

PROMOTING SCHOOL COUNSELING SERVICES THROUGH ONLINE COUNSELING

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STUDENT OUTPUTS

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Abstract: In school setting, counseling services are becoming unpopular among students. Students found school counseling services as a disciplinary action, disgrace, shame and other misconceptions that served as factors affecting their willingness to seek the service. As the technology arises, online counseling, which can potentially eliminate the said factors, is slowly becoming popular. This study investigated online counseling to help students utilize the school counseling services in order for them to share their issues, problems, concerns in different aspects of their lives through modern technology. Online counseling services in school setting is provided by the counselor by way of asynchronous communication, primarily to the clients. Asynchronous communication is the relay of information with a time lag. The client may reach the counselor through social media. A survey was conducted with 82 random students from Grade 7 to Grade 10 who experienced online counseling. Based on these results, students prefer online counseling than the traditional counseling because of the advantages that brought to them such as easy to access, convenient and it has anonymity. It is suggested that offering online counseling, in addition to traditional counseling services, could be an effective way for many students to increase the utilization of the services and thus better serve their communities.

Keywords: Traditional Counseling, Online Counseling, Asynchronous Communication

Introduction

Most of the students are not going to the Guidance Office to seek for the traditional counseling services because of the misconceptions like "people only get counseling after a serious trauma", "getting counseling means you have done something wrong", and "if you go to counseling, people will know you and judge you negatively".

The practice of counseling is typically considered to involve the counselor and client sharing the same physical space. This conceptualisation is, however, changing, with a small but growing group of practitioners conducting at least part of their practice online (Murphy & Mitchell, 1998). As counselors begin to explore the therapeutic potential of online media, organisations and structures have emerged to support these practices. The late 1990s, for example, saw the establishment of the International Society for Mental Health Online (ISMHO), an organisation that promotes the use and development of online technologies amongst mental health professionals and the Metanoia directory, a selective list of mental health services available on the Internet.

Guidelines for online practice have also begun to proliferate. For example, in 1997 the American Psychological Association (APA) published a statement on Internet services (APA, 1997) and two years later the American Counseling Association produced a document entitled Ethical Standards for Internet Online Counseling (1999). In 2001 comprehensive guidelines were developed in the UK by the British Association for Counseling and Psychotherapy (Goss et al., 2001) and these were revised in 2005. Similar guidelines exist in a range of countries including Canada and Australia. Practitioner handbooks are also beginning to appear, such as Online Counseling: A

Handbook for Mental Health Professionals (Kraus et al., 2004) and Technology in Counselling and Psychotherapy: A Practitioner's Guide (Goss & Anthony, 2003). Training programmes specific to online counseling are also emerging (e.g. <http://www.onlinecounsellors.co.uk/>).

Over the years, various terms are used for online counseling, including e-therapy (Manhal-Baugus, 2001), cybertherapy (Suler, 2000), online or Internet therapy (Rochlen, Zack, & Speyer, 2004), e-mail therapy (Shapiro & Schulman, 1996), e-counselling (Tate, Jackvony & Wing, 2003), Internet counselling (Pollock, 2006), web counselling (Urbis Keys Young, 2002), cybercounselling (Maples and Han, 2008), and therap-e-mail (Murphy & Mitchell, 1998).

Among online counseling modalities, email and chat modes are found to be superior to the use of forums, audio, and webcam and are nearly as efficacious as face-to-face counseling (Richards and Vigano' 2013). They have been employed to deliver online counseling as a stand-alone service and as an adjunct to other services (Castelnuovo et al. 2003).

Email exchanges and text chat rooms are solely based on written text. Email exchanges are asynchronous which means that the client's and counselor's communication do not occur simultaneously (Barak and Grohol 2011) and that responses are delayed (Richards and Vigano' 2013). By contrast, chat room conversations and instant messaging are quasi-synchronous with the counselor's and client's communication occurring at the same time (Ekberg et al. 2013; Beattie et al. 2009). Videoconferencing and Skype counseling allow for the use of voice and vision, and such interactions are immediate and spontaneous.

The nature of email counseling holds certain challenges compared to the immediacy of face-to-face counseling and therapy as (due to its time-delayed characteristics) it is neither held in real time nor truly interactive (Fenichel et al. 2002; Rochlen et al. 2004; Griffiths and Cooper 2003). There are also concerns that it is difficult to convey empathy, warmth, and humor in text-based communication (Danby et al. 2009; Ellerman-Bull 2003; Oravec 2000). Studies have increasingly provided evidence that these limitations are also associated with certain benefits and advantages.

The following are the advantages and disadvantages of online counseling.

Advantages

- ✓ Access – it is beneficial to those who cannot leave their home due to illness, physical limitations, transportation difficulties or family obligations (Maples & Han, 2008). It may also be beneficial for those who are socially phobic (Fenichel et al., 2002), who are ambivalent and tentative about the inperson counselling process (Barnett, 2005), or who are afraid to seek face-to-face therapy due to anxiety or stigmatization (Lange, van de Ven & Schrieken, 2003).
- ✓ Convenience - Online counseling is also convenient. Services can be provided at any time of day (Manhal-Baugus, 2001) and clients can send messages whenever they feel most in need of, or interested in, therapy (Bailey, Yager, & Jensen, 2002). Online counselling can be accessed from anywhere in the world having Internet access (Maples & Han, 2008). It also allows individuals to access counselors from the comfort of their home (Manhal-Baugus, 2001).
- ✓ Anonymity - The anonymity provided by online counseling may also be beneficial. Some suggest that, in online counseling, being an "invisible" client can reduce or eliminate the stigma associated with seeking mental health services (Suler, 2000).

It may also be easier for patients to disclose information about themselves via the computer since certain social markers such as age, gender and ethnicity are removed (Tate & Zabinski, 2004). Honesty and candour may also increase as clients may feel less defensive and vulnerable when they cannot see the therapist (Maples & Han, 2008) and when they do not have to contend with the therapist's immediate emotional feedback signals (Bailey, Yager, & Jenson, 2002).

