



## USI in ascolto

### The service is active:

Monday  
17.00–20.00  
via telephone and  
Microsoft Teams

Tuesday  
17.00–20.00  
for in-person meeting, by  
appointment, in room 150  
(Lugano campus, Main Building)

Friday  
17.00–20.00  
via telephone and  
Microsoft Teams

Through the following contacts:

tel + 41 58 666 4155  
e-mail [usi-in-ascolto@usi.ch](mailto:usi-in-ascolto@usi.ch)  
Teams "USI in ascolto"

More information at  
[desk.usi.ch/en/usi-in-ascolto](http://desk.usi.ch/en/usi-in-ascolto)

USI in ascolto (USI listening) is a space devoted to listening and providing free of charge individual support to all members of USI community (students, academic and administrative staff), promoted by USI through the Equal Opportunities Service. USI in ascolto is a space dedicated to welcoming and listening to the difficulties and moments of discomfort experienced by the person. It offers a limited number of consultations (usually from one to 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<sup>1</sup>.

### Who can access it?

USI in ascolto is available to the entire USI community: students regularly enrolled at USI, members of the intermediate body, the academic and professorial staff, and administrative services personnel. 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.

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<sup>1</sup>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.