



# STUDENT COUNSELING SERVICES

*Illinois State University*

## INFORMATION REGARDING APPOINTMENTS

At Student Counseling Services (SCS), we see many students for a variety of reasons, including both personal and career/life planning matters. What follows is some orienting information that we believe will help you make better use of the services being provided to you. We appreciate your reading this information and discussing any questions or concerns with your counselor.

### APPOINTMENTS

Student Counseling Services offers a number of services to University students on a voluntary, free and confidential basis. At your triage appointment, you and your counselor will identify the most pressing issues bringing you to SCS. As a result of this conversation, a recommendation for the most appropriate services will be made based on our [Stepped Care Model](#). These resources may include: outreach services, other campus resources, peer supports, self-help resources, group therapy, brief individual therapy, referrals for medication and eating concerns, or off-campus referrals.

Should one of the options be some ongoing contact with the SCS, the counselor will arrange that for you. Our individual and couples therapy services are available on a brief, time-limited basis, **typically between 2 to 8 sessions**. Individual counseling is bi-weekly (i.e., every other week) and is limited to a maximum of 20 sessions per degree with no more than 12 sessions in one academic year while enrolled at ISU. Group therapy is our long-term therapy option. Counselors meet with their clients on a flexible schedule, and your next appointment will be scheduled as you are wrapping up your current session. Individual and couples counseling sessions are usually scheduled to last 45 to 50 minutes, whereas group therapy sessions last 90 minutes.

### CANCELLATION POLICY

If you must miss a scheduled appointment, we ask that you **cancel at least 24 hours in advance**, by either notifying your counselor in advance or calling the SCS (438-3655). SCS reserves the right to terminate a course of therapy if a client misses (no-shows or cancels late) 3 sessions during a round of individual or group therapy. Appointments cancelled in less than 24 hours are considered “late cancellations”. Therefore, it is important that you notify us of your intentions (either in advance or immediately thereafter) when an appointment is missed.

### RESCHEDULING APPOINTMENTS

Please understand that we may not be able to reschedule a missed appointment for the same week, and you might have to wait until your counselor can meet with you at a different appointment time. Our space in the SCS is quite limited, our rooms are used by a large number of staff and students, and our counselors are typically very busy. If you make such a request of your counselor, please keep in mind that rescheduling may take time.

## STUDENT SATISFACTION SURVEY

At the end of your contact with us, or when you change from one counselor to another or one type of counseling to another, you should be asked to complete a Student Satisfaction Survey. Should that not happen, we would hope that you would request the opportunity to complete the survey. If your counselor does forget, **please ask** the person at the front desk for the iPad to complete the Final Session forms.

Do keep in mind that the SCS is interested in your feedback. If you have questions or concerns about our services, you may speak with any staff member directly (i.e., your counselor, Triage counselor, the Associate Director for Clinical Services, or the Director by calling (309) 438-3655.