

Research Article

The Role of College Counselors in Coping with the College Students' Crisis: Based on the Food Safety Perspective

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Abstract: In recent years, college student's crisis management is the key point of management in colleges and universities; and college counselor plays an important role in coping with the prevention and management of such crises. As food safety problems are important factors that affect college students' health, we analyze school students' food safety knowledge, attitude, behavior, combined with the evaluation of their nutritional status and find out the role of counselors in response to food safety problems. Counselors should not only improve their professional knowledge and management skills, more important is that they should set up crisis prevention and warning mechanism, so that they could effectively improve the performance of the student management work.

Keywords: College counselors, crisis, food safety, student management

INTRODUCTION

In recent years, the frequent occurrence of college student's crisis events, both affect the physical and mental health of students, but also affect the normal school education and teaching order. As the first line workers in college student's management, the instructor takes care of the students' physical and mental condition and the students' conflicts and guides the students to grow up and maintain the safety and stability of the campus (Bolton and Meally, 2008). Students appear after crisis event, counselors tend to receive the first message, first a direct response to the crisis event, in preventing and coping with college students crisis has very important role. Therefore, research under the new situation of College Counselors in college students' deal with crisis events in roles and working mechanism, to improve the effectiveness of the work of counselors to handle crisis has important significance for maintaining the stable development of universities (Chen and Zhou, 2013). Students appear after crisis event, as the frontline workers in the management of college students, counselors tend to receive the first message, first a direct response to the crisis event (Li, 2014), in the prevention and dealing with the college students' crisis has very important role. The increase of college students in crisis, the objective requirements college counselors must according to the working conditions and environment changes and constantly improve the work quality and ability, timely adjusting work thinking and method, looking for the best way to solve the crisis (Wachenheim and Beauchamp, 2013). Therefore, study the new situation of College Counselors in college students deal with crisis events in roles and working mechanism, improve

the actual effect of the counselors to handle crisis and better service in the growth and success of college students, to safeguard the interests of schools, teachers and students, promote the steady development of colleges and universities (Lydia and Virginia, 2001).

Through the practice of long-term effective current developed countries have already set up relatively perfect food safety social supervisor mode, thus in the whole society formed a wide coverage, improve the management of the food safety supervision network (Liang and Liu, 2008). Under such a background, academic research on consumer food safety knowledge, attitude and behavior status in developed countries is not were compartmentalized, for specific consumer groups investigation and study and more is to society as a whole consumer food safety knowledge, attitude and behavior status as the research content, from a macro to a certain period of time consumers of food safety knowledge, attitude and behavior level of investigation and study (Worsfold and Griffith, 1997). National conditions and are in different stages of development, academic circles at home and abroad on consumer food safety knowledge, attitude and behavior status research emphasis and focus are also different, developed countries in the academic circles of this kind of research is mainly for society as a whole consumer food safety knowledge, attitude and behavior status, not a query to specifically for college students for food safety knowledge, attitude and behavior research.

College student's crisis event is the main body of college students, or with the interests of college students. College Students' crisis event is often a crisis or a violation of the legitimate rights and interests of College students. Such as student suicide, student strike, dormitory fire, etc. The connotation of college

students crisis and the crisis is not the same, the subject of the crisis is the and subject to college students crisis is only college students in Colleges and universities, apparently the subject of the crisis is more broad, such as the financial crisis belongs to category of high school in the event of a crisis, but does not belong to the college students crisis event. College student's crisis is has erupted or latent seizures has not been hidden state, has been the outbreak of the crisis can sense of and latent hasn't happened yet events is a quantitative change accumulation process (Li and Ning, 2012). Although it is not easy to find, but tend to be imminent. College students crisis events may cause serious consequences, the school normal order and stability pose a threat, bring mental discomfort and injury to the teachers and the students of colleges and universities, to the detriment of the University's reputation.

METHODOLOGY

Questionnaire and model design: The empirical study using questionnaire survey method and questionnaire was assisted by individual interviews of college students. Using stratified random cluster sampling in Anhui Province, we choose the two universities of Suzhou City area and choose 24 classes as sample, questionnaires were distributed to 1060 copies, according to the statistics of the recovery, 902 copies of valid questionnaires; effective recovery rate was 91.21%.

