



Student Counseling Services Standard Operating Procedure

UNIVERSITAS PEMBANGUNAN NASIONAL VETERAN JAWA TIMUR

MAIN DUTIES AND FUNCTIONS OF THE IMPLEMENTATION TEAM OF GUIDANCE AND COUNSELING SERVICES FOR STUDENTS OF UPN "VETERAN" JAWA TIMUR

A. Chairperson:

1. Develop program plans and activities
2. Organize and coordinate programs and activities
3. Provide direction for counseling and guidance activities
4. Supervise activities
5. Determine counseling and guidance policies
6. Evaluate programs and activities
7. Develop prime service units based on information technology
8. Report regularly to the Rector

B. Secretary:

1. Assist the chairperson in planning, programming, and implementing counseling and guidance
2. Collect, provide, store, and document counseling data
3. Develop counseling operational procedures
4. Coordinate activities
5. Assist the chairperson in supervision and evaluation
6. Socialize the counseling unit to academia and the public
7. Prepare regular reports
8. Implement prime services based on information technology



C. Counselor Services:

1. Coordinate with academic advisors on student issues
2. Provide services and guidance for better academic achievement
3. Conduct Psychological testing and Consultation
4. Conduct soft skills training for students
5. Conduct workshops and training for academic advisors and counselors
6. Conduct surveys/case studies of students for service evaluation

Objective:

To provide professional counseling services to support students' personal, academic, and career development.

Procedures:

1. Intake

- Students can request counseling services through walk-in, email, phone, or referral from faculty/staff.
- Students complete intake form with basic information.
- Counselor reviews intake form and contacts student to schedule first appointment.

2. First Session

- Counselor builds rapport, explains confidentiality, and collaborates to establish counseling goals.
- Counselor assesses presenting issues and determines if services can be provided or referral is needed.

3. Ongoing Sessions

- Counselor provides support using evidence-based approaches like cognitive-behavioral therapy, motivational interviewing etc.
- Counselor documents key details of sessions according to ethical and legal standards.

4. Termination

- Counselor summarizes progress and collaborates with student to terminate when goals are met.



- Counselor explains options if student wishes to return for services in future.

5. Referrals

- If student needs are beyond counselor's scope of competence, appropriate referrals are provided.

- Counselor follows up to ensure transition of care.

6. Crisis Intervention

- Counselors provide crisis stabilization as needed and coordinate with campus/community resources.

7. Outreach Education

- Counselors provide outreach workshops and events on mental health topics relevant to students.

8. Documentation

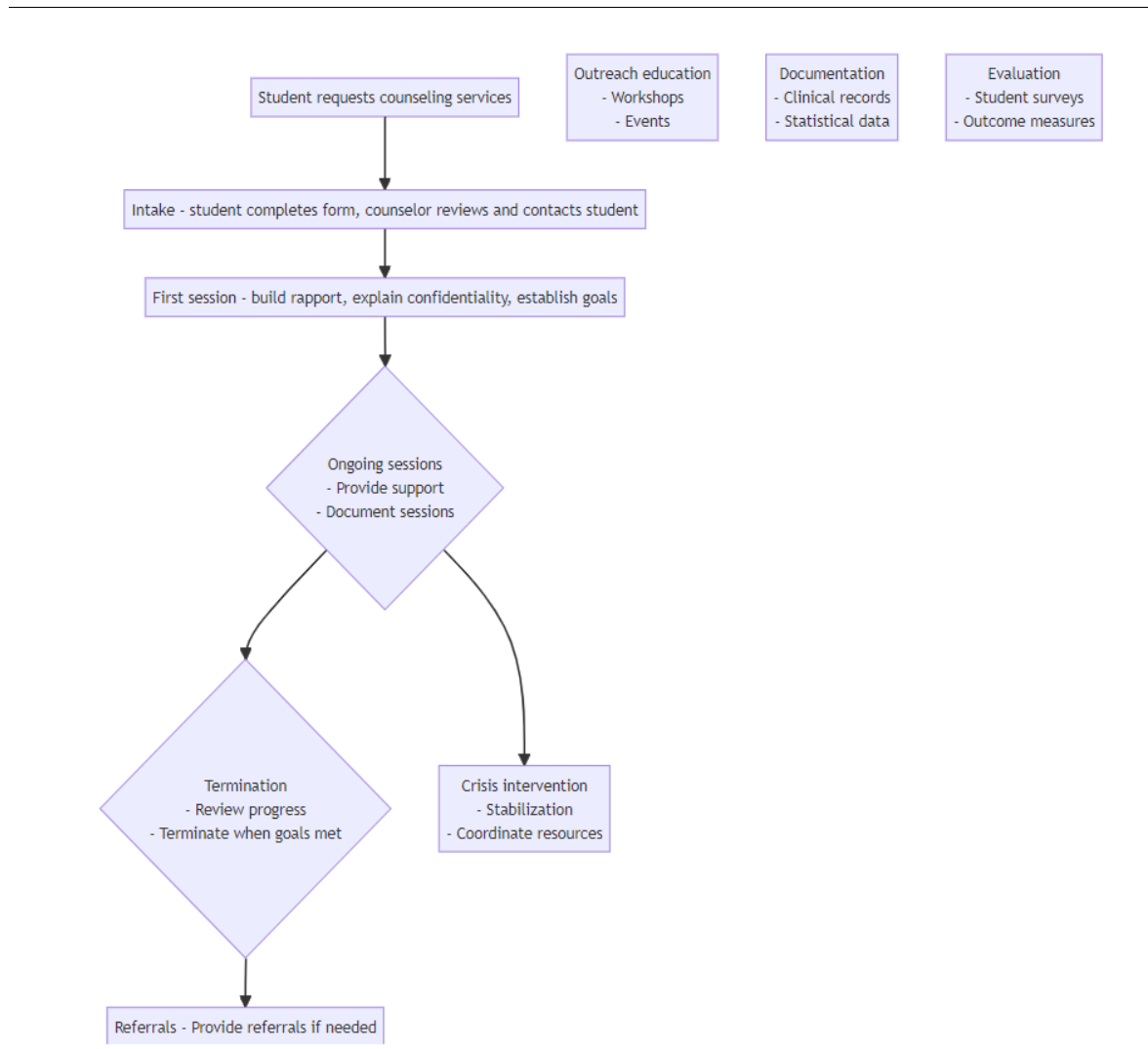
- Counselors maintain confidential clinical records in secure system and submit statistical data.

9. Evaluation

- Counselors conduct periodic evaluations using student satisfaction surveys and outcome measures.



SOP Flowchart:



More information:

Dra. Psi. Endang Iryanti, MM.

endang.ma@upnjatim.ac.id

(+62 856-5526-0080)