

MUT STUDENT COUNSELLING APP

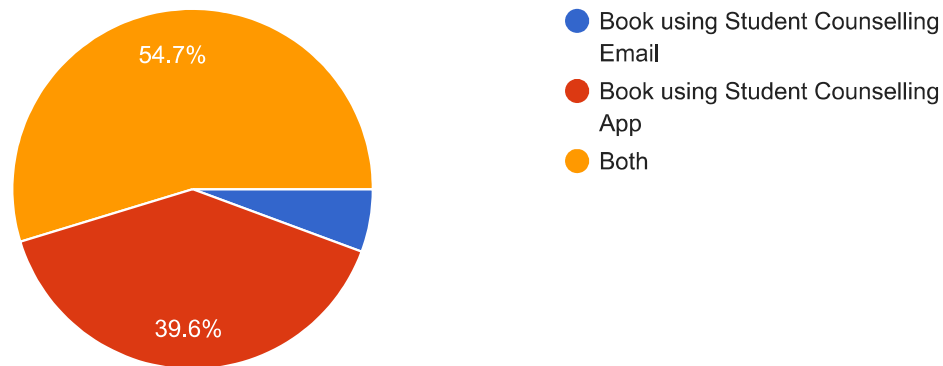
53 responses

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What features would make it easier for you to schedule counseling appointments and access support services through a mobile app like Student Counselling App?

 Copy

53 responses



What features would you like to see in a student counseling app?

53 responses

Chartbox

To be able to choose whether your like to be counseled by a male or female

Directions

Appointment Scheduling: Easy booking of counseling sessions with available counselors.
Progress Tracking: Tools to monitor and track personal development and goal achievements.
Community Support: Connect with peers facing similar challenges through forums or group chats.

online counselling programe

maybe a voice record where you can record and chat with someone through the app

To ensure that the person who's counseling..is the real deal..not an Imposter

I would like to see a feature where I would like to choose the Gender of my consultor.

Ukubona ukuthi lomuntu engizombhukha uwumlungu noma uwumzulu ,umuntu weslisa noma owesfazane

Tracking of my appointment

Time student counselinf will open and close by

Self development reading material

Gender of the counsellor

Settings to personalize your app and for privacy

How counseling works

Able to cancel appointment anytime.

So far so good

Talk more feelings



One on one therapy

Awareness chat board

For scheduling like can we be able to choose the date for ourselves

PreRecorded instant counseling sessions tailor made for the user's convenience

Adding a chat box in case of emergencies

Choose your own counselor

Mut log

Great stress diary tool to help us challenge upsetting thoughts

Option to chat with whoever will be helping, with strong personal data protection

contact details like phone numbers in case of emergencies

Negotiate time when I'm not free

helpline

To be able to book an appointment with a counselor and get response quickly

STUDENT QUIZ ABOUT THE APP

Online consultation

Anonymous one on one counselling sessions

A private digital journal

Live chat

Online appointment

Self-assessment tools, the app could include quizzes and surveys that help students assess their mental health and well-being

Self-assessment tools that allow students to evaluate their own mental health and well-being.

To have a choice to be anonymous if the student wants to do so.

Ability to talk to someone anonymously



Counseling about mental

I would like to see more options on how long will counseling take depending on the amount of time that needs to be dedicated to that particular person

Not really sure

Academic features

Peer support group

Schedule appointments

Like to have a FaceTime session with counsellors

Mood track

Fast responding

History of the service (or testimonials from students who've received help from these services)

