

# Technology in Counseling

USIM seminar

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<http://www.jenci.us/usim.html>

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# Your impressions of technology use in counseling

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What would you like to  
learn today?

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If you could use technology to

a. improve your work,

b. improve your clients, OR

c. improve your life,

what task would technology do for you?

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# Possible conversations for today

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- ❖ Websites
- ❖ Digital Storytelling
- ❖ Threaded digital discussions
- ❖ Webstreaming
- ❖ Social media
- ❖ Boundaries and ethics
- ❖ ???



# 1957

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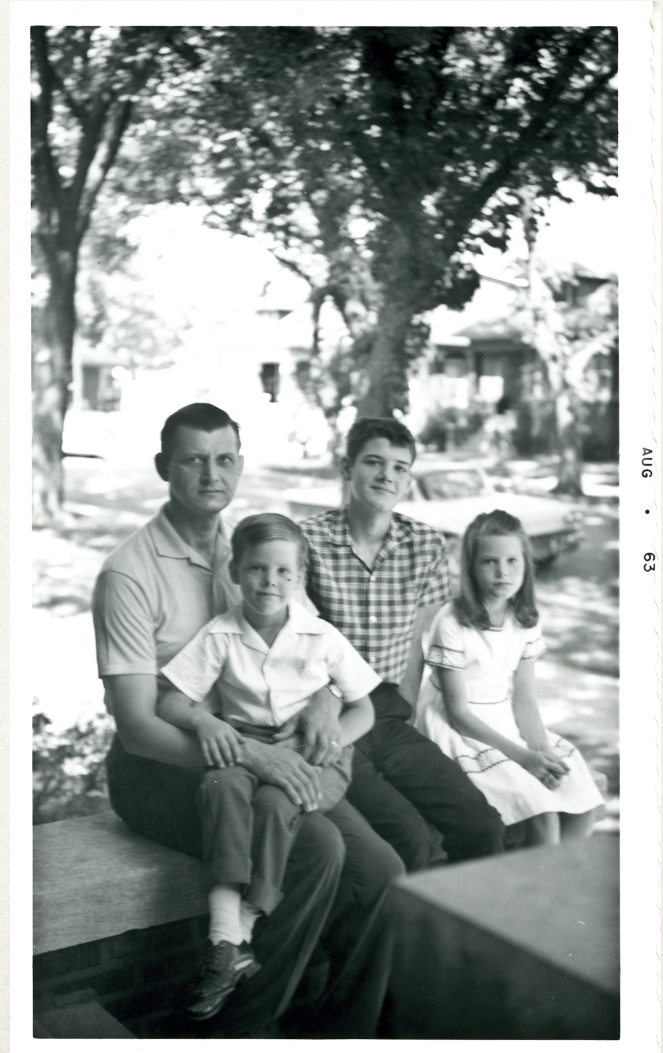




# Growing up pre-digital

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





# 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
=====
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- ❖ Yo 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 ?
- ❖ W 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.
- ❖ Sa AMIT > BYE  
ELIZA > BYE AND KEEP IN TOUCH...

