



Frequently Asked Questions

For Campus Counseling Staff

General

Q: What is the Rounds® Mental Health Assessment Tool?

The Rounds® Mental Health Assessment Tool is an early-warning student wellness survey system designed for colleges and universities. Built on the clinically validated PHQ-9 framework, it deploys short, evidence-based mental health surveys, automatically scores responses, and alerts counseling staff when a student may be in or near crisis — enabling earlier intervention and more effective caseload management.

Q: Who is this tool designed for?

The tool is designed for college and university counseling centers, student health services, and campus wellness teams. It is particularly valuable for institutions looking to proactively identify at-risk students who may not self-report their struggles through traditional channels.

Q: How is Rounds® different from other mental health screening platforms?

Rounds® combines automated PHQ-9 based screening with real-time counselor alerts, built-in language translations, an ROI tracking feature, and seamless integration with existing campus email systems. Unlike generic survey tools, it is purpose-built for higher education mental health workflows — with automatic risk flagging and actionable analytics designed specifically for counseling staff.

Q: Is this the same Rounds platform used by hospitals and clinics?

Yes. TCI Software's Rounds patient engagement platform has been used by over 200 hospitals and clinics across 31 states since 2018 and capturing more than 69,000 patient surveys. The Rounds student mental health assessment tool brings proven technology to campus wellness — adapted specifically for the needs of higher education.

How It Works

Q: How do students access the survey?

Counseling staff send a mental health support email to students through the school's existing email platform. The email includes a secure link to the Rounds® server. When a student clicks the link, their institution's branded survey loads automatically — no app download or account creation required.

Q: Can students take the survey anonymously?

The Rounds Student Mental Health Tool is designed with student privacy in mind. It is recommended that student surveys be captured by a student I.D. number. TCI Software does not share or sell any survey or student information, nor does it store any clinical information e.g. medications. Please contact TCI Software directly to discuss specific anonymity and privacy configurations for your institution.

Q: What language options are available?

Language translations are built directly into the platform. Students can select their preferred language before beginning the survey, ensuring accessibility for diverse campus populations without any additional configuration by staff.

Q: Can we create our own custom survey questions, or are we limited to PHQ-9?

The Rounds Student Mental Health Tool subscriptions are restricted to the PHQ-9 survey. Custom survey tools are available at additional cost. Contact Customer Service at 910.903.0799 for details.

Q: How quickly are results available after a student completes a survey?

Results are available immediately upon survey submission. The platform automatically scores each response and displays summarized results — including pie charts providing an at-a-glance overview of the full student cohort's responses — so counselors can act without delay.

Q: What happens when a student scores 20 or higher?

A PHQ-9 score of 20 or above indicates severe depression. When a student reaches this threshold, Rounds® automatically generates an email alert to designated counseling staff, enabling prompt follow-up and intervention before the situation escalates.

For Counseling Staff

Q: How do counselors receive alerts about at-risk students?

Counselors receive automatic email alerts whenever a student's survey score meets or exceeds the high-risk threshold (PHQ-9 score of 20 or above). These alerts are sent directly to designated staff email addresses, allowing for immediate follow-up.

Q: Can multiple counselors receive alert notifications?

Yes. The platform supports multiple notification recipients, allowing emails to be directed to the appropriate team members based on your institution's workflow. Account Administrators can

add and delete team members on their personal Rounds dashboard by clicking on Manage Users. A monthly subscription is required for all Users.

Q: How does Rounds® help us prioritize our caseload?

The platform provides actionable insights and dashboard analytics that give counselors a clear picture of overall student wellness trends. By automatically flagging high-risk students, it allows counseling teams to triage effectively — focusing their time on the students who need the most immediate support.

Q: Can we track a student's mental health trends over time?

Yes. The software stores survey results and scoring history, enabling counselors to monitor individual student progress over time and assess the effectiveness of interventions.

Q: How does the ROI feature work, and what cost savings does it track?

Rounds includes an exclusive return on investment (ROI) feature that enables counselors to track the cost savings achieved by reducing student disenrollment. By quantifying the financial impact of early mental health intervention and retaining students who might otherwise take a leave of absence or drop out the tool helps make the case for continued investment in campus mental health programs.

Technical & Privacy

Q: Does Rounds integrate with our existing campus email system?

Yes. Rounds is designed to integrate with existing campus email infrastructure, making deployment straightforward without requiring significant IT changes. Surveys are delivered via standard email links, and alert notifications are sent to counselor email addresses already in use.

Q: How is student data protected and kept private?

The platform is built with privacy-aligned data handling practices. All survey data is stored on secure Rounds® servers supported by Microsoft Azure.

Q: What does setup and onboarding look like?

TCI Software's support team guides institutions through the full onboarding process, including survey configuration, branding customization, staff notification setup, and email integration. The platform is designed to be operational quickly, with minimal to no burden on campus IT resources.

Pricing & Support

Q: What does the subscription cost?

The Rounds® Mental Health Assessment Tool is a subscription-based service priced at \$49.00 per user per month. This model allows institutions to scale their subscription based on the size of their counseling team. Each user is required to have a monthly subscription. Account administrators can subscribe up to four people in one transaction at tcisoftware.com/smhbuy.

Q: What kind of customer support is available?

TCI Software provides dedicated customer support through its support team. You can reach support at support@roundsmentalhealth.com or by calling 910.903.0799. With over 12 years of experience serving healthcare and wellness clients, the TCI team is well-equipped to assist with technical issues, configuration questions, and ongoing platform guidance.

Q: Is there a demo available?

You can watch a demo at tcisoftware.com/smhdemo or schedule a walkthrough of the platform, or by calling 866.903.0799.

Contact Us.

Email: support@roundsstudentmentalhealth.com

Support: support@tcisoftware.com

Phone: 866.903.0799