The Student Assistance Center: An Important Resource

Arianna Agramonte Holterman
Assistant Dean of Students
Who We Are

• A unit within the Office of the Dean of Students
  • Associate Dean, Five Assistant Deans, Two Office Support Staff
• Emergency Dean vs. Student Assistance Center
  • Emergency Dean: After-hours, crisis-response; coordinated through the SAC.
  • Student Assistance Center: Unit tasked with being a first point of contact for university community in cases of “distressed or distressing students.”
• “Community of Care”
How We Work

• Turner Student Services Building (610 E. John)
  • 3rd floor
• Dean on Duty
  • In Person
  • Via Zoom
• (217) 333-0050
• helpdean@Illinois.edu
Why Students
Contact Us

- Absence Letters
  - Prolonged illness/injury
  - Death in the family
  - Illness of immediate family member
  - Religious Observance
  - “Significant and compelling” circumstances beyond the student’s control (e.g. military service, court appearance, etc.)
Why Students Contact Us

• Health-Related Matters
  • Unexpected health emergency
  • Ongoing issue that is having significant impact
  • Medical withdrawal

• “What do I do?”
  • Academic concerns
  • Relationship issues
  • Financial concerns
• Unresponsiveness
  • Accustomed to constant contact
• Consultation
  • “How can I be of assistance to my student?”
Why Faculty & Staff Contact Us

- Distressing or Disruptive Student
  - 911, if necessary
  - Behavioral Intervention Team
- Missing Student
  - Welfare Check
Concerns Specific to Graduate Students

- Increased financial concerns
- Increased requests for flexibility in academics
- Conflicts/concerns between advisor/graduate students
- Lack of academic/professional progress
When do I need to report?

• Title IX/Sexual Misconduct
• Suicide Incident Referral Form
• Threat to safety of individual or community
• Concern about the imminent safety of a student
• General concern for a student
Online Referrals

Supporting the whole student, one concern at a time.

Refer a student (Student Assistance Center)

Tell us about you:

Before you begin: If this is an emergency that involves an imminent risk of harm to self or others, please contact campus police at 217-333-1216 or by dialing 911. Before filling out this referral form, referrals are reviewed during normal business hours and are not monitored after hours, on weekends, or during official University holidays. Although referrals from this form are reviewed by a variety of campus partners working to assist students, it is NOT designed for emergency response situations.

Your full name: 

Your role: 

Your phone number: 

Your email address: 

Tell us about your concerns (Required): 

Enable additional features by logging in.
Some Things To Know…

• Referrals and subsequent actions taken by the SAC become part of a student’s educational record, so FERPA applies.
• FERPA does not prohibit your providing information to our office.
• Further communication with reporters or other units often depends on various factors.
Take Aways

• Don’t hesitate to contact us - the sooner, the better
• Provide specific examples of observable behavior
• Engage with students about concerns
• Refer students
Contact Us

- Phone: 217.333.0050
- E-Mail: helpdean@Illinois.edu