Student Health and Counseling Services in the Division of Student Affairs consists of the Counseling Center (CC), the Student Health Center, and the Testing Center. This comprehensive and holistic student development agency is committed to student learning through engagement and involvement. Student Health and Counseling Services is also a professionally staffed practicum and internship training facility for graduate students in counseling, counseling psychology, clinical psychology, and social work. Services are fully accredited by the International Association of Counseling Services (IACS) and the predoctoral internship in psychology is fully accredited by the American Psychological Association (APA).

The primary goal of Student Health and Counseling Services is to enhance the total development of the student and to contribute to the educational mission of the University. Student Health and Counseling Services seeks to increase students’ awareness of mental and physical wellness and health, as well as career planning. Effective coping skills, positive mental health practices, good decision-making skills and an increased appreciation for and awareness of individual differences and diversity are ideals for the CC. All career exploration, psychological counseling, and comprehensive assessment services provided by the CC are strictly confidential and most services are free for University of Memphis students enrolled for a minimum of 6 credit hours per semester.

Referrals can be made to other Student Health and Counseling Services areas as needed. The Student Health Center offers campus wide health promotion, disease prevention, and acute episodic outpatient medical care. The Testing Center provides comprehensive assessment services including standardized tests such as COMPASS, Praxis, and the GRE for the University of Memphis and the Mid-South community.

CC PRACTICUM PHILOSOPHY AND GOALS

The philosophy of the CC Practicum Program is that counseling and psychology graduate students should be trained as generalists to function in a variety of settings with diverse populations and with persons who present with an assortment of needs and concerns. The primary goal of the CC Practicum Program is to prepare practicum students to proceed to the next step in their chosen psychology or counseling career through supervised experiences in a variety of area-specific
functions and through a general experience in, and exposure to, the operations of a comprehensive university counseling center.

**CC PRACTICUM APPLICATION PROCEDURES**

The CC offers practicum opportunities in counseling and assessment for graduate students in counseling, counseling psychology, clinical psychology and social work.

**CC Practicum Applications** are available on the CC website. Practicum students may apply for one semester or one full academic year placement. Preference will be given to applicants desiring a 2-semester placement at the CC (fall and spring semesters) and space is limited to a maximum of 6 students per semester. Practicum opportunities during summer semesters will be very limited. Practicum placement assignments for all semesters will be determined by the CC committee consisting of the Practicum Coordinator, the Training Director, the Associate Director, and Director.

**COUNSELING CENTER PRACTICUM DESCRIPTION & GUIDELINES (*INCLUDING LD/ADHD ASSESSMENT)**

Counseling center practicum students are provided with a supervised experience of conducting individual psychotherapy, career counseling, and utilizing resources associated with the Relaxation Zone (RZ). Practicum students will conduct intake interviews and provide individual and couples psychotherapy as to a diverse undergraduate and graduate student population. Practicum students may also have the opportunity to provide walk-in crisis and family therapy. The practicum career counseling experience includes training in the use of the Strong Interest Inventory and the Myers-Briggs Type Indicator. Additionally, practicum students are provided with an experience utilizing biofeedback software, mindfulness and relaxation interventions available through the RZ. Outreach and professional development opportunities are also available and are strongly encouraged.

*Practicum students who have already been trained and approved by CC staff to administer intelligence and achievement tests may also conduct formal Learning Disability (LD) and Attention-Deficit/Hyperactivity Disorder (ADHD) evaluations as a part of their direct contact hours. These practicum students will be required to complete practice administrations, review report writing procedures and CC procedures (e.g., fee schedules) with their direct supervisors and/or identified Senior staff prior to scheduling test appointments with clients. Students who present for LD/ADHD evaluations have typically been referred by staff in the Disabilities Resources for Students (DRS) Office, by other university staff, or are self-referred due to academic difficulties or a need for re-evaluation in order to continue to receive academic accommodations.*
The most frequent presenting concerns for psychological counseling are relationship or interpersonal issues followed by depression and anxiety. Clients also present with abuse, assault and trauma-related concerns, eating disorders, loss and grief issues, substance abuse-related problems, and a variety of other concerns. In terms of severity, presenting issues range from adjustment-related or situational-developmental concerns to characterological and, in some cases, quite severe and debilitating problems.

