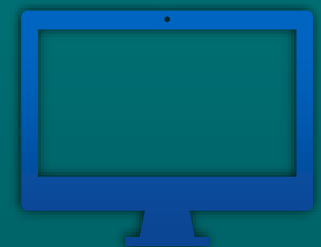
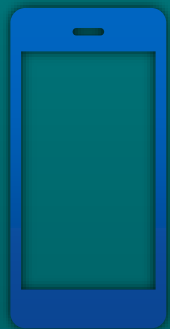


Online support in a stepped care model

Orla McLoughlin
TCD Student Counselling Service

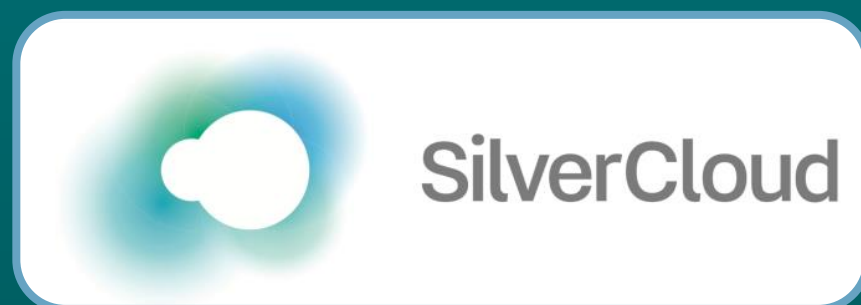
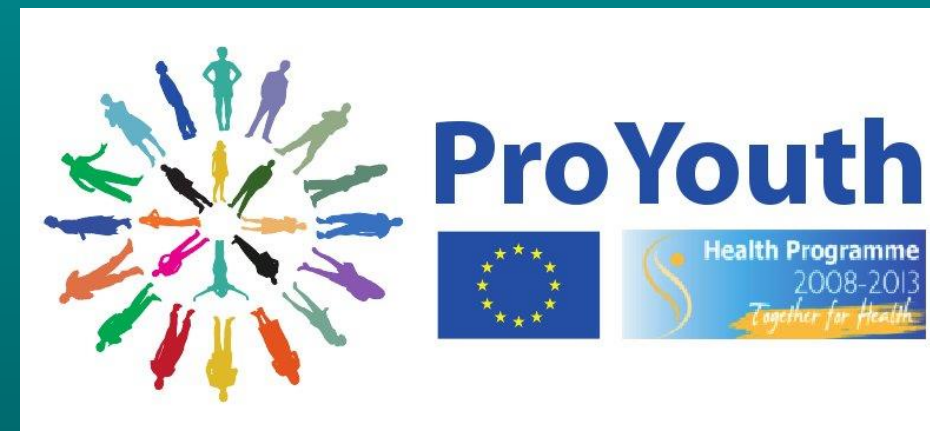


