California Baptist University Counseling Center FAQs

1. **What are the office hours?** We are open Monday through Friday from 8 a.m. to 5 p.m.
2. **How are therapy sessions scheduled?** Your sessions will repeat on the same day and time of each week. If a scheduling conflict arises before your first appointment, please contact the office immediately. If a scheduling conflict arises after therapy has begun, please discuss it with your therapist.
3. **How long are the sessions?** The CBU Counseling Center provides short-term therapy. A session is 45-50 minutes and begins at the top of every hour.
4. **Do you offer in-person or video appointments?** We offer both depending on your needs.
5. **Am I allowed to receive services if I am not in California?** No, due to state law, you must be physically present in California to receive therapy from the CBUCC. However, a therapist can meet with you if you are an on-campus student in California.
6. **Can I get class or program credit for attending counseling sessions?** Unfortunately, no.
7. **What should I do if I am running late?** We offer a 15-minute grace period. However, if you are more than 15 minutes late, unfortunately, your session will be cancelled.
8. **What if I need to cancel?** Please contact the office with 24-hour notice for all appointment cancellations.
9. **What happens if I miss my appointment?** Please call the office to reschedule. If you miss your appointment, we cannot guarantee that your preferred time slot will remain available.
10. **How much do sessions cost?** No cost to enrolled students.
11. **Can someone attend my session with me?** This must be discussed with your therapist before the session, and you must have approval from the therapist before doing so.
12. **Can somebody wait for me in the lobby?** Yes, if they are 18 or older. Children are not allowed in the lobby unless accompanied by an adult.
13. **What can I expect for my first session?** Feeling nervous before your first therapy session is normal. Your therapist's primary goal is to understand why you have come to counseling, what you hope to achieve, and what steps you have taken. You will discuss relationships, work, school, background information, and create goals for therapy together.
14. **What is Christian counseling?** The CBU Counseling Center provides Christ-centered, biblically based, psychologically sound therapy to allow CBU students to be free to live their purpose and have a godly impact in the world.
15. **Is counseling confidential?** All services with the CBU Counseling Center are confidential; however, if you are at risk/potential risk of harm to yourself or someone else or if you are exhibiting psychological issues that limit your ability to function on campus safely, the CBU Counseling Center may break confidentiality by releasing your CBU Counseling Center attendance record to appropriate CBU personnel or through communication with appropriate CBU personnel, other persons, and/or agencies to ensure your safety while only providing information relevant to keeping yourself and the school community safe. In addition, the CBU Counseling Center staff are mandated reporters, and if there is any suspected child, elderly, and/or dependent adult abuse, relevant information to the suspected abuse will be reported to the supporting agency.

16. **What if I am in crisis?** **If you are in an emergency crisis situation, please dial 911**. If there is an urgency to talk to a therapist during business hours, you can either walk in or call our office at 951/343-5050. You can contact our after-hours line outside business hours to speak with a therapist at 951/404-2157.

17. **What do I need to bring to my appointment?** All you need is your student ID to enter.

18. **My session is online. When will I receive my link?** Your therapist will send you a Webex link the day of or 5-10 minutes before your session begins.

19. **Where are you located?** We are at the Wellness Center near the Health Science campus. Our address is 3626 Monroe Street, Riverside, CA 92504. Please see the map below for our location.