

# Manual of Policies and Procedures for Student Affairs

## Subchapter 3.1. Student Counseling Center

### Subchapter 3.1-100. General Provisions

#### Sec. 3.1-101. Purpose

a. The purpose of The Student Counseling Center is to promote student success by facilitating personal and academic growth, contributing to lifelong learning. We serve students through counseling, crisis management, and advocacy, as well as provide resources and consultative services to the campus community

#### Sec. 3.1-102. Definitions

- a. In this chapter, unless the context requires a different meaning,
1. "student" means a person currently enrolled in residence at the university, or who is accepted for admission or readmission to the university, or who has been enrolled at the university in a prior semester or summer session and is eligible to continue enrollment in the semester or summer session that immediately follows, or who is attending an educational program sponsored by the university while that person is on campus;
  2. "university" means The University of Texas at Tyler;
  3. "weekday" means Monday through Friday except for official university holidays; "day" means calendar day;
  4. "faculty or staff" means a current employee of The University of Texas at Tyler.

#### Sec. 3.1-103. Eligibility for Services

a. The Student Counseling Center offers services to all currently enrolled students at the University of Texas at Tyler. All services are made available through the use of student service fees. There is no additional charge for services.

b. The Student Counseling Center is open weekdays from 8:00 a.m. to 5:00 p.m..

#### Sec. 3.1-104. Confidentiality

a. By law, everything discussed with a Licensed Professional Counselor (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:

1. parents
2. spouses
3. romantic partners
4. friends
5. co-workers
6. employers
7. professors
8. university officials outside the Student Counseling Center, even if the student was referred by this person.

b. No information becomes part of a student's academic record.

c. The common situations in which a client may give permission include:

1. A new counselor wanting to use records from a previous counselor to provide continuing care
2. Attendance only information for a referring faculty or staff member
3. Collaboration with another agency or professional in a client's treatment.

4. If a client does give permission, they will have an opportunity to specify who should receive information, what information they are allowed to receive, the purpose for which they may use the information, and the period of time which they are granting permission.

d. The following situations override confidentiality:

1. Information disclosed about the physical, emotional, or sexual abuse of a minor (17 years or younger) must be reported to Child Protective Services (CPS)
2. Information disclosed about the physical, emotional, or sexual abuse of an elderly person or a person with a disability must be reported to state officials.
3. Information disclosed about a person from whom you sought counseling in the state of Texas behaving toward you in a sexually inappropriate manner must be reported (your identity may remain anonymous at your request).
4. If a client is involved in a criminal case, the judge can order the file to be turned over to the court.
5. If a client makes statements that indicate intention to harm self or others, the counselor may report that information to medical or law enforcement.
6. These situations rarely arise. Should such a situation occur, a counselor will make every effort to fully discuss it with a client before taking any action.

e. For consultation purposes, counseling staff within the department may consult with each other to provide the best possible professional services. The consultant is, of course, also legally bound to keep the information confidential.

f. Client Records

1. Intake paperwork or assessments that a client completes on paper are stored in locked file cabinets in the Student Counseling Center.
2. All other counseling information is stored in a computer database called Titanium. This computer database contains any information a client completes and information about any interactions with counselors (e.g., visits, phone calls, etc.). This database is protected by two different passwords and accessible only to Student Services employees with an appropriate range of access.

### **Sec. 3.1-105. Professional Qualifications**

a. There are four types of counseling service providers available in the Student Counseling Center.

1. Licensed Professional Counselors (LPC) hold a Master's Degree in Counseling or related field, have completed at least 3,000 hours of supervised experience, passed a board exam, and are regulated by the Texas State Board of Examiners of Professional Counselors.
2. Licensed Professional Counselor-Supervisors (LPC-S) meet all of the above requirements, have held a license in good standing for at least two years, have completed 40 hours of training, and are recognized by the same board as a supervisor.
3. Licensed Professional Counselor-Interns (LPC-Intern) hold a Master's Degree in Counseling or related field, have passed a board exam, and are in the process of completing the 3,000 hours of supervised experience under the LPC-S. They are also regulated by the Texas State Board of Examiners of Professional Counselors.
4. Graduate Interns or Practicum Students from the UT Tyler Psychology Department are toward the end of their Master's program, lower-level applied counseling courses, and are currently enrolled in Psych 5396/5397 (Supervised Practicum in Psychology) or COUN 5396/5397 (Internship I or II) . They are directly supervised by an LPC-S or an LPC.