Our setting in TCD

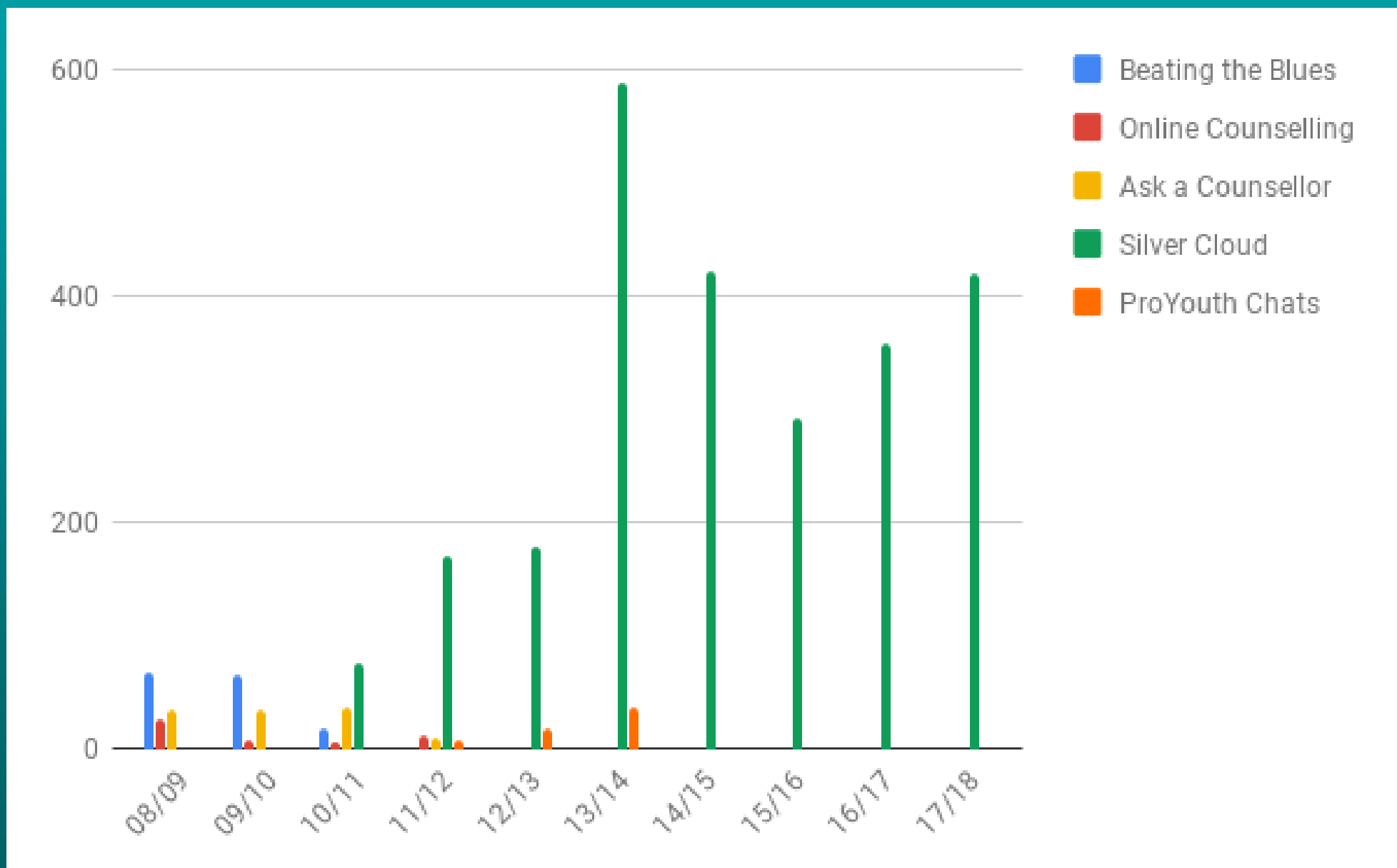
- Student Population of 18,000
- 10% of students use SCS
- 11 FTE counsellors

