

How is your student doing?

Pointers for teachers

As teaching staff you may notice signs from students that they might be dealing with a personal issue. The purpose of this document is to support you in identifying (possible) personal issues and to address this adequately.

Let students know you care about them. Be open to them and let them know that it is important to share personal issues. Tell them that, should issues arise, you can always help them figure out where to get appropriate support.

Signals from students might be dealing with personal issues

The student:

- tells you directly
- is regularly absent from (online) educational activities
- hasn't spoken up for a while
- shows worrisome signs of fatigue
- regularly has a smell of alcohol or cannabis around him/her*

The student's:

- study performance has changed dramatically
- (study) behaviour has changed
- mood has recently changed (withdrawal, miserable, hyperactive, sad)*
- appearance has radical changed (weight, personal hygiene)*

Or:

- colleagues have expressed concerns about the student
- fellow students have expressed their concerns

*Not applicable in online education

If **yes** to one or more of the above bullets

START HERE

You have identified a (possible) problem

Get in touch with the student, ask how he/she is doing

*Be proactive and not reactive
Don't avoid the issue!*

Be prepared to listen

Be clear about the available time you have

Let the student know you care about him/her

Sometimes just listening is enough

Student tells you he/she **is dealing** with a problem

Student may not accept help

Respect student's choice not to talk about it or to seek help

Student accepts help

The academic counsellor can refer to the TU counsellors

All consultations with academic counsellors are confidential.

Don't try to take responsibility for a student's problem

Offer student the opportunity to come back to talk you. State that the academic counsellor is there for students

Refer to the academic counsellor. He/she can help the student further

Student confirms he/she is going to contact the academic counsellor

Offer the student the opportunity to come back and talk to you

Back to start

Talk to the academic counsellor and ask for advice

You're still worried about the student

You have observed the student and you have identified a problem

*Helping a student can be very stressful;
look after yourself and seek support from others!*

In cases of emergency:

Emergency number TU Delft: +31 15 27 88888.
If there is a risk of suicide, call 113 on 0900-0113.
In all other cases of emergency, always call 112.