Disadvantages

- ✓ Loss of the Human Factor - For some people, the lack of physical presence may reduce the sense of intimacy, trust, and commitment in the therapeutic relationship (Suler, 2000). Some question the ability of the counsellor to show care and positive regard (or the perception of the counsellor in that regard) given the absence of direct contact between therapist and patients and "a relationship based on an exchange of typed letters" (Barak, 1999, p. 236).
- ✓ Lack of Non-Verbal Cues - A disadvantage of online counselling cited by many authors is the absence of visual and vocal cues, such as facial expressions, body language and voice tone (Manhal-Baugus, 2001).

Despite of having disadvantages, as presented above, there are still clients who are willing to have an online counseling session because of the fact that there are still more advantages than disadvantages of this service.

A survey done by Martin (2010) and Sharpley et al., (2004) discovered that the barriers that keeps students from disclosure to the counselors were the embarrassing and negative experiences, issues of confidentiality, and counsellor being unhelpful. On the other hand, positive experience in counseling contributed to more positive attitude, greater confidence as well as more recognition of the need for the help (Masuda et al., 2005)

The internet allows for variety of methods to be used in the delivery of counseling services. The most commonly used is email (Ainsworth, 2004). In addition, service providers use chat, instant messaging, web message boards also described as bulletin boards or forums (Bewick, Trusler, Mulhern, Barkham, & Hill, 2008)

One downside to this broader availability is that the client-counselor relationship is very different when counseling services are provided over the internet. The most obvious difference is the lack of non-verbal cues (Liess et al., 2008). While this clearly affects the techniques used in traditional counseling, some have argued that such drawbacks are at least partially offset by favourable characteristics of text-based communication. Written communication allows clients to consider what they are "saying" and revise their statements without worry of it coming out wrong the first time. Still, the researcher found that most of the students prefer e-counseling than face-to-face counseling.

An established body of research suggests that writing during times of physical and social distress provides clients with a vital avenue for emotional healing (Penn, 2001; Soper & Von Bergen, 2001). Accordingly, research has established a quantitative link between written expression of emotions and increased physical health (Campbell & Pennebaker, 2003; Penn, 2001; Pennebaker, 1997). Given that online counseling is an interactive form of therapeutic writing, interventions

delivered in this environment may combine the power of the written word with therapeutic conversations.

When clients do not perceive core therapeutic conditions to be present, counselors are becoming ineffective in facilitating growth and change (Hill & Nakayama, 2000). With the help of online counseling services as a creative and innovative medium, counselors are now considering how therapeutic conditions can be fostered in an online environment (Evans & Hawkins, 2002)

Related Literature

The aims of counselling are broad. They may depend on the situation and the environment, and on training. The basic aims of counselling include the following:

1. To help students gain an insight into the origins and development of emotional difficulties, leading to an increased capacity to take rational control over feelings and actions.
2. To alter maladjusted behaviour.
3. To assist students to move in the direction of fulfilling their potential, or achieve an integration of conflicting elements within themselves.
4. To provide students with the skills, awareness and knowledge, which will enable them to confront social inadequacy.

Although traditional counseling is the method preferred by most professionals, a large portion of those who could benefit from counseling services do not seek them out. Online counseling is becoming more and more pervasive. Some see this trend as positive while others are concerned with the ethical issues related to providing counseling online. Given the overall utilization of counseling services, it is argued that online delivery of counseling services should be considered as an alternative means of reaching many people.

Given the increasing availability of the internet as a counseling resource, many counselors have engaged in the delivery of online interventions (Heinlen, ReynoldsWelfel et al., 2003). A growing body of literature has begun to explore the internet as an environment for addressing a variety of clinical issues and research suggests that meaningful working alliances can be established online (Cook & Doyle, 2002). Leibert et al. found that clients rated online counseling favorably, but satisfaction scores were lower than estimates for clients attending face-to-face sessions. These authors found that missing nonverbal communication was attenuated by the anonymity afforded by online communications.

The imbalance created by the excessive usage of social media is a great concern for parents, researchers and society regarding the mental health of individuals. One of the most common activities of present generation is excessive use of social media web sites. Social media can be considered as those websites which allows interaction through web 2.0 & 3.0 sites including application like Facebook, Twitter, MySpace, online gaming, virtual worlds like Second Life, Sims, YouTube, Blogs and so on. These sites of present era are growing exponentially and act as easy available portals for communication and entertainment for younger generation. Merriam-Webster (2014) defined social media as, "forms of electronic communication (as Web sites for

social networking and micro-blogging) through which users create online communities to share information, ideas, personal messages, and other content (as videos).”Virtual platforms of social media like Facebook, Twitter etc. significantly enhanced the virtual environment from past decade by facilitating users to interchange their feelings, ideas, personal information, pictures and videos at anun-precedential proportion.

Further, social media users have speedily adopted online social communication as an essential part of daily life, as evidenced by the increasing figure of daily users. In fact, Facebook alone reported an estimated 1 billion active users in 27 august 2015. It means one in seven people on earth used Facebook in a single day to stay connected with their friends and family (posted by Mark Zakerberg on Thursday, August 27, 2015).

Social media such as Facebook have the possibility to become not only a personal tool, but also a professional one. Their use as possible sources of health information is rapidly growing therefore creating an online profile for professional reasons has the potential to be used as an extension of a counselor’s practice. An online page can be strictly professional, displaying a therapist’s philosophy, upcoming seminars, books, and other information. Clients in the comfort of their own chosen location (home, work, etc) have the opportunity to search and contact a therapist and work in resolving life and relationship issues, unhindered by barriers related to geography, guilt, shame and stigma. Practitioners are able to conduct sessions with patients that are homebound or do crisis interventions between in-person sessions.

Regarding the use of Social Media in online therapeutic interventions, the body of knowledge concerning the process and outcome, the relationship between counselor and counselee, the characteristics of online counseling, and the ethical considerations for delivering therapeutic interventions online is constantly growing. However, there are various issues that should be taken into consideration; for example the levels of skills regarding technology usage, confidentiality and privacy online, the lack of non-verbal cues when using text messages, as well as the possible feelings of boredom that clients might experience in online sessions. The potential effectiveness of online counseling, the establishment of a therapeutic relationship in cyberspace, as well as the potential benefits and challenges of working online with clients are still the topics of major debates.

Purposes of the Study

This study investigated online counseling to help students utilize the school counseling services in order for them to share their issues, problems, concerns in different aspects of their lives through modern technology. Sppecifically, it aimed to:

- A. determine the perspective of students in online counseling.
- B. compare the perception of students in online counseling in terms of gender.

