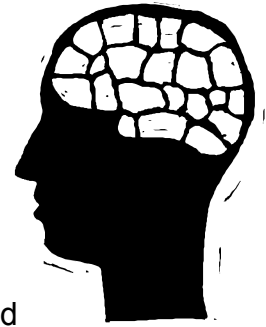


Frequently Asked Questions About Counseling

Our goal is to provide you with quality professional service. Please feel free to contact Counseling Services to make a confidential appointment or to discuss any questions that you may have.



What is counseling?

Counseling is a process that requires active involvement from both you and your counselor. Your role is to be honest and open in talking about yourself and your concerns. Your counselor will listen carefully, then may draw out or select some material or present new information to help you see yourself and your situation more clearly. Your counselor may help you in considering choices or may suggest possible courses of action. The goal of counseling is change; however, only you can decide to behave differently and you are ultimately responsible for making changes in your behavior.

How often will I meet with a counselor?

The amount of time spent in counseling varies from person to person and according to the nature of issues presented. Some people are seen for a single session, while others continue for several weeks. We offer time-limited counseling, which means that students are seen for up to 10 sessions per academic year. No-shows and cancellations of appointments with less than 24-hour notice will count toward the session total. Most students are seen for 3 to 8 sessions, with appointments most often scheduled once a week.

Will I be referred to an off-campus provider?

During an initial intake interview, you and your counselor may make some decisions about the length and focus of counseling. Sometimes finding the most appropriate help for you may mean that you need the resources other than those provided by the counseling staff. If so, we will offer assistance in referring you to other appropriate services and counseling resources.

What about privacy and confidentiality?

Confidentiality is an integral part of the counseling process. It is important for you to know that any information you provide to a counselor is classified as "confidential" under the rules of the MN Board of Psychology, Ethical Principles of Psychologists/Code of Conduct of the APA, and the laws of the State of MN. However, if you are 17 years of age or younger, your parents may have access to counseling information or may have to give their permission for you to seek counseling. Also, there are some other reasons why your counselor may have to divulge information, which is something we'll talk about if you choose to come in.

How long will it take me to get an appointment with a counselor? I've heard about a "wait list".

Winton Health Services is committed to providing a prompt response to student requests for appointments. Generally students are able to see a counselor within a few days of their request. There are occasions, however, where it may take a longer time to get an appointment. This is more likely to happen if the student is requesting a specific counselor or has limited options for days and times in which to schedule an appointment. In this case, the student is placed on a list to be contacted when openings occur. This list is checked daily; the average time for a student to be on the list before being offered an appointment time is 4 days. Daily drop-in appointments are another option for students. Note that students with acute mental health needs will be immediately supported with emergency services and/or referrals.

Macalester Health Services
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