

Advising and Counseling Roles & Confidentiality

SUNY Orange Advising and Counseling Center

In order that you may utilize our office's services appropriately and effectively, it is important that you understand the roles of the various staff, and the applicable confidentiality standards.

Academic Advising

Role: Advisors assist students to clarify their goals, identify behavioral and social obstacles, and explore available resources for achieving those goals. This includes helping students to understand the college's options, requirements, policies and processes, to develop decision-making skills, and to navigate their academic career. Advisors may also assist students with personal concerns by providing relevant instruction, advice, support, encouragement, or information, or by referring the student to additional campus or community resources.

Confidentiality: Information about students is protected by FERPA, and may be disclosed to professionals within the College who have cause to know and are in professional positions to assist. Disclosure of certain student information to individuals outside of the College is prohibited without the permission of the student according to FERPA regulations. Please ask your Advisor if you would like more information about FERPA.

Personal Counseling

Role: Licensed Counselors provide short-term, non-clinical assistance and support for mental health difficulties. This includes helping the student to assess, identify and manage such difficulties within the context of their academic career, and connecting the student to appropriate resources. Counselors *do not* provide psychological therapy or treatment.

Confidentiality: Information disclosed to a Licensed Counselor within the context of a Counseling relationship is strictly confidential and may not be shared with anyone, including other professionals within the college, except in several specific circumstances:

- The Counselor is consulting with other Counseling staff or receiving supervision for professional purposes.
- The student has requested in writing that the Counselor release information to specific individuals.
- The student poses clear and imminent danger of harm to self and/or others
- The Counselor learns of abuse or neglect of any person under 18 years of age.
- A court-ordered subpoena requires a Counselor to release information or to testify in a court hearing.

24/7 Mental Health Assistance: Dial 211 or Mobile Mental Health 1-888-750-2266