Methodology

A. Sample of the Study

This study is a descriptive research. The sample in this study are 82 students in junior high school level in a public school who experienced online counseling. All participants came from the

different level and randomly selected. Participation was voluntary, and completely anonymous. Participants did not receive any form of compensation. The participants ($n = 82$) were bona fide students of the school. The age range of the participants was 12-17 years, with a median age of 16 years for both males and females. The original sample on which the study tools were applied consisted of 82 as shown in Table 1.

Demographic Data		Percentage
Gender	Male	48.8%
	Female	51.2%
Age	12-13 years old	14.6%
	14-15 years old	29.3%
	16-17 years old	56.1%
Grade Level	Grade 7	13.4%
	Grade 8	15.9%
	Grade 9	23.2%
	Grade 10	47.5%

The demographic characteristics of sample are listed in Table 1. It can be observed that 51.2% of the sample were females and 48.8% were males and 14.6% were 12-13 years old, 29.3% were 14-15 years old and 56.1% were 16-17 years old. Around 47.5% of the sample were Grade 10 students, 23.2% were Grade 9, 15.9% were Grade 8 and 13.4% were Grade 7.

B. Data Collection

The data collected using online questionnaire. According to Chisnall (1997) the non-response is a critical limitation of a research, and in order to reduce a non-response rate, the researcher was available at the time of disseminating the online questionnaire to the sample. Eighty-two (82) questionnaires were distributed on a sample of students.

The questionnaire was made by the researcher. The questionnaire contains six parts: Part I contains the background of the students in the Guidance Office, Guidance Counselor and Online Counseling in their school; Part II contains the factors affecting students' willingness to seek school counseling services; Part III contains the use of internet and Online Counseling; Part IV contains the knowledge about Online Counseling; Part V contains attitudes towards Online Counseling; and Part VI contains the effect of Online Counseling.

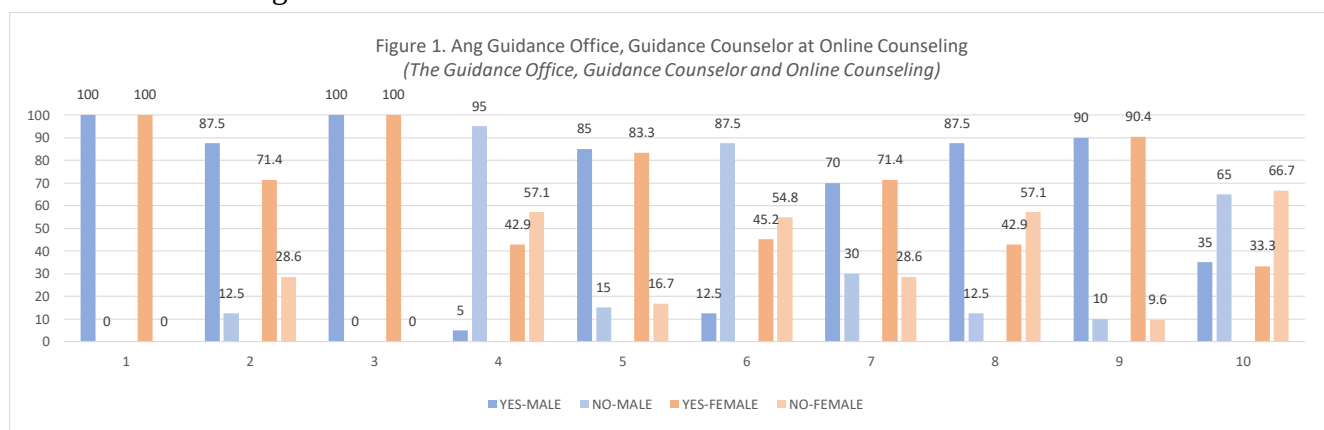
Results and Discussion

The results indicated that 100% of the students are aware that there is a Guidance Office existing in their school. The results also showed that 100% of the students are also aware that there is a Guidance Counselor in the school but only 84.1% known that there is a counseling services in the school. The 70.7% of the participants wanted to try the counseling session but, 64.6% have the difficulty to seek the service. About ninety percent (90.2%) of the participants think that Online Counseling, in addition to traditional counseling, will help them to utilize the counseling services. Only 34.1% think that most of the students are utilizing counseling services. These results are shown in Table 2 below.

Table 2. Ang Guidance Office, Guidance Counselor at Online Counseling
(The Guidance Office, Guidance Counselor and Online Counseling)

	Oo Yes	Hindi No
1. Mayroon bang Guidance Office sa inyong paaralan? (Is there a Guidance Office in your school?)	100%	0%
2. Nasubukan mo na bang pumasok sa Guidance Office? (Have you tried to enter in the Guidance Office?)	79.3%	20.7%
3. Mayroon bang Guidance Counselor sa inyong paaralan? (Is there a Guidance Counselor in your school?)	100%	0%
4. Nasubukan mo na bang lumapit sa inyong Guidance Counselor? (Have you tried to approach your Guidance Counselor?)	24.4%	75.6%
5. Alam mo ba na mayroong counseling services sa inyong paaralan? (Are you aware that there is a counseling services in your school?)	84.1%	15.9%
6. Nasubukan mo na bang magkaroon ng sesyon sa counseling sa tulong ng Guidance Counselor? (Have you tried a counseling session with the Guidance Counselor?)	29.3%	70.7%
7. Gusto mo bang masubukan ang sesyon ng counseling sa tulong ng Guidance Counselor? (Do you want to try a counseling session with the Guidance Counselor?)	70.7%	29.3%
8. Nahihirapan ka bang sumailalim sa sesyon ng counseling? (Is it difficult for you to have a counseling session?)	64.6%	35.4%
9. Sa palagay mo ba ang Online Counseling, bilang karagdagan sa tradisyunal na counseling, ay makatutulong sa iyo upang gamitin ang counseling services ng inyong paaralan? (Do you think Online Counseling, in addition to traditional counseling, will help you utilize the counseling services in your school?)	90.2%	9.8%
10. Sa palagay mo ba, karamihan sa mga mag-aaral ang sumasailalim sa sesyon ng counseling? (Do you think most of the students are utilizing counseling services?)	34.1%	65.9%

In terms of gender, the results indicate that 71.4% of the female students are wanted to try online counseling while only 70% of the male students answered yes. Male students (87.5%) have difficulties in seeking traditional counseling while 42.9% of the female students answered yes. Ninety percent (90%) of the males think that online counseling, in addition to traditional counseling, will help them utilize the service while 90.4 in the females answered yes. The result indicated in Figure 1.



