



**Sun Devils Together Initiative
Student in Need Training for Professional Staff Spring 2020
Participant Guidebook**

Learning Objectives

1. Identify students & their needs
2. Determine the next steps to take as staff member
3. Know the resources: Communicate with each other & Dean of Students Office

How to Identify a Student in Need and Next Steps

1. Be aware of behavioral, emotional, academic, or hygienic changes
 - a. Your student or tutor is quieter, more tired than usual, or is wearing the same clothes
 - b. You notice that they are struggling with their classes, or they might have pending suspensions
2. Ask caring and open-ended questions
 - a. "I notice that you are more tired today, are you getting enough sleep?"
 - b. "How are you feeling today? You seem a little off? Did something happen? Would you like to talk about it?"
3. Identify and support student in accessing resources
 - a. Refer Resource Pamphlet
 - b. Walk student to the correct department
 - c. Immediately inform supervisor

ACTIVITY

Part 1:

For this activity, you will learn how to empathize with students experiencing insecurities on ASU's campus. Part 1 of this activity requires you to put yourself in the shoes of a student and reflect on your experience navigating around campus resources under the given circumstance. Be careful not to use your knowledge and experiences as a professional staff while navigating. The activity is based on our team's personal experience attempting to find resources and processes that would help a student in need. (Video on empathy for recommended viewing included in attachment 4 of appendix)

Instructions

1. As a group, read the description of your characters bio.
2. From the given map (Diagram 1 of the appendix), locate and travel to a resource that you think (as a student) would help you in your circumstance.
3. Once you arrive at a resource department, the facilitator will tell you what they offer and if they can help.
4. You will be given 4 attempts to find the correct resources.
5. Make notes on how you feel during this process.
 - a. What are the most significant challenges?
 - b. When are you most likely able to find these needed resources?
 - c. What do you know as a student?

STUDENT BIO

Caroline:

You are a sophomore at ASU. After a successful freshman year, things have changed for the worse. Without the help of your parents and the loss of a scholarship, you are currently struggling. This last week you started getting sick, however you don't have enough money and time between classes, getting food, your part time jobs, and getting medicine. You're stressed because it all seems like too much to handle and you're disappointed in yourself for not being able to keep your grades up. You start distancing yourself from your friends as you are too embarrassed to ask for help. You had been getting food from a food bank, but it was hard to reach, and you felt uncomfortable. You recently heard about a couple resources to look into for doctor appointments, but you don't know where to start and it's a bit scary. You are free Tuesday and Thursday mornings to look for assistance close to campus.

Alex

It almost feels like you are struggling with everything. You were staying with family until you were kicked out. You have been staying with friends on the weekends and sleeping in your car during the week. You feel too embarrassed to tell your friends what happened and you can't find an affordable place to rent. Also, while staying in your car, you can only wash your clothes on the weekends when you're at your friend's place. You feel dirty and out of place sometimes because you were the same outfit most days, but you want to save the extra change. Without help coming from your family, you feel defeated. You have been doing well in classes, however without a stable place to sleep, you haven't been able to study. The only times you are free to look for housing alternatives are Monday and Wednesday afternoons.

Jialun

Your situation is much different from other students. As an international freshman student, you do not have many friends at ASU. Currently, a pandemic has halted travel back and forth from your home country and citizens are required to quarantine. Typically, your family sends money to you for living allowances, housing, and school. However, with the current situation, your family are no longer able to work and support you abroad. You do have a place to stay, but that may change without help from your parents. You start to feel panicked because you don't know if you can support yourself for very long. You feel embarrassed to reach out to other international students because they come from wealthier families and you don't want to lose face. School fees become a bigger issue when you realize that you have to pay another installment next week. You fear that you can no longer afford to stay at ASU. Monday and Friday mornings are free for you to look at ways you can get help.

Part 2:

In the second part of the activity, you are a professional staff at the Academic Success Center. In this activity, you will be able to use the insight you've gained from Part 1, the steps outlined in the [presentation](#), and the resource pamphlet (Diagram 2 of appendix) that has been provided for you to help direct a student to the most effective resources on campus.

Instructions: (Worksheet available in Diagram 3)

1. You are professional staff
2. As a group, read your student's bio
 - a. Identify the student's needs, think about what questions you would ask
 - b. Follow the recommendations outlined at the top of your pamphlet
 - c. Consider how you would prioritize the student's needs
 - d. Advise the student where to look and how best to navigate their search for assistance
2. Make notes on how you feel as a staff during this process
3. Review your thoughts and ideas with fellow group members

STUDENT BIO

Caroline:

Caroline is a sophomore at ASU who comes to math tutoring regularly. After a successful freshman year, things have changed for the worse. Without the help of her parents and the loss of a scholarship, she is currently struggling. In the last week, she seems a lot more stressed than usual and her grades have dipped. She is not as bubbly as usual, has become quieter, and looks like she might be sick.

Alex

Alex is a junior at ASU and visits the tutoring center often. Recently, you have noticed that his clothes are dirty and that he wears the same thing repeatedly. He seems upset and sleepy whenever he comes into tutoring. You notice that he also has hinted that his grades are falling.

Jialun

Jialun's situation is much different from other students. He is an international freshman student who comes into the center almost daily. Recently, you have noticed that he keeps to himself more than usual. He's frustrated and says to his tutor, "What's the point in studying when I have to drop my classes anyways." He seems moody and angry when he works on his homework.

FEEDBACK**Guiding Questions**

1. How do you feel in part 1 of the activity? How do you feel in part 2 of the activity?
2. What did you already know, did you learn anything new? What information was the most helpful?
3. How can we further improve training?

