

PSYC 5301 - Intro to Counseling

Fall 2024 Syllabus, Section 104, CRN 15527

Instructor Information

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Associate Professor
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Office Hours:
Monday & Wednesday 2 pm – 4 pm
Tuesday & Thursday 11 pm – 1 pm
By appointment
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Times and Location

R 11:40am-2:25pm in Western Hemispheric Trade Ctr 104

Course Description

Provides introduction and practice in the basic intervention strategies and techniques used in counseling and the human service professions. Prerequisites: PSYC 4301 and PSYC 4303 or permission of instructor. Enrollment in this course is restricted to those TAMIU students who are currently matriculating through the M.A. Counseling Psychology Program. Psychology & Communication Department, College of Arts & Sciences

Student Learning Outcomes

Upon successful completion of this course, students will be able to:

C01: Articulate knowledge and theoretical foundations of basic counseling/interpersonal skills and the major interventions in the counseling process.

C02: Demonstrate developmentally appropriate execution of introductory counseling skills.

C03: Discuss counselors' personal characteristics, demonstrated behaviors, and professional factors that influence the therapeutic process including (a) age, physical attributes, gender, sexual orientation, religious/spiritual and cultural background; (b) verbal and nonverbal behaviors during counseling encounters as well as therapeutic skill execution; and (c) ethical and legal issues related to the profession at-large and practice within the local professional community.

C04: Discuss client personal characteristics, demonstrated behaviors, and professional factors that influence the therapeutic process including (a) age, physical attributes, gender, sexual orientation, religious/spiritual and cultural background; (b) verbal and nonverbal behaviors during counseling encounters as well as therapeutic skill execution; and (c) ethical and legal issues related to the profession at-large and practice within the local professional community.

C05: Understand, recognize, and implement counseling techniques necessary for an effective initial interview.

C06: Conceptualize a counseling relationship in terms of goals, tasks and therapeutic alliance.

C07: Identify and articulate professional strengths and weaknesses and goals for growth as professional counselors.

C08: Assess personal assets, limitations, and reactions to theories and develop an initial personal philosophy of counseling and how people change.

C09: Identify metrics for measuring therapeutic factors and outcomes.

C010: Articulate the role of social justice and advocacy in the development of their professional counselor identity.

Important Dates

Visit the Academic Calendar (tamiu.edu) (<https://www.tamiu.edu/academiccalendar/>) page to view the term's important dates.

Textbooks

Group	Title	Author	ISBN
Required	Intentional interviewing and counseling: Facilitating client development in a multicultural society (10th ed.)	Ivey, A. E., Ivey, M. B., & Zalaquett, C. P.	9780357622865
Required	Becoming a therapist: On the path to mastery	Skovholt, T. M.	: 978-0-470-40374-7

Grading Criteria

GRADE	POINTS
A	819-910
B	728-818
C	637-727
D	546-636
F	545 OR LESS

Class Components and Assignments

1. Participation and Attendance (100 pts)

Attendance is required and class participation is expected. A **maximum of one (1) absence** will be allowed without consequence. **Additional absences or chronic tardiness** will jeopardize your final grade. Three or more absences may require repeating the course. When possible, any absences should be discussed with the instructor in advance. Students are responsible for all material and assignments covered on days they are absent.

Because of the experiential format of this course, you are responsible for critically reading and preparing for class. The success of this course depends on students' abilities to respectfully engage in class discussions and activities. It is essential that students come to class prepared to discuss readings and engage in critical reflection. **"Preparing for class" is operationally defined as arriving to class prepared to raise questions and make comments based on the reading for that week.** Active participation throughout the semester, evidenced by thoughtful questions, comments, and responses to questions in a respectful atmosphere of –give-and-take# demonstrate your accepted responsibility for your learning in this course.

Professionalism & participation will be graded on the following:

- Prompt attendance at all class meeting times
- Participation in class discussions and all in-class experiential activities
- Attentiveness when others are speaking
- Willingness to take risks in a professional manner
- Ability to **respectfully hear** others' viewpoints **even when one does not agree**
- Demonstration of personal characteristics consistent with program expectations and professional ethics.