The characteristics of college students' crisis events: College student's crisis event not only has the common features of the general public crisis, but also has some unique personality. According to the changes of the college students' crisis event, the development law and the inherent requirements, it can be summarized as the following seven aspects:

- **A sudden:** College Students' crisis events are generally sudden events, there's no telling. Crisis events often with some chance, or although has its inevitability, but are generally unpredictable or difficult to accurately predict.
- **Hazardous:** Under normal circumstances, the crisis event will disturb the normal life and study order, threaten the safety of the students, destroy the safety and stability of the school.
- **Emergency:** The crisis has developed rapidly, accompanied by certain harm, if not promptly control, in time to take effective measures to cope with the situation, the situation will further upgrade, resulting in more serious consequences.
- **Uncertainty:** Time, position and form of crisis events are often unpredictable, the speed and direction of development, caused the consequences also let a person cannot fathom. The unique nature of the crisis event has no precedent to follow the handling of the event more emphasis on the non

procedural decision, in order to control the situation.

- **Group:** College students of similar age, thought is close, the interests of the same, to meet their interests are infringed, often easy to arouse group thought fluctuation and aggressive behavior and college students crisis much to the size of the group appeared, in a certain range of people with greater impact.
- **Sensitivity:** The network and the media's adding fuel to the fire because every crisis event will cause the attention of many teachers and students. Once the outbreak of the crisis, the rapid spread, often become the focus of social attention, causing public hot debate.
- **Infectious:** From the point of view of mass crisis, college students may be dissatisfied with some measures or practices of the school. Regulators if not well controlled the crisis may lead to other students to follow suit.

Statistical analysis: According to the actual situation of the schools, using self-administered questionnaire by questionnaire survey. Contents include five aspects:

- In general
- The knowledge of food safety awareness
- Sources of food safety knowledge, safety awareness and eating habits
- Consumer behavior and forbome infection
- Food safety attitude

Reliability determination: The test-retest method was used to test of the reliability of the survey, interval of 15 days on the survey of two tests, Pearson correlation coefficient $r = 728$, the credibility of the findings of. Validation: ensure the questionnaire the validity of law experts on the questionnaire for content validity and construct validity of the determination of, after more than 10 experts of the audit evaluation, two kinds of validity were >0.75 that questionnaire design is reasonable.

In addition to carry out statistical analysis to use pre investigation method of the questionnaire and the scoring criteria of reliability and validity, the author in the compilation and score of the questionnaire also fully listen to the relevant legal, social, statistical expert opinions and suggestions and to give serious consideration to the base of using the experience at home and abroad related research on the use of mature questionnaire and criteria for reference, combining with our country "food safety law" since the implementation of the new situation, the new situation of the questionnaire was compiled and score, to ensure that the quality of questionnaire and the scoring criteria. At the same time, the author also uses the method of interview as a supplement to the questionnaire survey, in order to obtain more direct and basic information and

Table 1: Evaluation of the current food security situation

Evaluation	Very poor	Bad	General	Better	Very good
Number	256	538	225	38	5
Percentage	22.59	56.15	20.76	3.5	0.05

further ensure the reliability and validity of the empirical research. In summary, this study has high reliability and validity, so it has high reliability and validity.

Evaluation of the current food security situation:

Statistical data showed that students choose to "poor" 136 people, accounting for 22.59% of the total number of samples; "more poor students to choose 338 people, accounting for the total number of samples 56.15%; students choose to" general "125 people, accounting for of the total number of samples 20.76%;" good "students choose three people, accounting for 0.50% of the total number of samples; choice of" good "students, accounting for 0% of the total number of samples. From the statistical results, the current food security situation of college students is negative (Table 1).

