



# Student Health & Counseling Center

## Frequently Asked Questions

### **Who are the counseling staff?**

The counseling center professional staff is composed of state licensed counselors, registered associate counselors, and graduate-level interns. The staff has experience working with a wide variety of mental health issues.

### **Where is the Student Health & Counseling Center located?**

SHCC is located on Monmouth Ave across from the Woodcock Education Center.

To see an interactive campus map, click [here](#).

### **Who is eligible to obtain services?**

Beginning summer 2023, all students will be eligible for services. The health fee is \$162 for students taking in-person or hybrid classes on the Monmouth campus. Online students, or those taking classes on the Salem campus, pay a reduced rate of \$120.

For summer, if a student is not taking summer classes but completed spring term AND is enrolled in fall term, they may opt into the health fee and utilize SHCC services.

### **Do I have to be on campus to access services?**

We offer in-person and telehealth services, plus phone visits for medical depending on the issues to be addressed. The student has the option of in-person or video services for each appointment.

### **What services does SHCC offer?**

SHCC offers medical and counseling services. For medical, we provide a variety of services, including immunizations, physicals, women's health care, acute medical services, prescriptions, and more. Our medical providers are also sexual assault nurse examiners (SANE).

For counseling, we offer individual, group, crisis, and couples counseling. We also provide after-hours crisis services, consultations, and alcohol and drug services.

**What types of issues can counselors help me with?**

Students seek assistance on a variety of concerns such as depression, stress management, anxiety, relationship issues, eating disorders, test anxiety, sexual assault, grief and loss, sexuality issues, psychological trauma, adjustment to school, anger management, substance abuse, self-esteem, issues with roommates, performance anxiety, phobias, life planning, and more.

**What are group counseling sessions? Can anyone join?**

We offer a variety of groups each term. Some examples of past groups include People of Color, Healthy Relationships, Autism Spectrum Group, Survivors of Sexual Assault, and Self Care through Meditation and Yoga.

Who can attend groups depends on the nature of the group. Most groups require the student to be eligible for services, have a counseling intake and/or be referred by their counselor. Other groups that are formatted more like a workshop may be open to any WOU student who signs up.

**Will information from my counseling end up on my academic record?**

No. Your sessions with a counselor are confidential. Our goal is to provide a safe environment for you to talk about personal matters.

**Will anyone know what I say in counseling?**

Counseling is confidential! In accordance with state and federal law as well as professional and ethical guidelines for mental health providers, we maintain confidential records of all contacts with students receiving services. This means that no identifying information – written or otherwise – about your contact with counselors at SHCC will be disclosed to anyone outside SHCC without your written authorization. This exclusion includes academic departments, the registrar's office, and other campus entities. No one gets to know what you talk about (or even that you are receiving services) unless you want them to know. There are some legal exceptions to this confidentiality. It is important that you know what they are. If you are under the age of 18, please call for information about our confidentiality policy.

**Situations when confidentiality may be breached:**

- If/when you are a threat to yourself or others
- If/when there are reports of current abuse or neglect of a vulnerable adult or child
- As a result of a court order
- When mental illness is used as a defense in a criminal or civil action

**How much do the services cost?**

To access services through SHCC, the student must be assessed for the health fee. This is automatically assessed for students enrolled in 1+ credit of courses at WOU. There may be separate fees/charges for testing services and medical care. These costs are kept at a minimum for our students. Fees may also be assessed for missed appointments. The health fee is determined each academic year. Once the fee is approved, it remains in effect from June – June (summer, fall, winter, and spring terms).

**What hours is the center open?**

SHCC is typically open Monday through Friday 9-12pm and 1-5pm. However, office hours during the summer can be reduced. Operating hours are kept updated on our website [www.wou.edu/health](http://www.wou.edu/health). For after-hour emergencies, please contact Campus Public Safety at 503-838-9000 or call 911.

**How do I make an appointment?**

To schedule an appointment, call our office at 503-838-8313. You may also come to the office and visit our front office staff. Students who are in crisis do not need an appointment.

**What is it like to go to counseling?**

The first appointment is a 50-minute intake session. This session allows you to become comfortable with the counseling environment. During the intake session you will be asked a variety of questions about your life, goals for counseling, and presenting problems (why you are interested in counseling). After this initial visit, you will be matched with a counselor based on your preferences and best fit. You may then schedule your first counseling appointment with your assigned counselor.

**Does my insurance cover the cost of extra counseling services (like testing, etc.)?**

SHCC does not process or submit billing to insurance companies. We cannot guarantee that your insurance company will reimburse you for these services. If you have questions, please discuss them with your insurance representative. All charges incurred are your responsibility regardless of whether the services are or are not covered by your insurance company and will be charged to your student account. We will provide you with a fee (billing) slip to submit to your insurance company for reimbursement purposes.