

# WE ARE HERE FOR YOU

University Counseling Services

University can be an exciting experience. It is an opportunity to make academic decisions, meet new friends and explore career options. As a university student, you may also encounter many stressful situations or experiences involving your academics, family, relationships or social life.

AUS University Counseling Service (UCS) is here to help support your mental health, personal well-being and academic success.

### **What is counseling?**

Counseling is a confidential conversation between you and a professional counselor or psychologist about any personal, social or emotional issues that are impacting you or causing you concern.

Counseling helps you identify and change behaviors or ways of thinking that have not worked well for you. It helps you develop decision-making and coping skills needed to meet the challenges of living and learning.

### **Does counseling really help?**

Students who use counseling services often find they are better equipped to handle the stress of student life and even progress academically much better than those who do not.

Our counselors are non-judgmental, objective professionals, who are experienced in helping students who are struggling with their mental wellbeing. For many AUS students, counseling has proven to be a beneficial method in dealing with the common academic and personal obstacles they face in this phase of life.

### **What can counseling address?**

Our counselors can help you understand and cope with issues such as

**academic performance**

**stress management**

**motivation**

**self-esteem**

**anxiety**

**depression**

**relationship concerns**

**loss and adjustment to life changes**

**difficulty making decisions or managing time**

**family issues**

## **Who will be my counselor?**

AUS has a team of both male and female counselors. We are trained to be sensitive to the diverse needs of AUS students. We are trained in various types of therapy.

## **What types of services are available?**

We offer a variety of services to the AUS community, including:

- personalized counseling services to registered AUS students
- therapy groups, support groups and educational groups
- outreach services and events
- workshops/educational activities
- crisis intervention for students, faculty and the university community
- consultation to faculty and the university community
- consultation to parents of university students

## **What should I expect?**

Our services are free, voluntary and confidential.

Your first appointment with a counselor is an intake interview. During this initial appointment, he or she will ask various questions in order to understand your needs and create a personalized plan for you. The initial appointment is also your time to ask your therapist questions.

Students often meet with their counselors on a weekly, biweekly or monthly basis, depending on their needs and the availability of the counselor. Sessions are typically one hour long and homework assignments may be given between sessions as part of your counseling.

We offer counseling in a variety of formats, including in-person, telephone and video conference.

## **Confidentiality**

In accordance with ethical guidelines, what you discuss with a counselor is confidential. Your written permission will be required to release information to other parties. There are circumstances when information can be released without your consent or authorization. These include:

- If you are at risk of being a threat or danger to yourself, a counselor is permitted to release information necessary for the purpose of your protection (such as contacting family members or seeking hospitalization).
- If an immediate threat of physical violence against a readily identifiable victim is disclosed, your counselor may take action to protect the potential victim, which may include seeking the assistance of another AUS department to prevent harm.

## **How do I arrange to see a counselor?**

To schedule a confidential appointment with one of our counselors, you can:

- book an appointment through the following link:  
**[ucsapointments.youcanbook.me](https://ucsapointments.youcanbook.me)**
- or stop by our offices in the Health Center (LAN Building)

### **UCS Office Hours**

Sunday 8:00 a.m.—7:00 p.m.

Monday 8:00 a.m.—5:00 p.m.

Tuesday 8:00 a.m.—7:00 p.m.

Wednesday 8:00 a.m.—7:00 p.m.

Thursday 8:00 a.m.—5:00 p.m.

**In case of an emergency after hours, please call the University Health Center emergency number at 06 515 2100 and select Option 1 to speak to an on-call nurse.**