USI in ascolto is born, a new virtual space devoted to welcoming and listening to the difficulties and moments of discomfort experienced by the person. It offers a limited number of consultations (usually between one and five) during which the person is accompanied in understanding their individual, relational and/or social difficulties and helped, through the activation of their internal and external resources, to develop strategies to overcome them. Maximum confidentiality is guaranteed. It is not a diagnostic or psychotherapeutic service, but a short-term support to help the person who is experiencing a situation of particular difficulty and/or personal discomfort. It is guaranteed the utmost confidentiality.

Who can access it?
All Bachelor and Master students, duly enrolled at USI, as well as PhD candidates of all Faculties. Consultations are offered in Italian and English.

Who is listening?
USI in ascolto is operated by individuals with direct knowledge of USI and with specific training in psychology.

The service is active:

<table>
<thead>
<tr>
<th>Day</th>
<th>Time</th>
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<tbody>
<tr>
<td>Tuesday</td>
<td>17.00–20.00</td>
</tr>
<tr>
<td>Friday</td>
<td>17.00–20.00</td>
</tr>
</tbody>
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Through the following contacts:

- Tel: +41 58 666 4155
- E-mail: usi-in-ascolto@usi.ch
- Teams “USI in ascolto”

More information at desk.usi.ch/it/usi-in-ascolto

USI and its collaborators decline any responsibility for any damage or problems resulting from the use of USI in ascolto. Data are collected exclusively for the purpose of adequate case monitoring and for statistical purpose. All collaborators comply with the obligation of confidentiality and manage each dossier assuring anonymity.