

# Research on the “One-stop” Mental Health Service Model in Universities

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**Abstract:** *With the need of “one-stop” community construction in colleges and universities, “one-stop” mental health service came into being. In order to better integrate mental health education into student life and enrich community functions, it is more necessary to study the model of mental health services. According to the characteristics, current situation and difficulties of higher vocational colleges and integrating psychological resources, this paper proposes ways and models of psychological construction in higher vocational colleges. We need to strengthen the team building, give play to the role of the class committee, teachers and counselors, and integrate psychological services into the whole process of students’ campus life. To expand the coverage of psychological services and integrate psychological resources, it is necessary to consolidate offline psychological work and create an online publicity platform. Taking school psychological service institutions as the position, we need to broaden the objects and fields of psychological services, facilitate the processing of psychological problems, and transform the function of mental health from “education” to “service”. We should also explore the “convergence” model aimed at improving the system and functions and the “divergence” model aimed at expanding coverage to make psychological services more convenient.*

**Keywords:** “One-stop”; Mental health; Colleges and universities

## 1. Introduction

The mental health service takes the school mental health as the center, takes the entire school campus culture construction as the background, and covers the entire school teachers and students. With the construction of the school’s “one-stop” student community, the place of the psychological center began to move from a single institution to the student community, and from the classroom to the student’s living area. Building a comprehensive and effective psychological service system and exploring a “one-stop” mental health service model will help to build student communities and improve the level of mental health. The psychological “one-stop” construction is an extension of the “one-stop” construction of the student community, which is more conducive to the comprehensive development of the “one-stop”.

## 2. Research Background of “One-stop” Mental Health Service Model

The report of the 19th National Congress of the Communist Party of China pointed out that it is important to strengthen the construction of the social psychological service system and cultivate a social mentality of self-respect, self-confidence, rationality, peace and positive. [3] As an integral part of the social psychological service system, college mental health education plays an irreplaceable role. Exploring and optimizing the mental health service model can effectively play a leading role in the psychological service system. The main mental health service mode of colleges and universities is “education” [2], which mainly includes psychological consultation, psychological assessment, training and education, crisis intervention, knowledge science popularization, etc., but each project is relatively independent, and is respectively responsible by psychological consultants, counselors, full-time teachers, student volunteers and other personnel. The functions and venues are scattered, and the psychological service ability is limited. Higher vocational colleges shoulder the responsibility of delivering high-quality skilled talents to the society. The level of students’ mental health is related to the “quality” of talent training. However, students in higher vocational colleges often face more pressure and challenges [4]. Students in the “Internet plus” environment face more psychological problems caused by network dependence [6]. At the same time, the anxiety level of college students is higher in the post epidemic era [8], the rapid transformation of identity and status also brings more psychological problems, and the demand for efficient and convenient psychological services is more urgent than ever.

The “one-stop” of colleges and universities was first proposed in the student community management. In 2019, the Ministry of Education launched a pilot project to build a “one-stop” student community comprehensive management model. Ma Chengyao believes that “one-stop” is intended to integrate fragmented functions and reduce departmental barriers to meet the overall needs of students<sup>[5]</sup>.

In 2018, ten departments including the National Health Commission issued the Work Plan for the Construction of the National Social Psychological Service System. Li Guyu and others pointed out that mental health education in colleges and universities plays a positive role in social service<sup>[3]</sup>. Huang Xiting pointed out that the mental health service model of colleges and universities is education, and the fundamental purpose of the mental health service model of colleges and universities is to promote the healthy growth of students and enhance social adaptability, so as to better develop the psychological potential of students.<sup>[2]</sup> Wu Ji pointed out that the development of the school’s mental health has gone through the medical model, the education model and the service model. The service model, based on the education model, more reflects the satisfaction of students’ psychological needs<sup>[7]</sup>. At present, few scholars have studied the “one-stop” mental health service model in vocational colleges. With the full coverage of the “one-stop” student community management, psychological services will also penetrate into all aspects of student life. Especially in the post epidemic era, it is more important to explore the “one-stop” mental health service model. Chen Xuefeng and others pointed out that in the current epidemic situation, we should pay attention to the construction of the psychological service system, and pay more attention to the safety and security of the psychological level while meeting the material needs in emergency situations.<sup>[1]</sup>

### **3. Research Significance of “One-stop” Mental Health Service Model**

Studying the “one-stop” mental health service model in higher vocational colleges and exploring more effective practical approaches will help strengthen the social psychological service function of higher vocational colleges, complement the theory of social psychological service system, and also extend the “one-stop” student community management practice. The exploration of the “one-stop” mental health service model will help to improve the school’s psychological service work. The psychological education extends from traditional preaching to service functions, which will reduce resource waste. While psychological work is more efficient, it can also promote the establishment and improvement of the psychological service system.

The “one-stop” mental health service mode has facilitated the shift of the focus of students’ psychological education. From students’ need for psychological help to psychological service, psychological education is integrated into students’ dormitory life. Mental health education has gradually become a daily, easy and imperceptible thing. Create an online and offline platform for “one-stop” psychological services to integrate psychological services with student communities. By coordinating the resources inside and outside the school, we seek cooperation among hospitals, communities, friendly schools and social public welfare organizations, and take advantage of multiple platforms to achieve resource linkage and sharing. The combination of psychological education and funded education can deeply solve the pain points of students’ psychological problems. The content of psychological service needs to be innovated. It is interesting to add psychological service in the form that students interested, such as sports, music, radio, etc. It is necessary to cut psychological service into all links of student activities, so that psychological health work is more effective and students are more satisfied with psychological service.

