

# Intervention Paths and Strategies for Psychological Crisis of Higher Vocational College Students in the New Media Era

Teng Fei  
Jiangsu Vocational College of Information Technology  
Wuxi, Jiangsu, China, 214000

**Abstract:** The research on early warning and intervention of college students' psychological crisis has become an important issue of concern to the country, society, universities, and college students themselves. Compared to timely intervention and handling of crisis events, it is more important for universities to establish a comprehensive and systematic crisis warning and intervention system. Based on the characteristics of the new media era and the theory of psychological crisis warning and intervention, universities should strengthen the training of student education managers on the use of new media and network information mining technology and make new media an important platform for psychological crisis warning and intervention of college students in the new era.

**Keywords:** Intervention Paths, Psychological Crisis, New Media Era

## 1. INTRODUCTION

The college stage is a critical psychological period for individuals to develop from adolescence to adulthood. When faced with complex life issues, their unstable psychological state and lack of problem-solving ability make college students prone to psychological crisis. If they do not receive timely and effective intervention, it can easily lead to serious consequences.

In 2016, the mobile internet accelerated the integration process of traditional media and new media, and central and local media actively utilized the "two micro and one end" to transform into new media. The new media era, mainly manifested in the forms of blogs, Weibo, QQ, WeChat, and live streaming, has already or is affecting the values and psychological conditions of college students. According to the 38th "Statistical Report on the Development of China's Internet" (referred to as the "Report") released by the China Internet Network Information Center (CNNIC), as of June 2016, China's instant messaging users reached 642 million, with WeChat Moments, QQ Space the usage rates of Weibo are 78.7%, 67.4%, and 34.0%, respectively. Currently, a new media model centered on individuals has gradually formed, and it is urgent to build a psychological crisis warning and intervention system for college students in the new media era.

With the popularization of the Internet, "online loan consumption" has gradually penetrated major universities. College students feel very novel about this new type of internet finance, and some have developed a variety of mentality such as comparing, showing off, enjoying themselves, and being ahead. Many e-commerce online lending platforms have identified their unique consumption concepts and are offering online loans to college students. Online loans not only have a small amount of funds, but also have very simple procedures to handle. These advantages are highly sought after by college students, who have become the main group of online loan consumers. Many e-commerce online loan platforms induce students to apply for loans through mobile apps on online loan platforms and loan companies, with loan amounts ranging from thousands to tens of thousands of yuan. Some students cannot resist the temptation and go astray.

At the same time as online loans, college students also bear enormous psychological pressure, feeling anxious every day.

If they cannot repay on time, the online loan platform will contact their families, and students are worried about being blamed by their families. Under such psychological pressure, it will seriously affect their normal learning and life. The impact of new media on the mental health of college students mainly has five aspects. One is the impact of new media on the personality of college students. The positive impact lies in the fact that new media encourages individuals to express themselves freely, which is conducive to the strengthening of individual consciousness, the development of personality, and the establishment of "self-identity" among college students. The adverse impact is that new media is prone to group polarization and group anomie, manifested as college students being one online and another in real life, causing personality fragmentation. The second is the impact of new media on interpersonal relationships among college students.

## 2. THE PROPOSED METHODOLOGY

### 2.1 Determination of Early Warning Indicators for Psychological Crisis of College Students

The positive impact is that the anonymity of new media is beneficial for introverted and shy individuals to find trusted friends in the online space, eliminate loneliness in real life, and promote mental health. The impact of development space on the employment quality of college students shows a significant positive correlation. The larger the development space, the higher the job satisfaction of college students, especially those who have prepared employment plans. When seeking a job, they value their future career development space more, do not pay much attention to the starting salary, and have some psychological preparation for the difficulty of the job. Therefore, students who pay more attention to development space when seeking a job have relatively higher job satisfaction. There is also a positive correlation between interests, majors, and job satisfaction among college students. Most college students can find jobs that match their interests and hobbies, and their job satisfaction is relatively high.

Professional matching reduces the employment threshold for college students and provides them with greater development space for their future career development. Therefore, college students who find professional matching jobs also have higher job satisfaction. Individual information indicators refer to

individual characteristics that can influence or predict the development of crisis situations, including personality traits, physiological symptom indicators, cognitive indicators, emotional indicators, and behavioral indicators. Personality traits refer to the relatively stable internal psychological characteristics formed by individuals during their growth experiences; Physiological symptom indicators refer to the physical reactions that an individual experiences during a certain period, especially when facing stress events. Cognitive indicators refer to the reactions that an individual experiences during the process of acquiring and applying knowledge when facing stress events, such as sensation, perception, memory, thinking, language, attribution, etc.