The most frequent presenting concerns for career counseling are confusion, difficulty or uncertainty around choice of major, choice of career, job loss, career or job change, or type of positions available within a chosen career area. Career clients may also present with psychological, medical or other concerns which intersect with their career issues. In terms of severity of career issues, some clients have a great deal of distress and feel themselves to be in a crisis about their career concerns. Other clients expect that career counseling will benefit them in their career development, but are not particularly distressed about their careers when they come for services.

The Relaxation Zone (RZ) is a student resource committed to the management of stress and anxiety. The RZ offers multiple vibrating massage chairs, biofeedback computer stations, and small “Wellness Breaks” where students can get individual and small group instruction on a variety of self-care skills like mindfulness, relaxation, and guided meditation. Center staff assist university students in education on stress and anxiety and use of techniques, strategies and biofeedback software in management of stress and anxiety.

**Other Activities and Meetings**

Outreach and professional development opportunities are available and strongly encouraged. While not required, these opportunities have frequently been used as a source of contact hours for past practicum students. Outreach activities include CC information and screening programs (e.g., Eating Disorders Awareness Week Information Table; Anxiety Information and Screening), various presentations (e.g., Stress Management) and participation in the University of Memphis’ summer orientation activities (e.g., Information Fairs for freshman orientation). Professional development opportunities include optional attendance of any of the weekly Professional Development Seminar presentations on various clinical topics as well as participation in special trainings made available to senior staff and psychology interns (e.g. BASIC training, Mental Health First Aid).

**Counseling Center Practicum Orientation**

Orientation for practicum students serves to familiarize students with basic CC information and processes. Students will meet professional and support staff members and psychology interns and will be introduced to procedures and forms specific to operations in the CC. Students will also interview and be matched with their supervisors for the semester and set up schedules. Practicum students may tour the Student Health Center and the Testing Center and meet staff.
On-Site Time Requirements
A full-time practicum placement at CC varies depending upon the practicum student’s program of studies. Practicum students may negotiate a contract with the CC to meet requirements of their academic program.

To ensure that practicum students reach their minimum hourly requirements, it is recommended that students schedule *10-12 clinical hours (hours that will be open on your schedule to see clients, participate in outreaches, etc.) per week. In addition, 3.5 hours will need to be reserved for individual and group supervision at CC. The goal is to schedule a total of approximately 17 hours per week for client contact and supervision. The highest traffic times in the CC are from 9am to 3pm. During the fall and spring semesters, CC is open from 8am to 7pm on Monday – Thursday and 8 to 4:30 on Friday.

Practicum students are required to remain on-site in the CC during their scheduled hours. Planned absences must be approved in advance by the Practicum Coordinator and supervisor of the practicum student. If an unexpected absence occurs due to illness or emergency, practicum students are responsible for calling (901-678-2068) and emailing the front desk staff to reschedule appointments (Lorna L Horishny- horishny@memphis.edu; Karen M Green-kgreen@memphis.edu). Notification of the Practicum Coordinator and their Intern Supervisor is required as well.

While at CC, practicum students are encouraged to keep the front desk staff informed about their location in the Department if not in their assigned rooms. If a client is expected and the counselor has not been notified, counselors are encouraged to check with the desk after 10 minutes. Practicum students should not run over their assigned times if someone else is waiting to use the room.

Ethical and Professional Standards
Practicum students are expected to be knowledgeable of and abide by the American Psychological Association’s Ethical Principles of Psychologist and Code of Conduct (2010); the American Counseling Association’s ACA Code of Ethics (2005), and the National Association of Social Workers Code of Ethics, as well as all State of Tennessee laws and regulations regarding ethical conduct and service delivery (see Rules of the Board of Examiners in Psychology). Practicum students also agree to abide by the policies and procedures in effect at the CC, as well as those of the University of Memphis.

