Smarthinking Tutor Response Form

Your tutor has written overview comments about your essay in the form below. Your tutor has also embedded comments **[in bold and in brackets]** within your essay. Thank you for choosing Smarthinking to help you improve your writing!

Hi, Kendra! This is Mickie G., and I look forward to working with you on this **Essay Center Review** to improve your writing today. Let's get started!

*Writing Strength:

Thank you for sending your essay about tele-therapy. You do a great job of using topic sentences to indicate which challenge each body paragraph will discuss. Here is an example:

- A clinician conducting a tele-therapy session also faces the challenge of providing culturally-relevant plans that are sensitive to the client's background and experiences.

This sentence helps readers to feel more prepared for the rest of your paragraph.

*Kendra 6064922 has requested that you respond to the Introduction/Conclusion:

I am concerned that your introduction is missing sentences that define what you mean by "tele-therapy." Because of this, your readers are not completely prepared for your thesis. So far, there is only one sentence before your thesis that mentions tele-therapy:

- Online communication has impacted virtually every discipline including the traditional client-counselor relationship.

This sentence will not be enough to engage readers in a discussion of tele-therapy. A great way to fix this problem is by adding an overview of tele-therapy to your introduction. When you write about an essay that involves discipline-specific terminology, the introduction should operationalize those terms because they have slightly different meanings to different groups of professionals. What is tele-therapy by definition? How do tele-therapists meet and interact with clients? Your introduction should answer these questions. Here is an example of a passage that gives an overview of a similar type of service in another introduction:

- By definition, an online credit recovery program is a service in which high school students who have failed certain courses can re-take those courses online and at their own pace.

This example gives a basic definition of an online educational program and a description of how it wokrs. Use this as a model to give an overview of tele-therapy in your introduction so that your readers are prepared for the rest of your essay.

Content Development:

Your body paragraphs are also missing examples of the specific ways in which therapists experience or overcome certain challenges. As a result, your readers will have trouble understanding how your ideas apply to real-life situations. Here is an example of one idea that has not been illustrated with specific examples:

- Depending on how thorough the intake process is, a counselor may or may not know the client's identifying information such as their race or ethnicity. If this happens, the clinician may not be making the most informed decision about the client and may be unknowingly insensitive (Schnyder, 2009).

Without examples, your readers might not understand which specific comments are insensitive or which decisions are culturally-relevant. To make your ideas more concrete, you can add examples to each body paragraph. An example describes a specific type of situation. What is an example of a comment or a decision that could be culturally-insensitive? What are some examples of cultural beliefs that a therapist should take into consideration when making decisions? You can use these questions to generate examples for your paragraph about cultural challenges. Then, look in your other paragraphs for places where you have mentioned an abstract concept without showing what it looks like in real life. Use these guidelines to add specific examples to your body paragraphs.

*Kendra 6064922 has requested that you respond to Use of Resources:

I noticed that some of your citations that include more than one author's name are missing commas, Kendra. This means that these citations do not completely match APA guidelines. The missing commas might also confuse readers about how many authors you are listing. Here is an example:

- Technology has become part of peoples' occupational, personal, and social lives and is used on a daily basis (Maheu, McMenamin, Pulier & Posen, 2012).

In this example, there is no comma before "&." When we cite sources with three or more authors in an APA paper, there should be a comma after each name that comes before "and" or "&." Here are a couple of examples of the format:

- Since 1991, nearly 60,000 Russian orphans have been adopted by families in the U.S. (Smith, Baker, & Jones, 2013).
- According to Smith, Baker, and Jones (2013), nearly 60,000 Russian orphans have been adopted by U.S. citizens since 1991.

In both examples, there is a comma before "&" or "and." Use these examples to proofread carefully for sentences that cite sources by three or more authors and to add missing commas. If you need more information about APA citations, our handbook has a really helpful chapter. Here is a link: http://services.smarthinking.com/static/document_library/docs/writeman/3_15_02.cfm.

Summary of Next Steps:

- Provide an overview of tele-therapy in your introduction.
- Add examples of each challenge to your body paragraphs.
- Use commas before "&" or "and" when listing three or more authors.

Kendra, thank you for sharing your essay about tele-therapy with me. This is a fascinating topic, and I enjoyed helping you today. –Mickie G.

Thank you for submitting your essay for a review. I enjoyed helping you with this step in the revision process. Have a good day!

You can find more information about writing, grammar, and usage in the Smarthinking Writer's Handbook.

Please look for comments **[in bold and in brackets]** in your essay below.

Thank you for submitting your work to Smarthinking! We hope to see you again soon.

