

# National Taiwan Normal University

## Regulations for Comprehensive Student Guidance and Counseling

Last Amended on November 20, 2019

- Article 1 The National Taiwan Normal University (the “University”) Regulations for Comprehensive Student Guidance and Counseling (the “Regulations”) is promulgated to promote the physical and mental well-being of students and to provide comprehensive student counseling, and to actively protect their rights as a student and safeguard their rights to education, physical autonomy and personal development in accordance with the University Act, Student Guidance and Counseling Act, Psychologists Act, Special Education Act, Indigenous Peoples Basic Law, School Health Act, Teachers’ Act, and the Guidelines for the Formulation of Teacher Guidance and Disciplinary Measures for Students in Schools.
- Article 2 The University’s president, faculty members, professional guidance counselors, psychologists, and related personnel are all responsible for providing guidance and counseling to students. A Student Counseling Working Committee is set up in accordance with Article 8 of the Student Guidance and Counseling Act. It shall be responsible for integrating appropriate resources of the University’s various units, formulating student guidance and counseling work plans, and implementing plans and assessing their results.
- Article 3 The term “student guidance and counseling” referred to in the Regulations pertains to three levels of guidance and counseling in Article 6 of the Student Guidance and Counseling Act, including developmental guidance, intervention counseling and remedial counseling. Combined with the counseling practices at the University, student counseling is provided as follows:
1. Developmental guidance: To advance students’ psychological well-being, social adjustment, and adaptive development, the University’s various departments and graduate institutes, Office of Academic Affairs, Office of Student Affairs, School of Teacher Education, Office of International Affairs, Special Education Center, and Indigenous Students Resource Center jointly offer guidance and counseling support related to life, learning, career, psychology and health.
  2. Intervention counseling: A counseling program or plan shall be formulated for students whose needs were not able to be effectively met by the developmental guidance referred to in the previous subparagraph, or who are poorly adjusted, or repeatedly exhibiting problem behaviors, or who have been seriously traumatized. It shall provide financial assistance and moral correction,

remedial teaching for learning difficulties, physical or behavioral training and medical counseling, individual psychological counseling and group counseling, as well as an assessment and referral mechanism for case management and counseling.

3. Remedial counseling: For students who were not able to be effectively helped by the intervention counseling referred to in the previous subparagraph, or have serious adjustment difficulties in learning, living or interpersonal relationships and who are unable to stay in school or are at risk even after counseling efforts. It shall provide a combination of professional services such as psychotherapy, social work, family counseling, occupational therapy, legal services, and psychiatric treatment for case management, identification and placement, referral and transfer in line with individual needs.

Article 4 Students at the University are the subjects of counseling referred to in the Regulations. Students include general students, special education students, international students, indigenous students, and students with official student status who are admitted to the University through other channels.

1. General students are those without special status and are admitted to the University through “regular” admission channels.

2. Special education students are those who meet the disabilities criteria in Article 3 of the Special Education Act.

3. International students are those who are admitted to the University via the regulations set forth in the Ministry of Education’s Regulations Regarding International Students Undertaking Studies, Regulations Regarding Study and Counseling Assistance for Overseas Chinese Students in Taiwan, Regulations for Hong Kong and Macao Residents Studying in Taiwan, Regulations for Mainland Chinese Students Pursuing Higher Education in Taiwan, and National Taiwan Normal University’s Regulations for International Student Admission and Regulations for Visiting Students.

4. Indigenous students are those who meet the criteria in Article 2 of the Indigenous Peoples Basic Law.

5. Student counseling shall be governed by the provisions of these Regulations, except where it is otherwise prescribed by law.

Article 5 The University shall have dedicated units or staff members to promote student counseling work, and each unit shall carry out the three levels of guidance and counseling referred to in Article 3 of the Regulations according to its authority and responsibility.