### **4. Weak Link of Mental Health Service Model**

Colleges and universities shall allocate a certain number of psychological teachers and special funds according to the number of students to ensure that the school can carry out regular mental health activities. In addition to providing psychological counseling services, psychological training, and support for psychological activity venues, various student groups will also carry out mental health activities from time to time. The mental health services are scattered, and there are also some problems as follows.

1) Students’ awareness of mental health is weak. They lack the awareness of seeking help after psychological problems occur, and they know little about the school’s mental health and counseling center, and their channels of seeking help are blocked.

2) Full time psychological teachers and students’ psychological work are separated. Most of the teachers involved in the actual psychological service work are counselors. The training opportunities for

amateur psychological workers are limited, which limits teachers' psychological knowledge reserve and professional promotion. The lack of personnel hinders the construction of professional psychological service team.

3) Each department has a clear division of labor and is relatively independent, so the psychological work is scattered and lacks effective cooperation and resource integration.

## **5. Exploration of “One stop” Mental Health Service Mode**

The exploration of mental health service mode not only allows students to enjoy mental health education more closely, but also, more importantly, the school's “one-stop” community construction can integrate various resources, gather core forces inward and expand psychological influence externally, and implement mental health services into specific work.

### **5.1. Refinement of service functions under the “convergence” model**

The “convergence” mode refers to the reorganization and optimization of the functional institutions and personnel of psychological services, and the improvement of system construction and staffing. Highlight the five main functions of the school's mental health and counseling center including psychological measurement, knowledge popularization, crisis intervention, psychological measurement and education and training. It is mainly to provide evaluation methods and places for teachers and students, provide learning environment and opportunities to help students with psychological crisis. At the same time, it provides students with mental health education, training of study commissioners and teacher training. It can be divided into two groups, that is, students and teachers.

1) Students are provided with one-to-one psychological counseling, one-to-one group counseling and psychological skills training for cadres. Crisis intervention for students with psychological difficulties. Popularization of knowledge to all students.

2) Provide effective psychological knowledge training and skill training for teachers. Supplement the professional knowledge of psychological workers. Decentralize some responsibilities of the psychological center. Strengthen the role of psychological liaison and counselor, so that they can deal with students' common psychological problems, such as campus adaptation, interpersonal relations, etc. The building of the teaching staff team mainly includes psychological liaison, counselors, full-time teachers and logistics support personnel, mainly performing mental health education, attention to students in psychological difficulties, intervention in emergencies, and financial support for students in poor psychological difficulties.

### **5.2. Diversification of service content under the “divergence” model**

The divergent mode is designed to expand coverage. Create a positive community atmosphere, which will have a beneficial impact on students both horizontally and vertically. The “divergence” mode mainly includes the following points.

1) Create a healthy psychological atmosphere in the student community. Give full play to the advantages of the student community. Pay attention to dormitory culture construction and campus environment planning. Put up slogans. Create a relaxed and comfortable living space for students to feel warm in life. Psychological knowledge no longer only exists in the classroom, but also can imperceptibly flow into students' hearts.

2) Establish a diversified online platform. Plan psychological websites. Transparent service information. Use big data to accurately identify users, and actively push promotional content for students. With the advantage of big data and the number of customers of each major network platform, we can create our own online celebrity products, which can teach and entertain, and seize a new highland of the network.

3) Out of school cooperation includes cooperation with volunteer service organizations to carry out voluntary activities and heal the body and mind by serving others; Contact psychological public welfare organizations to obtain more psychological service resources, such as free psychological help hotline, and seek professional assistance; Establish contact with communities, hospitals and mental health service centers to facilitate medical services; Consolidate home school cooperation, give play to the role of counselors and psychological liaison, and pay special attention to the communication and cooperation between parents of students in psychological difficulties; Establish an alliance of friendly schools, learn from excellent experience, and realize resource sharing.

### 5.3. Service content is progressive

Students' psychological needs are more in the emotional aspect. However, when students encounter psychological difficulties, they often do not want to let others know, and most of the people who can perceive students' psychological needs are those close to them. Therefore, the psychological needs lead to the bottom-up psychological services. From the psychological center to the dormitory, from the psychological counseling teacher to the student, the psychological service involves the participation of the college, teachers and the class committee, and the relationship is progressive.

### 6. Conclusion

The mental health service of colleges and universities in China has developed rapidly, and the function of mental health service has become increasingly perfect, but there is still much room for improvement in the actual effect. The "one-stop" mental health service system in colleges and universities needs to be improved. Colleges and universities play a leading role in the social psychological service system. Its radiation is expanded, no longer limited to education and consultation, and has a positive impact on the maintenance of a positive and healthy social mentality; The students master basic psychological knowledge and have certain psychological crisis prevention skills. The significant improvement of students' mental health level makes them more satisfied with school psychological work. The psychological atmosphere of student community is strong; Through the integration of teacher resources, all departments are more coordinated, and the effectiveness of solving psychological problems is improved. At the same time, by establishing an online platform with certain influence, the school's psychological work and activities will also receive high attention.

The "one-stop" psychological service mode in colleges and universities is a kind of service that emphasizes the full staff, which is the embodiment of "full staff education, full process education, and all-round education". It constantly adjusts the service mode according to the needs of students, creates a good mental health environment, and promotes the comprehensive development of college students.

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