

From Paper and Pen to Cybercounseling: The History of Technology and Counseling

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jenci.us/ICCP2017.html

About me

- Associate Professor of Counseling
- Practice for 15 years
- Teach Multicultural Counseling
- Worked in a neuroanatomy lab
- Worked as a radio announcer for 11 years
- Father of two
- Husband of one (for 33 years)
- Technophile

Hope for today

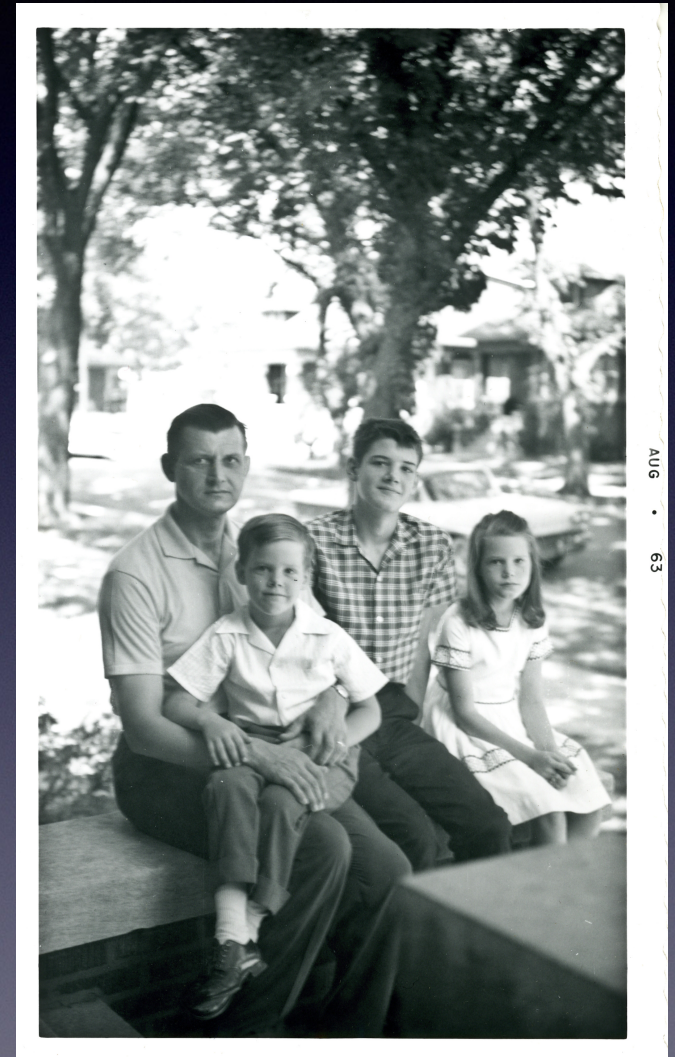
“I can do that”

1957

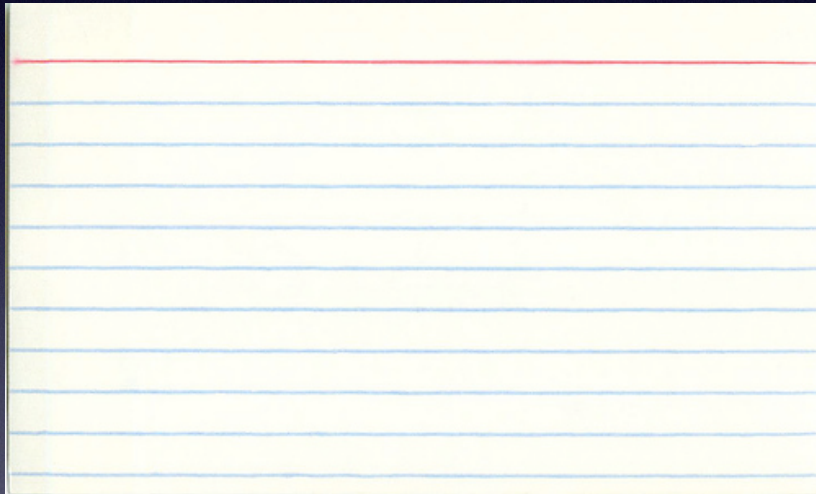


Growing up pre-digital

- Chicago
- Attended the public school system
- Never saw a computer or digital device until college



