

# FAQ Counseling Services

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- Who can use AUI Counseling Services?

Counseling services are available at AUI for all currently enrolled students. They also offer consultation for faculty, staff and their children. They can't offer consultation for employees' spouse. Counselors at AUI are available to provide outreach presentations for all members of the AUI community.

- What types of counseling services are available at AUI?

AUI offers individual counseling. Some group counseling may be organized on a need-base.

- Can my spouse/partner/significant other and I come in for couple counseling even if he/she isn't an AUI student/faculty/staff member?

Unfortunately, no. Individuals must be currently enrolled students/faculty/staff members to receive counseling.

- Who are the Counselors ?

Prof. Jallal Toufiq: Part time psychological consultant

Jallal Toufiq is a Psychiatrist and Psychotherapist. Professor of Psychiatry in the University of Rabat, he is the Director of Arrazi Hospital (Salé). He is meeting with AUI students either on Wednesday from 9 to 11am in Arrazi Hospital in Rabat-Sale or on Thursday from 2:30 to 5:30pm on campus (B6R108).

Dr. Rajaa El Jarrafi: Part time psychological consultant

Dr. El Jarrafi is a Psychiatrist and Psychotherapist. She is meeting with AUI students on Monday afternoon on campus (B26, Counseling room: ground floor, left hand side).

Dr. Aure Veyssière: Assistant professor / counselor

Aure Veyssière is a Clinical Psychologist who did her Ph.D. in clinical psychology & psychopathology in the University of Paris 8 where she worked for 8 years as a researcher and a teacher. As a clinician, she is specialized in Stress and Trauma management. She has been working in various institutions in order to help people cope with negative situations, from everyday stressors to major psychic trauma. She arrived in Meknès in 2010 before joining AUI in 2012.

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Ms. Imane Boukhare: Full-time counselor

Imane Boukhare is a clinical psychologist, who obtained her master's degree from Hassan II University in Casablanca and is a Doctoral student in clinical psychology and psychopathology at the same university. She has volunteered in some associations for the protection of children as well as in a primary school. She had the opportunity to work in the covid 19 listening cell dedicated to the students of Hassan II University and their family during the pandemic period. She joined AUI in Summer 2021.

Mr. Med Ghali Guissi : Full-time counselor

Ghali Guissi is a clinical psychologist who holds a master's degree in clinical psychology and psychopathology. His professional background encompasses roles as a school psychologist within educational institutions ranging from elementary to high school levels. He has extended his expertise to working with vulnerable populations.

With specializations in cognitive and behavioral, as well as group therapies, he also served as a Professor of Developmental Psychology and Psycho-pedagogy at the University of MOHAMED VI in Casablanca. He joined AUI counseling team in summer 2023.

- What is the difference between a psychiatrist and a counselor/psychologist?

Both a psychiatrist and psychologist work in the mental health field. A psychiatrist possesses a medical degree (M.D.) and can prescribe medication, whereas a psychologist earned a doctoral degree (Ph.D. or Psy.D.) in psychology and a counselor earned a master's degree in counseling (M.Ed., M.A. or M.S.) and both provide talk therapy. They work collaboratively to provide mental health treatment for students, faculty and staff.

- Do I have to pay for the sessions?

No, the sessions are free of charge. It is your responsibility to notify the Counseling Services if you are unable to keep a scheduled appointment within 24 hours of your appointment. This will allow us to use the time-slot for another person. Because of the high demand for our services, if you miss an appointment and do not let us know, we will assume that you're no longer interested in counseling and won't keep you the time slot.

- How do I set up an appointment?

If you want to ask for an appointment with the counselors, send us an email at [counselor@au.ma](mailto:counselor@au.ma) and attach your schedule; we'll get back to you as soon as possible and will let you know when you will be meeting with the counselor.

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If you want to ask for a consult with Prof. Toufiq, send him an email at [j.toufiq@au.ma](mailto:j.toufiq@au.ma) and attach your schedule. He'll get back to you as soon as possible to inform you on the day and time of your appointment which will take place in B6 R108. You can also call him directly, extension 2034 in Thursday between 2 and 2:30pm.

