

HungKuang University Counseling Center

Statement of Consent to Online Counseling

Before beginning online counseling services, please read the following terms of service carefully. If you do not agree with the terms or have any questions, please discuss your concerns with your counselor. Formal counseling will begin only after you have signed the statement of consent.

1. You, the applicant, agree to receive online counseling services from the HungKuang University Counseling Center and agree to install the teleconference software specified by the Counseling Center, who will explain how to use the software.
2. At the beginning of the first online counseling session, if you have not yet met your counselor in person, please display your student ID or another form of photo ID in front of your web camera to allow the counselor to verify your identity. The counselor shall also present a valid practice license or employee ID to verify their identity. If you have already met your counselor in person, this step may be skipped.
3. Online counseling services shall be conducted in the following manner:
 - (1) Counseling duration: Each counseling session lasts for one class period, and the subsequent session will be scheduled at the end of each session.
 - (2) Method of counseling: Counseling will be conducted through video conference or telephone; the web camera must be activated for the entire duration of a video conference.
 - (3) Changes or termination: If you wish to change your session time or terminate counseling, you must discuss it with your counselor during the preceding session.
 - (4) Cancelations or rescheduling: Please call the Counseling Center at (04)2631-8652 ext. ____ or (04)2652-4840 to cancel or reschedule your appointment no later than one hour before the scheduled time; if necessary, your counselor will call back to discuss the cancellation or rescheduling. The same process applies if the counselor needs to cancel or reschedule an appointment.
 - (5) Tardiness, absences, and no-shows: If you will be late because of unavoidable circumstances or cannot attend an online counseling session because of connectivity issues, please notify the Counseling Center by telephone. If you do not notify the Counseling Center in advance and have not joined the session after 15 minutes, the session will be terminated and logged as a no-show. In the event of three cancelations or two no-shows, the Counseling Center shall terminate your right to online

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counseling services.

4. Confidentiality and exceptions

Discussions and information divulged during online counseling may not be disclosed by the counselor to others without your permission unless any of the following extenuating circumstances apply:

- (1) There is a clear and present danger to your life, liberty, or property, or that of others, necessitating emergency crisis management.
- (2) The content of your conversations with the counselor involves legal liability (under laws such as the Sexual Assault Crime Prevention Act, the Domestic Violence Prevention Act, Protection of Children and Youths Welfare and Rights Act, the Genetic Health Act, and the Gender Equity Education Act), and the counselor has a legal duty to report the matter.
- (3) If the information you divulge matches any of the preceding two circumstances, the counselor may notify the relevant person or persons (e.g., a parent, advisor, department supervisor, or medical institution) to address the situation.
- (4) If you were referred to the Counseling Center, require transition counseling or linkage services, or were evaluated as needing systemic collaborative counseling, the counselor will discuss with you what personal information needs to be disclosed and to whom.
- (5) To assist with the aforementioned emergency crisis management, you agree to nominate two emergency contact persons, one of whom must be a direct relative and the other must be someone who can be reached and can provide assistance during an emergency. You also agree to disclose the physical location where you will be receiving online counseling.

Relative name: _____ Relationship: _____

Telephone number: _____

Emergency contact: _____ Relationship: _____

Telephone number: _____

Physical location _____

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when receiving

online counseling:

5. The counselor shall provide online counseling services inside a consulting room at the Counseling Center to ensure the confidentiality of the content discussed during counseling.
6. You are recommended to receive online counseling services in a private space where you will not be interrupted. To safeguard the privacy of both parties, screenshots, audio recordings, video recordings, and livestreams of conversations are not permitted, and you also may not invite another person to listen in on the conversation. In the event of such behavior and if you refuse to comply, the Counseling Center shall handle the matter in accordance with the law.
7. You agree to use your own communication devices appropriately over a secure connection and not a free public connection (physical or wireless) when participating in online counseling with the counselor. In the event of obvious interference with online counseling due to poor audio-visual equipment or connectivity, both you and the counselor have the right to immediately request the cessation of the online counseling session and discuss how to address the issue.
8. You agree not to transmit information that promotes adverse conditions in Taiwan or involves national security. You also agree not to transmit audio, video, or image content that does not comply with local, national, or international laws.
9. You are familiar with basic network features and the operation of communication software.
10. You agree that Counseling Center counselors will exercise their professional judgment on whether you are an appropriate candidate for online counseling services and that you must sign the statement of consent receiving online counseling.
11. During online counseling, if you and the counselor both have any concerns, those concerns may be brought up for discussion at any time.
12. Following the conclusion of online counseling services, the counselor shall create of a record of the counseling services in accordance with regulations such as the Student Guidance and Counseling Act, the Enforcement Rules of the Student Guidance and Counseling Act, and the Psychologists Act, and the counselor shall indicate that counseling was conducted using telecommunication. The storage and destruction of the records shall

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be handled in accordance with the HKU Personal Data Management and Security Policy and the HKU Privacy Policy.

Applicant for online counseling: _____ Date: _____

Preliminary consultant: _____ Counselor: _____

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Storage period: 10 years