

SOME THOUGHTS ABOUT STUDENT REFERRALS

Because learning new or more effective behavior takes time, do not expect that a student's problems will resolve quickly once he/she begins working with a counselor. Helping individuals change basic feelings, attitudes, and behavior's, gain academic skills or learn to manage or cope with everyday problems may be a process that moves slowly.

In working with students, it is important to respect the individual. The basic approach of all counseling and referral is one of fundamental respect for individuals and the belief that is best for the people to work out their problems in their own way. You and the Phoenix College counselors are helping in this process by providing a variety of alternatives for their assistance on the student's own terms. He/she may choose to ignore or accept the help available. You can assist by seeing that the student becomes aware of this help and has the maximum opportunity to use it.

On occasion, a student's problems are such that they are best resolved by referral to a community agency or a private practitioner. This referral may be facilitated by a Phoenix College counselor who may continue contact with the student in order to provide support and assistance in maintaining his/her enrollment at the college.

COUNSELING FACULTY

Department Chair	Nancy Navarrete, M.Ed.
Resident Faculty	Fred Amador, M.C. Queta Chavez, M.A. Loman Clark, M.C. Monica Lowe, Ph.D. Patricia McIntyre, M.C. Amalia Villegas, Ph.D.
Part-Time Faculty	Margaret Macias, Ph.D.
Monday-Thursday	8:00 a.m.—6:00 p.m.
Friday	8:00 a.m.—4:00 p.m.

Hours differ during Summer Semesters

A REFERRAL HANDBOOK FOR FACULTY AND STAFF

**PHOENIX COLLEGE
COUNSELING DEPARTMENT**

Located in the Northwest corner of the Hannelly Center

602-285-7392

1202 W. Thomas Road, Phoenix, AZ 85013
www.phoenixcollege.edu

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WHEN AND HOW TO MAKE REFERRALS

There are times when you as members of the campus community will have the need to refer a student to the Counseling Department. Faculty and staff are often in the best position to recognize that a student needs counseling assistance and recommend it to the student. Faculty and staff should always feel free to utilize counselors as consultants in discussing any concerns you may have regarding a student's welfare and student's behavior.

Counseling services at Phoenix College are provided by full-time, and part-time Master and Doctoral level professional counselors who are employed as service faculty. Counselors are available to assist students with personal, educational, and vocational concerns. Counselors work with students who wish to gain a better understanding of themselves. They help students in the areas of decision making, goal setting, motivation, time management, coping skills, and personal development.

Counselors are always receptive to receiving referrals from faculty and staff. Your referrals help the counselors at Phoenix College serve students in a more timely and effective manner.

WHEN TO REFER

The following are instances in which you as a faculty or staff member may wish to refer a student to counseling or consult with a counselor for assistance and support in working with a student.

1. When a student comes to you with a personal problem or concern.
2. When you become aware of a troubled student but the student is reluctant to discuss the problem with you.
3. When you feel that your attempts to communicate with a student about his/or her work in your course are not effective.
4. When a student's behavior in class is disturbing to you or to other students and the student does not respond to your noting the inappropriate behavior.

5. When a student is unmotivated and does not respond to your noting this behavior.
6. When a student lacks a career direction or educational goals and may find it difficult to persist in college.
7. When a student has frequent absences which may lead to a withdrawal or failing grade in the class.

Whenever you have questions about a student's behavior or how best to approach or work with a student, consider consulting with a counselor.

HOW TO REFER

1. Contact a counselor by calling the counseling center at 602.285.7392. Discuss with the counselor your reasons for referring the student. The counselor will either accept the referral or recommend another counselor who may have a specialized background to handle the referral.
2. Talk with the student. Express your reasons for the referral and provide the student with the name of the counselor to whom you are making the referral. If the student is receptive to counseling, direct him/her to the counseling center or provide the telephone number so that he/she may call to schedule an appointment. If the student appears anxious or unsure, offer to make the first appointment for the student. If the student becomes overly emotional, walk the student to the counseling center or call the counselor to whom you are referring the student.
3. After a day or so, check with the student to see if he/she has made an appointment or has met with the counselor. Let the student know you care and reinforce any action he/she has taken. If the student has not followed through in making an appointment, encourage him/her to do so.
4. Once the student has been seen by a counselor, the counselor will contact you to let you know that the student is receiving attention. The confidential nature of the counseling relationship prohibits the counselor from providing information about the interaction, unless the student agrees that certain information should be provided to you and that this information will be beneficial to either the student or to you in working with the student.