

# *Exploration on Psychological Assistance in College Students amidst Telescam*

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**Abstract:** Against the backdrop of the development in the information era, telescam presents the great difficulty in cracking down, the covert and intelligent modus operandi and other features. College students are immature in mental development and prone to stepping into the telescam trap. Once they are trapped, telescam will have adverse effects on their property, psychology and life safety. On this basis, college students were taken as the main analytical group to introduce the features of telescam in China. The adverse effects from telescam upon the mental health of college students were explored from the psychological perspectives of sympathy for the weak, fear and negligence so as to explore the adverse effects of telescam on mental health of college students. Psychological assistance in college students amidst telescam was conducted on individual, family, society and university levels. The measure was aimed to eliminate the psychological impact of telescam upon college students in order to provide assistance for relevant practitioners.

## 1. Introduction

Telescam refers mainly to a crime process where criminals make use of information technology to steal the victim's information via illegal channels, gradually set up and lure the victim by phone call, SMS and other means of communication and finally complete telescam. During the recent years, the number of telescam incidents encountered by college students in China has been increasing, leaving them with not only huge property losses but also deeply compromised mental health condition, which is detrimental to their healthy growth. Therefore, the relevant authorities need to pay more attention, continue enhancing the mental health analysis on college students encountering with telescam and formulate the preventive countermeasures based on the psychology in college students deceived in telescam. All sectors of society should be called up to provide the humanistic care for cheated college students so as to reduce substantially the negative impact of telescam upon their mental health.

## 2. Contemporary Telescam Features

### 2.1 It is difficult to crack down on telescam crime.

First of all, during the implementation of telescam, criminals do not establish direct contact with

victims but communicate with them on the Internet. Coupled with the instability of crime address, it is difficult for detective department to crack down on telecom fraud crimes <sup>[1]</sup>. Besides, in recent years, China has continuously intensified the regulation and supervision over telescam, and most of the criminals have transferred their crime site offshore and committed the cross-border telescam. Due to the different judicial procedures against telescam among various countries, such kind of cross-border fraud has increased greatly the work difficulty in detective department so that many criminals are at large, and exacerbated the development predicament of telescam detection in China.

## **2.2 Modus operandi is covert and intelligent.**

Telescam takes information technology as carrier to commit fraud crimes through cellphone, computer and other criminal tool operation on line. Criminals do not establish any direct contact with victims but complete all crime steps through the Internet. Therefore, the telescam underpinned by information technology is highly covert. Additionally, criminals can gain an easy access to citizens' personal information and grasp victims' interpersonal relationships by virtue of information technology. During their committing telescam crimes, they are more likely to gain the trust from victims but less likely to be detected by victim.

## **3. Psychological Analysis on College Students Encountering Telescam**

### **3.1 Sympathy for the Weak**

College students lack social experience and develop an innocent mind. By virtue of such features and information technology, criminals fabricate advertisement links that focus on left-behind children and elderly people who lose their only child to inspire college students' sympathy for the weak and guide them to click on videos or links to read in depth about the stories of the weak <sup>[2]</sup>. Once college students click on the relevant links, the screen will automatically switch to the chat window, and criminals will select the topics suitable for college student victims to gain their trust by professional fraud techniques, and finally complete their fraud crimes.

### **3.2 Fear**

College students are aged from 17 to 23 years old in general when their physiological conditions have developed into a relatively mature stage while their mental conditions have not developed into the same mature stage. It is relatively common for the public to read a report that one college student commits a crime under threat from criminal. In this case, the college student, under the carrot-and-stick coercion, usually compromises with criminals and transfers money according to their requirements and procedures. In the telescam case of "Click farming on line", college students falls into the trap set by criminal initially for the rebates from small orders. After realizing their behavior as telescam, college students want to stop their crimes and losses in time but are threatened by criminal and deterred by huge fines, thus resulting in a dilemma in the face of "Click farming on line", and are eventually defrauded of their property by criminal.

### **3.3 Negligence**

First of all, most of the contemporary college students come from one-child families, enjoy the excessive protection by both family and school and lack social experience. Meanwhile, the trust level among college students is low and they are not on high alert for telescam due to their inadequate understanding of telescam in society. In this case, they are easy to believe the words

from fraudsters and fall into the trap by criminal gradually. After gaining the trust from college students, criminals will fabricate reasons to induce them to transfer money <sup>[3]</sup>. In addition, based on negligence mindset among college students, criminals may disguise themselves as their relatives and friends, issue help information onto social platform, and ask college students to provide help by phone bill charging, surgery and other excuses in order to complete their telescam crime.

#### **4. Analysis on Adverse Impact of Telescam upon Mental Health of College Student**

The development in the network era creates favorable conditions for criminals to commit telescam crimes. Because college students have not seen full mental development, criminals take college students as the main target for telescam. College students will experience severe psychological impact after encountering with telecom and be prone to going astray so the crime will endanger the physical and mental health and safety of college students seriously. First of all, college students do not have a clear understanding of telescam. They feel confident in distinguishing and identifying telescam by virtue of their high attainments and place themselves into a status of bystander to telescam <sup>[4]</sup>. Therefore, once encountering with telescam themselves and bringing huge financial pressure to their families, they will experience severely compromised self-esteem, scare the laughter from people around them, then fall into regret, remorse and other adverse emotions and even take extreme measures to address the issue. Besides, after encountering with telescam, college students will develop a strong sense of distrust of others and the society. To avoid another fraud, they will usually isolate themselves away from the outer world and be reluctant to or even avoid social interaction, which will result in depression and severe harm to their physical and mental health in the long run.

