus community of caring: students, faculty, staff, that check-in
- Connect with counseling services:
- Open House, Resource Fair
- Have international students work at or intro students to counseling
- Advertise wellness programs: stress reduction, massage test anxiety, laughing yoga, work life balance, cirque de stress
- On-line counseling services (in other languages)
- Crisis Line

SPRING 2018





Physical Health

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Physical Health Issues

- **Preexisting conditions/disabilities**
- **Illness**
- **Accidents/Emergencies**

Proactive Strategies

- Bring health history, prescription medications
- Register with disability services if appropriate
- Discuss insurance plan or options
- Provide emergency protocol: phone numbers etc.
- Have office emergency phone
- ISSS office participation in campus emergency planning



Proactive Strategies

- Reduce barriers to seeking care:
 - ✓ Walk students to the different medical facilities so they know where to go
 - ✓ Work out a payment plan for hardship cases
 - ✓ Work with your community to find low cost treatment for excluded benefits or non-covered participants

Home

Health Resources

Home

Low Cost Care

Urgent Care

Dental

Fitness

Family

Low Cost Care



Dental



Urgent Care



Fitness

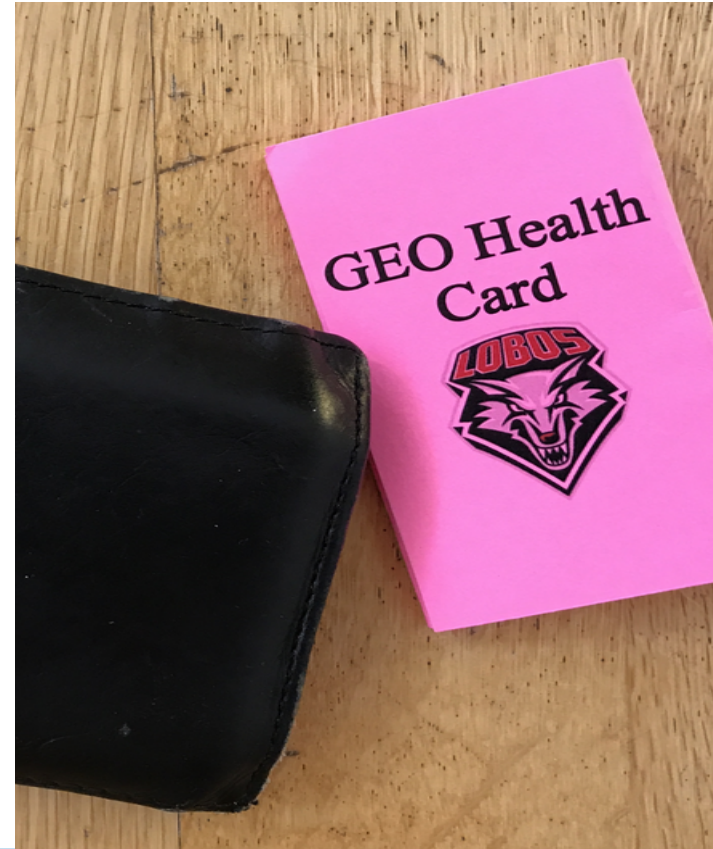


Family



Proactive Strategies

- Show them how to access their insurance card, and information on their coverage
- Prepare a wallet-sized card with emergency numbers
- List important contact numbers on your website
- Brochures, handouts, and USB drives can all be helpful ways to disseminate information



Proactive Strategies

Use videos to convey important information

Videos



Overview of the US Healthcare System for International Students

This short video is an indispensable guide for any international students looking to study or travel to the USA. With tips before you travel, to a complete overview of how the healthcare system works - you can be prepared!



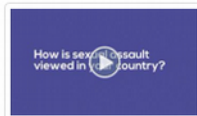
Mental Health Awareness for International Students

This short video introduces the concepts of mental health for international students in the US. Covering mental health awareness and warning signs, dispelling myths, and showing ways to seek treatment, the video seeks to demystify a complex topic.



Sexual Assault Awareness for International Students

Sexual Assault is a growing concern for many international students, and with this video you can learn all about what Sexual Assault is and the importance concept of consent, how you can prevent an assault from happening and what to do if one does occur.



Cultural Views on Sexual Assault - Student Stories

We asked 11 international students to talk about sexual assault and consent, both in their country and USA. Here are their stories...

www.internationalstudentinsurance.com



Academics

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Academic Issues

- Time Management
 - Academic rigor vs. expectation of easy College experience
 - Missing classes
 - Balancing study and social life
 - Addiction to online experiences:





Pro-Active Strategies

- New Student Transition
 - ISSS:
 - iSuccess (optional 1 week orientation, focuses on academic preparedness, \$700 fee)
 - Global Gopher Events (optional sessions focusing on University resources and social connections), collaboration across University departments/housing
 - Mid-semester New International Student Seminar
 - UNM - Student success workshop series' (first 6 weeks of semester) - FREE (plus coffee and breakfast bars)
 - University:
 - Welcome Week (Freshmen and Transfer UG)- all students
- International Student Academic Enhancement Fee
 - Additional Support Services for UG IS
 - Research on IS needs and contributions of IS to campus
- ▷ Academic Call-Ins







