

EDUCATIONAL AND PSYCHOLOGICAL COUNSELING AND ITS ROLE IN ACHIEVING THE AIMS OF THE EDUCATIONAL PROCESS: AN ANALYTICAL STUDY

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stylistics.**Keywords**educational
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The study aimed to identify the role of educational and psychological counseling in achieving the objectives of the educational process in university education. Narrative critical approach was used, which is based on reviewing, auditing and extracting the theoretical literature. The analysis resulted in the great importance of educational and psychological guidance in university life by including some study materials with various topics related to educational and psychological guidance, or allocating a scientific material for educational guidance similar to some other scientific materials taught by people with disabilities. experience and competence. In addition, educational and psychological counseling is found to be an essential aspect of university life. The study also concluded that university professors, without exception, should carry out the educational and psychological counseling process for students, as it is one of their basic academic tasks.

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INTRODUCTION

Educational and psychological counseling in university life represented by universities and colleges, is one of the most important means of helping students integrate into the university environment and achieve the highest success rates. The educational and psychological counseling also contributes to the careful follow-up of the students' problems and trying to provide advice and advice to them on finding an integrated student in his personality that is compatible in psychological, social, academic, cultural, intellectual, religious, mental and health terms, given that the student is the center of the educational process, and also works to help the student to gradually move from an environment General education refers to the university level environment in which the student relies on himself in making his decisions, determining his specialization, and developing his scientific and behavioral level (Omeje et al, 2016; Wahid et al., 2018).

From this point of view, educational and psychological counseling is a professional service aimed at identifying the problems that impede the student's ability to achieve

educational attainment and interact with the requirements of university life. Achieving their educational goals, and this is done by providing students with various academic skills that raise their academic achievement and discuss their academic aspirations. It also includes educating students about the university's regulations and laws (Amo et al., 2020; Rababa & AL-Momani, 2022)

This study is a critical, narrative, theoretical study and not an applied and descriptive field. There are many factors that have contributed to the emergence of the urgent need for educational and psychological counseling, especially in the different academic levels of university studies, the most important are scientific and technical progress, the expansion of scientific participation and interaction, the proliferation of universities, educational institutions and various disciplines. In addition, due to the large expansion of education, which has become available to all social strata leading to the arrival of a large number of students from different societies. This leads to making the process of harmony and understanding between these many numbers of students very difficult, and consequently, requires the presence of educational guidance and psychological in those universities and colleges in order to provide assistance to them. Further, because of the urgent and urgent need imposed by the circumstances and developments of life, that there must be educational and psychological guidance in every university or college in order to have an active and important role in this field. The importance of the study is evident through the inevitability of educational and psychological counseling in all universities and colleges, in order to provide services to all students of the different academic levels in them, and that educational and psychological counseling in those universities and colleges is one of the main pillars in them.

The study identifies seven impacts of the counseling services provided by the educational and psychological counseling units for all students of the different academic levels of university studies in order to achieve a state of integrated growth for them, they are: first, the role. It is the organized behavior that motivates participation in social life and the satisfaction of needs and desires according to a set of standards and values (Horn et al., 2021) or is the behavior of the actor in his relations with others (Yedemie 2020). The second is guidance. Guidance means in its understanding: any activity that is practiced with the intention of influencing the individual to formulate his future plans (Nilsson et al., 2019). This definition means where any mentoring program should include one or more activities in order to help the individual plan for his future life. It is an assistive process that aims to increase the capabilities of the counselor and to benefit from the resources that he offers and possesses to adapt to life's difficulties. or it is the process through which the counselor, who is a qualified person with a specialized qualification, tries to carry out counseling and to help another person in understanding himself, making his decisions and solving his problems (AL-Momani, 2022; Peters et al., 2020).

The third is counseling. It is a face-to-face human encounter whose results depend to a large extent on the counseling relationship. It is an educational-oriented process that takes place in a simple social environment between two people. A counselor who is qualified with knowledge, skill and experience seeks to assist the counselor by using methods and methods that are appropriate to his needs and consistent with his abilities in order to learn more about himself and know it better, and learn how to put this understanding into practice in what is Relates to goals that he sets realistically and realizes them more clearly, in order to become happier and more productive (Alrabadi & Al-Momani, 2022; Boland et al., 2019).