Article 6 Level-1 developmental guidance: To advance students’ psychological well-being, social adjustment, and adaptive development, the University’s various departments

and graduate institutes, Office of Academic Affairs, Office of Student Affairs, School of Teacher Education, Office of International Affairs, Special Education Center, and Indigenous Students Resource Center jointly offer counseling support related to life, learning, career, psychology and health.

1. Life guidance:

(1) Departments and graduate institutes of the University shall offer guidance in accordance with the National Taiwan Normal University School Regulations.

(2) Student advisers in the Office of Student Affairs shall be tasked with the responsibility of students' life education, college life adjustment, deviant behavior correction, emergency assistance by offering guidance and encouraging students to participate in extracurricular activities.

(3) The Special Education Center shall establish a Special Education Implementation Committee in accordance with the Special Education Act and Regulations on the Establishment and Employment of Specialized Units for Higher Education Schools. The Committee shall be responsible for integrating resources on and off campus to provide relevant support services. Moreover, resource classrooms shall be set up, in accordance with the National Taiwan Normal University Organizational Regulations for Special Education Center and the Ministry of Education's Guidelines for Subsidies to Colleges and Universities in Admitting Students with Physical and Physical Disabilities and Implementing Guidance, to adapt assessments for students with special needs, develop an individual service plan (ISP) for each student, and support them with campus life services such as classmate awareness, and assistance in daily life, transportation, dormitory arrangements, interpersonal relationships, participation in student clubs, and application for scholarships.

(4) The Indigenous Students Resource Center shall have dedicated advisers to assist indigenous students with life adjustment and learning guidance in accordance with the Education Act for Indigenous Peoples, Regulations for National Taiwan Normal University Advising System and Organizational Regulations for Indigenous Students Resource Center.

(5) Division of Student Assistance under the Office of Student Affairs shall handle the rewards and disciplinary actions in accordance with the National Taiwan Normal University Student Rewards and Disciplinary

Regulations.

(6) The Office of International Affairs shall assist overseas Chinese students and students from Hong Kong and Macao to apply for alien residency in Taiwan, national health insurance, and work permit and help international students to apply for alien residency in Taiwan, medical claims, national health insurance, work permit and other related applications in accordance with relevant laws and regulations. It shall also offer medical emergency assistance for overseas Chinese students and handle military service related matters.

2. Learning guidance:

(1) Departments and graduate institutes of the University shall offer guidance in accordance with the National Taiwan Normal University School Regulations.

(2) Student advisers in the Office of Student Affairs shall keep in close contact with students' departments and parents, understand their family and personal backgrounds, be familiar with learning resources and student aid, and provide students with guidance or referral when needed in accordance with the Regulations for National Taiwan Normal University Advising System.

(3) The Office of International Affairs shall assist international and overseas Chinese students to apply for scholarships and grants to enable them to continue to study in Taiwan in accordance with the Ministry of Education's relevant guidelines for various scholarships for international students and overseas Chinese students. It shall also assist overseas Chinese students to apply for activity subsidies in accordance with the Directions for OCAC Subsidies for Overseas Compatriot Student Club Activities.

(4) The Preparatory Programs for Overseas Chinese Students shall provide overseas Chinese students with academic counseling, further education counseling, life and health counseling in accordance with the Regulations Regarding Study and Counseling Assistance for Overseas Chinese Students in Taiwan.

(5) The Special Education Center shall, in accordance with the Special Education Act and Ministry of Education's Guidelines for Subsidies to Colleges and Universities in Admitting Students with Physical and Physical Disabilities and Implementing Guidance, to run resource classrooms that adapt assessments for students with special needs, develop an individual service plan (ISP) for each student, and offer

related learning services such as course selection, teacher awareness, adjustments of exams and assignments, remedial support and related courses on assistive technology.

(6) The Indigenous Students Resource Center shall have dedicated advisers to assist indigenous students with life adjustment and learning guidance in accordance with the Education Act for Indigenous Peoples, Regulations for National Taiwan Normal University Advising System and Organizational Regulations for Indigenous Students Resource Center.

