

# Difficulty and Risk in Online Counseling- Student Perception

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## ABSTRACT

*This paper addresses the students' perception towards the difficulty and risk in online admission of engineering institute in state of Madhya Pradesh. A survey was conducted online via [www.onlinecounselingsurvey.in](http://www.onlinecounselingsurvey.in) and obtained opinion about the three specified objectives from engineering students. The findings show that choice filling is the most difficult step and the majority of the students faced problem of server error during the online counseling. Finding also shows that students did not receive mobile message (password) after registration of a big risk (chances of misuse) in online counseling.*

**Keywords:-** Admission, password, server error

## 1. INTRODUCTION

The Department of Technical Education, Madhya Pradesh has started online admission to engineering institution through online off-campus counseling process in the year 2010. [1-3] Alleman, James R. (2002) addressed clinical, ethical, and economic issues in internet based counseling.[4] Shaw, H. E. & Shaw, S. F. (2006) used a 16-item Ethical Intent Checklist, developed from the American Counseling Association's (1999) Ethical Standards for Internet Online Counseling.[5] Bryan Pridgen (2010) describe that adolescents suffering from emotional and behavioral disorders especially prone, for this purpose recommend education for adolescents and their families around appropriate use of the Internet. [6] Acosta R, et. al (2006) describes an open source system for online counseling and tutoring that is designed to access and provide timely and accurate information, increase and optimize contact time, provide communication tools to facilitate interaction between professors and their tutees and assist in the administration and tracking of students.[7] Derek Richards describes the rationale for delivering counseling online; it describes the model of counseling used, the perceived benefits, and details the results from an evaluation.[8] Ann Haas, et.al (2008) tested an interactive, Web-based method to encourage college students at risk for suicide to seek treatment.[9] Jonathan Rauh (2011) demonstrate online choice options are growing in popularity as means of satisfying choice requirements specified in No Child Left Behind.[10] Wan Norizan Wan Hashim (2013) identify the solution regarding counseling management of employees life problems including personal and work place problem.[11]

## 2. RESEARCH OBJECTIVE

**The main objectives of this research study are:**

1. To find most difficult steps during online counseling.
2. To find the nature of difficulty face at reporting/help centres.
3. To find the difficulty due to security issue.

## 3. RESEARCH METHODOLOGY

The analysis of this descriptive research is based on primary data. Survey research technique was applied to analyze all stakeholders' observation towards the counseling process. The perceptions/opinions data have been collected through self designed online questionnaire via [www.onlinecounselingsurvey.in](http://www.onlinecounselingsurvey.in). The instruments/tools have been developed based on the objectives and purpose of the study. The study population consisted of total admitted undergraduate students who were enrolled full-time four-year, public institution located in the state of Madhya Pradesh during the 2010 to 2012 academic year. Only those engineering students were consider as sample population who have enrolled as first year students during 2010-12. Data was collected with the help of structured questionnaires from a total of 206 engineering college in the state of Madhya Pradesh (AICTE approved) in which 04 engineering college are government autonomous, 03 engineering college as government aided autonomous college, 07 self finance college, 03 private university and 189 private colleges. Total of 437, 436 and 449 responses was received from students in the year 2010-11, 2011-12 and 2012-13 respectively. Statistical analysis has been done in SPSS.

**Table 1:** Statistical data of most difficult step during online counseling

Year			Frequency	Percent	Valid Percent	Cumulative Percent
2010 - 2011	Valid	Getting counseling information	28	6.4	6.4	6.4
		Document Verification	180	41.2	41.2	47.6
		Registration	20	4.6	4.6	52.2
		Choice filling	201	46.0	46.0	98.2
		Online Reporting	8	1.8	1.8	100.0
		Total	437	100.0	100.0	
2011 - 2012	Valid	Getting counseling information	24	5.5	5.5	5.5
		Document Verification	169	38.8	38.8	44.3
		Registration	44	10.1	10.1	54.4
		Choice filling	185	42.4	42.4	96.8
		Online Reporting	14	3.2	3.2	100.0
		Total	436	100.0	100.0	
2012 - 2013	Valid	Getting counseling information	32	7.1	7.1	7.1
		Document Verification	160	35.6	35.6	42.8
		Registration	45	10.0	10.0	52.8
		Choice filling	190	42.3	42.3	95.1
		Online Reporting	22	4.9	4.9	100.0
		Total	449	100.0	100.0	