My first word processor



My second word processor



1966 - Eliza

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=====
EEEEEEEE L      IIIIII ZZZZZZZ AAA
E         L      I      Z      A      A
E         L      I      Z      A      A
EEEEEE   L      I      Z      A      A
E         L      I      Z      AAAAAA
E         L      I      Z      A      A
EEEEEEEE LLLLLLL IIIIII ZZZZZZ  A      A
=====
ELIZA > (PLEASE TYPE IN ALL CAPS) WHAT'S YOUR NAME DEAR ?
AMIT
ELIZA > HI, I'M ELIZA. WHAT DO YOU WANT TO TALK ABOUT ?
AMIT > CAN I TALK ABOUT MY PROBLEM ?
ELIZA > SURE... !
AMIT > DUE TO ON GOING EXAMS IN COLLEGE, I HAVE A LOT OF STRESS.
ELIZA > PLEASE RELAX A LITTLE. SLEEP WELL.
AMIT > THANKS FOR YOUR ADVICE.
ELIZA > NO MENTION.
AMIT > BYE
ELIZA > BYE AND KEEP IN TOUCH...
=====
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College - 1975

- PLATO system

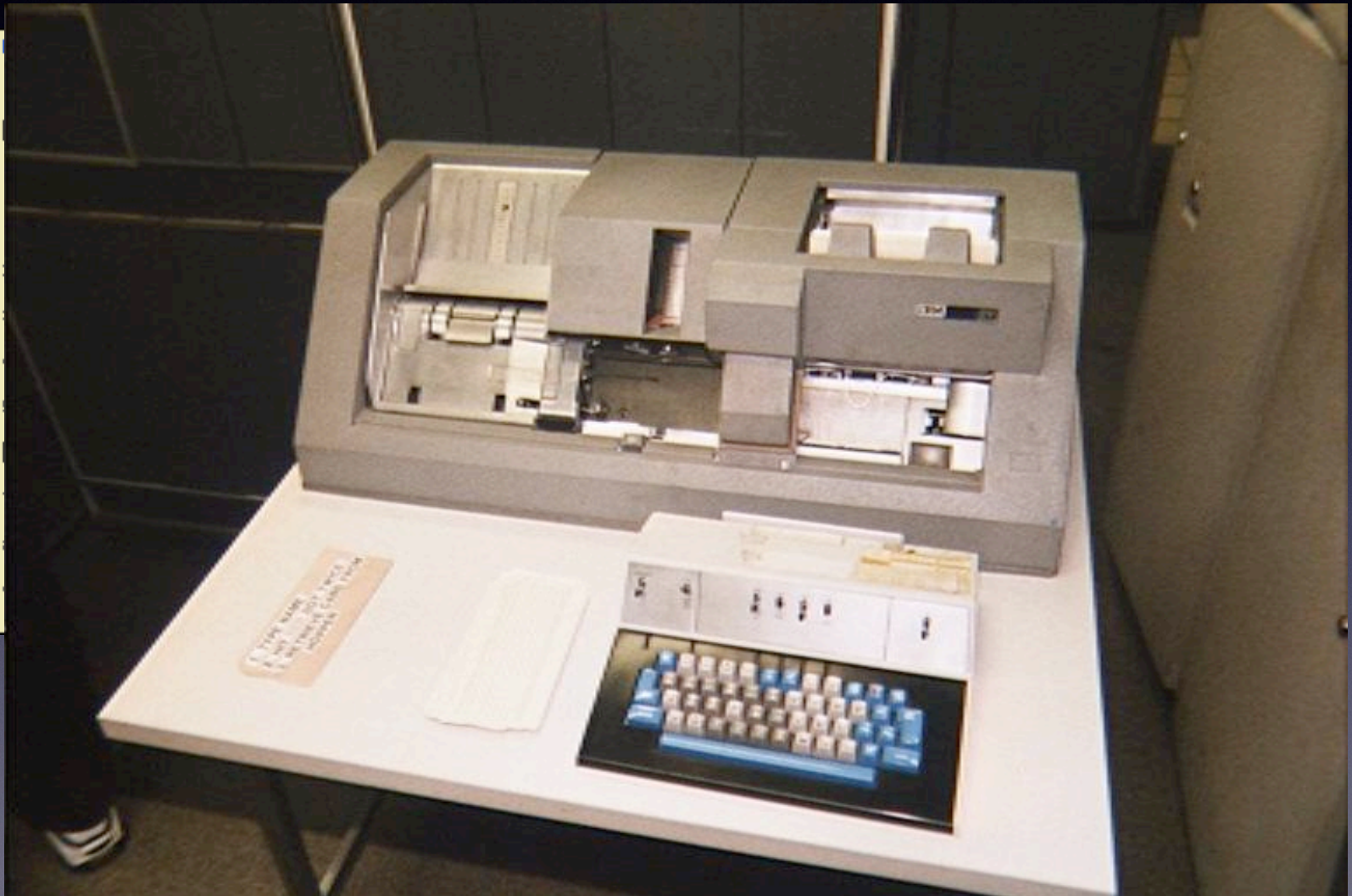


1976 - Crisis hotline

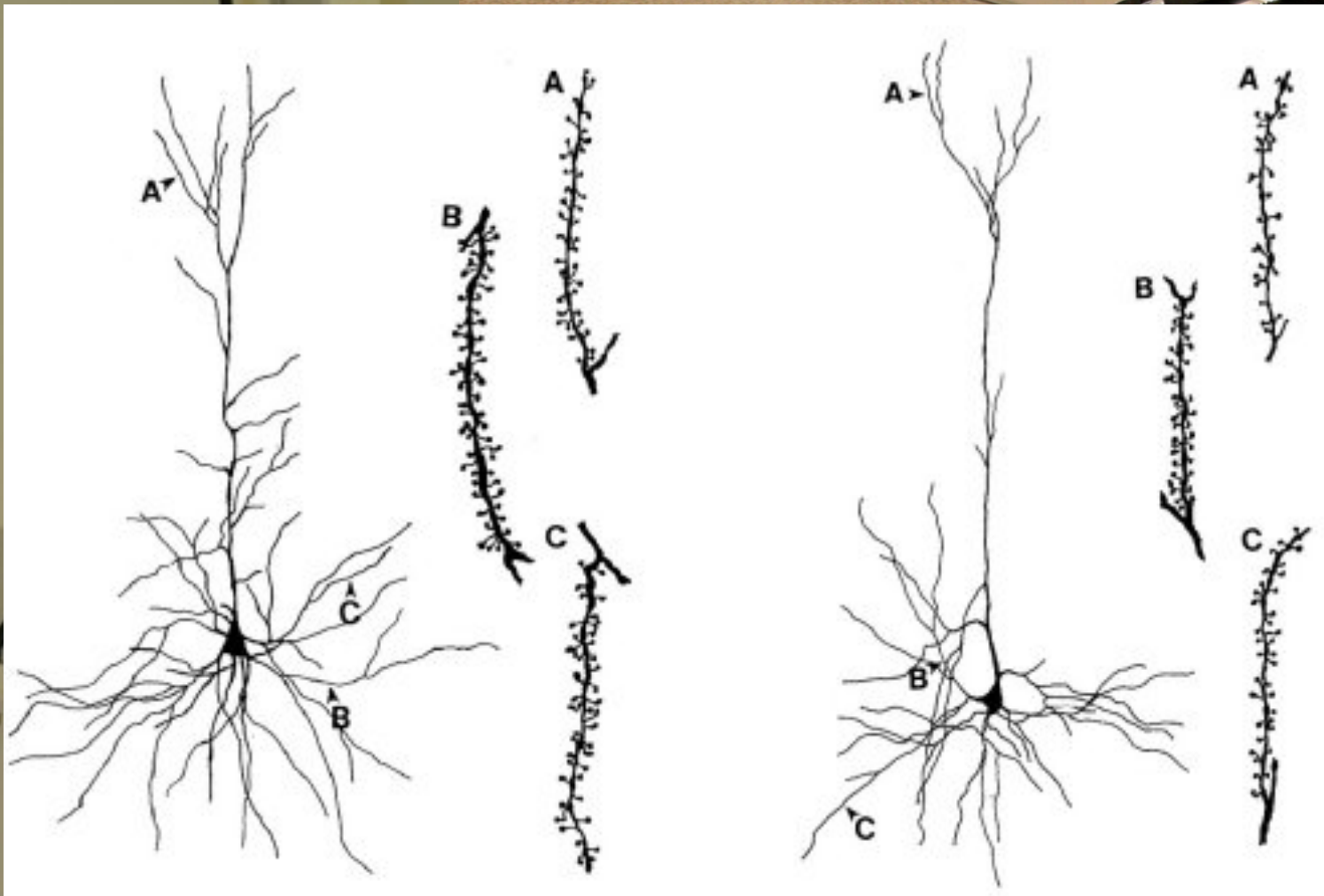
- Volunteered for a drug crisis hotline
- Listening to client voices



