

**East Carolina University
Center for Counseling & Student Development
Counseling Service Guidelines**

**Welcome to the ECU Center for Counseling and Student Development (CCSD)!
We are glad you are here. Here is what you can expect from receiving counseling at our Center:**

Information about Counseling

Counseling at CCSD is a process by which you work with a therapist to explore personal, academic, relational, or developmental concerns that may be affecting your wellbeing and/or success at ECU. This process of change and development can at times be distressing or uncomfortable; however, therapists are there to provide support to you while challenging you to think or behave in new ways. Counseling may lead to a better understanding of yourself and others, enhanced coping skills, new insights or perspectives, healthier relationships, and increased life satisfaction. During your first session, your therapist will spend time getting to know you, help you clarify your concerns, and identify appropriate services on- and/or off-campus or within our Center to best address your counseling needs.

Our services are offered to currently enrolled ECU students. We operate within a short-term therapeutic model where we see most students attend approximately 5 sessions. Due to this brief counseling model, it is important that you and your therapist make good use of your time together, which is done best with a good therapist-client match. If you question the quality of this match, please discuss this with your therapist.

CCSD Services Include:

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| 1. Individual, group, and substance use counseling | 4. Workshops |
| 2. Case management and referral resources | 5. Outreach events |
| 3. Urgent/Crisis Screening Services | |

Cancellation and No-Show Policy

Students will be assessed a \$25 service fee shown as a Student Health Service fee on their tuition bill if they “no-show” or miss an appointment without canceling.

We ask that you provide 24 hours notice if you need to cancel or reschedule an appointment by calling us at 252-328-6661. If you do not provide 24 hours notification before canceling an appointment and/or if you have excessive cancellations (at least 3 consecutive) or rescheduled appointments without timely notification, you may lose the opportunity to utilize our services. *No student will be denied services in crisis situations.* You have the right to discontinue counseling at any time; however, we request that you advise your therapist of your intentions, so that other appropriate resources may be suggested.

E-mail Communication

E-mail is not considered a confidential means of communication and is used in the Center only for appointment scheduling or administrative purposes; thus, clinical services are not provided through e-mail. Additionally, therapists check e-mail only during business hours and the Center does not guarantee that you will receive a response via e-mail.

Crisis Services

If you experience a psychological emergency during business hours (Monday – Friday between 8 am – 5 pm), please call us at 252-328-6661 and request a crisis screening.

If you experience a psychological emergency after business hours (after 5 pm on weekdays or on a weekend/holiday), you may call us at 252-328-6661 and follow the prompts to get connected to an on-call therapist.

If you experience a life-threatening or medical emergency, please call 911 or go to ECU Health Emergency Medical Department (2100 Stantonsburg Rd, Greenville, NC 27834).

**Thank you for taking the time to read this information.
If you have any questions or other concerns, please consult your therapist.**

Signature _____ **Date** _____