



NATIONAL & KAPODISTRIAN COUNSELLING CENTRE
UNIVERSITY OF ATHENS
ΕΘΝΙΚΟΝ & ΚΑΠΟΔΙΣΤΡΙΑΚΟΝ
ΠΑΝΕΠΙΣΤΗΜΙΟΝ ΑΘΗΝΩΝ

FOR
STUDENTS
ΣΥΜΒΟΥΛΕΥΤΙΚΟ ΚΕΝΤΡΟ ΦΟΙΤΗΤΩΝ



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Mpes! || στο συμβουλευτικό κέντρο φοιτητών

από φοιτητές για φοιτητές

- Αρχική υπηρεσίας
- Συζήτηση
- Είσοδος
- Ποιοι είμαστε
- Συνάντηση με συμφοιτητή
- Αναζήτηση

Το Εργαστήριο Ψυχολογικής Συμβουλευτικής Φοιτητών, γνωστό και ως Συμβουλευτικό Κέντρο Φοιτητών, προσφέρει δύο διαδικτυακές υπηρεσίες:

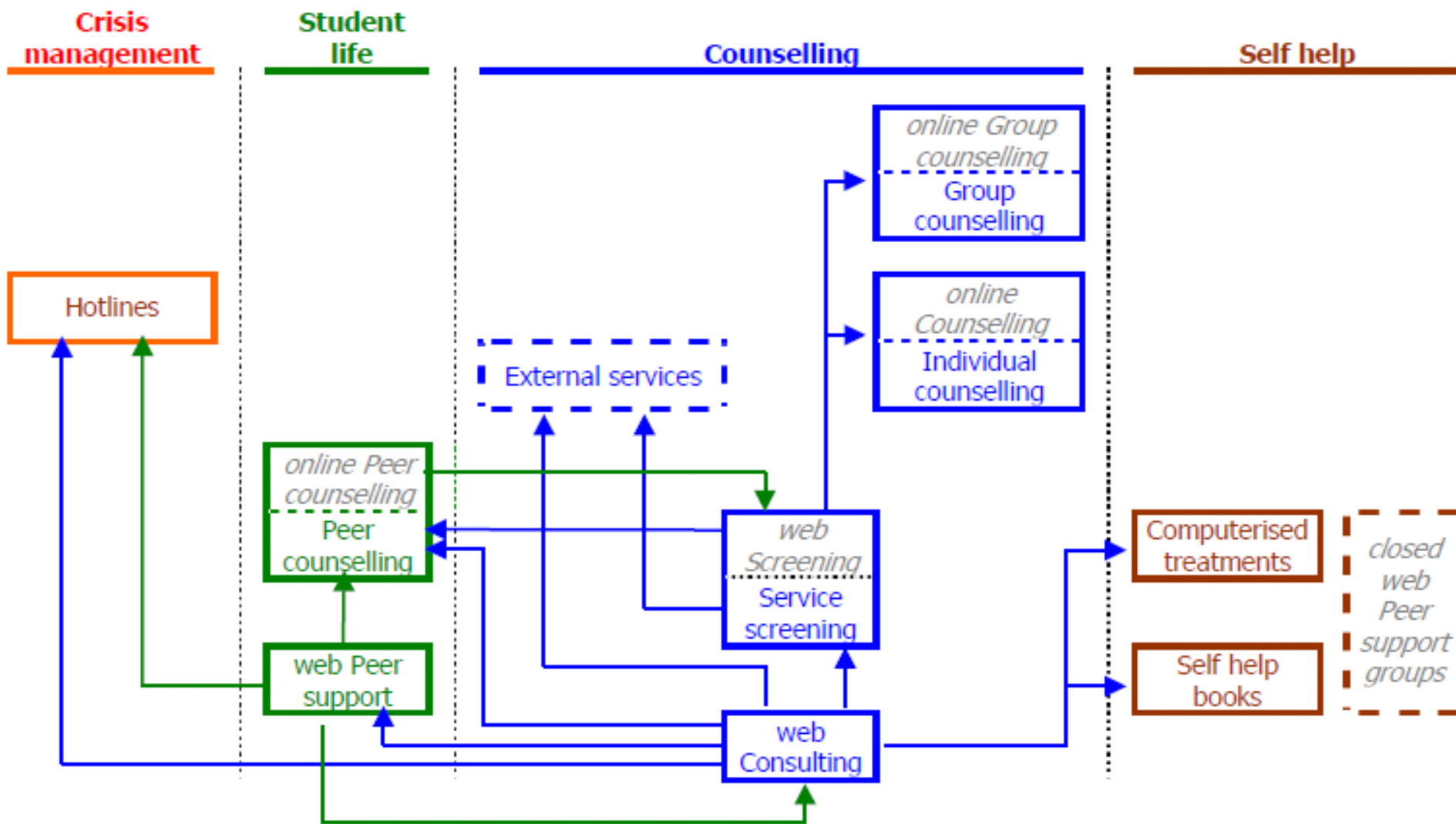
- Η υπηρεσία "**από Φοιτητές για Φοιτητές**" σας επιτρέπει να προσφέρετε και να λάβετε ψυχοκοινωνική υποστήριξη, συζητώντας με συμφοιτητές σας για θέματα ελεύθερου χρόνου, ερωτικών και φιλικών σχέσεων, οικογένειας, προσαρμογής στο πανεπιστήμιο και φοιτητικής ζωής γενικότερα. Για πλοήγηση στην υπηρεσία "από Φοιτητές για Φοιτητές" χρησιμοποιήστε το μενού στα **αριστερά**.
- Η υπηρεσία "**Μιλήστε με έναν Ειδικό**" σας επιτρέπει να απευθύνετε ερωτήσεις στους ειδικούς του Εργαστηρίου, αν το θέμα που σας απασχολεί είναι πιο προσωπικής φύσεως. Μη διστάσετε να επικοινωνήσετε μαζί μας για θέματα άγχους και διάθεσης, ακαδημαϊκών και σεξουαλικών δυσκολιών, χρήσης ουσιών, δυσκολιών με την οικογένεια και προβλημάτων με τη διατροφή. Για πλοήγηση στην υπηρεσία "Μιλήστε με έναν Ειδικό" χρησιμοποιήστε το μενού στα **δεξιά**.

