

Role Positioning And Function Play Of College Counselors In THE COVID-19 Epidemic

Yimeng Chen

Shandong University of Traditional Chinese Medicine, Jinan, Shandong, 250355, China

Keywords: College Counselors; COVID - 19 Outbreak; Role Positioning; Functional

Abstract: COVID - 19 outbreak happened since the founding of the people in our country's most widely the fastest and the spread of infection, prevention and control of the most difficult a major public health emergencies, counselors as the first-line workers of student management, in response to the outbreak of COVID - 19 is also facing a big test, more needs to be in crisis situations, because of things in the perspective of communication, guide and reflection on clear role orientation of university counselors, prediction, analysis and decision making as driving force to promote function of university counselors, improve work efficiency, so as to promote ideological and political education and student management work of professional counselors and all-round development, To create a new situation in the management of college students.

Introduction

On January 30, 2020, the world health organization announced that it will be coronavirus pneumonia (2019 - nCoV) outbreak as a "public health emergency of international concern", February 23, 2020, xi jinping, general secretary in epidemic prevention and control and overall promote COVID 18-19 conference stressed the work plan for economic and social development "the COVID - 19 outbreak, happened in China since the founding of new China's most widely the fastest and the spread of infection, prevention and control of the most difficult a major public health emergencies. For us, this is a crisis, is also a big test "[1]. As the organizer, implementer and director of ideological and political education and management of students in institutions of higher learning, counselors are the important link and bridge between schools and students, and the front-line workers of student management. The work of counselors is also faced with a big test and a challenge. Therefore, it is more necessary for counselors to have a correct positioning of their role, promote the play of their role, and introduce new ideas and forms into the work of epidemic response to improve the ideological and political education and student management work in all - directions and effectiveness.

I. Challenges faced by university counsellors in the COVID-19 epidemic

(1) The complicated situation of the epidemic poses challenges to the counsellors

COVID - 19 outbreak is difficult since the founding of the impact range, the prevention and control of a national major public health emergencies, its sociality, sudden, danger, cause serious harm to the society, COVID - 19 during the outbreak, the counselor routine environment of ideological and political education and the student management work mechanism is broken, new coronavirus outbreak of uncertainty and unpredictability, brings to the instructors of student management work environment more uncertainty factors, and on the time requirements, need a counselor in a short period of time for students to rapid response, based on the actual need, take effective ways to help the school epidemic prevention and control work, Moreover, the COVID-19 epidemic is gradually spreading internationally, which makes the international environment situation grim. International exchanges and cooperation between universities are strengthened, many university students participate in overseas exchange programs, students go abroad for study visits are increasing, and transnational management conducted by counselors also increases the

difficulty of management.

(2) Challenges to counselors from the decentralized distribution of students

Counselors work in the final analysis or the work of a person, must be around students, students care, service students, student-centered. COVID - 19th during outbreaks, coincided with a winter vacation in university, university students' distribution, the student main body diversification, cannot live with the student education and management, students will inevitably produce certain slack off, it is hard to guarantee the real time capability of problem solving, combined with the local epidemic situation is different students, make students management difficulty increases, to some extent, weakens the counselor whole controls the ability of student work, combined with the regional differences, family economic condition of students, counselors need comprehensive consideration, differently.

(3) Office networking challenges to counselors

The best protection is home isolation, where school starts later as a crowded place, Under this situation, the main battlefield of counselor student management has shifted to online, which opens a new situation of comprehensive network office. However, it also brings new challenges to counselor student management. First, network office of instructors of student management put forward higher request, in addition to master advanced information technology to ensure normal operation of student management work, also need to acquire information and policy implementation, communication and feedback, judgment and processing, the situation of students' special mood calm, etc., require instructors learn more management skills, second, student engagement and sense of belonging is reduced, between the classmate, reduce the direct contact between teachers and students, together with some students in the area and family economic conditions and other factors, network applications have been hampered, All these have certain influence on the instructor's student management, class cohesion and study style construction inevitably.

2. Communication, Guidance and Reflection: The role of college counselors in the epidemic situation is repositioned

Role is the external manifestation of social status and people's expectation of people's behavior in a particular position [2], Counselor is a kind of a combination of characters, large amount of actual working face is wide, described as "nanny", "orderly" "firefighters" [3], the role ambiguity, responsibilities of unknown phenomenon, seriously affected the play of the role of counselor, therefore, only clear the right role, to ensure that the counselor work carried out in the COVID - outbreak of 19 students. In response to COVID-19, counselors, as front-line workers in student management, play the roles of communication, guidance and reflection throughout.

(1) The role of two-way communicator ensures the implementation of the system

Firstly, counselors are active followers of students' ideological and political status and physical health. They observe, understand and master students' mental dynamics and physical status information, implement the policy of "early discovery, early report, early isolation and early treatment", and implement the "zero report" system to ensure the implementation of the system and keep the responsible land well. The instructor should make full use of the network platform to complete the collection of student information regularly every day, and mobilize the main student cadres to timely feedback the dynamic information of students, timely grasp the situation of students, and help solve the practical problems of students.

