



Step 1 – Triage Appointment

Triage appointments are brief, 20–30-minute appointments to efficiently get students connected to appropriate services. Students meet with a staff counselor for a brief screening to identify concerns and identify which service(s) on the stepped care model best fit the student’s needs.

Step 2 – Outreach Resources

Student Counseling Services offers a variety of programs to support students at ISU. SCS offers [The Body Project](#), [The Body Project: More Than Muscles](#), workshops focused on diversity, equity, and inclusion created by the SCS [Multicultural Outreach Team \(MCOT\)](#), [QPR](#), [Feel Better Workshops](#), and [Kognito](#).

Step 3 – Campus Resources

The mental health and wellness of Illinois State Students is and should be a shared priority amongst all members of the campus community. Student Counseling Services works closely with partners across campus to support student and empower students. Various departments across campus provide supportive services to students that help support a holistic approach to student wellness. Referrals are often made to: [Student Health and Wellness](#), [ISSS](#), [Student Health Services](#), [UCollege](#), [Dean of Students](#), [Redbirds Keep Thriving](#), and [Campus Recreation](#).

Step 4 – Peer Supports

Healing and support can come from a variety of sources, and student communities are integral to the well-being of the Illinois State University community. [Redbird Life](#) is a great resource for finding student organizations, events on campus, tracking involvement, and the latest news on things happening at ISU. The [Dean of Students Office](#) works closely with students and encourages involvement in registered student organizations, cultural learning experiences, and leadership development. This office also serves to advocate for students, address problems, and offer crisis intervention and support.

Step 5 – Self-Help Resources

There are a host of tools and resources available to students that allow for independent work to promote mental health and wellness. These resources help address issues such as anxiety, depression, suicide, substance use, relationships, and much more. There are assessment tools available on the [SCS website](#) as well as other great resources such as [WellTrack](#), [ULifeline](#), [Half of Us](#), [Seize the Awkward](#), and [the Jed Foundation](#).

Step 7 – Brief Solution-Focused Therapy

WellConnect is a free service offered to all ISU students. Students will be offered support for life's many challenges. Students can enroll in a variety of therapy services (i.e., face-to-face, teletherapy, chat, text, or phone-based counseling) on the WellConnect website. To access ISU's [WellConnect](#) site, please log into My Illinois State. In the Student Life tab, scroll down to the Support and Wellness Section, then click on "Schedule Counseling Appointment" and follow the directions for WellConnect.

Step 7 – Group Therapy

Group therapy is frequently the treatment of choice for college students. If group therapy has been recommended to you it's because your counselor believes that it is the best way to address your concerns. What is talked about in group is completely confidential and not discussed with anyone outside of group sessions. Group members will receive detailed descriptions of what confidentiality entails in a Pre-Group meeting with group leaders.

Step 8 – Brief Individual Therapy

SCS offers individual therapy to students within a brief therapy model, and ISU students are eligible for up to 12 individual counseling appointments within an academic year, and up to 20 individual counseling appointments while in pursuit of a degree at ISU. On average, students complete a round of brief therapy within 6-8 sessions. Within this time frame, you and your assigned counselor will focus on addressing your immediate presenting concerns, developing goals specific to these concerns, and

supporting student progress toward these goals. Group therapy, however, can be a long-term service that students engage in as long as they are enrolled as a student at ISU.

Step 9 – Psychiatric Consultation & ECATT

For students who would benefit from [psychiatric consultation](#), SCS works closely with SHS to get a student connected to a physician or psychiatrist to discuss medication that may serve as an additional support for student wellness. The [Eating Concerns Assessment and Treatment Team \(ECATT\)](#) is a collaborative group of multidisciplinary health professionals from across Illinois State University. These professionals work together to offer services for the assessment, treatment, and prevention of disordered eating.

Step 10 – Off-Campus Referral

In many cases, students benefit from connecting with a community provider. [Referrals off-campus](#) are made when student concerns would be better supported by long-term counseling that allows for greater continuity of care over time.