μιλήστε με έναν ειδικό

- Αρχική υπηρεσίας
- Ερωτήσεις
- Απαντήσεις
- FAQ (συχνές ερωτήσεις)
- Ποιοι είμαστε
- Συνάντηση με ειδικό
- Άμεση βοήθεια
- Αναζήτηση



Web consulting within the framework of a stepped-care model



Background

People don't seek professional support for every difficulty in their lives

Instead they often turn to their immediate environment for help

Support groups can be thought of as the organised form of this practice

Support groups can also be thought of as an intermediate step between individual coping and professional help

Support or self-help or mutual help groups consist of individuals facing similar life difficulties who come together to help themselves and others



Online support groups

Internet use enhances feelings of social connectedness and social support by offering individuals the opportunity to:

- meet and interact with people who have similar interests
- obtain information and encouragement from others who are like-minded
- form friendships with others online and consider those relationships to be as close as face-to-face non-Internet relationships

Online support groups can offer: (a) access through transcendence of time and space and (b) anonymity.

Anonymous participation in online support groups can:

- help individuals gain self-esteem
- reduce uncertainty about oneself
- fulfil the need to belong
- increase the possibilities for self-disclosure
- encourage honesty and intimacy



Peer support discussion forums

Main benefits of asynchronous communication:

- allows individuals to carefully develop responses at their own speed
- members have continuous access to help and information at times most convenient to them
- topics can be organized into readily accessible “threads”
- provide access to information for and from a potentially large number of participants
- useful adjunct to more traditional support groups



Implementation

Moderated web-based discussion forum

- orientation by forum technical characteristics
- existence of several subject categories
- public answers
- asynchronous communication

Target group

Open to all university students

Participation

Anonymous: users

Eponymous: moderators & administrators

Forum rules

Only messages related to student issues will be allowed. Not allowed:

- messages related to mental disorders
- messages from members of the academic staff and mental health professionals not related to the service
- advertisement of private mental health services



THE SERVICE

"by Students for Students"

- Leisure (eg management, programming, creative options)
- Friendships /relationships (eg difficulties, communication problems, relationship breakup)
- Romantic relationships (eg, separation, communication problems)
- Family (eg, pressure from parents or siblings, conflict)
- Adapting to the university (difficulty adjusting, thoughts of dropping out)
Student Life.



