

Frequently Asked Questions

Who are the counseling staff?

The counseling center professional staff is composed of state licensed counselors, counselor trainees 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?

The 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?

Students who are currently enrolled for six or more credit hours, or who opt to pay the health and counseling center fee, may receive services at the counseling center.

What types of issues can they help me with?

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

What are group counseling sessions? Can anyone join?

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 about 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 clients (students receiving counseling). This means that no identifying information - written or otherwise - about your contact with counselors at the Student Health & Counseling Center 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 coming here) unless you want them to know. There are some legal exceptions to this confidentiality; they rarely apply but we want you to know about them. If you are under the age of 18, please call for information about our confidentiality policy.

Counselors may need to disclose certain information in 4 general situations:

1. when you state intent to harm yourself or someone else.
2. when you report current abuse or neglect of a vulnerable adult or child
3. as a result of a court order

4. when mental illness is used as a defense in a criminal or civil action.

How much do the services cost?

Counseling services are covered by the Student Health and Counseling fee. There may be separate fees charged for testing services that may be conducted in conjunction with your counseling. Counseling sessions are unlimited for the year, based upon counseling staff availability. Fees may be assessed for late or missed appointments.

What hours is the center open?

The SHCC is open Monday through Friday from 8:00 a.m. to 5:00 p.m. For after hours emergencies, please contact Campus Public Safety at (503) 838-9000 or 911.

How do I make an appointment?

To schedule an appointment, please call our office at 503-838-8396 or come by and visit our reception staff at the front desk. Students who are in crisis do not need an appointment.

What is it like to go to counseling?

The first appointment is a one hour (60 minute) intake session. This session allows you to become comfortable with the counselor, counseling environment and the counselor to become acquainted with the issues that you would like to talk about. After this initial visit, you will be matched with a counselor based on your preferences for gender (male/female) and best fit (personality, counselor's ability to best address your specific concerns, etc.). You may then schedule as many appointments with this counselor as you need (based on their availability).

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

SHCC does not process or submit billing to insurance companies. **Many of the services provided at SHCC will not be eligible for insurance coverage.** We cannot guarantee that your insurance company will reimburse you for these services. If you have questions, please discuss them with your insurance representative. **Services are not covered under the Oregon Health Plan.** 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.