Our new scheduling system – Meducal - has been implemented and is changing how the clinic will communicate with you.

We are now sending appointment reminders via the CWU student account (name@cwu.edu). Telephone appointment reminders were inefficient, ineffective, and costly. Inefficient because office staff had to make the phone calls taking time away from other duties, ineffective because voice messages were often left unreturning whether they were even received by the student and costly because, in this age of cell phones, nearly all the calls resulted in long distance charges added up to a couple of thousand dollars a year (not including all the paper; therefore, using on-line Appointment Booking is greener). A sizable percentage of the statements were “return to sender” because the student had moved with no forwarding address.

By the way, if you have questions or need help with the billing statements please contact the front office personnel. The clinic has people experienced with billing and can assist you with submitting the statement to your health insurance company. We are also sending billing statements for ancillary charges that cost the clinic over a thousand dollars a year (not including all the paper; therefore, using on-line Appointment Booking is greener). A sizable percentage of the statements were “return to sender” because the student had moved with no forwarding address.

On another note, students now have the option of scheduling Same Day appointments on-line. Go to the medical and counseling website http://www.cwu.edu/medical-counseling/?page=medical-home and at the top of the home page you’ll find an on-line Appointment Booking option on the scrolling banner. Once you register you can book your own Same Day appointment; the appointments open up for scheduling just after mid-night for that day.

On a final note, the clinic is beginning to develop a policy for no show appointments. A no show is a no show; the clinic has a policy for no show appointments. A no show results in a lost appointment opportunity for someone in need. In an academic year the medical clinic has about 9% of the scheduled appointments result in a no show; that’s over 400 appointments a year. It is very likely that in the near future the clinic will begin to charge a no show fee for non-cancelled appointments.
Gloria is having difficulty in her relationship with Ruben, who attends a different college far away. Although they care deeply for each other, Ruben seems threatened by Gloria’s new friendships, and Gloria herself is feeling insecure in other ways.

Carlos, a student whose family lives in the lower valley, has had several arguments with his parents concerning his college major. Actually, this irony makes considerable sense. It is usually true that, for Carlos, his parents might negotiate a change in the demands placed on him to advance within his chosen career. However, if there is a need to please his family, Carlos might want the best for you and who also have come to rely on that. But now his parents are very upset with him for Deletta in the third sce.

Consider the following scenarios:

Deletta has a full-time job in an accounting department to come to college for an accounting degree. To be able to afford being a full-time student, she has had to move back home with her family after being on her own for several years. Although she knows this decision is the best in the long run, Deletta finds herself feeling irritable and depressed, and being upset with friends and family.

John’s parents sent him to college to experience new opportunities and meet new people - and John has been doing just that. But now his parents are very upset with him because he plans to stay away from the most�

Do any of these sound familiar? To most of you who have taken on the role of a full-time college student under one circumstance or another, the above scenarios may seem all too familiar. People also want their independence, and often it is the people who are the most supportive of your college goals in theory who have the greatest difficulty adjusting to the changes in reality.

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Deletta’s family has come to rely on him to take care of his younger siblings. Although they want Carlos to succeed in college, they do not quite understand that being a full-time college student means that he needs to change his role in the family at the same time. Their needs for him to be always available in conflict with Carlos’ needs for himself - or at least some things that have become important to him - cause it is also true that Gloria has a need to please her family and to maintain harmonious relationships with them. Consequently, Carlos’ role and needs as a student put him in conflict with those of his relations.

Internal conflicts can often be even more disruptive than external conflicts with significant others.

Similarly, Carlos’ family has come to rely on him to take care of his younger siblings. Although they want Carlos to succeed in college, they do not quite understand that being a full-time college student means that he needs to change his role in the family at the same time. Their needs for him to be always available in conflict with Carlos’ needs for himself - or at least some things that have become important to him - cause it is also true that Gloria has a need to please her family and to maintain harmonious relationships with them. Consequently, Carlos’ role and needs as a student put him in conflict with those of his relations.

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This is certainly the case for Deletta in the third scenario above. Deletta willingly took on the role of full-time student because she knew it was the way to advance within her chosen career. However, in making this choice, Deletta has had to give up many things that have come to be important to her – independence, her status, her apartment, her privacy, financial stability, and flexibility. Consequently, Deletta finds herself in great inner turmoil; she feels quite unhappy and sad. This leaves her feeling angry and depressed.

These scenarios illustrate how assuming the college student role involves conflict with people you love as well as yourselves. What can be done? It is first helpful to recognize that these conflicts are a normal sign of change. Reminding yourself that such conflict is not bad, but is a sign of “growing pains” can be helpful. Perhaps one of the most helpful set of skills for dealing with the interpersonal conflicts that arise from becoming a full-time college student is ASSERTIVENESS. Being assertiveness is the process of expressing your thoughts, feelings, or needs in a clear and direct manner so as not to infringe upon the rights of others. In other words, it is necessary to recognize and accept your own expectations of yourself and to be aware of your own feelings and needs.

In the above conflict between Gloria and Ruben, it would be helpful for each of them to clearly and sensitively express their feelings and needs to each other. Similarly, Carlos should communicate his needs to his parents, to provide as much information as possible to them about his schedule and work demands. Assertiveness involves a cooperative role – not an adversarial one.

Assertiveness does not guarantee that you will automatically get the outcome you desire. But it can set the stage for a more important skill – negotiation.

GOTIATION. Negotiation necessarily involves some of Carlos’ needs for being able to advance within his chosen career.

How about the other useful set of skills for dealing with the stressful and strains of college life? I have spoken to many people about this. In return for helping the family successfully by working, the family might allow Carlos more time on his own to deal with his issues. John, in turn, by as to his vaca.

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