



Online Student Counseling Services for PU Students during current Pandemic Situation

(THIS SERVICE IS LIMITED FOR PU CURRENT STUDENTS ONLY)

The outbreak of COVID-19 has created concern and worry among the general population worldwide. Many will be anxious and afraid and those directly or indirectly affected in different ways by the virus may be in greater panic, fear and worry. It's common and normal to feel stressed or anxious during this time. However it may be hard especially for those people who are already managing feelings of anxiety or emotional distress. All health professionals are working at frontline day and night to save the people from devastating effect of the virus. Mental health professionals are also working side by side at their respective platforms to serve the humanity without any discrimination in a joint venture to support people globally.

Keeping in view current pandemic situation Directorate of Students Affairs provides online counseling services to support our students in case if they feel stressed out. Student Counseling Services strongly encourages all students to take steps to protect themselves. Thus in any case if anyone is experiencing feelings of anxiety or stress related to the coronavirus, should know that there are resources and services to provide help in managing these concerns.

Students should take advantage of Student Counseling Services if they seriously feel any concern pertaining to current pandemic situation. They can access professional and confidential online counseling service. Our goal is to assist our students to better manage their concerns and succeed with their studies and cope up with current life stresses.

Why to seek Counseling Services?

In case

- If you have any Question in mind bothering you due to current pandemic situation, you may write on the registration form and send it ,your answer will be addressed soon. Or
- You are stressed out and you need some help and guidance through online session, you will be given time at earliest after following a certain protocol as described below.

If your study being impacted by personal or interpersonal issues? Individual counseling sessions can look at a range of problems you may be facing such as:

- Feeling anxious in current situations
- Depression
- Grief
- Stresses due to balancing the demands of family and study
- Traumatic events (recent or older)
- Procrastination
- Interpersonal skills
- Poor concentration, time management, priorities and goal setting
- Disturbed Study habits
- Or anything else that may be distressing or bothering you

Days and Timings of Counseling Sessions:

Monday-Friday

10am to 4pm

Online sessions usually lasts around 15 to 30 minutes due to the changing nature of the services in current conditions. Sessions are kept strictly confidential .Either student or the counselor are not allowed to record the online sessions.

If a student wants to change the appointment time it can be changed according to student's availability. The student need to send message at email: sadia.dsa@pu.edu.pk

GUIDELINES FOR AVAILING ONLINE COUNSELING SERVICES

Counseling is provided in two ways

1- To ask question regarding your concerns in current condition through email

2- To get online live session with the counselor regarding your concerns through whatsapp audio call.

- You may put your query regarding your cocern with mentioning your Student ID through email at sadia.dsa@pu.edu.pk or for online session get your registration done through online form available on PU webpage.

- Student Counselor will use the information you provided on Registration form to connect with you for your appointment.
- After submitting your registration form for online counseling, you will receive an email from counselor inquiring some details to confirm your current student status and after confirmation you will be given time.
- That email will contain a WhatsApp number to connect for audio WhatsApp call. When you are online be sure to “connect through audio call”.
- The counselor will seek information from you to:
 1. clarify what the main issue (or issues) may be
 2. understand what you wish to gain from counseling and what has brought you hereat this time
 3. assess the severity of your problem

NOTE:

(ONLY PU CURRENT STUDENTS ARE ELIGIBLE TO AVAIL THESE SERVICES, NON STUDENTS OR OTHERS MAY USE OTHER HELPLINES AVAILABLE ONLINE)

What you have required to do:

- ✓ To give your true details in Registration form (incomplete or fake form will not be accepted)
- ✓ To be specific and serious regarding your concerns and issues.
- ✓ As the online session is of limited duration so be to the point and specific as you are getting professional help and counselor is there for you to resolve your genuine concerns and to help you.
- ✓ Follow your sessions regularly.

LINK FOR REGISTRATION FORM FOR ONLINE COUNSELING SERVICES

Please follow the following link for registration:

https://docs.google.com/forms/d/e/1FAIpQLSfFbpbIXxjabDpNjilQwaDcejVvwuvpIXU80gQXkri_j2RI1A/viwwform?usp=pp_url

Terms and Conditions

Students are required to read the following Terms and Conditions before availing online counseling Services:

- The Online Counseling Services are established by Directorate of Students Affairs Student Counseling Services for PU students during the current pandemic situation to support our students.
- These services are free of cost for the students and are of limited duration
- Services are kept strictly CONFIDENTIAL.
- Students are expected to avail the services seriously if having any genuine concern.
- Student has no right to record the online session between him/her self and the Student Counselor
- The student has no right to misuse or viral any material/conversation provided by the Counselor.
- The Student Counselor has the right to disconnect/ cancel and report the conversation/ call at any time if considered irrelevant or inappropriate.
- These services are only for PU students to help them during current pandemic condition to carry on their studies smoothly.
- Medical help or information is not provided through these services.
- If any student is already going through any serious mental health problem he/she may be advised to see professional medical help as serious cases are not catered through online services. Those cases who are at risk to self/others are not seen online they need immediate medical help.
- The data of the Counseling services may be used for research purposes but students' identity and personal information is kept strictly confidential according to ethical standards.
- Students are required to avoid calling other than their allotted appointment timings as the services are available only Monday-Friday 10am to 4pm only. If they have any question they can write it or send an email they will be responded.
- The online services reserve the rights. There is no legal right to claim the online services.

Take care of Yourself and your family!!!

-Sd-

Prof. Dr. Muhammad Shafiq
Director Students Affairs