### 3. Career counseling:

(1) Departments and graduate institutes of the University shall offer guidance in accordance with the National Taiwan Normal University School Regulations.

(2) Student advisers in the Office of Student Affairs shall supervise the students to complete the Guidance and Counseling Information System and E-portfolio and provide assistance in facilitating physical and mental assessments for students in accordance with the Regulations for National Taiwan Normal University Advising System.

(3) The School of Teacher Education shall provide pre-service teacher education and teaching practicum guidance services for trainee teachers in accordance with the Teacher Education Act.

(4) The Career Center under the Office of Student Affairs shall provide students with career knowledge, internship, and career counseling services in accordance with Technical and Vocational Education Act and Guidelines for Off-Campus Internships for National Taiwan Normal University Students.

(5) The Indigenous Students Resource Center shall have dedicated advisers to assist indigenous students with life adjustment and learning guidance in accordance with the Education Act for Indigenous Peoples, Regulations for National Taiwan Normal University Advising System and Organizational Regulations for Indigenous Students Resource Center.

### 4. Psychological counseling:

(1) Student advisers in the Office of Student Affairs shall utilize intramural and extramural resources to strengthen primary prevention for at-risk students in accordance with the Regulations for National Taiwan Normal University Advising System.

(2) The Student Counseling Center shall provide primary psychological

counseling for students in accordance with the Student Guidance and Counseling Act and National Taiwan Normal University Organizational Establishment Guidelines for Student Counseling Center.

(3) The Office of International Affairs shall assist overseas Chinese students from Hong Kong and Macao and international students to apply for internships in Taiwan after graduation in accordance with Operation Directions Governing Applications from Overseas Chinese Students, Students from Hong Kong and Macao, and International Students for Internships after Graduating from University/College in Taiwan.

5. Health counseling: The Health Center under the Office of Student Affairs shall offer primary health counseling in accordance with the School Health Act to promote the health of students and all staff members, establish a foundation for national health, and improve people's quality of life.

Article 7 Level-2 intervention counseling provides financial assistance and moral correction, remedial teaching for learning difficulties, physical or behavioral training and medical counseling, individual psychological counseling and group counseling, as well as an assessment and referral mechanism for case management and counseling. It shall be respectively carried out by the following units.

1. Interventional life guidance shall be handled by The Division of Student Assistance under the Office of Student Affairs to administer rewards and disciplinary actions in accordance with the National Taiwan Normal University Student Rewards and Disciplinary Regulations. It shall also handle students' emergency relief assistance in accordance with the Guidelines for Applying for National Taiwan Normal University Student Emergency Relief Fund and Ministry of Education's Implementation Regulations for Educational Industry Fund for Emergency Assistance.

2. Interventional learning guidance shall be handled by the Center for Teaching and Learning Development, in accordance with the Guidelines for the Implementation of Learning Guidance for Students at National Taiwan Normal University, to improve the learning conditions of students with learning difficulties and to enhance their learning effectiveness, motivation and self-confidence.

3. Interventional psychological counseling shall be handled by the Student Counseling Center under the Office of Student Affairs in accordance with the Student Guidance and Counseling Act. Its tasks include:

(1) To provide students with psychological assessment, counseling

consultation and resource referral services.

(2) To support faculty members and parents with professional consultation services.

(3) To assist the University in conducting case study meetings.

(4) To support other matters related to student counseling.

4. Interventional health counseling shall be handled by the Health Center under the Office of Student Affairs to provide level-2 health counseling in accordance with provisions in Chapter 4 of the National Taiwan Normal University School Regulations and the School Health Act. Its tasks include:

(1) To assist students in matters related to undertaking a suspension of studies due to health reasons and to provide medical consultation services.

(2) To conduct health check-up activities in accordance with the policies of the Ministry of Education.

(3) To provide follow-up tracking and guidance for people with red flags from physical examinations.

(4) To provide nutritional guidance for students and staff members.

