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# Peer chat

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## Student Peer Chat

Chat is available every Monday and Wednesday - 18.00 to 20.00

**Chat window** can be found down below on this page:

[Chat window](#)

### What is the Student Peer Chat?

The Student Peer Chat is available for all students of Charles University. It is a supportive chat service where the consultants are students of psychology and related fields. These consultants have been trained in active listening and chat-based interventions and are supervised by psychologists from the Carolina Centre. We offer you an anonymous and safe space where you can share your difficulties and seek advice from trained peers, who may also guide you to professional help if needed.

The peer chat appears as a rectangle in the bottom right corner—for better visibility, we recommend accessing it from a computer or tablet.

### What can we help with:

- studying, time management, or motivation,
- feelings of loneliness or isolation,
- support with personal issues that affect your studies,
- navigating the university system (timetables, communicating with lecturers).

### How our service works:

- for ENG speaking students on Mondays and Wednesdays between 6:00 PM and 8:00 PM,
- the maximum chat time is 45 minutes.

### When is this service not suitable?

Peer chat is not a crisis hotline and is not intended for handling acute situations such as panic attacks, self-harm, or suicidal thoughts. In such cases, we recommend seeking [professional help](#) (e.g., crisis hotlines, crisis centers). If you are unsure whether this service is right for you, feel free to reach out. We will guide you to other professional services if necessary.

The Student Peer Chat Team,



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