

Kognito

Frequently Asked Questions



About the Program & Reinforcement

For Students, Faculty, & Staff

E-mail us directly:

Kognito-UF@ufl.edu

[https://counseling.ufl.edu/re
sources/kognito/](https://counseling.ufl.edu/resources/kognito/)



FAQ



✦ What is Kognito?

Kognito is a free online training simulation course that teaches students, family, faculty, and staff effective techniques for helping and referring friends who show signs and symptoms of emotional distress. The live simulation offers situations where users can choose how to proceed and receive immediate feedback to their responses. Using the simulated role play, users learn how to recognize the signs of emotional distress, initiate a conversation leveraging evidence-based communication strategies and how to make a referral to support services.

✦ How long is the course?

About 30 minutes long, although you may complete it at your own pace.

✦ Who can take the course?

Anyone affiliated with the university including students, faculty, and staff.

✦ How can I access the course?

On kognitocampus.com where you must create your account using the enrollment key UFL2323 and following the instructions on the screen, or mytraining.hr.ufl.edu by signing in using your Gatorlink account and searching for the course code course code UF_KOG100_OLT

✦ Can I get credit for taking the course?

Professors may offer Kognito as an assignment or extra credit, but the benefit of learning how to help friends that are struggling is for everyone. If you are interested in having a class presentation on Kognito or wish to include it in your curriculum, please reach out via e-mail at Kognito-UF@ufl.edu.



FAQ



✦ What are resources on campus that help with mental health?

UF Counseling and Wellness Center

✦ What are some resources that help with student well-being?

UF Counseling and Wellness Center, U Matter We Care, Gatorwell, and Dean of Students Office.

✦ What does counseling help with?

Stress, sadness, relationship issues, drug and alcohol abuse, eating issues, and more!

✦ If a student seeks mental health support, will their family or instructors be notified?

Counseling at the Counseling and Wellness Center is **CONFIDENTIAL** and follows HIPAA and FERPA restrictions. Other services on campus may use other methods and help by reaching out to family, friends, and instructors.

✦ What is the waiting period for mental health support at the UF Counseling and Wellness Center?

Same day services are available such as emergency crisis support available 24/7 on call at 352-392-1575 or Mon-Fri 9am-4pm at 401 Peabody Hall. Other services at the CWC may require an appointment.



FAQ



✦ **Is there a cost for on-campus mental health services?**

All mental health services on campus are free!

✦ **What are signs of emotional distress?**

Seeming overly anxious or stressed, being sad or depressed for a long time, told you they think about suicide, cut or hurt their bodies on purpose, had concerns around food or eating, and used alcohol or drugs excessively. Changes in academics, behavior, and appearance may also point to emotional distress.

✦ **Why is it sometimes unhelpful to give advice or share personal experiences in a conversation where someone expresses emotional distress?**

In a conversation where a person expresses emotional distress, it is important to listen and avoid taking the focus of the conversation off them. The person felt comfortable enough to open up, so they need to feel heard and supported.

Help for dealing with mental health should come from a trained professional who has experience in deescalating situations and providing useful tools to help mitigate the effects of emotional distress. Although you may have gone through a similar situation, it is vital for a professional to assess the situation and provide evidence-based advice.



FAQ



✦ **What are some actions I should avoid when a student or peer expresses emotional distress?**

Don't give unprofessional or unrequested advice, make "me too" statements that center the conversation on yourself, one-up the person, or give cliché statements.

✦ **How should I go about a conversation in which someone expresses emotional distress?**

Avoid negative labels, don't judge, focus on specific observable behaviors, use "I" statements to soften your observations, and don't give advice about sensitive topics unless you're asked.