RESULTS AND DISCUSSION

Basic knowledge of food safety: The survey shows that the food safety knowledge master students of different majors, there is no difference, the general awareness rate is low, only to individual familiar with the event, the more understanding and most of the rest are poorly understood. But the vast majority of students are willing to learn and accept more food safety knowledge. We have carried out statistical analysis on the basic knowledge of food safety and the results are shown in Table 2. In terms of food safety attitude, more than 85% of the college students think at present, China's food safety situation is not optimistic, more than half of the students the school canteen hygiene quality expressed concern that and that campus food safety incidents to the main responsibility should be attributed to the lack of supervision of the school. In food safety behavior, the school store is still the main shopping place for students; they mainly consider the

Table 2: The basic knowledge of food safety

Problem	Number	Awareness rate (%)	p
Do not wear a mask or a hat to affect food hygiene	355	88.31	0.122
What is green food?	304	75.62	0.076
What is organic food?	109	56.11	0.154
What is a genetically modified (gm) food?	173	43.03	0.125
What is a food additive?	152	37.81	0.091
Know the food hygiene law of the people's republic of china?	296	73.63	0.203
What is a QS mark?	36	8.95	0.082

Table 3: Understanding of food poisoning and food poisoning rescue

Problem	Number	Awareness rate (%)	p
What is food poisoning	366	91.04	0.122
Do you know how to save food poisoning	256	63.68	0.076

price and production date, the brand and the packaging considerations in the purchase of food.

At the same time, we have carried out statistical analysis on food poisoning and food poisoning rescue, the results are shown in Table 3. Due to the professional strong, the concept of food poisoning is 91.04% students know, but for food poisoning rescue only 63.68% of the students know; different professional, medical students said that with emetic, gastric lavage and medicine method deal with food poisoning, rather than medical students the awareness rate is low.

College students' health diet habit: In addition, we analyze the daily dietary habits of college students, the results are shown in Table 4. Often concerned about food safety have to 55.06% students and 10.17% of the people never pay attention to food hygiene; 42.50% of the students health habits is good, often comes to eat lunch box, never bring a lunch box with 15.51%; such as frying and grilling harmful health food has 38.38% of the students often buy, never buy students only 9.23%; the vast majority of students (76.69%) have the habit of washing hands before meals, washing hands before meals students was 22.58%, to wash their hands before meals never less than 1%.

Food safety attitude: From Table 5, it reflects the students' food safety attitude from many angles, including the satisfaction of the school cafeteria, the most worried about food and how to reduce food safety incidents. School of food safety is mainly reflected in the canteen, 61.83% of students of the status quo of the canteen expressed concern that no so-called (15.51%; in the kinds of food, students are most worried about is the meat, there are 65.08%, flour and rice to worry less, there are 7.29%; campus if there is food poisoning or similar events, 73.67% students think will be on their own life and learning to bring the influence, 7.79% of the students does not matter. Most of the students think campus food safety incidents to its main responsibility should be classified as school regulation ineffective and the student's consciousness is not the main reason; and corresponding measures, mainly in schools, 50.07% of

Table 4: Food safety consciousness and eating habits

Questions	Frequency	Number	(%)
Often pay attention to food safety	Often	763	55.06
	Never	141	10.17
Take lunch boxes to dining hall	Often	589	42.50
	Never	215	15.51
Whether or not to wash your hands before meals	Often	563	76.69
	Never	313	22.58
Often eat barbecue food, etc.	Often	432	38.38
	Never	128	9.23

Table 5: Food safety attitude

Questions	Attitude	Number	(%)
Are you worried about school food safety	Worry	857	61.83
	Don't worry	314	22.65
	It doesn't matter	215	15.52
What kind of food do you most concerned about security	Flour, rice,	101	7.29
	Vegetables	383	56.63
	Meat	902	65.08
	School management loose	553	39.89
The major responsibility for food safety	Poor management of the canteen	529	38.17
	The students lack of consciousness	304	21.93
	Schools to strengthen supervision	562	40.55
How to reduce food safety on campus	Access standards to improve the canteen	694	50.07
	Vigorously preached safety knowledge	130	9.38

students think should enhance the school canteen access standards, improve the quality of practitioners, vigorously preached to bring the effect is not obvious, only 9.38% of the students think is feasible.

THE ROLE OF COLLEGE COUNSELORS

The role of counselors in university students cope with the crisis is mainly refers to the counselor role in crisis prevention and disposal and recovery work shall assume or play, reflecting the status and role of counselors in university students cope with the crisis. Counselors should take the following roles in coping with the crisis of College students.