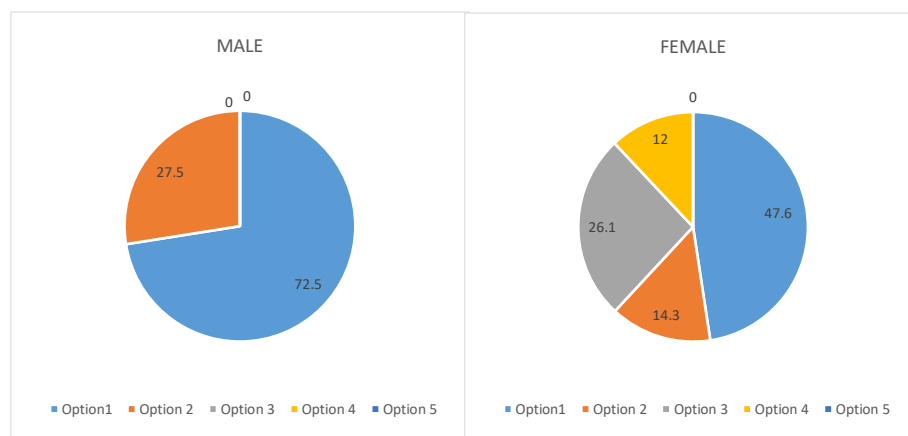
The result showed that 59.8% of the participants are ashamed to enter in the Guidance Office to have a counseling session with the Guidance Counselor because of the stigma that, "When you enter in the Guidance Office, you have done something wrong." The 20.7% are afraid to approach the Guidance Counselor because s/he may see the participants personally and s/he may know their identity. The 13.4% are concern to the Guidance Counselor that s/he may not listen to their thoughts or s/he may spread what they have talked about. Only 6.1% answered that they have no time for counseling sessions and none in the others. The results are indicated in Table 3 below.

Table 3. Mga Salik na Nakakakaapekto sa Mga Mag-aaral sa Paggamit ng Counseling na serbisyo (*Factors Affecting Student' Willingness to Seek Counseling Services*)

Bilang mag-aaral, ano ang kadalasang dahilan kung bakit karamihan sa mga tulad mo ay hindi lumalapit sa Guidance Counselor upang humingi ng sesyon ng counseling?	
<i>(As a student, what is the usual reason why most of you are not willing to seek counseling session with the Guidance Counselor?)</i>	
59.8%	Ako ay nahihiyang pumasok sa Guidance Office para sa sesyon ng counseling sa tulong ng Guidance Counselor dahil sa negatibong kaisipang nabuo na, "Kapag pumasok ka sa Guidance Office, ikaw ay mayroong masamang nagawa." <i>(I am ashamed to enter in the Guidance Office to have a counseling session with the Guidance Counselor because of the stigma that, "When you enter in the Guidance Office, you have done something wrong.")</i>
20.7%	Natatakot akong lumapit sa aming Guidance Counselor dahil makikita niya ang aking mukha at malalaman niya ang aking pagkakakilanlan <i>(I am afraid to approach the Guidance Counselor because s/he may see me personally and s/he may know my identity)</i>
13.4%	Nag-aalala ako sa aming Guidance Counselor dahil baka hindi niya ako pakinggan o di kaya naman ay ikalat niya sa iba ang aming mapag-uusapan <i>(I am concern to the Guidance Counselor that s/he may not listen to my thoughts or s/he may spread what we have talked about)</i>
6.1%	Wala akong panahon para sa sesyon ng counseling <i>(I have no time for a counseling session)</i>
0%	Iba pa <i>(Others)</i>

According to their gender, there were females who answered option 3 (26.1%) and option 4 (12%) while none from the males. The results showed in Figure 2.

Figure 2.



As the result presented above that 90.2% of the participants think that Online Counseling, in addition to traditional counseling, will help them utilize the counseling services in their school, here is the result of the use of the internet and online ounseling as shown in Table 4 below. The 98.8% of the participants are using internet daily. All of them (100%) were already tried or used online counseling, 93.9% have tried the online counseling 1 to 3 times and 6.1% have tried 4 to 10 times. About eighty-one percent (81.7%) of the participants are using mobile phones in reaching online counseling services while 18.3% are using computer or laptop. The participants are communicating in online counseling through chat over social media (87.8%) and the other 12.2% are communicating through e-mail.

Table 4. Paggamit ng Internet at Online Counseling
(Use of the internet and Online Counseling)

1. Gaano ka kadalas gumamit ng internet? (How many time do you use the internet?)	Araw-araw Daily	Lingguhan Weekly	Buwanan Monthly	Taunan Yearly
	98.8%	1.2%	0%	0%
2. Nasubukan mo na ba ang gumamit ng online counseling? (Have you ever used online counseling?)	Oo Yes	Hindi No		
	100%	0%		
3. Ilang beses mo nang nasubukan ang online counseling? (How many times do you use online counseling?)	1-3 beses	4-10 beses	Mahigit10	
	93.9%	6.1%	0%	
4. Anong kagamitan ang iyong ginagamit sa online counseling? (What devices do you use in online counseling?)	Computer/ Laptop	Mobile	Landline	Others
	18.3%	81.7%	0%	0%
5. Sa paanong paraan ka gumagamit ng online counseling? (In what way do you use online counseling?)	Chat sa tulong ng Social Media	E-mail	Video Conferenc ing	
	87.8%	12.2%	0%	

The results of the participants' use of the internet and online counseling in terms of gender are indicated in Figure 3 to Figure 7. The figures presented the result of the comparison of the answers of different gender.

Figure 3.

