DISTANCE COUNSELING BIBLIOGRAPHY

by

Devan Coughlin

Jonathan D. Shy

James P. Sampson, Jr.

Janet G. Lenz

August 5, 2010

Copyright 2010 by Florida State University

Permission is granted to copy, disseminate, or otherwise  
reproduce this document provided appropriate credit is given.

**The Center for the Study of Technology in Counseling and Career Development**

Career Center, Dunlap Success Center, 100 S. Woodward Avenue, Tallahassee, FL 32306-4162

(850) 644-6431 (voice) (850) 644-3273 (FAX)

<http://www.career.fsu.edu/techcenter>

This bibliography, along with other bibliographies developed by the Center for the Study of Technology in Counseling and Career Development, is intended to assist practitioners, researchers, policy makers, and web site developers in identifying and locating sources of information on the design and use of counseling services offered at a distance. The ultimate aim of this effort is to improve the availability and quality of counseling services for adolescents and adults.

According to Sampson (2008), distance counseling, “allows practitioners to deliver (career) services through the use of e-mail, chat, telephone, or videoconferencing to adolescents and adults who may be underserved with face-to-face services or who may prefer the convenience of remote assistance” (p. 15). Over time, distance counseling has evolved to include cybertherapy, e-therapy, web counseling and online counseling, all of which are reflected in the citations listed.

Citations prior to 2006 include a liberal interpretation of distance counseling, and no attempt was made to reflect advancement in such as: the use of technology explicitly as a face-to-face intervention or means of outreach, providing information via the internet where distance counseling services did not take place, distance provided supervision, and use of online support groups, message boards or online communities that were not mediated by a practitioner. Instead, a deliberate effort was made to expand upon the original aim to address a variety of topics in distance counseling, such as: the nature and effectiveness, ethical issues, special populations, distance counselor competencies, and various media used in current distance counseling service delivery. The citations reflect the view that distance counseling can either be conducted effectively in a stand-alone environment or as a supplement to live counseling sessions.

The bibliography contains only a selected listing of available citations on distance counseling. Appropriate citations not included that readers wish to recommend for inclusion should be e-mailed to the above address for potential consideration. Our center does not include facilities for lending documents included in this bibliography. It is our hope that each citation provides enough information to assist the user in locating a specific resource. The citations are as follows:

Abroms, L. C., Gill, J., Windsor, R., & Simons-Morton, B. (2009). A process evaluation of e-mail counselling for smoking cessation in college students: Feasibility, acceptability and cost. *Journal of Smoking Cessation, 4*(1), 26-33.

Ainsworth, M. (2004). *The ABC's of internet therapy.* Retrieved July 25, 2010, from <http://www.metanoia.org/imhs/index.html>.

Akmehmet-Sekerler, S. (2009). A qualitative study of online counselor experiences and online counseling session dynamics. *Dissertation Abstracts International Section A: Humanities and Social Sciences, 69*(11-A), 4252.

Alcaniz, M., Botella, C., Banos, R. M., Zaragoza, I., & Guixeres, J. (2009). The intelligent e-therapy system: A new paradigm for telepsychology and cybertherapy. *British Journal of Guidance & Counselling, 37*(3), 287-296.

Alemi, F., Haack, M. R., Nemes, S., Aughburns, R., Sinkule, J., & Neuhauser, D. (2007). Therapeutic emails. *Substance Abuse Treatment, Prevention, and Policy, 2*(7). doi: 10.1186/1747-597X-2-7

Alleman, J. R. (2002). Online counseling: The internet and mental health treatment. *Psychotherapy: Theory, Research, Practice, Training, 39*, 199-209.

American Counseling Association. (2005). *ACA code of ethics.* Retrieved from [www.counseling.org/ethics](http://www.counseling.org/ethics)

American Mental Health Counselors Association. (2000). *Code of ethics of the American Mental Health Counselors Association.* Retrieved from <http://www.amhca.org/assets/content/CodeofEthics1.pdf>

American Psychological Association. (2010). *Ethical principles of psychologists and code of conduct.* Retrieved from <http://www.apa.org/ethics/code/index.aspx>

American School Counselor Association. (2004). *Ethical standards for school counselors.* Retrieved from <http://www.schoolcounselor.org/content.asp?contentid=173>

Amichai-Hamburger, Y., McKenna, K. Y. A., & Tal, S. (2008). E-empowerment: Empowerment by the internet. *Computers in Human Behavior, 24*, 1776-1789. doi: 10.1016/j.chb.2008.02.002

Amstadter, A. B., Broman-Fulks, J., Zinzow, H., Ruggiero, K. J., & Cercone, J. (2009). Internet-based interventions for traumatic stress-related mental health problems: A review and suggestion for future research. *Clinical Psychology Review, 29*, 410-420. doi:10.1016/j.cpr.2009.04.001

Andersson, G. (2009). Using the internet to provide cognitive behaviour therapy. *Behaviour Research and Therapy, 47*, 175-180. doi:10.1016/j.brat.2009.01.010

Andersson, G., Carlbring, P., Holmstrom, A., Sparthan, E., Furmark, T., Nilsson-Ihrfelt, E., ... Ekselius, L. (2006). Internet-based self-help with therapist feedback and in vivo group exposure for social phobia: A randomized controlled trial. *Journal of Consulting and Clinical Psychology, 74*, 677-686.

Anthony, K. (2003). The use and role of technology in counseling and psychotherapy. In S. Gross, & K. Anthony (Eds.). *Technology in counseling and psychotherapy: A practitioner's guide* (pp. 13-35). Houndmill: Palgrave Macmillan.

Anthony, K., & Merz Nagel, D. (2009). *Therapy online: A practical guide*. London: Sage.

Anthony, K. (2000). Counseling in cyberspace. *Counseling Journal, 11*, 625-627.

Anthony, K. (2001). Online relationships and cyberinfedelity-implications for practitioners. *Counseling Journal, 12*, 38-39.

Association for Counselor Education and Supervision. (1999). *Technical competencies for counselor education students: Recommended guidelines for program development.* Retrieved from <http://filebox.vt.edu/users/thohen/THOHEN/competencies.htm>

Association for Specialists in Group Work. (2007). *ASGW best practice guidelines.* Retrieved from <http://www.asgw.org/PDF/Best_Practices.pdf>

Association of Computer-Based Systems for Career Information. (2006). *Consumer guide for evaluating career information and services.* Retrieved from <http://www.acsci.org/PDFs/ACSCIConsumerGuiderev.pdf>

ASW Consulting. *Commentary on usage data for the learndirect advice website*. Sheffield: UFI.

Atanasoff, L. M. (2006). Computer - mediated communication and online counseling relationship development. *Dissertation Abstracts International Section A: Humanities and Social Sciences, 66*(10-A), 3575.

Attridge, W. C. (2000). *Ethical considerations for internet counseling.* Retrieved from <http://www.eric.ed.gov/PDFS/ED448369.pdf>

Baca, C. T., & Manuel, J. K. (2007). Satisfaction with long-distance motivational interviewing for problem drinking. *Addictive Disorders & their Treatment, 6*(1), 39-41.

Baltimore, M., & Brown, L. (2004). On-demand interactive clinical supervision training: Using multimedia for building basic skills in supervision. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 259-274). Greensboro, NC: CAPS Press.

Bambling, M., King, R., Reid, W., & Wegner, K. (2008). Online counselling: The experience of counsellors providing synchronous single-session counselling to young people. *Counselling & Psychotherapy Research, 8*, 110-116.

Banos, R. M., Botella, C., Guillen, V., Garcia-Palacios, A., Quero, S., Breton-Lopez, J. ... Alcaniz, M. (2009). An adaptive display to treat stress-related disorders: EMMA's world. *British Journal of Guidance & Counselling, 37*, 347-356. doi: 10.1080/03069880902857064

Barak, A. (1999). Psychological applications on the internet: A discipline on the threshold of a new millennium. *Applied & Preventative Psychology, 8*, 231-245.

Barak, A., & Bloch, N. (2006). Factors related to perceived helpfulness in supporting highly distressed individuals through an online support chat. *CyberPsychology & Behavior, 9*(1), 60-68. doi:10.1089/cpb.2006.9.60

Barak, A., Klein, B., & Proudfoot, J. G. (2009). Defining internet-supported therapeutic interventions. *Annals of Behavioral Medicine, 38*(1), 4-17. doi: 10.1007/s12160-009-9130-7

Barak, A. (2003). Ethical and professional issues in career assessment on the internet. [Ethical and professional issues in career assessment on the internet] *Journal of Career Assessment, 11*, 3-21.

Barak, A. (2007). Emotional support and suicide prevention through the internet: A field project report. *Computers in Human Behavior, 23*, 971-984. doi:10.1016/j.chb.2005.08.001

Barak, A., Boniel-Nissim, M., & Suler, J. (2008). Fostering empowerment in online support groups. *Computers in Human Behavior, 24*, 1867-1883. doi:10.1016/j.chb.2008.02.004

Barnes, A. (2008). *Workforce development and the use of ICT in delivering career guidance in the UK.* Retrieved July 28, 2010, from <http://crac.org.uk/CMS/files/upload/ICTSkills2_Report.pdf>

Barnes, A., La Gro, N., & Watts, A. G. (2010). *Developing e-guidance competences: The outcomes of a two year european project to transform the professional development of career guidance practitioners*. Cambridge: Career Research and Development.

Baron, J., Bierschwale, D., & Bleiberg, J. R. (2006). Clinical implications of students' use of online communication for college psychotherapy. *Journal of College Student Psychotherapy, 20*, 69-77.

Barthelmeus, S. J. (2000). Disclosure of the limitations, risks and benefits by online counseling services: An investigation of the effects of differing amounts of information on perceived desirability. *Dissertation Abstracts International, 60*, 3556B.

Bauer, S., Moessner, M., Wolf, M., Haug, S., & Kordy, H. (2009). ESSPRIT--an internet-based programme for the prevention and early intervention of eating disorders in college students. *British Journal of Guidance & Counselling, 37*, 327-336.

Baur, C. (2000). Limiting factors on the transformative powers of e-mail in patient-physician relationships: A critical analysis. *Health Communication, 12*, 239-259.

Beattie, A., Shaw, A., Kaur, S., & Kessler, D. (2009). Primary-care patients' expectations and experiences of online cognitive behavioural therapy for depression: A qualitative study. *Health Expectations, 12*(1), 45-59. doi:10.1111/j.1369-7625.2008.00531.x

Bessell, T. L., McDonald, S., Silagy, C. A., Anderson, J. N., Hiller, J. E., & Sansom, L. N. (2002). Do internet interventions for consumers cause more harm than good? A systematic review. *Health Expectations, 5*, 28-37.