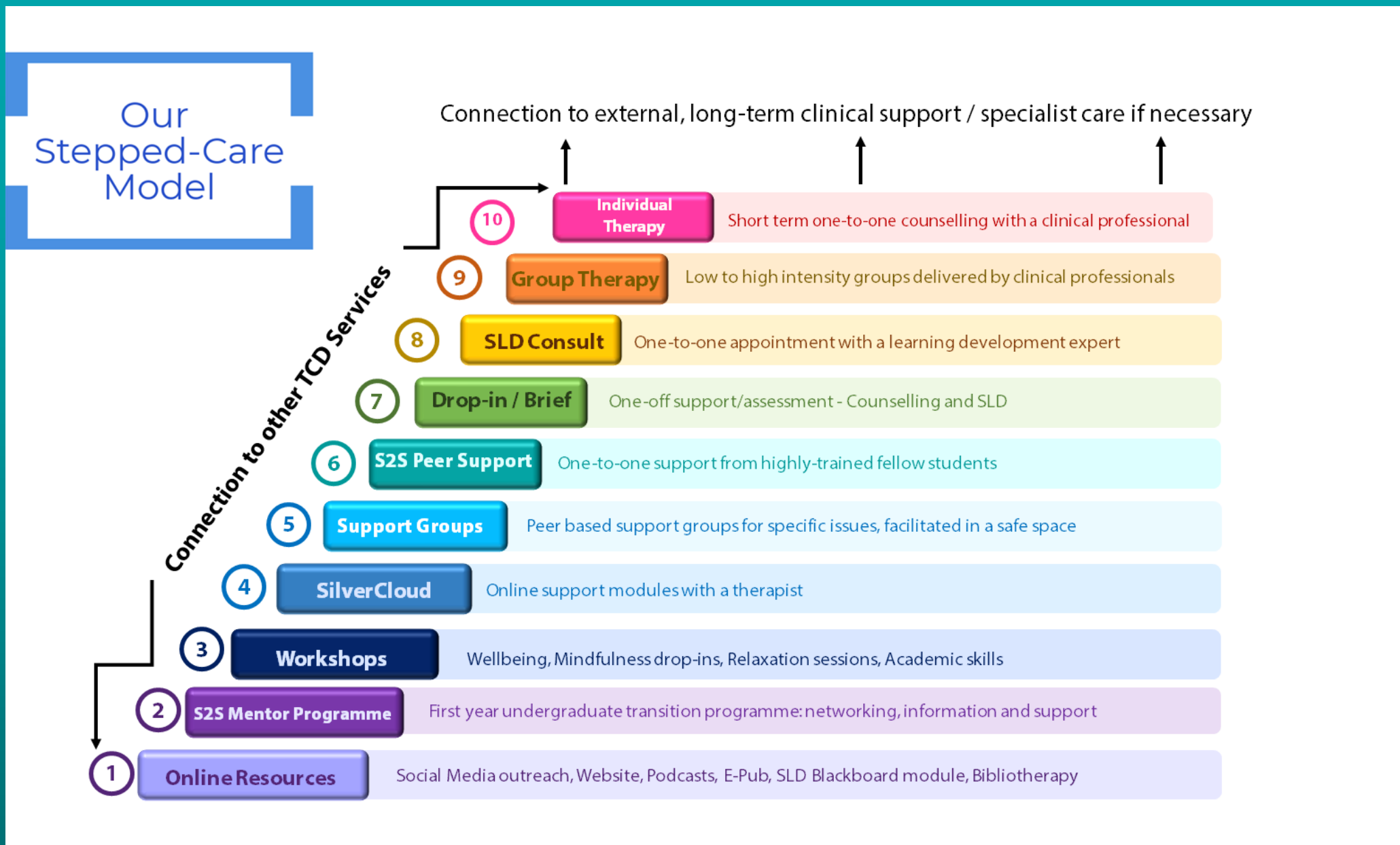


Our history with online support



Our history with online support





Stepped Care Model

The role of online support

- Stand-alone, low-intensity intervention
- A support for students on a waiting list
- An adjunct to counselling

Self-referred
(from website or
social media)

