

# Student Counseling Services

Care... understand... guide...  
and support your path to success.

## Table of Contents

No.	Subject	Page
1	Vision, Mission, Values, and Goals.	3
2	Counseling Services	4
3	Confidentiality	5
4	Eligibility	6
5	Appointments	6
6	Sessions	7
7	Types of Concerns	7
8	Referring Others	8
9	Rights and Responsibilities	9
10	Counseling Services Evaluation	10

## 1. Vision, Mission, Values, and Goals

### 1.1 Vision:

To be a well known, regarded and competitor counseling provider in the kingdom that is an integral part of the CBA community who assists students and staff to live a more successful life.

### 1.2 Mission:

We provide a specialist, accessible, reliable counseling service; to provide a service which supports students and staff to acquire the skills needed to live a more effective life and successfully overcome difficulties by providing high quality counseling, training programs and consultations.

### 1.3 Values:

1. Mutual trust.
2. Respect diversity and individuality.
3. High quality service.
4. Taking care of others.

### 1.4 Goals:

5. Increase students' awareness about positive thinking, feeling, and behavior.
6. Assist students to improve their personality and to acquire the skills needed to live a more effective life.
7. Help students to solve her personal, educational, and social problems.
8. Develop alliances with the concerned individuals and agencies in the community.

## 2. Counseling Services

### 2.1 Individual Counseling:

We offer individual counseling consists of meeting one-on-one with a counselor to discuss issues that cause emotional distress and interfere with personal goals and academic success.

Counseling is a process by which change is sought through the expression of thoughts and emotions in a safe, supportive, non-judgmental forum. Counseling gives a student the chance to speak to a non-biased professional who is not affiliated with the student's friends or family.

The counselor's role is to help the student develop effective strategies for coping with whatever is bothering her.

If more help is needed than the available service, referrals can be made to a variety of psychological, therapeutic or psychiatric services in the community. Your counselor would discuss this with you if this seems the best way forward.

#### Attention:

1. The counselor is not a doctor or a psychiatric.
2. We do not deal with medical/mental/psychiatric problems.
3. We do not prescript drugs or medicines.

#### 2.1.1 How to get most benefit from counseling:

Effective and successful counseling requires the following from the student:

1. An atmosphere of trust.
2. Being positive and optimistic.
3. Personal commitment to your own development and change.
4. Being open, honest, and actively participating.
5. Completing the assignments and instructions given by the counselor.
6. Attending all scheduled sessions until finishing the counseling plan.

### 2.2 Training Programs:

The SCS will offer a variety of Training Programs on various topics for students and employees. These programs will be announced.

### 2.3 Self Help Resources (Soon)

The Self-Help section in the college hand book website [www.cba.edu.sa/cbahandbook](http://www.cba.edu.sa/cbahandbook) helps you quickly find information and articles on a wide range of topics by clicking on any of the Topics of Interest (to your right), but the information does not replace the role of individual face to face counseling when there is a problem.

## 3. Confidentiality

All interaction with the student counseling services is kept strictly confidential, in all aspects of service. The Student counseling Services maintains records describing your problem history, symptoms, diagnostic impressions, process notes, and future plans and this information is private and no one has access to them except the staff of the SCS. Counseling record is NOT part of the student's academic file. Your written permission is required before any information about your contact with SCS is released to anyone outside SCS. This means if your friend, parent, or professor, etc., calls us, we cannot even acknowledge that we know of you.

However, there are **four situations when we are required to release information without permission:**

1. If you present an imminent risk of serious injury to yourself. In this case, the counselor would take action to assure your safety, releasing only the information needed to do this and only to the official staff who have a “need to know” to protect the safety of students.
2. If you threaten serious harm to another person. Again, we would have to take action to protect the other person, releasing only the information necessary to assure the person’s safety.
3. If you are involved in a court or police proceeding and a request is made for information about your counseling.
4. If you filed a complaint against your counselor, the administration has the authority to request confidential counseling information from the SCS relevant to that complaint.

