Information for New Counseling Clients

✓ Please arrive for your first appointment 30 minutes early. This will give you enough time to complete the Intake material prior to being seen by a staff member.

✓ When you arrive for all sessions, please check in with the Administrative Assistant at the front desk. She will inform staff that you have come in for your appointment.

✓ Regular sessions are 50 minutes in length and generally scheduled on a weekly basis.

✓ Clients are asked to cancel or reschedule appointments 24 hours in advance. This allows the staff members to best manage their schedules and the increasing demand for services.

✓ If a client fails to cancel or reschedule an appointment 24 hours in advance for two consecutive appointments, they must discuss issues concerning attendance with their therapist and will no longer be able to schedule recurring sessions.

✓ Clients that have not arrived for their appointment within 15 minutes of the start time will be considered a “No Show”. The therapists have the discretion of deciding if they will see someone that has arrived late.

✓ We offer limited psychological testing, including assessment for ADHD and Learning Disabilities. This testing is available only during the spring and summer semesters. Evaluations for test anxiety are available during the entire academic year.

✓ In some cases, it may be necessary to provide students with referrals to community providers. This decision would be based on the presenting issues of the client and their resources. There are some concerns that require longer term work to address them successfully. This decision will be made early on so that the student can begin working with their community provider as soon as possible.

✓ We regularly assess the quality and outcome of the services we provide. Every three sessions, you will be asked to answer brief computerized surveys to provide us with this information. Please let us know if you would not like to participate as these surveys are voluntary.

✓ Please refrain from using your cell phone during sessions as it is disruptive. Also, it is important to respect the privacy of other students that are waiting to be seen. We ask that you do not use your camera or a recording device while in the reception area.

✓ Staff members do not establish or maintain relationships with clients through the various social media sites such as Facebook, Twitter, or Linkedin.