



William and Mary Counseling Center

MAKING A GOOD REFERRAL: HOW TO GET STUDENTS THE HELP THEY NEED

RECOGNIZING WHEN STUDENTS NEED HELP

- ✖ Academic problems/ Learning disorders
- ✖ Adjustment to College Life
- ✖ Social skills/ Interpersonal difficulties
- ✖ Substance abuse
- ✖ Grief
- ✖ Emotional problems

COMMON MENTAL HEALTH CONCERNS AMONG COLLEGE STUDENTS

- ✖ Depression
- ✖ Anxiety
- ✖ Relationship Issues
- ✖ Family Problems
- ✖ Trauma/ Loss
- ✖ Eating Disorders
- ✖ LGBTQ Concerns



COMMON REASONS FOR ACADEMIC PROBLEMS

- ✖ Motivation
- ✖ Inadequate Time Management
- ✖ Study Skills
- ✖ Social Distractions
- ✖ Learning Disabilities
- ✖ Substance Abuse
- ✖ Psychological Issues



YOU MAY NOTICE:

- ✗ Fatigue/ tiredness
- ✗ Difficulty concentrating or making decisions
- ✗ Unexplainable academic difficulties
- ✗ Missing classes and appointments

YOU MAY ALSO NOTICE:

- ✖ A pattern of repeated crises
- ✖ Drastic changes in behavior or level of involvement
- ✖ Frequent physical problems or illnesses
- ✖ Difficulty relating to peers
- ✖ Expressing overt themes of death and/or dying in their work or conversation

GENERAL GUIDELINES FOR HELPING STUDENTS

- ✕ Talk to them (express empathy and caring)
- ✕ Set limits with reasonable flexibility
- ✕ Offer options (office hours, tutoring services, extra credit work)
- ✕ Encourage them to use resources
 - + WMCC
 - + Dean of Students

WHEN TO MAKE A REFERRAL

- ✘ It is time to refer a student when they are consuming more of your time, energy and/or resources than you are capable of giving or when it is clear that they have issues that may require a specific expertise

HOW TO MAKE A REFERRAL

- ✖ Let the student know specifically what you are seeing or hearing that makes you concerned
- ✖ Express your intention to continue to support them, but the need you see for involving others
- ✖ Be willing to personally facilitate the connection to services in some way
- ✖ Reassure the student that your relationship will remain intact

DEALING WITH SPECIAL CIRCUMSTANCES

- ✖ On a very rare occasion you may be faced with a student in significant crisis
 - + Student is suicidal
 - + Student is out of touch with reality



SUICIDAL STUDENT

- ✗ Don't make promises of confidentiality
- ✗ Ask if they have been thinking about/feeling like harming themselves
- ✗ Be non-judgmental and express concern
- ✗ Reach out for immediate help
 - + Business Hours WMCC 221-3620
 - + After-hours WMPD 221-4596
- ✗ Never try to physically detain a student in crisis.
Always protect yourself.
- ✗ Provide police or counselor with all the information that you have which can aid in adequate response

OUT OF TOUCH WITH REALITY

- ✖ Keep them talking and focused on present (oriented to person, place, time)
- ✖ Engage their senses (taste, touch, smell, sight)
- ✖ Try not to challenge their view of reality
- ✖ Call for immediate assistance
 - + Police via department office, other faculty, other student (221-4596)
- ✖ Stay with them until help arrives

FACULTY SUPPORT

- ✕ The William and Mary Counseling Center is here to support faculty in their mission to provide quality education. If you are dealing with a situation where you could use our expertise, please don't hesitate to call. We provide:
 - + Educational outreach
 - + Consultations regarding student situations

WILLIAM AND MARY COUNSELING CENTER

- ✕ 240 Blow Memorial Hall
- ✕ Hours
 - + 8:00 am – noon and 1:00 – 5:00 pm weekdays
- ✕ 757-221-3620
- ✕ Initial appointments scheduled within 2-3 days
- ✕ Crisis appointments available same day
 - + For immediate assessment of significantly distressed or disturbed students