

Bibliography on E-guidance and Telephone Helplines

This bibliography provides sources of information on e-guidance and telephone helplines in career guidance work. It does not however, provide a fully comprehensive representation of the literature that has been published worldwide. The publications and journal articles that are listed are from the 1990s onwards and focus mainly on the UK, with some international content. The research is drawn from material that is available in the collection at the National Library Resource for Guidance (NLRG), searches on key journals databases, and a trawl of the internet.

There are two bibliographies that should be referred to: firstly, the bibliography on *Computer-assisted career guidance* by Jim Sampson in 2003:

http://www.career.fsu.edu/documents/bibliographies/CACG%20Bibliography_7_23.DOC

Secondly, the bibliography on *ICT skills for guidance counsellors: A bibliography from the UK* by Marcus Offer, which is on the NGRF website.

<http://www.guidance-research.org/workgroups/effective-editors/imprac/ImpP1/Imp1iii/ImpP1iiid/ImpPiiidbiblio/attach/LM%20Bibliography%20ICT%20resources.doc>

Information about e-guidance and the ethical issues can be located on the NGRF website.

<http://www.guidance-research.org/>

E-Guidance and ICT in Careers Guidance

Books and Reports

BECTA (2001) *Connecting careers and ICT*. Coventry: Becta.

<http://www.becta.org.uk/careersict/careersict.pdf>

Bloom, J.W. & Walz, G. (2000) *Cybercounseling and cyberlearning: Strategies and resources for the Millennium*. Alexandria, VA; Greensboro, NC: CAPS, Inc: American Counseling Association.

Bosley, C. et al. (2005) *Review of literature on the use of ICT in the context of careers education and guidance*. Derby: Centre for Guidance Studies, University of Derby.

<http://www.derby.ac.uk/Cegs/publications/P185BECTAFINAL.pdf>

Department for Education and Employment (1996) *Workshop report: the internet in careers education and guidance*. Sheffield: DfEE.

Evangelista, L. (2005) *A silent revolution: the impact of the internet on careers guidance*. Casale Monferrato: Edizioni Sonda.

Evangelista, L. (2004) *How is the internet changing careers guidance? First results of a survey amongst European Careers Advisers*. [Internet], Available from:

http://www.guidanceforum.net/pages/res_general/surveyresults.pdf

[Accessed 15 November 2005].

Based on an online survey on how the internet is changing careers guidance, this paper examines the main themes emerging from the testimonies careers advisers.

Future Steps Ltd (1998) *Applications of multimedia technology to the careers education and guidance needs of pupils with moderate learning difficulties*. Department for Education and Employment, Choice and Careers Division, IT in Guidance project.

Gati, I. (1996). Computer-assisted career counseling: Challenges and prospects. In: Savickas, M.L. & Walsh, B.W. (Eds.). *Handbook of career counseling theory and practice*. Palo Alto, CA: Davies-Black Publishing.

Guidance Council (2004) *Catalysts for growth in career guidance*. Leicester: The Guidance Council.

<http://www.guidancecouncil.com/downloads/State%20of%20Guidance%20Catalysts%20for%20Growth%20FINAL.pdf>

Within this report is a section which looks at technological functions and how career guidance can be accessed.

Harris-Bowlsbey, J. et al. (2002) *The Internet: A tool for career planning*. 2nd ed. Tulsa, Oklahoma : National Career Development Association.

[http://209.235.208.145/cgi-](http://209.235.208.145/cgi-bin/WebSuite/tcsAssnWebSuite.pl?Action=DisplayLinks&Sections=FGHIJKL)

[bin/WebSuite/tcsAssnWebSuite.pl?Action=DisplayLinks&Sections=FGHIJKLMNOPQRSTUVWXYZ&AssnID=NCDA&DBCCode=130285](http://209.235.208.145/cgi-bin/WebSuite/tcsAssnWebSuite.pl?Action=DisplayLinks&Sections=FGHIJKLMNOPQRSTUVWXYZ&AssnID=NCDA&DBCCode=130285)

Houston, M. et al. (2001) *Evaluation of the use of information and communications technology to support careers education and guidance*.

