

Online Counselling

A SSAF funded project of the University of Newcastle



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

Overall stats since February 2015 - June 2016

Online counselling is quickly becoming a popular model of support, especially within the adolescent and young adult population. There are numerous benefits to online services including; Increased accessibility, convenience, affordability and a varied methods of access. These benefits, an increasing strain on resources and an increasing demand for service from students means that universities need to not only be more flexible in their delivery of services but that the approach can no longer be a reactive approach based on student enquiry.

The Model

Blog

- Weekly posts on issues of wellbeing, mental health and student success
- Weekly reviews of smartphone applications and/or online resources
- Access to community and online resources
- Information on emergency and after hours services

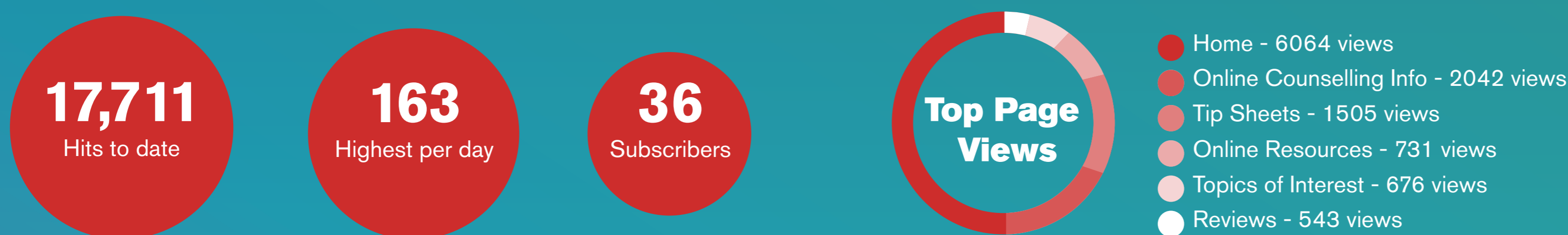
Skype Drop-in

- No appointment necessary
- Text based instant messenger mode on Skype
- Offered five times per week (three daytime sessions and two evening sessions)

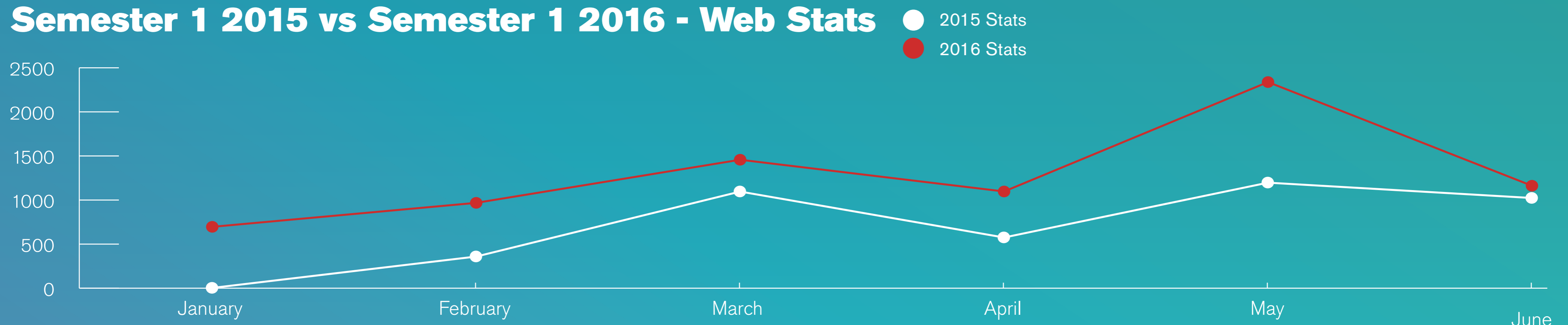
Individual

- Appointments booked via HWA assessment, Skype Drop-in or email onlinecounsellor@newcastle.edu.au
- Offered via Skype (text or video) or BlackBoard Instant Messenger
- Daytime and some evening appointments available

