By law, everything discussed with an LPC within a counseling session remains confidential, with only a few exceptions. A client must give signed permission before an LPC can share information with anyone about any aspect of counseling, including whether or not a student has made an appointment. This includes, but is not limited to, parents, family, romantic partners, friends, co-workers, employers, professors, or university officials outside Student Counseling, even if the student was referred by this person. No information becomes part of a student's academic record.

Exceptions:

- If you make statements that you intend to harm yourself or others, your LPC may report that information to medical or law enforcement.

Counselors are required by law to report if there is:

- Physical, sexual, or emotional abuse of a minor
- Physical, sexual, or emotional abuse of an elderly person or a person with a disability
- A court order

For more information, see attached consent form and/or speak with your counselor.

Emergencies:

The Student Counseling Center is open from 8:00 a.m. to 5:00 p.m. Monday through Friday. Students may visit the office with or without an appointment, but an appointment is recommended as counselors are not always available for walk-in appointments. In the event of an emergency when the Student Counseling Center is not open, clients may call The Andrew’s Center hotline at 597-1351, call 911, or go to the closest emergency room.
Welcome to UT Tyler
Student Counseling Services

This guide summarizes important information that you should know about our services. Please take a few minutes to read through it. Because Student Counseling serves individuals with a wide range of concerns, some of this information may not be relevant to your particular situation; however, it is important that you read through this material. Should you have any questions about this information, please feel free to discuss them with the counselor whom you will be meeting shortly.

Qualifications

There are 3 types of counseling service providers available:

1. **Licensed Professional Counselors (LPCs)** hold a Master's Degree in Counseling or a related field, have completed at least 3,000 hours of counseling under a supervisor, and passed a state licensure exam.

2. **LPC-Interns** hold a Master's Degree in Counseling or related field, have passed a state licensure exam, and are in the process of completing their hours under supervision.

3. **Practicum Students** are in the last 15 hours of their Master's program, have completed 2 levels of applied counseling courses, and are supervised by LPCs.

Eligibility and Fees:

All services are made available to currently enrolled UT Tyler students through the use of student service fees. There is no additional charge for services.

What to Expect:

Your first appointment (or more, in some cases) will involve an assessment of your needs. By the end of the assessment your counselor will be able to work with you to set goals that will guide the counseling process and methods or techniques that may be used.

Risks and Importance of Participation:

Since therapy often involves discussing unpleasant aspects of your life, you may experience uncomfortable feelings like sadness, guilt, anger, shame, frustration, loneliness, and helplessness. The changes you make in therapy may also affect your relationships in unexpected ways. Therapy has also been shown to have many benefits. Therapy often leads to better relationships, solutions to specific problems, and significant reductions in feelings of distress. But there are no guarantees of what you will experience.

Much of the success of your counseling experience depends on you. You are most likely to reap benefits from counseling if you are motivated, honest, and willing to work at self-improvement and self-awareness.

Attendance:

It is very important for you to make every effort to keep ALL scheduled appointments. If you are unable to attend a session, please call and cancel the appointment as far in advance as possible. All appointments are scheduled as 50-minute sessions unless otherwise noted by the counselor. Your promptness for these sessions will allow you to take full advantage of your appointments. If you are going to be late, it is best to call and let your counselor reschedule a time at which you both can meet for a full session.

E-mail Policy:

Given that staff e-mail may be subject to open records requests and is therefore never fully confidential, it is our policy to not use e-mail for communication of any kind with counseling clients.

Relationship:

Your relationship with your counselor should be strictly professional in nature. For example, an LPC is not allowed to have a social or personal relationship with you, invite you into a business venture, barter with you for counseling services, ask you for personal favors, or subcontract with you to do office work. These examples are called “dual relationships” and are unethical. If you seek counseling with a personal friend, or someone with whom you already have a business or other type of relationship, the LPC must refer you to another mental health professional.