

Early Alert and Counseling Referral Procedure:

Early Alert referrals can be submitted for many reasons, including for concerns in the following areas:

- Attendance
- Academic progress
- Basic needs
- Mental health

Referrals can be submitted by filling out a GroupLink ticket with the following information:

1. Open GroupLink application on your desktop and select: **"New Ticket"**
2. In the "Group" field, select: **"Early Alert"**
3. In the "Location" field, select whichever campus is applicable for that student.
4. In the "Assignment" field, select: **"Johnson, Rebecca"**
5. In the "Person of Concern" field, type **the name of the student.**
6. In the subject line, type: **"Early Alert"**
7. In the notes box please include any information that would be helpful for me to know, such as:
 - a. Student name and ID number or STAR ID if you have it available.
 - b. Details of your concern.
 - c. Whether you have encouraged the student to seek support services on their own
 - d. Whether the student knows that you are referring them through Early Alert
 - e. Other helpful information.
8. Click **"Submit Ticket"** (Blue box at the top left of the ticket).

All Early Alert tickets are routed directly to me. From there, the best course of action is determined based on the information provided. If I am not already familiar with a student, I may consult others (e.g., advisors, ASC director) on the best course of action to best meet the needs of this student. I use a three-attempt contact procedure, meaning if they are referred for an Early Alert or counseling services, they may receive up to three phone calls, each with a follow-up email if they do not answer.

Counseling services are confidential, which makes me unable to share much information back to you once I contact the student and proceed with any services. **I encourage you to share your concerns with the student before referring them and encourage them to seek services, if you are able.** This is especially important if you have an established relationship with them (e.g., they are a student in a course you teach, or you are their coach or advisor). Taking these steps, when possible, before referring a student increases the likelihood of their response in the efforts to contact them.

DO NOT use this referral process if a student presents as an immediate threat to themselves or others. Follow the applicable [emergency procedure](#) if this is the case.

Please reach out to me with any questions or if you are unsure if a situation warrants an Early Alert referral. If GroupLink doesn't work for you, please send your referral by email until you are able to get this fixed through the Technology Services department.

Rebecca Johnson | Counselor

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