

Counselling and advisory services in higher education

Psychological counselling and welfare advisory

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The psychological counselling and welfare advisory services provided by the Studentenwerke help students cope with the challenges of student life and thereby ensure successful studies in an equal opportunities environment.

[9]The counselling and advisory services of the Studentenwerke are central to a healthy campus life. They provide straightforward support as well as guidance and help in making decisions in personal and social matters. They promote students' self-reliance and their ability to solve problems and continue their studies even in crisis situations.

Embarking on a course of study is a transition period in one's life, a phase of learning and developing, and of coping with social and institutional performance and selection requirements. It is also a time of financial uncertainty. Student years are therefore particularly fragile and the demand for advice and information is particularly high.

Counselling and advisory services of the Studentenwerke

In accordance with their social responsibilities and mission, most of the Studentenwerke supplement the counselling and advisory services provided by higher education institutions with a diverse offer that includes:

- psychological counselling
- advice on general welfare issues
- advice on how to finance studies
- advice for students with disabilities and chronic illnesses
- advice for students with children
- advice for international students
- legal advice

Counselling and advisory service models may differ depending on the local framework conditions and structures at individual Studentenwerke and university locations. There are offers that cover all subject matters and target groups and those that offer specialist services.

Institutional effects of counselling and advisory services for students

Counselling and advisory services at higher education institutions make a key contribution to improving students' personal situation and help them develop their full potential during their studies. In doing so, they improve overall study conditions, they foster equal opportunities in higher education programmes and they help achieve important socio-political and educational policy goals.

In addition, they reduce (follow-up) costs for universities and society alike, including by:



- promoting targeted use of study offers
- reducing illness and lost work time
- limiting study duration
- promoting student retention, completion of degrees and avoiding drop-out or extended study durations

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