Confidentiality. All personal material shared verbally or in writing will be treated respectfully by the instructor and students to the degree that it should remain within the classroom and learning environment. However, there should be no expectation of privacy or confidentiality beyond that required by law or University policy. The mock counseling sessions during this course are practice sessions, not counseling sessions. Therefore, they will not have legal protections in the typical therapist-patient relationship. To maintain proper academic boundaries, you are encouraged to use sufficient judgment in determining the content and depth of your self-disclosure

2. Practice Sessions in Class (210 pts)

A portion of most classes will be devoted to practicing counseling skills. You will rotate among the following three roles: **counselor, client, and observer**. You will take on all three roles at least once during the semester. The instructor and your peers will provide constructive feedback to facilitate skill development. **You will submit a 2-page (maximum) self-reflection paper for each role as assigned in the syllabus.** Characteristics of each role are described below:

Counselor: This role requires practicing and demonstrating the skills learned in the assigned readings and class discussions. A student in this role should exhibit genuineness, openness, empathy, congruence, engagement in the process, and a willingness to take risks in the spirit of learning. Acceptance of constructive feedback is important.

Client: A student in this role should exhibit genuineness, openness, and present orientation. In the client role, students will be prompted about a case. **Students should be responsible for determining and monitoring the level of self-disclosure they contribute to the learning experience.** Students may also choose to role-play the part of “client,” with the understanding that such simulation may detract from the realism and quality of the learning experience. Also, in this role, students will be expected to provide feedback to the individual in the “counselor” role.

Observer: This role requires close attention to the process between the counselor and the client, an ability to relate what occurs in the practice session to the learned material, and the ability to give constructive feedback. The person in this role may take notes as needed.

3. Reflection Journals (100 pts)

Submit a 2-page reflection paper (APA style) that focuses on your reactions to the readings and/or class discussions and activities. I am looking for **evidence of self-awareness and development throughout the semester.**

4. Videos (3 x 100 pts)

You will video-record yourself on three separate occasions practicing counseling microskills. This assignment will allow you to gain familiarity and comfort with various skills covered during the semester. You will be provided with prompts about the client’s presenting problem. Below are the guidelines for these assignments:

Each video should be **15 minutes in length and must be transcribed.** Then, you will

identify:

- client statements,
- counselor response/statement,
- skill demonstrated,
- non-verbal skill demonstrated, and
- critique or alternative responses that could be more helpful

A table template will be provided. This self-evaluation will account for 80% of your video

grade. Remember that transcribing is a time-intensive activity; leave yourself plenty of time to do this. Therefore, you will want to video record your session at least a week before the due date to turn in your video.

All videos must clearly show the counselor and client and have satisfactory image and sound quality. Be sure to check that your equipment is recording properly. (Try it out in advance.)

You will receive personal feedback from the instructor. The student serving in the client role will provide a brief, written evaluation of the session. This client evaluation will account for 20% of your video grade.

Videos may be turned into the instructor via a OneDrive folder link. Name your video file something that includes your name (e.g., “JonDoeVideo”) and the number of videos you are submitting (e.g., “JonDoeVideo1”)—failure to do so may result in no grade for your effort, as there needs to be an identifier.

5. Exams (200 pts)

There will be 2 multiple choice exams during the term. Please be aware that **you are responsible for the material covered by the textbook even if it is not covered during lecture.** The Final Exam will be comprehensive and it will be a mixture of multiple-choice items and short answer questions. (<https://www.tamui.edu/distance/technology/respondus-ldb-and-monitor.shtml>)

Missed exams: Students will be allowed to make up a missed exam only if they experience a serious emergency, where it was impossible to complete an exam as scheduled. Legitimate documentation (e.g., a doctor’s note, a police report, a religious service program, a letter verifying a university

sponsored event, etc.) must be provided within a week of the missed exam. You may not make up an exam without proper documentation. It is up to students to schedule make up exams at a time that is convenient for the professor. Makeup exams must be completed within two weeks of the absence.

