

What to Expect in TeleCounseling

To prepare for our time together please complete the following steps.

- From your device go to your app store and download Microsoft Teams. (Note: All students have free access to Microsoft Teams a video conferencing app).
- Fill out the attached forms and return prior to your meeting.
 - You can print it, fill it out and drop it off between 8-4:30
 - You can come by our office and we will provide one for you
- We will call you at your scheduled time on Microsoft Teams.
- At the beginning of each meeting we verify:
 - Your identity
 - Your location
 - Your back up plan if we are disconnected or interrupted
 - Confidentiality and talking in a private setting
 - Consent for services

What to Expect at In Person Counseling

We have a few changes to maintain the health and safety of our students and campus community.

- Masks are expected
- Come to the side door. We will be using the side door located on Ken Sparks way as our entrance this year (door located next to our side parking lot)
- We will verify your Eagle Symptom Checker status
- We will check your temperature
- We will ask you to wash or sanitize your hands
- We will open and close all doors to limit touches
- We will maintain social distancing during the meeting

We understand this a new process. If at any time we can assist you, please let us know. You can reach us by calling 865-471-3350 or email counselingservices@cn.edu if you have any questions. We look forward to connecting with you.