

E. GUIDE TO REFERRAL ON STUDENT ISSUES

Problems	Suggested Response	Who to Contact at LHU
Academic	Determine if student is attending classes regularly; encourage student to secure a tutor by contacting the tutorial center.	Academic Advisor Vice President for Student Affairs Director of Student Retention
Alcohol	Try to determine the extent of abuse, encourage student to secure help from Student Development Office.	Resident Director Counseling Services
Absenteeism	Have a clear understanding before classes start about attendance policy.	Resident Director Counseling Services Director of Student Retention
CLEP Test	College Level Examination Program	Director, Institutional Research
Death in Family	Keep student informed if there is serious illness; when notice of death is given, allow student to return home.	Resident Director Faculty Member Vice President for Student Affairs
Depression	Determine whether student's normal coping patterns are not working.	Counseling Services
Homesickness	Before school starts, determine when parents may visit. Allow student to feel homesick – it is okay. Encourage student to become involved.	Resident Director Counseling Services Director of Student Retention
Illness	Insist that student go to health center for evaluation; be responsive – don't panic.	Health Center Resident Director Vice President for Student Affairs
Roommate Conflict	Encourage student to take time to work through conflicts, help student to be appropriately assertive.	Resident Director Dean for Student Affairs
Parking Tickets	Understanding responsibilities of operating a motor vehicle – including parking regulations and registration.	Law Enforcement
Safety	LHU is a relatively safe place, but students need to be reminded that the same precautions should be taken in an urban setting as in a city setting. Tips on personal safety and the security of property may be provided in the residence halls.	Resident Director Law Enforcement
Scholarships	Lock Haven University Foundation	Foundation Office Financial Aid
Transferring	Be patient, listen to students reasons for wanting to transfer, help student evaluate options.	Academic Advisor Resident Director Director of Retention
Unsatisfactory grades	Encourage student to discuss with faculty member, remind student of the tutorial, writing and mathematics centers.	Counseling Services Tutorial Center Math Center Writing Center
Withdrawal	From school or individual classes	Vice President for Student Affairs Faculty Member Director of Student Retention