Financial

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Financial Issues

Insufficient funds

- Student does not recognize actual costs with incidentals
- Student does not plan for funds transfer
- Student is unable to access money that was demonstrated
- Student does not graduate in expected time frame
- Student thought they would be able to earn money here

Scholarships/Assistantships

- Loss of scholarships due to poor academic performance or other to meet requirements
- Graduate assistantships that are not renewed due to poor performance
- Graduate assistantships that are not renewed due to soft money
- Students who arrive counting on acquiring assistantships unable to secure funding
- Students do not factor in tax on Scholarships/assistantships



Financial Issues

Inability to Manage Money/Resources

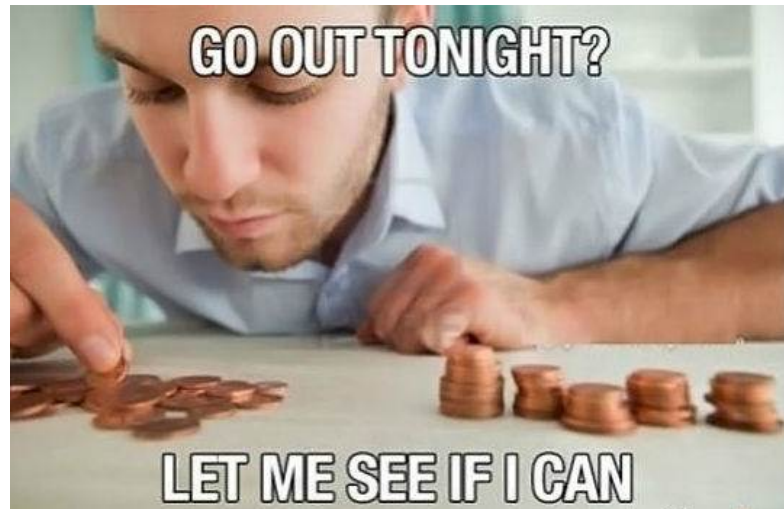
- First time being independent
- Issues with transferring and accessing money

Taxes

- Don't expect to be taxed
- Don't know how to comply with tax requirements

Severe hardship

- Loss of family support/currency devaluation
- Other major crisis puts them in debt: health care, criminal charges, etc.



Proactive strategies



- Ensure financial estimates are accurate upon admission and review often
- Inform students in advance about what they need to pay, how and when
- Work with Bursar's office to figure out cheapest forms of payment and advertise to students
- Ask students to read and sign scholarship requirements info pre-award

Proactive Strategies

Home

Scholarships

Scholarships Home

Sister Cities

Amigo

Lottery

Leadership

Creative

Management

- ▷ Develop content regarding how to complete program in a timely fashion
- ▷ Use advisors and students at orientation to discuss how to do this
- ▷ Orient students about payment methods, late fees, and other strategies to limit additional costs
- ▷ Require information session for scholarship students reviewing requirements

Amigo Scholarship



Lottery Scholarship



Leadership Scholarship



Creative Scholarship



Proactive strategies

- ▷ Require academic success course for scholarship and other students
- ▷ Discuss importance of working with academic advisor immediately on path to graduation
- ▷ Inform yourself about the resources that exist for scholarships and loans in both emergency and non-emergency situations on your campus
- ▷ Develop loan information resources for your website or for advising staff:
<https://www.internationalstudentloan.com/>, <https://www.fundingusstudy.org/>,
iefa.org, internationalscholarships.com

ACADEMIC SUCCESS FOR INTERNATIONAL GRADUATE STUDENTS

ACADEMIC RESOURCES FOR GRADUATE STUDENTS:
[HTTPS://GRAD.UNM.EDU](https://grad.unm.edu)

To succeed in graduate school you MUST understand what is expected of you AND take advantage of all the great resources at UNM. Graduate students frequently report that they wish they had used the following resources at the beginning of their graduate program – believe us, these resources will save you time and money!!

OGS

Office of Graduate Studies
<https://grad.unm.edu>

GPSA

Graduate and Professional
Student Association
<http://gpsa.unm.edu/>

GRC

Graduate Resource Center
<http://unmgrc.unm.edu/>

CTE

Center for Teaching
Excellence
<http://cte.unm.edu/>

Proactive strategies

- ▷ Identify and advertise low-cost options for predictable student expenditures such as housing, medical care, food, etc.
- ▷ Develop workshop content/invite speakers to present on establishing credit and being financially savvy
- ▷ Work with departments to establish ethical assistantship award practices
- ▷ Work with taxation office to understand tax rules and advocate for students with departments
- ▷ Offer tax advising services via: VITA programs, tax prep software