Appendices

1. Map of ASU Resources
2. Sun Devils Together Resource Public Brochure
3. Worksheet included for instructions
4. Video on Empathy






Map of ASU Resources



Diagram 1

Sun Devils Together Resource Public Brochure

UMOM

-  Mon-Fri: 12-3:30 pm
-  Tempe First United Methodist Church
-  (480) 868-7527
-  Karen Mahler
kmahlereumom.org
-  Marco Villalpando
mvillalpandoeumom.org

DEAN OF STUDENTS

-  Mon-Fri: 8 am-5 pm
-  Tempe Student Services Building, Room 263
-  (480) 965-6547
-  Dean of Students Office
deanofstudents@asu.edu

COUNSELING

-  Mon & Fri: 8 am-7 pm
Tues, Wed & Thurs: 8 am- 5 pm
-  Tempe Student Services Building, Room 334
-  (480) 965-6146
-  EMPACT Crisis Hotline
(480) 921-1006
-  Kathleen Easter
Administrative Assoc
kathleen.easter@asu.edu

HEALTH SERVICES

-  Mon & Thurs: 8 am-7 pm
Tues, Wed & Fri: 8 am- 6 pm
Sat: 10 am - 4 pm
-  451 E University Dr, Tempe, AZ 85281
-  (480) 965-3346
-  Kathleen Easter
Administrative Assoc
kathleen.easter@asu.edu



SUN DEVILS TOGETHER

Resource List

-  Multiple services
-  Housing services
-  Food services
-  Health services
-  International services



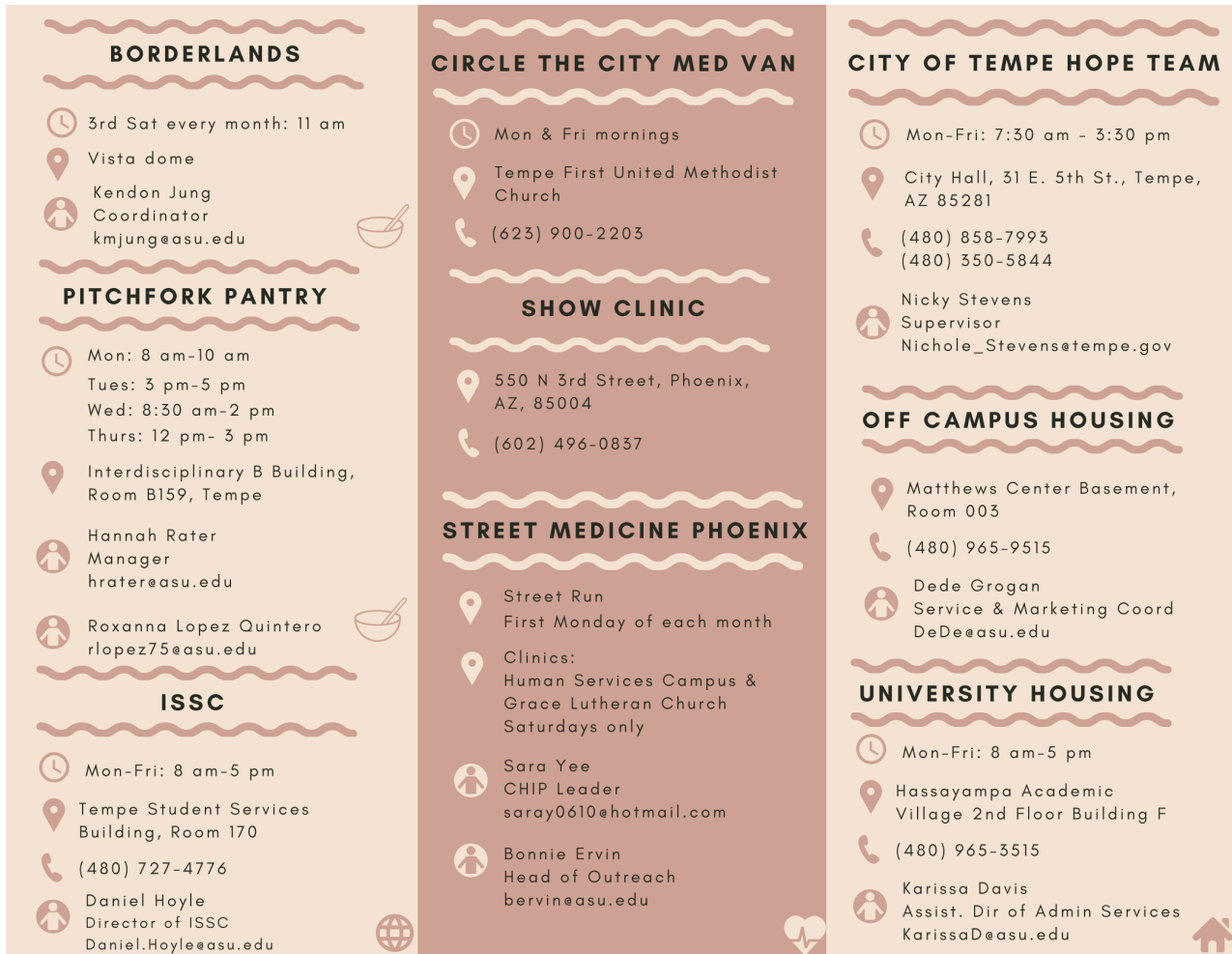


Diagram 2

Worksheet included with instructions

<https://docs.google.com/document/d/1J1QLmUhRi5xZYZW8kl9pXUUMOGq-cTWIbiUmwd67sj4Q/edit?usp=sharing>

Attachment 3

Video on Empathy

https://www.youtube.com/watch?v=1Ewgu369Jw&feature=emb_title

Attachment 4