



EMORY

NELL HODGSON
WOODRUFF
SCHOOL OF
NURSING

SCHOOL OF NURSING
OFFICE OF ENROLLMENT AND STUDENT AFFAIRS

Student Support and Referrals

**Arnita Howard, Sr. Assistant Dean for
Student Affairs**

Office: (404) 712-6826

*Please use for emergencies only
(404) 906-9489*

STEP 1

Student Concern Referral to Program Director (PD) or Specialty Director (SD)

- ➔ Faculty or staff contact the PD or SD to report a challenge or concern affecting academic performance.
- ➔ Concerns may include class absences, missed assignments, exams, and tests, family/ personal emergencies, lack of communication with instructors, medical issues, and academic difficulties.
- ➔ In the event of a student death, please contact Lisa Muirhead, Associate Dean of Equity, Inclusion, Admission and Student Affairs.

STEP 2

Program Director (PD) or Specialty Director (SD) Attempt to Contact Student

- ➔ The PD or SD will send one e-mail to the student.
- ➔ If the student is unresponsive after 24 hours, the PD or SD will send a follow-up email and call the student. The PD or SD should also inform Arnita Howard from SON Student Services with the following information:
 - If the student is active in other courses - the PD or SD should contact instructors.
 - The last time faculty or staff communicated with the student, the last time the student logged onto Canvas, and if they are submitting assignments on-time.
 - Any relevant information related to the referral (e.g. history of concerns).
- ➔ If student of concern is experiencing crisis in real time and demonstrating suicidal ideation, PD or SD is asked to complete the **Student Case Management and Intervention Services (SCMIS) Student of Concern Form (SOC Form)**.

STEP 3

SON Student Services Initiates Student Intervention Services (SIS) Protocol

- ➔ If the student is still unresponsive after 48 hours, Arnita will receive the referral and will notify the Emory University Student Intervention Services Team Member On-Call (SIS) to initiate a housing and wellness check.
- ➔ SCMIS will triage cases based on severity and priority (24-72 hours after report is filed).
- ➔ Arnita will continue to follow up with SIS every business day and will inform the PD or SD of when follow-ups are being conducted. The PD or SD should inform faculty and instructors of any updates.
- ➔ SIS will provide Arnita and/or the PD or SD with recommendations and next steps when they achieve contact with the student.
- ➔ The PD or SD will inform faculty and instructors of academic recommendations and should not share any details of the student's situation due to confidentiality.

STEP 4

SON Student Services Engages Emergency Contact

- ➔ If the student is still unresponsive after 96 hours and SIS has not contacted the student, the SIS case manager or Arnita will engage the student's emergency contact listed in OPUS (If SIS has not already contacted them).
- ➔ SIS or Arnita will provide the PD or SD with updates and recommendations when the SON Student Services achieves contact with the Emergency Contact and/or the student.
- ➔ Arnita will request a meeting with the student and will invite the student's PD or SD.
- ➔ The PD or SD will inform faculty members and instructors of academic recommendations.



HELPFUL LINKS FOR FACULTY AND STAFF

The Blue Folder: Support During A Crisis: A Guide for Faculty and Staff

The blue folder provides numerous resources for supporting students. I invite you to explore the site and become familiar with the quick links and downloads located towards the bottom of the home page. This is a tremendous resource and guide for all faculty and staff who support and interact with students.



**Click here for access
to the Blue Folder**