Further, the fourth is educational guidance. It is the process of helping the student to gain insight into his educational problem through knowing himself and his abilities to reach the appropriate solution that contributes to setting future goals that contribute to achieving himself (Al-Momani & Rababa, 2022; Samlan et al., 2021). Afterwards, the fifth is psychological counseling. It is one of the psychological service channels that are

provided to individuals and groups with the aim of overcoming some of the difficulties that stand in their way and hinder their compatibility and productivity. Or it is that science that seeks to provide psychological service to individuals who suffer from problems in their daily lives, whether psychological, emotional, social or academic, with the aim of overcoming them, limiting their negative effects and consequences, and striving to achieve the individual's personal goals, and helping him to psychological, social and emotional growth, and on Take appropriate decisions for his abilities, capabilities and circumstances to reach him to achieve psychologically and socially sound compatibility. Also, psychological counseling has origins, philosophy, and rules for its practice, and it is only practiced by a specialist trained to work in this field (AL-Momani, 2022; Demirtepe & Metin, 2021).

The sixth is the guide. The guide is a person who is scientifically qualified to provide specialized assistance to individuals and groups who face some psychological and social difficulties and problems, and according to the various social, economic and cultural variables, this necessity called for the presence of a specialized person to assist individuals who face such problems in dealing with their problems and trying to overcome them with his knowledge experience, skills, and personal characteristics that qualify him for this role (AL-Momani & Purnawan, 2022; Lichtenberg & Goodyear, 2018). The guide is a human being who possesses all the general common characteristics of the human being and at the same time has his own individual characteristics. The guide does not represent a special category, a particular pattern, or a distinct class, and distinctive features can be identified for it. Rather, he is an ordinary human being with his role and social status and his personal, social and mental characteristics. The psyche is like other people, and it may be a pattern in the area of the normal and the ordinary, as it may be a pattern in the area of the abnormal and the abnormal, and whatever this pattern is, there is a state of non-consensual interaction with its surrounding circumstances, or a state of contradiction between it and those around it, or between it And between his internal tendencies, this condition leads him to a feeling of helplessness and weakness, which leads him to seek help (Burkard & Alexander, 2020)

The last impact is the university. It is that educational institution that has the primary role in building students in a qualitative manner, embodying the educational, political and social philosophy in the country (AL-Momani & Jawarneh, 2022; Horn et al., 2021).

METHODOLOGY

The study is an overview aiming at identifying the role of educational and psychological counseling in achieving the objectives of the educational process in university education. To this end, narrative critical approach was used, which is based on reviewing, auditing and extracting the theoretical literatures on educational and psychological counseling in university education

RESULT AND DISCUSSION

A. A historical overview educational and psychological counseling

It is known that since the earliest times, man is still in dire need of help and to hear advice and guidance from his fellow human being in order to modify his behavior so that he can be in harmony in the generality of his life. What does this framework provide the opportunity to influence and be influenced by others (Sinatra & Hofer, 2016). It is the beginning of the interest in counseling and guidance when Font established the first laboratory for experimental psychology and the emergence of the - called applied psychology (Fierro et al., 2021). In 1914, Truman Kelly published in his doctoral thesis the first attempt to publish educational guidance at Teachers College at Columbia University and thus was able to transfer guidance from profession to choose

and adaptation in the field of study, but this change was not a radical change (Ridley et al., 2021). Besides, Symonds in his famous book "Personality and Behavior Diagnosis" in 1931, as well as Williamson in his book entitled "How to guide students" in the same year featured the beginning of the emergence of therapeutic counseling in the thirties of this century (Fierro et al., 2021).

Note that the great development that took place in this field was at the hands of Sigmund Freud in 1940, when he came up with new scientific concepts and terms in psychoanalysis, which led to an increase in interest in mental health and psychotherapy, concerning with treating personal and emotional problems (Hage et al., 2020). In addition, its inception in the twenties and thirties of this century came as a real and urgent response to the feeling of the American society for vocational guidance in order to put the right man in the right place.

The entry of the United States of America into the First World War has contributed to revitalizing the psychometric movement by adopting it in determining the number of persons with disabilities in order to deport them, as well as in determining the number of distinguished persons in order to establish them and devote attention to them by retraining them in order to develop their abilities.