From initial
assessment
appointment

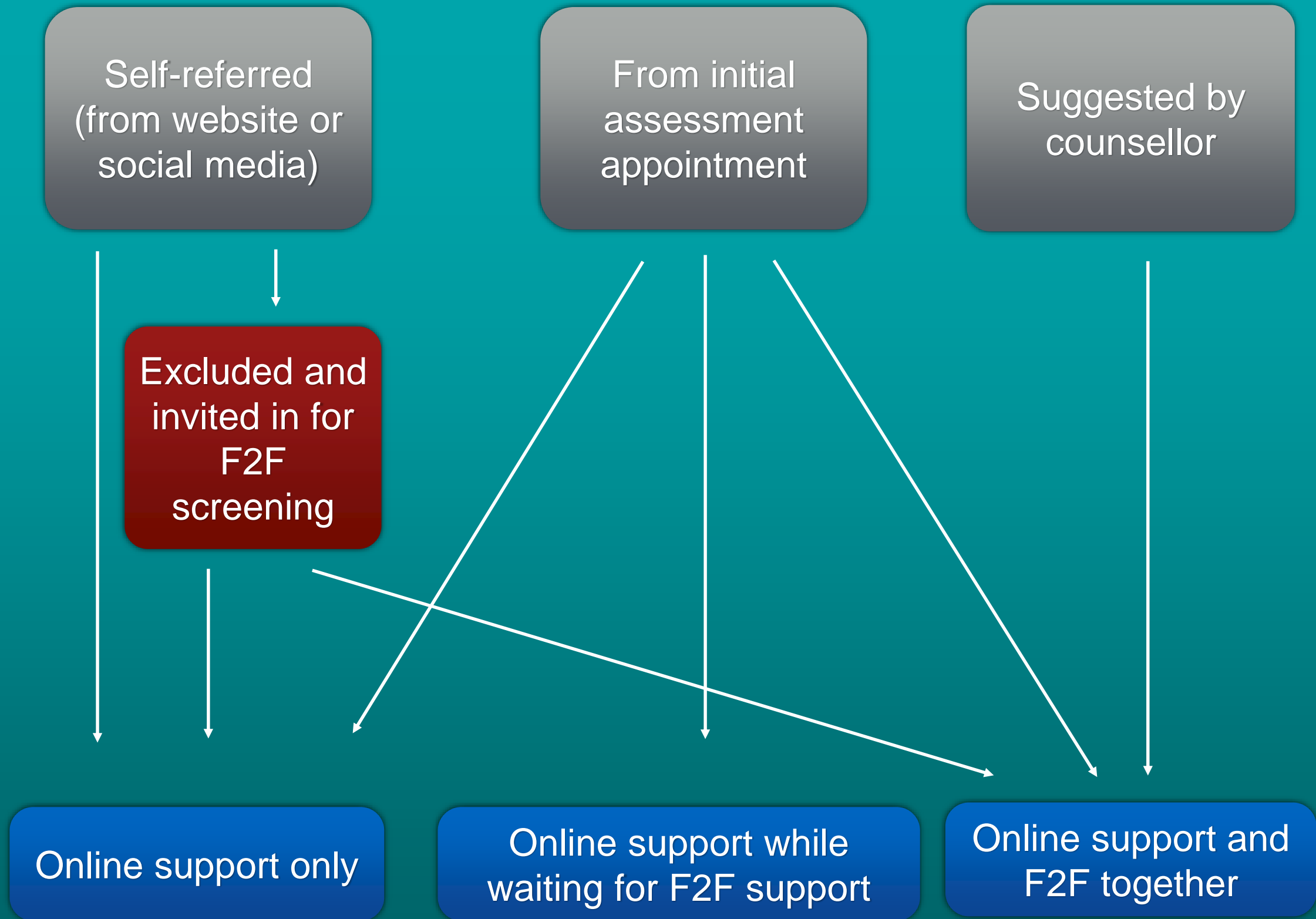
Suggested by
counsellor

Excluded and
invited in for
F2F
screening

Online support only

Online support while
waiting for F2F support

Online support and
F2F together



The Counsellors

Not for me. I worry about the risks and whether it really works.

I'm curious and interested, but still cautious

I'm all for it! This is a really important development for our field, and the potential is huge!

