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## GLADE Online Counselling LAB

### Website access

#### **RATIONALE:**

**Students want to meet peers**, want to learn from peers with different educational background, want to feel supported by their equals in their efforts to cope and become resilient to a good health and well-being.

All seven partner universities have developed buddy, tutor or mentoring services for students, including those being on a study or placement mobility. In all seven partner universities there is an incredibly supportive service from academic and administrative staff.

**A very new integrated peer counselling service is needed.** A pilot service has started at one of the partner universities – Alexandru Ioan Cuza University of Iasi (UAIC) – as a response to the recent challenges that mobility students had to cope with during the last year. Additionally, a virtual room for peer support group is under preparation for the fall semester, 2021. Both services are innovative and a patents filing is under consideration.

#### **OBJECTIVES:**

**The online GLADE Counselling lab for students of all ages** brings together all support services additionally developed by the International relations offices for students during their mobility - incoming and outgoing - and existing counselling services for students in the EC2U partners' universities, with the very new peer counselling support.

#### **AUDIENCE:**

**The online GLADE Counselling lab for students of all ages** will be addressed mainly to students during their international mobility in the EC2U universities for a continuously improving approach of their good health and well-being.



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### DEVELOPPED TOOLS/ACTIONS:

- Students requests:

The students will have access to requests for support via an online questionnaire accessible on the EC2U webpage: starting in March, 2021.

The direct link to the questionnaire is: <https://ec2u-wp4.limesurvey.net/235473?lang=en>

The full questionnaire is in Annex to the present document.

- Responses to students' requests:

The request system will be closely monitored by staff and peers from each university of EC2U.

**For peer tutor, peer buddy, or peer mentor**, the delegated service/ services from each partner university have been decided through a consultative process during December 2020-February 2021 (working meetings, local consultations, and decisions taken at each partner university). Will be in charge of the requests:

- University of Iași – International Relations Office: [erasmus@uaic.ro](mailto:erasmus@uaic.ro) and Erasmus Student Network Iași: [esn.iasi@gmail.com](mailto:esn.iasi@gmail.com)
- University of Turku - International Relations Service and Student union: [incoming@utu.fi](mailto:incoming@utu.fi)
- University of Salamanca – Social Service for Students: [sas@usal.es](mailto:sas@usal.es)
- University of Poitiers - Erasmus Student Network e-mail: [kosmopoitou@gmail.com](mailto:kosmopoitou@gmail.com)
- University of Pavia - Erasmus Student Network e-mail: [pavia@esn.it](mailto:pavia@esn.it)
- University of Coimbra - Erasmus Student Network e-mail: [esncoimbra@gmail.com](mailto:esncoimbra@gmail.com)
- University of Jena - International Relations Service: [ib-mentoring@uni-jena.de](mailto:ib-mentoring@uni-jena.de)

**For administrative and academic support, inquiring students will receive support from the International Relations Services of each of the seven Partners Universities in EC2U:**

- University of Coimbra - International office e-mail: [dri.intinfo@uc.pt](mailto:dri.intinfo@uc.pt)
- University of Iași - International office e-mail: [erasmus@uaic.ro](mailto:erasmus@uaic.ro)
- University of Jena - International office e-mail: [incoming@uni-jena.de](mailto:incoming@uni-jena.de)
- University of Poitiers - International office e-mail: [accueil.international@univ-poitiers.fr](mailto:accueil.international@univ-poitiers.fr)
- University of Salamanca - International office e-mail: [rrii@usal.es](mailto:rrii@usal.es)
- University of Turku - International office e-mail: [incoming@utu.fi](mailto:incoming@utu.fi)
- University of Pavia - International office e-mail: [incoming.erasmus@unipv.it](mailto:incoming.erasmus@unipv.it)



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For online peer individual and group support, a secured institutional e-mail address was created: [peer.ec2u@uaic.ro](mailto:peer.ec2u@uaic.ro).

The responses to students' requests will be treated according to the following process:

- For the peer buddy, tutor, mentor, for the academic and administrative support, the responses will be formulated according to the existing and future peer learned practices in each partner university.
  - For the online peer individual and group support, the management of requests and responses will be assured by a member of the board of The Virtual Institute for Good Health and Well-being (GLADE), who is also a permanent staff of the International Relations Service of UAIC. The online peer individual and group support will be provided by volunteers, master and doctoral students with a psycho-social academic background having appropriate supervision from a professor coordinator, member of EC2U team from the Alexandru Ioan Cuza University of Iasi. The involved students providing support will sign a contract as volunteers in the International Relations Office of UAIC.
- Convention Form and Management of Personal data

Students involved in the online peer individual and group support – both the beneficiaries and the providers - will express their agreement to proceed by signing a predefined convention form, validated by the Dean of the Faculty of Psychology and Educational Science from UAIC. This process will be managed electronically, in 1-3 days upon receipt of the request for online peer counselling support. The convention form is provided in Annex 2. The consent for personal data processing is included. The individual service will be available in English and Romanian. The group support service will be available from October, 2021.

