



Frequently Asked Questions

What services can students access through the CARE Team?

Any university service, but the most frequently used are the Student Counseling Center, financial aid, career guidance, tutoring, and/or academic advising. If a student needs support beyond what can be provided on-campus, our staff will work to connect the student with appropriate community resources.

Should I refer a student even if I have connected them with resources?

Please do! If you identify a student in need of a specific service and are comfortable, please refer the student directly to the service. In that situation, please still refer the student to the CARE Team via the [Maxient Report Form](#) and indicate the service you have connected them with. We will then follow up with the student to check on their progress and assess if other resources would be beneficial.

Should I tell my student that I am referring them to the CARE Team?

The decision is yours to make. Some people do; others do not, depending on the situation. Research had shown that students respond better to referral-based support services when the faculty or staff that referred them communicates to the student they are doing so. However, we will individualize the referral according to the situation.

Will I receive updates about the referral?

After submitting a referral via the [Maxient Report Form](#), you will receive an automated message confirming the receipt of the referral. The Case Manager or his/her designee will then contact you with additional information about the process. If at any time you would like an update on a referral you submitted, contact the CARE Team at concern@uttyler.edu. Please note, updates may be limited due to the confidentiality and the Family Educational Rights and Privacy Act (FERPA) of 1974.

When referring a student, do I need to be concerned about breaching confidentiality or the parameters of FERPA?

The CARE Team at UT Tyler are considered staff members, so you can share all relevant information without the concern of breaching confidentiality. Our office works within the bounds of the Family Educational Rights and Privacy Act (FERPA) of 1974 to ensure that student information is kept private and secure while notifying relevant campus partners and support staff.

When is it too late to refer a student?

It is never too late to refer to a student. However, early referrals tend to have the best outcomes. We receive referrals through the fall and spring semesters, as well as summer sessions.

Urgent Concerns/After Hours Support

Medical Emergency

For a medical emergency, call the University Police Department Dispatch at 903.566.7300.

Imminent Self-Harm and/or Threat to Others

If you are concerned about a student engaged in imminent self-harm or threat to others, please notify the University Police Department immediately at 903.566.7300. Dispatch will notify the appropriate on-call professional staff as needed to address the concern. For a description of services available to students, visit the [CARE Team Student Resources](#) website.

Disruptive Behavior

If a student becomes confrontational or disruptive, do not become argumentative; notify the University Police Department immediately. Officers will respond, document the behavior, and forward it to the CARE Team. You may also arrange a [consultation with the Case Manager or his/her designee](#) to discuss these outbursts with the student, how they will not be tolerated, along with possible consequences for further outbursts.