Professor Toufiq is also meeting with AUI students on Wednesday morning, in Arrazi Hospital (Rabat-Sale), from 9 to 11am. In order to ask for a consultation with him in Arrazi Hospital, you can contact him through email: [j.toufiq@au.ma](mailto:j.toufiq@au.ma).

If you want to ask for a consult with Dr. El Jarrafi, send her an email at [eljarrafi@au.ma](mailto:eljarrafi@au.ma) and attach your schedule. She'll get back to you as soon as possible to inform you on the day and time of your appointment which will take place in B26 Counseling Room (ground floor, left hand side).

- Will I have to wait for a session?

Once you send the Counseling Services your schedule, you will be able to meet with a counselor within 5 working days. Some walk-in sessions are also organized every week. The aims of these sessions are to meet individually with the persons who believe they have an urgent matter and to realize a clinical assessment and decide on the priority of need.

The Counseling Services will communicate the day and time of the walk-in sessions at the beginning of each semester via emails/newsletters. You can also find them on the Counselors' office doors.

- What to do in case of a psychological emergency?

*Emergency situations* are situations in which a *person is a danger to themselves and/or somebody else*. If a student is disclosing suicidal ideations for example or if a student's behavior is disruptive, call immediately the health center at extension 2057 or security 2222. The health center/security will contact the counselor.

- Where are the offices of the Counseling Services?

The counseling Services offices are:

1. in Building 6, room 108 (extension 2034).
  - Dr. Aure Veyssière (full time, except on Thursdays afternoon, starting 2:00pm)
  - Prof. Jallal Toufiq (part time, available Thursdays afternoon)

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2. in Building 26, Counseling room, ground floor, left hand side.

- Dr. El Jarrafi (part time, available on Mondays afternoon)

3. temporary in Building 2, room 208 in the mornings (extension 2104)

- Imane Boukhare (full time)

4. in Building 8b, room 309 (extension 2157)

- Med Ghali Guissi (full time)

- Do I need counseling?

If you believe something is bothering you and it is interfering with your ability to function at your best, counseling may be helpful for you. Many people find that speaking with a third party to be awkward at first, but then find it very helpful to receive an unbiased perspective in addition to learning healthier coping skills.

People come for different reasons such as: academic performance, stress management, social difficulties, family problems, personal developmental issues, health conditions (either somatic or psychological), substance abuse, suicidal thoughts, grief...

During the initial session, you will meet with the intake counselor for screening and will then be referred to the appropriate professional for follow-up care either internally or externally.

- Could my problem be too small for counseling?

No problem is too small if it is creating a disruption in your ability to live your life as you would like. Every person who comes to the Counseling Services is treated with respect no matter what the presenting concern. The Intake counselor will refer you to the best suited-professional, either counselor, psychiatrist or external psychologist.

- I'm not 18 years old yet, can I still come in for counseling?

Moroccan law requires that any minor receives counseling only with the consent of a parent or legal guardian. If you are under 18 years of age and would like to receive counseling, please contact us to schedule an appointment so that one of our counselors can review your options with you.

- I'm on major age, will the Counseling Services tell anyone that I'm in counseling?

No, we won't tell unless you want us to. All interactions, including attendance of appointments and your records are not shared with anyone (including parents, faculty and staff members). Your records are stored securely in the offices of the Counseling Services.

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The only exceptions to maintaining confidentiality are 1) there is clear and imminent danger to self and/or others, 2) the counselee is a minor or an incapacitated adult, or 3) we are required by law to testify in a court hearing.

- What is the normal process of counseling?

After the Intake, counseling typically consists of meeting with your counselor for 60 minutes once every week. You will work with your counselor during that time on the concerns you have presented as a problem for you.

- What can I expect in counseling?

You can expect to be challenged to think about a different perspective or to make difficult changes. It may be uncomfortable at times due to facing difficult situations or emotions but you will always be treated with respect.

- Can I receive medication?

Yes. AUI psychiatrists, Professor Toufiq and Dr. El Jarrafi, are available to prescribe and monitor medication.

- I'm a staff/faculty member and I'm concerned about a student, what can I do?

When you have decided a student might benefit from counseling, it is usually best to express your recommendation in a matter-of-fact manner. Be specific regarding the behavior that has raised your concerns and avoid attributing anything negative to the individual's character. Except in an emergency, the option must be left open for the student to accept or refuse counseling. If the student is reluctant for any reason, simply express your acceptance of those feelings so that your relationship with the student is not jeopardized. Give the student room to consider alternatives by suggesting that maybe you can talk after the student has had some time to think it over.