Bessière, K., Kiesler, S., Kraut, R., & Boneva, B. S. (2008). Effects of internet use and social resources on changes in depression. *Information, Communication & Society, 11*, 47-70. doi: 10.1080/13691180701858851

Beutler, S. (2008). Introducing students to career exploration. *Techniques: Connecting Education and Careers, 83*, 50-52.

Bimrose, J., Barnes, S., & Attwell, G. (2010). *An investigation into the skills needed by connexions personal advisers to develop internet-based guidance*. London: CfBT. Retrieved from <http://www.cfbt.com/evidenceforeducation/pdf/Investigation-CPAs%28Exec.Sum%29.pdf>

Bloom, J. W. (1998). The ethical practice of web counseling. *British Journal of Guidance & Counselling, 23*, 53-59.

Bloom, J. W., & & G. R. Walz (Eds.). (2000). *Cybercounseling and cyberlearning: Strategies and resources for the millennium*. Alexandria, VA: American Counseling Association.

Bloom, J. W., & Sampson, J. P., Jr. (1998). *Core standards for internet mental health practice.* Retrieved June 25, 2010, from <http://www.career.fsu.edu/documents/implementation/Core%20Standards%20for%20Internet%20Mental%20Health%20Practice.htm>

Bloom, J. W., & Walz. G. R. (Eds.). (2004). *Cybercounseling and cyberlearning: An encore*. Greensboro, NC: CAPS Press.

Bobevski, I., Holgate, A. M., & McLennan, J. (1997). Characteristics of effective telephone counseling skills. *British Journal of Guidance & Counselling, 25*, 239-249.

Boer, P. M. (2001). *Career counseling over the internet*. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.

Boneva, B., Quinn, A., Kraut, R., Kiesler, S., & Shklovski, I. (2006). Teenage communication in the instant messaging era. In R. Kraut, M. Brynin, & S. Kiesler (Eds.). *Computers, phones, and the internet: Domesticating information technology.* (pp. 201-218). New York, NY: Oxford University Press.

Botella, C., Gallego, M. J., Garcia-Palacios, A., Banos, R. M., Quero, S., & Alcaniz, M. (2009). The acceptability of an internet-based self-help treatment for fear of public speaking. *British Journal of Guidance & Counselling, 37*, 297-311.

Botella, C., García-Palacios, A., Villa, H., Baños, R. M., Quero, S., Alcañiz, M., & Riva, G. (2007). Virtual reality exposure in the treatment of panic disorder and agoraphobia: A controlled study. *Clinical Psychology & Psychotherapy, 14*, 164-175. doi:10.1002/cpp.524

Brice, A. (1999). A case study of therapeutic support using e-mail. *Person-Centered Practice, 7*, 27-32.

British Association for Counselling. (1999). *Counselling online...opportunities and risks in counselling clients via the internet: A BAC special report for purchasers and providers*. Warwickshire, England: Author.

Brynin, M., & Kraut, R. (2006). Social studies of domestic information and communication technologies. In R. Kraut, M. Brynin, & S. Kiesler (Eds.). *Computers, phones, and the internet: Domesticating information technology.* (pp. 3-18). New York, NY: Oxford University Press.

Burgess, N., Christensen, H., Leach, L. S., Farrer, L., & Griffiths, K. M. (2008). Mental health profile of callers to a telephone counselling service. *Journal of Telemedicine and Telecare, 14*, 42-47.

Burke, M., Kraut, R., & Joyce, E. (2010). Membership claims and requests: Conversation-level newcomer socialization strategies in online groups. *Small Group Research, 4*, 4-40. doi: 10.1177/1046496409351936

Butler, B., Sproull, L., Kiesler, S., & Kraut, R. (2008). Community effort in online groups: Who does the work and why? In S. P. Weisband (Ed.). *Leadership at a distance: Research in technologically-supported work.* (pp. 171-193). Mahwah, NJ: Lawrence Erlbaum Associates Publishers.

Butler, S. K., & Constantine, M. G. (2006). Web-based peer supervision, collective self-esteem, and case conceptualization ability in school counselor trainees. *Professional School Counseling, 10*, 146-152.

Caffery, L., & Smith, A. C. (2006). The relation between response time and the re-utilization of an email based counselling system. *Journal of Telemedicine and Telecare, 12*(3), 20-22.

Cahill, M., & Martland, S. (1995). *Extending the reach: Distance delivery in career counseling* (No. EDO-CG-95-73). Retrieved from <http://www.eric.ed.gov.proxy.lib.fsu.edu/PDFS/ED414513.pdf>

Calear, A. L., Christensen, H., Mackinnon, A., Griffiths, K. M., & O'Kearney, R. (2009). The YouthMood project: A cluster randomized controlled trial of an online cognitive behavioral program with adolescents. *Journal of Consulting and Clinical Psychology, 77*, 1021-1032.

Camillus, C. M. (2008). To e- or not to e-: An analogue study of disclosure rates in e-counseling. *Dissertation Abstracts International: Section B: The Sciences and Engineering, 68*(7-B), 4813.

Carlbring, P., Westling, B. E., Ljungstrand, P., Ekselius, L., & Andersson, G. (2001). Treatment of panic disorder via the internet: A randomized trial of a self-help program. *Behavior Therapy, 32*, 751-764.

Carlbring, P., & Andersson, G. (2006). Internet and psychological treatment. how well can they be combined? *Computers in Human Behavior, 22*, 545-553. doi:10.1016/j.chb.2004.10.009

Carlbring, P., Furmark, T., Steczko, J., Ekselius, L., & Andersson, G. (2006). An open study of internet-based bibliotherapy with minimal therapist contact via email for social phobia. *Clinical Psychologist, 10*, 30-38.

Carlbring, P., Nilsson-Ihrfelt, E., Waara, J., Kollenstam, C., Buhrman, M., Kaldo, V., Söderberg, ... Andersson, G. (2005). Treatment of panic disorder: Live therapy vs. self-help via the internet. *Behaviour Research and Therapy, 43*, 1321-1333. doi: 10.1016/j.brat.2004.10.002

Carlbring, P., Nordgren, L. B., Furmark, T., & Andersson, G. (2009). Long-term outcome of internet-delivered cognitive–behavioural therapy for social phobia: A 30-month follow-up. *Behaviour Research and Therapy, 47*, 848-850. doi: 10.1016/j.brat.2009.06.012

Carlson, L. A., Portman, T. A. A., & Bartlett, J. R. (2006). Professional school counselors' approaches to technology. *Professional School Counseling, 9*(3), 252-256.

Caspar, F., & Berger, T. (2005). The future is bright: How can we optimize online counseling, and how can we know whether we have done so? *The Counseling Psychologist, 33*(6), 900-909.

Castelnuovo, G., Gaggioli, A., & Riva, G. (2001). CyberPsychology meets clinical psychology: The emergence of e-therapy in mental health care. In G. Riva, & C. Galimberti (Eds.). *Towards CyberPsychology: Mind, cognition and society in the internet age* (pp. 229-252). Amsterdam: IOS Press.

Cavanagh, K., Shapiro, D. A., & Zack, J. S. (2003). The computer plays therapist: The challenges and opportunities of psychotherapeutic software. In S. Goss, & K. Anthony (Eds.). *Technology in counselling and psychotherapy: A practitioner's guide* (pp. 165-194). London: Palgrave.

Cavanagh, K., Wright, J., Zack, J. S., & Shapiro, D. (2003). Computer programmes for psychotherapy. In S. Goss, & K. Anthony (Eds.). (pp. 143-164). New York, NY: Palgrave Macmillan.

Cavanagh, K., Zack, J., & Shapiro, D. A. (2003). Empirically supported computerized psychotherapy. In R. Wootton, P. Yellowness, & P. McLaren (Eds.). *Telepsychiatry and e-mental health* (pp. 273-290). London: Royal Society of Medicine Press.

Celio, A. A., Winzelberg, A. J., Wilfley, D. E., Eppstein-Heral, D., Springer, E. A., Dev, P., ... Talor, C. B. (2000). Reducing risk factors for eating disorders: Comparison of an internet and a classroom-delivered psychoeducational program. *Journal of Consulting and Clinical Psychology, 68*, 650-657.

Center for Credentialing and Education. (n.d). *Distance credentialed counselor (DCC).* Retrieved July 27, 2010, from <http://www.cce-global.org/credentials-offered/dccrecert/edopp>

Chang, T. (2005). Prioritizing psychoeducation, self-help, and mutual help for counseling psychology research and practice. *The Counseling Psychologist, 33*, 881-890. doi:10.1177/0011000005279962

Chang, T., Yeh, C. J., & Krumboltz, J. (2001). Process and outcome evaluation of an on-line support group for Asian American male college students. *Journal of Counseling Psychology, 48*, 319-329. doi:10.1037/0022-0167.48.3.319

Chechele, P. J., & Stofle, G. (2003). Individual therapy online via email and internet relay chat. In S. Goss, & K. Anthony (Eds.). *Technology in counseling and psychotherapy: A practitioner's guide* (pp. 39-58). Houndmills, UK: Palgrave Macmillan.

Cheon, J., & Grant, M. (2009). Web-based assessment tool for communication and active listening skill development. *TechTrends: Linking Research and Practice to Improve Learning, 53*(6), 24-34.

Chester, A., & Glass, C. A. (2006). Online counselling: A descriptive analysis of therapy services on the internet. *British Journal of Guidance & Counselling, 34*, 145-160.

Childress, C. A. (1999). Interactive e-mail journals: A model of providing psychotherapeutic intervention using the internet. *CyberPsychology & Behavior, 2*, 213-221.

Chope, R. C. (2009). Distance Counseling. *Career Planning and Adult Development Journal, 25*, 8-16.

Christie, B. S.(2001). *Counseling supervisees experiences of distance clinical supervision*. Alexandria, VA: American Counseling Association.

Christogiorgos, S., Vassilopoulo, V., Florou, A., Xydou, V., Douvou, M., Vgenopoulou, S., ... Tsiantis, J. (2010). Telephone counselling with adolescents and countertransference phenomena: Particularities and challenges. *British Journal of Guidance & Counselling, 38*(3), 313-325. doi:10.1080/03069885.2010.482394

Clark, G., Horan, J. J., Kovalsky, T., & Hackett, G. (2000). Interactive career counseling on the internet. *Journal of Career Assessment, 8*, 85-93. doi:10.1177/106907270000800107

Clawson, T. W. (2000). *Expanding professions globally: The united states as a marketplace for global credentialing and cyberapplications.* Alexandria, VA: American Counseling Association.

