



Virtual Consultations Frequently Asked Questions

What are Virtual Consultations?

Consultations are a service that provides easy access to informal and confidential meetings with counselors and Master's level counseling interns from the Wellness Center at Judson University. Counselors hold virtual consultations at a specific date and time each week. There is no appointment or fee necessary.

What happens during a consultation visit?

Appointments are first-come, first-served. Staff will listen closely to your concerns and provide support, perspective, and suggestions for resources.

How long will my appointment be when I meet with someone?

Sessions typically last 15-30 minutes depending on the situation. However, if there are more students waiting for services, staff may let you know that you have about five minutes to wrap things up to give another student an opportunity.

How many times can I use consultation services?

There is no set number of sessions. However, you may be referred for continuation of services at the Wellness Center if staff think it would benefit you more.

How are consultation services different from Counseling Services at the Wellness Center?

Counselors at the Wellness Center provide ongoing counseling, which usually consists of weekly or bi-weekly 45-50 minute appointments. Virtual Consultations is not formal counseling.

When could I benefit from consultation services?

This service is open to all Judson University undergraduate, graduate and professional students. *Virtual Consultations* are the best fit for:

1. students who are not sure about counseling and wonder what it's like to talk with a counselor;
2. students who are not interested in ongoing counseling but would like the perspective of a counselor;
3. students who have a specific problem and would like someone with whom to talk it through;
4. students who have a concern about a friend and want some thoughts about what to do.

I think I have a problem that would benefit from counseling, but I don't know anything about counseling. Would having a consult help me figure out what to do?

Absolutely. The counselor will talk through your issue with you and help you determine the best way to get help. If you feel comfortable with the counselor, it's sometimes possible to meet with them for continuous services.

I have an upcoming counseling appointment a week from now, can I have a consultation in the meantime?

If you believe you need to be seen sooner than the appointment you were given, it's best to call the Wellness Center directly and inform them of your concerns.

I was recommended a referral to a therapist off-campus to help me meet my needs. Can I participate in consultation services instead?

Since regular counseling visits are not available during consultations, following up with the referral and recommendation is a good idea. Unfortunately, the Wellness Center cannot always provide ongoing counseling to every student who requests it.

I'm currently seeing a counselor at the Wellness Center, and I'm not happy with how things are going. Can I participate in consultation services instead?

The best thing to do in this situation is to talk directly with your counselor. Counselors are eager to get your feedback, positive or negative. Oftentimes an open conversation about your concern helps smooth out any wrinkles. If, after talking with your counselor, you prefer to transfer to someone else, just ask your counselor directly, either in person or by e-mail.

What else do I need to know?

Although counselors hosting consultations are professionals or professionals in training, consultation services are not a substitute for therapy or formal counseling and does not constitute mental health treatment. Again, consultations provide informal visits to help students with specific problems and to introduce them to what it's like to speak with a counselor. Staff can help you determine whether formal counseling at the Wellness Center would be useful for you and, if appropriate, assist you in scheduling an appointment.

Virtual Consultation visits are confidential. Are there any limits to confidentiality?

Conversations with counselors are confidential, with a few exceptions. Counselors may need to share information in an emergency when there is an immediate threat of harm to self or others. Counselors are required by law to report when a minor, elderly person, or someone otherwise incapacitated and unable to act on his/her own behalf is being abused. Additionally, counselors keep brief written notes of their contacts with students, and in the event that there is an emergency or a student is referred to the Wellness Center. Finally, these notes can be released in the unlikely event of a court order. Let's Talk visits are *never* noted on a student's official university record.

We don't want anything to be a barrier to students accessing help. If you have further questions about confidentiality, we encourage you to discuss them with the Director of Counseling and Wellness.