Schedule of Topics and Assignments

Day	Date	Reading(s)	Due
Thu	8/29	Syllabus	
Thu	9/5	Ch 1-2 (Ivey, Ivey, & Zalaquett)	
Thu	9/12	Ch 3-4 (I, I, &Z) Practice Session #1	# Journal #1
Thu	9/19	Ch 5-6 (I, I, &Z) Practice Session #2	
Thu	9/26	Crisis Response Planning for Suicide Prevention**	# Video #1
Thu	10/3	Ch 7-8 (I, I, &Z) Practice Session #3	# Journal #2
Thu	10/10	Ch 9-10 (I, I, &Z) Practice Session #4	
Thu	10/17		Midterm Exam
Thu	10/24	Ch 11-12 (I, I, &Z)	# Journal #3
Thu	10/31	Ch 13-14 (I, I, &Z) Practice Session #5	# Video #2
Thu	11/7	Ch 1-3 (Skovholt) Practice Session #6	
Thu	11/14	Ch 4-6 (Skovholt) Practice Session #7	# Journal #4
Thu	11/21	Ch 6-9 (Skovholt) Practice Session #8	# Journal #4
Thu	11/28	Ch 10-12 (Skovholt)	# Video #3

University/College Policies

Please see the University Policies below.

COVID-19 Related Policies

If you have tested positive for COVID-19, please refer to the Student Handbook, Appendix A (Attendance Rule) for instructions.

Required Class Attendance

Students are expected to attend every class in person (or virtually, if the class is online) and to complete all assignments. If you cannot attend class, it is your responsibility to communicate absences with your professors. The faculty member will decide if your excuse is valid and thus may provide lecture materials of the class. According to University policy, acceptable reasons for an absence, which cannot affect a student's grade, include:

- Participation in an authorized University activity.
- Death or major illness in a student's immediate family.
- Illness of a dependent family member.
- Participation in legal proceedings or administrative procedures that require a student's presence.
- Religious holy day.
- Illness that is too severe or contagious for the student to attend class.
- Required participation in military duties.
- Mandatory admission interviews for professional or graduate school which cannot be rescheduled.

Students are responsible for providing satisfactory evidence to faculty members within seven calendar days of their absence and return to class. They must substantiate the reason for the absence. If the absence is excused, faculty members must either provide students with the opportunity to make up the exam or other work missed, or provide a satisfactory alternative to complete the exam or other work missed within 30 calendar days from the date of absence. Students who miss class due to a University-sponsored activity are responsible for identifying their absences to their instructors with as much advance notice as possible.

Classroom Behavior (applies to online or Face-to-Face Classes)

TAMU encourages classroom discussion and academic debate as an essential intellectual activity. It is essential that students learn to express and defend their beliefs, but it is also essential that they learn to listen and respond respectfully to others whose beliefs they may not share. The University will always tolerate different, unorthodox, and unpopular points of view, but it will not tolerate condescending or insulting remarks. When students verbally abuse or ridicule and intimidate others whose views they do not agree with, they subvert the free exchange of ideas that should characterize a university classroom. If their actions are deemed by the professor to be disruptive, they will be subject to appropriate disciplinary action (please refer to Student Handbook Article 4).

TAMU Honor Code: Plagiarism and Cheating

As a TAMU student, you are bound by the TAMU Honor Code to conduct yourself ethically in all your activities as a TAMU student and to report violations of the Honor Code. Please read carefully the Student Handbook Article 7 and Article 10 available at <https://www.tamui.edu/scce/studenthandbook.shtml> (<https://www.tamui.edu/scce/studenthandbook.shtml/>).

We are committed to strict enforcement of the Honor Code. Violations of the Honor Code tend to involve claiming work that is not one's own, most commonly plagiarism in written assignments and any form of cheating on exams and other types of assignments.

Plagiarism is the presentation of someone else's work as your own. It occurs when you:

1. Borrow someone else's facts, ideas, or opinions and put them entirely in your own words. You must acknowledge that these thoughts are not your own by immediately citing the source in your paper. Failure to do this is plagiarism.
2. Borrow someone else's words (short phrases, clauses, or sentences), you must enclose the copied words in quotation marks as well as citing the source. Failure to do this is plagiarism.
3. Present someone else's paper or exam (stolen, borrowed, or bought) as your own. You have committed a clearly intentional form of intellectual theft and have put your academic future in jeopardy. This is the worst form of plagiarism.

