



## Helping Students in Distress: A Guide for Faculty/Staff

### ***Introduction***

College is often a difficult and stressful time for students. With students trying to juggle school, work, and family responsibilities, there are times when these demands can feel overwhelming and unmanageable. These feelings can easily disrupt academic performance and may result in emotional distress or harmful behaviors. As a faculty or staff member, you are in a key position to identify and help students who are in distress. If you are seen as caring and trustworthy, you may be a potential resource during stressful times. This may be particularly true for students who are uncomfortable talking to family or friends.

Your expression of concern and interest may be critical in helping students get back on their feet, both academically and personally.

### ***Ways to Assist Students Experiencing Stress***

#### **I. Student Assistance Program (SAP)**

- SAP is a confidential virtual counseling service available to students and family members offered through ACC.
- This program is available during or after business hours.
- Contact Information  
Phone: 704-529-1428 or 800-633-3353  
Email: [mygroup.com](mailto:mygroup.com)

#### **II. Referral to the Student Success Center**

- Complete the [Wellness Referral form](#) located on the [Counseling webpage](#) or scan the QR code to access the form (bottom of second page).
- After the referral is received, a counselor will notify the faculty/staff contact. The counselor will reach out to the student within 24-48 business hours of receiving the referral.
- Additional information ***cannot be shared*** unless the student has provided written consent.

#### **III. Referral to the Vice-President of Student Success**

- Phone call or email the Vice-President of Student Success, Carol Disque
- Contact Information  
Phone: 336-506-4138  
Email: [cdisque793@alamancecc.edu](mailto:cdisque793@alamancecc.edu)

## ***Students Experiencing a Crisis***

If a student has made any kind of suicide attempt, gesture, has threatened suicide or is violent or physically destructive or in active danger from another person.

How to Respond:

1. Immediately contact Public Safety at 336-506-4000 and Vice-President of Student Success at 336-506-4138
2. Stay with the student until Public Safety arrives
3. Complete the Wellness Referral form after the crisis

## **Wellness Resources**

Encourage students to utilize the community counseling services, crisis management services and wellness resources located on ACC's Counseling webpage.

<https://www.alamancecc.edu/student-success-center-site/counseling-services/>

## ***References***

*Working with Students in Distress: A Guide to Faculty and Staff.* Howard Community College. Retrieved August 30, 2022.

*How You Can Help Students in Distress: A Guide to Faculty and Staff.* University of Texas at Austin. Retrieved August 30, 2022.

*Identifying and Helping Students in Distress.* North Carolina Agricultural and Technical State University. Retrieved August 30, 2022.

*Wellness Services Referral Process Adapted from Wake Technical College Community*

**10/31/2022**

Option C



**CLICK OR SCAN CODE**

To access the [Wellness Referral form](#)