

How do I reach Student Counseling Services?

You can call us at (309) 677-2700. If it's after hours, dial (309) 677-3200.

Will I still be able to receive counseling services through Student Counseling Services?

Absolutely! Our staff continues to offer individual and group teletherapy to in-state and on-campus students. Providing services across state lines is a little more complicated. If you're out-of-state, please contact our front desk staff and let them know where you're living. They'll get back to you within 48 hours to let you know if we're able to provide services to you. If we're NOT able to provide services to you, we'll help you find a referral in your area.

Are you offering any in-person therapy?

Yes, we will offer in-person counseling services at the start of the spring semester; we will also provide telehealth services.

Are you offering telehealth therapy?

Yes, individual and group telehealth therapy will be available to in-state and on-campus students. If you're out-of-state, our front desk staff will collect information about your location and get back to you about our ability to provide services from us at this time. If we're unable to provide services, we'll help you find a referral in your area.

How do I schedule an initial appointment?

Scheduling an initial consultation appointment is easy. Contact our office at 309.677.2700 and our front desk staff will schedule you for the first available initial consultation appointment. At that 60-minute appointment, your counselor will gather information about your concerns, share information about our range of services and develop a plan for ongoing services.

What if I don't have a private place to hold my session?

There are other spaces on campus you might be able to reserve. Please ask about this when you schedule your appointment, and we'll talk through the options with you.

What do I need to do for my telehealth appointment?

You can use your laptop, tablet or smart phone. Laptops are preferred for video and sound quality. You'll receive two forms that you'll need to fill out and return before your first telehealth appointment. Once these forms are completed, your counselor will send you an email with the date of your appointment and a link to it. At the time of your appointment, click on the link: this will take you into a confidential telehealth session with your counselor.

Do you still have help available in an emergency?

If you have an urgent need for assistance, please call our office at 309-677-2700. One of our staff members will get back to you as soon as they can over the phone. After hours, your call will be directed to our after-hours telephone services, staffed by counselors who can assist you by phone.

What additional resources do you have?

An online, interactive, anonymous resource called SilverCloud is available through OSF HealthCare. Use this free app to manage the feelings and causes of depression, anxiety or stress, including COVID-19 emotional support. You'll work through a series of interactive modules that include mindfulness exercises, interactive journaling, and mood or lifestyle charting. Learn more about or access SilverCloud here: <https://www.osfhealthcare.org/mental-health/resources/silvercloud/>.