

The Dean of Students (DOS) office provides support, education, guidance, and advocacy to all members of our campus community. As part of the Dean of Students office, Student Support houses all incoming Care referrals and connects with the student (s) to discuss the concerns listed in the referral. We are dedicated to ensuring that individuals have a centralized point of contact to discuss extenuating situations and concerns, or any other barriers that may impede the success of our students, all while maintaining campus safety. We accept and encourage referrals from students, their families, faculty, staff, and the surrounding community, with the goal of providing advocacy, guidance, and assistance.

A Care referral is made via an online software program, *Symlicity Advocate*. Student Support uses this information to gather details regarding student concerns. Once Student Support receives the referral, coordinated efforts are made for the student to receive outreach.

We want your experience with the Care referral process to be an easy one. We have developed this guide to assist you with submitting a Care referral and what next steps look like for the Student Support team. We hope that you find it helpful.

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Faculty/Staff Guide for Care Referrals

When to Submit a Care Referral

Our referrals come from a variety of places and students can even self-refer. A Care referral can be made for multiple reasons including, but not limited to:

- Academic absence
- Mental health concerns
- Hospitalization of a student
- Medical emergencies or long-term illness
- Chronic conditions
- Conflicts with other students, faculty, or staff
- Death of a friend or family member
- Natural disasters- fire, tornado, flood
- Off-campus living concerns
- Unexpected events or challenges
- Food, housing, or financial insecurity
- Discrimination, harassment or intolerance
- Sexual assault, dating violence, stalking, harassment, or physical assault

This is not an exhaustive list as we cannot imagine all possible situations. If a student shares a concern with you, or you view a change in their social, emotional, or mental health, please submit a Care referral so a case manager can reach out to the student(s).

Part of our role is also to address behavioral and non-emergency safety concerns. If you are aware of a situation where a student is in non-emergent danger, has been a victim of a crime, or may be displaying behavior that puts the campus community at risk, we ask you to complete a Care referral for that student.

How to Submit a Care Referral

There are a few ways you can access the *Symplicity Advocate* Care referral form.

- 1) Type in the website: <https://sru-advocate.symplicity.com/>
- 2) Go to www.sru.edu and type *Student Support* in the search bar
 - a. Open the Student Support webpage and scroll down to the “*Connect to Care*” link. This will take you directly to the *Symplicity Advocate* Care referral website.
- 3) View resources on the SRU Concern Center : <https://slipperyrock.concerncenter.com/>
 - a. Once on this site click the “*Connect to Care*” link
- 4) If you’re having difficulty with the website and/or need assistance, please contact our office mainline at 724.738.2121.

Note: It is recommended to save the Symplicity Advocate website link to your Bookmarks for easy access in the future. Symplicity Advocate works best with Google Chrome or Firefox browsers.

Once the Care referral form is open, there will be a few basic sections to complete. The following is a brief explanation of each section and why we are asking for the information.

- **Please Select:** To start off, there are a few options that automatically populate. Choose the one that best fits the concern. If you are unsure, please select *Student Support Connection to Care*. We can adjust this if needed.
- **Tell us about yourself:** Here, you will enter your name, email, and phone number. This will help us if we need to reach you with additional questions. You will also select your role at SRU and if you wish to remain anonymous. *See below for more information on submitting an anonymous referral.*
- **Student Information:** This section asks if the student is aware you are making a referral, if you know the student, the student name(s), and contact information such as A0 numbers. If you know the student's email address or phone number, this is very helpful so we can work to identify the correct student. Were there witnesses to the event? You'll add that next.
- **Time and Location:** Please enter the date and time the event occurred. You will also be asked for a location. Did this happen in a classroom, on or off-campus, in a dining hall, etc.?
- **Descriptive Information:** This section allows you to note if any emergency services were utilized. You will write the narrative of the event under 'Description'. Please be sure to enter as many details as possible. We may call you if we have additional questions. Was there bias/discrimination? You'll mark that here. Have any documents you'd like to share? You can upload those in this section.
- **Click on the Submit button and you're all set.**

Note: If you are unsure if your Care referral went through, please call the Student Support main line at 724.738.2121.