5. Intervention counseling for special-needs students shall be handled by the Special Education Center in accordance with Ministry of Education's Guidelines for Subsidies to Colleges and Universities in Admitting Students with Physical and Physical Disabilities and Implementing Guidance. A professional team shall be assembled to help students who have difficulties in learning, life, interpersonal or other challenges during their studies to overcome their adjustment difficulties by providing them with remedial learning, case counseling, or physical or behavioral training.

Article 8 Level-3 remedial counseling offers a combination of professional services such as psychotherapy, social work, family counseling, medical or rehabilitation therapy, legal services, and psychiatric treatment based on individual needs for case management, identification and placement, referral and transfer. It shall be respectively carried out by the following units.

1. The Student Counseling Center under the Office of Student Affairs shall be in charge of coordinating remedial psychological counseling matters. Depending on the specific needs of students, the Center may integrate resources from within and outside the University and refer them to off-campus institutions for assistance in case management and follow-up tracking. Its tasks include:

(1) To provide counseling to students with severe adjustment disorder and behavioral deviations.

- (2) To provide referral and transfer services for serious cases.
- (3) To offer psychological crisis counseling in the University.
- (4) To conduct outcome assessment and follow-up management of serious cases.
- (5) To coordinate and integrate community counseling and guidance resources.
- (6) For the remedial care of high-care and at-risk students, the National Taiwan Normal University Student Affairs Office Procedures for Student Counseling of High-Care and At-Risk Cases shall serve as the basis for the cooperative engagement of the academic and administrative systems in the University.

2. The Health Center under the Office of Student Affairs shall be in charge of coordinating remedial health counseling work matters to provide case management and referral services for students who need medical assistance. Its tasks include:

- (1) To assist students with health problems to follow medical advice and cooperate with medical examinations and treatments.
- (2) To provide professional medical referrals for students with health problems.

3. Students' gender equality cases shall be handled by the University's Gender Equity Education Committee in accordance with the provisions of the Gender Equity Education Act, Sexual Assault Crime Prevention Act, Sexual Harassment Prevention Act, and the National Taiwan Normal University Guidelines for Handling Gender Discrimination, Sexual Harassment or Sexual Bullying Prevention. When necessary, the Student Counseling Center shall provide remedial counseling and psychotherapy.

4. Remedial counseling for special-needs students shall be provided for students who have serious adjustment difficulties in learning, living or interpersonal relationships during their studies and who are unable to stay in school or are at risk even after counseling efforts from relevant units in the University. A professional team shall be assembled by the Special Education Center in accordance with the Ministry of Education's Guidelines for Subsidies to Colleges and Universities in Admitting Students with Physical and Physical Disabilities and Implementing Guidance to provide case management, referral and transfer to medical or rehabilitation institution, and review of identification and placement.

Article 9      Relevant school units shall arrange appropriate channels for professional training and strengthen the pre-service education and on-the-job training in guidance and



counseling-related knowledge and skills for all faculty members and professional guidance counselors to ensure the quality of student counseling.

Article 10 The University shall undertake regular assessment and evaluation of its guidance and counseling work, and institute accountability for student guidance and counseling work. Relevant units in the University shall regularly assess and evaluate the effect and results of their student guidance and counseling work and shall incorporate and report the findings to the University Affairs Research and Development Center as a reference item in the university evaluation.

Article 11 If a student considers that any counseling measure they have personally been subject to that was instituted by the University or by a staff member providing counseling is illegal or is an inappropriate violation of their rights and benefits, the student, or their guardian or legal representative, may lodge an appeal with the University which shall provide such an appeal service. The procedure and method for handling such appeals, and the appeal service provided by the University shall all be in compliance with the relevant laws and regulations.

Article 12 Personnel involved in student counseling work are not permitted to disclose any information or confidential information they have about other persons which they have obtained in the course of performing their duties, and they are bound by a duty of confidentiality. This restriction does not apply, however, where disclosure is required under the provisions of another law or regulation or when taking action to avert an imminent crisis or danger.

Article 13 These Regulations and any amendments thereto shall become effective after approval by the University Affairs Committee.