

CTEL Course Resource Guide

Connecting Students to Support Services

Key Concepts & Highlights

Connecting students to support services is an active teaching practice, not simply a referral process. Faculty can make tutoring, advising, counseling, accessibility support, library services, and technology help more visible, familiar, and easier to use. The goal is to reduce stigma, remove barriers, and connect students with assistance before they reach a crisis.

Recommended Strategies & Practices for Implementation

1. Strategy: Use a Warm Handoff to Connect Students to Support Services

What it means:

A warm handoff is a supportive referral in which the instructor does more than tell a student where to go. The instructor helps identify the appropriate resource, explains the next step, and, when appropriate, helps make the connection.

Why it matters:

Students may not know which office can help them, and some may feel uncomfortable asking for support. A warm handoff reduces confusion and presents support services as part of the learning process rather than a sign of failure.

How to implement:

- Identify the specific need before recommending a service, such as tutoring, advising, counseling, accessibility support, library help, or technology support.
- Use direct, encouraging language that normalizes support, such as “This is exactly what tutoring is for” or “Advising can help you make a plan.”
- Share the resource link, office name, or contact information in writing so the student does not have to search for it later.
- When appropriate, help the student take the first step, such as drafting an email, locating the appointment page, or submitting an early alert or referral.
- Follow up briefly to reinforce that seeking support is a productive academic habit.

2. Strategy: Build Support Services into Course Activities and Announcements

What it means:

This strategy embeds support services directly into the course through assignments, announcements, modules, discussions, and reminders so students encounter resources before they urgently need them.

Why it matters:

Students are more likely to use support services when resources are connected to a specific course task. Embedding services into the course makes support visible, timely, and relevant.

How to implement:

- Add a short “Where to Get Help” section to major assignments or weekly modules.
- Connect specific services to specific tasks, such as tutoring for essay drafts, library support for research, advising for course planning, or technology support for access issues.
- Create a low-stakes activity that asks students to locate one resource and explain when they might use it.
- Post timely announcements before major deadlines that remind students which service can help and how to access it.
- Invite students to reflect briefly on how using a support service helped them prepare, revise, or problem-solve.

Quick Tips

- Introduce support services early, before students are struggling.
- Use supportive language that reduces shame and normalizes help-seeking.
- Match the resource to the immediate course task or student need.
- Provide direct links or clear next steps rather than general reminders.
- Repeat reminders at key points in the semester, especially before major assignments or exams.

Additional Resources

- [Academic Success Centers](#): Tutoring, writing support, workshops, exam reviews, study spaces, and other academic resources for currently registered students.

- [**Academic Advising**](#): Academic and career planning support for Broward College students.
- [**Student Mental Health and Wellbeing Services**](#): Counseling, mental health, wellbeing, and crisis-support information for students.
- [**Accessibility Resources**](#): Information about applying for accommodations and accessing disability-related support services.
- [**Broward College Libraries**](#): Research databases, librarian appointments, citation help, library guides, study rooms, and other learning resources.
- [**Broward College Technology Knowledge Base**](#): Student technology-support information for accounts, D2L, email, software, remote access, and other college systems.
- [**Academic and Student Support Services**](#): A consolidated Broward College directory of academic and student support services.