Source- Primary Data

**Table 2:** Statistical data of problems at help centre's

Year			Frequency	Percent	Valid Percent	Cumulative Percent
2010 - 2011	Valid	Server Error	391	89.5	89.5	89.5
		Failure of electric supply	46	10.5	10.5	100.0
		Total	437	100.0	100.0	
2011 - 2012	Valid	Server Error	318	72.9	72.9	72.9
		Failure of electric supply	50	11.5	11.5	84.4
		Crowd/Rush	42	9.6	9.6	94.0
		Lack of proper arrangement	25	5.7	5.7	99.8
		Any Other (Please Specify)	1	.2	.2	100.0
		Total	436	100.0	100.0	
2012 - 2013	Valid	Server Error	330	73.5	73.5	73.5
		Failure of electric supply	46	10.2	10.2	83.7
		Crowd/Rush	46	10.2	10.2	94.0
		Lack of proper arrangement	27	6.0	6.0	100.0
		Total	449	100.0	100.0	

Source- Primary Data

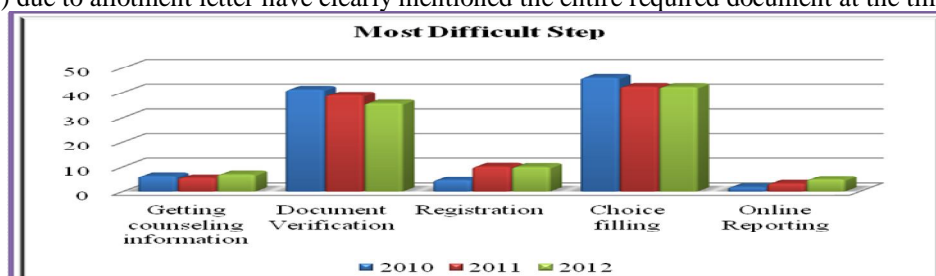
**Table 3:** Statistical data of difficulty due to security issue

Year			Frequency	Percent	Valid Percent	Cumulative Percent
2010 - 2011	Valid	Forget temporary password	103	23.6	23.6	23.6
		Change the temporary password	118	27.0	27.0	50.6
		Did not receive mobile message after registration	118	27.0	27.0	77.6
		Forget Internet Banking Password	41	9.4	9.4	87.0
		Misuse of password	16	3.7	3.7	90.6
		Any Other (Please Specify)	41	9.4	9.4	100.0
		Total	437	100.0	100.0	
2011 - 2012	Valid	Forget temporary password	98	22.5	22.5	22.5
		Change the temporary password	131	30.0	30.0	52.5
		Did not receive mobile message after registration	133	30.5	30.5	83.0
		Forget Internet Banking Password	49	11.2	11.2	94.3
		Misuse of password	25	5.7	5.7	100.0
		Total	436	100.0	100.0	
		2012 - 2013	Valid	Forget temporary password	91	20.3
Change the temporary password	102			22.7	22.7	43.0
Did not receive mobile message after registration	185			41.2	41.2	84.2
Forget Internet Banking Password	42			9.4	9.4	93.5
Misuse of password	25			5.6	5.6	99.1
Any Other (Please Specify)	4			.9	.9	100.0
Total	449			100.0	100.0	

Source- Primary Data

#### 4. RESULT & DISCUSSION

From the table 1, it is observed that majority (46.0%) of the students in the year 2010-11, 42.4% in the year 2011-12 and 42.3% of the students in the year 2012-13 felt that the choice filling step is most difficult during online counseling. They face difficulty during college selection and confuse due to various college have the almost same banner. The college search on the basis of allotted code is also very difficult. Some time they observed that the preferred list get vanish due to refresh or long time on the same web page. The figure 1 shows that students of all the years feel that college choice and preference selection is the most difficult step of online counseling. The document verification in proper format is the second difficult step during counseling. The help centre verifying officer refuse to verify and suggest the students to complete the documents in the prescript format (which is given in the rule book) within schedule time. The data shows that very less student's faces problem during online reporting (1.8%, 3.2%, and 4.9% in respective years) due to allotment letter have clearly mentioned the entire required document at the time of admission.