In the fifty's century, a new phase of counseling began, which was known as the constructive phase, thanks to the efforts made by Piaget in the psychology of growth, as he indicated that these phases of growth are proceeding according to a sequence, and that he identified a function psychological counseling in the constructive stage is to assist the individual and help him to achieve and achieve the demands of each stage in order to move to the next stage successfully (Hage et al., 2020). It is in 1951, for the first time that the terms "Guiding Psychology and Psychological Counseling" appeared in accordance with the scientific conference that was held by a specialized committee prior to the annual conference of the American Psychological Association (Gustems et al., 2019).

B. Justifications for the application of educational and psychological counseling in the different academic stages of university studies

The application of educational and psychological guidance in the various academic levels of university studies was not initiated, as a result of an unnecessary need, or as a result of its application in a country, and an attempt to generalize it to other countries, including Jordan, but its application came as a result of an urgent and urgent need that was dictated and imposed by the circumstances and developments of life, especially that Jordan in recent years has gone through a state of great growth and change in various fields of life, such as the value, ethical, social, health, economic and technical aspects, which led to an urgent need for humanitarian aid professions, such as psychology, social work and sociology in general, and educational and psychological guidance in particular. The educational and psychological counseling in the different academic stages of university studies was the result of many factors (Gustems et al., 2019; Hage & et al., 2020; Nilsson et al., 2019). The most important factors include:

1. The increase in the number of universities in Jordan and the multiplicity of their specializations has called for a need to guide and guide students.
2. The intellectual invasion through the various media, including visual, reading and audio, and the consequent emergence of many diverse moral, social and psychological problems, and the failure of many students to deal correctly with these problems.
3. The abundance and diversity of family problems and the lack of many parents' possession of the necessary skills that can help them deal with these problems.
4. The changes that occurred in the field of the family, especially the mother's going out to work, which in the past was limited to raising and following up her children, as well as the change in the father's interests towards his children as a

result of being away from his home for long periods due to his job and its negative impact on the behavior of his children at the university (Ridley et al., 2021)

5. The uncertainty of the unknown future, the spread of unemployment, insecurity, and others.

C. The importance of educational and psychological counseling services in the different academic stages of university studies

What is meant by the university study stage is that type of formal education that extends from the end of the secondary stage to the higher stage, at the end of which the formal educational ladder ends in all higher education systems. University education, in general, is one of the pillars of the system, not because of its location and prestige, as it occupies the highest ranks of the educational pyramid, but because it represents a final stage in the preparation of qualified and trained human frameworks with a high degree of knowledge and methodology (Nilsson et al., 2019).

Also, university education is one of the most important stages of the educational system because, in addition to its educational function, it performs an important social function represented in the socialization of new generations. The university is the point of contact between generations and the focus of the individual's real interaction with social values and concepts, and a tool for gaining him more knowledge of what is going on in this universe. Good citizens who are able to play their role in the modernization, development and development of their societies (Horn et al., 2021; Yedemie, 2020)

The university study stage also represents a new stage in the student's life as he reaches his full physical, mental and cognitive maturity. This stage also allows him to mix in a new society and the scientific, cultural and social atmosphere that prevails among its affiliates on the other hand, which gives him the ability to create an atmosphere and qualitative relationships Within this medium are characterized by maturity and development in vision and treatment. However, the university, as it represents a stage of study, is radically different from what is the case in the previous stages of study, both in terms of organization and nature of study, or in terms of the nature of the social atmosphere prevailing in it. Academic compatibility with the scientific subject or proper adjustment with others with students of the opposite sex, especially the presence of educational and psychological counseling at this stage for the purpose of providing a psychological and social environment for the student that helps him to adapt properly academically and socially (Boland et al., 2019; Peters et al., 2020; Demirtepe & Metin, 2021; Samlan et al., 2021)

D. Objectives and principles of educational and psychological counseling

1. Objectives

The most important goal of educational and psychological counseling in the different academic stages of university studies is to help the student to achieve the following (Burkard & Alexander, 2020; Lichtenberg & Goodyear, 2018):

1.1 Achieving psychological compatibility

Every individual has abilities, capabilities and talents, and he does not feel comfortable and reassured except in the case of achieving them, and here educational and psychological guidance should be given to developing and realizing those desires (Sinatra & Hofer, 2016).

