

Online Counselling

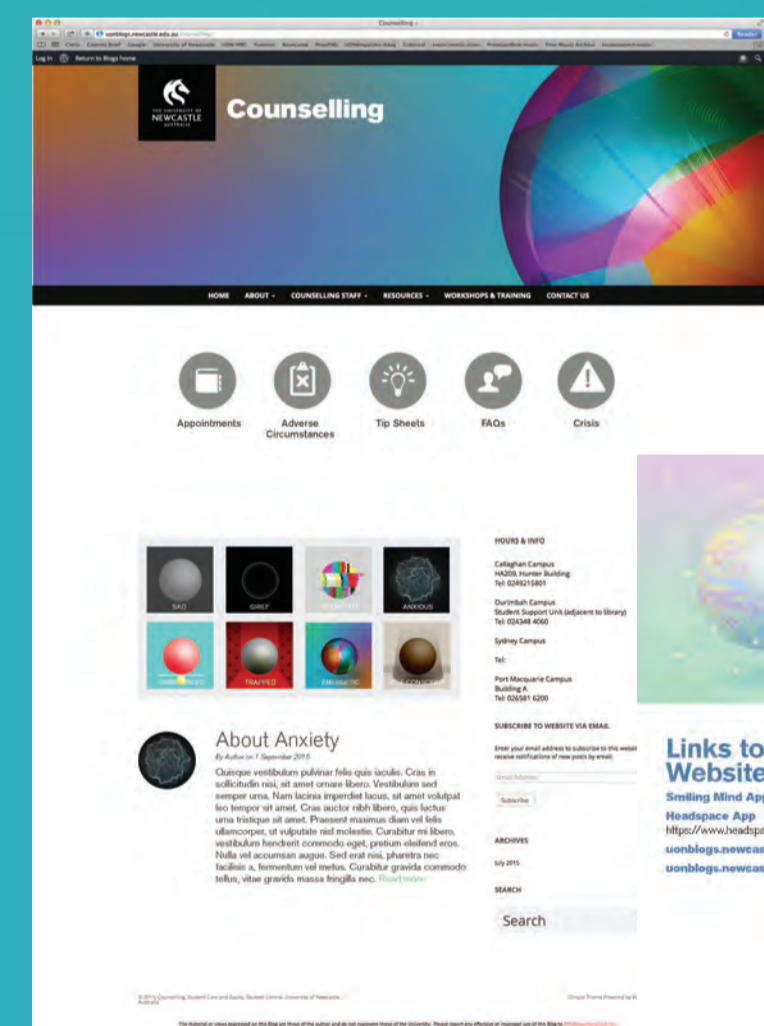
A SSAF funded project of the University of Newcastle



THE UNIVERSITY OF
NEWCASTLE
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Engagement Strategies

- Promotion through social media accounts for both students and staff
- Liaison with UON Media grounds including student group
- Print, Radio and Visual interviews on the services
- Attendance at student and staff events at UON
- Workshops offered to staff and students on utilising the service
- Collaboration with professional and academic staff about student referral processes



Online Counselling Blog



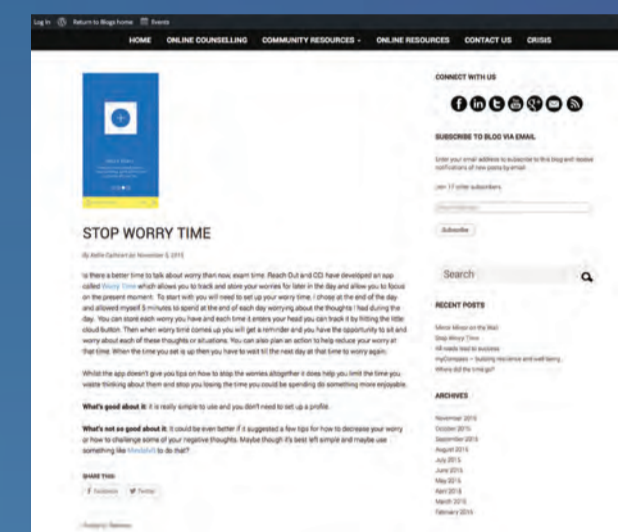
Hard copy and digital tip sheets

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
- Emergency and after hours services



Skype Drop-In

- No appointment necessary
- Text based instant messenger mode on Skype
- Offered four times per week
- Daytime:** Thursday 2.30pm - 3.30pm and Friday 9am - 10am
- Evening:** Tuesday 7pm to 8pm and Thursday 8pm - 9pm

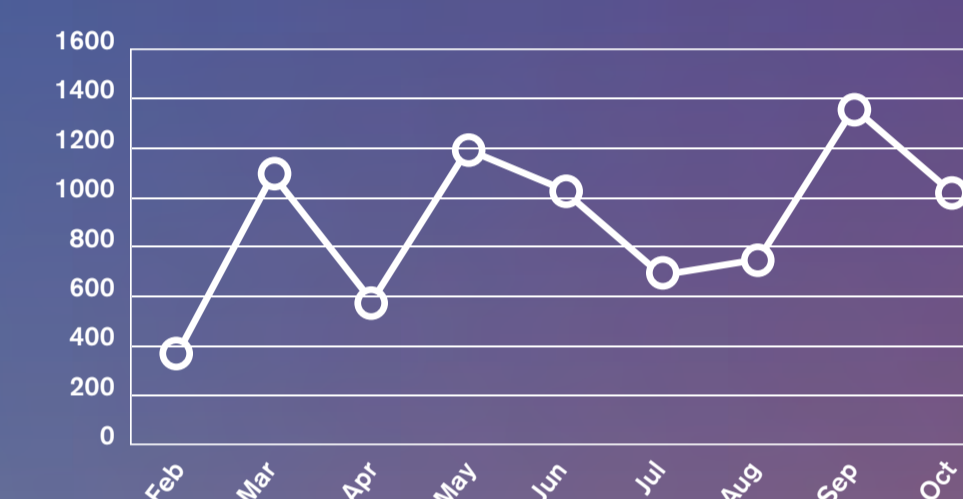


Individual

- 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

Outcomes

- Greater hits during assessment time
- Most accessed page is the home page with last 5 blog posts followed by information about how to access online counselling and our tip sheets



- Evening times are busier with up to 7 students contacting in the one our peak
- Variety of presentations including stress, relationship difficulties and depression

- Most common on Skype using text
- Less technical difficulties with Skype
- Ongoing and 1-2 brief session work
- Same presentations as face-to-face service
- Remote distance students, those local and those returning home (international)

Planning

- Continued engagement with staff and students
- Build a specific page for Drug and Alcohol services and expand drop-in hours and individual work specific to this issue
- Adopt the counselling initial needs/triage model into the online services with additional Skype Drop-in hours specific for the Student Support Advisor role
- Scoping study on offering group interaction for students online who need support whilst away from campus on placements
- Scoping study on modifying face-to-face workshops offered at UON,