

**So what do I do when I'm concerned about a student and I want to refer them to the student counseling center?**

Well, We provide a wide variety of services for our currently enrolled A&M students. I would also say that it is very very easy to make an appointment. Your student if your worried about them, you can either consult with us or give us a call and talk to whoever is currently on crisis duty or whoever is available. If we are busy, which we increasingly are, we will call back, but call us and check about your concerns about a student.

**How does my student make an appointment with student counseling services and is there any paperwork that needs to be filled out?**

If you want to have the student make an appointment, the student can make an appointment online going to [scs.tamu.edu](http://scs.tamu.edu) and clicking on registration. It's hard to miss. There are two flashing arrows right there. And they can complete the registration information. At the end of this process they can make an appointment, their first appointment. Now this only works for the first appointment. If they want to make another appointment, they will not be able to do that online. They will need to give us a call or stop in; Were in B-103 Cain. Yes, we do have online forms to complete. If someone can not complete online forms, there visually impaired for instance, they can come in. We have a larger version for them to use or someone can help them complete the forms. We do ask information regarding what their concern is and some of our students have reported that the form is very long but, truthfully they are only required to complete two questions. One is what are they coming in for, to give the counselor an idea what were going to talk about. The other question is what do they hope to have happen. Those are the only two required questions. Everything else, for us, is information that helps us do our jobs better

2:12

**Aside from counseling, what other services are available to students?**

The other resources we have available are individual, couple, group counseling. We offer all kinds of workshops. We also offer career counseling for the initial stages of career choice, what they should major in. Where they would go with that major and what they would do with it. We do not offer job search things, like how to find a job- that's the career center. That's what they do, but we offer the initial part where a student wants to be an engineer cause his dad and mom were engineers and the student is really interested in the liberal arts majors so we help them get to where they need to go for them. Psychiatric services, medication, not the medication itself but the prescription for medication is available, bio feedback for stress management. We offer anger management workshops. We offer a new workshop called Turn it Around to help students who have really gotten into a hole, either academically or behaviorally, and we help them participate in this group to turn it around, to turn their academic career around. We also offer just a variety of outreaches and programming that we do to the for the university community, including threat assessment, you know, after uh oh what do you, beyond uh oh I think I named that one. So we offer a variety of psychological and counseling services. If you can think of it, we probably offered it or are offering it. Typically right now at this time of the year, in December, were offering conquering your finals and we usually offer a three session sleep workshop because our students don't sleep well. And that's a collaboration of counselors, psychiatrists, and psychologists; everybody participates in that. We offer quite a variety of programming.

**What if my student needs counseling services but can not go during the office hours of 8-5?**

Well some options for students who can not come in during regular office hours, we are actually open two night a week, Tuesday and Wednesday nights till 7 o'clock. Those times are for group, because group typically makes better in the evening or they're for student who can not come in at any other time, like those who are doing student teaching and can't get out of there till 4:30 or 5:00. So we do have some other times available but the other thing we have available is HelpLine at 845-2700. That's available for 4 pm till

8am Monday through Friday and 24 hours on the weekends when the university is in session. These volunteers are well trained. They are well supervised and they provide a great service to our students so I would encourage you to recommend HelpLine. The number is on the back of everybody's ID card and I know your looking right now trying to see if its on the back of your card and it is. But the number is on the back and those people are available when we are closed.

**After a Student has alerted me of their mental health issue or disability that is documented, what accommodations should I provide in my advising style to assist this student?**

One of the things we do not tell people is what accommodations need to be provided. That is really from the Office of Disability Services for students. We can offer suggestions for dealing with people. We can offer ideas of how to handle for instance anger issues or something like that, but the word accommodation is really specific to disability services. We could recommend accommodations to disability services and disability services can then recommend that to the advisors, but the accommodation piece actually comes through disability services.

**Can Student Counseling Services help me help my student when their having a rough time?**

As part of consulting, if any advisor is worried about how to interact with a student or the interaction is not going as planned, we can help with that. Give us a call. Ask to speak again to whoever might be available and we can help you deal with that student but we don't recommend accommodations.

**Considering students of color and the stigma associated with counseling by many of these students, what information would you offer to these students to make Student Counseling Services be more appealing?**

We offer quite a few things for students of color and truthfully the students of color who show up here for counseling represent a larger percentage of our clientele than are represented on campus. So there is not an issue of not getting students of color to come in. We offer a Hispanic workshop for entry level students. First year we offer Regent Scholars Programs and a lot of the Regent Scholars represent diversity. We offer some international student programming and my staff is pretty diverse. One of the things we try to do is be welcoming and have somebody on my staff look like the student who is coming in. So the staff is pretty diverse in all kinds of ways in the largest definition of diversity. And that's what we provide to our students and it seems to be working.

**So working with students who are first year freshman and they are coming making the transition from high school to college, What services do you provide to them in terms of study skills and how they can move from high school studying to college studying so that they can feel more confident in their abilities?**

We offer a program called the PASS program and the PASS program helps our students do well academically. A lot of them come in not knowing how to study very well. We teach them how to study. We use a test called LASSI to do a test at the beginning telling us where there good, what study skills, and where there not so good. For instance, they don't take notes very well, if they know how to read a textbook. We offer a workshop on taking notes. We offer a workshop on time management which virtually every student has issues with.

**Will Student Counseling Services come talk to a group of students about career development, academic performance, or mental health issues?**

Staff at the counseling service are available to come out and do programming. Outreach programming we call it, you can sign up for it online and it's at [scs.tamu.edu](http://scs.tamu.edu), our homepage. Go to request a program and we can come out. We can talk to classes. We can do a presentation on a specific topic, facilitate a panel, there's all kinds of things we can do. However, at the end of the semester is not a good time to ask us because we are much

busier at the end of the semester. At the beginning of the semester, to give us a month or so out before you want us to come a do a presentation is a good thing because we don't have as much time at the end as the beginning of the semester, so ask early. We are limited by what we know, so if you have a topic you want us to talk about and we don't know about, well probably recommend somebody else. But we do what we can to come do outreach programming.

Student Counseling Services provide a full range of professional services including personal and career counseling, academic skills enhancement, testing, outreach programming, psychiatric services, consultation and crisis intervention. For more information or student referral please contact student counseling services. They are located at the corner of Joe Routt and Wellborn in Cain Hall or visit us online at [scs.tamu.edu](http://scs.tamu.edu)