Innovative Solutions for Preventative and Ongoing Mental Health Support in Education Abroad
Session Overview

• Introductions
• Exploring Mental Health Trends and Challenges
• Supporting Education Abroad Students at Michigan State University
• Program Engagement and Outcomes
• Q & A
Your Presenters for This Session

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About Morneau Shepell

• Morneau Shepell (MSI) is the world’s leading provider of global counseling for the past 25+ years

• MSI provides expatriate and localized support in 200+ languages and in 170 countries around the world to corporate, small business, public sector and higher education clients supporting over 25 million lives

• A trusted partner to 185 institutions across North America providing support services to nearly 150,000 students
Exploring Mental Health Trends and Challenges
Mental Health Trends

U.S. College and University Clinicians Share Their Data

Number of Students

- 82,611 seen in 2011 * vs * 161,014 seen in 2017

Demographics

- 64 % F * 35% M * 1% Other
- CA 67% * AA 9% * H 8% * AS 8% * MULTI 5% * 3% Other
- U.S. 94% * Int’l Student 6%
- Undergraduate 85% * Graduate / Professional 14% * 1% Other

Live Off Campus 59%

Top 5 Presenting Concerns

- Anxiety * Depression * Stress * Family * Academic

Seriously Considered Suicide in the past month

- 6.4% in 2012 * vs * 7.9% in 2017

* Penn State Center for Collegiate Mental Health (CCMH) 2017 Annual Report;
  - Data collected by 147 colleges / universities and reported by 3592 clinicians
Students Face a Number of Unique Challenges While Living, Learning and Working Abroad

- **Cultural**
  - Adaptation Issues
  - Pressure to Assimilate to New Cultures, Beliefs and Values

- **Linguistic**
  - Difficulty Verbalizing Issues
  - Challenges Understanding Common Phrases and Terminology

- **Academic**
  - Adaptation to Local Academic Systems
  - Pressure to Succeed

- **Social**
  - Separated from Support Network
  - Feelings of Isolation and Social Anxiety

All of These Challenges Result in an Increased Risk of Developing Mental Health Issues

*NAFSA Education Abroad Data: Addressing Mental Health Issues Affecting Education Abroad Participants 2016
Other Challenges

The 2017 Chronical of Higher Education trends report identified “student mental health” as the top concern of 66% of student affairs administrators.¹

The Journal of Global Mobility states, “most colleges are not equipped or aware of how to provide behavioral health services off campus in another country.”²

A University Risk Management & Insurance Association (URMIA) study reveals that institutions have “extremely poor” responses to the duty of care especially as it relates to mental health issues.³

What Do I Need to Know?

✓ Duty of Care Policies, Procedures and Resources Needed
✓ Privacy, Confidentiality, Legal and Ethical Considerations
✓ Preparing Students and Staff is Critical

¹ 2017 Trends Report – The Chronical of Higher Education
² Journal of Global Mobility, “Behavioral health morbidity for those studying or working internationally,” April 2015
³ URMIA National Office, “Scholastic sector’s Duty of Care: Managing the pursuit of education while abroad,” July 2015
Supporting Education Abroad
Students at Michigan State University
MSU & MSI

• An innovative program available for MSU students studying abroad as well as students on other kinds of MSU sponsored travel outside of the United States.

• Provided by Morneau Shepell and MSU, the Student Support Program (SSP) is available to students and program directors free of charge.

• SSP offers unlimited access to articles, tools, resources, and Student Support Advisors to help students succeed during their time overseas.
MSU & SSP

• Morneau Shepell provides 24/7 phone, chat and ongoing support through video access to mental health counselors to assist students with short-term problem resolution including acculturation, homesickness, and other non-acute mental health concerns.

• Services are provided in association with MSU’s contract with Morneau Shepell, and will not be billed to GeoBlue.
SSP Can Help Students With:

• adapting to new cultures
• being successful in school and work
• everyday issues while living outside of the US
• relationships with friends and family
• stress, anxiety, sadness, loneliness
• and lots more!
MSU & SSP

• Morneau Shepell’s services are not intended as a crisis line, or to provide intensive or ongoing mental health therapy.

• Morneau Shepell, however, does have the capacity to support these students in the moment, stabilize, and connect with appropriate resources.

• In acute or urgent cases the Office of International Health and Safety is immediately contacted.
If a student contacting Morneau Shepell is determined by the counselor to be an imminent risk to themselves or others, the counselor will contact MSU’s 24/7 Emergency International Assistance Line routed through the MSU Police Department to the 24/7 duty phone for OIHS.

Risk of Self Harm or Harm to Others

- Student contacts SSP and assessed as ‘At Risk’
- Ensure immediate safety of student
- Enact school emergency procedure
An Assisted Referral is a process by which faculty and staff can help connect students in need to the SSP by reaching out to the service on their behalf. A verbal consent is required as a minimum to reach out to the SSP on a student’s behalf.

1. Campus personnel identifies need*
2. Student provides consent
3. Campus personnel contacts SSP
4. Hand off to student
5. Case continues until resolved

Call the SSP care access center via the My SSP app or 001.416.380.6578
Building SSP Awareness at MSU

Opportunities to Build Program Awareness at MSU

- Educate staff on the breadth of services available through SSP
- Distribute SSP promotional materials to students & make them visible in high traffic areas
- Encourage staff & students to download the My SSP App
- Update any student-facing communications with blurbs on the SSP
- Make SSP part of your everyday communication!
Another Tool in the Toolbox for MSU

The SSP helps students who might not have access to support via traditional means

Access anywhere

24/7 Accessibility using technology

Integrated into existing resources

Helps build positive outcomes that support student success and retention
Program Engagement and Outcomes
2017 – 2018 Academic Year
Student Support Program Review

MICHIGAN STATE UNIVERSITY

MORNEAUS SEPPELL
Michigan State University Program Engagement

September 1, 2017 – June 1, 2018

79% of cases occurred between 6pm and 8am or on the weekend.

- Stress: 42%
- Depression: 16%
- Anxiety: 5%

100% English Access

MORNEAUSHEPELL
Michigan State University Program Engagement

September 1, 2017 – June 1, 2018

- Tele-Support: 42%
- Chat: 53%
- Ongoing Support: 5%

2 Cases of Suicidal Ideation

Morneau Shepell
Real Students: Real Support

- Female student
- Age: 27
- Source of information: Staff/Faculty member

Away from normal supports, chose ongoing tele-counseling

Self-reported improvements pre and post SSP intervention

Decrease in severity of concern about presenting issue and its impact on ability to do schoolwork (study, attend class, exams, etc.)

Presenting Concern:
Personal Stress due to recent breakup
Questions?
Thank You!

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