1.2 Academic Compatibility

Educational and psychological counseling must adopt daily follow-up for all students in order to help them achieve educational, scientific and behavioral success, and this goal is one of the highest goals that educational and psychological counseling seeks to achieve (Nilsson et al., 2019; Yedemie, 2020).

1.3 Problem Solving

Educational and psychological counseling aims to help the student overcome his problems in a scientific, sound and organized manner (Peters et al., 2020)

1.4 Self-realization

Educational and psychological counseling aims to help the student with self-realization to the extent that the student can look at himself and be satisfied with what he looks at. Therefore, the purpose of guidance is self-direction, i.e., achieving the individual's ability to direct his life by himself, intelligently, foresight, and sufficiency within the limits of social standards (Horn et al., 2021)

1.5 Achieving social harmony:

It includes happiness with others, commitment to the ethics of society, keeping pace with social norms and rules of social control, and accepting social change (Boland et al., 2019).

1.6 Achieving mental health:

The general objective of educational and psychological counseling is to achieve mental health and happiness, and it is linked to achieving mental health as a goal to solve the counselor's problems, i.e., helping him to solve his problems himself (Demirtepe & Metin, 2021; Samlan et al., 2021).

1.7 Improving the educational process.

This is done through stimulating motivation and encouraging the desire for educational attainment, and for the use of reward and punishment, with the need to take into account individual differences and the importance of identifying outstanding students in order to help them complete their studies (Sinatra & Hofer, 2016). Besides, it is also done by helping the student to get rid of stress, anxiety, fear and adapt (Lichtenberg & Goodyear, 2018), and preventing students from falling into problems and helping them to make their own decisions (Burkard & Alexander, 2020).

2. Principles

The educational and psychological counseling in the different academic stages of university studies must be based on a number of principles (Horn et al., 2021; Nilsson et al., 2019; Yedemie, 2020) i.e.:

- 2.1 Educational and psychological counseling should encourage the discovery of the human soul and an attempt to know the extent of its growth. Thus, the role of the educational and psychological counselor should be highlighted by assisting students in identifying defects in the psychological construction or stumbling in growth for the purpose of adopting evaluation and behavior modification.
- 2.2 It is the duty of educational and psychological counseling to provide its services to all students, and the researchers mean by this the necessity of adopting consideration, attention and acceptance for all despite the existence of individual differences between them.
- 2.3 Educational and psychological counseling should be an important part of any educational and scientific program in every university or college, because it helps all students in academic and social adjustment.
- 2.4 It is the duty of educational and psychological counseling to pay attention to all and different environments in which the student grows, and to adapt to the environments and make the student capable of compatibility with his environment.
- 2.5 Educational and psychological counseling should be responsible for the individual and society, and according to Miller's belief that counseling is the cases of assistance for individuals to get them to know themselves that push them to make the right choice and develop behavior that leads to the student setting smart goals and the right path he took.

Here, the educational and psychological counseling process is not determined by principles or basic rules only, but may be a continuous process that requires studying the individual's circumstances and trying to develop useful and practical solutions to them by being guided by scientific principles and rules on the one hand, and by experience and practice and understanding the relationships from the individual's reality, needs and capabilities on the other hand. The educational and psychological counselor can help in solving his own problem by creating new and appropriate conditions for him (Burkard & Alexander, 2020; Boland et al., 2019; Sinatra & Hofer, 2016). The basic characteristics that must be available to the educational and psychological counselor at the university. In addition, the educational and psychological counselor in the educational institution is the professional who bears the burden of assisting all students and meeting their growth needs and the problems they encounter in their lives (Lichtenberg & Goodyear, 2018; Peters et al., 2020; Samlan et al., 2021) which are summed up in the following points:

- 1). Psychological characteristics of the mentor
 - a. Constancy, emotional balance, not being reckless and impulsive in facing emergency situations.
 - b. Educated and knowledgeable, friendly and cheerful, capricious and cheerful, honest and trustworthy, who recognizes and accepts the shortcomings of his currency and tries to overcome them (Demirtepe & Metin, 2021)
 - c. The ability to understand oneself and others.
 - d. Caring for others and willingness to help.
 - e. Confidence in others and their abilities to solve their problems and giving them the opportunity to develop their capabilities to the fullest extent possible.
 - f. Unconditional acceptance of the mentor, regardless of his behavior.
 - g. Not imposing its own values on clients.
- 2). Social characteristics
 - a. The ability to establish good social relations with others and its guiding characteristics.
 - b. Ability to lead, direct and cooperate with others.
 - c. Correct understanding of the values and standards of the community to which the guide belongs.
 - d. Sense of responsibility towards the society in which he lives.
 - e. His love for charitable and voluntary work to help others.
 - f. The ability to easily make friends and get along with others.
 - g. Democratic and interested decent and appropriate year.
- 3). Occupational characteristics:
 - a. Sincerity in work and complete it to the fullest without negligence or negligence.
 - b. Commitment to professional ethics and community ethics and values.
 - c. Objectivity and impartiality in counseling.
 - d. Preserving the secrets of the guide and not revealing them.
 - e. To be kind and firm at the same time with students' issues.
 - f. Continuous ambition for progress and renewal in the field of work.

4. The mentor's basic skills

The successful educational and psychological counselor must have mastered a number of basic skills needed in counseling (Boland et al., 2019; Horn et al., 2021; Peters et al., 2020; Yedemie, 2020) i.e.:

- a. Attention: That is, the counselor's attention and attention to verbal and nonverbal behaviors, and these skills help the counselor to focus on the

- counselor, as it helps him to speak and this skill results in his awareness of the counselor's level of acceptance or rejection.
- b. **Listening:** It is the main tool that the counselor uses to understand the client, and it is the basis on which all skills belong. Listening aims to understand everything the client thinks and feels about himself and others. This skill can be achieved through verbal listening, nonverbal listening, and listening deeply (Demirtepe & Metin, 2021; Nilsson et al., 2019; Samlan et al., 2021).
 - c. **Paraphrasing:** The use of this skill by the counselor allows the counselor to hear what he has said through the counselor, and this encourages him either to continue or to review himself. The methods used in this skill are: restoring the buildings of the guide as they are and changing the pronoun of the speaker to the addressee and bringing back the important points from the guide's statements.
 - d. **asking questions:** It is a necessary skill to obtain the necessary information from the counselor and to encourage him to express himself, as this skill is the focus of the counseling interview.
 - e. **Responding to the client's feelings and feelings:** The counselor's non-verbal behaviors reflect his feelings, emotions and feelings and are an indication of the counselor's condition, so it can be trusted more than we trust the counselor's words (Lichtenberg & Goodyear, 2018)
 - f. **Summarizing skill:** This skill is used to discover a new problem and to move from one topic to another. The summary aims to make the counselor more confident than the counselor if he was listening to him during his speech, in a way that helps to see the overall picture clearly and is also used with the aim of ending the discussion on a specific topic (Burkard & Alexander, 2020). The summary should also be used in the beginning of the session and during the counseling sessions on cross-cutting topics.

E. Methods of educational and psychological counseling:

The reason behind the adoption of multiple methods in educational counseling is that individuals may differ in the type and nature of the problems they suffer from. One student may face a problem that makes him feel misery, unhappiness, discontent and dissatisfaction with himself or his community, while another student has the same problem. But he behaves with him properly, but it may confuse him in his studies, so he needs his help and help from the guide. Since the problems that individuals suffer from are diverse and vary in severity, it is not possible to rely on a single method to solve all problems, because there is no single method that can solve all problems with the same degree of accuracy, because the nature of human behavior and how it changes depending on the circumstances through which it has gone through. The individual is one of the things that mankind has been confused about in understanding and has been able to devise many methods to reach a judgment about it (Sinatra & Hofer, 2016). Accordingly, the educational guidance methods will take one of two methods, either individual guidance or group guidance, and the following explains these two methods.

1. individual counseling

Individual counseling is done by guiding one person face-to-face at a time, and the strength and effectiveness of this method depends on the depth of the guiding relationship between the mentor and the mentor (Yedemie, 2020). In this type of guidance, the guide may come from himself through his feeling that whatever problems he suffers, someone must share with him in solving them, so he comes to the guide and informs him of the nature of how to confront and get rid of them. Here, the educational counselor must prepare a program for the counseling sessions, and the individual counseling may be evident by following the methods organized in those counseling

sessions, as the counseling interview is one of the most appropriate tools that are used in this kind of counseling (Horn et.al,2021).