Cogoi, C. (2006). *Using ICT in guidance: Practitioner competences and training*. Bologna: ASTER.

Cohen, G. E., & Kerr, B. A. (1998). Computer-mediated counseling: An empirical study of a new mental health treatment. *Computers in Human Services, 15*, 13-26.

Collie, K., Čubranić, D., & Long, B. C. (2002). Audiographic communication for distance counselling: A feasibility study. *British Journal of Guidance & Counselling, 30*, 269-284. doi:10.1080/0306988021000002317

Collie, K., Mitchell, D., & Murphy, L. (2001). *E-mail counseling: Skills for maximum impact.* (No. EDO-CG-01-03). Retrieved from ERIC.

Collis, B., Winnips, K., & Moonen, J. (2000). Structured support versus learner choice via the world wide web (WWW): Where is the payoff? *Journal of Interactive Learning Research, 11*, 131-162.

Colon, Y. (1996). Chatter(er) ing through the fingertips: Doing a group therapy online. *Women and Performance: A Journal of Feminist Therapy, 9*, 205-215.

Colon, Y., & Friedman, B. (2003). Conducting group therapy online. In S. Goss, & K. Anthony (Eds.). *Technology in counseling and psychotherapy: A practitioners guide* (pp. 59-74). Houndmills, UK: Palgrave Macmillan.

Coman, G. J., Burrows, G. D., & Evans, B. J. (2001). Telephone counseling in australia: Applications and considerations for use. *British Journal of Guidance & Counselling, 29*, 247-258.

Commission on Rehabilitation Counselor Certification. (2010). *CRC/CCRC code of ethics.* Retrieved, from <https://www.crccertification.com/filebin/pdf/CRCC_COE_1-1-10_Rev12-09.pdf>

Cook, J. E., & Doyle, C. (2002). Working alliance in online therapy as compared to face-to-face therapy: Preliminary results. *CyberPsychology & Behavior, 5*, 95-105. doi:10.1089/109493102753770480

Cummings, J. N. Sproull, L., & Kiesler, S. B. (2002). Beyond hearing: Where the real-world and online support meet. *Group Dynamics, 6,* 78-88.

Dabbish, L., & Kraut, R. (2008). Awareness displays and social motivation for coordinating communication. *Information Systems Research, 19*(2), 221-238. doi:10.1287/isre.1080.0175

Danahy, K. S. (1999). The EU directive and the U. S. safe harbor response: A model for internet privacy protection in the U. S.? Paper presented for Computers, Law, & Society.

Day, S. X., & Schneider, P. L. (2000). The subjective experience of therapists in face-to-face video and audio sessions. In J. W. Bloom, & Walz. G. R. (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 203-218). Alexandria, VA: American Counseling Association.

Day, S. X., & Schneider, P. L. (2002). Psychotherapy using distance technology: A comparison of face-to-face, video and audio treatment. *Journal of Counseling Psychology, 49*, 499-503. doi:10.1037/0022-0167.49.4.499

Delmonico, D. L., Daninhirsch, C., Page, B., Walsh, J., L'Amoreaux, N. A., & Thompson, R. S. (2000). The palace: Participant responses to a virtual support group. *Journal of Technology in Counseling, 2* retrieved from <http://jtc.colstate.edu/Vol1_2/palace.htm>

Desert News (1998). *Internet use can boost depression.* Pittsburgh, PA

DeMers, S. T., Van Horne, B. A., & Rodolfa, E. R. (2008). Changes in training and practice of psychologists: Current challenges for licensing boards. *Professional Psychology: Research and Practice, 39*(5), 473-479. doi: 10.1037/0735-7028.39.5.473

Devineni, T., & Blanchard, E. B. (2005). A randomized controlled trial of an internet-based treatment for chronic headache. *Behaviour Research and Therapy, 43*, 277-292. doi: 10.1016/j.brat.2004.01.008

DiIorio, C., Reisinger, E. L., Yeager, K. A., & McCarty, F. (2009). A telephone-based self-management program for people with epilepsy. *Epilepsy & Behavior, 14*, 232-236. doi:10.1016/j.yebeh.2008.10.016

Döring, N., & Eichenberg, C. (2007). Klinisch-psychologische interventionen mit mobilmedien. ein neues paxis-und forschungsfeld. / clinical-psychological interventions with mobile media. A new field of practice and research. *Psychotherapeut, 52*, 127-135. doi:10.1007/s00278-006-0523-9

DuMez, E. (2000). Cyberpaths to ethical competence. In J. W. Bloom, & Walz. G. R. (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 379-397). Alexandria, VA: American Counseling Association.

Duncan, D. M., & Watts, R. E. (1999). Counseling and the internet. In Stevens, P. (Ed.). *Ethical casebook for the practice of marriage and family counseling* (pp. 159-172). Alexandria, VA: American Counseling Association.

Dyer, K. A., & Thompson, C. D. (2000). Internet use for web-education on the overlooked areas of grief and loss. *CyberPsychology & Behavior, 3*, 255-270. doi:10.1089/109493100316111

Efstathiou, G. (2009). Students' psychological web consulting: Function and outcome evaluation. *British Journal of Guidance & Counselling, 37*, 243-255. doi:10.1080/03069880902956983

England, G., Van Holten, A., & Urbahn, J. (2008, February). Career guidance by telephone—a valuable tool for experienced consultants. Paper presented at the *AUT and CPANZ Research Conference,* Retrieved from <http://www.iccdpp.org/Portals/1/NZ%20Career_Services_-_Career_guidance_by_telephone.pdf>

Estabrooks, P. A., Shoup, J. A., Gattshall, M., Dandamudi, P., Shetterly, S., & Xu, S. (2009). Automated telephone counseling for parents of overweight children: A randomized controlled trial. *American Journal of Preventive Medicine, 36*, 35-42. doi:10.1016/j.amepre.2008.09.024

Evers, K. E., Prochaska, J. M., Prochaska, J. O., Driskell, M. M. Cummins, C. O., & Velicer, W. F. (2003). Strengths and weaknesses of health behavior change programs on the internet. *Journal of Health Psychology, 8*, 63-70. doi:10.1177/1359105303008001435

Fenichel, M., Suler, J., Barak, A., Zelvin, E., Jones, G., Munro, K., ... Walker-Schmucker, W. (2002). Myths and realities of online clinical work. *CyberPsychology & Behavior, 5*, 481-497. doi:10.1089/109493102761022904

Fingeld, D. L. (1999). Psychotherapy in cyberspace. *Journal of the American Psychiatric Nurses Association, 5*, 105-110. doi:10.1177/107839039900500401

Fletcher-Tomenius, L. J., & Vossler, A. (2009). Trust in online therapeutic relationships: The therapist’s experience. *Counselling Psychology Review, 24*(2), 24-33.

Florida State University Center for the Study of Technology in Counseling and Career Development. (2002). *Web standards for internet-based computer assisted career guidance systems.* Retrieved June 19, 2010, from [www.career.fsu.edu/techcenter/computer\_applications/web\_standards.html](http://www.career.fsu.edu/techcenter/computer_applications/web_standards.html)

Ford, G. (2006). *Ethical reasoning for mental health professionals*. Thousand Oaks, CA: Sage.

Fukkink, R. G., & Hermanns, J. M. A. (2009). Children's experiences with chat support and telephone support. *Journal of Child Psychology and Psychiatry, 50*(6), 759-766. doi:10.1111/j.1469-7610.2008.02024.x

Gabriele, J. M. (2009). Effects of nondirective and directive support on weight loss in an e-counseling intervention. *Dissertation Abstracts International: Section B: The Sciences and Engineering, 69*(9-B), 5777.

Gammon, D., Sorlie, T., Bergvik, S., & Sorensen Hoifodt, T. (1998). Psychotherapy supervision conducted by videoconferencing: A qualitative study of users' experiences. *Journal of Telemedicine and Telecare, 4*(1), 33-35.

Gary, J. M., & Remolino, L. (2000). Coping with loss and grief through on-line support groups. In J. W. Bloom, & Walz. G. R. (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 95-115). Alexandria, VA: American Counseling Association.

Gary, J. M. (2003). *Cultural and global linkages of emotional support through online support groups* (No. ED481140). Retrieved from <http://eric.ed.gov>

Gast, M. (2000). Problems with Regulating the Internet. *European Union Internet Privacy Law*.

Gelardin, S., & Hubbard, P. *Learn how to integrate ePortfolios and blogs into distance career counseling.* Retrieved July 29, 2010, from <http://www.associationdatabase.com/aws/NCDA/pt/sd/news_article/5163/_PARENT/layout_details/false>

George, J. (1998). Telephone counselling. In M. Crawford, R. Edwards & L. Kydd (Eds.). *Taking issue: Debates in guidance and counselling in learning* (pp. 104-114). London: Routledge/Open University.

Germain, V., Marchand, A., Bouchard, S., Guay, S., & Drouin, M. (2010). Assessment of the therapeutic alliance in face-to-face or videoconference treatment  
for posttraumatic stress disorder. *Cyberpsychology, Behavior, and Social Networking, 13*(1), 29-35. doi:10.1089=cyber.2009.0139

Ghilani, M. E. (2005). *Using web-based career resources to enhance career counseling.* Retrieved June 25, 2010, from <http://www.associationdatabase.com/aws/NCDA/pt/sd/news_article/5122/_PARENT/layout_details/false>

Gillispie, J. F. (2007). Cyber shrinks: Expanding the paradigm. In J. Gackenbach (Ed.). *Psychology and the internet (*2nd ed.*)* (pp. 245-273). Burlington: Academic Press. doi: 10.1016/B978-012369425-6/50029-1

Glasheen, K., & Campbell, M. (2009). The use of online counselling within an australian secondary school setting: A practitioner’s viewpoint. *Counselling Psychology Review, 24*, 42-51.

Gore, P. A., Jr., & Leuwerke, W. C. (2008). Technological advances: Implications for counseling psychology research, training, and practice. In S. D. Brown, & R. W. Lent (Eds.). *Handbook of counseling psychology (*4th ed*.).* (pp. 38-53). Hoboken, NJ, US: John Wiley & Sons Inc.

Goss, S., & Anthony, K. (2003). *Technology in counselling and psychotherapy: A practitioner's guide.* New York, NY: Palgrave Macmillan.

