

# MCLA



## WELCOME!

Dear Trailblazer Team Members,

I hope the beginning of the fall semester has been going well for you and your student! It has been a great start to the semester welcoming our new students to campus to participate in Greylock L.E.A.D. Academy and Orientation. Our 18 student Peer Mentors really enjoyed making connections with our first year and transfer students. Those connections have continued through first-year FSEM courses. Each FSEM course has an upper-class student Peer Mentor, Staff Mentor, Faculty Success Coach, and the FSEM instructor working as a team to support your student. We want to ensure that students are connected to both faculty and staff, as well as peers. Don't worry if your student isn't a first-year student we still have plenty of intentional resources to connect your students to MCLA as well!

As your student starts to settle into the semester, you may notice shifts in how they're communicating with you. Some of you may start hearing less from them as they figure out their schedule as well as start utilizing the resources that campus has to offer. Others of you may start hearing more from your students as they begin to work through academic expectations, figure out how to manage their time, as well as learn to navigate different relationships. This is all very normal! Whether you are hearing more or less from your student it's important to remember we have many campus resources to help students. If they need academic support, Academic Advising & Support focuses on empowering students to discover and achieve their academic and professional goals. Though Academic Advising & Support students will find academic advising, the Trailblazer Tutor

Center, Writing Studio, Math Drop-in Center. Encouraging your student to reach out to departments when they need help will benefit you and them!

Don't forget to start planning your trip to North Adams to participate in Fall Family and Trailblazer Weekend. Please visit our [Family and Trailblazer Weekend](#) page for more information.

- Jenn Labbance

Director of New Student Programs and Family Engagement

## RESOURCES:



### Student Financial Services

Check out the Student Financial Services Newsletter that was emailed to students, faculty and staff.

[Fall 2023 Newsletter](#)

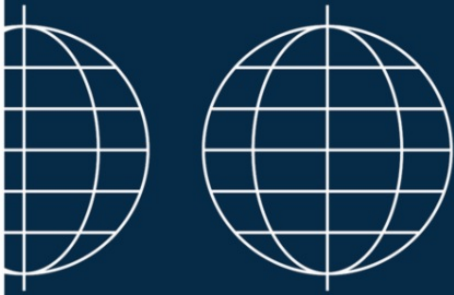


### MCLA in the Community

All campus lectures for the fall have been scheduled and more information can be found here

[Lecture Series](#)

### Counseling Services



MountainOne  
Wellness Center  
2nd Floor



# Counseling Services

Free - Confidential - 413-662-5331

[counselingservices@mcla.edu](mailto:counselingservices@mcla.edu)

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Counseling is a mutual, collaborative process and is most effective when students actively participate in establishing and working on treatment goals, completing assignments, and discussing difficult issues. The many benefits of counseling include improving one's relationships, managing stress, and academic success.

Counseling Services offers individual counseling, couples counseling, groups (upon request), crisis intervention, consultation, psychiatric treatment, and outreach.



MCLA

STOP. DROP. AND ROLL.  
**method**

This is one method to help you when your student reaches out with a problem, or an issue and you just want to jump in and help! Many times, a student reaches out when they have

become overwhelmed. To help you and your student through this we encourage trying the Stop, Drop and Roll method.

**Stop:** When your student contacts you about a problem, take a deep breath and listen to what they are saying.

- Are they truly asking you to solve their problem?
- If you do take care of the situation; Will they be building resilience? Will it help them learn to be more independent? Will they know how to solve the problem in the future?

Listen and empathize with them: "I'm sorry, that must be frustrating." "What do you think would be helpful?" Giving your student a chance to talk it through might be all they need and could help them realize on their own what steps they need to take.

**Drop:** Don't drop what you are doing or go into fix it mode. Rather than acting or giving in-depth advice, ask questions that could help your student come to a solution on their own.

- What next steps do you think you need to take?
- Is there a campus resource or department that could help you with that?
- Have you asked for help already?

Helping your student walk through their next steps is an important piece of building confidence, skills, and abilities.

**Roll:** Letting your student come up with that plan may be hard for you; their problem-solving and decision making could be very different from how you might handle the situation. Encourage them to act on their solution. There are often many ways to solve a problem or overcome a challenge.

- You've got this, I know that you will be able to figure it out. I'm here to support you!

This all sounds easier said than done, but allowing your student to struggle with challenges will help them learn that they have many more capabilities than they even know!

**A few other ways to stay informed and be involved:**



### Join the Family Facebook Group

This is a great way to connect with other Trailblazer Team members and learn about MCLA events and information.

Family Facebook



### Visit the College Home Page

You can always visit the College's home page for high priority information. In times of emergency or inclement weather, the home page will be updated frequently.

MCLA Homepage



### Visit the Trailblazer Team Page

The College also has a web page for Trailblazer Team members. It offers a great deal of information about campus departments and resources and tips on how to support your student.

Trailblazer Team



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