Counseling and Consultation Services (CCS) supports the academic, emotional, social, and cultural development of students. The CCS provides counseling, assessment, crisis response, outreach, consultation, training, and educational services for all NIU students.

**Key Takeaways**
- CCS provides comprehensive mental health support for currently enrolled students at NIU, including walk-in appointments.
- CCS has a team of trained professionals committed to improving the mental health of students as they work to achieve their academic and personal goals.
- CCS is available to consult with faculty, staff, and parents of NIU students who are concerned about the behavior or mental health of NIU students. Consulting with a CCS counselor is not a sign of failure to manage your classroom, and it is not a FERPA violation.
- When interacting with students of concern:
  - Stay calm and keep your emotions in check.
  - Maintain eye contact and listen.
  - Use non-threatening body language.
  - Establish limits when necessary and specify what needs to happen next.
  - Ask how you can help or provide assistance.

**Next Steps**
- Include information on your syllabus about how Counseling and Consultation Services can assist your students.
- Refer students to Counseling and Consultation Services as necessary.

**Presenter Contact Information**
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**Resources**
- PowerPoint presentation: facdev.niu.edu/tei16ccs
- Counseling and Consultation Services: niu.edu/counseling/