Goss, S., & Anthony, K. (2009). Developments in the use of technology in counselling and psychotherapy. *British Journal of Guidance & Counselling, 37*, 223-230. doi:10.1080/03069880902956967

Graf-Oppolzer, H. (2006). Internet, beratung und psychotherapie: Eine gerade noch aktuelle bestandsaufnahme. / internet, counseling, and psychotherapy: A just timely survey. *Psychotherapie Forum, 14*, 193-198. doi:10.1007/s00729-006-0158-x

Green, K. E., & Iverson, K. M. (2009). Computerized cognitive–behavioral therapy in a stepped care model of treatment. *Professional Psychology: Research and Practice, 40*, 96-103. doi: 10.1037/a0012847

Griffiths, K. M., & Christensen, H. (2000). Quality of web based information on treatment of depression: Cross sectional survey. *British Medical Journal, 321*, 1511-1519.

Griffiths, M. D. (2001). Online therapy: A cause for concern? *Psychologist, 14*, 244-248.

Griffiths, M. D., & Cooper, G. (2003). Online therapy: Implications for problem gamblers and clinicians. *British Journal of Guidance & Counselling, 31*, 113-135. doi:10.1080/0306988031000086206

Grohol, J. M. (2005). *Best practices in e-therapy: Confidentiality and privacy.* Retrieved June 19, 2010, from <http://psychcentral.com/best/best2.htm>

Grohol, J. M., (Ed.). (1998). Future clinical directions: Professional development, pathology, and psychotherapy on-line. In J. Gackenbach (Ed.). *Psychology and the internet, intrapersonal, interpersonal, and transpersonal implications* (pp. 111-140). San Diego: Academic Press.

Gutterman, J. R., & Kirk, M. A. (1999). Mental health counselors and the internet. *Journal of Mental Health Counseling, 21*, 309-323.

Haas, C. (2000). Online counseling presents challenges for mental health experts. *Counseling Today, 22*(18), 31.

Haberstroh, S., Duffey, T., Evans, M., Gee, R., & Trepal, H. (2007). The experience of online counseling. *Journal of Mental Health Counseling, 29*, 269-282.

Haberstroh, S., Parr, G., Bradley, L., Morgan-Fleming, B., & Gee, R. (2008). Facilitating online counseling: Perspectives from counselors in training. *Journal of Counseling & Development, 86*, 460-470.

Hamilton, A. (1999). On the virtual couch. *Behavior, 153* (20).

Hampton, N. Z., & Houser, R. (2000). Applications of computer-mediated communications via the internet in rehabilitation counseling. *Journal of Applied Rehabilitation Counseling, 31*, 3-9.

Han, S. (2008). Cyber counseling in the U.S.A. and south Korea: Attitudes and needs of the millennial generation and the net generation on campus. *Dissertation Abstracts International Section A: Humanities and Social Sciences, 69*(1-A), 109.

Hanley, T. (2006). Developing youth-friendly online counselling services in the United Kingdom: A small scale investigation into the views of practitioners. *Counselling & Psychotherapy Research, 6*(3), 182-185. doi:10.1080/14733140600857535

Hanley, T. (2009). The working alliance in online therapy with young people: Preliminary findings. *British Journal of Guidance & Counselling, 37*, 257-269. doi:10.1080/03069880902956991

Hanley, T., & Reynolds, D. J., Jr. (2009). Counselling psychology and the internet: A review of the quantitative research into online outcomes and alliances within text-based therapy. *Counselling Psychology Review, 24*, 4-13.

Hanley, T., & Richards, D. (2009). Guest editorial. *Counselling Psychology Review, 24*, 1-3.

Harris-Bowlesby, J. (2000). The internet: Blessing of bane for the counseling profession? In J. W. Bloom, & G. R. Walz (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 39-51). Alexandria, VA: American Counseling Association.

Harris-Bowlsbey, J., Riley Dikel, M., & Sampson, J. P., Jr. (2002). *The internet: A tool for career planning*. Tulsa, OK: National Career Development Association.

Health on the Net Foundation. (2010). *Honor code of conduct for medical and health websites.* Retrieved July, 19, 2010, from <http://www.hon.ch/HONcode/Conduct.html>

Heinlen, K. T., Welfel, E. R., Richmond, E. N., & Rak, C. F. (2003). The scope of webcounseling: A survey of services and compliance with NBCC standards for the ethical practice of webcounseling. *Journal of Counseling & Development, 81*, 61-69.

Henderson, S. J. (2009). Assessment of personal goals: An online tool for personal counseling, coaching, and business consulting. *Measurement and Evaluation in Counseling and Development, 41*, 244-249.

Herman, S. (2010). Career HOPES: An internet-delivered career development intervention. *Computers in Human Behavior, 26*, 339-344.doi:10.1016/j.chb.2009.11.003

Holmes, L. G. (1998). Delivering mental health services on-line: Current issues. *CyberPsychology & Behavior, 1*, 19-24.

Holmes, L. G. (1998). *Online psychoanalyst opens shop.* Retrieved July 19, 2010, from <http://mentalhealth.about.com/library/weekly/aa120798.htm>

Holmes, L. G. (1998). *You can't do psychotherapy on the net, yet.* Retrieved July 19, 2010, from [www.mentalhealth.about.com/library/weekly/aa010499.htm](http://www.mentalhealth.about.com/library/weekly/aa010499.htm)

Hooley, T., Hutchinson, J. & Watts, J. G., (2010). *Careering through the web.* Unpublished manuscript, UK Commission for Employment and Skills.

.Houston, T. K., Cooper, L. A., Vu, H. T., Kahn, J., Toser, J., & Ford, D. E. (2001). Screening the public for depression through the internet. *Psychiatric Services, 52*, 362-367. doi:10.1176/appi.ps.52.3.362

Hsiung, R. C. (2001). Suggested principles of professional ethics for the online provision of mental health services. *Telemedicine Journal and E-Health, 7*, 39-45. doi:10.1089/153056201300093895

Hsiung, R. C. (2002). Suggested principles of professional ethics for e-therapy. In R. C. Hsiung (Ed.). *E-therapy: Case studies, guiding principles and the clinical potential of the internet* (pp. 150-165). New York: Norton.

Hughes, R. S. (2000). Cybercounseling and regulations: Quagmire or quest. In J. W. Bloom, & G. R. Walz (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 321-339). Alexandria, VA: American Counseling Association.

Hughes, R. S. (2000). Ethics and regulations of cybercounseling (No. ED446326). Retrieved from http://www.eric.ed.gov

ICT Skills 2. (2009). *ICT tools and training for E-guidance practitioners.* Retrieved July 28, 2010, from <http://www.ictskills2.org/mod/resource/view.php?id=385>

Ingram, J. A. (2008, October). *Cybertherapy: Pariah with promise?* Retrieved from <http://www.selfhelpmagazine.com/article/node/109>

International Society for Mental Health Online. *Suggested principles for the online provision of mental health services.* Retrieved July 25, 2010, from [www.ismho.org/suggestions.asp](http://www.ismho.org/suggestions.asp)

Jager, J., Emmelkamp, P. M. G., & Lange, A. (2004). Die behandlung von panikstörungen über das internet: Eine fallbeschreibung. / treatment of panic disorder by internet: A case study. *Verhaltenstherapie, 14*(3), 200-205. doi:10.1159/000080916

Jencius, M., & Rainy, S., (2009). Current online career counseling practices and future trends. Career Planning and Adult Development Journal, 25, 17-28.

Jencius, M., & Sager, D. E. (2001). The practice of marriage and family counseling in cyberspace. *The Family Journal: Counseling and Therapy for Couples and Families, 9*, 295-301. doi:10.1177/1066480701093009

Jerome, L. W., DeLeon, P. H., James, L. C., Folen, R., Earles, J., & Gedney, J. J. (2000). The coming age of telecommunications in psychological research and practice. *American Psychologist, 55*, 407-421. doi:10.1037/0003-066X.55.4.407

Jerome, L. W., & Zaylor, C. (2000). Cyberspace: Creating a therapeutic environment for telehealth applications. *Professional Psychology: Research and Practice, 31*, 478-483. doi:10.1037/0735-7028.31.5.478

Jones, P. W. (2004). Testing and counseling: A marriage saved by the internet. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 183-202). Greensboro, NC: CAPS Press.

Jones, W. P., Staples, P. A., Coker, J. K., & Harbach, R. L. (2004). Impact of visual cues in computer-mediated vocational test interpretation. *Journal of Applied Rehabilitation Counseling, 35*, 16-22.

Joyce, E., & Kraut, R. E. (2006). Predicting continued participation in newsgroups. *Journal of Computer-Mediated Communication, 11*, 723-747. doi:10.1111/j.1083-6101.2006.00033.x

Juneau, G. (2004). Cultural and global linkages of emotional support through online support groups. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 219-246). Greensboro, NC: CAPS Press.

Kahan, M. (2001). Integration of psychodynamic and cognitive-behavioral therapy in a virtual environment. *CyberPsychology & Behavior, 3*, 179-183. doi:10.1089/109493100316021

Kaplan, D. (2006). *Counseling today-ethics update, ethical use of technology in counseling**.* Retrieved July 29, 2010, from <http://www.counseling.org/Publications/CounselingTodayArticles.aspx?AGuid=421e99b9-ec6c-4f46-a6c4-4f8b6101275a>

Katz, J. E., & Aspen, P. (2001). Networked communication practices and the security and privacy of electronic health care records. In R. E. Rice, & J. E. Katz (Eds.). *The Internet and health communication* (pp. 393-415). Thousand Oaks: Sage.

Keller, T. (2004). *Counseling portfolios: Simple and effective.* Retrieved July 19, 2010, from [www.esi.cc/keller.htm](http://www.esi.cc/keller.htm)

Kenardy, J., McCafferty, K., & Rosa, V. (2006). Internet-delivered indicated prevention for anxiety disorders: Six-month follow-up. *Clinical Psychologist, 10*, 39-42. doi:10.1080/13284200500378746

King, S. A. (1994). Analysis of electronic support groups for recovering addicts. *Interpersonal Computing and Technology: An Electronic Journal for the 21st Century, 2*. Retrieved from: http://www.helsinki.fi/science/optek/1994/n3/king.txt.

King, S. A., Engi, S., & Poulos, S. T. (1998). Using the internet to assist family therapy. *British Journal of Guidance & Counselling, 26*, 43-52.

King, S. A., & Moreggi, D. (1998). Internet therapy and self-help groups-the pros and cons. In J. Gackenbach (Ed.). *Psychology and the internet: Intrapersonal, interpersonal, and transpersonal implications* (pp. 77-109). San Diego: Academic Press.

