

MSUM Dragon Referral Guide

This guide is intended to assist faculty and staff with effectively referring students to MSUM resources. The following information provides both links and suggested language for referring students for support.

Concern	Details	Referral Information	What this could sound like:
Academic	<ul style="list-style-type: none"> Requests for excused absences 	<p>Dean of Students Office Select “Ask for Help” link.</p> <p>Advising & Early Alert Referral Instructors and advisors can also make a direct referral to the Dean of Students Office for excused absences in the Advising & Early Alert System (select “Create Referral” from the student’s information page)</p> <p>Requests for student absences are based on the Student Absence Policy</p>	<p>If you need to be away from campus for a few days (bereavement leave, personal/family emergency, medical situation, jury duty, etc.), you can make a request by selecting the “Ask for Help” link at the top of the Dean of Students webpage.</p>
Academic	<ul style="list-style-type: none"> Classroom challenges related to disability/condition 	<p>Accessibility Resources</p> <p>Accommodations Request Form</p>	<p>Since you mentioned that you have [disability/condition or had an IEP/504 in high school] that is impacting your academic progress, I’d like to refer you to Accessibility Resources. The staff in Accessibility Resources can work with students to identify and remove barriers in the classroom related to a disability or condition.</p> <p>You can contact the staff even if you do not have a diagnosis or paperwork.</p>
Academic	<ul style="list-style-type: none"> Career exploration 	<p>Career Development Center</p> <p>Advising & Early Alert Referral Instructors and advisors can also make a direct referral for Career Support in the Advising & Early Alert</p>	<p>It sounds like you are having second thoughts about your major or future career, the CDC could be helpful for you in exploring career options related to this major – or in identifying your strengths and interests.</p>

		<p>System (select “Create Referral” from the student’s information page)</p>	
<p>Academic</p>	<ul style="list-style-type: none"> • Study skills • Academic coaching • General advising & registration questions • Major exploration • Tutoring • Withdraw from class(es) • Questions about academic status 	<p>Academic Success Center</p> <p>Advising & Early Alert Referral Instructors and advisors can make a direct referral for Academic Support in the Advising & Early Alert System (select “Create Referral” from the student’s information page)</p> <p>Resource Links Submit a request for academic coaching or major exploration</p> <p>Guidance regarding withdrawal from classes is available by requesting an academic coaching appointment and reviewing our withdrawal checklist</p> <p>Drop-in and Scheduled Peer Tutoring options are available for many subjects</p>	<p>The ASC is a helpful academic resource for a variety of areas.</p> <p>The ASC offers both academic coaching and major exploration assistance.</p> <p>If you are considering withdrawing from a class or from MSUM, it is important to know what the impact might be on your financial aid or academic standing. You could either meet with someone from the ASC or access their helpful checklist directly.</p>
<p>Basic Needs</p>	<ul style="list-style-type: none"> • Housing • Food • Student Emergency Assistance Grants 	<p>Dean of Students Office Select “Ask for Help” link.</p> <p>Advising & Early Alert Referral Instructors and advisors can also make a direct referral for Dean of Students Support in the Advising & Early Alert System (select “Create Referral” from the student’s information page)</p> <p>Applications for Student Emergency Assistance Grants can be found here.</p>	<p>MSUM has a Case Manager who may be able to help you access either campus resources (like the Dragon Pantry or Emergency Assistance Funds) or community resources.</p>