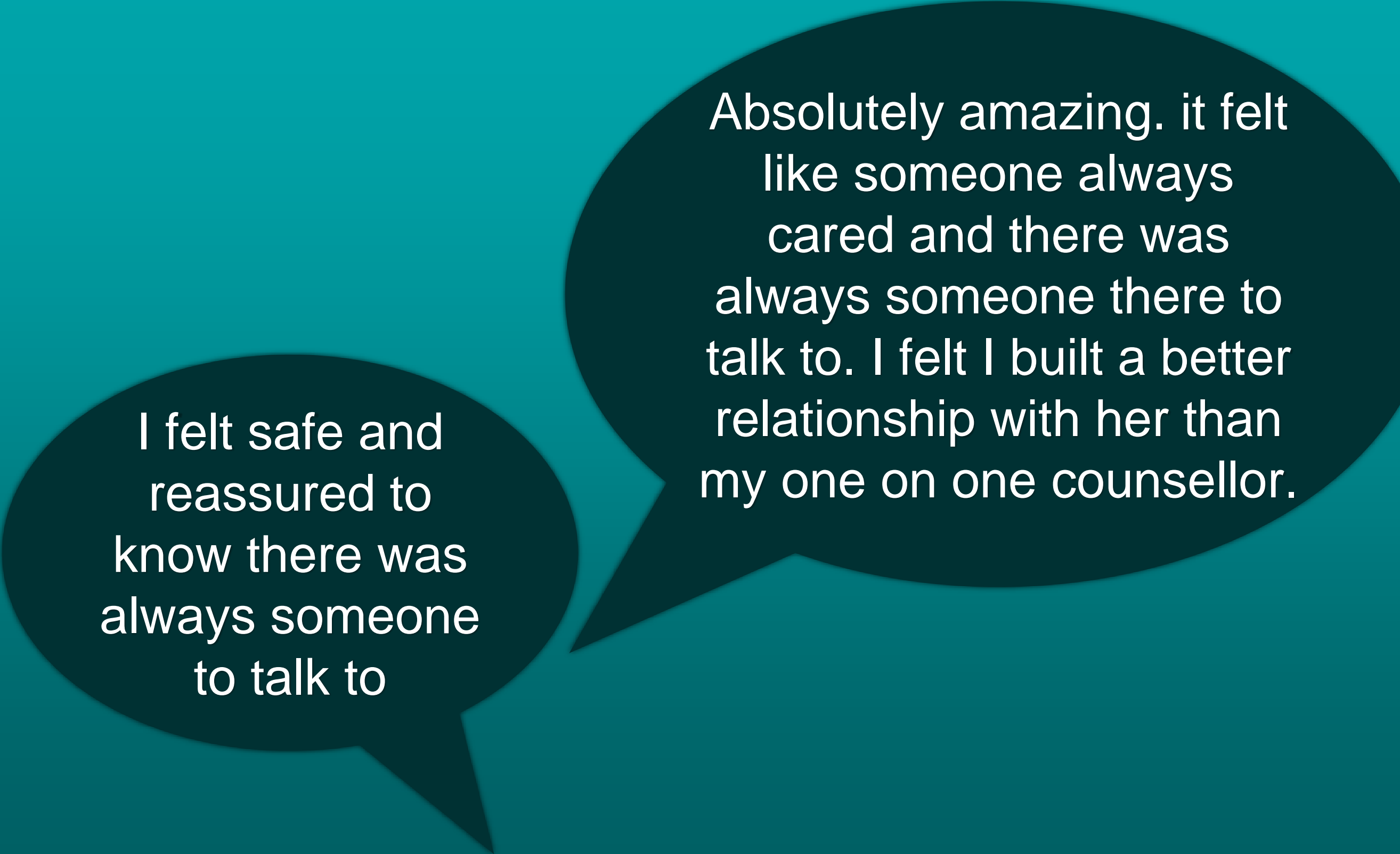
I'll go along with this because I feel we can't avoid it. But I'm not happy about it...

What about the
RELATIONSHIP?

The Clients

I felt really at ease with my supporter, and felt I could ask or say anything to her.

Sometimes I found it hard to find time for the program, but with encouragement from my supporter it became less of a chore



I felt safe and
reassured to
know there was
always someone
to talk to

Absolutely amazing. it felt
like someone always
cared and there was
always someone there to
talk to. I felt I built a better
relationship with her than
my one on one counsellor.

General feedback from clients

- Helped them make sense of things
- Hard to find the time
- Importance of the supporter
- Specific components of the programme
- Recommend it to everyone

What we've learned in 10 years

- Systems systems systems!
- Training and support
- Reaching a different cohort
- Online as a gateway to F2F services
- Human contact **is important**
- Not for everyone

Thank you!

- mclougor@tcd.ie