The college years mark an important period of personal, academic, spiritual and psychological growth that may be stressful at various times. On occasion, students may experience difficulty coping with this stress.

As a faculty or staff member, you may be one of the first to become aware of personal difficulties affecting a student’s academic performance. This guide is designed to help you learn to recognize and address potential warning signs of emotional distress in students through collaboration with the Counseling Center on campus.
Guiding a Student to Counseling

**When?**
Consider guiding a student to counseling services if you notice marked changes in the student’s functioning, such as:

- Class performance
- Social isolation
- Absences/tardiness
- Intoxication
- Increased disorganization
- Deterioration of grooming
- Indications of hopelessness or helplessness
- Disturbing thoughts or actions

**How?**
Inform the student of your concerns in a straightforward manner. Be specific about the behavior patterns that you have observed. Suggest that he/she consider counseling services and if possible, encourage the student to make an appointment by offering the phone in your office.

Except in emergencies, the option should be left open for the student to accept or refuse counseling services.

How to respond ... in an emergency

- If possible, offer a quiet place for the student to talk.
- Listen to the student and maintain a considerate and helpful attitude.
- If the student appears particularly distressed or disruptive, alert another for assistance. Do not leave the student alone.
- Contact the Counseling Center and initiate a formal referral.

How to respond ... to a nonemergency

- Privacy – Talk in private when you and the student have time and are not preoccupied.
- Honesty – Be frank about your concerns, sharing what you observe without judging.
- Limits – Be clear about the limits of your ability to help. It is not your role or responsibility to counsel students; however, you can help them get the support they need.
- Timing – If a student is receptive to seeing a counselor, provide the phone number or offer to accompany them to the Counseling Services office.

Formal referrals for emergency issues

If you observe behavior that represents movement to crisis, or that is potentially harmful for the student or another person, or that is abusing or hostile, you should immediately report your observations to one of the five designated vice presidents:

- VP Student Affairs 201.559.6086
- VP Student Services 201.559.3564
- Provost/VP Academic Affairs 201.559.6096
- Sr. Executive Vice President 201.559.6012
- VP Enrollment Management 201.559.6078

Formal referrals for non-emergencies

If you are concerned about non-emergency disruptive behaviors or are unsure about how to handle a situation or how to refer the student for counseling services, you are encouraged to call a designated vice president or the Counseling Center to discuss your concerns and possible courses of action.

Within the mission of Felician College to bring students to their full potential, we are committed to providing a safer campus for students, faculty and staff and to providing appropriate supportive services for achieving academic success and personal development.

Please be mindful that once a student is a client in the Counseling Center, we cannot discuss the particulars of his or her situation or even acknowledge that counseling is being provided without the student’s written consent.