

UTRGV STUDENT ASSISTANCE PROGRAM

UTRGV Student Assistance Program is available to assist you with any issues that affect your overall sense of wellbeing and successful completion of your degree. Some reasons a Student may visit with a Counselor can range from everyday concerns to serious problems:



- o Depression and Anxiety
- o Relationship and Parenting Issues
- o Feeling Overwhelmed
- o Balancing School, Work, Home Life
- o Adjusting to College Student Life
- o Abuse or Drug/Alcohol Problems
- o Grief/Loss
- o Study Tips/Getting Organized

WHO IS ELIGIBLE?

Actively enrolled students for the current semester are eligible for 5 sessions per issue. Students may participate in individual counseling or be joined by their child, family member(s) or partner for family or couples counseling. The sessions are covered under your student fees, so no fee is involved unless a referral is made for services with an outside resource.

WHAT HAPPENS WHEN I CALL?

When you call during regular business hours, you will speak with a customer service staff member who will collect basic information. We will then provide you a list of counselors. All you have to do is then make a selection, schedule an appointment and let us know the counselor you have selected. You can also complete an [online form](#). You can expect to receive a return call from our office within one business day. Please call our office at 800-346-3549 for urgent EAP requests or call 911 for an emergency. Know that a counselor is available 24/7 if you have any urgent situation.

WHAT SHOULD I EXPECT?

During this time of social distancing, appointments may be either through tele-health or in person, depending upon what you and your counselor determines is best. All records, including medical information, referrals and evaluations, are kept confidential in accordance with federal and state laws. If you are in crisis, counselors are available to speak to you 24/7.

HOW DO I GET STARTED?

Call (800) 346-3549 or complete the [contact form](#). More information at: www.uth.edu/uteap/utrgv

RESOURCES:

[Worklife Resources](#)

user: rgv | pass: rgv

[Thrive at UT](#)

[TAO Connect](#)

[UTRGV Mental Health Resources](#)

Get referrals for great babysitters, nursing homes and legal or financial services. Visit the site or call us at 800-346-3549.

A free app to enhance the well-being of UT students

Manage your emotional well-being without help of a counselor

A list of on and off campus resources for mental health help

BE WELL

wherever you are

worklife.services



user: rgv | pass: rgv

uteap.org

