The BAC’s Student Assistance Program – Talk One2One
Frequently Asked Questions For Students

1. **What is Talk One2One℠?**
   Talk One2One is a resource for confidential, convenient, and 24/7 support for a number of problems that may be challenging your health or well-being. We believe that no issue is too small. You can call us for a wide range of issues, such as dealing with stress and anxiety, family problems, roommate issues, and drug or alcohol abuse, legal or financial issues and problems.

2. **How does Talk One2One work?**
   Talk One2One provides 24/7 instant access to professionals trained to deal with the specific challenges of college students and provide them with support and assistance. To access Talk One-2-One, simply call 1-800-756-3124 anytime, day or night. There’s somebody to talk to 24/7/365, even during school breaks.

3. **Do I talk to someone over the phone or in person?**
   Initial support is provided over the phone. You start off by calling 1-800-756-3124 and talking to one of our counselors on the phone. Many times problems can be resolved within that phone call. But sometimes things are a little more complicated, and you may want to meet with somebody in person to talk through your issues in-depth. In that case, we’d find you a counselor that’s close to school or home so you could talk to somebody face-to-face. Talk One2One allows you to meet with a counselor for up to three sessions (not including the initial call) for each issue you call us about.

4. **What kind of counselor will I talk to?**
   Talk One-2-One counselors, the ones you can speak with over the phone and the ones you can meet with in their offices, are Masters or Doctoral level clinicians – all credentialed and licensed to practice in their state of operation.

5. **Is there a charge?**
   Talk One2One is offered at no cost to students through our partnership with the Boston Architectural College and AllOne Health Resources.

6. **Will anyone know if I access this service?**
   Talk One2One is completely confidential. No one will know that you called us, unless you tell them.

7. **What are some of the kinds of problems that Talk One2One could help me with?**
   You should feel encouraged to use this resource for a broad range of issues. Problems that may be minor for one individual can completely overwhelm another—which is why Talk One2One abides by the philosophy that "no problem is too small." Examples of problems you can call us about include:

   - Concern about academic issues
   - Roommate, relationship or family problems
   - Stress
   - Depression, anxiety
   - Alcohol or substance abuse problems
   - Financial or legal issues/problems
   - Need help finding child/elder care services

800.756.3124 | www.studenttalkone2one.com
To access the website, go to www.allonehealthheap.com
User name: BAC SAP Password: student