King, S. A., & Poulos, S. T. (1998). Using the internet to treat generalized social phobia and avoidant personality disorder. *CyberPsychology & Behaviors, 1*, 29-36.

King, R., Bambling, M., Lloyd, C., Gomurra, R., Smith, S., Reid, W., ... Wegner, K. (2006). Online counselling: The motives and experiences of young people who choose the internet instead of face to face or telephone counselling. *Counselling & Psychotherapy Research, 6*, 169-174. doi:10.1080/14733140600848179

King, R., Bambling, M., Reid, W., & Thomas, I. (2006). Telephone and online counselling for young people: A naturalistic comparison of session outcome, session impact and therapeutic alliance. *Counselling & Psychotherapy Research, 6*, 175-181. doi:10.1080/14733140600874084

King, S. A., & Moreggi, D. (2007). Internet self-help and support groups: The pros and cons of text-based mutual aid. In J. Gackenbach (Ed.). *Psychology and the internet* (2nd ed.) (pp. 221-244). Burlington: Academic Press. doi: 10.1016/B978-012369425-6/50028-X

King, V. L., Stoller, K. B., Kidorf, M., Kindbom, K., Hursh, S., Brady, T., ... Brooner, R. K. (2009). Assessing the effectiveness of an internet-based videoconferencing platform for delivering intensified substance abuse counseling. *Journal of Substance Abuse Treatment, 36*, 331-338. doi:10.1016/j.jsat.2008.06.011

Kiropoulos, L. A., Klein, B., Austin, D. W., Gilson, K., Pier, C., Mitchell, J., ... Ciechomski, L. (2008). Is internet-based CBT for panic disorder and agoraphobia as effective as face-to-face CBT? *Journal of Anxiety Disorders, 22*(8), 1273-1284. doi: 10.1016/j.janxdis.2008.01.008

Kisely, S., Ong, G., & Takyar, A. (2003). A survey of the quality of web-based information on the treatment of schizophrenia and attention deficit hyperactivity disorder. *Australia & New Zealand Journal of Psychiatry, 37*, 85-91. doi:10.1046/j.1440-1614.2003.01107.x

Klein, B., & Richards, J. C. (2001). A brief internet-based treatment for panic disorder. *Behavioural & Cognitive Psychotherapy, 29*, 113-117. doi:10.1017/S1352465801001138

Klein, B., Mitchell, J., Abbott, J., Shandley, K., Austin, D., Gilson, K., Kiropoulos, L., ... Redman, T. (2010). A therapist-assisted cognitive behavior therapy internet intervention for posttraumatic stress disorder: Pre-, post- and 3-month follow-up results from an open trial. *Journal of Anxiety Disorders, 24*, 635-644. doi:10.1016/j.janxdis.2010.04.005

Klein, B., Richards, J. C., & Austin, D. W. (2006). Efficacy of internet therapy for panic disorder. *Journal of Behavior Therapy and Experimental Psychiatry, 37*, 213-238. doi: 10.1016/j.jbtep.2005.07.001

Knaevelsrud, C., & Maercker, A. (2006). Does the quality of the working alliance predict treatment outcome in online psychotherapy for traumatized patients?. *Journal of Medical Internet Research, 8*(4), e31. doi:doi:10.2196/jmir.8.4.e31

Kolt, G., Oliver, M., & Schofield, G. (2006). An overview and process evaluation of TeleWalk: A telephone-based counseling intervention to encourage walking in older adults. *Health Promotion International, 21*(3), 201-208. doi:10.1093/heapro/dal015

Koocher, G. P. (2007). Twenty-first century ethical challenges for psychology. *American Psychologist, 62*, 375-384. doi:10.1037/0003-066X.62.5.375

Kovalski, T. M., & Horan, J. J. (1999). The effects of internet-based cognitive restructuring on the irrational career beliefs of adolescent girls. *Journal of Cognitive Psychotherapy, 13*, 142-152.

Kraut, R., Patterson, M, Lundmark, V., Kiesler, S., Mukopadhyay, T., & Scherlis, W. (1998). A social technology that reduces social involvement and psychological well-being? *American Psychologist, 9*, 1017-1031.

Kraut, R., Brynin, M., & Kiesler, S. (Eds.). (2006). *Computers, phones, and the internet: Domesticating information technology*. Oxford series in human-technology interaction. New York, NY, US: Oxford University Press.

Kraut, R. E., Fussell, S. R., & Siegel, J. (2003). Visual information as a conversational resource in collaborative physical tasks. *Human-Computer Interaction, 18*(1-2), 13-49. doi:10.1207/S15327051HCI1812\_2

Kraut, R., Olson, J., Banaji, M., Bruckman, A., Cohen, J., & Couper, M. (2004). Psychological research online: Report of board of scientific affairs' advisory group on the conduct of research on the internet. *American Psychologist, 59*, 105-117. doi:10.1037/0003-066X.59.2.105

Kraut, R., Olson, J., Banaji, M., Bruckman, A., Cohen, J., & Couper, M. (2008). Psychological research online: Report of board of scientific affairs' advisory group on the conduct of research on the internet. In D. N. Bersoff (Ed.). *Ethical conflicts in psychology* (4th ed.). (pp. 426-433). Washington, DC, US: American Psychological Association.

Lambert, M. V., Senior, C., Phillips, M. L., & David, A. S. (2000). Depersonalization in cyberspace. *Journal of Nervous & Mental Disease, 188*, 764-771. doi:10.1097/00005053-200011000-00007

Lange, A., Schieken, B., Van de Ven, J., Bredeweg, B., Emmelkamp, P. M., Van der Kolk, J., Lydsdottir, L., Massaro, M., & Reuvers, A. (2000). "Intrapy": The effects of a short protocolled treatment of posttraumatic stress and pathological grief through the internet. *Behavioural and Cognitive Psychotherapy, 28*, 75-192.

Lange, A., Van de Ven, J-P.Q. R., Schrieken, B. A. L., Bredeweg, B., & Emmelkamp, P. M. G. (2000). Internet mediated, protocol-driven treatment of psychological dysfunction. *Journal of Telemedicine and Telecare,* (*6*), 15-21. doi:10.1258/1357633001933880

Laszig, P. (2000). Psychology: Psychoanalysis goes on-line-psychoanalytic resources on the internet. *Social Science Computer Review, 18*, 160-165. doi:10.1177/089443930001800205

Laszig, P., & Eichenberg, C. (2003). Onlineberatung und internet basierte psychotherapie. / online counseling and internet-supported psychotherapy. *Psychotherapeut, 48*, 193-198. doi:10.1007/s00278-003-0305-6

Laszig, P., & Rieg, K. (2005). Informationsressourcen zur psychotraumatologie im world wide web. / information resources for psychotraumatology in the world wide web. *PTT: Persönlichkeitsstörungen Theorie Und Therapie, 9*, 55-59.

Lazlo, J. V., Esterman, G., & Zabko, S. (1999). Theory over the internet? Theory, research and finances. *CyberPsychology & Behavior, 2*, 293-307. doi:10.1089/cpb.1999.2.293

Leach, L. S., & Christensen, H. (2006). A systematic review of telephone-based interventions for mental disorders. *Journal of Telemedicine and Telecare, 12*, 122-129. doi:10.1258/135763306776738558

Lebow, J. (1998). Not just talk, maybe some risk: The therapeutic potentials and pitfalls of computer-mediated conversation. *Journal of Marital and Family Therapy,* (*24*), 203-206.

Lee, C. C. (2000). Cybercounseling and empowerment: Bridging the digital divide. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 85-95). Alexandria, VA: American Counseling Association.

Lehavot, K., Barnett, J. E., & Powers, D. (2010). Psychotherapy, professional relationships, and ethical considerations in the MySpace generation. *Professional Psychology: Research and Practice, 41*(2), 160-166. doi:10.1037/a0018709

Leibert, T., Archer, A., Munson, M., & York, Y. (2006). An exploratory study of client perceptions of internet counseling and the therapeutic alliance. *Journal of Mental Health Counseling, 28*, 69-83.

Lester, D. (1977). The use of the telephone in counseling and crisis intervention. In I. DE Sola Pool (Ed.). *The social impact of the telephone* (pp. 454-472). Cambridge, MA: MIT Press.

Lester, D. (2006). E-therapy: Caveats from experiences with telephone therapy. *Psychological Reports, 99*, 894-896. doi:10.2466/PR0.99.7.894-896

Lewis, J., & Coursol, D. (2004). Counselor preparation for a cyber world: Curriculum design and development. *Cybercounseling and cyberlearning: An encore* (pp. 19-34). Greensboro, NC: CAPS Press.

Lewis, J., & Coursol, D. (2007). Addressing career issues online: Perceptions of counselor education professionals. *Journal of Employment Counseling, 44*, 146.

Li, W., Chen, C., & Wang, C. (2008). Agreements on working alliance and session impact in cybercounseling and interview counseling. *Bulletin of Educational Psychology, 40*, 1-22.

Ling, K., Beenen, G., Ludford, P., Wang, X., Chang, K., Li, X., ... Kraut, R. (2005). Using social psychology to motivate contributions to online communities. *Journal of Computer-Mediated Communication, 10*.

Litz, B. (2008). "How "supportive" is internet-based supportive psychotherapy?": Reply. *The American Journal of Psychiatry, 165*, 534-535. doi:10.1176/appi.ajp.2007.07121853r

Litz, B. T., Engel, C. C., Bryant, R. A., & Papa, A. (2007). A randomized, controlled proof-of-concept trial of an internet-based, therapist-assisted self-management treatment for posttraumatic stress disorder. *The American Journal of Psychiatry, 164*, 1676-1683.

Ljotsson, B., Lundin, C., Mitsell, K., Carlbring, P., Ramklint, M., & Ghaderi, A. (2007). Remote treatment of bulimia nervosa and binge eating disorder: A randomized trial of internet-assisted cognitive behavioural therapy. *Behaviour Research and Therapy, 45*, 649-661. doi: 10.1016/j.brat.2006.06.010

Ljótsson, B., Falk, L., Vesterlund, A. W., Hedman, E., Lindfors, P., Rück, C., Hursti, T., Andréewitch, S., Jansson, L., Lindefors, N., & Andersson, G. (2010). Internet-delivered exposure and mindfulness based therapy for irritable bowel syndrome – A randomized controlled trial. *Behaviour Research and Therapy, 48*(6), 531-539. doi: 10.1016/j.brat.2010.03.003

Love, S. J. (2000). Cybercounselors v. cyberpolice. In J. W. Bloom, & G. R. Walz (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 339-361). Alexandria, VA: American Counseling Association.

