
E-counselling: an overview

What is e-counselling?

E-counselling is an opportunity to engage with a trained professional counsellor at UCA through email, rather than to meet face-to-face. It's a bit like writing a letter to your counsellor, then getting a reply.

E-counselling provides the same opportunity to explore personal issues with a counsellor who can help you to understand your experiences and help you identify any changes you may wish to make.

The benefits of e-counselling

You may choose e-counselling for a variety of reasons, such as:

- Being away from the university (for example, on placement)
- Having academic or other commitments which make it difficult for you to attend regular sessions
- You find it easier to write about your difficulties than talk about them
- Having a disability or illness that prevents you from attending in person

The process of writing about difficult thoughts and feelings may be very helpful in itself. You may be able to express yourself more freely or in different ways.

You're free to write your messages at your own pace, without being influenced by how someone is reacting to you. You can reflect on the message and make sure it is what you want to say before you send it.

You can keep copies of all your counselling sessions, and look back on them at a later time if you want to. Sessions are for personal use only. Sessions may not be copied, republished, posted, broadcast or reproduced in any form whatsoever without permission from your counsellor and/or the university.

Data Protection & Confidentiality

Personal data and information you share with us will be processed in line the University's Data Protection Policy and relevant Privacy Notices. Private and sensitive information will be subject to additional consent to share protocols and we will also work within the terms of the [Library & Student Services Confidentiality Statement](#).