Once the student has agreed that counseling might be useful, you can give the student information about AUI Counseling and suggest that the student ask for an appointment by sending an e-mail (with his/her schedule) to the counselors at [counselor@au.ma](mailto:counselor@au.ma). You can also, with the student's authorization, send us the email and put the student in copy. It's a way to ease the process. The Counselor will meet with the student within a few days from the time of contact and will then referred them to the appropriate professional for follow-up care.

If you refer a student to AUI counseling services, please note that we won't be able to answer any question you may have without their written consent.

Walk-in sessions (individual sessions without appointment) are implemented each semester for those who believe they cannot wait. The aims of these sessions are to realize a clinical assessment and decide on the priority of need. The day and time of the walk-in sessions are sent by emails/newsletters to

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students, faculty and staff at the beginning of each semester and or also available on the counselors' office doors.

The AUI psychiatrist, Professor Toufiq, is present on AUI campus every Thursday afternoon in B6 R108. He can be called on Thursday, extension 2034 between 2:00pm and 2:30pm, and he will let the person know when to come for the appointment.

Professor Toufiq is also available on Wednesday morning, in Arrazi Hospital (Rabat-Sale), from 9 to 11am. In order to ask for a consult with him in Arrazi Hospital, he can be contacted through email: [j.toufiq@au.ma](mailto:j.toufiq@au.ma).

The other AUI psychiatrist, Dr. El Jarrafi is available on AUI campus every Monday afternoon in B26, Counseling room (ground floor, left hand side). You can send her an email at [r.eljarrafi@au.ma](mailto:r.eljarrafi@au.ma) and attach your schedule. She'll get back to you as soon as possible to inform you on the day and time of your appointment.

***Emergency situations are situations in which a person is a danger to herself and/or somebody else.*** If a student is disclosing suicidal ideations for example or if a student's behavior is disruptive, staff and faculty members will call immediately *the health center at extension 2057 or security 2222*. The health center/security will contact the counselor.

- How to help a friend?

Take the person aside and talk to them in private. Try to give the other person your undivided attention. Just a few minutes of listening can really help her or him to make a decision about what to do. Listen carefully and with sensitivity. Listen without necessarily agreeing with them. Try saying something like: "It sounds like on the one hand, you very much want to please your family but on the other hand, you aren't sure that what they want for you is what you really want to do."

Be honest and direct but avoid labeling your friend. Share what you have observed and why it concerns you using behavioral, not psychological terms. For example, you might say: "I've noticed that you've been missing class a lot lately and you aren't answering your phone or text messages like you used to. I'm worried about you. What can I do to help?"

Explain to the person what the Counseling Services are and how to reach us. Encourage them to send an email asking for an appointment right then and there. You can even send the email yourself and copy your friend, once they agreed on that.

Follow up. Let the person know that you'll be checking back with them later to see how things turned out. Responding in a caring way to a person in distress can help prevent the distressed person's situation from escalating into a crisis.

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In emergency situations involving students who are a danger to themselves or somebody else, you can call the security at extension 2222 and/or the health center at extension 2057. The health center will contact the counselor.

- Can I withdraw late because of my psychological condition? What is a retroactive withdrawal?

A retroactive withdrawal is a late drop request made during a semester. It is a procedure that permits a student to drop all of the courses that she/ he is registered for after the last day to officially drop in a given semester. The University guidelines for the approval of such an extraordinary action require a student to prove, with supporting documents, that conditions of a medical or psychological nature, and/or hardship occurred during the semester in question that

1. Had a serious and negative impact on the student's academic performance.
2. Had been reasonably unforeseeable and unavoidable before the last day to officially drop classes.

A student may request retroactive withdrawal from all courses taken during a given semester or term by filling a Retroactive Withdrawal Form. This petition must be accompanied by adequate documentation and bear all required signatures (the physician's confirmation of the student's health conditions, school dean, VPSA, and VPAA). If the retroactive withdrawal request is approved, the student will be withdrawn from all courses taken that semester with W. The W will indicate a late withdrawal but will not affect the student's GPA.