

## Instructor's Guide to Student Resources

Situations often arise in the classroom that suggest a student needs referral help beyond what the instructor can provide, but one may not know precisely what to do or where to direct students with difficulties. The following is a sample of typical student problems and available resources.

1. **Some students have done poorly on the first exam or quiz.** The instructor may meet with these students, take a look at their notes, ask them about reading the text, inquire as to study methods, ask about the outside work load. The instructor then may suggest study groups, doing note reviews, tutors, referrals to the Learning Resource Center, Writing Center or to Disability Resources for Students, as well as meet with the student during office hours.
2. **Despite doing all the "right things," a student is still performing poorly.** Gently inquire. If the student is looking for help and a disability is suspected, suggest that s/he contact the Disability Resources for Students.
3. **An otherwise consistent student exhibits erratic academic performance or difficulty in concentrating.** Ask if there is any way you can help. Referral to Counseling and Consultation or to Student Health may, in some instances, be helpful. Some students may also appreciate being reminded of the various campus ministries.
4. **A student may request specific accommodation for test taking, e.g., extra time, an oral test, testing in isolation.** Request that the student bring his/her materials from Disability Resources so that the appropriate accommodation can be made. If the student does not have materials from Disability Resources, refer him/her there. So that students be treated equally, they must have documentation from DRS before an accommodation can be made.
5. **A student may express concern about his/her academic standing and overall progress toward a degree.** Refer the student to an academic advisor.
6. **A student is having difficulties in another class.** Refer the student to the instructor, the department chair, or an ombudsperson. A student confides any incident of harassment or problematic issues of diversity arise in the classroom. If the situation involves ASU faculty or staff, refer to the student to Affirmative Action. If the situation involves another student, refer the student to Student Life. If there is any question of safety, refer the student to DPS. The Intergroup Relations Center should also be contacted to provide consultation and services for those students, faculty or staff.
7. **A student seems to be emotionally or mentally troubled.** If they seek your help, refer them to any one of the following: Counseling and Consultation; Student Health; Disability Resources for Students; Clinical Psychology Center in the Department of Psychology (fees charged for services). If you wish advice on the situation, strategies may be discussed with professionals in any of these offices or with the Employee Assistance Program.
8. **A student is so hostile that the instructor's safety and/or that of other students is threatened.** Call DPS for immediate crises. Call Student Life for conduct problems. Call the Assistant Dean for Academic Programs in COPP at 5-8260 to discuss options for dealing with disruptive students.
9. **One final note.** If an instructor has any question about the personal well-being of a student, s/he is encouraged to call either Counseling and Consultation, Student Health/Mental Health, or the Employee Assistance Program. The professionals in those offices will be happy to discuss the types of things that are appropriate strategies in support of maintaining student health. Confidentiality is respected.

ASU Interactive has a detailed list of student resources available to all students under the Current Students section.