Campus Connected

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Sometimes you want to go
The NAMES bond

Learn & use each others names
Pronounce & spell correctly
M.A. Leadership and Training
M.Ed. Counselling Psychology
Registered Psychotherapist
New Dad
My little love
• Founded in 2002
• Proud to be the University of the Durham Region (East of Toronto)
• Approximately 10,000 students on two Oshawa campuses (North and downtown locations) including 800 Graduate students
• Nicknames UOIT and ONTechU and referred to as a STEM school
What is Campus Connected?

Movement
Attitude
Listening
Who is it for?
Who is Campus Connected for?

- Students
- Faculty
- Staff
- Alumni
- Community
How to join?

Simply attend a brief interactive workshop-orientation and display a Campus Connected sticker and/or button.

The workshop is only 2 hours long and is offered on many different dates & times (30+ by mid October from 9 a.m. to 10 p.m) in the hopes that you can find one that meets your busy schedule.
Bags, laptops, phones, clothing
Doors, name plates, etc.
The Message

• I care about you
• I will listen to you
• I want to help you
Why is Campus Connected Important

• Members partners with Counsellors by being there/looking out for one another
• By referring/bringing students in need to us for counselling support.
• Together, Campus Connected members strengthen each others support networks and holistic health.
• They widen the Campus ‘safety net’, helping reduce the number of students ‘falling through the cracks’.
How do members benefit from joining?

become identified as someone who:

Listens – Cares – Helps
You will receive

Stickers for your laptops/phones and buttons for your bags
Campus Connected Members get Advanced Registration
- A quick way to get involved and make a difference (every time you display the symbol)
- Gateway to volunteering & leadership
- Get better grades
Helper Principle

• An act of helping another person heals the helper more than the person helped.
  • Voluntarily giving help to others protects our overall physiological health and emotional well-being
Campus Connected does not

Certify you to be a therapist
Require you to save lives
Expect you to always display the symbol
Recruitment

• Present at all possible Summer and Fall orientations
• Explain Campus Connected and invite them to register on the spot
• If a student registers but does not show up to a session, personalize a non-judgemental follow-up email inviting them to re-register for another session.
Offering personalized sessions

• Offer closed sessions for specific groups (i.e. work study students, library staff, residence life staff, varsity athletes, Student Union clubs, Academic Advisors).
What happens in the 2 hour sessions?

- Personal connections via names & breaking walls
- Address Stigma
- Counselling referrals
- Exploring & encouraging Caring & Kindness

Listening:
- Without judgment,
- For understanding, and
- With empathy

Approaching & helping
Believing you can make a positive difference
Changing the world - one student at a time
“Tell me and I will forget. Show me and I will remember. Involve me and I will understand.”

-Confucius (and Dad’s approach)
Overcoming Stigma & Getting Help
Mental illness in Canada

• Mental illness is a serious and growing problem.
• An estimated 1 in 5 Canadians will develop a mental illness.
• Over 1000 UOIT students have come in for counselling and you can too.
Free Confidential personal counselling

• You will not be judged
• You will be listened to
  -for understanding &
  -with empathy
Effective Referrals
Booking Counseling appointments

• Student Life HUB in U5 (North) or 61 Charles St. 2nd floor (Downtown)

• studentlifeline@uoit.ca

• Student LifeLine (905.721.3392)
Caring and Kindness
What examples of caring and kindness have you seen and/or experienced on campus?
small acts can make a BIG difference

‘I was alone, away from home and was struggling to find a reason to keep fighting through everything. Then someone smiled at me and said hi. I was about to drop out of school but this gave me a reason to stay. I could tell this person genuinely cared and I’m pretty thankful.’

2nd year UOIT Student
Behaviour that’s rewarded is repeated

- Thank people
- Smile
- Hold doors/elevators
- Return lost-found items (phone, keys, wallet, laptop, etc.)
- Wave/greetings
- Compliment anyone you see performing an act of kindness

By encouraging more you are creating a virtuous cycle of caring and kindness on our campus
Pay it Forward
Listening
Listening

1. Without judgement
2. For understanding
3. With empathy
1. Avoid Judgmental Listening

Try to avoid...

- Assessing the accuracy
- Criticism / get over it
- Giving advice
- Providing immediate solutions
Non-Verbal Communication

Words are just 10% of the message received
Non-Verbal Communication is key to effective listening

• Personal space
• Eye contact
• Facial expressions
• Tone of voice
2. Listening for UNDERSTANDING

• Active listening
• Open ended questions
• Summarizing
Active Listening (AL) Formula

You feel (feeling) because (content the feeling is about).
Feelings (emotions)

- happy
- worried
- angry
- hopeful
- sad
- proud
- scared
- excited
- disappointed
Formula: You feel (feeling) because (content the feeling is about).

