

TIPS FROM COUNSELING AND PSYCHOLOGICAL SERVICES: What to do when advising or meeting a student remotely

Many faculty and staff are likely to find themselves advising remotely this fall. It is important to remember that if a student wants or needs to see a counselor at [Counseling and Psychological Services \(CAPS\)](#), **our services are available!** CAPS will continue to provide remote counseling services for a majority of our clinical services.

Whether you're working with a student in crisis or distress during an advising meeting or you need to provide a student with difficult feedback, CAPS is here to help.

The following are tips to help you **PREPARE** for unforeseen crises:

- At the beginning of (or before) your first meeting, obtain the following information:
 - Student's telephone number - Explain to the student that you will use this number if you get disconnected by Zoom or there are technology failures.
 - Student's physical address they will be at during the remote meeting (full address is preferable in case they are out of state).
 - Student's emergency contact (name and phone number).
- Feel free to check the phone number and location during each subsequent meeting. The crisis contact may need to be verified each meeting if this changes for the student.
- If a student becomes distressed while you are meeting with them, you can contact CAPS at **(402) 472-7450**. The CAPS front desk staff will assist you in connecting remotely with a CAPS staff member.

CAPS IS OPEN and committed to continue to provide support. CAPS uses a secure HIPAA-compliant Zoom Software to ensure confidentiality during appointments.