

Exploring the Implementation of Effective Virtual Counseling: A Systematic Review

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E d i t o r	R e v i e w e r s
Izet Pehlić Full professor for Educational sciences, Islamic pedagogical faculty of the University of Zenica, Bosnia and Herzegovina izet.pehlic@unze.ba	Reviewer 1: Faranak Saboonchi Assistant Professor, Department of Psychology, Payam Noor University, Tehran, Iran. Email: faranaksaboonchi@pnu.ac.ir Reviewer 2: Farideh Dokanehi Fard Associate Professor, Counseling Department, Roudehen Branch, Islamic Azad University, Roudehen, Iran. Email: f.dokaneifard@riau.ac.ir

1. Round 1

1.1. Reviewer 1

Reviewer:

In paragraph 2, the discussion of Javadi Azad's study is informative but overly detailed for the introduction. Consider summarizing findings more concisely to maintain reader focus on the broader gap in virtual counseling implementation.

Table 1 appears twice under "Facilitators" and "Inhibitors" with the same numbering. This may confuse readers. Consider relabeling one as Table 2 for clarity.

The criteria listed under "Client Resistance" and "Lack of Standardization" partially overlap (e.g., both touch on "trust" and "coherence"). Consider refining sub-themes for more precise thematic boundaries.

While the article discusses facilitating and inhibiting factors, it does not anchor them in a theoretical framework (e.g., Technology Acceptance Model, Diffusion of Innovations). Consider adding one for stronger conceptual grounding.

The discussion leans heavily on recent studies (2021–2024). While this ensures topicality, older foundational research on online counseling (e.g., before 2015) is missing and should be referenced to frame technological evolution.

Response: Revised and uploaded the manuscript.

1.2. Reviewer 2

Reviewer:

The introduction would benefit from a clearer articulation of the specific gap this review addresses. A concise sentence after the Heydari Nia citation explicitly stating “What is unknown or controversial” would strengthen the rationale.

In the sentence “Chen et al. (2021) demonstrated that targeted training in virtual environments...”, the discussion of “asynchronous models” could benefit from clarifying whether the cited study used such a method.

The paragraph discussing organizational support could more explicitly connect the findings to earlier thematic categories from the tables. A sentence like “This aligns with the previously discussed theme of organizational resourcing...” would create cohesion.

Although confidentiality and security are discussed, the article does not mention ethical protocols like HIPAA or GDPR compliance in enough depth. Consider expanding the discussion of regulatory frameworks for international relevance.

Response: Revised and uploaded the manuscript.

2. Revised

Editor’s decision after revisions: Accepted.

Editor in Chief’s decision: Accepted.