Counseling & Psychological Services Appointment Policy

**Emergencies:** If you are in an emergency situation at any time on campus, call (856) 256-4911. For off-campus emergencies, call 911. During office hours, students in emotional crisis can walk into the Wellness Center and be seen as soon as possible. If you need immediate assistance after office hours, you may call Rowan Public Safety at (856) 256-4911 and be connected with a counselor.

**Making Appointments:** Office hours are Monday, Tuesday, Thursday, 8 a.m. to 6:00 p.m.; Wednesday, 8:00 a.m. to 8:00 p.m.; and Friday, 8:00 a.m. to 4:00 p.m. These hours are subject to change during Winter and Summer Breaks, holidays, etc. To schedule an appointment, please call us at (856) 256-4333. Counseling services are provided in person and by appointment. You may be asked to come early for your session in order to allow adequate time for the check-in process. The frequency of your appointments will be determined in consultation with your counselor. Please feel free to bring up any concerns or questions you have about your appointment schedule.

**Keeping Appointments:** Keeping Appointments: A missed appointment hinders your progress and limits service availability to other students. On rare occasions, you or your counselor may have an urgent matter and be unable to attend your session or start on time. If you are going to be more than 15 minutes late or you are unable to make your appointment, please call the Wellness Center. Appointments can be canceled by phone (856-256-4333), voicemail or email to wellnesscenter@rowan.edu. Students must cancel their appointment BEFORE the session start time. If you arrive for your appointment more than 15 minutes after the session start time, your therapist may be able to meet with you for a shortened time or you may be asked to reschedule.

*Failure to cancel before your appointment will result in the missed session being considered a "no-show," no-shows will be charged a $10 fee. Should you have 2 consecutive no-shows, or should you routinely cancel appointments, you may become ineligible for ongoing treatment at CPS. (You would still be eligible for crisis services, including walk-ins and calling the On Call Counselor after hours at 856-256-4911). Additionally, please be aware that if you miss multiple appointments, your individual counselor may no longer have schedule availability to resume meeting with you.*