

## **FREQUENTLY ASKED QUESTIONS:**

### **Is the Counseling staff available to speak with parents?**

Counseling Services welcomes calls from parents. Our staff understands that parents may have concerns about their students that they wish to express to us or consult with us about. If a parent wishes to speak with their student's therapist, however, a signed release of information **must** be in place or obtained from the student. Counseling Services has a strong commitment to the laws and ethics that maintain the confidentiality of those being seen. The only exceptions are to report current child abuse or in imminent risk to a person's life and safety.

### **Who are the Counselors?**

The Director of Counseling is a master's level counselor with 30 years of experience in a variety of settings. She is a Nationally Certified and WV State Licensed Counselor and holds a WV Certification for Clinical Addictions Counseling.

The two full-time counselors are also Masters level and licensed in their respective fields: clinical social work and counseling. They both have experience with the university level population. Please visit our web site for staff names and information.

### **Where are the Counseling Offices?**

The offices are located on the ground floor of Gardiner Hall and accessed through the Health Center. The waiting room in the H.C. allows for comfort and confidentiality as the student waits for an appointment. The Counselor comes to greet each new student and escort them to their specific office. The students exit via the back door of Gardiner Hall, past Financial Aid Offices.

### **How does my son/daughter make an appointment?**

Appointments are made simply by stopping by or calling the Health Center at 304-876-5161. If the student calls the counseling office they will typically reach voice mail because the counselor is with another student. For an emergency, the student may come to the Health Center and a staff member will contact a counselor immediately. *Crises always take precedence.*

### **When are the Counselors available?**

The counseling offices are open from 8:00 a.m. to 4:30 P.M., Monday – Friday. Initial counseling appointments are typically scheduled within the week unless the student has a severe scheduling conflict. Appointments are typically 45-50 minutes and the frequency is determined by the student's need. A counselor is on-call at all times and can be reached by staff or the university police.

### **What issues do students bring to Counseling Services?**

Students come for many reasons but the most common concern is stress and depression, often related to relationship issues. Counselors also offer supportive services to teach relaxation skills, stress management, time management, communication skills, and coping strategies for many disorders. Our focus is short-term counseling, but there is not a limit to the number of sessions per student. If longer term treatment is necessary, referral lists to community professionals are available.