



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 either dial the office phone number, (856) 256-4333, and follow the prompts to reach the on-call counselor, or you may call Rowan Public Safety at (856) 256-4911 and ask to be connected with the on-call counselor.

Making Appointments: Office hours are Monday- Thursday, 8:00 am to 6:00 pm, and Friday 8:00 am to 4:00 pm. These hours are subject to change during Winter and Summer breaks, holidays, etc. To schedule an appointment, please call us at (856) 256-4333. At this time, all counseling and psychiatric services are being offered as telehealth sessions via Webex and by appointment. You will receive an email reminder of your appointment, with a link to check in via your student portal to complete paperwork and attend the session. You will be able to log in to your appointment 30 minutes ahead of time, and up to five minutes past your appointment time. You will not be able to check in after 5 minutes past your appointment time.

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 5 minutes late or you are unable to make your appointment, please call the Wellness Center. Appointments can be cancelled 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 5 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 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. Additionally, please be aware that if you miss multiple appointments, your individual counselor may no longer have schedule availability to resume meeting with you.