THE UNIVERSITY *of* NEW ORLEANS

Student Care Network Referral Flow Chart

Step 1: Is Immediate Action Needed?
Ask yourself:
- Is the student a threat to self or others?
- Are they breaking laws, damaging property, or using drugs/alcohol in a concerning way?

YES →

Dial 911 in case of emergency
or call **Public Safety & UNOPD (504-280-6666).**
After that, you may also refer to the Student Care Network for follow-up.

NO ↓

Step 2: Is this a Policy Violation?
Ask:
- Does the behavior violate institutional policy?

YES →

Does your department have a process to address the student's behavior?

NO → **YES** ↓

Consult your dean.
You may also refer to the Student Care Network.

NO ↓

Step 3: Is this Disruptive or Noncompliant?
Ask:
- Is the behavior disruptive to learning/living/work environments or defiant to university staff?

YES →

Submit a report through Student Conduct;
they will refer to the Student Care Network if necessary.

NO ↓

Step 4: Is this a Mental or Emotional Health Concern?
Ask:
- Does the student seem mentally unwell, unusually distressed, or "not like themself"?

YES →

Consult Counseling Services (504-280-6683)
You may also refer to the Student Care Network.

NO ↓

Step 5: Is there a Notable Drop in Motivation?
Ask:
- Is the student withdrawing, using substances more, or reporting emotional struggles?

YES →

Submit a referral to the Student Care Network for follow-up.

What the Student Care Network Does:
- Gathers info, reviews reports, and develops support plans
- Coordinates with campus partners for follow-up
- Documents the situation, actions, decisions, and resolutions
- Does **not handle** classroom discipline, Title IX, or student conduct cases directly

Assist student in identifying unmet needs and offer support when appropriate.

Refer to appropriate campus and community resources.

Intervene consistent with university policies and procedures.