#### **5. Psychological Assistance Measures for College Students Encountering with Telescam**

##### **5.1 On the Individual Level**

First of all, college students should carry out pro-actively the autonomous psychological regulation, seek for suitable emotional outlets and face and address the problem with a positive attitude so as to alleviate effectively the psychological burden after telescam. At the meantime, after encountering with telescam, college students should face up to their own issues, seek for the help from society, family and university pro-actively and resolve the adverse psychological emotions correctly. Moreover, after encountering with telescam, college students will develop certain issues, such as their high distrust of people around them. In this case, college students should be allowed to establish their psychological defense line again and set up correct values so as to enable them to face up to their psychological shadow <sup>[5]</sup>. Furthermore, college students need to enhance pro-actively their telescam prevention awareness; for example, they can set their electronic device password as complex as possible, adopt a combination of numbers and letters to enhance security and prevent information leakage, click on unknown websites and links with extra care and log out the website or link immediately once sensing any anomaly so as to prevent phishing websites from stealing citizens' personal information and giving criminals any opportunity and to alleviate the impact of telescam upon the mental health in college students.

##### **5.2 On the Family Level**

Family works as a key battle position for student education, and the mental health in college students cannot do without the help from their families. A good family atmosphere helps college students to establish correct values and develop a positive and optimistic attitude towards life. After

encountering with telescam, families can provide college students with emotional outlets and enable them to keep a good and healthy psychological status. First of all, after college students encounter with telescam, their parents should express their care for their children, step up the quality in parent-child communication and understand the inner activities of their children in a timely manner so as to facilitate the subsequent targeted psychological assistance <sup>[6]</sup>. Besides, parents should carry out regularly the crisis education on college students, help them establish correct values, cultivate them with independent thinking, self-control and other capabilities, guide them to maintain vigilance to the outer world and place no easy trust upon others so as to avoid telescam incidents from the root. Additionally, parents should help college students establish correct values to avoid the telescam due to their negligence and fluke, and carry out targeted psychological correction counseling so as to improve the psychological quality in contemporary college students.

### 5.3 On the University Level

First of all, universities should establish the psychological counseling center pro-actively for college students after telescam that should be equipped with a designated psychological counseling room with free counseling services so as to ensure that students have no financial worries when seeking for counseling. The communication between university and student should be strengthened so as to ensure that universities can conduct professional psychological counseling for cheated students as soon as possible and to avoid the secondary psychological harm to college students due to telescam. Besides, college students constitute the main part of the netizens in China but their security prevention awareness against telescam is not in place completely. For this reason, they are also the main targets of telescam by criminal. As a result, colleges and universities should pay more attention to telecom and make more efforts to publicize the knowledge on telescam so as to enhance the awareness of telescam prevention among college students. Based on the psychological development in contemporary college students and the telescam features, Universities should open up pro-actively the class on cyber security education against telescam to spread the knowledge on cyber security against telescam. Simultaneously, universities should open up pro-actively the mental health courses for college students to impart the relevant psychological knowledge and guide students to face up to their own psychological issues. Additionally, higher education institutions should promote pro-actively the knowledge on telescam and mental health education via campus radio, WeChat groups, teaching platforms, TV propaganda, school magazines, etc., in light of the psychological growth features in college students. They should carry out regular thematic activities on campus to enhance the participating interests among college students and simultaneously consolidate the penetration effect of the knowledge on both security prevention against telescam and psychological adjustment.

### 5.4 On the Social Level

After encountering with telescam, contemporary college students will develop psychological issues like shame, inferiority and timidity, and dare not communicate with psychological consultants on campus or their family members, thus leaving their psychological issues unsolved actually. Therefore, on the social level, it is necessary to play the role of psychological assistance in college students. Public welfare organizations should be established pro-actively under the leadership of social workers in order to care for the mental health in college students. These institutions can provide the college students encountering telescam with professional and positive mental health guidance, thereby laying the foundation for building a harmonious and stable society. Meanwhile, information technology can also be utilized to open up psychological teaching classes on line that can adopt an anonymous form of psychological assistance to provide individualized psychological counseling for college students so as to solve effectively the psychological issues in college students encountering with telescam. Moreover, relevant social departments should carry

out mental health assessment on college students encountering with telecam, establish mental health files for them and continue paying attention to the psychological changes in college students. Once an issue is detected, effective measures should be taken in a timely manner and the humanistic care for college students should be conducted well so as to resolve effectively the psychological issues in college students encountering telecam and to assist them in going out of the psychological shadow of being cheated.

## 6. Conclusions

To sum up, college students adopt mainly an intuitive and impulsive thinking mode with a high level of trust and poor ability in self-control and thus provides favorable conditions for telecam. Those features push up the telecam incidents among college students in China sharply, pose a severe impact on their mental health and thereby endanger the stable development of universities and society. Therefore, in order to eradicate the adverse psychological impact upon college students, it is necessary to carry out psychological assistance activities from multi-dimensional perspectives together with universities, families, individuals and the society. They should work together to increase investment in constructing public welfare institutions for the mental health in college students, open up psychological counseling centers for college students encountering with telecam and offer the relevant psychological counseling courses. In this way, they can provide positive psychological counseling to college students, assist them in rebuilding their psychological defense line after telecam and lay the foundation for harmonious development on campus and in society.

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