Lovejoy, T. I., Demireva, P. D., Grayson, J. L., & McNamara, J. R. (2009). Advancing the practice of online psychotherapy: An application of rogers' diffusion of innovations theory. *Psychotherapy: Theory, Research, Practice, Training, 46*(1), 112-124. doi:10.1037/a0015153

Magaletta, P. R., Fagan, T. J., & Ax, R. K. (1998). Advancing psychology services through telehealth services in the federal bureau of prisons. *Professional Psychology: Research and Practice, 29*, 543-548. doi:10.1037/0735-7028.29.6.543

Maheu, M. M. (2000). *Ehealth: Delivering behavioral telehealth via the internet.* Retrieved July 19, 2010, from <http://www.liebertonline.com/doi/abs/10.1089/109493101753235142>

Maheu, M. M. (2001). *Practicing psychotherapy on the internet: Risk management and great opportunity.* Retrieved July 25, 2010, from <http://www.telehealth.net/articles/njpa.html>

Maheu, M. M., & Gordon, B. L. (2000). Counseling and therapy on the internet. *Professional Psychology: Research and Practice, 31*, 484-489. doi:10.1037/0735-7028.31.5.484

Mallen, M. J., Vogel, D. L., Rochlen, A. B., & Day, S. X. (2005). Online counseling: Reviewing the literature from a counseling psychology framework *The Counseling Psychologist, 33*(6), 819-871. doi:10.1177/0011000005278624

Mallen, M. J. (2006). Online counseling: Dynamics of process and assessment. *Dissertation Abstracts International: Section B: The Sciences and Engineering, 66*(8-B), 4490.

Mallen, M. J., & Vogel, D. L. (2005). Introduction to the major contribution: Counseling psychology and online counseling. *The Counseling Psychologist, 33*, 761-775. doi:10.1177/0011000005278623

Mallen, M. J., & Vogel, D. L. (2005). Online counseling: A need for discovery. *The Counseling Psychologist, 33*, 911-921. doi:10.1177/0011000005280182

Mallen, M. J., Vogel, D. L., & Rochlen, A. B. (2005). The practical aspects of online counseling: Ethics, training, technology, and competency. *The Counseling Psychologist, 33*(6), 776-818. doi:10.1177/0011000005278625

Malone, J. F. (2002). *Working towards effective practices in distance career counseling* (No. EDCG032075). Retrieved from http://eric.ed.gov

Malone, J. F., & Djadali, Y. (2003). Distance career counseling: A technology-assisted model for delivering career counseling services. In G. R. Walz, & C. Kirkman (Eds.). *CyberBytes: Highlighting compelling issues of technology in counseling* (pp. 7-16). Greensboro, NC: CAPRS Publications.

Malone, J. F., Miller, K. S., & Miller, R. M. (2004). The evolution of a distance career counseling model: Implications for training, practice and supervision of cybercounselors. In J. W. Bloom, & G.R. Walz (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 151-182). Greensboro, NC: CAPS Press.

Malone, J. F. (2007a). In J. F. Malone, R. M. Miller, & G. R. Walz, (Eds.). *Understanding distance counseling.* Distance counseling: Expanding the counselor’s reach and impact (pp. 9-35). Ann Arbor, MI: Counseling Outfitters.

Malone, J. F. (2007b). *Ethical guidelines, legal and regulatory issues in distance counseling*. In J. F. Malone, R. M. Miller, & G. R. Walz, (Eds.). Distance counseling: Expanding the counselor’s reach and impact (pp. 133-148). Ann Arbor, MI: Counseling Outfitters.

Manhal-Baugus, M. (2001). E-therapy: Practical, ethical, and legal issues. *CyberPsychology & Behavior, 4*, 551-563. doi: 10.1089/109493101753235142

Maples, M. F., & Han, S. (2008). Cybercounseling in the United States and south Korea: Implications for counseling college students of the millennial generation and the networked generation. *Journal of Counseling & Development, 86*, 178-183.

Markowitz, J. C. (2008). How "supportive" is internet-based supportive psychotherapy? *The American Journal of Psychiatry, 165*, 534. doi:10.1176/appi.ajp.2007.07121853

Marris, L. (2006). Managing E-guidance interventions: Learning from therapeutic counselling by email. In H. L. Reid (Ed.). *Re-positioning careers education and guidance, occasional paper.* Centre for Career & Personal Development: Canterbury Christ Church University.

Matthews, M., Doherty, G., Sharry, J., & Fitzpatrick, C. (2008). Mobile phone mood charting for adolescents. *British Journal of Guidance & Counselling, 36*, 113-129. doi: 10.1080/03069880801926400

McAdams, C. R., III, & Wyatt, K. L. (2010). The regulation of technology-assisted distance counseling and supervision in the United States: An analysis of current extent, trends, and implications. *Counselor Education and Supervision, 49*, 179-192.

McDaniel, A. M., & Stratton, R. M. (2006). Internet-based smoking cessation initiatives: Availability, varieties, and likely effects on outcomes. *Disease Management & Health Outcomes, 14*(5), 275-285. doi: 10.2165/00115677-200614050-00003

McKelley, R. A., & Rochlen, A. B. (2007). The practice of coaching: Exploring alternatives to therapy for counseling-resistant men. *Psychology of Men and Masculinity, 8*, 53-65. doi: 10.1037/1524-9220.8.1.53

Mcleod, K. C. (2008). Online counseling: A nonexperimental descriptive correlation of attitudes and knowledge of professional counselors. *Dissertation Abstracts International: Section B: The Sciences and Engineering, 68*(9-B), 6319.

McMillen, P. S., & Pehrsson, D. (2009). Improving a counselor education web site through usability testing: The bibliotherapy education project. *Counselor Education and Supervision, 49*, 122-136.

McMinn, M. R., Buchanan, T., Ellens, B. M., & Ryan, M. K. (1999). Technology, professional practice and ethics: Survey findings and implications. *Professional Psychology: Research and Practice, 30*, 165-172.

Mermelstein, R., & Turner, L. (2006). Web-based support as an adjunct to group-based smoking cessation for adolescents. *Nicotine & Tobacco Research, 8*(1), S69-S76. doi: 10.1080/14622200601039949

Mileham, B. L. A. (2007). Online infidelity in internet chat rooms: An ethnographic exploration. *Computers in Human Behavior, 23*, 11-31. doi: 10.1016/j.chb.2004.03.033

Miller, J. K., & Gergem, K. J. (1998). Life on the line: The therapeutic potentials of computer-mediated conversation. *Journal of Marital and Family Therapy, 24*, 198-202.

Miller, T. W. (2006). Telehealth issues in consulting psychology practice. *Consulting Psychology Journal: Practice and Research, 58*, 82-90. doi:10.1037/1065-9293.58.2.82

Mills, S. (2006). When humans need humans: The lack of use of computer-based ICT in distance pastoral care. *Interacting with Computers, 18*, 556-567. doi:10.1016/j.intcom.2006.01.006

Mitchell, D. L., & Mitchell, D. (2004). E-mail rules! Organizations and individuals creating ethical excellence in telemental-health. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 203-218). Greensboro, NC: CAPS Press.

Mitchell, J., Stanimirovic, R., Klein, B., & Vella-Brodrick, D. (2009). A randomised controlled trial of a self-guided internet intervention promoting well-being. *Computers in Human Behavior, 25*, 749-760. doi:10.1016/j.chb.2009.02.003

Mitchell, K. J., Becker-Blease, K. A., & Finkelhor, D. (2005). Inventory of problematic internet experiences encountered in clinical practice. *Professional Psychology: Research and Practice, 36*, 498-509. doi: 10.1037/0735-7028.36.5.498

Mittman, R., & Cain, M. (2001). The future of the internet in health care: A five-year forecast. In R. E. Rice, & J. E. Katz (Eds.). *The internet and health communication* (pp. 47-73). Thousand Oaks: Sage.

Mora, L., Nevid, J., & Chaplin, W. (2008). Psychologist treatment recommendations for internet-based therapeutic interventions. *Computers in Human Behavior, 24*, 3052-3062. doi:10.1016/j.chb.2008.05.011

Moskowitz, D. A., Melton, D., & Owczarzak, J. (2009). PowerON: The use of instant message counseling and the internet to facilitate HIV/STD education and prevention. *Patient Education and Counseling, 77*, 20-26. doi:10.1016/j.pec.2009.01.002

Muroff, J., Steketee, G., Himle, J., & Frost, R. (2010). Delivery of internet treatment for compulsive hoarding (D.I.T.C.H.). *Behaviour Research and Therapy, 48*, 79-85. doi: 10.1016/j.brat.2009.09.006

Murphy, L., & Mitchell, D. (1998). When writing helps to heal: E-mail as therapy. *British Journal of Guidance & Counselling, 26*, 21-32. doi: 10.1080/03069889800760031

Murphy, L., MacFadden, R., & Mitchell, D. (2008). Cybercounseling online: The development of a university-based training program for e-mail counseling. *Journal of Technology in Human Services. Special Issue: Internet-Delivered Therapeutic Interventions in Human Services: Methods, Issues, and Evaluation, 26*, 447-469.

Murphy, L., Parnass, P., Mitchell, D. L., Hallett, R., Cayley, P., & Seagram, S. (2009). Client satisfaction and outcome comparisons of online and face-to-face counselling methods. *British Journal of Social Work, 39*(4), 627-640. doi:10.1093/bjsw/bcp041

Murray, B. (1998). Exploring the virtues and vices of technology. *Monitor.*

National Association of Social Workers and Association of Social Work Boards. (2005). *Standards for technology and social work practice.* Retrieved from <http://www.aswb.org/pdfs/TechnologySWPractice.pdf>

National Board for Certified Counselors, Inc., & Center for Credentialing and Education, Inc. (n. d.). *The practice of internet counseling.* Retrieved from <http://www.nbcc.org/AssetManagerFiles/ethics/internetCounseling.pdf>

National Career Development Association. *Guidelines for the use of the internet for provision of career information and planning services.* Retrieved July 19, 2010, from <http://associationdatabase.com/aws/NCDA/pt/sd/news_article/4924/_self/layout_details/false>

National Career Development Association. (2007). *National Career Development Association code of ethics.* Retrieved July 30, 2010, from <http://associationdatabase.com/aws/NCDA/asset_manager/get_file/3395/code_of_ethicsmay-2007.pdf>

Nikelson, D. W. (1998). Telehealth and the evolving health care system: Strategic opportunities for professional psychology. *Professional Psychology: Research and Practice, 29*, 527-535.