2.Group counseling

Group counseling is the one that takes place between the counselor and a group of counselors who suffer from general problems, and it is desirable that their problems be close, and their disorders are similar so that the counselor can participate in the counseling session with everyone in the solution, and there should be mental and intellectual homogeneity among the members of the group. Also, it is preferable that the number be somewhat small in order to allow everyone to benefit from the counseling session, because the problems are general and therefore are similar. Thus, I can say, according to my study, that group counseling is nothing but an educational process based on social and psychological foundations. With introverted people, it is also used with extroverted people and can also be used in normal cases with students (Nilsson et al., 2019; Peters et al., 2020). Moreover, group counseling has four benefits (Boland et al., 2019; Burkard & Alexander, 2020; Demirtepe & Metin, 2021; Samlan et al., 2021) namely:

1. Trust: it is the increase in the group member's confidence in himself in others and in the world around him.
2. Blooming: it is the member of the guiding group opens more channels of communication with others in a deep way (Lichtenberg & Goodyear, 2018)
3. Feeling independent: it is to stay away from people or not need them. Rather, the researcher helps him here. It is a sense of the ability to be independent while at the same time relying to some extent on others to live with them (Sinatra & Hofer, 2016)
4. Self-determination As the guiding groups work to increase awareness of the member's awareness of himself, and to increase his ability to recognize what he wants, and this leads him to know the extent of congruence or difference between his realistic image and his ideal image that he seeks to achieve.

Further, Nilsson et al. (2019); Peters et al. (2020); and Samlan et al. (2021) explain the most important methods that must be relied upon in group counseling i.e.:

1. Psychodrama, this method is based on the idea of addressing a general problem for a number of counselors, or social problems in general, and this method is in the counseling process, as it ultimately leads to achieving compatibility, harmony and social interaction (Horn et al, 2021)
2. Lectures and group discussions: this method is one of the educational group counseling methods, and this method aims to express the trends of the counselors, and in this method the members of the counseling group must be homogeneous in terms of the mental level and suffer from similar problems to some extent such as educational and social problems.
3. Guide club: this method is one of the most important methods of collective counseling and is based on scientific, displacement and recreational activity in general. This method usually begins with a sporting activity such as ball games, artistic activity, lyrical or musical activity, or watching a movie or play. There are also magazines for practicing hobbies in proportion to the nature of Each character. As for the role of the educational counselor here, he must be neutral and deal with the modification and correction of the behavior that appeared during the activity, and this method is often adopted with counselors who do not want to visit clinics, because the impact of speech is a mixture in this category, as the advantages of this The method is to make the counselor behave according to her nature, which allows the counselor to take valuable snapshots of his social behavior that will benefit him greatly in the counseling process (Boland et al., 2019).

While methods of educational and psychological counseling take several methods, the most important are noted by Burkard & Alexander (2020); Demirtepe & Metin (2021); and Yedemie (2020) which include:

1. Direct Counseling

Direct counseling is concerned with assisting the counselor in solving the problems facing him and trying to achieve a better adaptation. This method is also characterized by its focus on the counselor's problem and is not concerned with the counselor themselves. Often this type of counseling deals with the mental aspect rather than the emotional aspect, so this method is called the counselor-centered style, as the reason Underlying this label is the fact that the mentor plays a positive and active role in uncovering conflicts, interpreting information, and guiding the counselor towards explicit behavior (Lichtenberg & Goodyear, 2018). Williamson identified five steps for this type of counseling (Sinatra & Hofer, 2016):

1.1 Analysis; in this step, the counselor collects information about the problem from its various sources, i.e., the family, society, individuals and the university, and the purpose behind this is in order to reach an understanding of the counselor's problem.

1.2 Coordination; with this step, the guide organizes and arranges the information he obtained from many sources, and then summarizes and categorizes this information in a specific order.

1.3 Diagnosis; in this step, the mentor comes to know the causes of the problem and its main characteristics that plague his work.