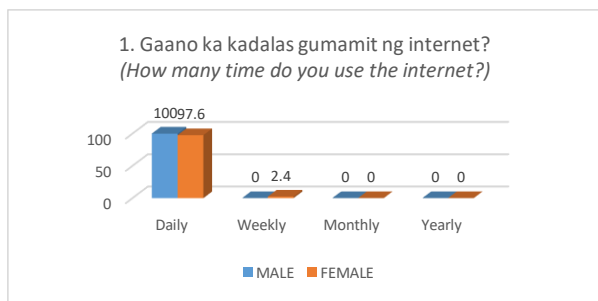


Figure 4.

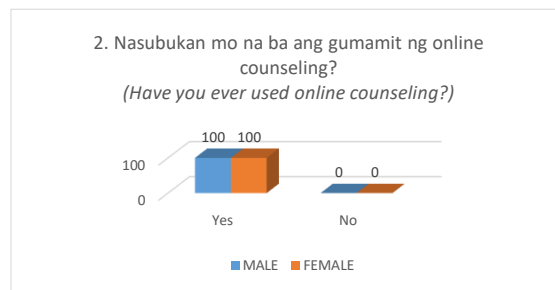


Figure 5.

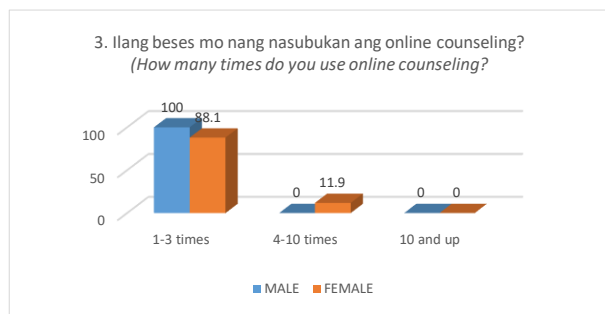


Figure 6.

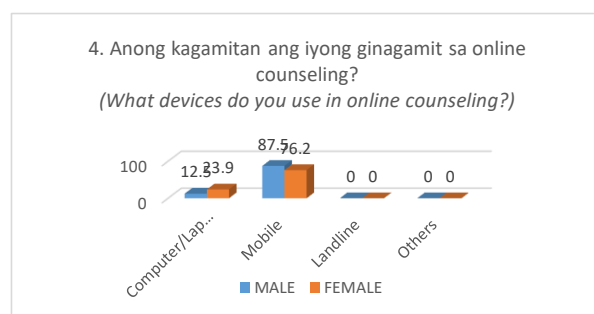
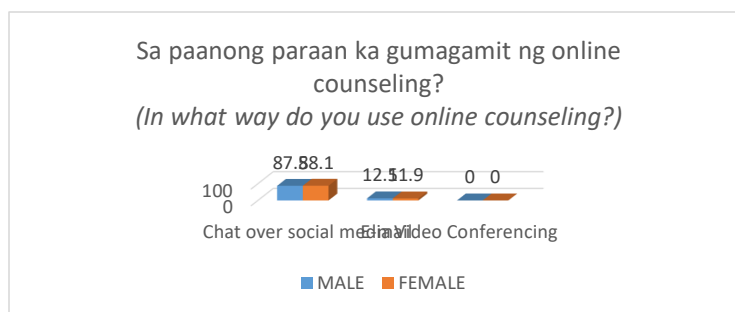


Figure 7.



The results indicated that 96.3% of the participants known online counseling as available and easy to access and 90.2% answered online counseling have privacy. When using online counseling, 84.1% of the participants answered that there is no need for the client to personally meet the Counselor unlike the traditional face-to-face counseling session. Online Counseling provides an easier method to have a counseling session as 98.8% answered. Online Counseling is an alternative way for the students to utilize counseling services in our school as 95.1% answered. The results indicated in Table 5 below.

Table 5. Mga Kaalaman sa Online Counseling
(Knowledge about Online Counseling)

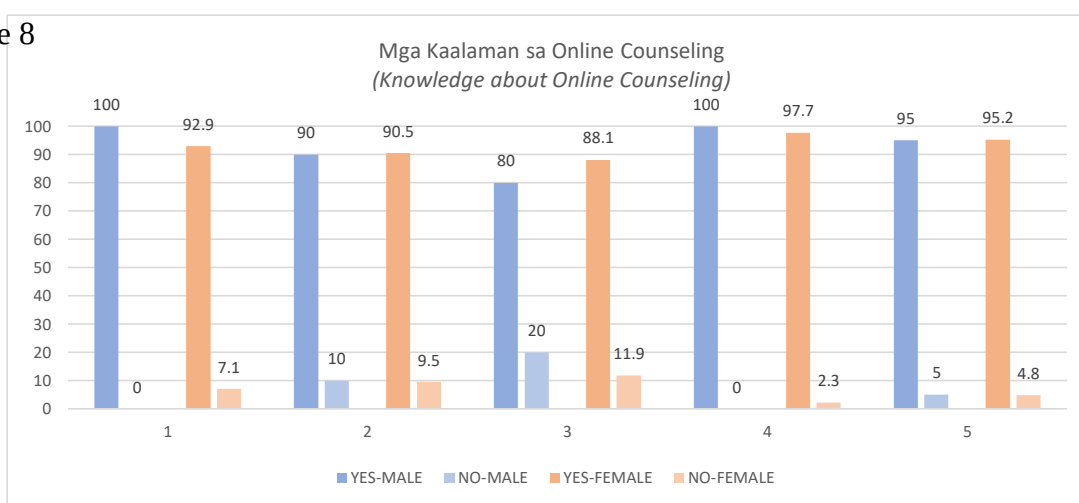
	Oo Yes	Hindi No
1. Ang Online Counseling ay maaaring gamitin at madaling maabot (Online Counseling is available and easy to access)	96.3%	3.7%
2. Ang Online Counseling ay pribado (Online Counseling have privacy)	90.2%	9.8%
3. Sa paggamit ng Online Counseling, hindi na kailangan nang kliyente na makipagkita sa Counselor hindi tulad ng tradisyunal na personal na sesyon ng counseling (When using Online Counseling, there is no need for the client to personally meet the Counselor unlike the traditional face-to-face counseling session)	84.1%	15.9%
4. Ang Online Counseling ay nagbibigay ng madaling paraan para sa sesyon ng counseling	98.8%	1.2%

(Online Counseling provide an easier method to have a counseling session)

5. Sa aking palagay, ang Online Counseling ay alternatibong paraan upang magamit ng mga mag-aaral ang serbisyo ng counseling sa aming paaralan <i>(I think, Online Counseling is an alternative way for the students to utilize counseling services in our school)</i>	95.1%	4.9%
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In terms of gender, 100% of the males claimed that online counseling is available and easy to access while 92.9% only in females. Males (100%) claimed that online counseling can provide an easier method to have a counseling session while 97.7% only in females. The results were indicated in Figure 8.

