Assistance with emergencies when CAPS is closed is available by calling 812-855-5711 for telephone consultation with a counselor.

How Can I Make An Appointment?

Call 812-855-5711. CAPS is open Monday through Friday from 8:00 a.m. to 4:30 p.m. We see students on an appointment basis. You may ask to see a specific staff member or you may choose the next available appointment. Most initial appointments last about an hour.

Who Is Eligible For Services?

Counseling is available to all IU students. Psychiatric services are available to students whose counseling primary care provider is a CAPS staff member.

How Much Does Counseling Cost?

Please check our web site at healthcenter.indiana.edu/caps for our current charges.

A $10.00 reconstruction charge is assessed to students who fail to check out with the cashier on the 2nd floor after each visit.

Payment for services may be made by cash, check, debit cards, Discover Card, Master Card or Visa, or placed on your Bursar bill. Unpaid charges will be automatically transferred to your Bursar bill within 30 days. Your health insurance may cover part of the cost of services. Ask your counselor if you have questions about fees or insurance.

How Do I Cancel Or Reschedule?

Call 812-855-5711 at least 24 hours before your appointment or by 8:30 a.m. if your appointment is on Monday. You will be charged for appointments you do not cancel 24 hours in advance.

Who Has Access To My Records?

Your counselor cannot disclose information about you without your written permission, except as required by law. Your counselor may discuss pertinent information about you with other IU Health Center providers without written consent when such information is for the purpose of treatment planning and/or coordination of care. For your privacy, your counselor cannot communicate with you through email.

Counseling and Psychological Services (CAPS)
Division of Student Affairs
Indiana University Health Center
600 N. Jordan Ave., 4th Floor
812-855-5711
healthcenter.indiana.edu/caps.html
Who Seeks Counseling And Why?

Many students who experience difficulties in their lives seek counseling. In fact, CAPS sees over 3,000 students each year. Some reasons students seek counseling include stress, depression, anxiety, loneliness, relationship problems, disordered eating, academic concerns and substance use. Many have talked to friends or family about their difficulties, but aren’t able to improve things adequately on their own. Other students just prefer to talk to an objective third-party, such as a counselor.

What Should I Expect At My First Appointment?

Please arrive 15 minutes before your scheduled appointment to complete paperwork. You will then meet with your counselor for about 50 minutes to share the concerns that led you to counseling. Together, you and your counselor will decide what services are best for you. Possibilities include individual counseling, group counseling and/or psychiatric assessment and treatment.

How Does Counseling Work?

Counseling works by helping you learn about yourself, your feelings and your relationships with others. It is through this learning that you and your counselor can work on the concerns that led you to counseling.

Counseling works best if you:
- Identify goals for counseling—individual or group;
- Are as open and honest as possible;
- Come prepared for your sessions—having thought ahead of time about what you want to work on;
- Tell your counselor if you don’t think you’re being helped;
- Remember—counseling is not magic. It requires commitment, hard work, and time.

Myths About Counseling

"Counseling is only for people with serious mental problems."
Not true. The majority of CAPS clients have common, but stressful, problems in living. Counseling is for anyone who wants to feel better or make changes.

"Seeking counseling is a sign of weakness."
False! Facing your problems by yourself, trying to handle everything on your own, does not necessarily show strength.

"The counselor will tell me what to do and tell me how to fix my problems."
Wrong! A counselor can’t fix you. YOU must work hard in counseling if you want to reach your goals and feel better.

"Individual counseling is more effective than group counseling."
Nada! Actually for many of the common issues that bring grads and undergrads into counseling, group counseling is often more helpful than individual work.

What If I Don’t Think Counseling Is Helping Me?

If you don’t think you’re making progress towards your goals, it’s important for you to discuss this with your counselor or group. You may resolve the problem together or agree on an alternative approach.

How Long Does Counseling Take?

This is mutually agreed upon by you and your counselor and depends on the nature of your difficulties. Typically, we offer short-term services. Students interested in longer-term counseling may be referred to other resources.

Who Will Be My Counselor?

Our staff members are professional social workers, psychologists, psychiatrists, and supervised mental health professionals in training. Their specialized training prepares them to deal with a wide range of issues facing university students. Initial appointments with psychiatrists are scheduled if you and your counselor agree one is indicated. Psychiatrists evaluate and prescribe medication for students who need it.

What If It Is An Emergency?

A walk-in service is available weekdays from 8:00 a.m. to 4:30 p.m. for those who require immediate care. You will be seen as promptly as possible.