Counseling on the World Wide Web

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Nature of the Internet

Rapid change

Few (if any) controls

Living on another "new" frontier

Internet Defined

Interconnection of existing computer networks using conventions for exchanging information.

Intranet Defined

Interconnection of limited access computer networks within one organization

Internet Features

Bulletin board systems (Usenet Newsgroups)

List servers (Mailing Lists)

Electronic mail (E-mail)

File transfer protocols (FTP)

Chat

Computer conferencing

Internet Features

World-Wide Web (WWW)

WWW web site

Browser

Search engine

Links

Current Use

Counseling via e-mail

Bulletin board systems &
   List servers for specific client
   concerns

Chat for specific topics

Career applications

Use of the Internet

- **Identify** problems and possibilities, e.g., surfing serendipity

- **Search** for information to solve a problem

- **Obtain** information when users know what they want

- **Communicate** with others

Effective Internet Use

- Effective when used as one of several resources
- Most valuable for information and networking
- Think - use - reflect - network - reflect - use - reflect - network...

Potential Integration Benefits

Using PC-based software to help avoid inappropriate Internet use

- embedded links in computer-assisted career guidance systems

Using a career center web site to provide links to web sites

Current Developments

Integration of

- The present Internet

- Cable TV networks

- Telephone networks

Current Developments

Simultaneous video, audio, and text transmission

Increased videoconferencing

Voice and handwriting recognition

Smart cards, biometrics

Integration of phones, cameras, and PDAs

Current Developments

Data Security

Personal navigation

- Query
- Filter
- Spatial navigation
- A personal agent

Current & Future Applications

Marketing Counseling

Counseling Process

Assessment

Self-Help Resources

Supervision & Case Conferencing

Marketing Counseling

Practitioner directories

Counselor introduction via text, pictures, or video

Screening interview for groups

Client scheduling

Counseling Process

Remote orientation

Remote intake assessment

Remote Informed consent

Counseling Process

Homework

Client progress automatically noted in case notes

E-mail client questions between sessions

3-way videoconference referrals

Moderated support groups

Counseling Process

Reactive and proactive counselor intervention "in the moment" via computer application help features

Counseling Process

Past telephone counseling provides a foundation for counseling via videoconferencing

Assessment

Orientation via CAI

Remote completion of measures

Generalized test interpretation

Greater access to CBTI software

Lower costs for "just-in-time" use of infrequent measures

Self-Help Resources

Self-help psychoeducational resources for prevention or self-diagnosed problems

Self-Help Resources

"Links" could provide access to data, services, and referral sources (e.g., the directory of National Certified Counselors)

Supervision & Case Conferencing

Transfer of client data

Meetings via videoconferencing

Crisis intervention support

Parent conferencing

For Additional Information

www.career.fsu.edu/techcenter/

Thank You