

## **University Psychological Counseling Service (SCPA)**

**Location:** Palazzo Grassi, via San Gerolamo Miani 3

**Coordinator:** Prof. Lavinia Barone

### **SERVICE CHARTER**

#### **University Psychological Counseling Service**

The University Psychological Counseling Service is aimed at students who are facing challenging developmental tasks, transitional and adaptation difficulties that are common in university life. Without early and effective intervention, these issues can lead to worsening life conditions, resulting in academic delays, dropout, and various forms of dissatisfaction, distress, and psychosocial discomfort.

The primary objective of the Service is to promote student well-being, prevent and reduce distress and adjustment challenges, address crisis situations, and facilitate personal and interpersonal functioning. The Service aims to empower students by helping them recognize their strengths and leverage personal resources to achieve their life goals.

Counseling interventions provided by the Service address a wide range of needs. These include concerns directly related to psychological and emotional health, such as distress, psychological discomfort, emotional support, and crisis management. The Service also offers guidance in personal and academic decision-making, support in implementing personal projects, and assistance in managing unexpected or adverse situations. Additionally, it focuses on enhancing decision-making and coping skills, as well as providing protection and support in contexts of psychosocial vulnerability or risky behaviors.

The Service operates through short-term interventions grounded in psychological theoretical models. These interventions are implemented using tools and techniques validated by scientific evidence, designed both to prevent and manage moments of crisis and distress, as well as to promote functional changes that foster personal growth and better social integration for students.

#### **Service Characteristics and Quality Standards**

- **Eligibility:** Students currently enrolled at the University of Pavia, including PhD and Master's students.
- **Availability:** Continuous service, with breaks in August and during official academic holidays.
- **Location:** A dedicated, comfortable, well-furnished, and private space that ensures confidentiality.
- **Triage Information Service:** Available on-site or by email at [serviziopsicologia@unipv.it](mailto:serviziopsicologia@unipv.it) or by phone at +39.0382.986466.

- **Request Process:** Students can request the service through the dedicated website (<https://serviziopsicologia.unipv.it/>) and by completing initial psychological assessment survey.
- **Service Delivery:** In-person or online, available in individual sessions.
- **Languages Offered:** Italian and/or English (for international students).
- **Intake Timing:** Initial contact within 48 hours of the request.
- **Wait Time for First Session:** Typically within 2-3 weeks.
- **Staff:** 1 triage coordinator, 1 scientific director, 1 clinical supervisor, external psychotherapists, psychology interns specializing in psychotherapy, and 1 consulting psychiatrist.
- **Qualifications of Counselors:** Psychologist, psychotherapist, and medical psychotherapist.
- **Regular Supervision:** All professionals involved in the Service receive weekly individual and group supervision, provided by the affiliated clinical center.
- **Average Consultation Duration:** 6-7 sessions for individual interventions.
- **Session Duration:** 60 minutes for individual sessions.
- **Consultation Model:** Interventions align with brief consultation models, achievable within the expected time frame, and agreed upon with the student. Interventions are evidence-based, with outcome monitoring through standardized evaluation surveys.
- **Types of Counseling Offered:** Individual Sessions - Brief model with defined objectives.
- **Initial Session:** Conducted by the clinical consultant associated with the University, who assesses the student's psychological condition and refers them to the most appropriate and available counselor.
- **Follow-Up Session:** Conducted approximately 60 days after the consultation period, providing evaluation and support.
- **Effectiveness Evaluation:** Effectiveness is assessed through surveys completed at three points during the consultation: at the beginning, at the end, and during the follow-up session.
- **Risk Behavior and Crisis Management:** An informational document with guidelines on managing risky and emergency behaviors is available on the Service's website.

- **Privacy:** The Service ensures the privacy of students both in data handling and in the consultation process, whether in person or online. Students review the privacy policy and provide informed consent when requesting the service.
- **Promotion:** The Service is promoted through a dedicated webpage, announcements on the university website and social media, and targeted email communications for specific student events. An annual report is prepared to maintain quality standards.
- **Connected Services:**
  - Other university counseling services: a) career counseling; b) disability/learning support services; c) services for staff and faculty (CUG services).
  - Local services: a) public psychological and psychiatric services; b) eating disorder centers; c) anti-violence centers; d) addiction services; e) psychiatric hospitalization services (Psychiatric Diagnosis and Care Unit).