The personal data filled in the form will be processed, stored and shared by the personnel of the seven EC2U universities, during the application process and throughout the duration of the student mobility, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and Law no. 190/2018 on measures to implement (EU) Regulation 2016/679 on the protection of individuals with regard to the processing of personal data and the free movement of such data and the repeal of Directive 95/46 / EC (General Data Protection Regulation). By filling and signing this form, the students - the beneficiary and the provider – give their consent to the processing and storage of personal data by the employees of the institution and the sharing of personal data to other state authorities, respectively.

- Other planned activities:

**- First staff training event: 26/04/2021, 10h-12h CET (online)**

The WP4 board will organise a Staff training event to share best practices among the EC2U universities in assisting and supporting students during their mobility.



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**- Special students' event during second EC2U week: 19/05/2021, 14h-16h CET (online)**

The WP4 board will invite the most active students' associations from each EC2U university to present, for 15 minutes, their best practices in supporting the international students during their mobility. Registered students will have the opportunity to raise questions and discuss with their peers.





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## ANNEX 1: GLADE Online Counselling LAB questionnaire

EC2U Counselling Lab - Student support form

This form is designed for EC2U students on a study or practice mobility in any of the 7 partner universities.

### Identification

(This question is mandatory)

First Name

(This question is mandatory)

Last Name

(This question is mandatory)

e-mail address

### University of origin

(This question is mandatory)

What is your university of origin?

Choose one of the following answers

- University of Coimbra
- University of Poitiers
- University of Jena
- University of Pavia
- University of Salamanca
- University of Iași
- University of Turku



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What faculty are you studying in at your sending university?

In what field of study/department are you studying at your sending university?

What is your current study level?

Choose one of the following answers

- 1st year Bachelor
- 2nd year Bachelor
- 3rd year Bachelor
- 1st year Master
- 2nd year Master
- Doctoral studies
- Other:

#### Host university

(This question is mandatory)

What is your host university?

Choose one of the following answers

- University of Turku
- University of Iași
- University of Salamanca
- University of Jena
- University of Coimbra
- University of Poitiers
- University of Pavia



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What faculty are you studying in at your host university?

In what field of study/department are you studying at your host university?

What is your study level at the host university?

Choose one of the following answers

- 1st year Bachelor
- 2nd year Bachelor
- 3rd year Bachelor
- 1st year Master
- 2nd year Master
- Doctoral studies
- Other:

### SUPPORT

Please choose the support that fits best your interests and needs!

You are looking for:

Choose one of the following answers

- peer buddy/peer tutor/peer mentor
- administrative or academic support
- peer individual support (\*you will meet volunteers from UAIC, students with a psycho-social academic background)
- virtual room for group peer support (\*available from fall semester 2021)

Peer tutor, buddy, mentor support



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For peer tutor, peer buddy or peer mentor, please use the appropriate e-mail address from this list:

- University of Iași - Erasmus Student Network e-mail: [erasmus@uaic.ro](mailto:erasmus@uaic.ro); [esn.iasi@gmail.com](mailto:esn.iasi@gmail.com)
- University of Turku - Erasmus Student Network e-mail: [incoming@utu.fi](mailto:incoming@utu.fi)
- University of Salamanca - Erasmus Student Network e-mail: [sas@usal.es](mailto:sas@usal.es)
- University of Poitiers - Erasmus Student Network e-mail: [kosmopoitou@gmail.com](mailto:kosmopoitou@gmail.com)
- University of Pavia - Erasmus Student Network e-mail: [pavia@esn.it](mailto:pavia@esn.it)
- University of Coimbra - Erasmus Student Network e-mail: [esncoimbra@gmail.com](mailto:esncoimbra@gmail.com)
- University of Jena - Erasmus Student Network e-mail: [ib-mentoring@uni-jena.de](mailto:ib-mentoring@uni-jena.de)

### Administrative support

For administrative support, please use the appropriate e-mail address from this list:

- University of Coimbra - International office e-mail: [dri.intinfo@uc.pt](mailto:dri.intinfo@uc.pt)
- University of Iași - International office e-mail: [erasmus@uaic.ro](mailto:erasmus@uaic.ro)
- University of Jena - International office e-mail: [incoming@uni-jena.de](mailto:incoming@uni-jena.de)
- University of Poitiers - International office e-mail: [accueil.international@univ-poitiers.fr](mailto:accueil.international@univ-poitiers.fr)
- University of Salamanca - International office e-mail: [rrii@usal.es](mailto:rrii@usal.es)
- University of Turku - International office e-mail: [incoming@utu.fi](mailto:incoming@utu.fi)
- University of Pavia - International office e-mail: [incoming.erasmus@unipv.it](mailto:incoming.erasmus@unipv.it)

### Peer individual support

For online peer individual support, please use this e-mail address: [peer.ec2u@uaic.ro](mailto:peer.ec2u@uaic.ro)

- (It is provided by volunteers, students with a psycho-social academic background and appropriate supervision, at the Alexandru Ioan Cuza University of Iași. The service is available in English and Romanian).





