

How to Refer a Student to Counseling- A Script and Advice for Faculty

We are frequently contacted by faculty with concerns about students. We are happy to consult with faculty to figure out how to connect the student with our office in a way that is most comfortable for the student. Often this involves the faculty member serving as the “connection,” by introducing the student to a counseling team member in person, by email, or by phone.

We understand that referring a student to counseling can feel uncomfortable. For this reason, we have provided the following information and script that we hope will guide you in your conversations with students.

General Tips on Speaking with a Student

- Do not promise the student confidentiality regarding what he or she shares.
- 3) Listen carefully and respond to both the content and the emotions of the situation.
- 4) Discuss your observations and perceptions of the situation directly and honestly.
- 5) Express your concern in a non-judgmental way. Respect the student’s value system, even if you do not agree with it.
- 6) Assist the student with problem solving: identify options for action and resources available for help.
- 7) Let the student know the limits on your ability to help him or her.
- 8) It often helps to remind the student that most successful people have used some sort of counseling or coaching