Practicum students are expected to function in a manner consistent with that of any responsible employee, thereby contributing to the smooth functioning of the CC. In particular, practicum students are expected to dress in a professional manner while seeing clients or conducting outreach presentations through the CC. Practicum students should speak with their individual supervisors or
the Practicum Coordinator if at any time during their placement at the CC they feel that some personal concern may be interfering with their ability to work effectively and appropriately.

Practicum students are responsible for familiarizing themselves with and abiding by the guidelines and procedures contained in the CC PRACTICUM MANUAL.

**Supervision**
Practicum students are assigned one primary individual supervisor. Supervision will usually include 1.5 hours of weekly individual supervision by psychology interns who are supervised by licensed psychologists, as well as 2 hours of weekly case conference (group supervision) facilitated by 1 or 2 licensed psychologist(s). (Senior staff may be involved in providing supervision for practicum students as well as psychology interns.) Senior staff licensed psychologists review and sign all practicum students’ case notes, view digital recordings of practicum students’ sessions in case conference, and often view or listen to practicum student recordings during individual supervision meetings with their intern supervisees. Recording of all intake, therapy, and testing sessions is mandatory.

Supervisors will be available for regular supervision meetings. Each supervisor will make arrangements in the event that they are temporarily unavailable for supervision. Practicum students are encouraged to consult with other CC staff, as needed, and to keep their primary supervisor informed of the outcome of their consultations, particularly in the case of a crisis or significant client/student issue.

**Confidentiality and Practicum Class Presentations**
Practicum students are generally asked by the practicum class instructors in their academic departments to make presentations on their practicum work. Due to the sensitive nature of the issues discussed in psychological and career counseling sessions as well as CC’s commitment to protect clients’ confidentiality, practicum students are not permitted to take or access recorded material, case notes or any client identifying information outside of the CC. Practicum students will be required to reserve a room in the CC for their practicum case conference class meetings to fulfill their academic requirements. Case presentation summaries with all identifying information removed may only be generated in the CC and should be destroyed following the presentation.

**Evaluation**
In addition to receiving informal and ongoing performance feedback, practicum students are formally evaluated at the middle and end of each semester of their practicum placement by their supervisor(s) using forms provided by their academic department’s practicum coordinator or practicum class instructor. Practicum students are also required to complete an evaluation form on their CC supervisor to provide feedback about their experiences in supervision. One copy of the practicum student’s application and evaluations are maintained in the CC personnel files cabinet in
the practicum folders section. Other copies of the evaluations are distributed as needed to satisfy
the requirements of the practicum student’s graduate program.

**Unsatisfactory Performance**
The large majority of practicum students evidence no performance problems whatsoever. Others
evidence performance problems that are minor and resolvable by informal review with supervisors.
However, on rare occasions, more serious performance problems may arise such as failing to
complete responsibilities or duties at an acceptable level for practicum training, violating ethical or
professional standards or CC or University of Memphis policies, or mishandling personal
functioning such that personal stressors or issues adversely affect or otherwise interfere with
performance and training requirements.

If a practicum student evidences unsatisfactory performance in any aspect of his or her practicum
duties, the student will be informed of staff concerns as soon as possible. Remediation plans will
be presented and may include a change in supervision, reduction of caseload, reduction of
participation in optional training activities, a recommendation to the student’s academic
department concerning the need for an additional practicum, or other changes in that student’s
practicum. If problems are severe and/or involve violation of ethical/professional standards or
CC/University of Memphis policies, a student may be dismissed from the practicum site.

**Practicum Student Complaints**
Practicum students are always encouraged to share feedback about their practicum experiences
with CC staff. They are also offered both informal and formal opportunities to give verbal and
written feedback to their supervisors on the supervisory process. It is hoped that any concerns that
arise may be resolved informally between or among the parties involved, but if a practicum student
believes his/her student rights have been violated, s/he may initiate the formal complaint or formal
problem-solving procedure. Violations of student rights include but are not limited to:

- exploitation;
- sexual harassment;
- arbitrary, capricious or discriminatory treatment;
- unfair evaluation;
- inappropriate/inadequate supervision or training.

