

Study on College Counselors' Response to Students' Emergencies

Na Su

College of Humanities & Sciences of Northeast Normal University
Changchun, China

Abstract—With the continuous popularization of higher education, the number of college students presents a growing trend, and the increase in the number of students brings unprecedented pressure and challenge to the construction and management system of colleges and universities. Students' emergencies in colleges and universities are new problem to be solved urgently. As front-line workers facing students directly, counselors should set up a sense of crisis to guard against such incidents, conduct safety education in their daily work, and enhance their ability to deal with emergencies.

Keywords: *students, emergencies, college, counselors*

I. INTRODUCTION

In recent years, the internal and external environment of colleges and universities are constantly integrating, the conflicts among students are also becoming increasingly prominent, and emergencies are increasing. Students' emergencies have become a new challenge for all colleges and universities because of their uniqueness and diversity of causes. As the front-line staff facing students, college counselors should set up a sense of crisis, enhance the ability to deal with emergencies, and strengthen daily education and prevention.

II. CLASSIFICATION OF STUDENTS' EMERGENCIES

According to the collation and induction of students' emergencies in recent years, the author roughly divides student emergencies into two categories: One is the student-centered emergencies, and the other is emergencies with the student groups as the main body.

Individual students' emergencies mainly include the following situations:

A. Suicide emergencies of college students

Nowadays, most college students are the only child, and their parents' doting at home makes them poor in psychological quality, willpower and self-control ability. When facing academic pressure, emotional pressure, economic pressure and employment pressure, a large number of students, due to the wrong understanding, will easily suffer from anxiety, depression, phobia and other incurable mental disorders and serious psychological problems related to this. In addition to such students, there are also some

students who have difficulties in daily communication due to their personalities. When they have trouble, they don't know how to share it with their classmates or roommates, so they can only let the problems keep piling up in their hearts. With the increase of time, the accumulation of problems will lead to psychological problems, and conflicts with classmates or roommates will also occur. In China, students in universities and colleges often commit suicide, self-harm and murder, most of which are caused by mental illness. A psychological survey of college students in Beijing, Shanghai, Guangzhou, Nanjing and Wuhan released by the China Institute of Social Research in October 2006 showed that more than 25% of the surveyed students had suicidal thoughts. [1] From May 8 to 16, 2007, five students committed suicide at universities in Beijing, while 13 students committed suicide at universities in Harbin during the same period.

B. Criminal incidents of college students

The odds of such events also increase year by year. College students are in their prime, young and energetic, and prone to emotional impulse. What's more, some college students will not adjust themselves when they encounter setbacks, their subjective will is weak and they are easy to lose their reason. All these are the reasons that may cause college students to commit crimes. As college students are a special group, once the murder of college students occurs, it is often highly concerned by the society and easy to cause a bad impact. Therefore, colleges and universities should pay enough attention to such incidents. On October 28, 2008, Fu Chengli, a student of China University of Political science and Law, broke into a classroom and hacked professor Cheng Chunming to death because he suspected that the reason for his breakup with his girlfriend was the professor.

C. Accidental injuries of college students

Such incident accounts for a high proportion of individual student emergencies in colleges and universities, and is most likely to occur in colleges and universities. Summer is the peak of student drowning. Due to the hot weather in summer, some college students like to go out for fun with a group, so it is very easy to drown. Violent crimes also threaten the physical safety of college students, who are often vulnerable to beatings, rapes, kidnappings or other acts of violence.

The other types of student group emergencies have the characteristics of suddenness, destructiveness, rapidity of transmission, sociality, subject impulsivity and group. At the same time, because colleges and universities are crowded with college students, contemporary college students' thoughts are very active. They have strong patriotic and democratic consciousness, and are prone to impulsiveness. Therefore, a series of mass emergencies in colleges and universities take on various forms.

According to the records, there have been cases of panic and class suspension caused by the widespread outbreak of infectious diseases. There have also been cases of fights caused by students' excessive behaviors. There have also been cases of fires caused by students' violation of the management regulations on the prohibition of smoking and the use of illegal electrical appliances in the dormitories of the school. In addition, due to major events in China and abroad and the management failure of the school, the contradiction between students and the school has been intensified, resulting in crowds, marches and demonstrations. All of the above make mass emergencies in colleges and universities more dangerous and influential than individual emergencies.