Research Report: no. 286. Nottingham: DfES.

<http://www.dfes.gov.uk/research/data/uploadfiles/RR286.doc>

This study aims to gain a better understanding of the use of ICT to deliver CEG and to inform policy developments.

Hunt, M. ICT and the E word - E learning, E guidance, E what? [Internet], Essex: Trait Education. Available from:

<http://www.cegnet.co.uk/resource/content/files/458.doc> [Accessed 14

November 2005].

Kirkwood, A. (1998) *Using IT in careers education and guidance: report on the evaluation of the NCET good practice guides*. Milton Keynes: Open University.

Krechowiecka, I. (2001) *Using ICT to encourage supported self-help*. [Internet], Coventry: Becta. Available from: <http://www.becta.org.uk/careersict/pointsofview/krechowiecka.html> [Accessed 15 November 2005].

Madahar, L. & Offer, M. (2004) *Managing e-guidance interventions within HE careers services: a new approach to providing guidance at a distance*. Manchester : Graduate Prospects.

http://www.prospects.ac.uk/downloads/csdesk/members/reports/EGUIDANCE_RESEARCH_REPORT.pdf

This paper reports on the 12 month e-guidance action research project, that was piloted at 5 HE careers services. A further 6 piloted the e-guidance software but did not contribute formally to the research.

Managing e-Guidance: New approaches to providing careers guidance at a distance. Conference organised by Graduate Prospects in association with learndirect and the Department for Education and Skills on 16th September 2004 at the New Connaught Rooms, Covent Garden, London.

[http://www.prospects.ac.uk/cms/ShowPage/Home_page/Managing_e_Guidance/plleeXbmbL:\\$7CCvC\\$](http://www.prospects.ac.uk/cms/ShowPage/Home_page/Managing_e_Guidance/plleeXbmbL:$7CCvC$)

The conference provided careers guidance practitioners with the opportunity to discuss issues, both strategic and practical, surrounding e-guidance and delivering careers guidance at a distance via the Internet and email.

Marris, L. (2003) *A Case of the Triumph of Form over Substance? In what ways do Careers Advisers in Higher Education Careers Services, view their use of Email communication with students as part of a career education and guidance process?* Dissertation submitted in part fulfilment of the requirements for the degree of Master of Arts (Education) Career Education, Development and Guidance, of the University of Kent at Canterbury.

<http://www.guidance-research.org/EG/imprac/ImpP1/ipgpict/Imp1iii/ImpPiiib/LMdissertation/attach/LM%20MA%20dissertation%20July%202003.doc>

This research was based on interviews of careers advisers, and identified that email was used to provide information advice and guidance to students.

Offer, M. (2004) *Giving guidance by email: Advisors' checklist*. Manchester: Graduate Prospects/HECSU.

http://www.crac.org.uk/nicec/publications/pdfs/giving_guidance_email_advisers_checklist.pdf

This briefing on giving advice by email provides a starting point for advice on the key issues and is a tool for training.

Offer, M. (2004) *What is e-guidance? Using information & communications technology effectively in guidance services*. HECSU research notes. Manchester: Graduate Prospects/HECSU.

http://www.crac.org.uk/nicec/research/archived_research/whatisguidance.pdf

This briefing summarises key points and issues arising from several and development projects commissioned by Graduate Prospects/HECSU, in conjunction with NICEC from 2000-2004.

Offer, M. (2002) *Getting started with the internet: in adult guidance*. Cambridge: NICEC.

http://www.guidanceforum.net/pages/res_general/Internet_Guide_PDF_Master.pdf

The booklet is aimed at anyone who helps adults with choices about learning and work and who hasn't used the Internet before.

Offer, M. (2000) *Career professionals' guide to the internet*. Richmond: Trotman.

