

1. Am I eligible to use the Counselling Centre?

If you are a current student of Jagran Lakecity University, you are eligible to avail counselling services.

2. What are the issues that I can talk about to the counsellor?

You can approach a counselor for any personal, academic or career-related concern that you may have which you feel may be required to be addressed for your well-being. The list of concerns is available in the previous pages, but is not restricted to them.

3. What should I do in an emergency?

You can contact the coordinator of the centre immediately through the contact number provided on the website.

4. Are there any charges for the counselling service?

There are no charges for the services offered in the campus. For psychometric assessments, a nominal fee (approved by the university) has to be borne by the client.

In cases where expert external services are availed by the client, then the cost of the same is to be borne by the client. The payment has to be made directly to the external professional practitioner or institution.

5. How do I know where to go for help?

One of the following methods can be employed for booking an appointment.

1. Faculty counsellors will be available based on the schedule available on the website. You need to fill in the google form to fix a counselling session.
2. You may even talk to your faculty and ask assistance in booking a session for you.

*Note: In-person sessions are unavailable at the moment due to pandemic.

6. If I come in to see a counsellor, I don't want my parents /friends to know. Will you have to tell them?

The interactions that you have with a counselor are bound by counselor-client confidentiality. Any information shared by you during the counselling sessions cannot be shared without your expressed consent.

However, while dealing with certain concerns, it becomes essential to involve parents / teachers / peers / partners to enhance the effectiveness of the sessions. In such cases, the counselor will discuss the need for involvement of such parties in the counselling relationship and your consent for the same will be sought beforehand.

You may wish to refer to the confidentiality policies for deeper insight.

7. Will I get psychotherapy at the Counselling Centre or off campus?

You will be offered only supportive counselling at the campus. Referral would be provided for long term psychotherapy and specialized services that the student may require.

You may wish to refer to the referral policies for deeper insight.

8. Does the counselling centre prescribe / provide medication? Or if I already have a prescription for medication and all I need is someone to refill it, can I do that at the counselling centre?

No. The counselling personnel available on campus are not medical practitioners and therefore will not prescribe medication nor do refills of prescribed medications.

9. What are the operating hours of the Counselling Centre?

You may contact the coordinator for booking a counselling session or look up the timings available on the website.

10. How long does it take to book a counselling session?

You may book a counselling session according to your convenience. However, you may have to wait for your turn to consult the counsellor.

11. I think my friend needs help. How do I get him/her to come in to see you?

Just talk to the coordinator of the counselling centre and register your friends' name. Or if your friend may seem reluctant to meet a counselor, you may approach a counsellor, seek guidance on his condition and the best way to get him/her to reach out to the counselor.

12. What will I say to the counselor? What will the counsellor think of me?

The counsellor is here to assist with exploration and gaining deeper understanding of your concerns. The counselor strives to create a supportive, warm and non-judgmental environment where self-disclosure comes naturally to the client while building the inner resources that will enable effective coping.

13. When should I seek counselling?

You should seek help as soon as you feel you are unable to deal with the difficulties you are facing. Some indicators may look like:

- Trouble following through on your daily routine
- Trouble adjusting to changes experienced recently
- Something that has been bothering you for some time and you are not able to resolve it even after talking to your close ones
- Any concern causing emotional imbalance and stress

14. Do I need to have a serious psychological condition to seek out a counselor?

No. Going to a counsellor is not a sign of weakness or insanity. Counselling can be carried out to address a concern related to any aspect of life. However, counsellors can identify symptoms of severe mental distress and suggest referrals as appropriate.

15. Wouldn't it be better to share with a friend or close ones who know me well rather than a counselor?

Sharing with friends and close ones is essential and natural. However, sometimes this sharing is not enough to help us deal effectively with our concerns. A counselor is an expert in emotional and circumstantial problem-solving and may be a better alternative to seek when one feels overwhelmed.