

P2: Or maybe during orientation have some pamphlets to hand out to students – to the first year students – make them aware that there is Student Counselling wherever they go or something.

F: Okay. Thank you number 2.

P3: And also I think that there are some students who know about Student Counselling – as we have said before that maybe there is that fear or something. So students have to be encouraged – there must be that encouragement to come to Student Counselling. Because they have got that fear – because they are thinking of many things or confidentiality – all those things. But they know of Student Counselling – so there must be that encouragement for them to come – on the campus.

F: Okay.

P5: A lot of people when they went in the clinic then they – those receptionist there – they (inaudible) in that way, they think maybe in this side is also the same. That is why people – we don't know – we just say ...

F: That is why they wouldn't come here.

P3: I think there really is a need of the people to make us know the difference between Student Counselling and the clinic. There is a need for us to know that. Most of us we know that there is a Student Counselling, we also know that this building of Student Counselling, we call it Student Counselling - but then we call it with one name – the clinic. So we didn't differentiate between the Student Counselling and the clinic.

F: Okay

P2: I thought you only come here when you need to know something about HIV and AIDS and when you have whatever. But I didn't know that I can also come here when I have other problems.

P1: For any problems!

F: Ja.

P2: I didn't know that you can also come when you have – I thought that you counselled people that come from the clinic then maybe they had bad news and they come in here and they get counselled. Or they are sent in here to be counselled.

F: Okay, ja, okay - I can see how that could have been misconstrued. So, any closing thoughts before we end this session. Anything that you feel that you want to add? I will go around and then you can just – if you have anything you can just add it – anything that we haven't covered or maybe something that you would like to reiterate. Number 2, anything from you?

(Long pause)

P2: Nothing.

F: You okay? Okay, number 1?

(Long pause)

F: Must I come back to you?

P1: Ja

F: Okay. Number 3?

P3: I can only say there must be enough awareness on Student Counselling so that students are aware that there is this professional student counselling.

F: Thanks number 3. Number 4 any final thoughts?

P4: Mm, I exactly wanted to say the same thing – awareness is needed for us to differentiate between the clinic and Student Counselling and I will just say that they must also keep up the good work – counselling give them professional counsellors – so that if one person comes there then that person will give a good message to others so that people can have that trust come to the Student Counselling. Then the counsellor must just keep up the good work – use the professional way – the confidentiality must be involved as well.

F: Okay, thanks number 4.

P5: No, I wish you to do the best, so we come more and more and more.

F: Thank you. And I just want to say thank you very much for you participation, it has been very good and interesting to hear your opinions and again I just want to reiterate that if anything came up for you and you felt that you wanted to come and see a counsellor you can just come and make an appointment with our receptionist – not with that receptionist and it will be held in confidence and she won't talk loud or anything like that. Okay.

P4: So you mean if you want me to come for counselling you must make an appointment first.

F: Ja

P4: Is it the same day or before.

F: If there is a counsellor on the same day, you can see the counsellor – it just depends how much they are booked up.

P4: Oooh! So they will ...

F: Take you the same day.

P4: And do they also look in which situation that person is when they come to the clinic to book.

F: No. That would be what you would discuss with the therapist. So they won't say, "Why are you coming?" They will just take your name and then you come for your appointment and you fill in a form to say this is my name and all my details and they will give you a form just explaining the procedure and you sign that and you take it into the counsellor with you. And then you tell your story for the first time with the counsellor.

P4: Oh at the same time that you come in?

F: Yes

P4: Oh, I thought that you make an appointment and you go – because there are times when there was someone who is reading I think a problem and she is walking up and down and sitting there. We follow that person up but we don't know if to bring to the clinic and make an appointment and get counsel at the same time. That is why I am saying do you look at the person and the situation they are in. Because there was a time that we couldn't wait for tomorrow or we couldn't wait afternoon time or whatever time and they will book you in.

F: If you feel it is an emergency then you can just tell the receptionist and say could you please find a counsellor that could see her today still – or him today.

P4: Okay.

F: Okay. Thank you. Enjoy your week.