Offer, M et al. (2001) *Careers services: technology and the future*. Cambridge: NICEC.

http://www.crac.org.uk/nicec/research/archived_research/career_tech.htm

This report explores current practice and future potential for technically mediated service delivery in higher education careers services. In particular, it examines ways in which careers services might view their web site as an agent of change in terms of service positioning.

Offer, M. (1997) *A review of the use of computer-assisted guidance and the Internet in Europe*. Dublin: National Centre for Guidance in Education.

Offer M. & Sampson, J.P. (2001) *Careers Services: technology and the future*. NICEC Briefing. Cambridge: NICEC.

http://www.crac.org.uk/nicec/publications/pdfs/career_services_tech.pdf

Offer, M. & Watts, A.G. (2000) *The use of information and communication technologies in the Connexions service*. Report on a NICEC/CRAC/Guidance Council Invitational Policy Consultation Held on 20-21 September 2000 at Madingley Hall, Cambridge. Conference Briefing.

http://www.crac.org.uk/nicec/publications/pdfs/info_communication.pdf

Offer, M. & Watts, A.G. (1997) *The internet and careers work*. NICEC Briefing. Cambridge: NICEC.

This briefing reviews the state of the art in the application of the internet in careers work. It examines current and potential users and identifies a range of issues relating to the use of the Internet in the careers field. It is aimed at career practitioners who wish to consider the implications of the Internet for their work.

Plant, P. (2002) *IT in careers guidance: constructs and learning. Computer assisted careers guidance: Some European perspectives*. [Internet], Available from:

http://www.guidanceforum.net/pages/res_general/itguidanceconstructlearning.doc [Accessed 14 November 2005].

Sampson, J. (2001) *Information and computer technology in careers guidance: getting from where we are to where we might want to be*. [Internet], Coventry: Becta. Available from:

<http://www.becta.org.uk/careersict/pointsofview/sampson.html> [Accessed 14 November 2005].

Sampson, J. et al. (1999) *Who needs guidance?* Derby: Centre for Guidance Studies, University of Derby.

<http://www.derby.ac.uk/cegs/publications/guidance.PDF>

Sampson, J. et al (1999) *A Differential Feature-Cost Analysis of Internet-Based Career Information Delivery Systems (CIDS): Technical Report Number 24*. Tallahassee: Centre for the Study of Technology in Counseling and Career Development, The Florida State University.

<http://www.career.fsu.edu/documents/technical%20reports/Technical%20Report%2024/Technical%20Report%2024.html>

Scottish Guidance Group (2000) *Information and Communications Technology for the delivery of guidance. A good practice guide*. Edinburgh: Blake Stevenson Ltd.

http://www.effectivecomm.demon.co.uk/graphics/PDFs/ICT_booklet.pdf

Watts, A.G. (1996) Computers in Guidance. In: Watts A.G. et al. (Eds), *Rethinking careers education and guidance*. London: Routledge.

Watts, A.G. (2001) *The role of information and communication technologies in an integrated career information and guidance system*. Paris: OECD.

<http://www.oecd.org/dataoecd/35/44/2698249.pdf>

Journal Articles

Ballantine, M. (1995) The use of computers in career development in UK organisations. *Career Planning and Adult Development Journal*. 11, pp. 87-99.

Bratina, T.G. (1998) Electronic career search. *Journal of Employment Counseling*. 35 (1), pp.17-25.

Clark, G. et al. (2000) Interactive Career Counseling on the Internet. *Journal of Career Assessment*. 8 (1), pp. 85-93.