Nordgreen, T., Standal, B., Mannes, H., Haug, T., Sivertsen, B., Carlbring, P., ... Havik, O. E. (2010). Guided self-help via internet for panic disorder: Dissemination across countries. *Computers in Human Behavior, 26*(4), 592-596. doi: 10.1016/j.chb.2009.12.011

O' Halloran, T. M., Fahr, A. V., & Keller, J. R. (2002). Career counseling and the information highway: Heeding the road signs. *The Career Development Quarterly, 50*, 371-376.

Offer, M., & Chiru, M. (2006). *Using ICT in guidance: A comparative study* (NICEC Briefing ed.). Cambridge: NICEC.

Offer, M., & Sampson, J. P., Jr. (1999). Quality in the content and use of information and communications technology in guidance. *British Journal of Guidance & Counselling, 27*(4), 501-516.

Offer, M., Sampson, J. P., Jr., & Watts, A. G. (2001). *Career services: Technology and the future*.Manchester: Higher Education Careers Services Unit*.*

Offer, M., & Watts, T. (2006). *The current and potential role of ICT in delivering information, advice and guidance.* Derby: Centre for Guidance Studies.

Oraegbunam, N. M. (2009). Applying information and communication technology in counselling practice. *Procedia - Social and Behavioral Sciences, 1*(1), 1749-1752. doi: 10.1016/j.sbspro.2009.01.309

Oravec, J. A. (2000). Internet and computer technology hazards: Perspectives for family counselling. *British Journal of Guidance & Counselling, 28*, 309-324.

Oravec, J. A. (2000). Online counselling and the internet. Perspectives for mental health care supervision and education. *Journal of Mental Health, 9*, 121-135.

Ottenstein, R. J. (2002). Supporting remote and complicated critical incidents through e-mail support teams. *International Journal of Emergency Mental Health, 4*, 213-216.

Page, B. J., Jencius, M. J., Rehfuss, M. C., Foss, L. L., Dean, E. P., Petruzzi, M. L., Olson, S. D., & Sager, D. E. (2003). PalTalk online groups: Process and reflections on students' experience. *Journal for Specialists in Group Work, 28*35-41. doi:10.1177/0095399702250070

Page, R., Newton, B., Hawthorn, R., Hunt, W. & Hillage, J. (2007). *An Evaluation of the Ufi/learndirect Telephone Guidance Trial*. ( RR833). London: DfES. Retrieved from: <http://www.employment-studies.co.uk/pdflibrary/rr833.pdf>

Palermo, T. M., Wilson, A. C., Peters, M., Lewandowski, A., & Somhegyi, H. (2009). Randomized controlled trial of an internet-delivered family cognitive–behavioral therapy intervention for children and adolescents with chronic pain. *Pain, 146*(1-2), 205-213. doi: 10.1016/j.pain.2009.07.034

Pelletier, A. L., Sutton, G. R., & Walker, R. R. (2007). Are your patients ready for electronic communication? *Family Practice Management, 14*(9), 25-26.

Peterson, D. B. (1999, November). *Tele-psychology: On-line forums of mental health service - ethics and a new technology.* Paper presented at the Illinois Psychological Association Annual Convention, Chicago, IL.

Pies, R. (2002). The internet "expert": Promise and perils. In R. C. Hsiung (Ed.). *E-therapy: Case studies, guiding principles and the clinical potential of the internet* (pp. 24-38). New York: W. W. Norton & Company.

Polauf, J. (1997). *Email as a modality for crisis intervention.* Retrieved July 25, 2010, from <http://telehealth.net/articles/email.html>

Pollock, S. L. (2006). Internet counseling and its feasibility for marriage and family counseling. *The Family Journal, 14*, 65-70. doi:10.1177/1066480705282057

Polyakov, A., Palmer, E., Devit, P. J., & Coventry, B. J. (2000). Clinicians and computers: Friends or foes? *Teaching and Learning in Medicine, 12*, 91-95.

Pomerantz, J. M. (2002). Clinical responsibility and e-therapy. *Drug Benefit Trends, 14*, 29-30.

Pornsakulvanich, V., Haridakis, P., & Rubin, A. M. (2008). The influence of dispositions and internet motivation on online communication satisfaction and relationship closeness. *Computers in Human Behavior, 24*, 2292-2310. doi: 10.1016/j.chb.2007.11.003

Preece, J. J., & Ghozati, K. (2001). Experiencing empathy online. In R. E. Rice, & J. E. Katz (Eds.). *The internet and health communication* (pp. 237-260). Thousand Oaks: Sage.

Pretorius, N., Arcelus, J., Beecham, J., Dawson, H., Doherty, F., Eisler, I., ... Schmidt, U. (2009). Cognitive-behavioural therapy for adolescents with bulimic symptomatology: The acceptability and effectiveness of internet-based delivery. *Behaviour Research and Therapy, 47*, 729-736. doi:10.1016/j.brat.2009.05.006

Preziosa, A., Grassi, A., Gaggioli, A., & Riva, G. (2009). Therapeutic applications of the mobile phone. *British Journal of Guidance & Counselling, 37*, 313-325. doi:10.1080/03069880902957031

Przeworski, A., & Newman, M. G. (2006). Efficacy and utility of computer-assisted cognitive behavioural therapy for anxiety disorders. *Clinical Psychologist, 10*, 43-53. doi:10.1080/13284200500378779

Rabasca, L. (1998). Study probes how patients are affected by telehealth. *Monitor.*

Rabasca, L. (2000). Taking telehealth to the next step. *APA Monitor, 31*, 36-37.

Reed, G. M., McLaughlin, C. J., & Milholland, K. (2000). Ten interdisciplinary principles for professional practice in telehealth: Implications for psychology. *Professional Psychology: Research and Practice, 31*, 170-178.

Reese, R. J., Conoley, C. W., & Brossart, D. F. (2002). Effectiveness of telephone counseling: A field-based investigation. *Journal of Counseling Psychology, 49*, 233-242. doi:0.1037/0022-0167.49.2.233

Reese, R. J., Conoley, C. W., & Brossart, D. F. (2006). The attractiveness of telephone counseling: An empirical investigation of client perceptions. *Journal of Counseling & Development, 84*, 54-60.

Reily, S. (1999). The internet and its relevance to cognitive behavioral psychotherapists. *Behavioral and Cognitive Psychotherapy, 27*, 37-46.

Repetto, E. (2008). International competencies for educational and vocational guidance practitioners: An IAEVG transnational study. *International Journal of Educational and Vocational Guidance, 8*, 135-195.

Richards, D. (2009). Features and benefits of online counselling: Trinity college online mental health community. *British Journal of Guidance & Counselling, 37*, 231-242. doi:10.1080/03069880902956975

Riva, G. (2000). From telehealth to e-health: Internet and distributed virtual reality in health care. *Cyberpsychology & Behavior, 3*, 989-998. doi:10.1089/109493100452255

Riva, G. (2009). Virtual reality: An experiential tool for clinical psychology. *British Journal of Guidance & Counselling, 37*, 337-345. doi:10.1080/03069880902957056

Roach, D., Reardon, R., Alexander, J., & Cloudman, D. (1983). Career counseling by telephone. *Journal of College Student Personnel, 24*, 71-76.

Robinson, D., & Robson, M. (2000). Ethical issues in internet counselling. *Counselling Psychology Quarterly, 13*, 249-257.

Robinson, P. H., & Serfaty, M. A. (2001). The use of e-mail in the identification of bulimia nervosa and its treatment. *European Eating Disorders Review, 9*, 182-193. doi:10.1002/erv.411

Rollman, B., Belnap, B., & LeMenager, M. (2009). Telephone-delivered collaborative care for treating post-CABG depression: A randomized controlled trial. *JAMA, 302*(19), 2095-2103. doi:10.1001/jama.2009.1670

Rosenfield, M. (1997). *Counselling by telephone*. London: Sage.

Rosenfield, M., & Smillie, E. (1998). Group counselling by telephone. *British Journal of Guidance & Counselling, 26*, 11-19.

Ruggiero, K. J., Resnick, H. S., Acierno, R., Coffey, S. F., Carpenter, M. J., Ruscio, A. M., ... Galea, S. (2006). Internet-based intervention for mental health and substance use problems in disaster-affected populations: A pilot feasibility study. *Behavior Therapy, 37*, 190-205. doi:10.1016/j.beth.2005.12.001

Sabella, R. A., Poynton, T. A., & Isaacs, M. L. (2010). School counselors perceived importance of counseling technology competencies. *Computers in Human Behavior, 26*(4), 609-617. doi:10.1016/j.chb.2009.12.014

Sampson, J. P., Jr. (2000). Using the internet to enhance testing in counseling. *Journal of Counseling & Development, 78*, 348-356.

Sampson, J. P., Jr., Kolodinsky, R. W., & Greeno, B. P. (1997). Counseling on the information highway: Future possibilities and potential problems. *Journal of Counseling & Development, 75*, 203-212.

Sampson, J. P., Jr., & Lumsden, J. A. (2000). Ethical issues in the design and use of internet-based career assessment. *Journal of Career Assessment, 8*(1), 21-35. doi:10.1177/106907270000800103

Sampson, J. P., Jr., (2008). *Designing and implementing career programs: A handbook for effective practice*. Broken Arrow, OK: National Career Development Association.

Sampson, J. P., Jr. (1997). The internet as a potential force for social change. In C. C. Lee, & G. R. Walz. (Eds.). *Social action: A mandate for counselors* (pp. 213-225). Greensboro: University of North Carolina at Greensboro.

Sanchez-Page, D. (2005). The online-counseling debate: A view toward the underserved. *The Counseling Psychologist, 33*, 891-899. doi:10.1177/0011000005279964

Sander, F. M. (1999). Couples group therapy conducted via computer-mediated communication: A preliminary case study. *Computers in Human Behavior, 12*, 301-312.

Sanders, P., & Rosenfield, M. (1999). Counseling at a distance: Challenges and new initiatives. *British Journal of Guidance & Counselling, 26*, 5-10.

Schultze, N. (2006). Success factors in internet-based psychological counseling. *CyberPsychology & Behavior, 9*(5), 623-626. doi:10.1089/cpb.2006.9.623

Seligman, M. E. P., Rashid, T., & Parks, A. C. (2006). Positive psychotherapy. *American Psychologist, 61*, 774-788. doi:10.1037/0003-066X.61.8.774

Shapiro, D. E., & Schulman, C. E. (1996). Ethical and legal issues in E-mail therapy. *Ethics and Behavior, 6*, 107-124.

