



# COUNSELING + PSYCHOLOGICAL SERVICES *INTERNATIONAL EXTENSION STUDENTS*

## **What is counseling?**

“Counseling” may not be familiar to many international students because it is not common practice in some countries and cultures. When international students face concerns and problems, we often talk to our friends and family members. Meanwhile, making an appointment with a counselor to address the issues could be helpful. Counseling staff members at the Counseling and Psychological Services (CAPS) are here at the university to help students reach their educational and personal goals. There is no problem too big or too small for us to work together.

## **What problems do international students often talk about with a counselor?**

Living in a new culture presents many challenges. Often the differences are interesting and fun at first, but over time having to adjust to so many new things can be exhausting.

### **Some of the issues foreign students face and talk about in counseling include:**

- Missing home
- Not wanting to go home
- Adjusting to major differences in the educational system
- Not being understood when you express yourself in your usual way
- Conflicts between values at home and in the US regarding dating
- Family reactions to career choice
- Roommate conflicts
- Difficulties making friends with Americans
- Problems interacting with professors and advisors
- Concerns about family reactions to choices you make while in the US
- Dealing with others’ misperceptions about your country or culture
- Finding that some people are prejudiced against others from different cultures
- Finding that problems at home are still a problem even with you in a new environment
- Feeling sad
- Feeling worried
- Feeling lonely
- Feeling confused
- Feeling frustrated or angry
- Feeling overwhelmed
- Feeling helpless or stuck
- Feeling a lack of confidence
- Feeling fearful of the unknown or unfamiliar
- Problems with sleeping
- Problems concentrating
- Academic performance
- Physical illnesses



## Eligibility for services from the Tang Center:

- In general, students in the International Diploma Program, Berkeley Global Access (BGA), International Concurrent Enrollment, Post-bac Psychological Program, and College Foundations Program are eligible for the counseling service at Counseling and Psychological Services at the Tang Center (CAPS).
- Note: Students who are studying remotely (outside of California or the US) may not be eligible for all counseling services due to mental health licensing restrictions. If CAPS counselors cannot meet your needs, we will do our best to help you find referrals in your location.
- International extension students are not eligible for Social Services, Psychiatry, or Primary Care at Tang. You will need to see a community provider (using your Aetna Student Health Insurance Plan) to add your medical and medication needs.

## How to get started with counseling:

Due to Covid-19, all CAPS services are conducted remotely. Please visit [uhs.berkeley.edu/caps](https://uhs.berkeley.edu/caps) for operation hours and any updates.

To schedule a counseling appointment, please call (510) 642-9494.

- For urgent concerns during operation hours, please call (510) 642-9494 and let us know the urgency of your needs and request to speak with a counselor immediately.
- For after-hours support, please call the 24/7 line at (855) 817-5667.

Please note that the counseling at CAPS is short-term and is not weekly. Depending on your counseling needs, we may need to help you connect with a community provider on your insurance plan, which is Aetna Student Health Insurance.

- If you are looking for a referral to a community counselor (in your area) or a psychiatrist on your insurance plan, please call 510-642-9494 to consult with CAPS or complete the Off Campus Mental Health Referral Request Form found in the eTang Patient Portal and the Referral Case manager will contact you.

## Urgent mental health and health needs

These are two urgent care centers that accept your insurance in the area:

- 1)Concentra Urgent Care: 384 Embarcadero West, Oakland, CA 94607, (510) 465-9565
- 2)Alta Bates Summit Medical Center- Ashby Campus

Please also view these websites for more information.

- [extension.berkeley.edu/international/life/safety/](https://extension.berkeley.edu/international/life/safety/)
- [4studenthealth.relationinsurance.com/plan/uc-extension-international-programs-health-insurance-plan-2018-110/](https://4studenthealth.relationinsurance.com/plan/uc-extension-international-programs-health-insurance-plan-2018-110/)

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Tang Center