- Crowley, T. (1992). Computer-aided careers guidance: An investigation involving an artificial system. *British Journal of Guidance & Counselling*. 20, pp. 344-351.
- Edmunds, H and Morris, D. (2001) 'Information, ICT and guidance: 16 years on: where are we now?' *Careers Software News*. 6 (2), pp 6-8.
- Gati, I. (1994). Computer-assisted career counselling: Dilemmas, problems, and possible solutions. *Journal of Counseling and Development*. 73, pp. 51-56.
- Gati, I. (2001) Should I use a computer-assisted career guidance system? It depends on where your career decision-making difficulties lie. *British Journal of Guidance & Counselling*. 29 (3), pp. 300-321.
- Gati, I. et al. (2003) Perceived Benefits of Using an Internet-based Interactive Career Planning System. *Journal of Vocational Behavior*. 62 (2), pp. 272-86.
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http://www.agcas.org.uk/publications/phoenix/summer_2002/careers_provision_email.htm
- Hinkle, J.S. (1992), Computer-Assisted Career Guidance and Single-Subject Research: A Scientist-Practitioner Approach to Accountability. *Journal of Counseling & Development*. 70, pp. 391-395.
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<http://aped.snu.ac.kr/prof/aper/aper%20data/2-1/12-Tai-Ho%20Kim.pdf>
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- Madahar, L. (2000). Services to graduates. *Phoenix*. 94, pp. 6-7.
- Marris, L. & Reid, H.L (2003) 'ICT is proving to be a powerful tool in the delivery of careers information and advice. But is e-guidance a step too far?' *Newscheck*. October/November, pp.8-9.
- Mau, Wei-Cheng. (1999) Effects of Computer-Assisted Career Decision Making on Vocational Identity and Career Exploratory Behaviors. *Journal of Career Development*. 25 (4), pp. 261-74.
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- Offer, M. (2005) 'E-guidance': can we deliver guidance by email and what issues does that raise? Recent research and evaluation in HE? *Career Research & Development: The NICEC Journal*, Summer, pp. 32-33.
- Offer, M. (2002) Maximising the effectiveness of Guidance Websites. *Newscheck*. 13 (2), pp. 10-12.
- Offer, M. (2001) Using internet resources: gateway on guidance. *Career Guidance Today*. 9 (2), pp. 16-18.
- Offer, M. (1998) Guidance Websites: We're here, because we're here, because we're here? *Newscheck*. 9 (4), pp. 13-14.
- Offer, M. & Sampson, J.P. (1999) Quality in the content and use of information and communications technology in guidance. *British Journal of Guidance & Counselling*. 27 (4), pp. 501-516.
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Tait, A. (1999) Face-to face and at a distance: the mediation of guidance and counselling through new technologies. *British Journal of Guidance and Counselling*. 27 (1), pp. 113-122.

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 (3), pp. 139-155.

Watts, A.G. (1993) The politics and economics of computer assisted guidance systems. *British Journal of Guidance and Counselling*. 21(2), pp. 175-188.

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Wright, J. (2002) Online counselling: learning from writing therapy. *British Journal of Guidance & Counselling*. 30(3), pp. 285-298.

Ethics on internet guidance

Books and reports

Mulvey, R. (2004) *Guidelines for web-based careers guidance: Ethical considerations*. London: University of East London.

NCDCA (1997) *Guidelines for the Use of the Internet for Provision of Career Information and Planning Services*. Approved by the NCDCA Board of Directors, October 1997. [Internet] Available from: <http://ncda.org/about/polnet.html#guidelines> [Accessed 15 November 2005].

Socrates Programme (2004) *Ariadne: Guidance for web-based guidance*. Bucharest : Afir Publishing.

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Journal articles

Bloom, J. W. (1998) The ethical practice of webcounseling. *British Journal of Guidance and Counselling*. 26 (1), pp. 53-59.

Sampson, J. P., & Lumsden, J. A. (2000). Ethical issues in the design and use of Internet-based career assessment. *Journal of Career Assessment*. 8, pp. 21-35.

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Rosenfield, M., & Smillie, E. (1998) Group counselling by telephone. *British Journal of Guidance and Counselling*. 26 (1), pp. 11-19.

Watts, A.G. & Dent, G. (2002) Let your fingers do the walking: The use of telephone helplines in careers information and guidance. *British Journal of Guidance and Counselling*. 30 (1), pp. 17-35.

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