Challenges of Tele-Therapy

The Internet has become part of peoples' occupational, personal, and social lives and is used on a daily basis. It affects the way individuals obtain information, converse, and connect with others. Online communication has impacted virtually every discipline including the traditional client-counselor relationship. Although tele-therapy poses many challenges, the counseling community can overcome these challenges by adopting consistent standards and by implementing tele-therapeutic training into graduate programs. **[Your thesis provides a helpful overview of your body paragraph topics. Because of thesis, your readers know that they should expect paragraphs about challenges and ways to overcome those challenges.]**

This lack of personal contact can be problematic to the client-counselor relationship. In some cases, a client and counselor may only hear the other's voice and written words while others may also see each other through the use of webcams. Counselors are trained to read the client's verbal and non-verbal cues and use those to guide the session (Sommers-Flanagan & Sommers-Flanagan, 2008). For example, a client's pitch, spacing of words, and tears all indicate that the person is upset. Typically, a counselor can tend to those needs by offering a tissue and adjust questions as needed. Tele-therapists seem to acknowledge these limitations and try to compensate for them. **[What are the specific ways in which tele-therapists can compensate for these challenges, Kendra? What is an example of a situation when a therapist compensated for these challenges? Adding more details and examples here will help your readers to better understand how to use tele-therapy more effectively.]** For example, Williams, King and Abbott (2009) discovered tele-therapists incorporated rapport building techniques throughout the course of treatment more than other techniques.

A clinician conducting a tele-therapy session also faces the challenge of providing culturally-relevant plans that are sensitive to the client's background and experiences. Depending on how thorough the intake process is, a counselor may or may not know the client's identifying information such as their race or ethnicity. If this happens, the clinician may not be making the most informed decision about the client and may be unknowingly insensitive (Schnyder, 2009). Tele-therapists should make strides to become more culturally competent. This can be achieved through asking relevant questions during the intake and subsequent sessions (Shaw & Shaw, 2006). Schnyder (2009) states, "treatment could be a lot more effective, however, when the cultural dimension is factored in" (p.127). **[You do a good job of citing page numbers for sentences that include quotations. This makes it easier for your readers to locate the information in the original source.]** Clinicians who are aware of their client's culture, background, and experiences are more likely to provide treatment that reflects the person's needs (Sommers-Flanagan & Sommers-Flanagan, 2008). In an interview, Audrey Jung proposed that counselors "try to do your best to understand where your clients are from, what their religious background is, what their ethnic or cultural background may be, how all of that influences them" (Anthony, Jung, Rosenauer, Nagel & Goss, 2010, p. 487).

Tele-therapy is further complicated because there are not any guidelines for online providers, although the National Board of Certified Counselors (NBCC) created the first set of online standards (Rummell & Joyce, 2010). The American Psychological Association (APA) has not directly addressed tele-communications while the American Counseling Association (ACA) requires counselors to speak with clients about the forum before the commencement of therapy (Rummell & Joyce, 2010). In addition, it is unclear whose state laws the clinician upholds; the client or the counselors if those differ therapy (Rummell & Joyce, 2010).

Another concern is if the client's personal information and records remain confidential. Clients right to privacy can be compromised over the internet or be overhead by third parties (Sommers-Flanagan & Sommers-Flanagan, 2008). **[When a plural noun is also possessive, we use an apostrophe after the plural –s. You can tell when a noun is possessive when it owns the word that comes after it. Which word in this sentence needs an apostrophe?]**

The cultural and ethical considerations may leave readers questioning the reliability and validity of tele-therapy. The field has acknowledged these limitations and is striving to provide appropriate services to this select population. Shaw and Shaw (2006) used a 16 item ethical checklist developed by the ACA to review online counseling websites and determine what aspects the counselor was or was not adhering to. This is a valuable tool that the ACA or NBCC could use to monitor websites. Fitzgerald, Hunter, Hadjistavropoulos, and Koocher (2010) recommend using the *Universal Declaration of Ethical Principles for Psychologists* for internet-based services. These would both be valuable tools for that the APA, ACA, NBCC, and others could use in the provision and monitoring of services.

Another suggestion is for tele-communication based services be integrated into graduate programs. That way students who were interested in this type of counseling could receive relevant information and have the opportunity to discuss and practice techniques with colleagues (Maheu et al., 2012). **[This paragraph is missing details about how graduate programs can educate prospective therapists about tele-therapy techniques. Which tele-therapy methods should graduate students learn about? Adding more details will make this paragraph more convincing.]**

The future of tele-communication in the mental health field appears optimistic. Tele-therapy provides therapeutic intervention to individuals who may not seek assistance otherwise.

[Your conclusion is missing sentences that summarize the main challenges that you have discussed. Adding a sentence that summarizes those challenges will help readers to remember your key points.] The implementation of cultural and ethical considerations could assist in the authentication of these services and strengthen the client-counselor relationship.

References

Anthony, K., Jung, A., Rosenauer, D., Nagel, D., & Goss, S. (2010). Interview with Audrey Jung, president of the International Society for Mental Health Online (ISMHO), presented at the Online Counselling and Therapy in Action conference, 25 April 2009. *British Journal of Guidance & Counselling*, *38*(4), 483-494. **[What is your teacher's preference about including doi numbers at the end of reference-page entries for journal articles? If you are required to use doi's, you can do an internet search to look for a free doi locator and search for each article's doi by article title.]**

Fitzgerald, T., Hunter, P. V., Hadjistavropoulos, T., & Koocher, G. P. (2010). Ethical and legal considerations for internet-based psychotherapy. *Cognitive Behavior Therapy*, *39*(3), 173-187.

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Schnyder, U. (2009). Future perspectives in psychotherapy. *European Archives of Psychiatry & Clinical Neuroscience*, 259,123-128.

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