

Frequently asked questions (FAQ)

The following questions and answers will inform you about our service:

Who is entitled to the service?

All students of Goethe University who wish to receive help and support by fellow students (=buddies).

Who are the students or buddies offering help and support?

These are master students of Psychology who offer you their support and companionship for important appointments, events, or activities related to your studies. The students receive credit points for their services as part of a service learning seminar.

In what situations is it possible for the buddy to provide help and support?

This can be any study-related matter in which you feel a buddy might be able to support and reassure you. Depending on your needs, the contact with your buddy may involve anything from a single meeting or phone call up to regular or frequent personal meetings over months or even years. To give some examples, in the past, our buddies have accompanied students to lecturers, examination offices, the library, to resting areas, or special courses. Some of those challenges were rooted in special needs like disabilities or illnesses, physically or mentally, as in anxiety, depression, or Asperger syndrome. In other cases, students had just lost track or felt overwhelmed because of times of personal crisis or mischief. Some students came to talk about motivational problems finishing up their studies or combining work life with private life.

How will I be able to use the service?

If you get in touch with us by mail or phone, a coordinator will invite you to have a first appointment with her in which you can explain your situation. The coordinator will then refer you to a buddy for all further concerns.

Have I to take part for a fixed period?

NO! You have the possibility to cancel the service at any time and without providing any reasons.

Is there a diagnosis and therapy?

NO! There will be no diagnosis and therapy but a supportive presence from a fellow student.

Is the service free of charge?

YES! We offer this service free of charge.

Is the service anonymous?

YES! For the duration of taking part in the service we will take and store personalized data necessary to contact you (name, email address). We will delete these data irreversibly once you do not wish to use the service anymore, or anytime upon your request.

The buddies will have to produce anonymous reports of their appointments who will be discussed in seminars und documented in final reports. Any personal information in these reports will be anonymized in a way that you cannot be identified.

Have I to do anything to support the service?

NO! There are no obligations associated with the service for you. After some time we will ask you to fill out a short anonymous questionnaire in order to improve the service in future, but this is voluntary.

How often do appointments take place and where are the capacity limits of the service?

Meetings with the buddies can take place in the Call-a-CAB room, if needed, or in a café or restaurant, somewhere on campus, or in the form of a walk in the park - whatever you and your buddy feel comfortable with. Buddies are prepared to offer you one appointment per week but more frequent meetings may be a problem because the buddies need to study, too.

Will I be registered by health insurance for using the service?

NO! Taking part in the service is confidential and will not be reported to health insurance or any other third party. This holds for all students including Lehramt students.

Is it possible to combine the service with a therapy?

YES! The service may be used to complement any form of therapy. It might be helpful to consult your therapist in order to find the most effective way of cooperation between the buddy, the therapist/s, and you.