

ESU Parent Services

Frequently Asked Questions

What is ESU Parent Services?

ESU Parent Services is a program to enable parents of ESU students to have questions answered and issues addressed in an efficient and effective manner. ESU strives to provide excellent service to all of its constituents. Thus, parents who contact the university deserve to be treated with respect and understanding with regard to their concerns. We ask that parents offer the same respect and understanding with regard to the university's concerns. With a relationship of cooperation, ESU parents and the university can work together to foster open lines of communication and support for their students.

Will the university advise parents when their students are having difficulty?

Our educational and student development philosophy, as well as the professional confidentiality codes observed by medical and counseling professionals and federal laws, require us to honor a confidential relationship with students in nearly all matters affecting their lives at East Stroudsburg University. Consequently, we generally do not report students' occasional or ongoing academic, social, medical, and personal problems to their parents. We contact families only when, in our best judgment, the students' well being calls for family intervention. In such cases, we usually ask students' to make the first contact with their parents.

What should parents do when their students have difficulty?

ESU understands that it is not easy for parents to cope with their students having academic, personal or social problems away from home. However, please be assured that we are available to help. It is our experience that the large majority of students manage to work through and grow from the challenges they encounter. If students are struggling, we suggest that parents encourage them to ask for help. We recommend that parents contact the university only after their students have pursued university resources without resolution. If parents are uncertain about whom to contact about a particular problem, Patricia Kashner, Assistant to the Vice President for Student Affairs and Director of New Student Programs, can advise directly or make referrals.

How can I find information about ESU and its resources to best guide my student?

Comprehensive information about East Stroudsburg University and its resources are only a click away. ESU makes available, a wealth of important information that ESU parents can access via the university website at: www.esu.edu. The University Catalog, the University Directory, and other sources of valuable information can be found at the touch of a keyboard. If parents have difficulty locating information, they may contact the office of Patricia Kashner, Assistant to the Vice President for Student Affairs and Director of New Student Programs at:

ESU Parent Services
Office of New Student Programs
Second Floor, Flagler-Metzgar Center
East Stroudsburg University of Pennsylvania
East Stroudsburg PA 18301
Telephone: (570) 422-3730
Fax: (570) 422-3023
E-Mail: twagner@po-box.esu.edu

ESU Parent Services Case Summary – Side 1

Date Sent by Parent:	Date Received by ESU/Recipient:
Student Name:	Student Social Security Number:
Student Local Address:	Student Local Telephone Number:
Student Home Address:	Student Home Telephone Number:
Student E-Mail Address:	

Parent Name:	Parent Home Telephone Number:
Parent Address:	Parent Work Telephone Number:
Parent E-Mail Address:	

Parent Description of Situation (Please include dates and names of all persons and other resources that have been contacted or involved to this point.):

Parent Expectations Regarding This Situation:

By signing below, I understand that submission of this completed form by me will result in an exploration, an explanation, guidance, and/or possible action/s in accordance with policies and procedures of East Stroudsburg University of Pennsylvania. I further understand that while efforts may be made to accommodate my stated expectations, this may not be possible in all cases.

Signature: _____ Date: _____

University Involvement and Summary Statement (To Be Completed by an East Stroudsburg University Official):

Signature: _____ Date: _____

The reverse side of this form may be used for additional information.

Please return this completed form to:
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Office of New Student Programs
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East Stroudsburg PA 18301
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Fax: (570) 422-3023
E-Mail: twagner@po-box.esu.edu

ESU Parent Services Case Summary – Side 2

Parent Description of Situation - Continued (Please include dates and names of all persons and other resources that have been contacted or involved to this point.):

Parent Expectations Regarding This Situation - Continued:

University Involvement and Summary Statement – Continued (To Be Completed by an East Stroudsburg University Official):

Signature:

Date: