

A Warm Hand-off

A referral that is directly from one support person to another is often referred to as making “a warm hand-off.” While we cannot always make a face-to-face connection between a student and another resource person, we want to connect the student to a person and not just to an office. When you are meeting with a student, here are some ideas for making a personalized hand-off to some Juniata resources.

Academic Resources – Brian Baker and Isabella Klug

- If the student wants an appointment with an academic coach, help them make an appointment using the link at the bottom of www.juniata.edu/academics/learning-services/. Then send an email to the coach with whom they made an appointment and copy the student, explaining briefly what the student wants to accomplish in the appointment.
- If the student plans to attend a Super Study Session, send an email to academicresources@juniata.edu and copy the student, stating when the student plans to attend and what their goals are.
- Walk-in Tutoring is available for many core courses in Math, Computer Science, Art History, Accounting/Business, Physics, and Chemistry. For more information on Peer-tutoring, refer students to [Peer Content Tutoring | Juniata College](#)

Student Accessibility Services – Joann Noel and BJ Watson

- Email Venus and Joann at accessibility@juniata.edu and copy the student, letting them know that the student would like to make an appointment or will be stopping in.
- Alternately, have the student scan the QR code on SAS information cards.

Glaeser Counseling Services – Sandra Tubo & Counseling staff

Appointments are made through the online portal at <https://www.juniata.edu/offices/counseling/>. Counseling has significantly increased the number and variety of counselors available. If a student has an urgent need, Counseling has one same-day appointment each business day that can be accessed through the Dean of Students Office.

- If students have never had a counseling appointment at Juniata, they will first need to complete forms and then schedule an *intake appointment*.
 - The forms may take 30-40 minutes to complete, so students can be encouraged to fill these out where they have support and accountability (e.g. an outer office or an agreement to check in two days later to see if they are complete). As part of the forms, they will be prompted to make an intake appointment. Students are encouraged to take the first available appointment, which is usually within 48 hours.
 - At the intake appointment, the student will meet with someone to explore their goals for counseling and a primary counselor will be assigned, often someone different than the person completing the intake appointment.
- If students have had an intake appointment in the past, they need to complete Returning Student forms.

Dean of Students Office – Matthew Damschroder and Daniel Cook-Huffman

- Walk the student to the Dean of Students Office on the 2nd floor of Founders. There is often a student receptionist who can help them make an appointment
- Send an email to Matthew (damschm@juniata.edu) or Dan (djc101@juniata.edu) and copy the student, sharing some basic details and asking them to connect with the student.

Access, Opportunity, and Leadership Development – Derek James

For students who are marginalized or struggling with identity issues, you can connect them with EDI.

- Call Derek (x3173) and walk them over to his office in the Dean of Students Office Suite on the 2nd floor of Founders Hall.
- Send an email to Derek (jamesd@juniata.edu) and introduce the student.

Career Development – Bekah Ford

Students can *explore* careers and POEs, work to gain *experience* and prepare for *next steps* with the support of Career Development and various resources they offer.

- If students are exploring, you can encourage them to complete the Focus2 assessment suite <https://www.juniata.edu/career-development/students/career-paths/> and then connect them with Career Development to discuss the results and learn about career resources such as The Vault. Alumni panels and other events can also be very useful.
- If students are ready to gain some practical experience, they should fill out/update their profile on Handshake and utilize the platform as one means to seek options. Meeting with Career Development can help them better take advantage of this and other resources.
- If students are applying for internships or their first jobs, Career Development can help them refine their resume or cover letters and offer opportunities for mock interviews and career fairs.
- Students can access Handshake and the resources mentioned above by logging in with their Juniata credentials at <https://juniata.joinhandshake.com> or from the Arch. Students can make an appointment by going to the Career Center tab and selecting *Schedule an Appointment*.

You can also write an email to Bekah Ford (fordr@juniata.edu) and copy the student to support them in making an appointment.

Bursar & Financial Planning – Lauren Perow and Tracie Patrick

Students often have questions about paying their bills (Bursar) or their financial packages for future semesters (Student Financial Planning).

- Bursar: (*Lauren Perow*): The Bursar's Office can help students understand their bill, add funds to their DCB, or adjust payment plans. During business hours, you can walk a student to the I.H. Brumbaugh house. If it is not during business hours or you cannot walk over, you can send an email to the Bursar's Office (bursarsoffice@juniata.edu), copying the student, to let her know the student's question or concern.
- Student Financial Planning (*Tracie Patrick*): Student financial planning can support students in understanding their financial aid packages, suggesting scholarships to apply for, loan options available and special circumstances that may need to be addressed for aid adjustments. During business hours, you can walk a student to the Enrollment Center 112. Otherwise, you can send an email to Financial Planning (financialplanning@juniata.edu), copying the student, to let them know the student will be stopping by and sharing what the student wants to discuss.

Registrar's Office – Dawn Scialabba, Ashley Koehler, Kristin Buonaccorsi

- Walk the student over to the Registrar's office on 2nd Floor Founders during business hours
- Email registrar@juniata.edu and copy the student, explaining the question