No features

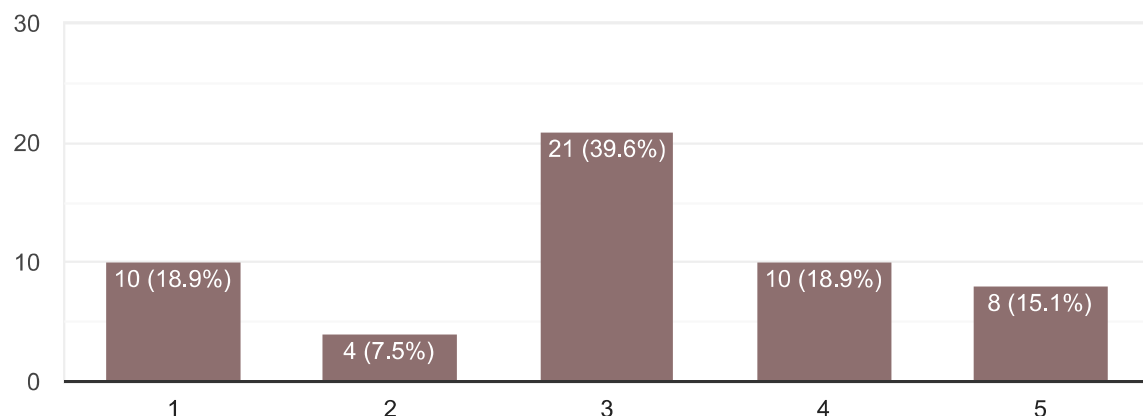
Appointment booker

There must an emergency call button so that whenever someone is having a problem they can be assisted immediately before submitting themselves to other problems

On a scale of 1-5, how satisfied are you with the current counseling services provided by the university.

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53 responses



and what would you like the student counselling team to improve?

42 responses

Nothing

To be having online counseling

Available counseling services

organising more programmes for students to come together and discuss new ideas, on how they survive different challenges.

To offer snacks, refreshments when you're there to consult

Provide The Easiest way to contact the person who's gonna be Counseling me

They should make appointments dates closer.

Providing some basic information that will make me comfortable about discussing my issues with another person

Enhance efforts to make counseling services more accessible and visible to students.

Advertising their work

Make follow ups for students who participated, to check their well-being

There approach in student's matters

Their speed in terms of answering students email

Availability and time keeping

Time management and stuff.

On showing showing the importance of this programme

Communication way

They must host events every month for students awareness.

To reply on their emails on time



Their attitude towards students

Follow up

Response time

Make user feel welcomed

When we go to student counselling they say you should send an email but they don't respond I would like that to be improved.

FAST SERVICE PROVIDING

I have not attended counselling at school. But I do expect the team to encourage learners to reflect on the things that distract them from school and be able to assist in countering the issues they face

Booking using an Email

To be able to accomodate all students this thing of making an appointment now being told to come after a month is really bad ,what if I have a problem that needs urgent attention

To not only talk to students on the day of counseling, but also do some follow ups to those students to ensure that they don't fall on the same problem again.

Everything that they are doing

I would like them to look more into issues like how a student felt depressed in the first place

Make students more comfortable and more be open when listening

Nothing

Respond fast

Be more personal with their questions to get to the core of the issue

Service of booking an appointment should be fast

Giving students time to say their problems and come up with ideas on how to solve their problems

Improve visibility by actively being present around campus and not just at the student center



About to get support

To build a strong relationship between counsellor and client

They should be known and available around campus at least they should be 2 offices in two different venues



What specific topics or issues would you like the counseling app to address?

42 responses

Academic stress, emotional well-being, health and wellness, financial issues or management, self discovery, and relationship issues

Booking for counselling, dealing with stress and bullying.

Everything in general even the childhood trauma , i mean everything

on how to not spend my NSFAS allowance to girls.

None

Mental

Mental Health, Relationships, Academic Stress

Gender based violence

Life as a student, Obstacles

Everything we go through a lot

Tribalism

Student hunger

Student with financial struggles or financial challenges.

Alcohol abuse

Family abuse

A lot of things that teenagers encounter

The abuse that takes places at resedencies.

Depression and suicidal thought

Self esteem

Fast replies



Home issues

Mental issues and instill positivity

ChildhoodTrauma

Mental health

MONEY MANAGEMENT TOPICS

Academic issues

Personal issue

School related issues

Time management ,with the many demands of university life, it can be hard for students to manage their work.

Academic counseling, Mental health counseling

Abuse of Children and Women

Depression , anxiety and main character syndrome

Home and social life issues

If they can assist academically

App must have solutions to previous problems

Deeper issues more like family and educationally base

Common i issues that affect students

Financial issues

Depression, stress management, GBV and rape

Women abuse

How to distress

Challenges,School difficulties,Anger,Depression

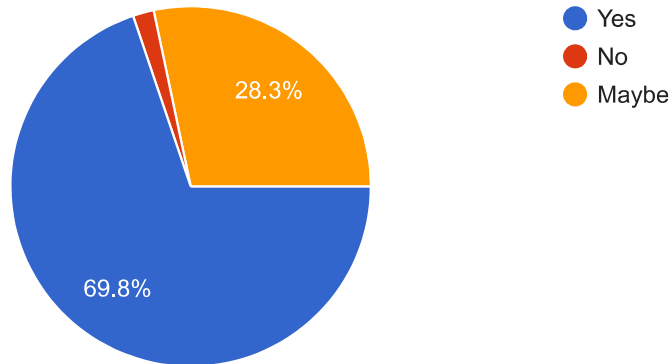


Rape, street management, how to deal with suicidal thoughts And GBV

Do you believe a peer support group feature would be beneficial in a counseling app?

