

Counseling Intake Form

Welcome to the Counseling and College Success department at Fox Valley Technical College. We provide short-term academic, career, and personal counseling services for currently enrolled students. Benefits of counseling include:

- better interpersonal relationships.
- improved academic performance.
- solutions to specific problems.
- increased resilience/lower stress.

The counseling process includes some risks as you work through your concerns. You may experience some sadness, anger, guilt, or frustration. If you have questions or concerns, you are encouraged to discuss them during your counseling meetings. In order for counseling to be effective, it is necessary for you to take an active role in the counseling meetings.

Counseling at Fox Valley Technical College is available at no cost to currently enrolled students.

Students under the age of 18 years old need to obtain written consent from a parent or legal guardian to participate in counseling services at Fox Valley Technical College.

Counseling services are brief in nature and focused on solutions to your main concerns. If we determine that your counseling needs require resources or competencies beyond what we can provide, we will assist you with a referral to an appropriate and affordable community-based mental health provider.

If you are referred to a provider in the community (off-campus), you are responsible for their charges.

Services Not Provided:

We do not provide any mandated services or those that may require court testimony, letters, or reports to be filed related to any legal proceedings on behalf of the student.

Couples or family counseling is not offered at Fox Valley Technical College. If ongoing couples or family counseling is needed, we will assist you in finding a counselor in the community to meet your needs.

Record Storage:

- Counseling records and individual documents are maintained electronically on our CRM, are password protected, and accessible by Counseling Services staff only.
 - Student records will be kept for at least seven years after the date of the last contact with our department.
 - Upon written request, we will provide access to your clinical records and/or a summary to another mental health professional or physician of your choice.
 - If you request the release of this information, we may request personal contact with you prior to releasing the information.
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ROLES AND RESPONSIBILITIES

The COUNSELOR aims to:

- clarify the nature of the concern.
- provide information and guidance.
- help resolve concerns and support change.

The STUDENT should:

- arrive at your appointment on time.
- cancel or reschedule at least 24 hours before your appointment by calling (920) 735-5696
- participate in setting clear goals with your Counselor and complete and "homework."
- maintain openness and honesty about the process with your counselor.
- attend appointment free of the influence of alcohol or drugs.

CONFIDENTIALITY

The information you share during your counseling session is held confidential, and the Counseling and College Success Services department will not disclose your personal information with outside parties unless one or more of the following criteria are met:

- You sign a written release of information permitting such disclosure.
- You are assessed as being potentially harmful to yourself or others.
- You are assessed as being emotionally disturbed to the point of being unable to care for yourself.
- You share current information about abuse or neglect of minors or the elderly.
- Your records are ordered by a court of law.

TELE-COUNSELING INFORMED CONSENT

INFORMED CONSENT FOR TELE-COUNSELING

This Informed Consent for Tele-Counseling contains important information focusing on providing counseling services using the phone or the Internet. Please read this carefully, and let your counselor know if you have any questions. When you sign this document, it will represent an agreement between us.

Benefits and Risks of Tele-Counseling

Tele-Counseling refers to providing counseling services remotely using telecommunications technologies, such as video conferencing or telephone. One of the benefits of tele-counseling is that the client and counselor can engage in services without being in the same physical location. This can be helpful in cases where it is difficult or even unsafe to meet in person. It is also more convenient and takes less time. Tele-counseling, however, requires technical competence on both our parts to be

helpful. Although there are benefits of tele-counseling, there are some differences between in-person counseling and tele-counseling, as well as some risks. For example:

- **Risks to confidentiality.** Because tele-counseling sessions take place outside of the counselor's private office, there is potential for other people to overhear sessions if you are not in a private place during the session. On our end, counselors will take reasonable steps to ensure your privacy. But it is important for you to make sure you find a private place for our session where you will not be interrupted. It is also important for you to protect the privacy of our session on your cell phone or other device. You should participate in therapy only while in a room or area where other people are not present and cannot overhear the conversation.
- **Issues related to technology.** There are many ways that technology issues might impact tele-counseling. For example, technology may stop working during a session, other people might be able to get access to our private conversation, or stored data could be accessed by unauthorized people or companies.
- **Crisis management and intervention.** Usually, we will not engage in tele-counseling with clients who are currently in a crisis situation requiring high levels of support and intervention. Before engaging in tele-counseling, we will develop an emergency response plan to address potential crisis situations that may arise during the course of our tele-counseling work.
- **Efficacy.** Most research shows that tele-counseling is about as effective as in-person counseling. However, some counselors believe that something is lost by not being in the same room. For example, there is debate about a counselor's ability to fully understand non-verbal information when working remotely.

Electronic Communications

We will decide together which kind of tele-counseling service to use. Certain computer or cell phone systems, software or "Apps" may be required to participate in tele-counseling services. We will make every effort to assist you with this, but ultimately you are solely responsible for obtaining any necessary equipment, accessories, or software to take part in tele-counseling, which may include financial costs to you.

Confidentiality

Fox Valley Technical College has a legal and ethical responsibility to make our best efforts to protect all communications that are a part of our tele-counseling. However, the nature of electronic communications technologies is such that we cannot guarantee that our communications will be kept confidential or that other people may not gain access to our communications. We will use platforms such as Microsoft TEAMS to help keep your information private, but there is a risk that our electronic communications may be compromised, unsecured, or accessed by others. You should also take reasonable steps to ensure the security of our communications (for example, only using secure networks for tele-counseling sessions and having passwords to protect the device you use for tele-counseling).

The extent of confidentiality and the exceptions to confidentiality that are outlined in our traditional Informed Consent apply in tele-counseling. Please let your counselor know if you have any questions about exceptions to confidentiality.

Emergencies and Technology

Assessing and evaluating threats and other emergencies can be more difficult when conducting tele-counseling than in traditional in-person counseling. In some circumstances, it may be timelier and more appropriate to meet in a tele-counseling setting.

If the session is interrupted for any reason, such as the technological connection fails, and you are having an emergency, do not call back; instead, call 911, or go to your nearest emergency room. Call or e-mail only after you have called or obtained emergency services.

If the session is interrupted and you are not having an emergency, disconnect from the session and wait two (2) minutes. Then try reconnecting via the tele-counseling platform on which we agreed to conduct counseling. If after 2 minutes this does not work, we will attempt to reach you by phone. If you do not receive a call then call our front desk at 920-735-5696, explain that our session was interrupted and request that they reschedule our meeting.

Records

The tele-counseling sessions shall not be recorded in any way unless agreed to in writing by mutual consent. We will maintain a record of our session(s) in the same way we maintain records of in-person sessions in accordance with college policies.