

# Nanhua University

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Formulating unit	Student Affairs Office	Individual Counseling and Referral Standard Operating Procedures	Page	1 of 3
	Student Counseling Center			

## I Student Affairs

### 1. Flow chart

Procedures	Responsibility	Form
<pre> graph TD     CS[Case sources] --&gt; ISH[Initiatively seek for help]     CS --&gt; RF[Referral from other unit]     ISH --&gt; IE[Interview experience]     RF --&gt; IE     IE -- Yes --&gt; FR[Former record of interview]     IE -- No --&gt; PI[Primary interview]     FR --&gt; PI     PI --&gt; CI[Continue to interview]     CI -- No --&gt; IACF[Initiatively ask for close file]     CI -- No --&gt; RTOU[Referral to original unit]     CI -- Yes --&gt; SUC[Set up of case]     SUC --&gt; IC[Individual counseling]     IC --&gt; CF[Close file]                     </pre>	<p>Case referral unit or personnel</p> <p>Case manager</p> <p>Interviewing staff</p> <p>Director of counseling center</p> <p>Case manager</p> <p>Counselor</p> <p>Counselor and case manager</p>	<p>Case Referral Form</p> <p>Counseling Reservation Form</p> <p>Interview Record Sheet</p> <p>Counseling Record Sheet</p> <p>Closing File Record Sheet</p>

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2. Operating procedures

2.1 Case sources.

2.1.1 Student initiatively seeks for help.

2.1.2 Referral from other unit.

2.2 Verify the presence of former interview record.

2.2.1 If yes, case manager should review the former record before starting primary interview.

2.2.2 If no former record, case manager can directly start primary interview.

2.3 Primary interview.

2.3.1 Arrangement of suitable interviewing staff.

2.4 Willingness to continue interview.

2.4.1 If yes, case manager should set up a case.

2.4.2 If no, counseling center should close file.

2.4.3 If student not willing for a interview, counseling center should turn the care to original unit for further procedures.

2.5 Set up a case.

2.5.1 Arrangement of suitable counselor by case manager.

2.6 Individual counseling.

2.6.1 Counselor carries out counseling with student.

2.7 Close file.

2.7.1 Counselor writes a closing file report and hand in to director of counseling center.

3. Control emphasis

3.1 Suitability of counselor arranged in this case.

3.2 Files archive.

4. Forms

4.1 Case Referral Form

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- 4.2 Counseling Reservation Form
- 4.3 Interview Record Sheet
- 4.4 Counseling Record Sheet
- 4.5 Closing File Record Sheet

## 5. Basis and related documents

- 5.1 Student Guidance and Counseling Act
- 5.2 Enforcement Rules of Student Guidance and Counseling Act