**Please Note: The exceptions to confidentiality are extremely rare.**

## 4. Eligibility

Counseling services are offered free of charge for all currently enrolled CBA students. Employees are eligible for counseling services only when session spaces are available. All SCS policies and procedures are applicable for employees.

Training programs will be offered at minimal Fees for students and staff.

## 5. Appointments

### 5.1 Making Appointments:

- Counseling Services are available from 8:00 a.m. to 5:00 p.m. from Saturday through Wednesday.
- Students can make an appointment for counseling service by completing the [Counseling Request Form \(SCS-FM-01-V1\)](#) and submitting it in three ways:
  1. In person by visiting the counseling office.
  2. By putting it in the box placed outside the counseling office 213.
  3. By sending the form by email as an attachment to: [m.bayoumi@cba.edu.sa](mailto:m.bayoumi@cba.edu.sa).  
(Please note: counseling is not offered by email and using the email is not secure and email can be read by other persons).
- Before your appointment you are kindly requested to read the SCS policies, Students and counselor rights and responsibilities, and the [Informed Consent Form \(SCS-FM-02-V1\)](#) and bring the form signed to your appointment. You will keep a copy of the signed form with you.
- After we receive the completed form we will arrange for you to see the counselor at a time that you can manage within one working day. We will contact you to let you know if there may be a delay and may suggest other sources of help whilst you are waiting, if this becomes relevant.
- If, for any reason, you would like to come to counseling but feel unable to complete the form, please phone the Service or come to the office.
- There are times when the wait for counseling is longer than we would like. This happens when the demand for counseling is greater than the number of appointments we can offer, but it is also due to a minority of students not confirming or not keeping appointments - and thus the appointments are 'wasted'.
- Priority on our waiting list takes into account the severity or urgency of your situation and the length of time you have been waiting.
- We do our best to accommodate personal and academic commitments, but if you request very restricted appointment times this is likely to increase your wait. The more flexible you can be in terms of availability, the more likely you are to be seen promptly.

## 5.2 Cancelling Appointments:

- Keeping appointments and being on time is part of the personal commitment to counseling you must make.
- If, due to an illness or a rare emergency, you will be unable to keep your appointment, you must contact us and cancel the appointment 24 hours in advance. ( 6900671 / 227)
- If you miss two appointments and do not reschedule within one working day, it will be assumed that you are not interested in continuing in counseling.
- If you missed your appointment we will reallocate it to someone else and we will normally, at your request, reinstate you on the waiting list but only from the date of your request.
- If you do not cancel in advance, the session will be counted as one of your agreed upon sessions.

## 6. Sessions

### 6.1 Duration of Session:

Individual sessions are scheduled for up to 50 minutes. However, this may be adjusted if necessary.

### 6.2 Frequency of Sessions:

This depends on the demand and the availability of the counselor. When demand is high, in order to best serve the CBA community, the following session limits apply to most cases: Students may be seen up to 8 individual sessions during the regular academic year. Exceptions apply when it is deemed necessary for certain students to have ongoing sessions throughout a term or year, but is not unlimited.

### 6.3 First Session/Appointment:

You will have the opportunity to tell the counselor in detail precisely what your needs and concerns are, and what you hope to accomplish in counseling. You will be able to ask any questions about the counseling, about the limits of confidentiality, and about the other services available. The counselor helps the client by letting her know whether they think counseling is necessary and appropriate. If not, the counselor discusses the most appropriate source of help inside or outside the college. If counseling is agreed upon, the frequency, day, and times of sessions are arranged. The initial appointment/session will last about 50 minutes.

#### 6.4 Sessions Instructions:

Students are kindly requested to adhere to the following instructions:

1. Attending sessions on time.
2. Putting the mobile phone on (silent) mode and not using it during sessions.
3. Completing the required forms before attending the first session. (Counseling Request Form-SCS-FM-01-V1 and Informed Consent Form- SCS-FM-02-V1)

### 7. Types of problems and concerns

We provide counseling to help Students to overcome difficulties and problems or to enhance and improve positive skills and behaviors.