What Happens When I Make a Referral?

Once a Care referral is submitted, the Dean of Students receives an email notification. The information provided in the Care referral is reviewed and triaged to the appropriate case manager for outreach. The case manager assigned to the case will reach out to the student to schedule a meeting. If the referral has concerning information and the student needs to be contacted quickly, a phone call is made to the student.

The student is then invited to meet with a case manager who will conduct a needs assessment and discuss barriers, supports, goals, and resources. Once the meeting is complete, the student will be given recommendations for next steps. A case manager will then follow-up with the student within 5-7 days to see if the student chose to connect with resources. There are times when additional meetings are required. Students are not required to meet with us unless they are a threat to themselves or to the campus community.

Faculty/Staff Guide for Care Referrals

If a referral is submitted by a faculty or staff member, case managers do their best to send a referral confirmation email. If you have a question about your referral, please contact the Student Support office. Please also see the [Frequently Asked Questions](#) section below.

Can I Make an Anonymous Referral?

Anonymous referrals can be made; however, depending on the information shared by the referrer, if we have no way to contact the referrer, we may be limited in the response we can provide. Should you be willing to talk with us but want to remain anonymous to the student, please enter your information in the “Referral Contact Information” section of the Care referral form, and then select the box that indicates you would like to remain anonymous.

Faculty and staff at SRU are required to report any instance of sexual misconduct, threat to the community, or extreme mental health issues per university policies as well as state and federal laws. Faculty and Staff must share their information as the referral source.

What if There is an Active or Immediate Risk?

Care referrals are not intended to be emergency services, and the Care network is not monitored 24/7. If someone is in immediate danger or is an immediate danger to themselves/others, please contact University Police at 724.738.3333 (x3333) or 911. University Police will contact additional emergency services as needed.

Once University Police are contacted and have taken care of the situation, please submit a Care referral describing the situation. Please include the student’s name, A0 number if known, and describe the situation in as much detail as possible. Were there direct quotes? What was happening before, during, and even after the situation? The more information you can provide the better. A case manager will reach out to the student(s) to discuss the situation and explore all resources and support moving forward.

Frequently Asked Questions

1. *Can you provide me with an update on the Care referral I submitted?*
 - a. Yes and no. The privacy of student information is incredibly important to our department. We will not share information with parents, faculty, staff, coaches, teammates, roommates, etc. without expressed consent from the student unless the student is unable to communicate with us due to incapacity or there is a danger to the student or the community. If consent is provided, we will share the student’s concerns and work together to implement a plan moving forward.
2. *Is this only for undergraduate students?*
 - a. No. You can submit a Care referral for any current SRU student.
3. *I have more information, but I’ve already submitted a referral. What should I do?*
 - a. Please email the Student Support office at student.support@sru.edu and provide all additional information. We will make sure the information is added to the referral.

4. *How do I know if my concern is great enough to warrant a Care referral?*
 - a. If you have even the slightest concern, please enter a referral. Our job is to connect the puzzle pieces. Maybe the roommate has also submitted a referral. Or another faculty/staff member. You don't want to be the last person to know something.
5. *What if a student confides in me or asks me not to tell? Will I be betraying their trust by submitting a referral?*
 - a. We highly recommend that you do not make promises to a student. Reiterate to them that you are concerned about their well-being and would like them to receive support from the Dean of Students office.
6. *I'm concerned about how the student will react when they learn I referred them.*
 - a. We do our best to keep the name of the referrer confidential; however, the majority of students referred are aware of who referred them. Some faculty and staff have expressed concerns that a student will overreact when the student learns that a referral was submitted. In most cases, the student appreciates the concern that has been shared and expresses their understanding. We typically tell students that the referral was submitted because someone cares about them.
7. *Does a Care referral get sent to the Student Conduct office as well?*
 - a. No. Student Support does not respond to student conduct violations. We do not escalate Care referrals to the conduct office. Student Support is solely a support for students and we want them to feel comfortable speaking with us without the fear of being in trouble. If you believe that a conduct violation has (or is) taking place, you should contact Student Conduct at 724.738.4985.

