

Needs Assessment for Online Psychoemotional Support for Students

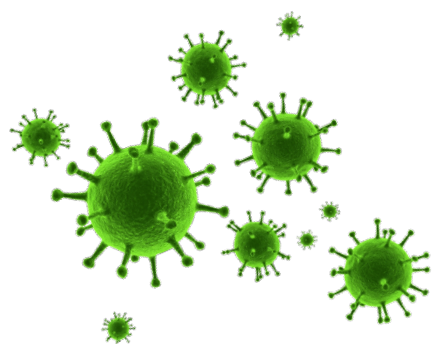
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Abstract

Ever since the COVID-19 pandemic, it is inevitable for everyone including university students to experience heightened psychological distress. This research aims to assess the priority needs to develop an online psychoemotional support system for undergraduate students. A total of 215 undergraduate students from University Malaysia Sarawak (UNIMAS) participated in this study. The needs assessment questionnaire was distributed via Google Form online and participants completed the survey anonymously. The data were analyzed using descriptive analysis. The results indicate that **95% of the students are aware of psychological distress symptoms**, whereas **63% suggest that they have experienced psychological distress**, and **51% believe that their friends have experienced the same psychological issues**. Despite their needs, **73% did not seek help to overcome their psychological distress**, due to the **difficulties to reach out to psychologists on campus (54%)**, hence, they **opt to get help from family and friends (24%)**. The **majority of the participants (94%) agreed that online psychoemotional support** would help them to reach out to mental health professionals. This study throws some light on the unmet needs of undergraduate students, hence online-based psychoemotional support programs could be developed to assist the students to go through their students' life and beyond.

Keywords: mental health, needs assessment, psychosocial well-being, emotional support

Background



During the unprecedented phase of the COVID-19 pandemic, the needs for mental health services has increased due to the emotional support demands during the crisis.

Problem Statement

Less than half per cent of low-income countries could not uptake teletherapy, internet and mobile-based interventions (WHO, 2022).



Lack of resources halted the students to reach out and obtain help from professionals.

Objectives

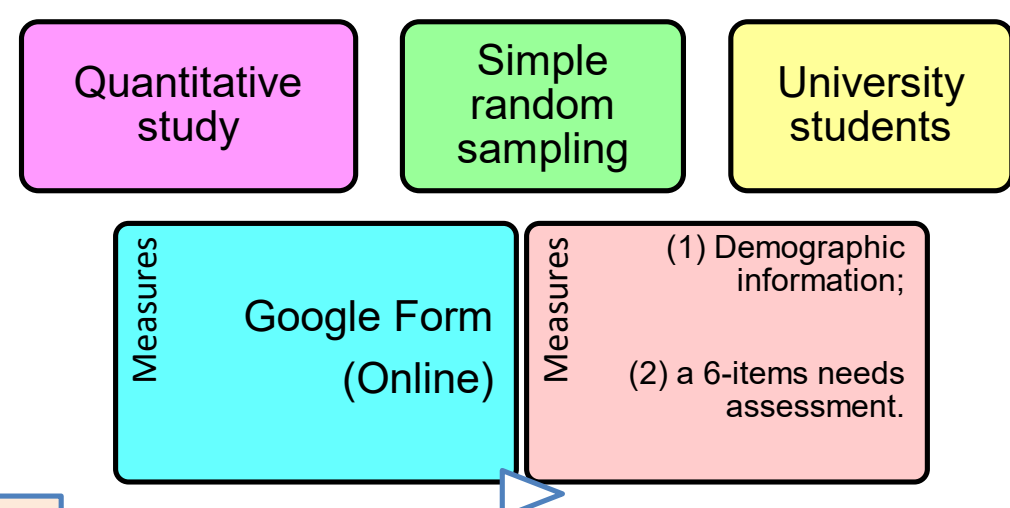


Therefore, this study aims to assess the need of developing online-based psychoemotional support for students in a university setting.

Conclusion

Online mental health services are essential to serving the students in an accessible manner to reduce the mental health burden, stigma and discrimination

Methodology



Results

A total of 215 undergraduate students participated in this study. Respondent's consent was obtained prior to answering the needs assessment.