1979 - College



1983 - College



My first computer - 1984



1991 - My second computer

- Doctoral program - (University of South Carolina)
- Cost the same then as it does now

It was a powerhouse for the price

- 5 1/4 inch floppy disk drive (5.25 MB)
- 120 MB hard drive (upgradable to a 320 MB)
- 40 MB RAM
- DOS 5.0 with Windows 3.11 added



Developmental pattern

- Our use of computers follows the development of new technologies
- If you want to learn.. follow the same pattern of how technology evolved

1994 - Listservs

- CESNET-L (Counselor Education and Supervision NETwork Listserv)
 - Developed November 19, 1994
 - 300+ members after 1 year (1995)
 - 2200 members in March 1, 2012
 - Currently 3400 members
 - www.CESNET-L.net for directions to sign up

1995 - Websites

- No other way to do websites but to learn coding
- Reverse engineered with HTML code
- Creating websites has become more user friendly over the years

Responsive Web (2017)

- Addresses the issue that we access information on a variety of devices
- Meaningful for education and counseling
- jenci.us/ICCP2017.html


1997 - Webcam

- Desktop videoconferencing
- Micheal Baltimore
- Intended to test for use in supervision
- Microsoft NetMeeting



1997 - Online Journal

- Journal of Technology in Counseling
- TechCounseling.net for archives

The logo for the Journal of Technology in Counseling. It features the text "Journal of Technology in Counseling" in a serif font, centered within a rectangular box. The background of the box is a light blue gradient with a faint, stylized image of a mountain range and a body of water at the bottom.

Journal of Technology in Counseling

1999 - Technology Standards for Counselors

- 1999 12 standards (competencies)
- 2007
 - Revised using ISTE standards and developmental steps
 - Doctoral standards
- 2017 both Technology Standards for Counselors and Online Training Standards

2003 - PalTalk Groups

- “PalTalk Online Groups: Process and Reflections on Students' Experience”

Podcasting - 2006

- Previous career as a Radio Announcer
- Listening on long flights
- Creating a conversation about our field
- CounselorAudioSource.Net

2008 - Virtual Worlds

- Explored Second Life in 2007
- Doctoral student in my College Teaching class
- Training - Conferencing - Classroom meetings - Counseling?
- VCC3

3VCC Video

Counselor Education

In Second Life

Digital Storytelling - 2010

- DST presentation in new media workshop
- Incorporated it into Multicultural Counseling class as an assignment
- DST.CounselorEducation.org

