Helping a Student Connect to Support

Common observable reasons for suggesting support:
- Late or missing assignments
- Discrepancy between test & class performance
- Written work is disorganized or quality is inconsistent with class performance
- Expressions of hopelessness
- Appearance of unpreparedness
- Academic distress

Open a conversation with a private, non-judgmental observation:
"I notice ___. Is there something going on I can help with?"

Listen for some of these key words:
- time management
- procrastination
- difficulty with writing
- depression
- test anxiety
- anxious
- motivation
- can't keep up with readings
- overwhelmed
- study difficulties
- can't keep up with workload
- can't get started
- I have a learning disability
- academic stress
- perfectionism

Common observable reasons for suggesting support:
- Poor participation
- Unpreparedness
- Academic distress

DO: Ask questions.
Tell me more about this.
Has this been difficult in the past?
What has helped before?

DO: Empathize.
I am here to support you.
This must be so hard.
I'm sorry you are going through this.

DON'T: Suggest a learning disability (LD) or mental health condition (MHC).
If a student discloses that they have LD: refer to SAS for accommodations
If a student suspects they may have LD: refer to LSS (Amy Faust)
If a student discloses or suspects they have MHC: refer to SWC

Help the student connect with support resources.
"Can I help you get connected with someone who can help?"

Learning Support Specialist
(LSS)
Amy Faust
- *Written work is disorganized or quality is inconsistent
- *Can't keep up with readings
- *Difficulty with writing
- *Overwhelmed
- *Academic Stress
- *Test anxiety
- *Can't keep up with workload
- *Discrepancy between test & class performance

Student Wellness Center
(SWC)
- *Anxious
- *Depression
- *Motivation
- *Perfectionism
- *Expressions of hopelessness

Peer Academic Coaches
(PAC)
- *Time management
- *Procrastination
- *Motivation
- *Study Skills
- *Late or missing assignments

Student Accessibility Services
(SAS)
Dr. Alison Hobbs
- *I have a learning disability
- *I think I may have a learning disability

If you or the student are not sure what help they need:
"There are so many resources at F&M, but it can be hard to know where to start. Let's connect you with someone who can help you understand what might be going on."

Complete a DipCares Referral Form.

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