

# SCOPE OF SERVICES, STUDENT COUNSELING SERVICES

## IOWA STATE UNIVERSITY, ACADEMIC YEAR 2019-20

**MISSION:** Student Counseling Services (SCS) provides clinical and campus-based services to help students achieve their educational and personal goals. SCS supports the holistic wellbeing of every Iowa State student and promotes a healthy and inclusive community through clinical services, outreach, consultation, crisis intervention, and collaboration with campus partners.

**ELIGIBILITY:** All currently enrolled Iowa State students; most professional services provided at no charge.

**MODEL:** SCS uses a brief therapy treatment model that is time-limited. This model is offered in multiple formats including group therapy, workshops, and individual counseling. The brief therapy model is focused on helping students effectively meet a desired change or goal. For students receiving individual therapy, most brief therapy concerns can be addressed in 4 - 8 sessions and individual sessions are typically scheduled every other week. In keeping with the model, students whose needs require long-term and/or intensive support will generally be referred to community resources for ongoing treatment.

**HOURS OF OPERATION & PROCESS:** During the academic year, SCS is open Monday – Friday, 8AM – 5PM. SCS is committed to providing easily accessible services to students through its walk-in services. Walk-in hours are available 8am – 3pm, Monday – Thursday for students to meet with a counselor for an initial appointment. During the walk-in appointment, the counselor and student work together to determine the most appropriate services to meet the student’s needs. When determining a student’s treatment plan and their appropriateness for services, the following will be considered:

- Presenting concern, including severity and duration
- Level of care needed including frequency of treatment required
- Access to transportation
- Insurance/financial resources
- Cultural considerations (e.g., language, barriers to treatment)
- Specialized needs
- Input from campus partners regarding extenuating circumstances

*\*Note- Exceptions to the brief therapy model may be made based on these considerations.*

SCS recognizes the importance of timely access to support students in crisis. **Crisis hours are available Monday - Friday, 8AM - 5PM.** During these appointments, the counselor and student will focus on addressing urgent needs and safety concerns.

**What's Treated at SCS: Common concerns that may be treated in SCS's brief therapy model include:**

- Mild to moderate anxiety and depression
- Adjustment and developmental concerns
- Interpersonal concerns (friends, family, roommates, romantic partnerships)
- Self-esteem concerns
- Concerns related to the transition to college
- Identity development related to various dimensions of identity (sexual, racial, ethnic, religious, gender, etc.)
- Career counseling
- Eating disorder assessment
- Recent trauma

**What's Not Treated at SCS:**

- Students whose needs warrant treatment over multiple semesters
- Students needing more than once a week intervention on an ongoing basis
- Long-standing and/or significant depression, mood disorder, or anxiety concerns
- Students with substance abuse as the primary issue (may be referred for on-campus support through partnership with community providers)
- Mandated mental health evaluation or counseling
- Court appearances/testimony/evaluations or court-ordered assessment and treatment
- Students requiring specialized or more intensive treatment

*\*Note- Psychiatric and mental health services including medication management are also available at the Thielen Student Health Center.*

**REFERRAL PROCESS:** Students may be referred to a community provider for the conditions identified above or following a course of brief treatment if needing further support. During periods of high demand for service, SCS may have limited openings for new students. In that situation, SCS may keep a limited wait list based on anticipated availability in a reasonable time frame; however, in an effort to avoid a delay in care, we may help students connect with community providers rather than place them on a wait list. If a referral is deemed the best option, a member of the SCS team will assist the student in accessing community resources.