Emotional indicators refer to an individual's emotional experience, emotional behavior, and emotional arousal towards stressful events; Behavioral indicators refer to a response system composed of a series of reaction actions that an individual produces when responding to stress events, which are manifested in various aspects such as learning, life, and interpersonal relationships. The second key step in warning college students of psychological crisis is to clarify the warning objectives. The Opinions of the Ministry of Education, the Ministry of Health, and the central committee of the communist youth league on further strengthening and improving psychological health education for college Students clearly state that efforts should be made to build and improve a warning mechanism for high-risk groups of college students with psychological problems. Therefore, conducting research on the early warning and intervention of psychological crisis among college students in the context of new media is a central topic that educators need to consider and explore.

In real life, individuals establish good interpersonal relationships through varying degrees of self-disclosure to meet their needs for integration into society. The group of college students in adolescence is even more so. According to social information processing theory and clue reduction theory, individuals engage in interactions on new media, due to a lack of body language, and need to provide more information to establish interpersonal trust. Therefore, college students will reveal more personal information on new media platforms.

College psychological counseling centers, departments, and classes can all participate in publicity work, establish themed education windows, cultivate students' correct value orientations, promptly and quickly detect abnormal situations, implement interventions, and help students alleviate complex emotions. To do a good job in ideological and political work for college students, it is necessary to adapt to the situation, advance according to the times, and innovate according to the situation. Universities need to further leverage the positive role of new media in the early warning of psychological crises among college students. One is to increase the training of new media technology for university student education managers. Student education managers in universities may use new media, but they are not familiar with many of its functions, making it difficult to deeply integrate new media with student education management.

Universities can organize specialized training on the use of new media platforms such as WeChat, QQ, and Weibo in student education management. Universities should strengthen career planning education for college students, starting from their first year to their fourth year, from academic career planning to career planning. Through career planning education, students should broaden their employment perspectives and help them establish diverse employment

perspectives. In response to the phenomenon of college students gathering in government agencies and state-owned enterprises to seek employment, universities should provide education on the employment perspective of college students and help them establish a diverse employment perspective. By conducting social practice activities, students can have the opportunity to practice and learn at grassroots work positions, helping them establish a correct understanding of grassroots work. We can also expand students' employment channels, provide opportunities for independent entrepreneurship, and improve their job satisfaction through methods such as crowdsourcing spaces, small and micro enterprise incubation parks, and school enterprise cooperation in education.

## 2.2 The Early Warning and Intervention System for Psychological Crisis of College Students in the New Media Era

The anonymity of cyberspace can also reduce individuals' self-awareness and increase their identification with the online environment, resulting in more and more self-disclosure in cyberspace than in real life. Although the longer the job search time and cost, the more job opportunities there are, the relatively lower the job satisfaction of college students. The higher the cost that college students spend on the job search process, the higher their expectations for the job. If the job they find is not satisfactory, their job satisfaction will greatly decrease.

The impact of workplace on the employment quality of college students is becoming smaller and smaller, because with the gradual deepening of reform and opening, the degree of urban modernization in first tier and second tier cities is gradually shrinking. College students are becoming more rational when choosing workplace, and many students choose workplace based on their actual situation, no longer flocking to Beijing, Shanghai, and Guangzhou. Set up hierarchical network information screening personnel to effectively observe, screen, and summarize based on warning indicators.

In universities, network information screening personnel are set up level by level according to dormitories, classes, majors, grades, and departments. Dormitory and class information screening personnel can be held by students, and information screening personnel for majors and above need to be held by psychological counselors or experienced teachers. The screening content of dormitory information screening personnel is the comments made by dormitory members on QQ space, chat, WeChat, Weibo, and other online media. The screening standard is an early warning indicator system. Once abnormal comments are found, they are reported to the class information screening personnel. The class information screening personnel then summarize and report the information within the class level to the professional information screening personnel, and so on, and report it level by level. The department level establishes a psychological crisis warning database based on information collection.

For students with special psychological problems, they can use mobile phone information, online email, and other methods to provide private psychological assistance and guidance to alleviate their anxiety and anxiety. Using new media to provide education and guidance through the following methods: Firstly, the school has established counselor Weibo as an auxiliary classroom for college students' mental health education, analyzing and inspecting students' reading and response situations, and communicating with them online to form a one-to-many communication model. Secondly, establish an online psychological and

emotional care consultation hotline for one-on-one counseling. Third, play video clips about beautiful soul regularly on WeChat official account. Fourthly, full-time, and part-time psychological teachers conduct live broadcasts of psychological courses on Weibo, with a "bullet screen" where students can speak freely and actively utilize the advantages of the internet to carry out mental health education work.