Here is another explanation from the 2020, seventh edition of the Manual of The American Psychological Association (APA):

"Plagiarism is the act of presenting the words, idea, or images of another as your own; it denies authors or creators of content the credit they are due. Whether deliberate or unintentional, plagiarism violates ethical standards in scholarship" (p. 254). This same principle applies to the illicit use of AI.

Plagiarism: Researchers do not claim the words and ideas of another as their own; they give credit where credit is due. Quotations marks should be used to indicate the exact words of another. Each time you paraphrase another author (i.e., summarize a passage or rearrange the order of a sentence and change some of the words), you need to credit the source in the text. The key element of this principle is that authors do not present the work of another as if it were their own words. This can extend to ideas as well as written words. If authors model a study after one done by someone else, the originating author should be given credit. If the rationale for a study was suggested in the discussion section of someone else's article, the person should be given credit. Given the free exchange of ideas, which is very important for the health of intellectual discourse, authors may not know where an idea for a study originated. If authors do know, however, they should acknowledge the source; this includes personal communications (p. 11). For guidance on proper documentation, consult the Academic Success Center or a recommended guide to documentation and research such as the Manual of the APA or the MLA Handbook for Writers of Research Papers. If you still have doubts concerning proper documentation, seek advice from your instructor prior to submitting a final draft.

TAMU has penalties for plagiarism and cheating.

- **Penalties for Plagiarism:** Should a faculty member discover that a student has committed plagiarism, the student should receive a grade of 'F' in that course and the matter will be referred to the Honor Council for possible disciplinary action. The faculty member, however, may elect to give freshmen and sophomore students a "zero" for the assignment and to allow them to revise the assignment up to a grade of "F" (50%) if they believe that the student plagiarized out of ignorance or carelessness and not out of an attempt to deceive in order to earn an unmerited grade; the instructor must still report the offense to the Honor Council. This option should not be available to juniors, seniors, or graduate students, who cannot reasonably claim ignorance of documentation rules as an excuse. For repeat offenders in undergraduate courses or for an offender in any graduate course, the penalty for plagiarism is likely to include suspension or expulsion from the university.
 - *Caution:* Be very careful what you upload to Turnitin or send to your professor for evaluation. Whatever you upload for evaluation will be considered your final, approved draft. If it is plagiarized, you will be held responsible. The excuse that "it was only a draft" will not be accepted.
 - *Caution:* Also, do not share your electronic files with others. If you do, you are responsible for the possible consequences. If another student takes your file of a paper and changes the name to his or her name and submits it and you also submit the paper, we will hold both of you

responsible for plagiarism. It is impossible for us to know with certainty who wrote the paper and who stole it. And, of course, we cannot know if there was collusion between you and the other student in the matter.

- **Penalties for Cheating:** Should a faculty member discover a student cheating on an exam or quiz or other class project, the student should receive a “zero” for the assignment and not be allowed to make the assignment up. The incident should be reported to the chair of the department and to the Honor Council. If the cheating is extensive, however, or if the assignment constitutes a major grade for the course (e.g., a final exam), or if the student has cheated in the past, the student should receive an “F” in the course, and the matter should be referred to the Honor Council. Additional penalties, including suspension or expulsion from the university may be imposed. Under no circumstances should a student who deserves an “F” in the course be allowed to withdraw from the course with a “W.”
 - *Caution:* Chat groups that start off as “study groups” can easily devolve into “cheating groups.” Be very careful not to join or remain any chat group if it begins to discuss specific information about exams or assignments that are meant to require individual work. If you are a member of such a group and it begins to cheat, you will be held responsible along with all the other members of the group. The TAMIU Honor Code requires that you report any such instances of cheating.
- **Student Right of Appeal:** Faculty will notify students immediately via the student’s TAMIU e-mail account that they have submitted plagiarized work. Students have the right to appeal a faculty member’s charge of academic dishonesty by notifying the TAMIU Honor Council of their intent to appeal as long as the notification of appeal comes within 10 business days of the faculty member’s e-mail message to the student and/or the Office of Student Conduct and Community Engagement. The Student Handbook provides more details.

Use of Work in Two or More Courses

You may not submit work completed in one course for a grade in a second course unless you receive explicit permission to do so by the instructor of the second course. In general, you should get credit for a work product only once.