Immigration/Legal Issues



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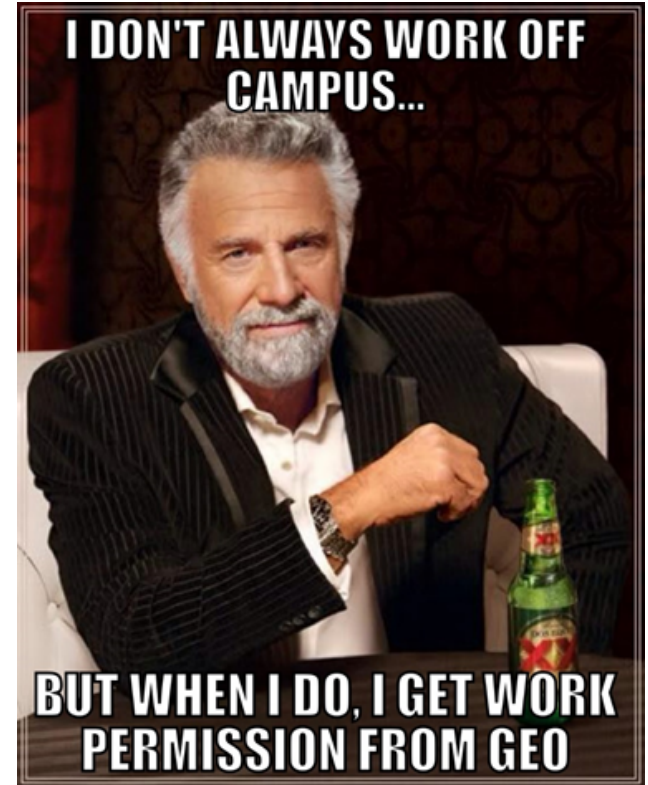
Immigration/Legal Issues

Failure to maintain a full course of study

- Insufficient enrollment (not enough credits, too many on-line credits)
- Drop due to non-attendance or poor performance
- Can't register due to financial hold

Improper work

- Too many on-campus hours
- Working off campus without prior authorization



Immigration/Legal

Criminal/Legal Issues bring immigration and other trouble

- Drinking age
- Serving alcohol to a minor
- DUI
- Legal Weed

Travel problems

- Failure to carry appropriate documents
- Failure to get documents signed
- Expiration of documents leading to inability to return



Proactive strategies

- Provide written information about what to bring for entry
- Develop content for orientation regarding enrollment, work and travel
- Have students sign a “Responsibilities Contract” stating they understand the rules
- Find innovative ways to present material at orientation: skits showing students breaking the rules, videos, memes



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INTERNATIONAL STUDENT RESPONSIBILITIES CONTRACT FOR F1 AND J1 STUDENTS

III. REQUIREMENTS FOR “MAINTAINING LEGAL STUDENT STATUS”

YOU MUST ALWAYS:

1. Attend the school whose name appears on your I-20 or DS-2019. For J-1 students, the DS-2019 must be issued by the agency that issues the DS-2019 has given you permission to attend UNM.
2. Provide an updated local address within 10 days of any change (notify GEO in person or via email).
3. Maintain registration as a full-time student throughout every Fall and Spring semester. Summer registration is required unless you begin your program in summer. You must COMPLETE each semester with a full-time enrollment.

Full-time means:

- Undergraduate students = 12 credit hours minimum to keep legal student status (15 credit hours minimum for graduate students)
- Graduate students = 9 credit hours minimum (or 6 credits if you have an assistantship).
- ***NO STUDENT may drop below their minimum number of credits except under extreme circumstances authorized in advance by an international student advisor!!!***
- **Grades that do NOT count toward your full-time minimum include:**

Proactive strategies

Special events related to immigration requirements:

- ▷ Travel signature days (with dress-ups and costumes if possible)
- ▷ Workshops on work permission requirements/careers



Student Job & Internship Fair
Wed April 12
10am-2pm
SUB Ballrooms

Donuts & Resumes
Tues April 11 9am-3pm
Career Services

The Art of the Introduction
Tues April 11 3pm-4pm
Career Services Conference Room

UNM Career Services
<http://career.unm.edu> • 505-277-2531
VAEC Room 220 • Building 85 on campus map





Safety Issues



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Safety Issues

- ▷ Victim of crime: assault, robbery
- ▷ Sexual harassment and violence
- ▷ Traffic violations
- ▷ Cyber scams
- ▷ Domestic violence
- ▷ Roommate issues

Common Scams



How to be Safe



Identity Theft



Know Your Rights



Proactive strategies

- Include Police, Student Legal Service and Title IX coordinator in orientation
- Online modules for safety
- Presentations by local law enforcement on “Street smarts”
- Know your rights presentations and printed materials
- Campus Safe Walk/Security Monitor program
- Self Defense classes
- Traffic Safety Information
- Women’s Resource Center/Aurora Center/Campus resources for survivors of sexual assault



Activity



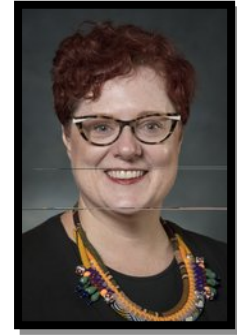
**With a partner, come up with
one proactive strategy to
mitigate the crisis that you
thought of at the beginning
of this session**



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