b. Emergency Procedures

1. For Clients in Crisis During Office Hours
  - A. Licensed Professional Counselors are available for consultation with students, faculty, and staff and/or crisis counseling with students who may be in crisis and require immediate assistance.
  - B. The following are considered to be emergency situations:
    - expression of suicidal thoughts
    - expression of homicidal thoughts

- severe loss of emotional control
  - gross impairment in thinking ability
  - impaired speech or disjointed thoughts
  - bizarre behavior
- C. If danger appears imminent, Campus Police will be called for emergency assistance at 903-566-7060.
2. For Clients in Crisis After Office Hours
- A. If a faculty or staff member comes in contact with a student who is in an emergency situation (see emergency situations above), and the danger appears imminent, they should call Campus Police at 903-566-7300 or 911.
- B. If there is doubt about the severity of the situation, the person should call The Andrew's Center hotline at 903- 597-1351.
- c. Referrals
1. Referrals for services will depend on individual client needs.
  2. For situations where one counselor in the Student Counseling Center is unable to see a client for ethical reasons (e.g., dual relationship) that client may be referred to another counselor in the center.
  3. Referrals to various other offices on and/or off campus may be made according to client need.
  4. Students who request services for substance abuse detox/inpatient treatment or serious chronic psychiatric disorders; students requesting psychological, psychiatric, or disability evaluations; or individuals needing evaluations, assessments for legal purposes, or expert testimony in court will be referred to professionals in the community who provide those services.

### **Sec. 3.1-106. Student Counseling Center Services**

#### a. Individual Counseling

1. Provided to currently enrolled students only. If a student was enrolled in the spring and/or is enrolled in the fall semester, they may receive services during the summer months.
2. Variety of topics: study skills, deciding on a major, relationship issues, anxiety, depression, time management, stress management, etc.
3. For instructions on study skills assessment and career counseling assessments, please contact the Student Counseling Center at 903-566-7254.

#### b. Group Counseling

1. Various types of groups may be arranged throughout the year for currently enrolled students. Group members are typically referred to groups by a counselor.
2. Group members must sign confidentiality and group consent forms.

#### c. Couples Counseling

1. Couples may be seen for relationship issues only if both clients are currently enrolled students.
2. Couples must sign release of information to the other member and consent forms to address confidentiality issues.

#### d. Relaxation Training

1. Can be done individually or in groups
2. Relaxation room may be used
3. Progressive muscle relaxation, test anxiety scripts, and other relaxation recordings are available
4. Biofeedback through HeartMath

#### e. Crisis Management

1. Although it is best to call ahead to make sure that a counselor is available, a currently enrolled student may walk in for an appointment Monday through Friday 8:00am-5:00pm. After hours, for non-life-threatening emergencies, call The Andrews Center Hotline at 1-877-934-2131 or The East Texas Crisis Center at 903-595-5591.
2. When on campus, contact UT Tyler Police at 903-566-7300 for emergency services.

3. For life-threatening emergencies, call 911 or go to the nearest hospital emergency room.

f. Consultation

1. LPCs in the Student Counseling Center may be called to consult with students, faculty, or staff regarding a student who they are concerned about but unsure of how to help.
2. They may call or come by the office. An appointment can also be made. An intake is not necessary when a student sets up a "consultation appointment."

g. Outreach Programs

1. Counselors may provide presentations and/or educational programming regarding a variety of topics. Counselors work with faculty and staff to schedule presentations that meet students' needs.
2. Presentations range from general service information, to stress or time management, to issues such as eating disorders, depression, or other mental health concerns.

h. Practicum and Internship Program

1. Practicum students are referred by the Psychology Department - typically the current instructor for the Graduate Interns and Supervised Practicum in Psychology courses- and supervised by Licensed Professional Counselors in the Student Counseling Center.
2. LPC-Interns can only be supervised and evaluated by an LPC-Supervisor. Interns who wish to work in the Student Counseling Center will apply and, after being accepted, be supervised by the Director of Student Services.

i. Web-based resources

1. Self-help resources (such as ULifeline, relaxation exercises, and tips for studying) are available through the Student Counseling Center website.
2. Training for faculty and staff on responding to and referring students in crisis are also available through the website.