

STUDENT COUNSELING CENTER

Policies, Procedures & Information

Welcome to the TSU Student Counseling Center (SCC). Please read the following information about your rights and responsibilities and our policies and procedures. If you have any questions after reading this document, please don't hesitate to discuss them with your counselor.

Intake: The first interview will be with an intake counselor who will talk with you about your needs and the ways in which the Counseling Center might be able to help. Options may include: individual, couples or group counseling, career counseling, or referral to another office or service provider better suited to your needs. Please note: your intake counselor may not necessarily be the counselor you continue to meet with after intake.

Client Rights

Confidentiality: Information obtained during counseling or in written form through testing will not be disclosed to anyone without your written permission. Legally, however, we are required to disclose information to:

- protect you or someone else from imminent danger,
- report suspected abuse of children, the elderly, or the disabled,
- report suspected sexual exploitation of a client by a therapist,
- respond to a court subpoena.

All counselors at the Student Counseling Center are committed to the ethical standards of practice as set forth by the American Psychological Assoc., American Counseling Assn., and the State of Texas.

Respect: You can expect to be treated with respect by your counselor and the staff of the SCC. As much as possible, your appointments will begin and end on time. We will attempt to contact you if rescheduling is needed. You can expect your counselor's full attention during sessions. You may ask questions regarding your counselor's training and qualifications. You may ask about the counseling process, or any specific counseling strategies your counselor may suggest. You are encouraged to discuss your progress and review your goals with your counselor. If you feel that you are not making progress toward your goals, you should discuss this directly with your counselor. You have the right to terminate counseling at any time if you so desire, and to request referral to another counselor.

Good to Know: Because counseling involves discussing issues that are presenting you with some difficulty, you may find: 1) the energy it takes to focus on your issue(s) makes it harder to concentrate on other things; 2) emotions may be more available to you and you may feel moodier; 3) you may see things in new or different ways and this may be confusing or difficult for a short time; and 4) relationships may be affected as you examine interpersonal issues.

Client Responsibilities:

Active Participation: In order for counseling to be effective, you must take an active role. This involves being honest with your counselor, discussing concerns openly, completing assignments when appropriate, listening to your counselor and providing feedback about the process of counseling.

Keeping Appointments: Our ability to provide quality services to the greatest number of students is dependent on clients keeping their appointments. We expect that you will notify us in advance if you cannot or choose not to keep an appointment. **If you do not keep your appointment and do not call to cancel within 24 hours, or if you cancel two out of three consecutive appointments, we will assume you are no longer interested in our services.** You may return for services at any time, however you will be assigned to a counselor after other students on our waiting list (if any) have been assigned.

Email: Confidentiality cannot be guaranteed, as e-mail is not a secure medium. To discuss any personal concerns, please call the counseling center during working hours. Please be aware that our staff does not maintain 24-hour access to e-mail accounts, and may only check e-mail infrequently, and not at all on weekends.

Counselor Rights:

To Seek Consultation with other Counseling Center Professionals: While information will not be released to anyone outside the SCC without your permission, as professionals, we may confer with each other within the Counseling Center to review therapy plans and progress. You will be informed regarding your counselor's title within the agency and the name of her or his supervisor.

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Wait List: During particularly busy times of the semester, we may be unable to schedule you with a counselor soon after your intake appointment. At the time of intake we will try to inform you as accurately as possible how long you may have to wait for a counselor at the SCC. If you wish, we will also review other options for you, such as referral to other agencies on campus, community mental health agencies, and private practice counselors.

If you have questions or a grievance regarding your counselor's conduct, you may solicit help from the Director of the SCC, or one of the following licensing boards:

Texas State Board of Examiners of Psychologists
333 Guadalupe
Tower 2, Room 450
Austin Texas 78701
(512) 305-7700
1-800-821-3205 (24-hour, toll free complaint system)

Health Professions Council
William P. Hobby Building
333 Guadalupe, Suite #2-220
Austin, TX 78701
(512)-305-8551
1-800-821-3205 (toll free complaint line)

I have read and understand the policies and procedures of the Student Counseling Center and am aware of my rights and responsibilities as a client.

Client

Intake Counselor

Date