

[TOP] Monday, 11.27 or Tuesday, 11.28, ACPC advisers will be conducting a workshop about referring our students to different offices on campus. Visit the following link to sign up and see the other workshops in our series: <http://www.signupgenius.com/go/20f0a4da9ad2aa4fe3-fall>

Sometimes as academic advisers, we see students in situations that are complicated and not completely straight-forward. Students are not always aware of the processes and procedures on campus. As advisers, it is useful for us to know when the student would benefit from talking to other people who have other areas of expertise. This is why making referrals becomes a critical part of the role of an adviser. Below is a case study which helps demonstrate this issue:

*Natalie is a first-year student. You are her assigned academic adviser, but not her instructor. She comes to you because she is nervous about a grade she is going to get in a class and wants to know if she can late drop it. Natalie does not realize it is past the late drop deadline, so that is not an option for her. As you talk to her about the class, it comes out that she is concerned about her other grades too, but she believes the rest can maybe be salvaged. Sadly, Natalie then shares that she lost her father during the Fall semester. She is not sure what she should do next and she wants your advice.*

This is a hard situation, and it would be dependent on factors that we can't know the answers to without talking to Natalie. As an adviser, you can listen to Natalie and empathize with what has been a hard time in her life. Then you can offer suggestions to help her. For example:

- If she has not talked to her instructors yet, you could refer her to them to discuss her progress up until this point. If Natalie has never been to office hours before, you could show her where to find contact information for her instructors on the course syllabi.
- Has Natalie considered withdrawal? If her grades are not salvageable, this could be an option for her. If she wants to know more, referrals to Financial Aid and the Registrar could be helpful after you explain the process to her.
- If Natalie does not want to withdraw, you could refer her to the Learning Resource Center for extra help in those subjects going forward.
- Finally, you could also refer Natalie to Personal Counseling. Because her academic distress was related to the death in her family, this office could provide support for her.

For more on this topic, please sign up for one of our workshops on making referrals! There will be sessions on Monday, November 27<sup>th</sup> and Tuesday, November 28<sup>th</sup>. The link to sign up for this and future workshops is here: <http://www.signupgenius.com/go/20f0a4da9ad2aa4fe3-fall>

As always, if you have any questions or concerns, please contact the ACPC at 814-898-6164 and an adviser will be happy to speak with you.

Thank you,

The ACPC Advisers