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## Peer Group Support

For online peer group support, please use this e-mail address: [peer.ec2u@uaic.ro](mailto:peer.ec2u@uaic.ro)

- (\*This service will be available from fall semester 2021)

### Thank you for your interest!

Please let us know if there is any other kind of support you are looking for and did not find in the options provided?





## ANNEX 2: GLADE Online Counselling LAB - CONVENTION for individual peer counselling

### CONVENTION

Regarding the provision of on-line peer psycho-social support provided by students of the Clinical Psychology and Psychotherapy (CPP) master programme, together with their mentors, clinical psychologists, occasioned by the international mobility experiences and / or isolation measures imposed by the epidemic context, starting with the second semester of the academic year 2020-2021.

#### I. The provider of the psycho-social support:

The providers of the psycho-social support will be students of the Clinical Psychology and Psychotherapy (CPP) master programme, Faculty of Psychology and Education Sciences, Alexandru Ioan Cuza University of Iași, under the frame of the activities of the "Clinical Internship" course, supervised by their course holders and mentoring psychologists, following the proposition made in the frame of the EC2U project.

#### II. The beneficiary of the psycho-social support:

The student (first name and family name) \_\_\_\_\_, from the University of \_\_\_\_\_ (name of the home university and country), with the permanent residence in \_\_\_\_\_ (city, country), address: street \_\_\_\_\_, no. \_\_\_\_\_, personal identification number: \_\_\_\_\_, ID number \_\_\_\_\_, ID issuing body \_\_\_\_\_ on (date) \_\_\_\_\_, phone number \_\_\_\_\_, e-mail address \_\_\_\_\_, currently carrying out a mobility for study/ traineeship at the host university \_\_\_\_\_.

#### III. Rights and obligations of the two parties:

1. The beneficiary agrees to communicate by phone and in writing (email, whatsapp, messenger, etc.) with the CPP student, who will be appointed by the professor coordinator from the Faculty of Psychology and Education Sciences.
2. The beneficiary understands and agrees that the communication sessions which will take place will have the role of specialised practice so as the CPP student develop the relevant professional skills for clinical psychology and psychotherapy.
3. The beneficiary may at any time cease the collaboration with the CPP student in case of impediments such as lack of time or dissatisfaction with the received support.
4. The beneficiary is willing to answer the CPP student's questions (in oral or in writing), but has the right to refuse for own reasons, without being forced to offer explanations.
5. The CPP student (provider) strictly abides by the confidentiality rules and does not disclose in any context the family name or first name of the interlocutor in the communication sessions when providing the peer psycho-social support.
6. The CPP student (provider) will ask the coordinator professor for informational support during the process of counselling and supervision, in case of possible difficulties encountered.
7. The CPP student (provider) will carry out research regularly and will direct the supportive communication with the beneficiary to the relevant subjects in the context of mobility and / or isolation imposed by the epidemiologic risk:



- Adherence to the recommendations which aim to reduce the spread of the infection with COVID-19 (hand hygiene, as little exposure outdoors as possible, etc.),
- Maintain a rational way of thinking, without catastrophizing but remain receptive to the information on the evolution of the pandemic made public only by the official sources,
- Understand the new frames of the activity as education opportunities by using the time once allocated to moving from one place to another for study,
- Efficient time management by planning activities and outcomes with deadlines,
- Increase social skills through the communication with the beloved ones from a distance, and properly understand the importance of the provided and received support,
- Learn at least one relaxing technique to deal with stress.

8. The beneficiary will ask for specialised support in case of suffering and/or symptoms which might go beyond the CPP student’s competencies and will not hold the CPP student responsible for any symptom that might occur during the supportive communication sessions.

#### IV. Consent for personal data processing

The personal data filled in above is processed, stored and shared by the personnel of Alexandru Ioan Cuza University of Iasi, during the application process and throughout the duration of the student mobility, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) and Law no. 190/2018 on measures to implement (EU) Regulation 2016/679 on the protection of individuals with regard to the processing of personal data and the free movement of such data and the repeal of Directive 95/46 / EC (General Data Protection Regulation).

By filling and signing this convention, the beneficiary and the provider give their consent to the processing and storage of personal data by the employees of the institution and the sharing of personal data to other state authorities, respectively.

**Beneficiary student:**  
Date, student signature: \_\_\_\_\_

**Provider CPP student:**  
Date, student signature: \_\_\_\_\_

**The Dean of the Faculty of Psychology and Education Sciences**  
Signature/name and date