Mission
Student CARE Services works with students to help identify and overcome barriers to success at the University by assessing needs, coordinating a comprehensive network of on and off-campus resources, and providing on-going follow-up and support.

We work with students to:
- Assess needs
- Navigate the complex University and community systems to access services
- Build or strengthen support systems
- Remove obstacles to getting help
- Examine a range of options for resolving concerns
- Develop a plan to stay on track toward their goals at UAlbany
- Teach empowerment skills

The CARE Team
Supporting students is a team effort at UAlbany. The Campus Assessment, Response, & Evaluation, or CARE Team brings together a multidisciplinary group of professionals to collectively support individual and community safety, well-being and success.

Help for students who are:
- Victims of crime, fire, accidents, illness, injury
- Facing personal difficulties; not sure where to get help
- Transitioning to campus after difficult life circumstances
- Concerned for a friend and not sure how to be helpful
- Referred by caring others concerned about them
- Experiencing behavioral difficulties in the classroom and/or other campus/community environments

Questions & Answers
Are you available for emergencies 24/7?
No. Health and safety emergencies should be directed to University Police at 518-442-3131 or 911 from campus phones. Off-campus students should contact their municipal police. After-hours urgencies for resident students can be resolved by calling your Quad/Complex main office number. Our services are meant to be preventative and responsive post-emergency. Urgent matters that occur during normal business hours are attended to as quickly as possible.

Are these services confidential?
Information provided to Student CARE Services is kept private under the Federal Family Educational Rights & Privacy Act, FERPA. Information may be shared with The CARE Team or other University Offices to the extent necessary to perform business functions and assist the student. These services are not confidential. Confidential service providers such as the Counseling & Psychological Services Center, the Health Center, the Advocacy Center, and the Interfaith Center, cannot share information about you without your signed consent, except under very limited, emergency circumstances.

Are my parents going to be notified?
There are several circumstances where FERPA allows for notification of a student’s parent or family member: students under 21 years of age who are involved in alcohol or other drug incidents (parents notified by Residential Life or Community Standards); student threatens to harm themselves or others, a student is unable to care for him- or herself and is a safety risk. Student CARE Services will make every effort to inform a student before making a parent call and in most cases, will encourage the student to be present for the call.

Will you get information from my health care providers or therapist?
Only if you sign a release of information allowing them to share information.