AI Policies

Your instructor will provide you with their personal policy on the use of AI in the classroom setting and associated coursework.

TAMIU E-Mail and SafeZone

Personal Announcements sent to students through TAMIU E-mail (tamiu.edu or dusty email) are the official means of communicating course and university business with students and faculty –not the U.S. Mail and no other e-mail addresses. Students and faculty must check their TAMIU e-mail accounts regularly, if not daily. Not having seen an important TAMIU e-mail or message from a faculty member, chair, or dean is not accepted as an excuse for failure to take important action.

Students, faculty, and staff are encouraged to download the SafeZone app, which is a free mobile app for all University faculty, staff, and students. SafeZone allows you to: report safety concerns (24/7), get connected with mental health professionals, activate location sharing with authorities, and anonymously report incidents. Go to <https://www.tamiu.edu/adminis/police/safezone/index.shtml> for more information.

Copyright Restrictions

The Copyright Act of 1976 grants to copyright owners the exclusive right to reproduce their works and distribute copies of their work. Works that receive copyright protection include published works such as a textbook. Copying a textbook without permission from the owner of the copyright may constitute copyright infringement. Civil and criminal penalties may be assessed for copyright infringement. Civil penalties include damages up to \$100,000; criminal penalties include a fine up to \$250,000 and imprisonment. Copyright laws do not allow students and professors to make photocopies of copyrighted materials, but you may copy a limited portion of a work, such as article from a journal or a chapter from a book for your own personal academic use or, in the case of a professor, for personal, limited classroom use. In general, the extent of your copying should not suggest that the purpose or the effect of your copying is to avoid paying for the materials. And, of course, you may not sell these copies for a profit. Thus, students who copy textbooks to avoid buying them or professors who provide photocopies of textbooks to enable students to save money are violating the law.

Students with Disabilities

Texas A&M International University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state, and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal education opportunity. It is the student’s responsibility to register with the Office of Student Counseling and Disability Services located in Student Center 126. This office will contact the faculty member to recommend specific, reasonable accommodations. Faculty are prohibited from making accommodations based solely on communications from students. They may make accommodations only when provided documentation by the Student Counseling and Disability Services office.

Student Attendance and Leave of Absence (LOA) Policy

As part of our efforts to assist and encourage all students towards graduation, TAMIU provides LOA’s for students, including pregnant/parenting students, in accordance with the Attendance Rule (Section 3.07) and the Student LOA Rule (Section 3.08), which includes the “Leave of Absence Request” form. Both rules can be found in the TAMIU Student Handbook (URL: <http://www.tamiu.edu/studentaffairs/StudentHandbook1.shtml> (<http://www.tamiu.edu/studentaffairs/StudentHandbook1.shtml>)).

Pregnant and Parenting Students

Under Title IX of the Education Amendments of 1972, harassment based on sex, including harassment because of pregnancy or related conditions, is prohibited. A pregnant/parenting student must be granted an absence for as long as the student's physician deems the absence medically necessary. It is a violation of Title IX to ask for documentation relative to the pregnant/parenting student's status beyond what would be required for other medical conditions. If a student would like to file a complaint for discrimination due to his or her pregnant/parenting status, please contact the TAMIU Title IX Coordinator (Lorissa M. Cortez, 5201 University Boulevard, KLM 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857) and/or the Office of Civil Rights (Dallas Office, U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600). You can also report it on TAMIU's anonymous electronic reporting site: <https://www.tamiu.edu/reportit> (<https://www.tamiu.edu/reportit/>).

TAMIU advises a pregnant/parenting student to notify their professor once the student is aware that accommodations for such will be necessary. It is recommended that the student and professor develop a reasonable plan for the student's completion of missed coursework or assignments. The Office of Equal Opportunity and Diversity (Lorissa M. Cortez, lorissam.cortez@tamiu.edu) can assist the student and professor in working out the reasonable accommodations. For other questions or concerns regarding Title IX compliance related to pregnant/parenting students at the University, contact the Title IX Coordinator. In the event that a student will need a leave of absence for a substantial period of time, TAMIU urges the student to consider a Leave of Absence (LOA) as outlined in the TAMIU Student Handbook. As part of our efforts to assist and encourage all students towards graduation, TAMIU provides LOA's for students, including pregnant/parenting students, in accordance with the Attendance Rule and the Student LOA Rule. Both rules can be found in the TAMIU Student Handbook (<https://www.tamiu.edu/scce/studenthandbook.shtml> (<https://www.tamiu.edu/scce/studenthandbook.shtml/>)).