Moderators

Group of trained peer counsellors

Administrators

Mental health professionals acting as supervisors of the moderators

Moderator role

- approval or blockade of postings (prior to publication) in order to prevent inaccurate, mistaken, or even dangerous information from reaching the users
- lockup and/or removal of threads
- editing of message

speed up the flow of conversation
create the desired climate of support, warmth and trust



Peer supporter role

Administration of the forum and Intervention, in case of:

- misunderstandings
- unanswered questions
- insufficiently coverage of users concerns

Supervision

Supervisor duties:

- monitoring the forum
- controlling and ensuring the quality of the operating procedures
- helping and supporting moderators in their role
- provision of group supervision sessions
- daily availability for brief consultations with the moderators if needed

A special closed section of the forum is accessible only to moderators in order to discuss concerns, difficulties and procedural matters.



Moderator training

- a) Standard peer supporter training
- b) Training in the software platform used by the programme

- good grasp of referral criteria
- ability to distinguish between mild and more severe psychological problems
- empathy
- emotional reflection
- communicability



Student A

Hello... I cant get over my ex boyfriend. Its so hard for me to stop thinking about him... I stopped going out, seeing my friends since we broke up. They don't understand me. They say everything is going to be ok...I am every day alone, waiting for the phone to wring... He has moved on but I don't believe that he has stopped loving me even he has a new girlfriend...I don't know what to do to get him back..

Peer

We all understand how you feel, because breaking up is something that everybody faces at least once (Normalization of experience - empathy)
The feelings you describe are normal (Normalization of experience), but they are typical of the phase you are going through (new information).
What your friends tell you don't mean that they don't understand how you feel. Perhaps they want to help you (Reframing).

supporter A

Staying home and waiting for him to call is not going to help you. Even if he calls, surely its not because you are waiting by the phone (Confrontation).

You are sure he loves you, but he has a new girlfriend. How you explain this? (Confrontation)

If you keep staying alone you are only going to feel worse (Logical consequences).

You don't have to do anything to get him back. Let time show if what you believe is true or not (New perspective).

You miss him and its normal but in the meantime maybe you will find out that this strong feeling gets weaker (Normalization, new information).

Doing things for yourself and being with your friends is going to make time pass easier, no matter what the outcome is (New perspective)



Web counseling Service Ask a Specialist

Established on April, 2000.

To render psychological counselling services to students via the Internet.

To facilitate the use of counselling services through the use of new technologies, familiar to students.

To provide information on student's matters and Psychological Student Counselling to students and mental-health professionals .



Background

Technological developments led to new ways of providing psychological counselling services

The provision of individually customised information and advice on psychological difficulties

Psychological web consulting or single psychological web counselling

Customisation refers to the development of individually targeted help that is provided on the basis of need

Achieved by a brief interaction with a mental health professional via written electronic communication

Usually, the question and the answer are published in two working days, and remain at the website for further reference



Asynchronous written communication

- a. lack of visual contact enhances the sense of anonymity (social stigma)
- b. communication is asynchronous and therefore not spontaneous
- c. there are important practical advantages (e.g. low connection and equipment cost).
- d. when the answers provided by the mental health professionals are publicly published they become available to a large number of interested users and not only to the user posing the initial question



Categories

- Questions
- FAQ
- Specialist answers
- Contact the counselling service
- Hot lines



Question:

I am a 'student' since 1998. I have never attended classes and I have passed very few lessons.

Although I am successful as a professional, the thought of my studies is always on my mind. I have the desire to study and to find time for my studies but I am terrified by the practicalities: what are the necessary steps, how can I find what should I study for each course and the textbooks. Any advice will be very valuable. Thanks.



Answer:

Catastrophic thinking

Since you have reached the decision to return to your studies you should not use the word student in brackets any more. Believing that things are very difficult is something to be expected after your long-term absence from your studies. As in all new things that we try it is logical to expect some difficulties in the beginning.

Graded task approach

Don't try to achieve the overall target, but the steps that they will lead you to your target. Since you know what you want and you have the will and the time to achieve it, the next stage is to define small steps towards your goal. The steps must be small, the pace of your effort must not lead you to exhaustion and you have to implement a systematic approach to your studies. A way to start is the following:

I will go to the University.

I will attend a class and I will get the telephone number of two or three of my classmates who will agree to help me. As an alternative I can ask for help from the tutor of the course.

I will go to the secretariat and choose the subjects I will take.

I will be in telephone contact with my classmates in order to take notes and be informed regarding announcements, examination dates etc.

Study skills

Also, we think that due to your long absence from your studies it is possible that you will find helpful the on-line leaflet on study skills (PQ4R: Preview · Questions · Read ·

Reflect · Recite · Review).

