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Education Sciences

## What research and resources are available to support high school counselors who must conduct their work virtually?



## Evidence-Based Recommendations

- A recent [REL Appalachia webinar](#) and [accompanying blog post](#) on supporting postsecondary transitions during COVID-19 recommends implementing individualized virtual outreach efforts instead of using the same approach for all students.
- According to the American School Counselor Association's [guidelines and resources for virtual and distance school counseling](#), the lack of visual or verbal cues in a virtual environment may lead to misunderstandings. Counselors can consider strategies to minimize or prevent these possible misunderstandings, such as repeating advice in multiple ways.
- [Research](#) has shown that virtual counselors use a variety of methods to evaluate their services, such as satisfaction surveys, parent/student feedback, and noting individuals' tone of voice during phone or video calls. A more comprehensive evaluation approach and [more training on using online services](#), were seen as key needs for counselors.
- The American Psychological Association provides [guidelines and resources](#) for practicing telehealth services that high school counselors can incorporate into their work, such as managing online boundaries, developing effective multicultural communication strategies, and ensuring that any data and information remains confidential.



## Additional Resources



[An article from Counseling Today](#) shares experiences and reflections of virtual school educators and counselors how they reach and support students in an online environment.



Edutopia.com recently compiled a [wide array of digital tools and platforms](#) that are expanding ways counselors can reach out to students. It is important to understand which methods of communication work best for students (and their families) for maximum effectiveness.



Teach.com provides a [list of resources](#) for school counselors that includes apps, websites, books, blogs and professional development opportunities.