WellConnect for Faculty and Staff at Quinsigamond Community College
About WellConnect by Student Resource Services

- In collaboration with the College, our services identify and assist students who must balance college with their personal lives to be successful in their progress to degree
- Assist higher education institutions as an effective partner in their retention strategies
- For more than 20 years we have worked with colleges and universities to understand and support the unique needs of their students
Pressures that Can Prevent Success

- Relationships
- Children
- Money
- Job
- Illness
- Transportation
- Stress
- Anxiety
Support for Your Students

Counseling and Coaching Support

Master level, licensed professionals

• Minimum 5 years post graduate experience

Telephone consultation & coaching

• Assess the student’s needs
• Develop action plan
• Problem-solving and coaching

Short-term face-to-face & telephonic counseling

• 1-3 sessions per issue, at no cost for the student
• 24/7 access to a counselor for in-the-moment support
Resource Coordination

• Assist with daily living needs
  o Housing, Utilities
  o Food, Clothing, Diapers
  o Childcare

• Legal Expert
  o Child custody
  o Divorce
  o Contract language

• Financial Expert
  o Bankruptcy
  o Credit Card problems
Website

• Comprehensive website created by NASPA
• Browse articles, tip sheets, links, calculators, videos and trainings on a wide range of student related topics
• **Topics include:** Drinking, Anger, Bullying, Financial Discipline, Grief and Loss, Study Tips, Time Organization, Student Health, Interviewing Tips and more!
Anonymous Screening Tool

Embedded in the CU Thrive website are anonymous screenings from CollegeResponse®, a program of Screening for Mental Health. CollegeResponse® promotes the prevention, early detection and treatment of prevalent, often under-diagnosed and treatable mental health disorders and alcohol problems through online screening. CollegeResponse Gives Your Students: The opportunity to self-screen for depression, bipolar disorder, PTSD, generalized anxiety disorder, eating disorders, and alcohol use disorders.
Confidentiality

- The student’s contact with WellConnect is confidential
- No information is disclosed to anyone at the school without the student’s written consent (formal referral)
- One exception: “duty to warn”
  - Bound by law to report to appropriate authorities in risk of suicide, homicide, or abuse.
Our Partnership

• Support to faculty & staff
  o Available as a resource to support you in your role
  o Immediate clinical/coaching support for high risk students

• Referring students to WellConnect allows you to:
  o Express concern for your students
  o Maintain your boundaries
  o Mitigate the risk
  o Fulfill your role
Consultations

Faculty and staff have called for consultation on a variety of situations, including, however not limited to:

• Concern for a student that may be have disclosed thoughts of self-harm (if an emergency use campus police)
• Dealing with a disruptive student in their class
• Students having inappropriate communications with faculty or others.
WellConnect Referrals

Student Self-Referral
- Student is aware that a problem is interfering with his or her ability to concentrate, be on time, or perform in class. Notices a poster, wallet card, or a faculty member reminds the student about the program
- Continual promotion of the program on campus

Faculty/Staff Referral
- You become aware of a student's difficulty or distress
- Student mentions high stress levels or emotional distress
Formal Referrals

What is a formal referral?

- Where serious student emotional/behavioral issues are affecting school performance, and
- You want feedback on student progress with WellConnect.
- Collaborative process with WellConnect to ensure student follow through on connecting with the right support.
Integrating the Program

- Introduce WellConnect during orientations
- Distribute brochures to all new and existing students
- Remind students of the program the first week of each term, before exams and other critical times
- Discuss WellConnect or possible student referrals at faculty and staff meetings
- Get Everybody Talking!
Questions?