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:


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


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.


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


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Kraut, R., Olson, J., Banaji, M., Bruckman, A., Cohen, J., & Couper, M. (2004). Psychological research online:


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.


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Ruggiero, K. J., Resnick, H. S., Acierino, R., Coffey, S. F., Carpenter, M. J., Ruscio, A. M., ... Galea, S. (2006). Internet-based intervention for mental health and...


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