<p>Financial</p>	<ul style="list-style-type: none"> • Scholarships • Loans • FAFSA 	<p><u>Office of Scholarship & Financial Aid</u></p> <p>Refer students to the <u>OSFA Bookings link</u> to make an appointment</p>	<p>Have you completed your FAFSA?</p> <p>If your financial situation has changed (parental support is different now, new childcare expenses, etc.), they may be able to recalculate your financial aid availability.</p> <p>Scholarship & Financial Aid staff may be able to help you understand how dropping a course may impact your aid/eligibility.</p>
<p>Financial</p>	<ul style="list-style-type: none"> • Unpaid balance hold • Payment plans • Student payroll 	<p><u>Business Services</u></p>	<p>You will need to work with Business Services to clear an unpaid balance hold.</p> <p>You may be able to set up a payment plan for tuition and fees.</p> <p>You can set up direct deposit and ask questions about your student payroll here.</p>
<p>Financial</p>	<ul style="list-style-type: none"> • Professional clothing for interviews 	<p>Career Development Center</p> <p><u>Schedule an appointment</u> with the Dragon Career Closet.</p>	<p>We may be able to help you access some clothing items that would be appropriate for interviewing. The Dragon Career Closet has gently used professional clothing available to students.</p>
<p>Mental/Physical Safety Concerns</p>	<ul style="list-style-type: none"> • Immediate concerns 	<p>Public Safety 218.477.2449</p>	<p>In cases with immediate concern for the safety of a student, contact Public Safety</p>
<p>Pregnant or Parenting</p>	<ul style="list-style-type: none"> • Early registration • Classroom modifications • Childcare resources 	<p><u>Title IX / Dean of Students Office</u> Select "Ask for Help" link.</p> <p>Please note that employees are required to provide the Student Parent Navigator information to pregnant or parenting students.</p>	<p>Being a student while pregnant (parenting) can be really challenging, and we are here to support you. We have a Student Parent Navigator who can help you. Please contact them to find out more.</p>
<p>Sexual Harassment</p>	<ul style="list-style-type: none"> • Sexual assault • Stalking • Domestic violence 	<p><u>Title IX / Dean of Students Office</u></p> <p>Employees should complete the report form available at this link.</p>	<p>I am so sorry that you had this experience, and I really want to be supportive of you right now. As an MSUM employee, I am responsible for reporting this to the Title IX / Dean of Students Office. They can talk with you about all the supportive measures we</p>

		Contact the Title IX Coordinator with questions.	can offer and, if you want, they can help you file a report. Please understand that you will not be required to file a complaint if you do not wish to do so.
Well-being	<ul style="list-style-type: none"> • Mental health • Lack of sleep • Alcohol/drug use 	<p>Counseling Services</p> <p>Counseling Request for Services</p> <p>Note: if the student requests to meet with someone more urgently, please walk them over to Counseling Services in the Hendrix Building in person, as a calming room and walk-in support are available Mon-Fri, 8 a.m.- 4:30 p.m.</p>	<p>It sounds like you are dealing with a lot right now, have you considered working with a counselor?</p> <p>Here is the Request for Services link.</p> <p>Or, maybe I could walk you to Counseling Services to connect with someone today?</p>
Well-being	<ul style="list-style-type: none"> • Mental health • Wellness coach • 24/7 crisis support 	Mantra Health	Did you know that all MSUM students can access free online mental health supports, including self-care, emotional wellness coaching, therapy, and 24/7 crisis support through Mantra Health?
Well-being	<ul style="list-style-type: none"> • Peer support 	Togetherall	If you are interested in creating a supportive online community of your peers, Togetherall is free to all MSUM students.
Well-being	<p>Concerns including (but not limited to):</p> <ul style="list-style-type: none"> • Suicide ideation • Depression • Alcohol/drug use • Disruptive behavior in class • Making violent statements • Student welfare 	<p>Care Team</p> <p>Care Team Referral Form</p>	It sounds like you are dealing with a lot that may be impacting your mental health/physical health/academics right now. I'd like to make a referral for you to MSUM's Care Team, so someone can reach out and see how we can help. The Care Team seeks to provide support and referral for students who are experiencing challenges that are impacting them in a variety of ways.

Well-being / Medical	Concerns including (but not limited to): <ul style="list-style-type: none">• Medical• Mental Health• Health Insurance• Psychological Testing• Medical Bills	<u>Counseling Services</u> <u>Counseling Request for Services</u> Students can request to meet with the Case Manager/Navigator at Counseling Services for assistance in this area.	MSUM Counseling Services has a Case Manager who can support you to locate and access off-campus resources including medical care, mental health referrals, health insurance navigation, and ADHD testing. Can I help you connect to those services?
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