

# HOW TO HELP A STUDENT OF CONCERN

Because well-being is everyone's responsibility



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## HAVE THE CONVERSATION

If you can recognize a concern in a student, you're already partway there in supporting them. Since you already have a relationship with the student, they'll most likely be more receptive to a conversation with you versus a total stranger. Ask how they're doing or if there's anything outside of school they're struggling with. Be empathetic, genuine, and let them know you just want to see them succeed.



2

## REFER TO APPROPRIATE RESOURCES

Some student concerns can be resolved quickly and easily through the use of academic resources like the library, tutoring, coaching, or the Writing Center. Others, especially emotional, mental health, or financial concerns can be a little more involved. Or sometimes, a student just needs someone to talk to. Wherever you refer them, try to give them a warm hand-off. Offer to help connect them through email or refer them to a specific person, rather than an office.



3

## FOLLOW UP TO SEE HOW THINGS ARE GOING

After you refer the student to resources or simply have a conversation about how they are, check in with them within a couple days. This is a great opportunity to share additional resources you may have thought of and it shows your concern for their well-being didn't dissipate immediately. Email is usually the go-to but a phone call can seem more personal.



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## REFER TO THE CARES TEAM IF MORE HELP IS NEEDED

Not every situation can be easily resolved. For matters that need additional intervention, complete a CARES report with as much information as possible. New referrals are reviewed weekly by our CARES team.