

These Frequently Asked Questions should help faculty and staff facilitate counseling services with students.

When should I refer a student to counseling services?

- Generally, it is a good idea to suggest counseling if a student appears to be experiencing depression, anxiety, a significant relational conflict, exhibiting disruptive behavior, or is in some type of crisis.
- Clues to these problems might include a marked change in a student's quality of work or appearance, their report of experiencing a significant traumatic event or hints the student drops in a conversation that elicits significant concern for the student, e.g., "I don't think I can go on like this anymore."
- A helpful way to approach the student is to say, "I noticed ... and I'm wondering how you're doing." If he or she responds in a way that indicates more help might be needed, suggest meeting with a Counselor/Student Success Coach.
- Counselors/Student Success Coaches are available to talk to students who are going through a hard time. Let them know that you would be glad to help them set up an appointment.
- If you are unsure how to handle a particular situation, the counseling staff is available to you for consultation. *Kayla Medley is the current Counselor/Student Success Coach. Her office is located on the Searcy campus.*

How does a student go about making an appointment to speak with a Counselor/Student Success Coach?

- To make an appointment to meet with a Counselor/Student Success Coach, a student needs to complete an intake form. Once the intake form is submitted, the student is contacted by the Counselor/Student Success Coach to schedule their initial appointment.
- It is best for the student to take the initiative in setting up an appointment, rather than having someone else make the appointment for them. We encourage faculty to follow-up with the student to see if they submitted their intake form.

What do I do when a student in crisis shows up in my office or classroom?

- If a student is in a crisis, they need not submit the intake form. Please assist the student with making immediate contact with the Counselor/Student Success Coach, Dean of Students, Director of Student Engagement, or the Director of Advising and Learning.
- In the event a student is at an immediate risk of harming themselves or someone else, Campus Safety should be contacted (882-8851) or 911. Clearly state to Campus Safety that you need immediate assistance, give your name, your location and state the nature of the problem. It is best to have another ASU-Beebe employee accompany you and the student while you wait for Campus Safety to respond.

How does the Student Success Center handle emergency situations with students?

- When we become aware of a potential or actual crisis, we attempt to respond immediately. If the student is in our office, we assess their risk for harm, inquire about their support and connect them with resources to ensure their needs are addressed. This may involve contacting their parents, a Residence Hall Director/Coordinator, or other relevant supportive services.
- Appropriate follow-up care is then arranged. Our objective is to strategize with the student by proactively securing their safety. We recognize the challenge of respecting students' legal rights as an adult while also appropriating our professional responsibility to help keep them safe.

Does the Student Success Center refer students for off-campus counseling?

- Yes, when students would be best served by specialized treatment with a licensed counselor not offered by our Counselor/Student Success Coach. When a referral is necessary, we help students find a local professional from our referral network.

How do I know if students I've referred actually meet with a Counselor/Student Success Coach?

- If a student tells us that he or she is seeking counseling by your referral and gives us consent to contact you, we will contact you (usually by email) to inform you that their appointment was kept. Without student consent, student privacy and confidentiality override our ability to share information with faculty and staff.
- In the event a student is in imminent danger of causing harm to him or herself or to others, you may be asked to be part of a plan to protect the student.

If you feel a student is at an immediate risk of harm to themselves or others, first call: Campus Safety (882-8851) or 911

Have a colleague accompany you while you wait for Campus Safety to respond. You may then call a counselor at 501-882-8906 or 501-207-6205.