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# 1976 - Crisis hotline

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





# College - 1975

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- ❖ PLATO system





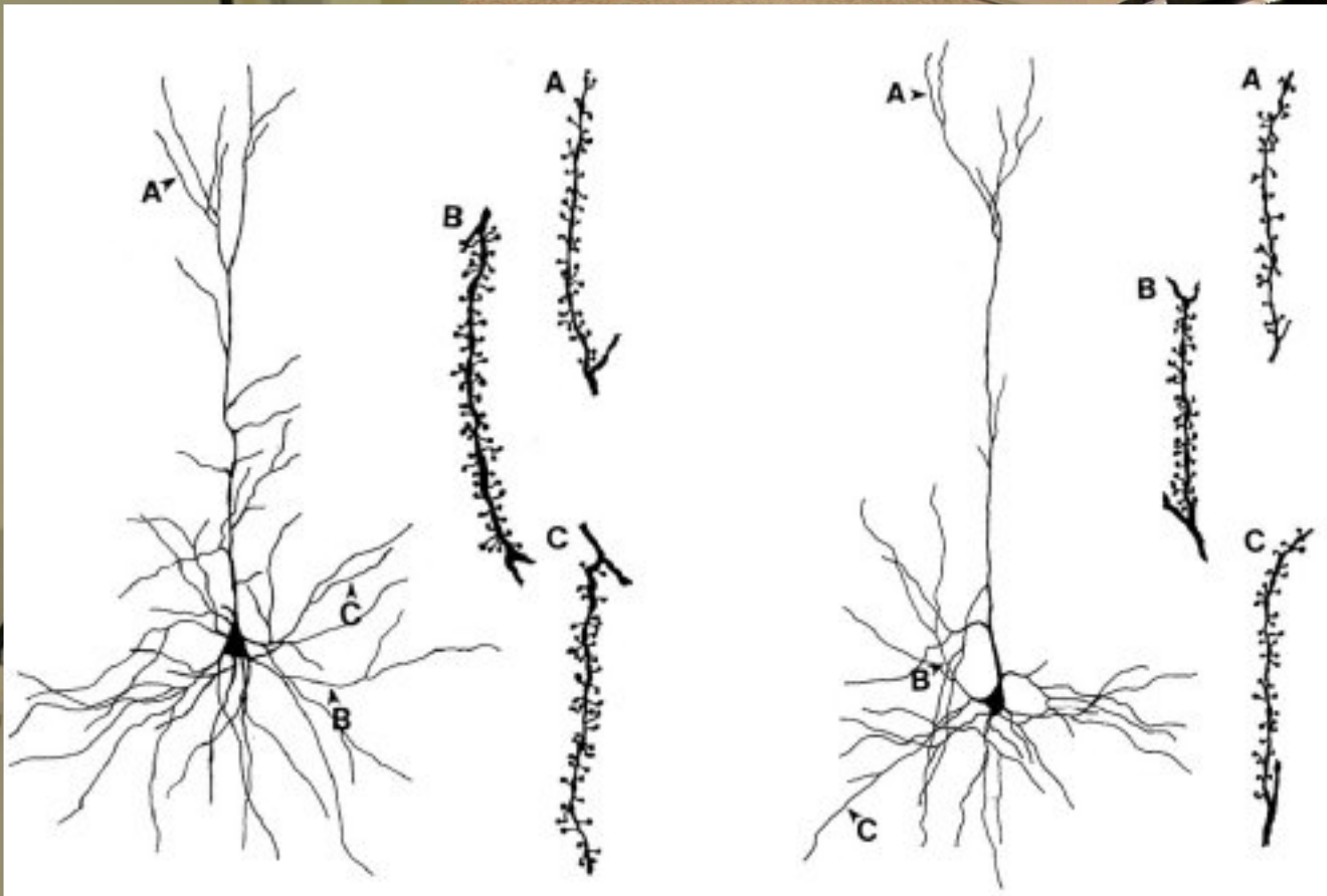
# 1979 - College

❖ Phys





# 1983 - College





# My first computer - 1984





# 1991 - My second computer

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



# It was a powerhouse for the price

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- ❖ 5 1/4 in floppy
- ❖ 120 MB hard
- ❖ 40 MB RAM
- ❖ DOS operati



0 MB)

windows)



# Developmental pattern

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- ❖ 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

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- ❖ 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](http://www.CESNET-L.net) for directions to sign up



# 1995 - Websites

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- ❖ 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)

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- ❖ Addresses the issue that we access information on a variety of devices
- ❖ Meaningful for education and counseling
- ❖ <http://www.jenci.us/usim.html>



# 1997 - Webcam

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





# 1997 - Online Journal

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The logo for the Journal of Technology in Counseling is a rectangular box with a blue gradient background. The text "Journal of Technology in Counseling" is written in a serif font, centered within the box. The background of the box features a faint, stylized image of a mountain range.

Journal of Technology in Counseling

- ❖ Journal of Technology in Counseling
- ❖ [TechCounseling.net](http://TechCounseling.net) for archives



# 1999 - Technology Standards for Counselors

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- ❖ 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

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



# Podcasting - 2006

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- ❖ Previous career as a Radio Announcer
- ❖ Listening on long flights
- ❖ Creating a conversation about our field
- ❖ [CounselorAudioSource.Net](http://CounselorAudioSource.Net)



