

Student Support Resource Document

For Life-threatening Emergencies:

Call 911 (if off campus) and University Police Department at 304-293-3136 (if on campus).

For [crisis or psychological emergencies](#), call the Carruth Center for Psychological and Psychiatric Services at 304-293-4431.

What constitutes an emergency? If you are concerned about personal safety or the safety of others. If you are concerned about harming yourself or someone else. If you believe you are losing touch with reality.

- Between 9 AM and 5 PM (M – F): Please call us at [304-293-4431](tel:304-293-4431) and inform the front desk staff you are experiencing a crisis
- After hours: Call [304-293-4431](tel:304-293-4431), press 1 and you will be connected to the after-hours services
- For students in crisis: If you're feeling stressed, down, or overwhelmed, **text “WVU” to 741741 and reach a live, trained Crisis Counselor.** It is free, confidential, and available 24/7. The Crisis Text Line is not a replacement for regular mental health services. Think of the Crisis Text Line as a tool that can help when you need some support and aren't sure what to do.

[CARE Team](#)

Provide coordinated assistance and support for at-risk students; advise faculty and staff on navigating situations

The CARE (Collaboration, Assessment, Response, Engagement) Team is a multidisciplinary group that addresses and helps at-risk students obtain the needed supports and assistance to be successful at WVU. The CARE Team, through a collaborative and proactive approach is committed to identifying, preventing, assessing, intervening, and reducing threats to the safety and well-being of students and the greater WVU community. Anyone can report concerning, disruptive, alarming, or threatening behaviors to the CARE Team. File a report [here](#).

The CARE Team report is meant as a follow-up and in cases where an immediate response is needed, use the above resources FIRST.

[Follow-up to Emergency \(not for immediate/urgent needs\)](#)

Other mental health resources:

[Carruth Center for Counseling and Psychological Services](#)
[Get help for a student here.](#)

Note: Carruth does not provide long-term mental health services. They do provide short-term counseling. They also have care managers who help students through referrals to other providers and navigating the logistics around insurance (for instance, is student insurance or personal insurance better in certain circumstances.)

Group Counseling

Groups change each semester, some ongoing groups include the following, though there are more: BIPOC, International Support Group, LGBTQ+, Managing Your Emotions, Anxiety Support Group

Talkspace: an online therapy service that connects users to a dedicated, licensed therapist via private messaging and live video from a secure, HIPAA-compliant digital platform. Available at no cost for all West Virginia University students. Users also have the option to receive two 30-minute live video sessions with their Talkspace therapist, each month. There is no open enrollment period and registration is open year-round. Check out the app store preview video for Talkspace and when you are ready to sign up and begin online therapy, simply enter your WVU MIX email address at talkspace.com/wvu. You do not need to contact Carruth Center to access or use Talkspace. Talkspace communication is confidential and secure. No one at the University (or anywhere else) will know who uses the service or for what purpose.

Healthy Minds University: Healthy Minds University (HMU) is a collaborative partnership with the Carruth Center to extend student mental health services to those who would **benefit from longitudinal continuity of care**. Healthy Minds University does not replace the services that Carruth Center for Psychological Services offers, but instead supplements and serves as an additional entry point into the system to ensure access is met.

24 National Suicide Prevention Hotline

- National Suicide Prevention Lifeline: [1-800-273-TALK](https://www.suicidepreventionlifeline.org) (1-800-273-8255)
- Military Veterans Suicide Hotline: [1-800-273-TALK](https://www.suicidepreventionlifeline.org) (Press 1)
- Trevor Project Hotline (LGBTQ): [1-866-4UTREVOR](https://www.thetrevorproject.org) (1-86-488-7386)

Other Resources for Student Support

Stitzel Emergency Fund:

The Robert E. Stitzel Emergency Fund for graduate and professional students assist those who experience unexpected and documented financial hardship that negatively impacts their academic life and progress. This program, managed by the Office of Graduate Education and Life, is designed to assist those who cannot reasonably resolve their financial hardship through other financial or community resources.

LGBTQ+ Center

Resources or visit the home page at <https://lgbtq.wvu.edu/>; Call (304)293-9593 during business hours for support and advice.

Center for Veteran, Military and Family Programs

Student Family Resources. Provide childcare support and financial relief for WVU students with children.

Women's Resource Center: The WVU Women's Resource Center offers a variety of resources and programs that focus on the diverse needs of female students, faculty, staff and community members so all may enjoy a better, safer, more positive environment.

[WVU Collegiate Recovery Program](#)

Immediate help 24/7 by calling 1-844-HELP4WV

At WVU Collegiate Recovery, we aim to support students in this process regardless of what they are in recovery “from.” Instead, we try to help them to move towards what they want to recover “to.” So, if you are a student who identifies as in or seeking recovery from a substance use disorder, eating disorder, any other mental health or behavioral disorder, you are welcome to connect with the support and resources the Collegiate Recovery Program provides.

[Rape and Domestic Violence Information Center](#) (Morgantown, WV) [304-293-5100](tel:304-293-5100)

[WVU College of Law Clinic](#)

304-293-7249

[Division of Diversity, Equity and Inclusion](#)

Resources and training related to diversity, equity and inclusion and beyond.

[Office of Equity Assurance](#)

- Investigating all reports of discrimination, harassment, sexual harassment, sexual misconduct, domestic misconduct, stalking and retaliation through a fair and equitable process.
- Monitoring WVU’s compliance with federal, state and institutional policy and procedures.
- If you wish to speak to someone anonymously, please call or text the Anonymous On-Call Line at [304-906-9930](tel:304-906-9930). Someone is available to take your call 24 hours a day. Anonymous Hotline and Report submission
- To notify the university of Title IX violations or other concerning work, classroom, or campus behavior, file a report [here](#).

[Americans with Disabilities Act Accommodations](#)

Accommodations for employees and visitors contact the ADA Coordinator at (304)293-5600

For students with temporary or permanent disabilities: [Accessibility Services](#) 304-293-6700

[RISE WVU](#)

Student Success: opportunities for First Gen, Black, LatinX, and other diverse students

If you have recommendations of resources and services to add to this list, please contact Dr. Julie Lockman.