

# Frequently Asked Questions

## Who can use the counseling center?

Counseling services are available to all currently enrolled ABAC students. Consultation and referral services are available to students, faculty, and staff.

## When is the counseling center open?

Current hours can be found here [https://www.abac.edu/campus\\_life/wellness-safety/counseling-center.html](https://www.abac.edu/campus_life/wellness-safety/counseling-center.html)

## Do I need an appointment to see a counselor?

Individual counseling sessions are scheduled by appointment only. Appointments can be [made online](#), by calling 229-391-5135, or by emailing [counseling@abac.edu](mailto:counseling@abac.edu).

## What if I need to speak with a counselor NOW?

Should you or someone you know be experiencing a mental health crisis *after* business hours, please contact your Resident Assistant (RA), Residence Life Staff, **ABAC Police at 229-391-5060**, or **dial 911**, or **call 988**.

Students may also contact Uwill at 833-646-1526.

## What kinds of issues are appropriate for counseling?

Students utilize counseling services for a number of issues, such as anxiety, depression, OCD, trauma, relationship concerns, academic concerns, grief, etc.

## Is there a fee or charge?

There are no upfront or out-of-pocket fees associated with any of our counseling services.

## Are my sessions confidential?

Yes. All written and verbal information you give is confidential within the Center. Information will not be released outside the Center without your written consent, except when required by law (i.e., reasonable suspicion of current child or elder abuse, imminent danger to self or others). Your Counseling Center records are NOT part of your academic or administrative records. Further, the identity of those who use the Counseling Center is also regarded as confidential.

## What can I expect at my first appointment?

During your first appointment (typically 45-60 minutes), you will be invited to discuss your concerns and goals. Together, you and the counselor will determine what services will be most effective for you.

## What about follow-up appointments?

Ongoing counseling appointments are typically 30-60 minutes and are scheduled on a recurring basis as determined by you and your therapist (counselor). You will also need to work with your therapist to determine how often you should come to counseling (ex, weekly, bi-weekly, or monthly).

**Does the Counseling Center offer virtual (online) appointments?**

Yes, online counseling is available and can be requested at the time of booking. ABAC also has provides 24/7 teletherapy through [Uwill](#).

**Can I switch my counselor to another counselor within the Center?**

Yes. Students should *first* speak with their current counselor and discuss any issues or concerns about the counseling process or their treatment. If it is determined that another counselor may be a better fit for you or can assist with your treatment in some other way, you can transition to another counselor within the Center.

**What if I have concerns about my treatment?**

Because we are counseling professionals, we strive to uphold the highest ethical and professional standards. If you have questions or concerns about your treatment, bring these issues to the attention of your counselor or another staff member.