To initiate a formal complaint or formal problem solving procedure, a practicum student should
take the following steps in the order listed:

1. Discuss the problem with the supervisor or staff member involved;
2. Discuss the problem with the CC Practicum Coordinator and the CC Director of Training;
3. Discuss the problem with the CC Associate Director and/or CC Director.
4. If the complaint remains unresolved, the student needs to pursue a discussion of the problem with the academic department’s Practicum Coordinator and Director of Training to determine the next course of action, if any.

COUNSELING CENTER PROCEDURES

Practicum students are responsible for familiarizing themselves with and abiding by the CC guidelines and procedures. Check with Practicum Coordinator or Front Desk personnel for supplies.

Assessment
Practicum students are encouraged to familiarize themselves with the assessment instruments and resources available at CC and seek supervision surrounding the administration and interpretation of these instruments as needed. Students must also familiarize themselves with the current CC fee schedule that applies to several of the assessment instruments.

Crisis Counseling Services
CC provides walk-in crisis and triage counseling from 10:00am to 2:00pm Monday through Friday. Crisis and triage counseling are means to assess level of student functioning and the necessity or not of immediate intervention. Concerns related to safety for the student and/or others are primary. CC staff also monitor an after-hours cell phone to respond to clients in crisis or campus emergencies that occur outside of normal business hours. To access assistance after hours, clients are instructed to call Campus Police at 678-HELP (4357) and ask to speak to the counselor-on-duty. Practicum students may be allowed to participate in walk-in crisis and triage counseling upon the recommendation of CC staff. This training opportunity is not available to every practicum student.

Relaxation Zone
Practicum students are expected to commit some portion of their center hours to assisting students in the Relaxation Zone (RZ). This may include orienting students to the use of RZ massage chairs, biofeedback software and mini-wellness breaks.

The Relaxation Zone is open 9:00 – 4:00 Monday to Friday. Participation in counseling is NOT required to use the resources available in the RZ. A 10-minute orientation session is requested so that students know how to use RZ resources. Practicum students may be asked to work more closely with students by assisting them with progression through biofeedback programs and/or with relaxation and mindfulness interventions.
**Psychiatric Referrals**
CC has a consulting psychiatric nurse practitioner, Dr. Len Getz who is typically available once per week to see uninsured students. When referring students to see Dr. Getz, practicum students need to complete the referral and consent forms to be scanned into the client’s electronic file and consult with the front desk staff to make the appointment for the client. Students are required to attend a minimum of one counseling session per month at the center to remain eligible for psychiatric services at CC. Students with health insurance will be referred to a psychiatrist in the community for care.

**Titanium & Record Maintenance**
Practicum students are required to keep all materials secure. Access to electronic student information should be protected. Hard copy materials e.g. assessment protocols should be maintained in the mail room behind the front desk when not being used in offices.

Practicum students are required to be knowledgeable and consistent in maintaining their Titanium scheduling and record-keeping procedures. Each student is responsible for making sure that her/his schedule on Titanium is correct and up-to-date. Remember, any open hour on the daily schedule is open to the front desk to schedule sessions! Paperwork time and out of office times that happen during practicum regular schedule also need to be notated in Titanium. Practicum students should not schedule clients more than 2 weeks in advance. Any exceptions to this policy must be approved by the Practicum Coordinator and the practicum student’s individual supervisor.

Practicum students are required to monitor the Task List and Client List on Titanium daily. Client attendance must be marked in Titanium for every session. Case notes will be stored in Titanium and forwarded electronically to supervisors for signatures.

Practicum students are required to keep accurate and updated records on each client in their caseload. These records should contain the following: an intake summary, progress notes, and documentation of all relevant correspondence and interactions such as releases, phone calls, emergency contacts, etc. Upon termination, a termination summary, must be completed and placed in client file.

**Research**
CC has a standing research committee and staff members are involved in ongoing research projects. Practicum students will have the option to participate in ongoing CC research.