Student Support Contact Information

Main Phone Line: 724.738.2121

Main Email: student.support@srp.edu

Staff:

- Dean of Students: Karla Fonner, 724.738.2953, karla.fonner@srp.edu
- Associate Director: Sunshine Mushrush, 724.738.4609, sunshine.mushrush@srp.edu
- Associate Director: Maranda Stack, 724.738.2133, maranda.stack@srp.edu
- Assistant Director: Tori Kapopoulos, 724.738.4459, victoria.kapopoulos@srp.edu
- Secretary: Alison Stucchio, 724.738.2842, alison.stucchio@srp.edu

FACULTY, STAFF & THE CARE NETWORK

Student Support connects with students to discuss extenuating situations, concerns, or any other barriers that may impede the success of our students. We do this by using the Care referral system through an online software program, *Symlicity Advocate*.

WHEN TO SUBMIT A CARE REFERRAL?

Our referrals come from a variety of places and students can even self-refer. A Care referral can be made for multiple reasons including, but not limited to:

- Academic absence
- Mental health concerns
- Hospitalization of a student
- Medical emergencies or long-term illness
- Chronic conditions
- Conflicts with other students, faculty, or staff
- Death of a friend or family member
- Natural disasters- fire, tornado, flood
- Off-campus living concerns
- Unexpected events or challenges
- Food, housing, or financial insecurity
- Discrimination, harassment or intolerance
- Sexual assault, dating violence, stalking, harassment, or physical assault

If a student shares a concern with you, or you view a change in their social, emotional, or mental health, please submit a Care referral so a case manager can reach out to the student.

WHAT IF THERE IS AN ACTIVE OR IMMEDIATE RISK?

**CONTACT
UNIVERSITY POLICE
AT 724.738.3333**

Care referrals are not intended to be emergency services and are not monitored 24/7.

HOW TO SUBMIT A CARE REFERRAL

1 - Visit <https://sru-advocate.symlicity.com/>

2 - Visit www.sru.edu and type *Student Support* in the search bar.

- Open the Student Support webpage and scroll down to the "Connect to Care" link.

3 - View resources on the SRU Concern Center: <https://slipperyrock.concerncenter.com/>

- Click the "Connect to Care" link.

SUBMIT
TO
CARE!



WHAT HAPPENS IN STUDENT SUPPORT?

STEP 1: CONNECT TO CARE

Use the Care Referral form to tell us what you need or why you're worried about a student

STEP 2: CONNECTION MADE

If the student responds to outreach, a certified case manager will meet with the student. Students have a right to decline services with Student Support.

STEP 3: STUDENT SUPPORT DOES THE WORK

Our goal in meeting with students is to help them come up with a plan of action and then empower them to do the work.

STEP 4: ENGAGE CAMPUS PARTNERS

In cases where students would benefit from some care coordination with other campus partners, the case manager will use the approved and vetted policies and procedures for working with campus partners, to engage in a treatment team approach to care.

STEP 5: CASE CLOSURE

If the student has received resources and is engaged in their plan, we can resolve the case.

COMMON QUESTIONS

Once I submit information, can you tell me the details about your student meeting?

Yes and no. The privacy of student information is incredibly important to our department. We will not share information with parents, faculty, staff, coaches, teammates, roommates, etc. without expressed consent from the student unless the student is unable to communicate with us due to incapacity or there is a danger to the student or the

Do I have to share information with Care?

Student Support serves as the University's coordination point for all campus and student concerns and high-level response situations involving students. It is a University expectation that anyone having information about a student in distress, a student needing support and/or a student who is a threat to themselves or others should enter all information into a Care referral or contact the Student Support Office.

Can I tell you about a student without giving my name? I don't want to ruin my relationship with the student.

We encourage you to share your contact information in case we need to follow up with any additional questions, however, you may also check the 'anonymous' box.

Can I get more information or training?

Yes, we are happy to give you more information about Student Support and we have trainings available to help you identify students who may be struggling and learn how to help.

STUDENT SUPPORT

Slippery Rock University
005 Patterson Hall
724 738 2121
student.support@sru.edu