Shaw, H. E., & Shaw, S. F. (2006). Critical ethical issues in online counseling: Assessing current practices with an ethical intent checklist. *Journal of Counseling & Development, 84*, 41-53.

Shklovski, I., Kraut, R., & Rainie, L. (2004). The internet and social participation: Contrasting cross-sectional and longitudinal analyses. *Journal of Computer-Mediated Communication, 10*(1).

Shpigelman, C., Reiter, S., & Weiss, P. L. (2009). A conceptual framework for electronic socio-emotional support for people with special needs. *International Journal of Rehabilitation Research, 32*(4), 301-308. doi:10.1097/MRR.0b013e32831e4519

Simpson, S. (2009). Psychotherapy via videoconferencing: A review. *British Journal of Guidance & Counselling, 37*, 271-286. doi:10.1080/03069880902957007

Skinner, A. E. G., & Latchford, G. (2006). Attitudes to counselling via the internet: A comparison between in-person counselling clients and internet support group users. *Counselling & Psychotherapy Research, 6*(3), 158-163. doi:10.1080/14733140600853641

Sleek, S. (1995). Online therapy services raise ethical questions. *APA Monitor, 26*, 52-54.

Smith, S. D., & Reynolds, C. (2002). Cyber-psychotherapy. *Annuals of the American Psychotherapy Association, 5*, 20-22.

Smith-Jentsch, K. A., Scielzo, S. A., Yarbrough, C. S., & Rosopa, P. J. (2008). A comparison of face-to-face and electronic peer-mentoring: Interactions with mentor gender. *Journal of Vocational Behavior, 72*(2), 193-206. doi:10.1016/j.jvb.2007.11.004

Spence, S. H., Holmes, J. M., March, S., & Lipp, O. V. (2006). The feasibility and outcome of clinic plus internet delivery of Cognitive–Behavior therapy for childhood anxiety. *Journal of Consulting and Clinical Psychology, 74*(3), 614-621. doi:DOI: 10.1037/0022-006X.74.3.614

Stern, S. E., & Faber, J. E. (1997). The lost e-mail method: Milgram's lost-letter technique in the age of the internet. *Behavior Research Methods, 29*, 260-263.

Stofle, G. S. (2002). Chat room therapy. In R. C. Hsiung (Ed.). *E-therapy: Case studies, guiding principles and the clinical potential of the internet* (pp. 92-135). New York: W. W. Norton & Company.

Stummer, G. (2009). Client contact styles in online therapeutic work via e-mail. *Counselling Psychology Review, 24*, 14-23.

Suler, J. (2000). Psychotherapy in cyberspace: A 5-dimensional model of online and computer-mediated psychotherapy. *CyberPsychology & Behavior, 3*, 151-159. doi:10.1089/109493100315996

Sussman, R. J. (2004). *Counseling over the internet: Benefits and challenges in the use of new technologies* (No. ED478216). Retrieved from http://eric.ed.gov

Sutton, S., & Gilbert, H. (2007). Effectiveness of individually tailored smoking cessation advice letters as an adjunct to telephone counselling and generic self-help materials: Randomized controlled trial. *Addiction, 102*, 994-1000. doi:10.1111/j.1360-0443.2007.01831.x

Tait, A. (1999). Face-to-face and at a distance: The mediation of guidance and counseling through the new technologies. *British Journal of Guidance & Counselling, 27*, 113-122.

Tanrikulu, İ. (2009). Counselors-in-training students’ attitudes towards online counseling. *Procedia - Social and Behavioral Sciences, 1*(1), 785-788. doi: 10.1016/j.sbspro.2009.01.140

Taylor, C. B., & Luce, K. H. (2003). Computer-and internet-based psychotherapy interventions. *Current Directions in Psychological Science, 12*, 18-22. doi:10.1111/1467-8721.01214

Terry, N. P. (2002). The legal implications of e-therapy. In R. C. Hsiung (Ed.). *E-therapy: Case studies, guiding principles and the clinical potential of the internet* (pp. 166-193). New York: W. W. Norton & Company.

Toseland, R. W., Naccarato, T., & Wray, L. O. (2007). Telephone groups for older persons and family caregivers: Key implementation and process issues. *Clinical Gerontologist: The Journal of Aging and Mental Health, 31*, 59-76. doi:10.1300/J018v31n01\_05

Trepal, H., Haberstroh, S., Duffey, T., & Evans, M. (2007). Considerations and strategies for teaching online counseling skills: Establishing relationships in cyberspace. *Counselor Education and Supervision, 46*, 266-279.

Tsan, J. Y., & Day, S. X. (2007). Personality and gender as predictors of online counseling use. *Journal of Technology in Human Services, 25*, 39-55. doi:10.1300/J017v25n03\_03

Tyler, J. M., & Sabella, R. A. (2004). *Using technology to improve counseling practice*. Alexandria, VA: American Counseling Association.

Tyler, M., & Guth, L. J. (2004). Understanding online counseling services through a review of definitions and elements necessary for change. In J. W. Bloom, & G. R. Walz (Eds.). *Cybercounseling and cyberlearning: An encore* (pp. 133-150). Greensboro: CAPS Press.

Van der Houwen, K., Schut, H., van den Bout, J., Stroebe, M., & Stroebe, W. (2010). The efficacy of a brief internet-based self-help intervention for the bereaved. *Behaviour Research and Therapy, 48*, 359-367. doi: 10.1016/j.brat.2009.12.009

Vanderslice, J. L. (2009). TechnoEthics in counseling practice: Knowledge, attitudes, and usage of ethical precautions for electronic communication by texas professional counselors. *Dissertation Abstracts International Section A: Humanities and Social Sciences, 69*(9-A), 3466.

Vernmark, K., Lenndin, J., Bjärehed, J., Carlsson, M., Karlsson, J., Öberg, J., ... Andersson, G. (2010). Internet administered guided self-help versus individualized e-mail therapy: A randomized trial of two versions of CBT for major depression. *Behaviour Research and Therapy, 48*, 368-376. doi: 10.1016/j.brat.2010.01.005

Wagner, B., Knaevelsrud, C., & Maercker, A. (2006). Internet-based cognitive-behavioral therapy for complicated grief: A randomized controlled trial. *Death Studies, 30*, 429-453. doi:10.1080/07481180600614385

Wall, J. E. (2000). Technology-delivered assessment: Power, problems and promise. In J. W. Bloom, & G. R. Walz. (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 237-251). Alexandria, VA: American Counseling Association.

Walz, G. R., & Kirkman, C., (Eds.). (2003). *CyberBytes: Highlighting compelling issues of technology in counseling*. Greensboro, NC: CAPS Publication.

Walz, G. R., Bloom, J. W., Sampson, J., Wayne, L., & Chapman, R. (2000). Summing up. In J. W. Bloom, & G. R. Walz (Eds.). *Cybercounseling and cyberlearning: Strategies and resources for the millennium* (pp. 405-413). Alexandria, VA: American Counseling Association.

Watts, A. G. (2002). The role of information and communication technologies in integrated career information and guidance systems: A policy perspective. *International Journal for Educational and Vocational Guidance, 2,* 139-155.

Watts, A. G., & Dent, G. (2002). Let your fingers do the walking: The use of telephone helplines in career information and guidance. *British Journal of Guidance and Counselling, 30*, 17-35. doi: 10.1080/030698880220106492

Watts, A. G. (2010). *Policy issues relating to the use of ICT in lifelong career guidance.* Derby*:* Career Research and Development.

Watts, A. G., & Dent, G. (2008). The evolution of a national distance guidance service: Trends and challenges. *British Journal of Guidance & Counselling, 36*, 455-465. doi: 10.1080/03069880802334505

Wen, M., Wang, C., & Chen, C. (2009). E-mail counseling service in cybercounseling agencies: A study of practice and ethical behaviors. *Bulletin of Educational Psychology, 40*, 419-438.

Whittingham, M., & Capriotti, G. T. (2009). The ethics of group therapy. In J. B. Allen, E. M. Wolf & L. VandeCreek (Eds.). *Innovations in clinical practice: A 21st century sourcebook, vol 1.* (pp. 173-188). Sarasota, FL: Professional Resource Press/Professional Resource Exchange.

Wilczenski, F. L., & Coomey, S. M. (2006). Cyber-communication: Finding its place in school counseling practice, education, and professional development. *Professional School Counseling, 9*, 327-331.

Williams, R., Bambling, M., King, R., & Abbott, Q. (2009). In-session processes in online counselling with young people: An exploratory approach. *Counselling & Psychotherapy Research, 9*(2), 93-100. doi: 10.1080/14733140802490606

Wood, R. T. A., & Griffiths, M. D. (2007). Online guidance, advice, and support for problem gamblers and concerned relatives and friends: An evaluation of the "GamAid" pilot service. *British Journal of Guidance & Counselling, 35*, 373-389. doi: 10.1080/03069880701593540

Xiao, C., Chen, Y., & Zou, Y. (2007). A survey of psychiatric utility of client counseling online. *Chinese Mental Health Journal, 21*, 62-65.

Yablon, Y. B. (2008). Internet as a source of help in dealing with school violence. *Journal of Educational Computing Research, 39*, 205-220. doi:10.2190/EC.39.3.a

Zack, J. S. (2008). How sturdy is that digital couch? Legal considerations for mental health professionals who deliver clinical services via the internet. *Journal of Technology in Human Services. Special Issue: Internet-Delivered Therapeutic Interventions in Human Services: Methods, Issues, and Evaluation, 26*(2-4), 333-359. doi: 10.1080/15228830802097083

Zilliacus, E., Meiser, B., Lobb, E., Dudding, T. E., Barlow-Stewart, K., & Tucker, K. (2010). The virtual consultation: Practitioners’ experiences of genetic counseling by videoconferencing in Australia. *Telemedicine and e-Health, 16*, 350-357. doi:10.1089/tmj.2009.0108

Zur, O., Williams, M. H., Lehavot, K., & Knapp, S. (2009). Psychotherapist self-disclosure and transparency in the internet age. *Professional Psychology: Research and Practice, 40*, 22-30. doi: 10.1037/a0014745

Zyromski, B., Bryant, A., Jr., Deese, B. D., & Gerler, E. R., Jr. (2008). Succeeding in school: A qualitative study of primarily american indian students' use of an online intervention. *Professional School Counseling. Special Issue: Strengths-Based School Counseling, 12*, 119-122.