

THE GREAT DIVIDE

'My guidance counselor didn't do any of this': How school counselors' roles have evolved

By [Meghan E. Irons](#) Globe Staff, September 18, 2019, 7:01 p.m.



Guidance counselor Jacquelyn Indrisano embraced ninth-grader Arianna Troville, 16, outside her office at East Boston High School. CRAIG F. WALKER/GLOBE STAFF/GLOBE STAFF

Just before the first school bell chimed, Jacquelyn Indrisano grabbed her cellphone and tapped out an urgent text message to one of her students.

“Get up!” she wrote. “Get up!”

The teenager was on Indrisano’s “hot list” of East Boston High School students who struggle to rise in time each morning or skip classes altogether. As their guidance counselor, she is both school mother and enforcer to about 260 ninth-graders. She sees students’ pain and problems up close and doles out hugs and advice — and tough love when necessary.

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