WELCOME TO COUNSELING SERVICES
Client Information

The following information provides details about some of the policies and procedures of Madison Area Technical College Counseling Services. We ask you to read this material and to sign it to acknowledge that you have read and understand it. Thank you.

1. **Eligibility for Services**
   Our services are available to all current and prospective students at no cost.

2. **Counseling Services**
   MATC Counseling Services offer a range of professional services for students needing assistance with academic and career issues, personal concerns, interpersonal issues, conflict management, and crisis intervention. Services may be offered in the form of individual, and/or group meetings depending on what best matches the student’s need. Personal counseling services are brief in nature and a student needs to be currently enrolled at MATC in order to take advantage of this specific service. If we determine that your counseling needs require resources or competencies beyond what we can provide, we will assist with a referral to an appropriate and affordable community based mental health provider.

3. **Confidentiality**
   All communications between you and your counselor will be held in confidence and will not, except under the circumstances explained below, be disclosed to anyone outside of Counseling Services unless you give written authorization to release the information. A copy of our release form is available from our receptionist and online.

   In some situations involving danger and/or risk of imminent harm to yourself or specifically identified others, child abuse, or dependent adult abuse, your counselor is required to disclose certain information in order to protect you and/or others. In certain legal situations, including court order, your counselor is required to disclose information as necessary to comply with the law in that situation. If at all possible, your counselor will discuss the procedures for doing this with you and enlist your assistance in a resolution of the situation that has necessitated such disclosure.

4. **Counselor Records**
   You will be asked to provide us with information about yourself when meeting with a counselor. This information will help us better understand your situation and plan service. Counseling files are NOT part of academic records, and no one has access to them except the staff of MATC Counseling Services/Counseling Multidisciplinary team members. Records are maintained for seven years.

5. **Staff Consultation**
   In order to provide you with the best services, your counselor may consult with or receive supervision from another member of our professional staff concerning the service we provide you. Your counselor may request your permission to record an interview with you for review purposes. Such recordings are never made without your knowledge and written permission to do so.

6. **Changing Appointments**
   If it is necessary to change or cancel your appointment, please call (608) 246-6076 or stop by MATC Counseling Services 24 hours in advance. Regular attendance of counseling appointments is important in order to facilitate the counseling process.

7. **Missed Appointments**
   If you either (a) miss a scheduled appointment, or (b) do not show for your scheduled appointment, please reschedule within five business days. Otherwise, we will assume you are no longer interested in our services. You may, of course, request service at any time.
8. **Emergency Services**

   In an emergency when MATC Counseling Services are not open, contact the MATC Security office at 243-4357 (HELP) or 911. During the time period when classes are in session, the MATC Counseling receptionist may contact the counselor on call, and that counselor will get in contact with you. During summer and college vacations, after-hours emergency services are available from the Mental Health Center of Dane County’s Emergency Service Crisis Line 280-2600 or by calling and/or stopping by any of the local hospital ERs. See our “Helpful Links” section on our webpage for additional resources.

9. **Research and Evaluation**

   MATC Counseling Services seek to evaluate and improve services to students by conducting research and evaluation projects from time to time. You may be asked to participate in research projects currently underway. Staff members conducting research and evaluation projects may also take selected information from your file as a part of a project. This activity would always be on an anonymous and confidential basis and restricted to information relevant to the project only.

10. **E-mail Policy**

   You may reach us by e-mail at counselingservices@matcmadison.edu. We cannot guarantee that your e-mail will remain confidential. We will do our best to keep your communications private. However, our campus administration, like many other employers, reserves the right to monitor our e-mail usage and might therefore see the text of your message. If you are in any way concerned about the contents of your e-mail being read by someone other than the person you are contacting, you should consider alternate ways of contacting us.

   When we respond to your e-mail, we will respond to the address from which it is sent. If you do not wish others who may have access to the e-mail account you are using to also have access to our response, please consider another means of communication. While we try to check our e-mail regularly, you have no way of knowing if one of us is unavailable due to illness, vacation, or other reasons, or if there are problems with the network itself. This means that your message may not be received immediately.

   If time is of particular concern for you, you should consider calling our office at 608-246-6076.

   *If you have any questions or are not sure that you are clear about any of these policies, please feel free to discuss your concerns with your counselor.*

   I affirm that I have read the policy and procedure statements appearing on this document.

   Client Signature: ____________________________ Date ________________