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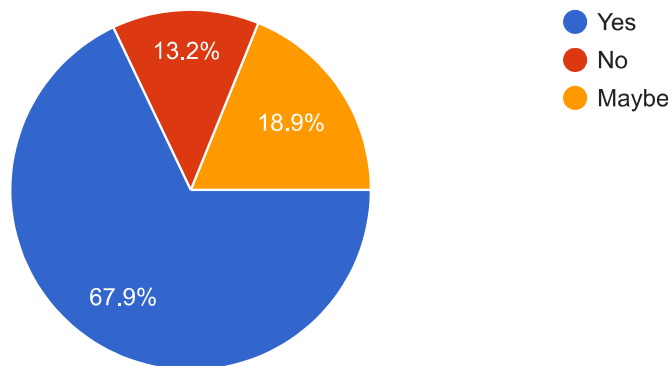
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Would you prefer anonymous counseling sessions through a mobile app?

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53 responses



What obstacle do you face in accessing counseling services on campus?

53 responses

Fear

None

Abatholakali kalula

Dates book

Getting time to make appointments

some studends are scared of taking pictures as evindence when telling them more about student counselling.

Maybe the counselor is not available and having to be scheduled for another date to find help meanwhile you're suffering

When I'm campus counseling...counselor don't pay attention on My problem and the have attitude

Sometimes you don't find them.

Having to face an Indian or other person ,meanwhile some of us are not familiar with English

stigma surrounding mental health. Despite increased awareness and efforts to reduce stigma, some students may still feel embarrassed or ashamed to seek help for their mental health concerns.

Attending

You book and they never get back to you to confirm your appointment

I cannot juggle between school work and going for sessions

Time keeping

Comfortable and finding trust to the environment.

Load shedding

I don't face any obstacles



Nervous

No replies when booking for counseling

It the matter of being shy to speak about the situation I once faced.

Judging eyes that is not welcoming

Finding the counseling venue

Transportation

Lack of understanding what is counseling and feeling nervous.

Their busy schedule

none

I often have classes when I'm in campus

nothings

When you go to student counselling they want you to send an email first which they never respond to

NO

I couldn't find the office

None

I have not tried to access counselling services, therefore I have no obstacles as yet

I'm not comfortable sharing my personal details with another person maybe an application will be better

We don't get help immediately when when we need ,they respond after months when you have forgotten that you once made an appointment.

Fear to be judged

Transportation and busy schedules

There is no obstacle I face



I haven't faced any obstacle

Being scared to open up to someone you don't know

I don't know where to find them

To talk my problems

Not easy to open up especially when occupied with other people

They respond late on email

Not getting them in their office

Their location is too far from venues

Nothing

It is not easy to access

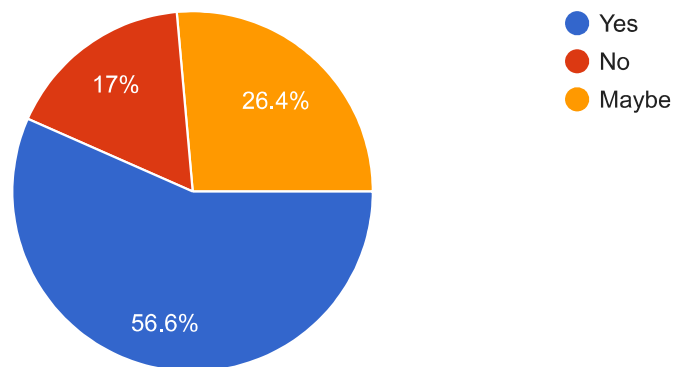
It's hard to get access to them

It's far away

Are you open to attending mental health workshops or seminars organized by the university?

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53 responses



How often do you feel the need to seek counseling support?

53 responses

Very often

80% of the time

Frequently

Everyday

Yes

2 times a week

once a week

Hardly

Everyday because.. I always have depression

More often especially when i have a lot of workloads

most of the time

Sometimes

Many times

Sometimes

Not often enough

Not quite sure

Now and then.