1.4 Prediction; it is speculation about the future developments of the problem of the seeker by knowing whether the problem is acute, complex, or easy and simple.

1.5 Counseling; in this step, the counselor submits his counseling services to a process to help him get rid of the problem he suffers from, that is, a process of changing and modifying the counselor's behavior.

2. indirect counseling

The method on which this method is based is the counselor, not his problem, and the function of counseling here is to create the appropriate psychological atmosphere during counseling sessions in order for the counselor to be able to unload his emotions and problems and reach to make psychological decisions to solve his problems, so this method deals with the emotional and respiratory aspect (Horn et al., 2021; Boland et al., 2019). In order for this type of counseling to be successful, the counselor must take care of the tutor and give him the freedom to express his feelings and emotions and serve them, and that the tutor must build an interaction relationship with the mentee in which respect, appreciation, encouragement and empathy for the problem prevail (Nilsson et al., 2019). Besides, Burkard & Alexander (2020); Samlan et al. (2021); and Peters et al. (2020) specified the steps of this method as follows:

2.1 The guide comes to the right to help him, so the latter should not take away from him the responsibility for solving his problems.

2.2 The counselor defines his relationship with the counselor by placing the burden of solving the problem on him, thus encouraging him to speak freely, expressing his feelings and emotions (Lichtenberg & Goodyear, 2018)

2.3 The guide must accept the emotions of the guide and be like a mirror in which these emotions are reflected so that the guide sees them clearly in an atmosphere characterized by space (Sinatra & Hofer, 2016)

2.4 This leads the guide to fully express all his negative emotions and gradually replace them with psychological attitudes and positive emotions (Demirtepe & Metin, 2021; Yedemie, 2020)

2.5 The guide accepts from the guide these trends and these positive emotions without praise or disapproval, thus showing him that he accepts both his negative and

positive emotions alike, thus giving him the opportunity to understand himself for the first time as he is.

It has become clear to the researchers exactly the steps of the previous method, including the process of collecting information and the process of diagnosis, and thus the researchers have concluded from the above that the main interest in this method is on the individual more than on the problem. To sum up, table 1 shows the similarities and differences between direct educational guidance and indirect educational guidance.

Table 1 the similarities and differences between direct educational guidance and indirect educational guidance.

T	Direct educational counseling	Indirect educational counseling.
1	Centered around the guide.	Centered around the guide
2	The mentor leads the counseling process with his knowledge and experience.	He directs the mentor to sessions as he deems appropriate to solve his problem.
3	Focuses on the mental aspects of personality.	Focuses on the emotional aspects of a person.
4	It takes relatively little time.	It takes a relatively long time.
5	His services are provided to everyone who needs them only if they do not ask for them.	His services are provided to those who request them.
6	It aims to bring about change through education and development.	Aims to make a difference through learning and growth.
7	The advisor relies on the advisor in identifying and solving his problem and drawing up appropriate plans.	The guide learns exploitation and self-reliance in solving his problem.
8	The mentor helps solve problems and provides direct assistance.	The mentor helps him to solve his problems on his own.
9	The mentor is subjective in his view, and the mentor is more capable than him of the required objective vision and is able to provide assistance.	It is considered that the mentor has strengths and motives for growth that qualify him to be compatible with his environment, and he alone knows how to use it.
10	The counselor is interested in evaluating the counselor's behavior and intervenes in making his decisions.	The advisor evaluates his decisions without the intervention of the advisor.
11	It is concerned with the diagnosis process carried out by the mentor.	Diagnosis here is unnecessary.
12	The greatest burden in solving problems falls on the shoulders of the mentor and on his responsibility.	The greatest burden in solving problems lies with the mentor and the responsibility and system of the scientific institution to which they have had the honor of belonging as students.

F. Educational guidance and its role in the university.

University life is one of the basic stages in a student's life, and through his presence in it he can build his human, scientific, professional and cultural personality to a large extent and effective if interaction, harmony and benefit within university life, which is considered a microcosm of the student's life in general in his community. During his presence at the university represented by universities and technical colleges various scientific, cultural, artistic and sports activities, as well as obtaining realistic information in his field of specialization through which he is prepared for a specific profession to be practiced in the future to contribute to his preparation for a profession and participate in

the comprehensive development process to bring about the required positive change in the social structure economic and cultural in society (Boland et al., 2019; Peters et al., 2020).