# 2008 - Virtual Worlds

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



# 3VCC Video

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Counselor Education

In Second Life



# Digital Storytelling - 2010

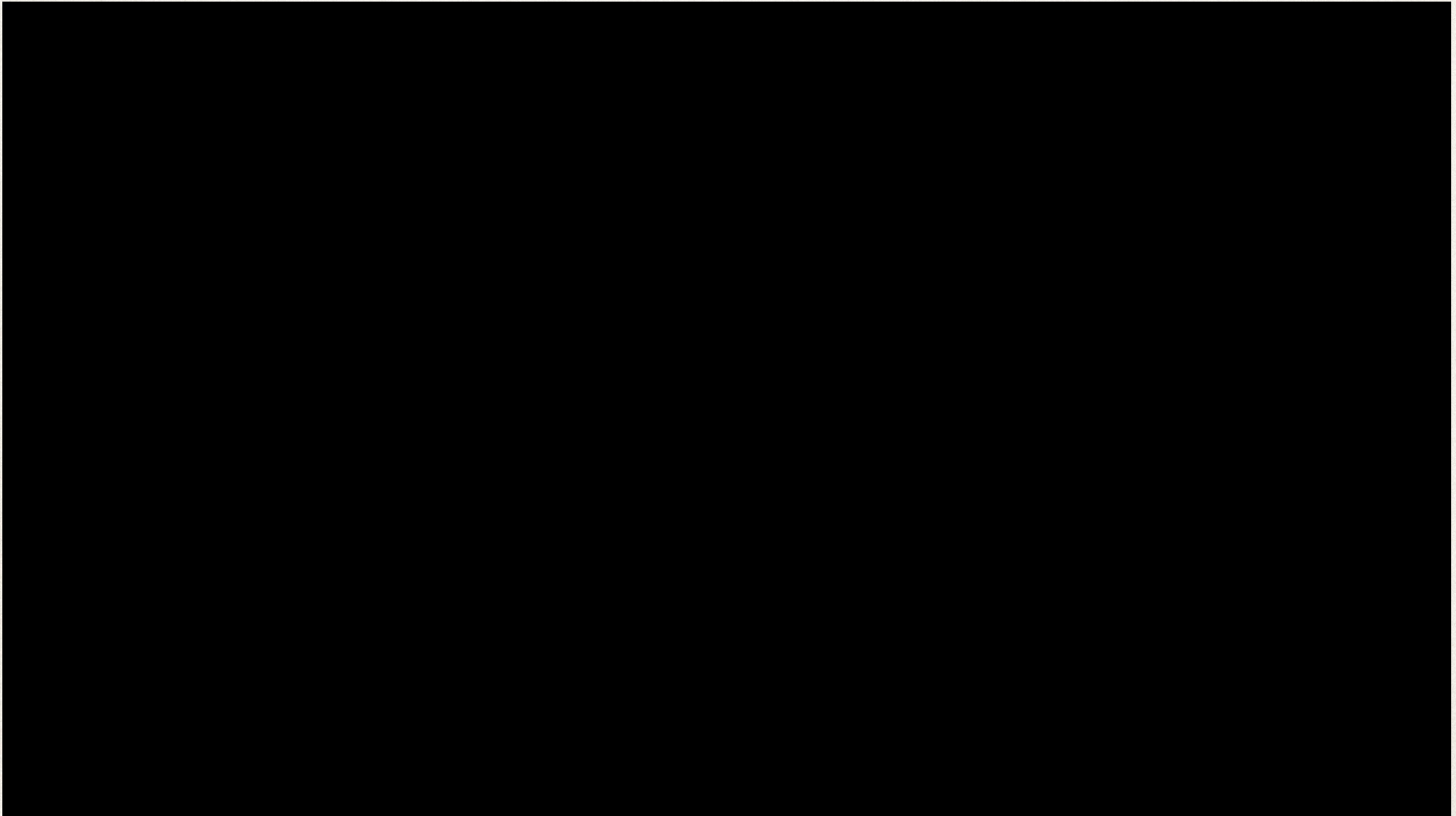
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- ❖ DST presentation in new media workshop
- ❖ Incorporated it into Multicultural Counseling class as an assignment
- ❖ [DST.CounselorEducation.org](http://DST.CounselorEducation.org)



