

**COUNSELING CENTER
205 CAMPBELL HALL
(973) 596-3414**

THE COUNSELING CENTER STAFF

Phyllis Bolling, Ph.D. Director of Counseling Center; Coordinator of Disability Services	596-3420
Maryann McCoul, Ph.D. Associate Director Certified Addiction Specialist	596-3414
Fred Harris, M.A. Assistant Director	596-3418
Alan Eiges, Psy.D. Staff Psychologist	596-3415
Meghan Hearn Secretary	596-3414 596-3416

The Counseling Center also utilizes the services of a psychiatrist for consultation, psychiatric evaluation and medication monitoring as needed.

LOCATION AND HOURS

The Counseling Center is located in Room 205 Campbell Hall. During fall and spring semesters the Counseling Center is open Monday and Friday from 8 a.m. to 4:30 p.m. and Tuesday – Thursday from 8 a.m. to 6 p.m.; later counseling sessions can sometimes be arranged by appointment. During summer and intersession periods, regular office hours may be changed slightly, but evening counseling is usually available by appointment.

**CONFIDENTIALITY STATEMENT
NJIT COUNSELING CENTER**

Confidentiality and trust are very important to the counseling process. Therefore, except as required by law and ethical professional practice guidelines, the information disclosed during counseling and the identity of counseling clients will not be shared with anyone outside the Counseling Center without the student-client's express (usually written) consent. This confidentiality extends to situations in which a client is referred to the Counseling Center by a faculty member, administrator, parent or friend.

Situations requiring exceptions to confidentiality occur very infrequently and they are reviewed with prospective clients prior to beginning counseling. If students have any questions about this, they are encouraged to discuss them with a staff counselor or psychologist.

CALL US IF YOU'RE CONCERNED

If you are concerned about a particular student and how best to approach that individual to make a referral, do not hesitate to call the Counseling Center in advance and discuss this with a member of our professional staff. In particular, **if the student is acting in a strange manner, appears agitated, out of control, or overly sensitive and withdrawn, it is often helpful to discuss your concerns before approaching the student.** In some cases we may be able to reach out directly to the student about whom you are concerned.

COMMON SIGNS OF DIFFICULTY

Although each student's difficulties are different, you may want to refer a student to the Counseling Center if the student:

- is not doing well academically
- procrastinates excessively
- appears to "blank out" or become excessively anxious during tests
- is unsure about his/her educational or career choice
- appears to have learning problems
- describes a disability that may entitle him or her to accommodations
- is disruptive in class
- is frequently late or absent
- appears to be experiencing personal problems
- seems unable to make decisions
- is overly dependent on you
- is nervous or agitated
- seems depressed, fearful or extremely withdrawn
- appears to be abusing alcohol or other drugs
- appears confused or "out of it"
- appears irritable, angry or hostile
- displays marked change in manner and/or personal hygiene
- exhibits bizarre or strange behavior
- has difficulty relating to other people
- feels suicidal; alludes to "giving up" or "ending it all"

DISRUPTIVE OR THREATENING BEHAVIOR

On occasion you may encounter a student who exhibits disruptive or threatening behavior. **It is not advisable to address this situation alone.** The Counseling Center can consult with you about managing such situations and will meet directly with the student if the student consents. However, the Counseling Center cannot mandate counseling for a student nor impose sanctions for inappropriate behavior. Thus we often recommend that you contact the Dean of Student Services (973)596-3470 about such situations - particularly if they are severe and/or persisting. The Dean of Student Services has the authority to investigate the situation and initiate disciplinary or other interventions as appropriate. Moreover, in any situation where you feel an immediate threat to your safety or the safety of others, you are advised to contact **Public Safety at (973)596-3111.**

MAKING A REFERRAL

If you feel that counseling may be beneficial to one of your students, **it is helpful to discuss your concerns with the student in a private, non-threatening setting such as during your office hours.** Try to identify your concern to the student in a supportive manner and recommend counseling in any of the following ways:

- Suggest and emphasize that seeking services at the Counseling Center will assist the student in achieving their academic goals.
- Suggest that the student contact the Counseling Center directly; be sure to provide telephone numbers, office location and information about office hours.
- With the student's permission, call the Counseling Center (x3414) while the student is in your office to ensure that contact is made. Arrange an appointment at that time.
- With the student's cooperation, call the Counseling Center and arrange to walk the student over for an immediate appointment (if it is an emergency) or to personally set up an appointment.
- If it is an emergency situation and you feel uneasy about walking the student to the Counseling Center, call the Center to have a counselor come to you.