Also, through the student's presence at the university, he may be exposed to many academic and life situations, whether inside or outside the university walls. He may also encounter some problems that may affect his psyche and his academic and social performance, and its secretions may be clearly reflected on his personality and vocabulary. With others, and then the student becomes preoccupied with them and how to solve them or how to get rid of the results created by these problems and which contributed to complicating the student's life, which affects his behavior in the relevant situation and other different situations inside and outside the university. As it is known that the student, while in university life, is at an age stage that represents the beginning of maturity and stability, and the features are incomplete to a very adequate degree (Lichtenberg & Goodyear, 2018; Samlan et al., 2021; Sinatra & Hofer, 2016).

Here comes the role of educational and psychological counseling in guiding and guiding the student in order to overcome and solve his various problems. Also, educational and psychological counseling is nothing but a voluntary relationship that is agreed upon by both the student and the educational counselor. I can say that the educational and psychological counselor aims to help the student in drawing plans. academic and life that are appropriate to his abilities, goals and tendencies and help him diagnose and treat the problems he faces in his life, which make him a balanced and righteous person and intensify his scientific, educational and social capabilities and try to exploit them in the best way to develop and modify his academic, social and moral behavior, as well as help the student achieve success and excellence through student knowledge and understanding His behavior and behavior and help him solve the problems he encounters during the study (Burkard & Alexander, 2020; Yedemie, 2020).

Thus, educational and psychological counseling plays an important and major role in university life to a greater and more effective degree than it is in other academic stages that precede university studies, since the university student is the most capable of consciously accepting advice and guidance and benefiting from it and interacting with the opinions and ideas that are presented during educational counseling sessions Which he holds with the educational counselor and benefit in a positive way, and he is able to analyze the elements of the relevant situation that requires him to solve and consider its merits, causes, results of solutions to him, their secretions and effects on his personality, his scholastic biography and his life. Thus, the educational and psychological counselor needs to understand the social factors and their effects on the student because they are of great importance in order to lead him to the correct methods in solving the problems presented to him, and the educational counselor must also note the necessity of observing the student's economic, cultural and social status of the family to which the student belongs (the family) and the need to pay attention to this aspect In order to understand the student's personality during the educational counseling process and provide him with the correct methods to solve the problem he faces and try to avoid giving ready-made solutions to solve the problems that the student suffers from directly because this makes his role negative in the counseling process, making him unable to solve other problems facing students in the future (able to solve other problems facing students in the future able to solve other problems facing students in the future (Demirtepe & Metin, 2021; Horn et al., 2021; Nilsson et al., 2019).

CONCLUSION

This study reviewed the roles the educational and psychological counseling play in attaining the purposes of the educational process in higher education, and it reached a number of recommendations and suggestions and that these recommendations and suggestions will have a significant impact if they are implemented in the work of the

newly formed educational and psychological counseling units in the universities represented by their various faculties, and the most important of these suggestions and recommendations are firstly, because of the importance of educational and psychological counseling in university life, it is necessary to include some study subjects with various topics related to educational and psychological counseling, or to allocate a scientific subject for educational counseling, similar to some other scientific subjects taught by experts and specialists. Secondly, the university and its institutions should attach great importance to the educational and psychological counseling process, as it represents an essential and essential aspect of university life. Thirdly, all university professors, without exception, should carry out the process of educational and psychological counseling for students, as it is one of their basic academic tasks in practical and professional life. Fourthly, the necessity for the university to continue to open training, counseling and educational courses in order for all faculty members to participate in them without exception to allow them to work successfully and excel in counseling and educational work. Fifthly, there must be an educational and media plan in each university in order to adopt the educational and psychological counseling processes and to follow up the implementation effectively by those in charge of the administrative and scientific process in that university. Sixthly, the necessity of developing general educational and guidance programs for all students through which virtuous morals are promoted, social customs and traditions and principles of the Islamic religion are preserved, morale and enthusiasm are raised to serve their country and society, as well as to guide and urge them to respect time as well as raise the scientific level, success and excellence, that is, an attempt to guide all students to Effective methods in science and study.

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