Anti-Discrimination/Title IX

TAMIU does not discriminate or permit harassment against any individual on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation or gender identity in admissions, educational programs, or employment. If you would like to file a complaint relative to Title IX or any civil rights violation, please contact the TAMIU Director of Equal Opportunity and Diversity/Title IX Coordinator, Lorissa M. Cortez, 5201 University Boulevard, Killam Library 159B, Laredo, TX 78041, TitleIX@tamiu.edu, 956.326.2857, via the anonymous electronic reporting website, ReportIt, at <https://www.tamiu.edu/reportit> (<https://www.tamiu.edu/reportit/>), and/or the Office of Civil Rights (Dallas Office), U.S. Department of Education, 1999 Bryan Street, Suite 1620, Dallas, TX 75201-6810, 214.661.9600.

Incompletes

Students who are unable to complete a course should withdraw from the course before the final date for withdrawal and receive a "W." To qualify for an "incomplete" and thus have the opportunity to complete the course at a later date, a student must meet the following criteria:

1. The student must have completed 90% of the course work assigned before the final date for withdrawing from a course with a "W", and the student must be passing the course;
2. The student cannot complete the course because an accident, an illness, or a traumatic personal or family event occurred after the final date for withdrawal from a course;
3. The student must sign an "Incomplete Grade Contract" and secure signatures of approval from the professor and the college dean.
4. The student must agree to complete the missing course work before the end of the next long semester; failure to meet this deadline will cause the "I" to automatically be converted to an "F"; extensions to this deadline may be granted by the dean of the college. This is the general policy regarding the circumstances under which an "incomplete" may be granted, but under exceptional circumstances, a student may receive an incomplete who does not meet all of the criteria above if the faculty member, department chair, and dean recommend it.

WIN Contracts

The Department of Biology and Chemistry does not permit WIN contracts. For other departments within the college, WIN Contracts are offered only under exceptional circumstances and are limited to graduating seniors. Only courses offered by full-time TAMIU faculty or TAMIU instructors are eligible to be contracted for the WIN requirement. However, a WIN contract for a course taught by an adjunct may be approved, with special permission from the department chair and dean. Students must seek approval before beginning any work for the WIN Contract. No student will contract more than one course per semester. Summer WIN Contracts must continue through both summer sessions.

Student Responsibility for Dropping a Course

It is the responsibility of the student to drop the course before the final date for withdrawal from a course. Faculty members, in fact, may not drop a student from a course without getting the approval of their department chair and dean.

Independent Study Course

Independent Study (IS) courses are offered only under exceptional circumstances. Required courses intended to build academic skills may not be taken as IS (e.g., clinical supervision and internships). No student will take more than one IS course per semester. Moreover, IS courses are limited to seniors and graduate students. Summer IS course must continue through both summer sessions.



Grade Changes & Appeals

Faculty are authorized to change final grades only when they have committed a computational error or an error in recording a grade, and they must receive the approval of their department chairs and the dean to change the grade. As part of that approval, they must attach a detailed explanation of the reason for the mistake. Only in rare cases would another reason be entertained as legitimate for a grade change. A student who is unhappy with his or her grade on an assignment must discuss the situation with the faculty member teaching the course. If students believe that they have been graded unfairly, they have the right to appeal the grade using a grade appeal process in the Student Handbook and in the Faculty Handbook.

Final Examination

All courses in all colleges must include a comprehensive exam or performance and be given on the date and time specified by the Academic Calendar and the Final Exam schedule published by the Registrar's Office. In the College of Arts & Sciences all final exams must contain a written component. The written component should comprise at least 20% of the final exam grade. Exceptions to this policy must receive the approval of the department chair and the dean at the beginning of the semester.

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it. The Telus app is available to download directly from TELUS (tamiu.edu) (<https://www.tamiu.edu/counseling/telus/>) or from the Apple App Store and Google Play.