FOR EXAMPLE...

A student comes into your office and begins to describe personal problems that are interfering with his/her academic work. At a break in the conversation, it is often useful to paraphrase in general terms what you have heard, express concern for the student, and recommend the Counseling Center by saying something like this:

- It sounds as though you've been under a lot of stress recently, which is also making it hard for you to keep up academically. It may help you to talk things over with someone and the Counseling Center is a good place to do that. Do you know anyone over there with whom you'd be comfortable talking? If not, I know the counselors there are very nice and could help you work through this. If you like, I can call right now to set up an appointment. What do you think?

If the student reacts as though you are implying he/she is "sick" or "disturbed", you might reassure the student that the Center exists because college students experience a variety of normal concerns during their college years ranging from career indecision to the kinds of stresses this student has described.

CONFIDENTIALITY (see Confidentiality Statement on inside back cover)

When we are aware that a student was referred by a faculty or staff member, we usually ask the student for permission to let you know that contact with the Counseling Center has been made. However, some students are unwilling to allow us to give you that feedback and we must respect the students' wishes. In most circumstances, all other communication with the student will be kept confidential, both for legal/ethical reasons and in order to maintain the student's trust; thus, we cannot talk to you about our counseling contacts with a student without the student's consent. We understand that your concern for the student may make this policy uncomfortable for you, particularly if the student's difficulties appear to you to be persisting or getting worse. In that case, although we are unable to disclose information to you, please feel free to give one of our counselors a follow-up phone call to share your continuing concerns. The feedback you provide will assist us in working with a student if he/she is currently receiving counseling.

INTRODUCTION

Attending college is a challenging experience involving rigorous academic demands and complex personal, social and career decisions. NJIT's Counseling Center provides services for students with a wide range of developmental concerns, academic challenges, life transitions and stresses, as well as with serious psychological problems or crises. In addition, the Counseling Center is also responsible for the coordination of services for students with documented disabilities who may require specialized accommodations. While many students come to the Counseling Center on their own, some may be experiencing difficulty and come to you for your assistance or advice. Students who turn to you, respect and value your opinions and thoughts. Because of this respect, any recommendation or referral you make will be highly regarded. This brochure provides information to assist you in responding to students in distress, particularly, ways to initiate referral to the Counseling Center.

COUNSELING CENTER SERVICES FOR STUDENTS

- Personal/psychological counseling; short-term psychotherapy; crisis intervention; psychiatric evaluation.
- Academic adjustment counseling focusing on defining academic goals and developing study skills, overcoming procrastination and work block problems, managing test anxiety, and other coping strategies.
- Disability services including coordination of accommodations and other support services, counseling, and liaison with other NJIT departments and vocational rehabilitation agencies.
- Career counseling to explore abilities, interests, values and needs in relation to choice of major and career decision-making.
- Alcohol and substance abuse counseling; relapse prevention for recovery; referral to off-campus services as needed.
- Workshops ranging from alleviating anxiety and stress management to coping with depression, acquaintance rape prevention and multicultural awareness.
- Testing services, including CLEP testing for qualified students seeking credit-by-examination for specific courses, as well as personality and career interest inventories to enhance the student's counseling experience. For CLEP testing, the academic department's approval is required and students are charged a fee.
- Referral for medical, psychiatric, alcohol/drug rehabilitation or other specialized services. Off-campus service providers may charge a fee.

Counseling Center services (except CLEP and some other testing) are offered without fee to all NJIT students. Referral services are available for students taking a leave of absence as well as alumni.

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ROOM 205, CAMPBELL HALL**

**RESPONDING TO
STUDENTS IN DISTRESS:
WORKING TOGETHER TO HELP**

**COUNSELING CENTER
REFERRAL GUIDELINES
FOR FACULTY, ADMINISTRATORS
AND SUPPORT STAFF**

