

# MU CONNECT – Referral Guide

Easier than ever to connect with your students



## Welcome to MU CONNECT – Referral Guide

### What is the purpose of referrals?

A referral is a tool to send students follow up information regarding the service/center or content area that the student should take action steps to explore. The referral information can be searched for as a population or viewed in the individual student folder. The referral tool is available to raise by all academic advisors, student services staff, and instructors.

### When should I raise a referral?

As a follow-up to your conversations to send a student an email with pre-populated information from the service/center or content area. This takes the guesswork from you as to what information to include with just a few simple clicks. This also will record in the student's folder under "tracking" as a tool that you can use to follow up with the student.

### What does the student receive?

When you select the referral and hit save it will send the student an email. A student will receive an email that is personalized to them with the comment information that is prepopulated in the referral comments. You also have the option to add more information in the referral comment area. Student service centers and academic units may reach out based on student degree plan and referral type.

Referral Name	When is this used?
Academic Advising Referral (AU)	When a student has expressed interest in a major or minor in a specific area of study.
Care Coordinator- Student Accountability and Support Referral	When a student is showing early signs of experiencing distress (Examples: academic difficulty, loneliness, personal loss, change in behavior, peer rejection, classroom disruption, substance abuse/misuse, absenteeism, etc.)
Career Preparation Referral	When referring students to career preparation resources in the MU Career Center or in home academic unit.
Cashiers Referral	When student has a Cashiers billing question or other issue.
Considering Not Returning to MU Resources Referral	When a student has given some indication of planning to leave MU.
Disability Center Referral*	When student discloses he/she has a disability and may need support from the Disability Center.
Financial Aid Referral	When student has Financial Aid question, concern, discrepancy, or other issue.
International Student Referral	When a student is needing to maintain their immigration status at MU. This may include issues related to enrollment requirements, employment, travel, cultural adjustment and more.
Learning Center- Study Plan Consultant (SPC) Referral	When referring any undergraduate student to the SPC program in the MU Learning Center. Students will leave with a Study Plan and tools for time management, grade awareness, and when/where resources are available for help in classes.
Major & Career Exploration Referral	When referring students to explore major and career options at the Student Success Center (MU Career Center and Academic Exploration & Advising Services).
MU Libraries Referral	When referring students to schedule a research consultation with a librarian.
Service-Learning Referral	When a student expresses an interest in community service opportunities and academic credit for experience-based learning.
Study Abroad Referral	When referring students to resources on the quality programs that enable MU students to study outside of the U.S.
Tutoring Referral	When referring students to tutoring resources in the Learning Center or in home academic unit.
Undergraduate Research Referral	When referring students to Undergraduate Research resources.
Writing Center Referral	When referring students to Writing Center resources.

*\*All referrals are shared with appropriate users and offices. However, the Disability Center Referral is only viewable to the creator of the referral and the student. Meaning, that if the student transfers academic units or advisors the referral does not move with the student to protect the student's privacy.*

For additional questions...

You can reach us at [muconnectsupport@missouri.edu](mailto:muconnectsupport@missouri.edu).  
You can find detailed resources at [muconnect.missouri.edu](http://muconnect.missouri.edu).