Twice a year

More often

Several times



I don't need counseling yet.

Once or twice a week

Often but i never let the thought survive very long

Each and every exam season

Twice a year

Atleast twice per week session

Not that much

not often

Less often

often because i find it had to speak about antthng am going through

never

ONCE A MONTH

Twice a week

Whenever im not at ease

Not very often

Every week

sometimes

Very often, since it may be the first time for some students to live by their own without parents next to them, especially first years for them to feel comfortable in a new environment.

Little bit of Nervous

Very often just don't believe in pouring my heart out to another person coz it feels like I'm being too emotional

Twice a week



Very often

Once a month

Not all the time

I'm not comfortable to talk to someone I've never seen before

If I have stress

Atleast once a month

Counselling is very important because we face many things that can even damage our brain because of thinking lot about it

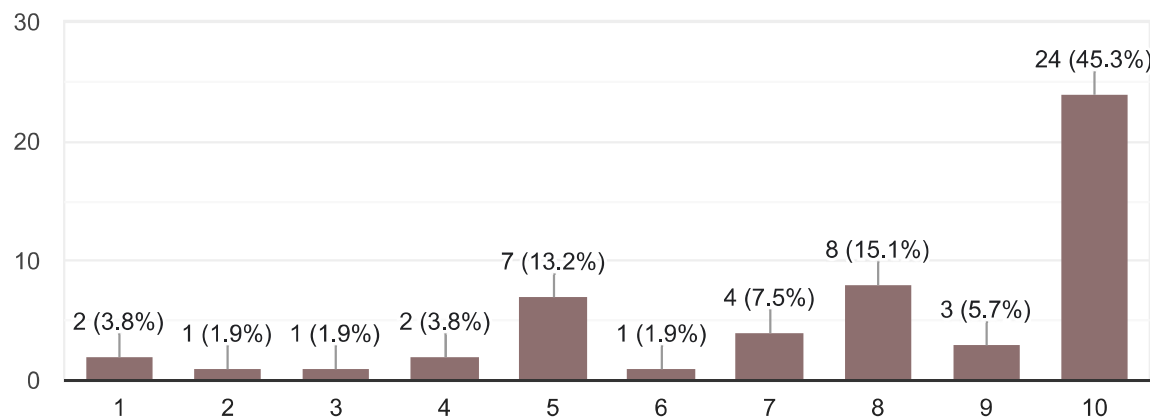
Always

No often

How comfortable would you be using a mobile app for student counseling services?

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53 responses



Any suggestions for MUT student counselling?

42 responses

No

Abayeke ayikho le yabo

Increase the number of counselors and support staff to reduce wait times and provide more personalized attention. Enhance campaigns to raise awareness about available counseling services, including promotional materials, workshops, and orientations.

it will be very good for the Friday table to be at North campus. since the bus are at North campus, Natural science students do not get time to go at Main camp. i think they do not even know about our friday table.more especially first year students.

I've mentioned it above

Improve services

This application would be helpful to us students some of us are shy when it comes to facing people getting a council online would be more than good to us

Ensure that counseling services are easily accessible to students. This may involve having multiple counselors available, extending counseling hours, and providing options for virtual or remote counseling sessions.

Have a counselling app

They should go in hand with physical activities whether it's exercises or getting involved in a certain sport to also improve physical health with your mental health.

Your service is very poor do something about it

Keep up the good work and be on time that you mentioned

Reach more students to their nearest residences like making this app a possible idea.

No

Improvement, they need to improve their communication. It's the same as if we do not have that student counseling in this campus

I would love to see the app and it will change many students lives and also it will make it easier



for students to contact students counseling team.

Replying on time

Improve service

Take care of MUT students and do follow-up after session

Establish a routine, create a safe space and focus on well being

Privacy and remain anonymous

no

TOP SERVICE PROVIDERS

They must encourage learners to invest some time in taking care of their bodies and eating healthily to improve in their daily academic activities

There must be an app

Make time for everyone someone could need help immediately and you could have helped but you didn't

Keep students' personal information as secured as possible.

There is no suggestions for now

They should try to help students in finding their root cause of anxiety and depression

They must do more adverts for upcoming events about student counselling and do more events

Non

Add the staff team include male

Giving students time to say their problems

Just be visible around campus

I have no suggestion

We need this app



The counselling service should be taken serious

They should make sure that students who went for counselling have received an excellent treat and they have improved their student's self-confident

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