Figure 8



The result showed that 81.7% of the participants answered online counseling is better than face-to-face counseling. Also, 81.7% feel more comfortable with online counseling than the traditional counseling. The participants believed that online counseling is as effective as the traditional counseling as resulted 80.5%. Participants prefer to go to online counseling if they have personal problem (76.8%) and emotional problem (79.3%) than the traditional counseling. About ninety-two percent (92.3%) of the sample will recommend online counseling to other people.

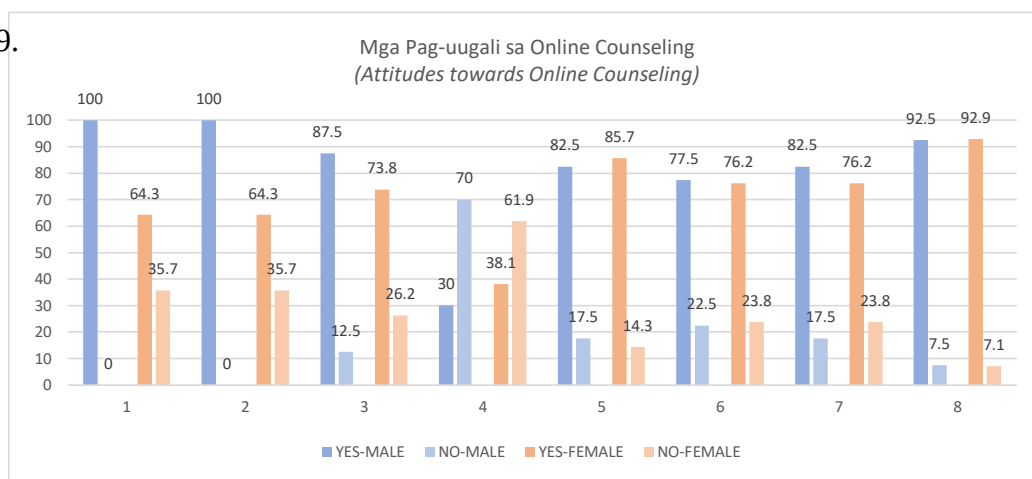
Table 6. Mga Pag-uugali sa Online Counseling
(Attitudes towards Online Counseling)

	Oo Yes	Hindi No
1. Ang Online Counseling ay mas mainam kaysa sa harapan at tradisyunal na counseling <i>(Online Counseling is better than face-to-face traditional counseling)</i>	81.7%	18.3%
2. Ako ay mas kumportable sa Online Counseling kaysa sa harapan at tradisyunal na counseling <i>(I feel more comfortable with Online Counseling than face-to-face traditional counseling)</i>	81.7%	18.3%

3. Naniniwala ako na ang Online Counseling ay kasing epektibo rin ng harapan at tradisyunal na counseling (I believe that Online Counseling is as effective as face-to-face traditional counseling)	80.5%	19.5%
4. Mas mabuti na makipagkita ang Online Counselor sa kliyente bago gumamit ng Online Counseling (It is better to meet the Online Counselor with the client in person before using Online Counseling)	34.1%	65.9%
5. Ang Online Counseling ay makakatulong sa akin upang mas makilala pa ang aking sarili (Online Counseling will help me to discover more about myself)	84.1%	15.9%
6. Kung mayroon akong personal na problema, mas nanaisin ko pa ang Online Counseling kaysa ang tradisyunal na counseling (If I have a personal problem, I prefer to go to Online Counseling than to face-to-face traditional counseling)	76.8%	23.2%
7. Kung mayroon akong emosyunal na problema, mas nanaisin ko pa ang Online Counseling kaysa ang tradisyunal na counseling (If I have an emotional problem, I prefer to go to Online Counseling than to face-to-face traditional counseling)	79.3%	20.7%
8. I-rerekumenda ko sa iba na gamitin ang Online Counseling (I will recommend to other people to use Online Counseling)	92.3%	7.7%

Based from the gender, 100% of the males claimed that online counseling is better than the traditional counseling while 64.3% in females answered the same. Same result for the participants who claimed that they feel more comfortable in online counseling than the traditional counseling. The results showed in Figure 9.

Figure 9.



When we talk about the effect of online counseling to the participants, Table 7 indicated the result of the effect of online counseling in which 65.9% claimed that there is a strong positive effect of online counseling in their lives, 31.7% claimed that there is a positive effect, 2.4% claimed that there is rare positive effect and none of them claimed that there is no effect at all.

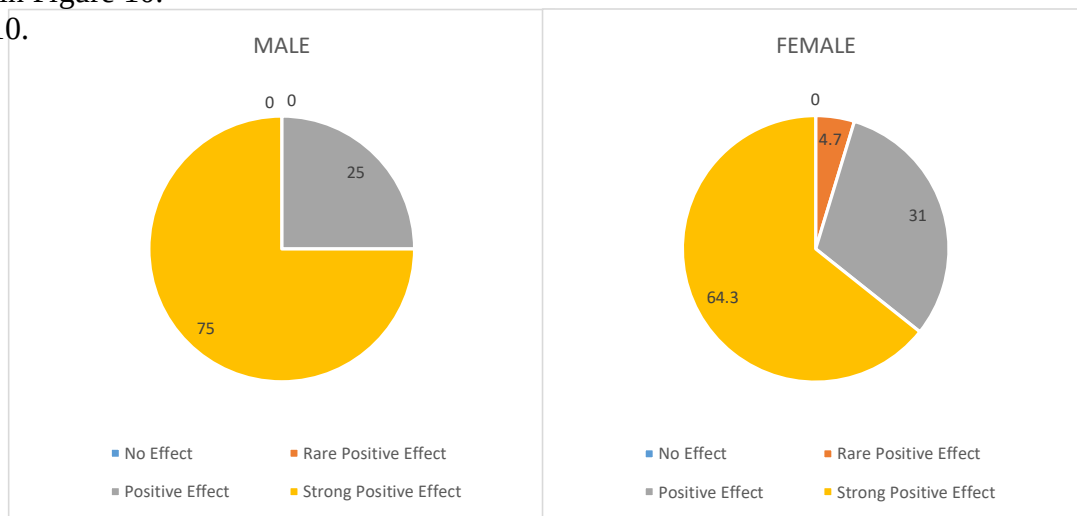
Table 7. Ang epekto ng Online Counseling
(The Effect of Online Counseling)

Paano ilalarawan ang epekto ng Online Counseling sa iyong buhay?
(How do you describe the effect of Online Counseling in your life?)

