Student Assistance Counseling Program

At some point, every individual experiences difficulty, faces a time of change, or seeks an opportunity to grow. Whether it is dealing with the loss of a loved one, facing financial challenges, improving family communication, or sorting out a difficult decision, the support of a caring professional therapist can help.

The National American University Student Assistance Counseling Program is available to all NAU students through the telephone, e-mail and internet. Effective, confidential counseling services are provided by licensed professionals employed by Lutheran Social Services (LSS) of SD. LSS is a comprehensive family service agency providing guidance, hope and healing for people of all ages, races, faiths and economic levels with professional and confidential services.

Services Provided

- Assessments of Service Needs
- Mental Health/Behavioral Health Counseling
- Drug/Alcohol Counseling
- Individual Financial Education
- Student Loan Counseling
- Credit Report Consultation
- Crisis Intervention
- Referral to Local Service Providers

LSS mental health/behavioral health counseling specialists have experience in a wide array of issues such as family and relationship conflict, depression, grief, loss, blending families, anger, anxiety and abuse. LSS financial counselors have expertise in student loans, financial budgeting and credit report consultations.

Hours of Service

Mon - Thurs 8 a.m. - 8 p.m.
Friday 8 a.m. - 5 p.m.
Central time, excluding holidays.

Emergency mental health counseling services are available at these times as well as after hours, on weekends and on holidays. Emergency mental health counseling services occur if students are contemplating serious harm to themselves or others.

NAU Student Assistance Counseling Program
1-877-245-5186

Access to Services

LSS staff will answer the call during regular business hours, with an answering service taking calls after business hours. Students will be asked to provide some general information including the reason they are seeking counseling services and then be matched with a counselor who has expertise to serve the student’s needs. Counselors may not be immediately available, but they will return the student’s call within 24 hours, or during the next working day if the student calls after hours, on a weekend or a holiday. If the student calls after hours with a mental health emergency, an on-call LSS counselor will be contacted. If the case is an emergency, please call 911.

LSS of SD is accredited by the Council on Accreditation for Children and Family Services.
LSS of SD is a member of the National Foundation for Credit Counseling. Consumer Credit Counseling Service is accredited by HUD.