

Tompkins Cortland Community College Support Services:

A GUIDE FOR FACULTY/STAFF

TC3 is committed to fostering academic rigor and to providing the community support students need to succeed.

If a student is facing issues related to.....	Talk or refer to...	Services offered	How to make a referral	Other things to know
stress within or beyond the classroom walls	Health and Wellness Services Counseling and Case Management Room 122 607.844.6577 Email: counseling@tompkinscortland.edu Office of Community Living and Student Support Tioga Hall (C) 607.844.6589 607.280.0640 (RA) RD Kayla: kt043@tc3.edu RD Katie: kc087@tc3.edu	Health and Wellness Services (HWS) Counseling and Case Management offers mindfulness and other stress reduction programs, clinical counseling, and referrals to therapists in the community.	Bring students to HWS Counseling and Case Management (Room 122). There will be someone available to greet students and help them get signed up for an appointment. If the student is a residential student, you can refer to the student to either RD or the Director of Community Living that will work with the student during that time or after hours/weekends as needed.	Students can also receive instant mental health support 24/7 by calling All Hours Connect at 607.272.1838. If the student is experiencing a mental health concern after hours, they can call the RA phone 607.280.0640, email a Resident Director, or call Campus Police.
returning to college as an adult, balancing school with work or family responsibilities, navigating enrollment, or understanding SUNY Reconnect	Adult Learner & Reconnect Center Room 208 Ext 3017	The Center provides individualized assistance with the application and enrollment process, SUNY Reconnect, registration questions, connecting with campus resources, and addressing barriers that may affect a student's enrollment or success. The Center also offers adult learners a welcoming place to study, relax, and connect with other students.	Bring or direct the student to the Adult Learner & Reconnect Center in Room 208. Faculty and staff may also introduce the student directly to a Center staff member for follow-up assistance.	The Center supports adult learners from their initial interest in college through enrollment and completion. Students do not need to be participating in SUNY Reconnect to receive assistance.

illness, injury, or medical concern	Health and Wellness Services Health Center Room 118A Ext. 4487	The HWS Health Center offers FREE: • nursing care for injury and illness • over-the-counter medications • referrals to community health providers • assistance with obtaining immunization records	Direct students to visit the HWS Health Center, call to speak to the nurse. In an emergency, call 911. Family Health Network Mobile Medical Unit is at TC3 every Wednesday during the semester.	The HWS Health Center coordinates annual flu shot clinics.
alcohol and drug-related consequences	Health and Wellness Services Options Program Room 122 Ext. 4541	• Confidential, short-term alcohol and drug education • Risk assessments • Brief motivational interviewing • Alcohol and other drug skills training • Small-group educational classes	Call 4541 or direct students to schedule with the HWS Options Program by visiting HWS Counseling and Case Management (Room 122).	The HWS Options Program delivers student services in concert with other HWS programs including clinical counseling, the Recovery Program, and the Health Center.
addiction recovery	Health and Wellness Services Collegiate Recovery Program Room 178 Ext. 4541	The HWS Collegiate Recovery Program offers students 1:1 staff support and Building Connections mutual aid student support meetings	Promote the Collegiate Recovery Community and Recovery Space to students. You can call or direct students to the recovery space.	Students participating in the Collegiate Recovery Community can be referred to a variety of other programs offering support for people in recovery.
needing to nurse a baby or pump	The Nursing Mothers Lounge is located in Room 110 near the Health Center.	This is a private space available for nursing mothers.	Direct students to Room 110.	The space is comfortable and private.

If a student is facing issues related to.....	Talk or refer to...	Services offered	How to make a referral	Other things to know
disabilities, including chronic medical conditions	Karen Rachetta Access and Equity Services, Room 130G, Ext. 4420 kr072@tompkinscortland.edu	• Academic adjustments, • Information about emergency evacuations, • Provision of assistive technology such as smart pens, • Training and other assistance	Introduce student to Karen by email or walk student down to the office.	Students who have a documented disability should be encouraged to meet with Access and Equity Services even if they don't plan to use academic adjustments. • When asking students about academic adjustments, ask questions that sound free of judgment like, "Did you get extra time for tests in high school?" • Sometimes students didn't need to use accommodations they were qualified for in high school, but in a new more challenging environment, they will. • Students may be referred to external service providers that can help with challenges they face outside of school related to their disability.
behaviors of concern, clear changes in behavior patterns and behaviors that are impacting others	The CARE Team consists of the Associate Vice President of Student Affairs and directors or coordinators of Access and Equity Services; Campus Police; Student Conduct; Health and Wellness Center; Community Living, and representation from Academic Affairs/Provost Office.	The CARE Team provides a central place to manage communication regarding concerns for students' well-being and the safety of the college community, facilitate a timely and appropriate response to these concerns, and provide information to the college community regarding risk issues and resources available.	Search CARE Team on TC3's website to learn more about its mission and use the link to the referral form. Behaviors that represent an immediate concern for the safety of the student and/or those around the student should be reported to the campus poplice immediatly by calling Ext.6511 or 911, as appropriate to the situation. Along with the CARE team, If the student is a residential student, you can refer to the student to either RD or the Director of Community Living that will work with the student during that time or after hours/weekends as needed	If you are ever unsure about a next step, please feel free to contact the Associate Vice President of Student Affairs in Room 219. If the concern involves a residential student, an email can be sent to an RD.

