

Tips for Helping Students in Need

Peer Mentor Training Workshops

General Tips:

1. Be alert for changes in behavior, attitudes, etc
2. Share info with faculty person, PM supervisor, relevant professional staff (but never with friends, family members, significant others)
3. Ask open-ended questions “what, when, how, who”
4. Listen! – actively (ask questions, summarize, don’t interrupt)
5. Attend and respond to both content and feeling – the issue, and students’ feelings about or reactions to the issue
 - a. May be able to assist with one more than other
 - b. Be alert for broader, underlying issues
6. Let the student solve the problem – just ask the right questions, encourage them to think problem through, provide info on resources – encourage independence and the development of self-help skills
7. Refer to/use your resources (advocate) – you are not a trained counselor, and are not expected to be. Just know your resources, assist students in making use of resources
 - a. It’s OK to say “I don’t know” and then seek out info

The Art & Science of Making Student Referrals (Joe Cuseo)

1. **Describe** the goals and services of the referred service. (Don’t assume the student already knows its purpose or function.)
2. **Personalize** the referral – Refer the student to a **specific person** (give them a name) rather than just to an office.
3. **Reassure** the student of the **qualifications** and **capability** of the person to whom he/she is being referred.
4. Help the student identify **what questions to ask** and **how to approach** the resource person.
5. Make explicitly sure that the person knows **where to go** and how to get there.
6. **Phone for an appointment** while the student is in your presence.
7. **Walk** with the student to the referred person’s office.
8. **Follow-up** the initial referral by asking the student *if* the contact occurred, *how* it went, and whether there will be *future* contact.
9. **Praise** the student for making the effort to seek support and taking a step towards self-improvement.