Once student emergencies occur in colleges and universities, they will have a far-reaching impact, which is not only wide in scope, but also incalculable in harm to students and schools. The minor impact of the incident may only be damage to public school facilities on campus, while the serious impact may seriously threaten the personal safety of students, teachers and staff. These injuries tend to leave indelible psychological trauma and shadow in the hearts of teachers and students, and continue to trouble the future study and life. The event will also bring far-reaching negative impact on the school. The negative public opinion generated in the society will even directly affect the daily normal enrollment of students and the employment of students in the school. Once this happens, it will take the school's long-term efforts to recover. Therefore, in the face of college students' emergencies, the counselors in charge of student work must take effective measures in time to implement the correct response measures.

III. MEASURES TO BE TAKEN IN RESPONSE TO EMERGENCIES

At present, the main measures to deal with students' emergencies are as follows:

A. *Strengthening of preventive measures*

College counselors should pay attention to the education and management of students in daily study and life. Instructors should focus on the management and education methods of students, adhere to the scientific management, always adhere to the principle of more guidance and more education, so that students first have a certain understanding of emergencies in mind, and supervise students to put the knowledge into practice. Because once an emergency occurs, it will bring great negative impact and harm. In order to

avoid the harm brought by the event, people should strengthen the sense of crisis awareness in their daily work and strive to be a preventive. People have to consciously learn more relevant skills at ordinary times. Counselors should analyze the cases of various colleges and universities, combine the real situation of their own schools, get to know students' ideological and life problems in detail, and get to know students with potential mental health problems. In this way, they can give timely help to these students in case of accidents, pay attention and care to them all the time, provide necessary and effective guidance timely, and minimize the probability of possible emergencies. It is also necessary to analyze and give lectures on relevant cases to students irregularly, and nip the bud of emergencies with crisis awareness.

B. *Focusing on emergency handling efficiency*

When students' emergencies inevitably occur, counselors should accurately understand and grasp the actual situation of emergencies, uphold the principle of putting students in the first place, and resolutely implement and realize the interests of students. When such incidents occur, students, as the subject of the injury, are in a crisis, and the counselors should arrive at the scene at the first time. The primary task is to ensure the safety of students, reduce the casualty rate of students, and then timely notice the relevant responsible person to deal with all matters, and do all the arrangements after the event. Maintaining the safety of students on campus is the primary task of all college counselors, which requires them to adhere to the principle of putting the overall situation first, control the situation, reduce the negative impact and prevent the situation from deteriorating.

Many of the problems with general principles in dealing with emergencies have also been found. Faced with the fact that the emergency counselors could not predict the time and place of the event in advance, and the occurrence of the event had no signs or rules, the urgency of handling required the counselors to make the first response and judgment after the emergency, and deal with it as soon as possible because of the harm brought by the event and the possible negative impact will cause students' collective panic and psychological shadow, affecting students' normal study and life. Emergencies are also uncontrollable. Combined with the convenience of modern communication methods and the popularity of "we media", events spread rapidly among students, and students are prone to misinformation because they do not know the real situation of events. This requires that people should not only pay attention to the subject of the event when dealing with emergencies, but also explain the main situation of the event to other students, so as to avoid panic caused by misinformation among students.

Therefore, many universities put forward the "three identical" working mode for counselors, and the counselors' mobile phones should be turned on 24 hours a day. In this mode of work, counselors go deep into students' lives and become a part of students. It enables the counselors to have a good understanding of students' study, life and communication groups, and also improves students' trust in

the counselors, so that the counselors can get accurate and effective information from students in the first time when an emergency occurs, so as to solve the emergency more smoothly and efficiently. *The Regulations on the Construction of Counselors' Team in Colleges and Universities* implemented by the Ministry of Education on September 1, 2006 and the *Vocational Competence Standards for Counselors of Colleges and Universities (Interim)* (hereinafter referred to as *Competency Standards*) issued on March 27, 2014, all describe college counselors as "organizers, implementers and instructors of daily ideological and political education and management of college students". [2] Therefore, it can be seen that counselors are of great importance to students' education and management, and have great responsibilities to deal with students' emergencies. It is a test of college counselors' working ability and comprehensive quality whether they can deal with emergencies timely and efficiently. In dealing with emergencies, college counselors should have a firm political orientation and correct sense of role, give full play to their subjective initiative, act in accordance with the law, and adhere to the student-oriented principle. First, they should safeguard the legitimate rights and interests of students and the stability of the school, so as to minimize the impact of events. Counselors need to have the following five abilities to deal with emergencies, in order to meet the requirements of the *Competency Standards*. The first is the influence on students' personality, the second is accurate judgment of events, the third is good communication and coordination skills, the fourth is ability to handle affairs according to law, and the fifth is control of their emotions. [3]

