

Hokkaido University Student Advice and Counseling Center Terms of Use and Consent for Use of Remote Consultation Service (Provisional)

Introduction

As a temporary measure to the COVID-19 pandemic, the Student Advice and Counseling Center (SACC) offers remote consultation services via video conferencing system (Webex) for our students.

This document contains important information for the use of remote consultation services at the SACC. You may use the remote consultation services only after you have read, understood and agreed to the terms and conditions provided below.

Complete the section at the end of this form by entering your name, signature and date if you have read and agreed to the following terms and conditions. Please do not hesitate to ask a staff member of the SACC if you have any questions or concerns about the content or the handling of this form.

It is also possible to withdraw your consent at a later date and terminate the use of remote consultation service. Please notify a staff member of the SACC in writing (email acceptable) if you wish to do so.

Only under unavoidable special circumstances, as an exception, telephone counseling services may be offered with the permission of the Director of the SACC. In such cases, these provisions shall apply *mutatis mutandis*.

Use of Remote Consultation Service

1. Eligibility for Use

As a general rule, the remote consultation services are available to Hokkaido University students currently living in the country of Japan. An assigned counselor or coordinator determines whether or not remote consultation is appropriate by comprehensively reviewing the presenting issues, circumstances, and condition of the student who requests the service.

2. Confidentiality

As with in-person consultations, information obtained in remote consultation is kept confidential. For more details, including exceptions to confidentiality, please refer to the "Student Advice and Counseling Center Terms of Use and Informed Consent for Counseling Services" you have signed on your first visit.

3. Limitations of Remote Consultation Service

Although remote consultation service is a very convenient method when it is difficult for students to come to the Center, there are some limitations. Unlike a face-to-face consultation, it is difficult for both you and your counselor or coordinator to detect subtle changes in facial expressions, eye contact, tone of voice, and gestures, and it could lead to missed nuances and misunderstandings. In order to minimize unintended misunderstandings, it is necessary to confirm each other's intentions as needed.

Also, you may experience audio or video interruption during a session due to technical issues. Therefore, it is advisable to discuss in advance with your counselor or coordinator what to do if the session is interrupted.

Be fully aware that remote consultation is never perfectly secure and there are always risks involved. If your counselor or coordinator determines that remote consultation is not appropriate due to a technical problem or a change in your situation or condition, please understand that remote consultation services may be unavoidably suspended or terminated in order to prioritize your safety, confidentiality of the information obtained and to maintain the quality of the consultation.

4. Important Notes on Remote Consultation Session

Be sure to participate in the session in a quiet, private space so that you are not interrupted by noise, and also to prevent others from listening in to your consultation. Your cooperation on this matter is extremely important.

Please understand that you should select a secure connection with the knowledge that, in general, it is considered to be safer to use a wired network (LAN) than a wireless network when connecting to the Internet, a connection protected by a user ID and password is considerably safer when using Wi-Fi, and that public wireless networks are at

a higher risk of information security breaches. You are responsible for choosing a secure internet connection for your sessions. It is also important to note that you may be at higher risk of personal data breaches if you record and store your own session.

5. Provision for Special Circumstances

In principle, your counselor or coordinator will conduct the remote consultation in the SACC. However, if heavy snow or other special circumstances make it difficult for your counselor or coordinator to come to the SACC, they may conduct the consultation at a location other than the SACC. In such cases, the confidentiality of the consultation will be maintained.

6. Agreement to Terms and Conditions, and Submission of Consent Form

If you have read, fully understood and agreed to the above terms and conditions, please complete the section below and submit the original in person or send by mail prior to the start of your remote consultation. Sending a copy of the original via email is also acceptable.

If you are unable to submit the consent form prior to the start of your remote consultation, you may send an email to your counselor or coordinator that states, "I have read, understood and agreed to the terms and conditions listed on the consent form, and apply for the remote consultation services. I will submit the consent form at a later date." Please submit the consent form the next time you visit the center. You may also send your consent form by postal mail to the address below:

Name of your counselor or coordinator
Student Advice and Counseling Center
Student Communication Station, 2nd Floor
Hokkaido University
Kita 15, Nishi 8, Kita-ku
Sapporo 060-0815 Japan

Consent for the Use of the Remote Consultation Service

To the Director of Student Advice and Counseling Center, Hokkaido University

I have carefully read, fully understood and agreed to all the conditions described above, and apply for the remote consultation services at the Student Advice and Counseling Center.

Student Name (please print)

_____/_____/_____
Date (MM/DD/YYYY)

Name (if the applicant is other than the student listed above) (please print)