



lyit

Institiúid Teicneolaíochta Leitir Ceanainn
Letterkenny Institute of Technology

COUNSELLING SERVICE

FREQUENTLY ASKED QUESTIONS

Who is counselling for?

Counselling is available to all registered students of Letterkenny Institute of Technology.

Is it free?

The service is free to all registered students of Letterkenny Institute of Technology.

Is it confidential?

Yes. As a general rule, counsellors will not divulge any information about you outside the service, without your permission. The only exception to this would be if your counsellor feels there is a serious risk either to yourself or to someone else.

Case notes are maintained on all clients. These are kept by the counsellor to help her/him reflect on your situation and offer the student the best possible help. Details are also kept anonymously on a database for statistical purposes only.

Will the fact that I attended the counselling service appear on my record?

No.

How do I make an appointment?

You can make an appointment by telephoning the counsellor at 074 918 6817, mobile: 087 955 5266, leaving a short message and a contact telephone number or by contacting the student services department receptionist at 074 918 6855 or email marian.mcnulty@lyit.ie or counselling@lyit.ie

How soon can I be seen?

We try to offer everyone a first appointment within seven days to talk about your needs. You are advised to book appointments as soon as you can. Because of the high demand for spaces, we would appreciate if you would let the receptionist know, as soon as possible, if you wish to cancel.

How many sessions will I have?

This varies for each individual, but can be from one to four sessions. In some cases further sessions may be offered if appropriate.

What information is available to take away with me?

We provide self help fact sheets in our waiting area, as well as information on various organisations who can provide help. We also stock a range of free booklets on a variety of mental health topics such as Anxiety, Stress, Depression and others. These can be picked up from the waiting area at any time when the service is open.

Will the counsellor contact other people on my behalf, eg academic, doctor?

The student may request the counsellor to liaise with, or write to, a third party (e.g. lecturer, Head of Department or School or doctor). In the case of letters, the client will agree the contents and, wherever possible, have read the letter before it is sent. In the case of telephone calls, the purpose of the call and the nature and extent of the information disclosed will be agreed with the client prior to the call being made.

Can I give feedback on the service I have received?

Yes. We encourage students who attend to evaluate their experience and let us know what aspects of the service they found helpful and what could be improved. Service evaluation forms are available at student services reception and can be completed and placed in the box provided.

What are the drop-in support and advice sessions?

These are short sessions-approx 15mins that are available from 9.00-10.30am each day during term time, when students can be seen without prior appointment. If you have something you would like to talk through but are unsure if you want to come to counselling, these sessions are ideal.

Is the service open throughout the academic holidays?

There will be a limited service during holiday time. The Counsellor will see people by prior arrangement.