Eg.1: Your friend says this to you about their roommate: “If I get home tonight and her boyfriend is still there, she is in real trouble.”

AL: ____________________________________________
“You feel angry because your roommate’s boyfriend is at your place more than you like.”
Open Ended Questions (OEQ)

• Cannot be answered with a simple “yes” or “no”

Summarizing Statements

• Repeat back to the talker the essence of what they have said.

• Useful when the talker is at a loss for direction.

• Useful when someone is talking about something that has a lot of variables or complex relationships.
IT'S NOT ABOUT THE NAIL
3. Empathy
Seeing through their eyes
I see blue and white!

#RidgebackPride
Platinum Rule

Treat others the way THEY want to be treated
Seeing things differently?
Maybe you have the other eye closed
Meet them where they are at emotionally
Practice Empathy not Sympathy
Empathic Statements

- It’s normal to feel that way. You are not alone.
- That must have been really hard for you...
- I’m sorry that happened to you... You deserve better.

Campus Connected: We Care
Empathic Statements

- It’s not your fault.
- I believe you.
- It sounds like you’re in pain.
Non-Empathic

You’ll feel better tomorrow!

It’s not that bad!

That’s nothing compared to what I’ve been through!
Non-Empathic

Don’t be so upset about it!

It could be worse!

That happened to me and I didn’t take it so badly!
It’s an act of kindness to approach & help others

Use your eyes as a camera/recorder.

Simply say what you see/hear

(Avoid guessing or interpreting the meaning)
Approaching someone whose upset

• “I notice you are crying. Do you want to talk about it?”
  If “No” then “Ok, I hope you feel better soon” if “Yes” then...
  • “What happened?” or “Please tell me about it”
  • Then as they tell you their story you can respond using active listening, open ended questions and summarizing.

Or forget all techniques and just remember that...
You Already Know How to Listen
Approaching examples
Red examples are bad

• I see you’re not eating again today; are you feeling alright?
• You look down, do you have depression?
• I notice you haven’t been coming to class lately – are you ok?
• You haven’t hung out with us in forever – that could be social anxiety.
Practice with each other (friendly audience)

• Learned skills to be more effective listeners
• Discussed specific acts of caring and kindness
• Discussed effective ways of approaching & helping others
• Modelling a better culture that others will see and hopefully follow
small Actions Can Make a BIG Difference

"Never doubt that a small group of concerned citizens can change the world. Indeed it's the only thing that ever has."

– Margaret Mead
Campus Connected Challenge

• Listen

• Perform acts of kindness

• Give and get help
Now go make our campus a better place!
Results Quantitative

• 1000+ UOIT students joined (since August 2016)
• 125+ Faculty & staff joined (since August 2016)
• 30+ per cent of students who come in for counselling reported learning of our services through presentations like Campus Connected (largest source).
Results Qualitative

• A first time teaching assistant was experiencing intense anxiety about teaching her first tutorial. But as her students started to arrive she began to notice the Campus Connected symbol on some of their bags, laptops and phones. Immediately her anxiety dropped because she knew that meant she would not be judged.

• We have 2 on Campus residences and 6 near campus student buildings. Students have reported seeing the Campus Connected stickers on doors and on the wall outside students rooms, up and down the hallways.

• One student reported being approached by a student in distress who needed someone to talk to because they displayed Campus Connected
2018 Survey respondents reported that

• 90-92% reported that the workshop’s activities effectively demonstrated listening skills, simple ways of helping others and easy to perform acts of caring and kindness

• 91% reported feeling that they belonged to a community that cares

• 79% reported that they would reach out to a student in need of support
• 75% reported they would inform other students about Campus Connected
• 69% reported that others were already familiar with the Campus Connected symbol
• 43% reported that others had reached out to them for support because they saw them displaying the Campus Connected symbol
I HAVE BEEN ABLE TO USE WHAT I LEARNED IN THIS WORKSHOP WHEN INTERACTING WITH OTHERS.

Able to use skills from workshop

- YES
- NO
Future considerations

• Send out a Campus Connected Next Steps email within hours (encouraging sustained action).

• Ask students to promote joining Campus Connected in their classes, to classmates, friends, roommates etc.

• Reach out to previous year’s Campus Connected members to re-energize and re-engage them (offer refreshers and more stickers-buttons)

• Host more Campus Connected sessions for Faculty and Staff (most were hosted in 2016-17 year).

• Host Campus Connected member meetings (requested) to sustain progress-connection.