

Web Counseling Checklist

Keio Student Counseling Room

Please complete the checklist and go over the following points prior to joining a web counseling session.

Communication Environment Checklist

- A Zoom link has been sent to the E-mail address you provided us
- You have found a quiet, private space where there is nothing to distract you (We recommend using headphones if there is a possibility of someone hearing you)
- You are using a laptop computer or desktop PC (our recommendation), OR, if you are using a tablet or smartphone, you can keep it secure on a flat surface
- You have closed all other programs on your computer or device (keep them closed for the duration of the counseling session)
- You have placed your smartphone or any other devices on mute/manner mode/etc. (keep them closed during the counseling session)
- You are use a safe internet connection (e.g., not unsecured free Wi-Fi)

We recommend using a wired connection, but if you are using a wireless connection, try to keep your computer or device close to the router.

Points about the Counseling Sessions

- What you talk about with the counselor will be confidential. This is exactly the same as when taking a face-to-face counseling session. Recording of any sort is not permitted under any circumstances by either party.
- We do our best to ensure a secure internet environment, but due to the nature of web counseling, please note that we are not able to assure a 100% safe environment.
- The counseling will start on the date and time you have made an appointment. If you need to change or cancel, please contact the Student Counseling Room.
- If there is any technical problem (e.g., disconnection or not being able to access the room you were planning to use), please call the Student Counseling Room. If we need to switch to phone counseling, the counselor will call you from the Student Counseling Room.
- If the counselor assesses that you or the people around you are in some kind of danger, we may contact your emergency contacts. This is exactly the same as when taking a face-to-face counseling session.
- If you do not receive a web counseling invitation link (URL) via email by the day before your appointment, please call the Student Counseling Room during our opening hours.
- Please turn on your camera during the online counselling session.