0%	Walang epekto
2.4%	Kaunti ang positibong epekto
31.7%	May positibong epekto
65.9%	Malakas ang positibong epekto

In terms of gender, there were 4.7% females who answered that there is a rare positive effect of online counseling unlike males. Seventy-five percent (75%) of males claimed that there is a strong positive effect of online counseling in their lives and 64.3% answered the same in females. The results showed in Figure 10.

Figure 10.



The results of the study indicated that students had enough information about online counseling. Males prefer online counseling than the females. Also, online counseling has a strong positive effect in males than females. If they were to choose between face-to-face counseling and online counseling, their preference would be on online counseling because of their worries about the traditional counseling but the students believed that the traditional counseling is as effective as one counseling. Online counseling may add as one way to utilize the counseling services in school.

Conclusions and Recommendation

This study agrees with the study of Adel Tanneus, about the perception of online counseling among students in University of Jordan. This study showed that there is a strong positive effect of the online counseling in the students.

The results showed that social media is most effective way that help people to get online counseling due to the variety of information that exists in social media which explained why the sample in this study rely on internet to get online assistant in their personal problems which is difficult sometimes to ask counselors face to face. And the other reason was if the participant could not attend some of the sessions due to some reasons like getting sick, going abroad, or severe bad conditions, so they prefer online counseling in order not to miss the sessions.

The most interesting finding in this study that most of the sample showed positive attitude and tremendous effect in their life by using online counseling. This results similar to the results of the study that conducted by Zamani et.al. (2010) Bato & Marcial, (2016).

According to Teh and his colleagues (2014) The attitude towards online counseling over face-to-face counseling was generally positive and the sample in his study indicated openness to conducting online counseling, but they still consider face-to-face counseling more effective than online counseling.

This showed good knowledge about online counseling and the participants believed that online counseling is an alternative way to utilize the school counseling services. Therefore, the study recommends to further improve online counseling services. It can be institutionalized and it is recommended to other institutions to better serve its people.

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Appendices



Philippine Normal University
The National Center for Teacher Education
Taft Avenue, Manila

Title of the Study: "Promoting School Counseling Services Through Online Counseling"

Consent to Take Part in Research

Nauunawaan ko ang layunin ng pag-aaral na ito kung kaya't ako ay sumasang-ayon at boluntaryong makikiisa rito.

I understand the objectives of this research study that is why I agree and voluntarily participate in this study

Nauunawaan ko na kahit sumang-ayon akong makiisa ay maaari ko pa ring hindi sagutin ang mga katanungang hindi ko masagot ng maluwag sa dib-dib

I understand that even if I agree to participate, I can refuse to answer questions I cannot answer freely

Nauunawaan ko na ako ay walang benipisyo o perang nakuha sa pag-aaral na ito

I understand that I have no monetary benefit in this study

Nauunawaan ko na ang magiging resulta ng mga kasagutan ko ay gagamitin lamang sa pag-aaral na ito

I understand that the result of my answers will only be used for this study

Nauunawaan ko na ang lahat ng impormasyon na inilahad ko sa pag-aaral na ito ay ituturing na pribado

I understand that all the information I provided in this study will be treated confidentially

Pangalan at Lagda ng Nakiisa
Name and Signature of the Participant

Petsa
Date

Dyna Marie A. Bedeo / "PROMOTING SCHOOL COUNSELING SERVICES THROUGH ONLINE COUNSELING"

Pangalan (opsyonal): _____
Baitang: _____

Kasarian: _____
Edad: _____

I. Ang Guidance Office, Guidance Counselor at Online Counseling
(The Guidance Office, Guidance Counselor and Online Counseling)

Panuto: Lagyan ng tsek (/) ang iyong napiling kasagutan.
(Instructions: Put a check mark (/) in your preferred answer)

	Oo Yes	Hindi No
1. Mayroon bang Guidance Office sa inyong paaralan? <i>(Is there a Guidance Office in your school?)</i>		
2. Nasubukan mo na bang pumasok sa Guidance Office? <i>(Have you tried to enter in the Guidance Office?)</i>		
3. Mayroon bang Guidance Counselor sa inyong paaralan? <i>(Is there a Guidance Counselor in your school?)</i>		
4. Nasubukan mo na bang lumapit sa inyong Guidance Counselor? <i>(Have you tried to approach your Guidance Counselor?)</i>		
5. Alam mo ba na mayroong counseling services sa inyong paaralan? <i>(Are you aware that there is a counseling services in your school?)</i>		
6. Nasubukan mo na bang magkaroon ng sesyon sa counseling sa tulong ng Guidance Counselor? <i>(Have you tried a counseling session with the Guidance Counselor)</i>		
7. Gusto mo bang masubukan ang sesyon ng counseling sa tulong ng Guidance Counselor? <i>(Do you want to try a counseling session with the Guidance Counselor?)</i>		
8. Nahihirapan ka bang sumailalim sa sesyon ng counseling? <i>(Is it difficult for you to have a counseling session?)</i>		
9. Sa palagay mo ba ang Online Counseling, bilang karagdagan sa tradisyunal na counseling, ay makatutulong sa iyo upang gamitin ang counseling services ng inyong paaralan? <i>(Do you think Online Counseling, in addition to traditional counseling, will help you utilize the counseling services in your school?)</i>		
10. Sa palagay mo ba, karamihan sa mga mag-aaral ang sumasailalim sa sesyon ng counseling? <i>(Do you think most of the students are utilizing counseling services?)</i>		

II. Mga Salik na Nakakakaapekto sa Mga Mag-aaral sa Paggamit ng Counseling na serbisyo
(Factors Affecting Student' Willingness to Seek Counseling Services)

Panuto: Lagyan ng tsek (/) ang kahon nang iyong kasagutan. Isa lamang ang maaaring maging sagot.