# Digital Story example

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# 2015 - Digital Textbooks

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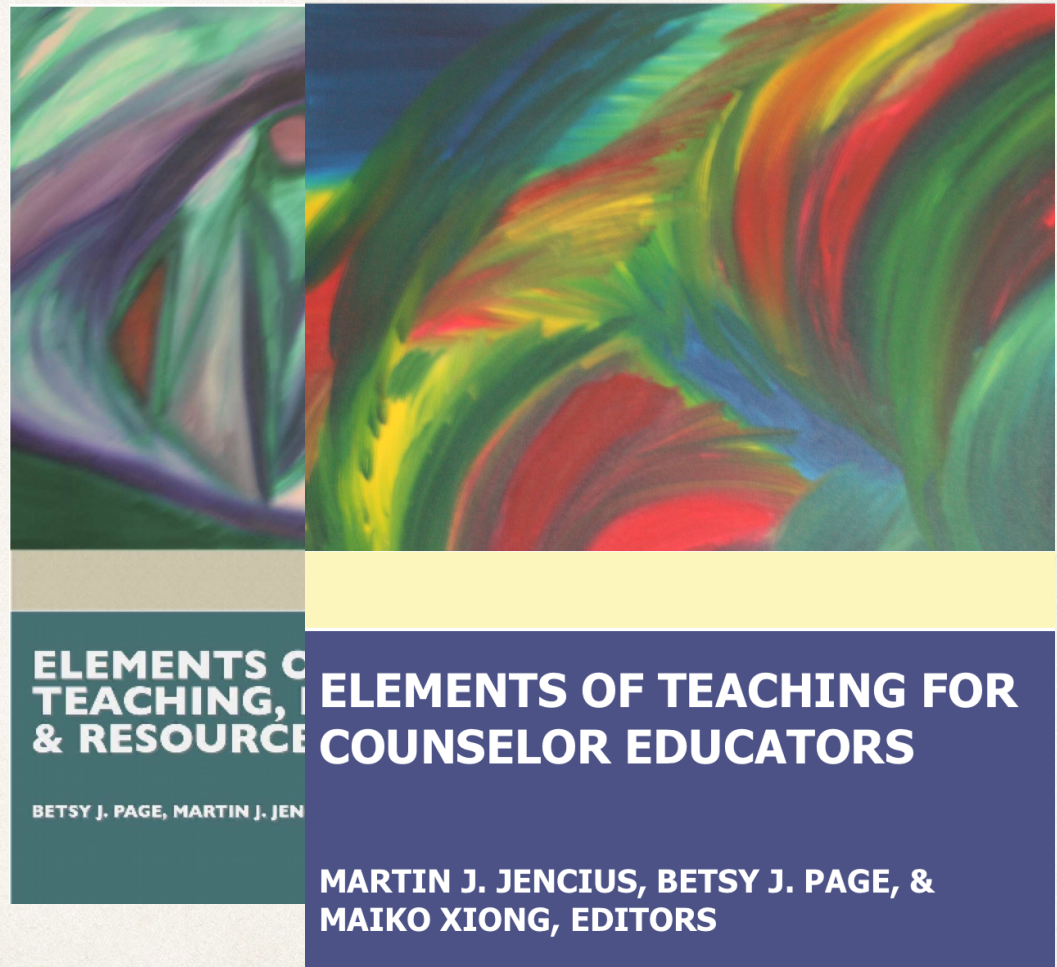
- ❖ Cost of textbooks is overwhelming
- ❖ Current digital textbooks do not address the cost issue
- ❖ We now have the tools to create them ourselves



# Digital Textbooks

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- ❖ Revisable
- ❖ Relevant
- ❖ Portable





# 2016 - Webstreaming

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



# 2016 - Cybercounseling

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- ❖ 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)

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



# 2016 - Cybersupervision

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





# Future Endeavors

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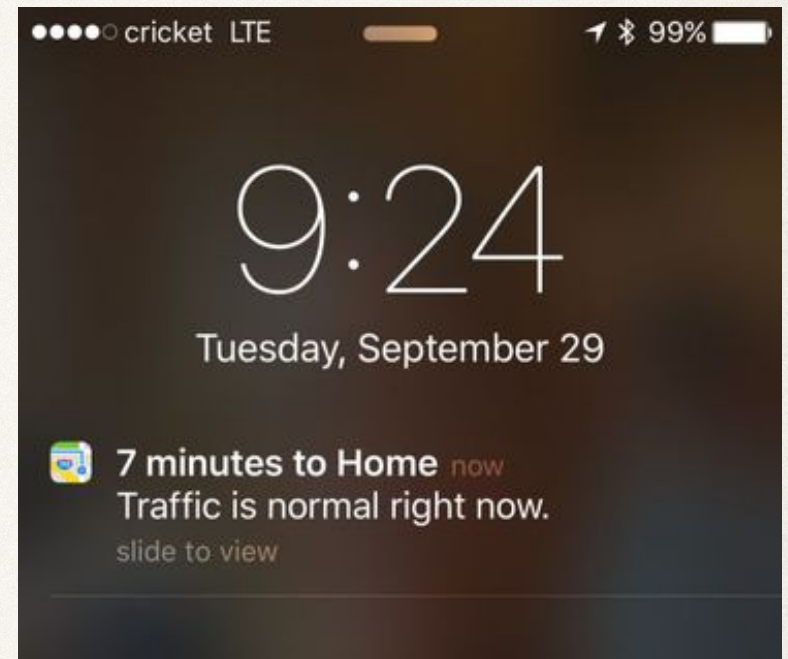
*Date*



# Semantic Web

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- ❖ 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





# CounselorAudioSource Radio

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- ❖ 24-hour livestream
- ❖ Free app in Google Play and iTunes Store
- ❖ Building content (with your help)
- ❖ [counseloraudiosource.Net](http://counseloraudiosource.Net)



Technology is nothing. What's important is that you have a faith in people, that they're basically good and smart, and if you give them tools, they'll do wonderful things with them.

*Steve Jobs*

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# Your task

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- ❖ What does your work, your client, or your life need that technology could help?
- ❖ What would you create to solve this problem?
- ❖ What is your next step to make it happen?



# Thank you

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USIM 2017  
Kuala Lumpur, Malaysia  
April 12, 2017