

University Counseling Center Services for Students

Office hours are from 8:00 AM to 5:00 PM, Monday through Thursday, and 8:00 AM to 4:30 PM on Friday.

- Individual counseling
- Group counseling
- Study skills assistance
- Assessment services
- Career counseling
- Consultation
- Referral
- Educational programming
- Crisis intervention

University Counseling Center Services for Faculty/Staff

- Consultation
- Guest lecturers
- Referral assistance

Note: Counseling services for faculty/staff are available through the Western Illinois University Employee Assistance Program at (866) 659-3848.

Referral Resources

University Counseling Center
Olson Hall, 2nd Floor
Western Illinois University
(309) 298-2453

Beu Health Center
Western Illinois University
(309) 298-1888

Office of Public Safety
Mowbray Hall
Western Illinois University
(309) 298-1949
EMERGENCIES DIAL 911

Student Development and Orientation
Western Illinois University
(309) 298-1884

McDonough District Hospital
Emergency Room
(309) 833-4104

How to Identify and Refer a Distressed Student

University Counseling Center
Olson Hall, 2nd Floor
Western Illinois University
Macomb, IL 61455
(309) 298-2453
ucc.wiu.edu



University Counseling Center

The University Counseling Center is accredited by the International Association of Counseling Services and is staffed by qualified mental health professionals. In addition, the UCC is a training site for graduate students entering the mental health profession. The UCC abides by the highest professional and ethical standards.

Identifying Students in Distress

You may encounter students on campus, in your office, or in your classrooms that need help. Many of these students have not sought help or may be unaware of the services available to them. Your role can be an important one in identifying students in distress and referring them to the resources available. The following signs may indicate a need for a student to be referred to us:

- Faculty and staff are concerned about a student
- Students express concern about another student
- Isolation from others
- Depression
- Poor attendance in classes
- Student has outbursts of anger
- Attention/memory difficulties
- Alcohol/drug abuse
- Inappropriate crying
- Chronic fatigue or low energy
- Irritability or restlessness
- Suicidal thoughts or feelings
- Low self-esteem

Suggestions for Talking to the Student

- Talk to the student in private.
- Listen carefully.
- Show concern and interest.
- Repeat back the essence of what the student has told you as a means of verifying accuracy of understanding.
- Avoid criticizing or sounding judgmental.
- Suggest the UCC as a resource, and discuss this with the student.
- Explain to the student that counseling at the UCC is free and confidential.
- If the student resists help and you are still worried, contact the UCC to discuss your concerns.
- Suggest that the student call or come into the UCC to make an appointment. Give the UCC phone number and location (see “Referral Resources” on back of this brochure).

**Faculty and Staff
Helping Students
Help Themselves**

Making Referrals to the University Counseling Center

- If you wish to be certain the student has made an appointment, call the UCC **while the student is in your office** because we cannot inform you as to whether or not a student has made or kept an appointment. Write down the appointment information, time, date, counselor, and location for the student.
- If you feel the situation is an emergency, but not life threatening, state that the student needs an emergency appointment. We will make every effort to see the student immediately.
- If there is immediate danger to self or others, call 911 or the Office of Public Safety at (309) 298-1949.
- Sometimes it is helpful to walk the student over to the UCC and stay during the initial meeting with the counselor.
- Follow up with the student by inquiring as to whether the appointment was kept and how the session went.
- If you are concerned about a student but are uncertain of the appropriateness of the referral, or if the student resists a referral, feel free to call the UCC for a consultation.