Digital Story example

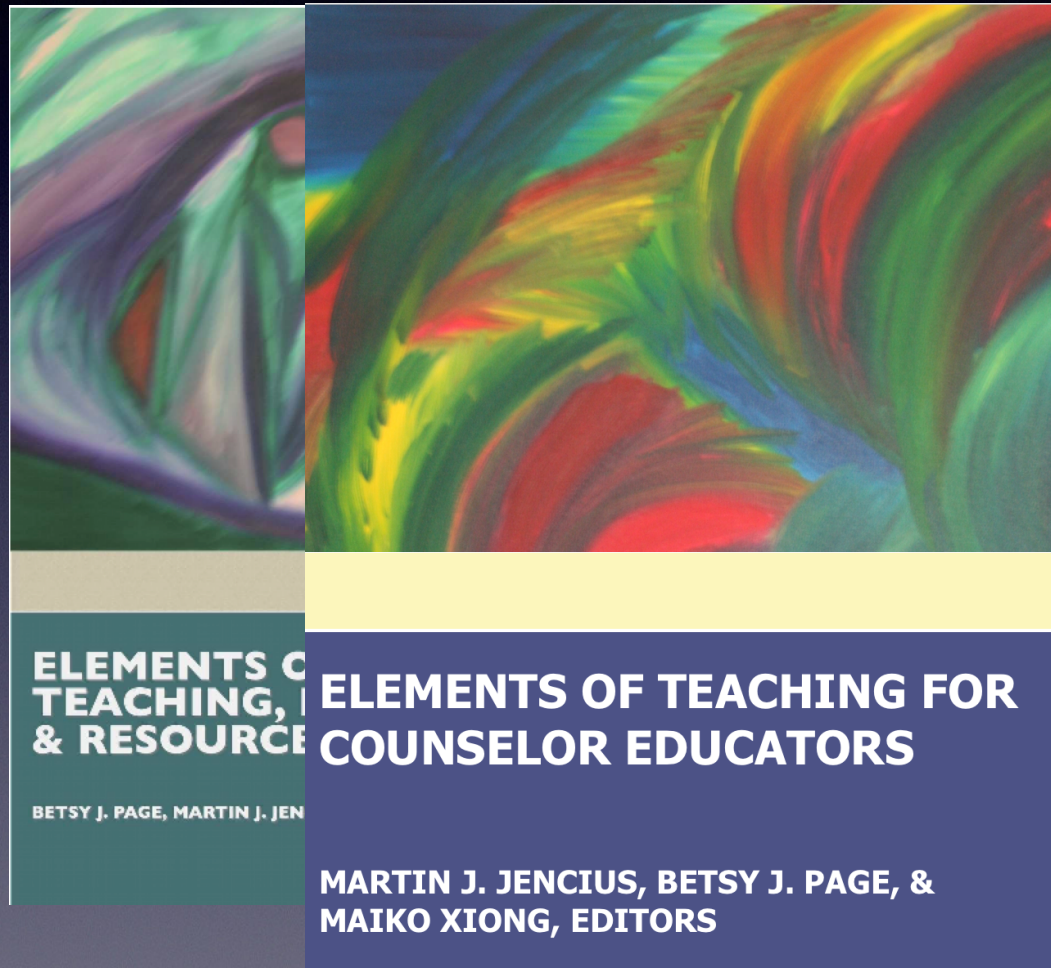


2015 - Digital Textbooks

- Cost of textbooks is overwhelming
- Current digital textbooks do not address the cost issue
- We now have the tools to create them ourselves

Digital Textbooks

- Revisable
- Relevant
- Portable



2016 - Webstreaming

- Using websteaming to distribute content to open sources
- Webstreamed my Advanced Counseling Theories class
- <http://stream.counselor.education/>

2016 - Cybercounseling

- New use of technology but an old concept (since 2000)
- Ethical Considerations (2016 Jencius)
 - Legal considerations
 - Competence
 - Boundaries
 - Accessibility Issues
 - Screening and Verification
 - Informed consent



Cybercounseling (Ethics cont)

- Structure of services
- Social Media policy
- Records maintenance
- Consultation
- Emergency Procedures
- Technology Failure

2016 - Cybersupervision

- Various methods including:
 - Videoconferencing
 - Email
 - Instant messaging
- Training Model - Jencius & Baltrinic (2016)



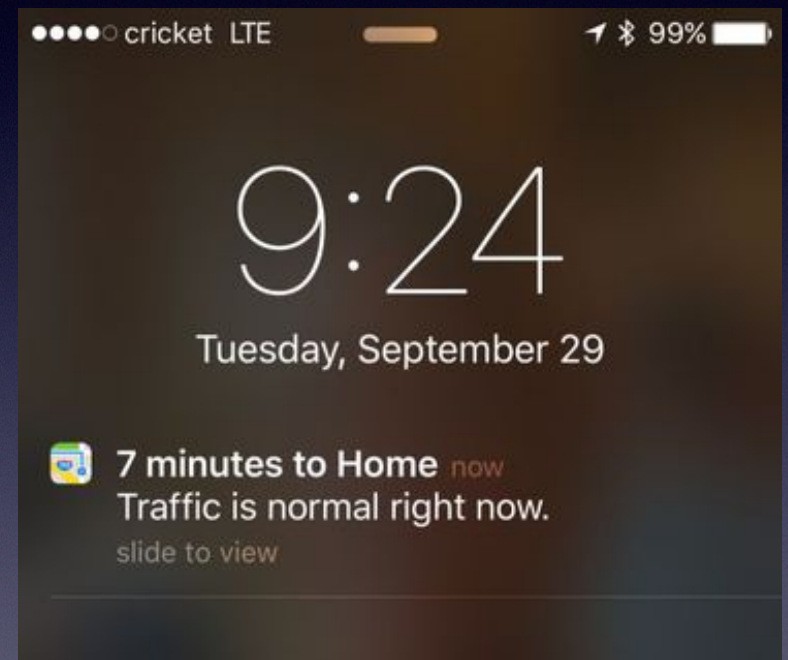
Future Endeavors

CounselorAudioSource Radio

- 24-hour livestream
- Free app in Google Play and iTunes Store
- Building content (with your help)
- counseloraudiosource.Net

Semantic Web

- Web 1.0 - Readable web
- Web 2.0 - Writable web
- Web 3.0 - Semantic web
- Web 4.0 - Linked web
- Web 5.0 - Intelligent web



Thank you

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