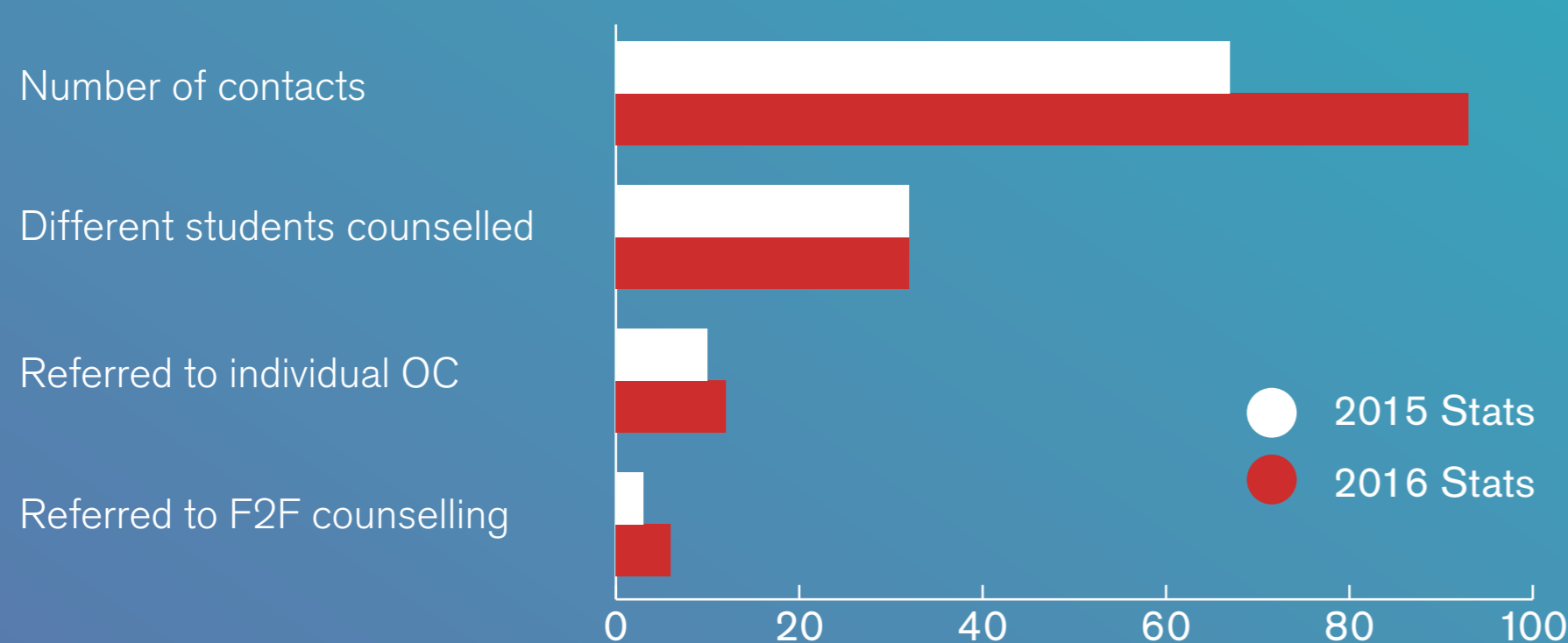
Web Stats



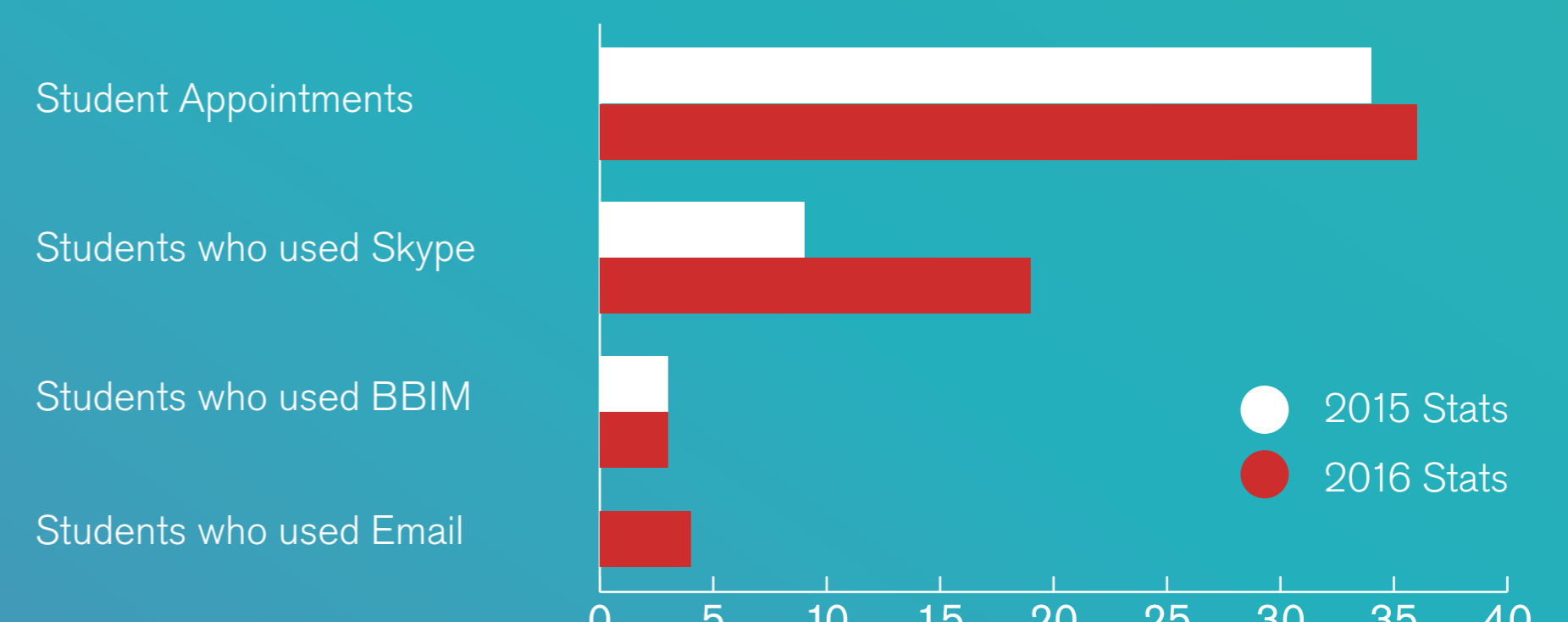
Semester 1 2015 vs Semester 1 2016 - Web Stats



Drop-in Semester 1, 2015 vs Semester 1, 2016



Individual Sessions Semester 1, 2015 vs Semester 1, 2016



Comments

"Thank you so much for being there tonight. I don't know what I would do if you didn't run this service"
- Anonymous

"This is a great resource. I didn't know I could reach out any other way"
- Anonymous

"I worried that I wouldn't be able to share and have the same response online as I do face-to-face but here I am crying and expressing the emotions"
- Anonymous

Uptake of the online counselling service has been consistently growing over time across all three aspects of the service. Promotion through social media, campus advertisement and student events are assisting in raising the profile of the online counselling service. Utilisation of all three methods outlined above indicates that students are seeking alternative methods of and times to seek support for their wellbeing and academic studies.