(Instruction: Put a check mark (/) inside the box of your answer. Only one can be your answer.)

1. Bilang mag-aaral, ano ang kadalasang dahilan kung bakit karamihan sa mga tulad mo ay hindi lumalapit sa Guidance Counselor upang humingi ng sesyon ng counseling?
(As a student, what is the usual reason why most of you are not willing to seek counseling session with the Guidance Counselor?)

- ☐ Ako ay nahihiyang pumasok sa Guidance Office para sa sesyon ng counseling sa tulong ng Guidance Counselor dahil sa negatibong kaisipang nabuo na, "Kapag pumasok ka sa Guidance Office, ikaw ay mayroong masamang nagawa."
(I am ashamed to enter in the Guidance Office to have a counseling session with the Guidance Counselor because of the stigma that, "When you enter in the Guidance Office, you have done something wrong.")
- ☐ Natatakot akong lumapit sa aming Guidance Counselor dahil makikita niya ang aking mukha at malalaman niya ang aking pagkakakilanlan
(I am afraid to approach the Guidance Counselor because s/he may see me personally and s/he may know my identity)
- ☐ Nag-aalala ako sa aming Guidance Counselor dahil baka hindi niya ako pakinggan o di kaya naman ay ikalat niya sa iba ang aming mapag-uusapan
(I am concern to the Guidance Counselor that s/he may not listen to my thoughts or s/he may spread what we have talked about)
- ☐ Wala akong panahon para sa sesyon ng counseling
(I have no time for a counseling session)
- ☐ Iba pa
(Others) _____
-

III. Paggamit ng Internet at Online Counseling (Use of Internet and Online Counseling)

Panuto: Sagutin ang mga sumusunod na katanungan nang buong katapatan. Lagyan ng tsek (/) ang patlang bago ang sagot.

(Instruction: Answer all the questions with all honesty. Put a check mark (/) in the line before the answer)

1. Gaano ka kadalas gumamit ng internet? __Araw-araw __Lingguhan __Buwanan __Taunan
(How many time do you use the internet?)

2. Nasubukan mo na ba ang gumamit ng online counseling? __Oo __Hindi
(Have you ever used online counseling?)

3. Ilang beses mo nang nasubukan ang online counseling? __1-3 beses __4-10 beses __Mahigit 10
(How many times do you use online counseling?)

4. Anong kagamitan ang iyong ginagamit sa online counseling? __Computer/Laptop __Mobile
(What devices do you use in online counseling?) __Landline __Others

5. Sa paanong paraan ka gumagamit ng online counseling? __Chat sa tulong ng Social Media
(In what way do you use online counseling?) __E-mail
__Video Conferencing

IV. Mga Kaalaman sa Online Counseling (Knowledge about Online Counseling)

Panuto: Lagyan ng tsek (/) ang iyong napiling kasagutan.

(Instructions: Put a check mark (/) in your preferred answer)

	Oo Yes	Hindi No
1. Ang Online Counseling ay maaaring gamitin at madaling maabot (Online Counseling is available and easy to access)		
2. Ang Online Counseling ay pribado (Online Counseling have privacy)		
3. Sa paggamit ng Online Counseling, hindi na kailangan nang kliyente na makipagkita sa Counselor hindi tulad ng tradisyunal na personal na sesyon ng counseling (When using Online Counseling, there is no need for the client to personally meet the Counselor unlike the traditional face-to-face counseling session)		
4. Ang Online Counseling ay nagbibigay ng madaling paraan para sa sesyon ng counseling (Online Counseling provide an easier method to have a counseling session)		
5. Sa aking palagay, ang Online Counseling ay alternatibong paraan upang magamit ng mga mag-aaral ang serbisyo ng counseling sa aming paaralan (I think, Online Counseling is an alternative way for the students to utilize counseling services in our school)		

V. Mga Pag-uugali sa Online Counseling

Dyna Marie A. Bedeo / "PROMOTING SCHOOL COUNSELING SERVICES THROUGH ONLINE COUNSELING"

(Attitudes towards Online Counseling)

Panuto: Lagyan ng tsek (/) ang iyong napiling kasagutan.

(Instructions: Put a check mark (/) in your preferred answer)

	Oo Yes	Hindi No
1. Ang Online Counseling ay mas mainam kaysa sa harapan at tradisyunal na counseling <i>(Online Counseling is better than face-to-face traditional counseling)</i>		
2. Ako ay mas kumportable sa Online Counseling kaysa sa harapan at tradisyunal na counseling <i>(I feel more comfortable with Online Counseling than face-to-face traditional counseling)</i>		
3. Naniniwala ako na ang Online Counseling ay kasing epektibo rin ng harapan at tradisyunal na counseling <i>(I believe that Online Counseling is as effective as face-to-face traditional counseling)</i>		
4. Mas mabuti na makipagkita ang Online Counselor sa kliyente bago gumamit ng E-Counseling <i>(It is better to meet the Online Counselor with the client in person before using E-Counseling)</i>		
5. Ang Online Counseling ay makakatulong sa akin upang mas makilala pa ang aking sarili <i>(Online Counseling will help me to discover more about myself)</i>		
6. Kung mayroon akong personal na problema, mas nanaisin ko pa ang Online Counseling kaysa ang tradisyunal na counseling <i>(If I have a personal problem, I prefer to go to Online Counseling than to face-to-face traditional counseling)</i>		
7. Kung mayroon akong emosyunal na problema, mas nanaisin ko pa ang Online Counseling kaysa ang tradisyunal na counseling <i>(If I have an emotional problem, I prefer to go to Online Counseling than to face-to-face traditional counseling)</i>		
8. I-rerekumenda ko sa iba na gamitin ang Online Counseling <i>(I will recommend to other people to use Online Counseling)</i>		

VI. Ang epekto ng Online Counseling

(The Effect of Online Counseling)

Paano ilalarawan ang epekto ng Online Counseling sa iyong buhay?

(How do you describe the effect of Online Counseling in your life?)

___Walang epekto

___Kaunti ang positibong epekto

___May positibong epekto

___Malakas ang positibong epekto