

## When I Am Concerned – What Can I Do?

There are occasionally times that you notice a change in your student or they share with you that they are having a difficult time. It doesn't matter if you are 6 hours away or if they live at home; you may need to turn to someone. Please remember that FERPA (The Family Educational Rights and Privacy Act) is a federal law that serves to protect your student's educational records. While it may prevent us from sharing specific information with you, we can still listen, follow up on concerns, and offer you general suggestions about resources or options. Although the specific concern may determine the appropriate person to call, below are a few places that can help.

### Resources on campus:

#### Student Affairs Office: 304-876-5030

This office links to all parts of the Student Affairs Division. By calling the Student Affairs Office you can access many more resources.

#### Health Center & Counseling Services: 304-876-5161

Health Center staff can assist you directly or connect you with Counseling Services staff. We can listen to your concerns, help identify the appropriate person to call if it is not one of us, or just offer general information about dealing with college situations. If your student is willing to sign a release of information on a specific subject, we can talk more freely.

#### Residence Life Office: 304-876-5172

This is the place to call if you need to get a message to a Residence Assistant or Hall Manager. They can help with homesickness and other concerns.

#### Shepherd University Website: <https://www.shepherd.edu/>

This is a great place to search for your needs, look up phone numbers or email addresses, and read about our policies, procedures, and expectations. You can see the Student Code of Conduct and some of the consequences for violations.

Behavioral Intervention Team: This is a diverse group from many areas of campus that meet weekly to identify situations or students that merit concern. Topics range from campus safety to intervening with a student who has had a death in the family. Any of the contacts above can see that a student is brought before BIT.