



Talk One-2-One Frequently Asked Questions for Students

1. What is Talk One-2-OneSM?

Talk One-2-One 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.

2. How does Talk One-2-One work?

Talk One-2-One 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 1-888-617-3362 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 1-888-617-3362 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 campus so you could talk to somebody face-to-face. Talk One-2-One allows you to meet with a counselor for up to four sessions (not including the initial call) for each issue you call us about.

4. Is there a charge?

Four counseling sessions (per issue) are offered through the Talk One-2-One program at no cost to students.

5. Will my parents or anyone else know if I access this service?

Talk One-2-One is completely confidential. Neither your parents nor your friends will know you called us, unless you tell them.

6. What are some of the kinds of problems that Talk One-2-One 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 One-2-One abides by the philosophy that "no problem is too small." Examples of problems you can call us about include:

- Stressed out about midterms
- Homesick
- Fight with roommate every night
- Parents are getting divorced
- Having problems making friends
- Drinking too much
- Losing sleep over grades



7. How is Talk One-2-One different from assistance my school may provide?

Because our support begins on the phone, Talk One-2-One encourages you to reach out when you are feeling overwhelmed, before small problems become big ones. Talk One-2-One is different from existing resources your school may provide because it is available 24/7, it can be anonymous, and you don't have to see somebody in person—we're just a phone call away.