Secondly, "the outbreak is the command, control and prevention's responsibility" [4], Counselors are also the first responders to the feedback of students' ideological and political status and physical health status. Counselors as the direct management of student work, is the student thought political education work of the first line, according to the information we have to master every day make accurate judgment and the existing condition, abnormal condition immediately student, understand the details, recorded, and the primary material report timely and accurate information for finishing,

omission, leaders, conceal, misstatement, solid work of students.

Thirdly, COVID - 19 epidemic prevention and control work to the school each department each college from top to bottom, only a timely information on the epidemic prevention and control to the students, to be effective student mood stability, better outbreak, only will be the first master of the students physical and mental health, reported in a timely manner, and to coordinate relevant departments together, completes the school epidemic prevention and control, and governance to cope with the work. Embodied in well interconnected communication between students and colleges, schools of hub, strengthen the coordination between departments and school as well as a variety of resources deployment, and schools to COVID - 19 of epidemic prevention and control work, improve school epidemic prevention and control work of the smooth general characteristic, timeliness, reduce disease risk and impact to the school.

(2) The role of multiple facilitators is to guide the healthy growth of students

Firstly, the counselor is the guide of ideological and political education for college students. The counselor should seize the precious educational opportunity in the crisis, and do a good job in ideological and theoretical education and value guidance for college students during the epidemic period. The vivid practice of the whole nation fighting against the epidemic fully demonstrates the superiority of China's socialist system in concentrating resources to accomplish great things and the strong leadership of the CPC. Fighting in the front line of resistance to disease medical workers went ahead, and to heal the wounded and rescue the dying, fulfill their duties, day tour, the public security police one party hard eight party support volunteers painstakingly, sincere dedication, etc have sprung up many of the outbreak of moving story, warm heart, all of this love for counselors university students party patriotism and cultivate bear responsibility consciousness, guide students to build correct world outlook, the outlook on life, values provides a real and vivid material, The instructor should take this as an opportunity to play the role of guidance for students' ideological and political education.

Secondly, the counselor is the guide of network public opinion. In 2014 the Ministry of Education in the institutions of higher learning counselor professional ability standard (provisional) "clearly put forward in the counselor to the understanding of network public opinion information in time, pay close attention to student's network dynamic, keen grasp some orientation, and the problems of mass, grasp the influence and control of network public opinion, become the network ideological and political education experts" [5]. Counselors, as the main force of school's online public opinion governance and guidance, should also do a good job in communicating school management policies and supervising and guiding online public opinion dynamics during the epidemic period, so as to create a positive public opinion environment for the school to promote the truth, goodness and beauty. Instructors can timely understand the online public opinion trends of students during the epidemic through microblog, WeChat, QQ, website, post bar, forum, network broadcast, short video and other common network platforms used by college students, and correctly guide students' online opinions.

Thirdly, the counselor is the guide of students' mental health. The counselor bears the important responsibility of mental health education and consultation, should find out the psychological problems of students in time, intervene in the bad mood of students, carry out daily psychological counseling for students, and assist the school mental health education institutions to carry out mental health education.

(3) The role of reflector contributes to the overall development of student management

Firstly, the counselor to collect during the outbreak of student management in the process of statistics, sorting, write the related materials, such as students' basic information registration form, the special student's case, event handling work record, etc., in the process of complement and perfect the counselor daily student management work related materials; Secondly, special cases and cases of students occurred during the epidemic period were sorted out to form a case base. The successful experience and shortcomings of incident handling were summarized and reflected, and the weak links in daily student education and management were sorted out, so as to draw lessons

and make up for and rectify in time. Third, I wrote summary materials, sorted out and filed files, reviewed the whole process of student management during the epidemic period, and constructed corresponding improvement measures according to the loopholes and shortcomings in the work. Through reflection and summary, it is beneficial to improve the professional and comprehensive management of counselors' students.

3. Prediction, analysis and Decision making: The role of college counselors in coVID-19

(1) Follow the rules and make reasonable predictions

To follow the rules is the prerequisite for counselors to carry out student management work smoothly and realize the scientific work of counselors. Counselors should follow the laws of education, grasp the characteristics and growth rules of college students' physical and mental development, find and summarize the laws of ideological and political education, mental health education, etc., adhere to the combination of universality and particularity, so as to make reasonable predictions and take accurate measures. According to the different stages of the epidemic situation and the different characteristics of the network information, students' ideological understanding and psychological state will be different. The instructor should, on the basis of grasping the law, make scientific and reasonable predictions, move the work port forward, make plans in advance, and conduct targeted education and guidance.