IV. WAYS TO IMPROVE ABILITY TO HANDLE EMERGENCIES

In the face of emergencies, people should establish scientific and effective countermeasures. In addition to the above necessary abilities, college counselors also need to master certain strategies and methods to constantly improve their ability to deal with emergencies and master the right coping strategies.

A. Taking precautions

In order to avoid the danger that students may encounter as much as possible, college counselors need to take precautions in advance, especially during holidays. They should tell students not to go to crowded places and avoid dense crowds as far as possible. The past events can be taken as examples to emphasize the importance of safety to students. In daily study and work, counselors should mobilize student party members and student cadres to jointly establish a safe and stable network, and carry out safety awareness publicity and education activities regularly to ensure that counselors, colleges and schools can deal with emergencies together. Parents should be advised to keep the cell phone numbers of their children's roommates or close friends so that students can be reached as soon as possible in case of emergency.

College counselors should strengthen communication with students in their daily work so as to keep abreast of each student's latest trends and whereabouts. Special students, such as introversion, depression, family changes, parents' divorce, etc., should be closely watched and taken care of at any time. Due to the unpredictability of emergencies, counselors are required to be prepared for all kinds of possible emergencies. Each counselor should know how to deal with different types of emergencies, so as to deal with them as quickly as possible and minimize the adverse effects.

B. Proper handling of the incident

It is very important for students to calm down after an emergency. Nowadays, college students have many different ways to obtain information, and the information is presented in various ways. In order to avoid unnecessary disturbance and panic caused by emergencies in the student community, especially the negative influence of some untrue statements caused by ignorance of the truth, counselors should inform students of the real situation in an official form to try to shorten the period of impact of emergencies. When necessary, college counselors should conduct correct psychological counseling for students in need, so as to eliminate students' fear and help students return to normal study and life as soon as possible.

C. Summarizing the experience of event handling

After an emergency occurs, college counselors should summarize their experience through working meetings, written records, etc., and further analyze the correct methods in the event handling process and the areas for improvement. The summary of experience can improve the response plan, provide references for dealing with similar events in the future, and comprehensively improve the counselors' ability to deal with emergencies.

D. Strengthening theoretical study

To better cope with emergencies, in addition to summing up experience, college counselors should strengthen their theoretical study. They should take the initiative to learn and master relevant provisions of Measures for handling student injury accidents, relevant knowledge of crisis response and management, as well as relevant theories of public crisis management, education and teaching methods, management, sociology, psychology and ethics. Only in this way can work more scientifically.

At present, most college students are "post-90s", whose characteristics are that their personal thoughts and behaviors are susceptible to the influence of external environment, especially under the influence of some emergencies, which will lead some students to overreact. College is an important period of growth for every student. After more than ten years of fixed education, they will easily go astray if they fail to adjust themselves to college life. College counselors play a key role in dealing with emergencies. If college counselors do not have the basic ability to deal with emergencies, it will become very difficult to deal with the incidents, which will not only miss the golden time for coping, but also difficult to

control the development of the whole event. Therefore, college counselors should strive to improve their ability to deal with emergencies and constantly improve their comprehensive ability and quality. In the face of the constantly changing triggers of emergencies, only by constantly learning new knowledge can counselors deal with them scientifically and effectively.

V. CONCLUSION

In a word, college counselors must, on the basis of understanding emergencies, constantly improve their professional quality, sublimate themselves, change the way of work, and strive to manage and guide students in the most scientific way and method. They should also constantly analyze the problems and shortcomings in various incidents, and comprehensively strengthen the ability to deal with emergencies, so as to enhance the work.

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