When a Student Needs Counseling

Some signs that a student may be experiencing more stress than he/she can handle may include the following:
- Marked decline in quality of course work, test results, and class participation, and/or increased absence from class or failure to turn in work;
- Prolonged depression, suggested by a sad expression, apathy, weight loss, sleep difficulties, or tearfulness;
- Nervousness, agitation, excessive worry, irritability, aggressiveness, or nonstop talking;
- Bizarre or strange behavior, speech, writing, or thinking;
- Extreme dependency on faculty or staff, including spending much of his/her spare time visiting during office hours or at other times;
- Marked change in personal hygiene;
- Talk of suicide, either directly or indirectly, such as, “I won’t be around to take that exam anyway,” or “I’m not worried about getting a job, I won’t need one.”

Our ability to share information is often limited by law and/or policy. We are, however, always willing and able to receive information from faculty, staff, & parents whenever they feel it may be of some importance, so please feel free to call our offices.

Important Phone Numbers

University Counseling Center
585.275.3113

University Health Service
585.275.2662

Office of Student Life
585.274.1106
Melissia Schmidt
Assistant Dean for Student Life
Alyssa Shoup
Assistant Director for Student Activities & Engagement

Office of Residential Life
585.274.1251
Kellie Leigh
Assistant Dean for Residential Life

Office of Academic Affairs
585.274.1020
Donna Brink Fox
Senior Associate Dean of Academic & Student Affairs
John Hain
Assistant Dean of Academic Affairs & Director of Assessment

Graduate Studies
Marie Rolf
Associate Dean of Graduate Studies
Kim Teal
Director of Graduate Advising & Services

Department of Public Safety
585.275.3333

Helping to Help Students

What to look for, Who to call, and What you can expect.

An informational guide for Eastman parents, faculty, and staff, brought to you by the Office of Student Life.

Updated July 2014
Making a Referral

Consider referring a student for counseling when you believe a student’s problems go beyond your own experience and expertise, or when a student indicates that he/she is looking for someone to talk to.

One way of introducing the topic of a referral to the University Counseling Center (UCC) or any other office is to summarize for the student what you see as the problem. Point out the emotional responses you have heard from the student, with an expression of concern. If a student is reluctant to seek counseling, explain that counseling is helpful to many students under a variety of circumstances. Most students go to UCC because they are unhappy with what is happening in their lives. Counseling provides a chance to explore feelings and solve problems with the help of an objective, sensitive, professional, and concerned listener.

Counseling works best when the student actually wants help, so coercing a student to go to UCC is often ineffective. If you are wondering about the seriousness of a problem or if a student is ambivalent, call UCC at 585.275.3113 to discuss what next steps you might take.

Once a student contacts UCC, an appointment will be scheduled. The appointment will usually take place within a few days of the time the student makes contact, depending on the flexibility of the student's schedule and urgency of the situation.

After Making the Referral

It is reassuring to know that a student you have referred has actually made and kept an appointment. The best way to achieve this reassurance is to ask the student directly. This is also a way of showing continuing concern for the student. We may urge the student to confirm this with you. Concurrently, but secondarily, we may seek the student's permission to contact you directly for this purpose. There will be times, however, when the student will not want to share this information with you. In these instances, you must respect the student’s wish for confidentiality, despite the uneasiness this creates.

What Information Can Parents, Faculty, & Staff Expect?

The University of Rochester and Eastman School of Music are bound by law to protect a student's privacy by the Health Insurance Portability and Accountability Act (HIPAA) and the Family Educational Right to Privacy Act (FERPA). The Eastman School's aim is to be as helpful and responsive to students, faculty, staff, and parents per the law. We encourage Eastman personnel to make every effort to communicate with students to provide the extra support and care often needed when students are away from home. Because we cannot guarantee being able to inform families when a student's health and safety is affected, it is our policy to actively encourage the student to contact his/her family and friends directly and immediately. For more specific information, please contact the Office of Academic Affairs, the Office of Student Life, The Office of Residential Life, Graduate Studies, or the University Counseling Center.

Eastman Student Support Network

The Eastman Student Support Network consists of the Senior Associate Dean of Academic and Student Affairs, the Assistant Dean for Student Life, the Assistant Dean of Academic Affairs, and the Assistant Dean for Residential Life. These administrators connect with a comprehensive array of campus offices and departments to identify students and issues that may need attention, support, or other intervention. The Eastman Student Support Network meets formally on a regular basis. Its members hold themselves to the very highest ethical standards, sharing information confidentially among Eastman staff and faculty on a “need-to-know” basis only. The Eastman Student Support Network provides an opportunity for Eastman staff to communicate effectively toward developing strategies in accordance with the policies of the Eastman School.

The Eastman Student Support Network regularly communicates with the following offices: University Counseling Center, University Health Service, International Services Office, University Intercessor, Department of Public Safety, the Registrar, the Bursar, and Financial Aid.

A variety of intervention strategies and mechanisms are available such as case conferences, mandated assessments, behavioral expectations, leave of absence options, and at times even disciplinary action. Faculty, staff, or parents can share information with any member of the Eastman Student Support Network, and that member will bring the information to the group for discussion and possible intervention.