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| Policy # | AA-402 | Revision # | 02 |
| Accessibility level | A | Effective date | 01/20/2021 |

1. Scope

This policy applies to all FBSU students who seek counseling services and help.

2. Impetus

FBSU is committed to provide support to students to enhance their well-being, help them fulfil their potential and be psychologically healthy. To these ends, FBSU students have access to independent and confidential counseling services with dedicated professional counselors, who offer them all the means to help them overcome self-development obstacles and promote their capabilities.

3. Policy

3.1. Objectives of Counseling

The Counselling Office aims to:

- 1) Support and assist students who have academic or personal concerns that might hinder their academic success;
- 2) Assist students in developing attitudes, insights and self-confidence;
- 3) Help students to become self-reliant and be more capable of solving future problems themselves;
- 4) Increase the students' understanding of their roles and responsibilities toward themselves and toward their society;
- 5) Follow up students' progress throughout their academic years;
- 6) Refer students suffering from educational difficulties or psychological problems to the suitable community services;
- 7) Encourage students to take responsibility and to plan for their promising future;
- 8) Help students in selecting courses to integrate the educational and personal goals with the objectives of the University;
- 9) Contribute in shaping students' personality that is based on the Islamic behavior and tendency to help and cooperate with others;
- 10) Develop sense of belonging and teamwork spirits among the students; &
- 11) Establish harmony between the freshmen and the educational environment to achieve social adaptation and sound relationships with others.

Academic Counseling Policy

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3.2. Roles and Responsibilities of FBSU Counselors

- 1) Work with individuals, groups and communities to improve the mental health of the counselees;
- 2) Encourage students and staff to discuss emotions and experiences;
- 3) Examine issues including substance abuse, aging, bullying, anger management, careers, depression, relationships, stress and suicide;
- 4) Work with families;
- 5) Help students define goals, plan action and gain insights;
- 6) Develop therapeutic processes;
- 7) Refer students suffering from a psychological problem to psychologists and other service providers;
- 8) Take a holistic (mind and body) approach to mental health care;
- 9) Deal with students' procrastination;
- 10) Help students feel more self-confident; and
- 11) Help students deal with crisis management.

3.3. Confidentiality

- 1) The Counseling Office provides confidential psychological assistance for students enrolled at Fahad Bin Sultan University;
- 2) Counseling is most effective when a student can be direct and honest with a counselor without fear that personal information will be disclosed;
- 3) Maintain confidentiality of the students' information and academic records;
- 4) All types of documents containing confidential information should be locked, secured, or kept out of reach of any unauthorized access; and
- 5) Counselors shall not release information about a student without the student's written permission, except in case of imminent danger to self or others.

4. Related Documents

- 4.1. Counseling Procedures (AA-402-P01)