

## About CAPS

During a time in your life that is full of new challenges and significant changes, counseling can assist with the adjustment and personal growth necessary to cope with the competing demands of school, family, work, and social pressures. Counseling and Psychological Services (CAPS) can help ensure your satisfaction and success while you attend the University of Central Florida.

Counseling is a collaborative relationship in which one person acts as a facilitator to help another person better understand and resolve a particular concern. Sometimes friends or family members offer advice that can be colored by biases and preconceptions. Counselors on the other hand strive to be objective helpers.

The Counseling and Psychological Services (CAPS) staff have extensive training in psychology and human behavior. They also have experience in developing confidential helping relationships and expertise in working with many different types of individuals and concerns.

## CAPS Services

### Individual Counseling

In a one-on-one interaction with a counselor, you are helped to express feelings and work toward making healthy changes in your life.

### Group Counseling

Groups led by professional staff offer students a supportive and stimulating environment to explore common issues of concern.

### Couples/Conjoint Counseling

Any two students, such as roommates or couples may utilize this service to address issues such as communication problems or relationship enhancement. Both students must be enrolled at UCF to be eligible.

### Outreach/Presentation Services

The professional staff is available to make presentations on a number of student developmental concerns.

## CAPS Cares

**What to Expect:** CAPS staff have a commitment to provide a safe, welcoming environment for all students. They take into consideration everyone's unique identities. Counseling often involves the disclosure of sensitive and personal information. CAPS staff adhere to strict confidentiality standards. Also, counseling records are not kept as part of your academic or administrative records.

**Getting Connected:** Connecting to others can increase your feelings of support and belonging. UCF has many resources for international students including student organizations that can be found on these websites:

- **International Services Center offers a variety of resources for international students**  
[intl.ucf.edu](http://intl.ucf.edu)
- **Office of Student Involvement: offers a list of student organizations**  
[ucf.collegiatelink.net/Organizations](http://ucf.collegiatelink.net/Organizations)
- **Just Knights Response Team: Website for reporting injustices due to one's identity**  
[jkrt.sdes.ucf.edu](http://jkrt.sdes.ucf.edu)
- **Multicultural Student Center: for UCF programming that supports diversity and inclusion**  
[msc.sdes.ucf.edu](http://msc.sdes.ucf.edu)
- **Multicultural Academic Support Services**  
[mass.sdes.ucf.edu](http://mass.sdes.ucf.edu)



## Counseling & Psychological Services (CAPS)



## Information for International Students

# Culture Shock

Students who are coming to UCF from other countries may be particularly vulnerable to mental health issues due to the stress of moving from their family, home, country, and culture. This can cause the student to feel displaced and disoriented. The norms and rules of the new culture and country can make it difficult to establish new routines and cope with environmental stressors. Having to adjust to a new culture, school and make friends or peer networks can be difficult without having previously established resources and support systems.

A common reaction to this transition is culture shock. Culture shock refers to a condition where a person feels confused and nervous after leaving a familiar culture to live in a new and different culture. It can cause anxiety and feelings of surprise, disorientation, uncertainty, and confusion. Adjustment to a new culture can take about 6 to 12 months or longer. Getting support during this time may be beneficial to your transition.



## When to Seek Services



**If you are experiencing any of the following symptoms please seek services:**

- Feel sad most days
- Experience changes in appetite
- Have difficulty sleeping
- Cry often
- Worry about school/jobs, health, or life in the United States
- Suffer from unexplained physical symptoms, such as headaches, dizziness, or restlessness
- Experience nightmares about stressful experiences
- Have difficulty keeping bad memories out of your mind.
- Try to avoid things that remind you of terrible things you saw or experienced
- Excessive concern over cleanliness
- Feelings of helplessness and withdrawal
- Irritability/Anger/Mood swings
- Getting "stuck" on one thing
- Suicidal or fatalistic thoughts
- Excessive sleep
- Compulsive eating/drinking/weight gain
- Hostile toward others

## CAPS Diversity Mission

The staff at the University of Central Florida Counseling and Psychological Services have a commitment to providing a safe, welcoming environment for all students regardless of their gender, gender expression, ethnicity, race, language, culture, religious beliefs, sexual orientation, national origin, age, size, physical and mental abilities, and/or socioeconomic status.

We make an effort to promote the acceptance and understanding of individuals with diverse backgrounds and to educate ourselves and others on diversity-related matters.

We strive to be affirming, respectful, and open minded individuals with diverse backgrounds not only among ourselves within the Center, but across the campus community through our contact with all students, staff, faculty, and administrators. We not only want to share this vision, but we hope to contribute to the reduction of problems such as prejudice, discrimination, and exploitation.

Our hope is that individuals in our Center, campus, and community feel at peace to live and be themselves.