### 3. CONCLUSION

In practical work, we have found that using new media for psychological crisis intervention requires more time and effort from the intervener and requires higher quality of the intervener. Colleges and universities need to implement the requirements of adapting ideological and political work to different situations, advancing with the times, and adapting to new circumstances. The quality of employment for college students is related to the reputation of universities and the future development of students. Colleges and universities should guide students to establish correct employment values, rationally view factors such as career compensation, career development space, job stability, and work location, help college students establish diverse employment values, and improve the quality of their employment.

### 4. ACKNOWLEDGEMENT

Phase achievements of Jiangsu Provincial Education Science '14th Five-Year Plan' Special Project subject "The Construction of College Students' Psychological Crisis Intervention System Based from the Perspective of 'Three Comprehensive Education'

(C-c/2021/03/15) ”

; Philosophy and Social Science Research Project of Jiangsu "Research on Constructing a Long Term Mechanism of Dual Zone Collaboration" in Higher Vocational Colleges from the Perspective of 'Three Comprehensive Education' : Take Jiangsu Vocational College of Information Technology as Example (2021SJB0409) ”2021 ; Philosophy and Social Science Research Project of Jiangsu "Research on Constructing a Long Term Mechanism of 'Dual Zone Collaboration' Research on the Construction of 'Three Comprehensive Education' Work System in Vocational Colleges from the Perspective of Collaborative Theory (2022SJSZ0429) ”2022.

### 5. REFERENCES

- [1] Wang Xinrui. Psychological Crisis Intervention and Prevention Strategies for College Students in the New Media Era [J] [2023 09 11]
- [2] Liu Wei. Exploring innovative strategies for college counselors to intervene in college students' psychological crisis in the era of new media [J]. China Science and Technology Economic News Database Education, 2022 (5): 3
- [3] Zhang Songyan, Niu Shujie. A study on the path of psychological crisis warning and intervention for college students in the new media era [J]. Decision Exploration, 2019, 610 (03): 89-89. DOI: CNKI: SUN: JCTY.0.2019-03-055
- [4] Dong Zhiyong. Exploration of Intervention Strategies for Psychological Crisis of College Students in the New Era [J] 2020. DOI: 10.12313/j.1007-5070.2020.29.152
- [5] Zhang Yugang. Research on Online Public Opinion Intervention and Crisis Response of Counselors in Universities in the New Media Era [J]. Social Work and Management, 2017
- [6] Guo Jing, Lu Guohua. Research on Psychological Intervention in Community Public Health Emergencies in the Era of New Media [C]//Healthy China - Third Asia Pacific International Conference on Health Emergency System Construction and Medical Reform Strategies. [2023-09-11]
- [7] Qiu Linan. On the Role of New Media and Its Communication Rights Relief in Public Crisis Events [D]. Southwest University of Political Science and Law [2023-09-11]. DOI: CNKI: CDMD: 21011.220485
- [8] Li Yuqing. Research on the Current Situation and Improvement of Media Literacy of Civil Servants in the New Media Era [J]. Silicon Valley, 2021, 007 (004): 86-88
- [9] Zhang Yugang, Zhuang Cuirong, Qiu Weiqing, et al. Research on Online Public Opinion Intervention and Crisis Response of Counselors in Colleges and Universities in the New Media Era: Based on Research Inspiration from 17 Universities in Guangdong Province [J]. Social Work and Management, 2017, 17 (6): 7. DOI: CNKI: SUN: DGYS.0.2017-06-014
- [10] Jiang Junling, Ma Sumin. Research on Intervention Strategies for Network Psychological Crisis of College Students in the New Media Era [J]. Science Popularization: Science Education, 2021
- [11] Liu Yuting, Hou Xiaoliang. Exploration of the Political Psychological Guidance Path for Vocational College Students in the New Media Era [J]. Science and Technology Innovation, 2020 (3): 2
- [12] Ma Jianjian. Research on Psychological Crisis Intervention for College Students in the New Media Era [J]. Literature Education, 2018 (24): 1. DOI: CNKI: SUN: WXUX.0.2018-08-082
- [13] Zou Aili, Wang Xiaorui, Liu Xiaoying. Exploration and practical research on psychological crisis intervention for college students in the new media era [J]. Leisure, 2020