

What “counseling” is:

Counseling is the process of talking to a professional about your thoughts, feelings, problems, experiences, relationships, family, traumas, behavior, goals or whatever else is on your mind. Counselors are non-judgmental and objective. We listen, ask questions, give feedback, suggest strategies, and help set goals.

Availability of Services

The Counseling Center provides free counseling and/or referral services, available for all currently enrolled students. We provide individual, group, and couples counseling. Other services include consultation, referral and a variety of outreach and programming activities. Our services are free of charge to all registered students. While we are able to be helpful with a wide variety of the problems that college students present, some problems call for more specialized or ongoing treatment. In such cases we will help students find a professional off campus who can provide more specialized or long-term treatment.

Hours

Hours: 8:00a.m.-Noon, and 1pm to 4:30pm.

Summer hours: 8:00a.m.-noon & 1:00-4:00 p.m.

Data Collection

The Counseling Center collects student data and conducts surveys to improve the services we provide. When we publish data, it is grouped together in “aggregate” form, meaning that only overall numbers are presented (for example, total % of students reporting depressed mood). We never give out individual data.

Confidentiality

All student contacts with the Counseling Center are **confidential** in accordance with New York State law and the ethical standards of the American Psychological Association and the National Association of Social Workers. Counseling Center staff does not release information, on or off campus, without prior permission of the student involved. However there are several legally mandated exceptions to therapist-client confidentiality, including situations in which the person may be a danger to themselves or others and situations in which neglect or abuse of a child or elder is suspected. These situations do not come up often, but if one of these applied to you, your counselor would discuss it with you.

In addition to this, your counselor may consult with another counselor here (all counselors here keep the same confidentiality standards). These consultations are for the purpose of making sure students receive the best quality counseling possible.

EMERGENCIES

If you are experiencing an emergency and need counseling during business hours, we will work with you to get you in as quickly as possible. If you have an emergency and we are not open, you may call the **Fox Hospital Crisis Center at: 431-5412**. The Crisis Center is staffed 24 hours a day, seven days a week. An “emergency” is defined by you, but includes feeling suicidal or homicidal, feeling confused or disoriented, or having unusual or disturbing thoughts (hearing voices or seeing things which are not there).

Scheduling and Attendance

Scheduling is typically done through the Counseling Center Secretary; you can stop by the secretary’s desk or you can phone 436-3368. Students are asked to make their own appointments. However, if you want you may bring a friend along to help get you started, and that is fine with us. Generally appointments are available in 2-3 days, though it may be longer at peak times of the semester. Follow-up appointments are usually every 1-2 weeks. If your circumstance is urgent or an emergency, we will make a special effort to get you in quickly.

When you make an appointment, an hour is reserved especially for you. If you cannot keep your appointment, please call as early as possible to tell us. That way we can make the time available to another student. If you miss an appointment, and you want counseling to continue, you may still call to schedule another appointment. Even if it has been a long time since your last appointment, you may resume counseling at any time during the academic year.

The First Appointment

The purpose of your initial meeting with a counselor is to determine how, and by whom, you can best be helped. The meeting involves assessing various aspects of the problem (for example, when it started, how intense it is, and what solutions you’ve already tried.) Counselors will treat you as a whole person, so they may ask about other areas of your life beyond your specific problem. At the end of the appointment you and your counselor will discuss a plan for follow-up. You will have the opportunity to arrange another visit depending upon when, and if, you would like to talk again. Sometimes students have a preference to meet with a counselor other than their initial counselor, and this can be arranged at the end of the initial meeting or at a later date.

Counseling Center Staff

The Counseling Center is staffed by highly qualified counselors, including social workers and psychologists, who are sensitive to the many issues affecting students today. Staff members are friendly and down to earth, and help students to feel comfortable with the counseling process.

Most staff members are generalists: that is, they are knowledgeable about a variety of psychological issues (like a primary care doctor). In addition, counselors may have areas of particular interest or specialty. The staff includes an Alcohol and Other Drug Counselor/Educator, who specializes in assessment, education, and counseling for alcohol and other drug issues. For other specialty areas please inquire by phone or at your first appointment.

For more staff information please see the staff web page:

<http://www.oneonta.edu/development/counseling/pages/staff.asp>

Question, Concerns, or Complaints?

We want you to be satisfied with your counseling here. You have the right to quality services delivered professionally and respectfully. If you have concerns about the services, your counselor, or how you are being helped, please tell us. We want, expect and need your feedback. If you want to see a different counselor, you may request that. You may also address your concerns by contacting the Director of Counseling (436-3368) or the Associate Vice President for Student Affairs (436-2513).

Website Information

For further information about the counseling center check out our website:

<http://www.oneonta.edu/development/counseling/>

You will find information about our services, the counseling center staff, and how counseling works. There are pages with useful information on topics such as depression, anxiety, homesickness, alcohol and other drugs, sexual assault, and diversity issues. We also present our favorite books, websites, and inspirational quotes and poems. There are also links to multiple sites, and pictures of staff and offices.

Diversity Statement

The SUNY Oneonta Counseling Center is committed to providing a safe and welcoming environment for everyone who uses our services. We believe diversity enlivens, challenges, and ultimately enriches our community. The range of diversity we value includes but is not limited to: ethnicity, race, sexual orientation, gender, physical or mental ability, socio-economic status, spirituality or religion, size, appearance, and age. We extend a particular welcome to students who may be experiencing discrimination on the basis of their differences. We strive to treat all students with equal respect and dignity. We are also committed to taking part in activities and discussions that will help us continue to grow in our understanding of diversity.

Welcome to the Counseling Center

**Important information about
counseling services**



**Counseling Center, Room 101
Counseling, Health
& Wellness Center
For Appointments, call 436-3368**