We help you overcome:

- ▣ Excessive negative emotions: anger, sadness, fear, guilt, and hurt.
- ▣ Negative habits: eating problems, smoking, ..... etc.
- ▣ Phobias: blood, heights, insects, airplane, etc.
- ▣ Restricted beliefs: disability, low self esteem,...etc.
- ▣ Family and relationship problems.
- ▣ Traumatic experiences: emotional, physical or sexual abuse.
- ▣ Educational concerns: motivations, procrastination, exam anxiety or fear.

We help you to enhance and improve:

Self confidence, public speaking, motivation, etc.

### 8. Referring others

All Students can be self-referred or can be referred by any employee by either speaking with them confidentially to approach the SCS office or by speaking directly with counselor. There is also a [Referral Form SCS-FM-03-V1](#) which should be filled out by employee or even another student if they feel anyone should be referred to the Counseling Services. The form is given in to the SCS and the person referred is contacted and encouraged to make an appointment.

## 9. Rights and Responsibilities

### 9.1 Student Rights:

- 9.1.1 Have any test results interpreted and discussed with you.
- 9.1.2 Ask your counselor to discuss your progress and future counseling plans with you.
- 9.1.3 Discuss with your counselor any concerns or dissatisfactions you have about your counseling experience.
- 9.1.4 Request referral to another counselor if you wish to obtain an additional opinion or believe you would work better with another person. You need to discuss this with your counselor if it is an issue for you.
- 9.1.5 Terminate counseling at any time. Termination is an important part of counseling, and it will be helpful to you to discuss with your counselor your reasons for terminating.
- 9.1.6 Receive notice of authorized or legally required disclosure of your counseling information outside of the SCS.

### 9.2 Student Responsibilities:

You also have certain responsibilities, which include the responsibility of:

- 9.2.1 Taking an active role in the counseling process. This involves openly and honestly sharing your thoughts, feelings and concerns, including your feelings about counseling and your counselor.
- 9.2.2 Involve outside work such as completing therapeutic assignments or reflecting upon issues discussed during your last session.
- 9.2.3 keeping your appointments or calling in advance to cancel and/or reschedule an appointment.
- 9.2.4 Maintaining the confidentiality of other students utilizing counseling services.

### 9.3 Counselor Rights/Responsibilities:

Your counselor may exercise certain rights in the course of the counseling process.

These include:

- 9.3.1 The right to seek consultation with other professionals regarding your case without mentioning your name.
- 9.3.2 The right to terminate or refer to another counselor or agency. If a counselor feels her services may not be appropriate for you, she may, after discussing these concerns with you, terminate therapy and/or refer you to a more appropriate individual or agency.
- 9.3.3 The right to expect your active involvement and cooperation in the counseling process.
- 9.3.4 The right to condition the provision of services on the student's willingness to consent to legal and appropriate disclosure of health information for the purpose of providing effective treatment.
- 9.3.5 The right to deny a request for a counseling record amendment if the counselor is not the originator of the information or if the information is accurate and complete.
- 9.3.6 The responsibility to uphold all student rights listed above.
- 9.3.7 The SCS reserves the right to change the policy and procedures at any time. Such revisions will be noted on the college hand book website, [www.cba.edu.sa/cbahandbook](http://www.cba.edu.sa/cbahandbook) and a copy of the revised notice will be distributed to current Students at their next appointment. A revised notice will be distributed to past Students upon their next contact with the SCS.
- 9.3.8 The right to terminate your counseling when you do not Take an active role in the counseling process.

## 10. Counseling Services Evaluation

The Student Counseling Services seeks to evaluate and improve its services, so at the end of your counseling experience, you will be given a brief questionnaire [Counseling Evaluation Form SCS-FM-04-V1](#) in order to provide us with feedback regarding your experience. After completion, please submit the questionnaire in person to Student Counseling Services, building 1, second floor, room No. 213 or send it as an attachment by email to [m.bayoumi@cba.edu.sa](mailto:m.bayoumi@cba.edu.sa) or put it in the box placed outside the Counseling office.