food insecurity	Health and Wellness Services Panther Pantry Room 116A	Open during weekdays; Hours posted on Panther Pantry door. The Panther Pantry provides no-cost food and other supplies to all enrolled students, faculty, and staff.	Promote Panther Pantry services and hours, which change each semester, in classes and office spaces. If you happen to walk by the Panther Pantry with your class, please be sure to point it out.	The Panther Pantry hosts guests who can assist students with insurance, nutrition, SNAP, and other needs.
need for an immediate free snack	Health and Wellness Services Panther Pantry, Room 116A Faculty Offices, Room 220 & 241	In each of their suites, the faculty provides free healthy snacks exclusive- ly for students. Students can stop by anytime the offices are open to pick up a snack, so that hunger is not a distraction in class.	A great time to make students aware of this service is when you show them where your mailbox is located.	Students can just pop in and pick up a snack. No need to check in or ask.

If a student is facing issues related to....	Talk or refer to...	Services offered	How to make a referral	Other things to know
childcare	FSA Childcare Center, Casey Goodwin, Director Ext. 4477 cg069@tomppkinscortland.edu	Full-Day Childcare for children 6 weeks - 5 years old This is not a drop-in center, so children need to be registered and attend regularly.	Introduce student to Casey by email.	• Assistance with childcare tuition is available for students who qualify. • Classes fill up quickly, so if a student may be interested in enrolling a child in future semesters, that student should reach out to Casey immediately. • The Childcare Center can make referrals to WIC or clothing donation sites for families in need of food or clothing.
unexpected or unplanned expenses	Access Student Emergency Fund application: https://www.tomppkinscortland.edu/student-emergency-fund For advice how to submit a form please contact Barbara Thayer in the Enrollment Management & Student Affairs Office, Room 219, Ext. 4316 ban@tomppkinscortland.edu	Possible help through the Student Emergency Fund – students can self-apply, and/or faculty/staff can apply for a student	Website: https://www.tomppkinscortland.edu/student-emergency-fund	• Student must be currently enrolled for 6 credit hours • Must be in good financial standing through Bursar's office • Emergency fund does not cover tuition, fees, routine monthly expenses (rent, etc) and technology needs (i.e. broken laptop) • Student must provide documentation regarding the bill they need help with. • If help is provided it would be paid directly to the billing company (no cash will be given to student).
paying for their books or bus pass or meal plan	Panther Welcome Center, Room 101 pantherwelcomecenter@tomppkinscortland.edu	Our financial aid, billing, and card office staff members can help students determine whether additional funds are available to pay for transportation or meal costs.	Panther Welcome Center is centrally located at the lower entrance of the main building in room 101. Bringing a student there or giving directions is appropriate. Students who are not on campus can reach out by email.	Many of our students are unaware of the ways our school can support their efforts to cover the non-tuition expenses related to college. There are sometimes local agencies, grants and other funds to help cover these costs for students in need.

discrimination or harassment, feeling singled out or targeted based on race, gender, gender identity, etc.	Title IX Coordinator: Interim Associate Vice President of Student Affairs, Room 219. 607.844.8222, Ext. 4316	The College is committed to maintaining an educational and work environment that is free of any discrimination or harassment, and to fostering positive business and personal conduct.	Any student or staff member who has experienced harassment or discrimination; feeling singled out or targeted based on your race, gender-identity or other part of your identity should reach out to Title IX officer.	It is not up to the instructor to determine the validity of the Title IX complaint; it IS the responsibility of the instructor to make the referral to the Title IX team.
---	--	---	---	--