

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 of more than 2 days <p>Please note: For absences of 1-2 days, faculty are encouraged to work directly with the students to manage re-scheduling assignments.</p>	<p>Dean of Students Office Select “Ask for Help” link.</p> <p>Advising & Early Alert Referral All MSUM faculty & staff can also make a direct referral to the Dean of Students Office for excused absences in the Advising & Early Alert System (select “Create Referral” in the Referral tab)</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>Academic Success Center</p> <p>Advising & Early Alert Referral All MSUM faculty and staff can also make a direct referral for Major & Career Exploration in the Advising & Early Alert System (select “Create Referral” from the Referral tab)</p>	<p>It sounds like you are having second thoughts about your major or future career, the Academic Success Center could be helpful for you in exploring major and career options – or in identifying your strengths and interests.</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><u>Academic Success Center</u></p> <p>Advising & Early Alert Referral All MSUM faculty and staff can make a direct referral for an Academic Concern or Success Coaching in the <u>Advising & Early Alert System</u> (select “Create Referral” in the Referral tab)</p> <p>Resource Links <u>Submit a request for success coaching</u></p> <p>Guidance regarding withdrawal from classes is available by requesting an <u>success coaching appointment</u> and reviewing our <u>withdrawal checklist</u></p> <p><u>Drop-in and Scheduled Peer Tutoring</u> 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 success 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><u>Dean of Students Office</u> Select “Ask for Help” link.</p> <p>Advising & Early Alert Referral All MSUM faculty and staff can also make a direct referral for Dean of Students Support in the <u>Advising & Early Alert System</u> (select “Create Referral” from the Referral tab)</p> <p>Applications for Student Emergency Assistance Grants can be found <u>here</u>.</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>

Bias	<ul style="list-style-type: none"> • Support for experiences of bias 	<p><u>Bias Incident Response Team</u></p> <p>Individuals who witness or experience bias-related incidents, including interpersonal interactions and graffiti, are encouraged to submit a report so the matter can be addressed and individuals can receive support.</p>	<p>While MSUM is supportive of everyone's right to free speech, we are committed to providing support and resources to those who have been impacted and to provide educational opportunities to all members of the campus community about how to recognize and appropriately address acts of bias.</p> <p>Please report bias-related incidents to the Bias Incident Response Team to address and provide support.</p>
Financial	<ul style="list-style-type: none"> • Scholarships • Loans • FAFSA 	<p><u>Office of Scholarship & Financial Aid</u></p> <p>Refer students to the OSFA Bookings link 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>
Financial	<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>
Financial	<ul style="list-style-type: none"> • Professional clothing for interviews 	<p>Career Development Center</p> <p>Schedule an appointment 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>
Mental/Physical Safety Concerns	<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>

Physical Health	<ul style="list-style-type: none"> • International student health insurance • Domestic student health insurance • Medical clinics & pharmacies • Flu shots 	<p><u>Counseling Services</u></p> <p><u>Counseling Request for Services</u></p>	<p>If you need to find a medical provider in the Fargo-Moorhead community, our Case Manager/Navigator would be a great resource for you. They can help you find a medical or dental provider that will work with your health insurance.</p> <p>If you do not have health insurance, our Case Manager/Navigator can help you find an insurance plan that will work for you.</p> <p>Our Case Manager/Navigator helps international students understand and access their health insurance.</p>
Pregnant or Parenting	<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>
Sexual Harassment	<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>Contact the <u>Title IX Coordinator</u> with questions.</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 can offer and, if you want, they can help you file a report.</p> <p>Please understand that you will not be required to file a complaint if you do not wish to do so.</p>

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 	<p>Mantra Health</p>	<p>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?</p>
Well-being	<ul style="list-style-type: none"> • Peer support 	<p>Togetherall</p>	<p>If you are interested in creating a supportive online community of your peers, Togetherall is free to all MSUM students.</p>
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>	<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.</p>