1. **What is Talk One-2-One?**
   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 1-855-760-5654 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 1-855-760-5654 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 school or home so you could talk to somebody face-to-face. Talk One-2-One allows you to meet with a counselor for up to three free sessions (not including the initial call).

4. **Is there a charge?**
   Talk One-2-One is offered 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.