

## COUNSELLING PRINCIPLES

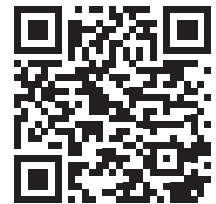
In the office of the Dean of Studies, we are the central point of contact for students and staff when it comes to questions about studying and teaching.

Here we offer information and advice on a wide range of issues for prospective students and students of the Faculty of Arts and Humanities. Our student advisers provide support in all phases of the degree programme, whether it is orientation, the start of studies, the course of studies or graduation. We provide guidance, support with decision-making and goal-setting, with personal challenges before and during the degree programme and in difficult study situations. Together with those seeking advice, we develop perspectives, clarify questions, discuss doubts and fears about studying and

point out support options for overcoming challenging situations. Our attitude towards prospective and current students is respectful, impartial and professional.

We strive to offer them supportive and respectful counselling, regardless of social categories such as gender, sexual orientation, origin, religion or age.

You can find more information about the programme on: [www.uni-goettingen.de/en/79997.html](http://www.uni-goettingen.de/en/79997.html)



**voluntary,  
free,  
confidential**

Our counselling is voluntary, free of charge and confidential. Counselling can be anonymous on request. In a few cases, counselling in the Dean of Studies Office is mandatory (e.g. filling out the maternity protection risk form for pregnant students or for a certificate for the immigration office). In these situations, however, the students themselves decide whether the counselling should go beyond the formalities, and here too we act in the best interests of those seeking advice.



**qualified,  
committed**

Our student advisors have extensive specialist knowledge and great experience. In order to ensure a high quality of advice, regular exchange, peer counselling, further training and supervision are a matter of course for us. We continuously educate ourselves on topics such as diversity, non-discrimination and accessibility and integrate intersectional and inclusion-sensitive perspectives into our counselling practice. Our aim is to align our counselling services with the needs of a diverse society and to continuously develop in this direction.



**transparent,  
individualised**

We attach great importance to ensuring that all counselling processes are transparent and clearly structured. As every counselling session is unique, we tailor the entire counselling process to the interests, goals and personal backgrounds, perspectives and life situations of those seeking advice.



**empathic**

Our counselling sessions are open-ended, which means that we support the person seeking advice in developing their own options for action and solutions. We listen to their concerns with empathy and work in a solution-orientated way. Our aim is to strengthen the counsellor's ability to act in decision-making processes. The counselling process is free from the strategic orientations and interests of the university and focuses exclusively on the person seeking advice and their individual needs.

