What?
A non-emergency referral system housed within the Blue Hen Success Collaborative (BHSC) platform to proactively connect undergraduate students to campus support services.

How?
Click Issue an Alert on a student’s profile or from your Assigned Students list. Select the appropriate office from the drop-down menu to receive the referral.

What To Do:
• Use for referrals that are NOT time sensitive or urgent
• Include who you are – e.g., “as this student's advisor”
• Provide info for the receiving office – e.g., “this student could benefit from loan options or career advice from your area”
• Be aware that anything you write remains as part of a student's education record – accessible to the student, if requested, and viewable by advisors/staff
• Responses to referrals (closed cases) will typically occur within a few business days

What NOT To Do:
• Do NOT use the referral system for urgent, sensitive matters
• Do NOT include any mention of a mental health/medical condition
• Do NOT include personally-sensitive information about a student

BHSC Login ➔ www.udel.edu/bluehensuccess
Care Network Info ➔ www.udel.edu/bluehensuccess/care-network
Who is part of the Coordinated Care Network?

Learn more about the Care Network at www.udel.edu/bluehensuccess/care-network

• Academic Enrichment – Study Skills & Tutoring
• Assistant Deans/Advising – certain colleges
• Career Services
• Dean of Students
• Disability Support Services
• Library Services
• NUCLEUS
• OISS – International Students & Scholars
• Residential Life & Housing
• Student Financial Services
• Teacher Certification
• Transfer Credit/Transfer Student Services
• Veteran Student Services

Center for Counseling & Student Development

Although the Center for Counseling & Student Development (261 Perkins) isn't a referral option within the BHSC platform, they're an important partner in the Care Network for UD students. A student can call them at 302-831-2141 (MRF 8-5; TW 8-6) to set up an initial consultation meeting. If you think a student’s needs are urgent, either encourage the student to walk in during regular office hours or you may call them directly to consult about the student. As a reminder, the UD Helpline is available 24/7/365 at 302-831-1001.