College counselor is the important part in the university crisis management: College counselors are important components of the crisis management organizations and participate in the formulation and implementation of the crisis management system, which is responsible for maintaining the security and stability of the campus. The mechanism of university crisis management usually consists of in charge of school leadership, science technology department, college, Department of propaganda, medical department, the Defense Department, logistics department, professional psychological counselors, expert consulting team, the instructor is the frontline workers in the management of student, accept the dual leadership of Xue Gongbu doors and college should be an important part of the management organization of colleges and universities. College counselors are the guide of College Students' academic development and personal growth and help the students and service providers. Because the Counselor's understanding of the students and is often the first emergency workers to

deal with the crisis event, should be involved in the process of preparation of the school crisis management system in, this worked out measures to more effectiveness and pertinence. Therefore, to maintain the security and stability of the campus is also one of the most important responsibilities in the daily work of the instructor.

College counselor is the ideological and political situation of followers: College counselors are college students' Ideological and political status of the concern and psychological problems of answering questions, observe, understand and master the college students' ideological trend, coordinate and resolve the conflicts, cultivate the consciousness and ability of the students to deal with the crisis. With the continuous advance of world multi polarization and economic globalization, the deepening of the economic system and political system reform, social structure of the profound adjustment, our country appears complicated social conflicts, political, economic and social life in the new situation emerge in endlessly, in this situation, the ideological and is easy to fall into confusion and perplexity. Counselors and college students are easy to be close to, which is the first of the students to meet the difficulties and confusion when the first talk and help target. Also, the instructor should always carry out the education crisis, actively teaching accident prevention etc. accident should adopt measures to improve the skills and ability of students to deal with the crisis, in the crisis can help them, can also help others.

College counselors are the prevention of college student's crisis event: College counselors are college student's crisis event prevention, investigation of all kinds of hidden dangers, identification of crisis signs.

Instructors and students contact with most of the population, in and get along with the students to find the crisis early signs, ahead of awareness and monitoring to campus potential crisis or hidden, to control the crisis in signs. Therefore, instructors should grasp the basic theory of psychology and counseling skills, play good students in crisis prevention role, identify abnormal behavior, to take timely measures to nip in the bud, do early detection, early intervention, early settlement.

College counselors are the summary of experience and lessons: College counselors are the summary of the college students' crisis management experience and lessons, participate in the school crisis management system and practice assessment, to restore the normal education teaching order and rebuild the school image. After the crisis is over, the counselor also carries on the risk assessment and the prevention of the crisis event, to the school feedback crisis processing related information. On the one hand, the instructors should collect crisis management related information, a summary of reflection events of the disposal of the work of the successes and failures and detailed report crisis causes and results, disposal process and lessons learned, a similar incident prevention measures and suggestions such as, in order to facilitate in the future work draw lessons, improve the management work. Counselors should also be involved at the school crisis response plan update and crisis management evaluation process, according to the specific circumstances of each crisis and the new situation and new problems, thinking and research, writing crisis incident investigation report and crisis processing assessment report, to mention the school back with suggestions, re adjust and update crisis contingency plans.

CONCLUSION

Investigation and analysis of technical school students food safety knowledge, attitude, behavior, combined with the evaluation of their nutritional status, causes and effects of the comprehensive discussion on the campus of food safety incidents occurred factors related to prevention and control strategy provides the basis for establishing. College counselors in university students cope with the crisis and to identify the roles,

with based on the corresponding quality and ability, but also need to through constant practice to construct a set of scientific and perfect working mechanism. As the college students crisis event has obvious process and periodicity, so the work mechanism is not the same in different stages of the crisis. In order to reduce the possibility of crisis and the rapid response after the event, a complete set of crisis prevention and warning mechanism of the coordination of the whole system and operation coordination must be established. The so-called warning prevention, is refers to before the outbreak of the crisis, timely collection and identification of possible precursory information of the crisis event triggered and on the crisis probability of occurrence and development trend to make predictive judgment, early prevention and warning of the working process and system and method is put forward in this study.

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