

HELP, my student needs help!

Guidelines for teachers



What to do when a student needs help

As a teacher you are in close contact with students: you follow their study progress and guide them towards optimal results.

A student may approach you with questions of a more personal nature. Or you might notice a student is struggling in a different way. Perhaps you, or someone else, get worried. These guidelines can help you to determine your role and to make sure the student receives adequate support.

General Tips

- If you are not certain how to best help the student, refer the student to the study adviser.
- Stay within your role as a teacher; be clear about what you can and cannot do for the student.
- Don't try to become a caretaker.
- Stay away from labels: rather describe what you see or notice.
- Cultural factors can influence how students express themselves and how they perceive offers of help.



You are worried about a student

A student approaches you; she/he is worried about a fellow student

A student approaches you with a personal question

Signs that the student may need help are for instance:

- Deteriorating grades
- Study delay
- (Excessive) absence from class
- Consistently handing in assignments late
- Not or hardly taking part in group work
- Little interaction with other students
- Extreme emotional response or strange behaviour
- Lack of self-care
- Physical restlessness, signs of pain or fatigue
- Gaining or losing weight
- Indications of stress or social isolation
- Signs of drug or alcohol abuse (e.g. dilated pupils)

Other pointers for teachers

- If you worry and can't approach the student, contact your colleagues or the study adviser. This might put things into perspective and can help you to find your boundaries.
- If you wish to **talk about your concerns**: Student psychologists offer special consultation for teachers. You can also contact the corporate social worker for support.
- Study advisers, student psychologists and student deans are bound by codes of confidentiality and may not disclose personal information about a student.
- Student psychologists give regular **presentations** on the subject.

Approach the student:

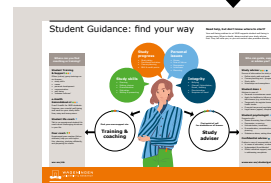
Address the student's behaviour:
I've noticed that...

1. State your concern:
I was wondering...
I'm worried that...
2. Check your observation with the student:
Do you recognize this?

Note: Respect the students' privacy at all times!

Listen attentively; do not judge or make promises you can't keep

Point out the available **options for support**:
You know, if something is troubling you, you can always...



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