

**Scenario:**

E-Tap Student comes to appointment because she has been missing class a lot due to her father's ongoing cancer illness. Thus the student's grades are failing at this stage and she is considering transferring to our QUAD Cities sister campus which is near to her father. She is has also been offered a Disney Internship which is contingent on a minimum GPA of 2.0. The student is panicked, distraught and crying.

Mary: "Can you tell me how I can transfer to the Quad Cities Campus"?

N: Well, it's not a big deal as it is our sister campus – you just start taking courses there instead of here but why do you need to go there?"

M: My Dad is very ill and they have stopped treating him... (Cries)

N: Oh, I am very sorry – what is wrong with him?

M: Cancer.

N:Has he been sick long?

M:All my life but he is in the hospital at the Quad Cities and the treatment has not worked.

N:Has this situation affected your progress at WIU and your grades here- my godfather has cancer and has had some close-calls lately and I know it can really raise your stress level and distract from doing other right? (Congruence)

M:Yeah- its been really hard...(sniff sniff)

N: Wow, I can easily understand now why you've been having trouble with classes- have you been missing them to go see him? (Accurate Empathic Understanding)

M: Yes, all the time, which is why I want to move. It's just too much to handle.

N: dealing with a loved one who is very sick while you are at college really is a major stress and we need to do whatever we can to reduce that as it can really mess up the rest of your life if we don't. It seems that moving up there for now would be a good plan. You will need a different advisor up there so this is what you need to do..... (FADE OUT)

(FADE IN)

N: Is there anything else you need today?

M: Actually yeah- I was accepted into the Disney internship but I'm afraid my GPA may be too low- what should I do?

N: wow that's great! Well done for getting that but you are right, your gpa is below good standing so let me see what you would need to get to at least a 2.0 this semester. You will need at least two 'A's and two 'B's. (Unconditional Positive Regard)

N: Can you get those grades this semester?

M: I don't think so at this stage...

N: Well, that is understandable considering but we need to find out then if Disney will at least let you defer until later when your GPA is higher- this is a great opportunity for you and it would be awful if you missed it due to circumstances out of your control- it could in fact be more significant than your major or classes in some ways so you are going to need to push get an exception! (Accurate Empathic Understanding)

M: what should I do?

N: well, contact Disney or check their requirements on-line, to see if there could be deferment of some sort or maybe they would waive the requirement considering the circumstances but I want you to do the legwork on this.

M: Ok I will.

N: Alright good- let me know ASAP what they say and I will do what I can to convince them if needed!

M: 😊

N: so do you feel a bit better right? You have the info you need and you can take control! Now go ahead and contact Disney and let's see what happens...you can do this! (Unconditional Positive Regard) In my first semester at grad school, I faced some similar issues and I made it so keep faith in yourself ok? 😊 (Congruence)

Fade out.....

Later contact by e-mail revealed that Disney would still accept Mary if her school supported her application even if GPA was not enough. I asked Mary for her Graphic media portfolio and resume and used that to support my case to back her GPA waiver for the internship. I used an e-mail she found for them and Disney accepted my appeal on her behalf.