

**NORTHWEST VISTA COLLEGE
PROCEDURE**

Procedure Number: SS 3.2.5
Procedure Title: Client Appointments and Attendance

- I. **Purpose**
To provide individual counseling appointments for students.

- II. **Procedure Statement**
NVC Counseling Services will establish standards for scheduling counseling appointments and attendance expectations.

Step 1: Length of Individual Counseling Appointment

Standard individual counseling appointments are made in one-hour increments on the counselor's calendar. Appointments include 50 minutes of direct client contact and 10 minutes reserved for documentation. Sessions may be shorter or longer in length depending on the circumstances, per counselor discretion. All efforts will be made to notify the student if such circumstances exist.

Step 2: "Back-to-Back" Appointment Scheduling

Counseling Services front office staff avoids scheduling "back-to-back" appointments, and attempts to schedule at least 15 minutes between appointments, as time and demand allows.

Step 3: Missed Appointments

Students who miss appointments will typically be encouraged to reschedule the appointment, usually via telephone or Alamo Colleges e-mail.

Step 4: Late Arrival to Counseling Appointment

Students who arrive more than 15 minutes late to an appointment may be considered "no-show" and encouraged to reschedule their appointment. The counselor may offer the student a shorter counseling session; however, this is at the counselor's discretion.

Step 5: Attendance Status Documentation

The attendance status of the appointment (i.e. "Attended", "No-Show", "Cancelled", "Re-Scheduled", etc.) must be documented in the student treatment record, electronically (i.e. Titanium Schedule software) or in the hard-copy file.

Contact for Interpretation: Dean of Student Success

Relevant Board Policy:
Relevant SACSCOC Principle: CS 3.3.1.3

Last Updated: September 22, 2016

Approved: _____
Vice President for Student Success