(2) Comprehensive analysis and accurate response

Firstly, Instructor work specific content.to analyze the students in the ideological and political education and the value guidance, the network public opinion guide, students' physical and mental health of a dynamic, through various channels to collect information on epidemic dynamics, students' ideological and psychological dynamic, counselor for reference in dealing with the successful experience of campus "SARS" epidemic spread case, in a timely manner to conduct a comprehensive analysis and sum up, the signs can appear all sorts of accidental factors and systematic estimation and analysis; Secondly, in terms of work carrier. During the COVID-19 epidemic, local education authorities issued regulations, requiring schools to cancel all gathering sex education and teaching activities during the epidemic, and not to return to school or start school early[6].Counselors to comprehensive analysis, the pros and cons of network office, a comprehensive grasp of basic situation, the students use web habits, to establish "the counselor - class committee - students" and "counselors and parents, students" communication path, to reduce the negative influence brought by the network office relative lag, difficult situation at the same time for students to use network timely feedback to the school, timely and accurate to help students solve difficult problems with network.

(3) Putting people first and making decisions scientifically

"The campus is the main battlefield of the United Front of the Department of Education, and the safety of teachers, students and staff is the deepest concern of the school."[7]In the final analysis, the work of a counselor is the work of a human being, which must be centered around students, take care of students and serve students. In the field of management, decision-making is a process of evaluating, evaluating and choosing several alternatives[8],In response to THE COVID-19 epidemic, counselors should be guided by the national and school epidemic prevention and control requirements, based on objective conditions and facts, adhere to the student-centered and student-oriented purpose, and carry out scientific work decisions.

Firstly, based on the reality, pay attention to the collection and processing of information. Information is the basis of decision making. Decision making starts from the discovery of problems. Only by collecting and obtaining sufficient information through various channels and grasping the essence of problems can information value be maximized[9].Instructors should fully and accurately grasp students' information, base on the objective reality of network office, use information technology, expand information collection channels, and establish communication platforms

through WeChat, QQ, tutoring cat and other systems to carry out daily communication. Regularly carry out "cloud class Meeting" through network broadcast platform, directly talk with students to reduce the level of information transmission, and timely understand students' dynamics and needs.

Secondly, information communication and feedback should be strengthened to alleviate decision-making conflicts. The counselor should strengthen the two-way communication with students, timely exchange information with students to improve the integrity and accuracy of information, and also pay attention to informal communication with students. Through the informal environment such as WeChat circle of friends of students, QQ space dynamic messages, microblog comments, to maximize the understanding of students' real thoughts, to obtain student feedback information.

Third, open the decision-making feedback channel, timely tracking and correction. On the one hand, due to limited experience in dealing with national public health emergencies of COVID-19, information prediction may be inaccurate, and information collection may not pay enough attention to students' personalized needs, which may lead to incomplete information and incomplete decision-making. Epidemic situation is fast changing, on the other hand, all kinds of information emerge in endlessly, therefore, in the process of plan implementation, counselors need to collect feedback information, still open feedback channels, through E-mail, QQ group discussion, the way such as telephone, dynamic and continuity to the decision, according to student's questions in a timely manner to the decision to make correction and adjustment, make decisions constantly with the actual needs of student development, implementation decisions effect optimization.

References

- [1] Xi Jinping. EB / OL: An important speech at the conference on the overall promotion of the prevention and control of the epidemic of new coronavirus and the deployment of economic and social development work. [Http://www.gov.cn/xinwen/2020-02/23/content_5482453.htm](http://www.gov.cn/xinwen/2020-02/23/content_5482453.htm), 2020-02-23
- [2] Zheng Hangsheng. New Introduction to sociology[M].Beijing: Renmin University of China Press, 2003:160.
- [3] Xu Ziliang, Dong Shaoqin. Guided by the scientific concept of development innovation college counselor team construction [J]. Journal of school party construction and ideological education, 2020 (10): 91.
- [4]Xi Jinping.At the Meeting of the Standing Committee of the Political Bureau of the CPC Central Committee on Epidemic Prevention and Control [EB/OL]. People's Daily online: <http://theory.people.com.cn/n1/2020/0126/c40531-31562555.html>, 2020-01-26
- [5] The Ministry of Education.Vocational Competence Standards for Counsellors in Institutions of higher learning (Interim)[EB/OL].Government portal of Ministry of Education of China: http://www.moe.gov.cn/srcsite/A12/s7060/201403/t20140327_167113.html,2014-03-25
- [6] [7]Chen Baosheng.Speech at a special meeting held by the Leading Party Members' Group of the Ministry of Education[EB/OL].Government portal of Ministry of Education of China: http://www.moe.gov.cn/jyb_xwfb/xw_zt/moe_357/jyzt_2020n/2020_zt03/yw/202002/t20200203_417480.html, 2020-02-03
- [8][9] Dai Rui, Wu Tingting. On the Path of Scientific Decision-making of College Counselors [J]. Journal of College Counselors, 2013(6):10.
- [10]JinYan.Research on role orientation and Implementation Path of College Counselors. Innovation Education. 2019 (163).
- [11] ZhengQingqing.Reflections on the Role orientation of Counselors in The Management of Network Public Opinion in Colleges and Universities[J].Journal of Changjiang Engineering Vocational And Technical College,2019(6):64-66.

[12] On the Role orientation and Identity of College counselors[J].Journal of Guangxi Normal University of Science and Technology,2019(8):137-139.