



## Counseling Services

**Subject: Repetitive Student No-Shows**

**Policy Number: CM020**

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### PURPOSE

To address repetitive student no-shows in order to work towards efficiency in counselor's schedules.

### POLICY

Students who no-show an appointment for three times in a row (consecutively) will need to speak to either their counselor or the Director prior to rescheduling. This is in an effort to reduce future no-shows by the student and to reduce/eliminate gaps in the counselor's schedule.

### PROCEDURE

1. Student is identified as having three consecutive no-show appointments.
2. Note is placed in EMR under Registration – Scheduler's Comments, indicating that student must speak with therapist or Director prior to rescheduling.