

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 overwhelming stress, depression, anxiety, a significant personal, relational, or familial 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 the Mental Health Counselor.
- The Mental Health Counselor is 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.
 - The Counselor/Student Success Coaches are also available to assist.
- If you are unsure how to handle a particular situation, the counseling staff is available to you for consultation.
 - **Brooke Grice** is the current *Mental Health Counselor*. Her office is located on the Beebe campus. Additionally, she travels to the Searcy and Heber Springs campus every other week in person, and offers online support, as well.
 - Her availability per campus may be found via Calendly:
<https://calendly.com/begrice-asub>
 - **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 and/or Student Success Coach?

- To make an appointment with the Mental Health Counselor, a student needs to book through Calendly. The link can be found on the counseling page of the ASU-Beebe website, or through the QR code posted on various flyers. The counselor and student will meet in accordance with the type of service, date and time they selected for the appointment. The counselor may ask the student to complete the intake

form prior to their appointment, complete it during the initial appointment, or after the consultation meeting. Additionally, a student may also come to the Student Success Center as a walk-in, and they may do so on their own accord, or a faculty/staff member may assist them.

- A student may also *email, call or complete a self-referral form* to book an appointment. In response, the counselor will contact the student to schedule an appointment.
 - A faculty/staff member can refer a student to counseling services through the student referral form located on the counseling page.
- To make an appointment to meet with a Counselor/Student Success Coach, a student needs to complete the self-referral form located on the counseling page. Once the referral 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. However, offering to assist them in setting up the appointment, or walking them over to the Student Success Center as a walk-in may be beneficial to the student. We encourage faculty to follow up with the student to see if they set up an appointment and/or 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 book an appointment or submit the intake form. Please assist the student with making immediate contact with the Mental Health Counselor, 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 or long-term care not offered by our Mental Health Counselor. 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 the Mental Health Counselor?

- 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 501-882-4434 or 501-207-6276.