**Figure 1** Most Difficult Step in Online Counseling

Table 2, shows that majority (89.5%) of the students in the year 2010-11, 72.9% in the year 2011-12 and 73.5% of the students in the year 2012-13 faced problem of server error at the help centre/ reporting centre. The figure 2 shows that most of the time server error problem is faced by the students of all the three years during counseling and secondly crowd/rush is another problem which faces students at help centres. In the year 2011 and 2012, students also face problems due to lack of proper arrangements.

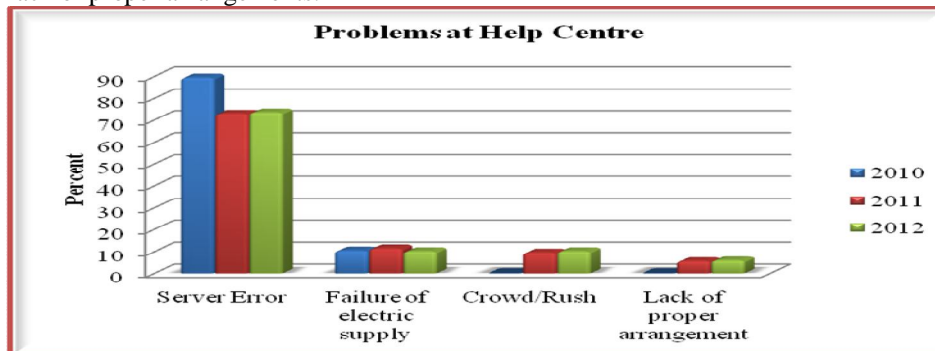


Figure 2 Difficulty/Problem at Help Centre

Table 3, shows that about 27.0% of the students in the year 2010-11, 30.5% in the year 2011-12 and 41.7% of the students in the year 2012-13 expressed that not received mobile message password as a security issue. The figure 3 shows that students did not receive mobile message after registration which is a big security issue. Secondly, change the temporary password by the kiosk centres is another big security issue. Thirdly, for getting temporary password by the students after registration also a complex security issue.

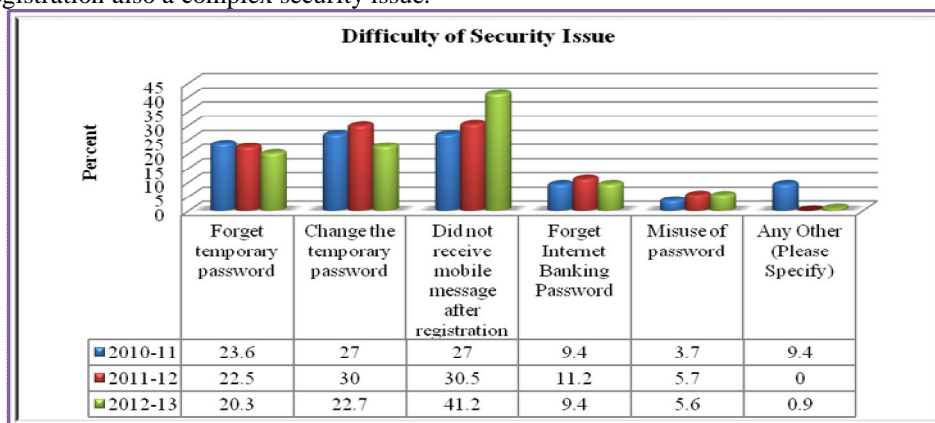


Figure 3 Difficulty due to Security Issue

## 5. CONCLUSION

The Major Findings of this research study based on above discussion are-

- Majority (46%, 42.4% and 42.3% in respective years) of the students felt that the **choice filling step** was most difficult during online counseling.
- Very less student's (1.8%, 3.2%, and 4.9% in respective years) faces problem during **online reporting** at help centres.
- Majority (89.5%, 72.9% and 73.5% in respective years) of the students faced problem of **server error** at the help centre/ reporting centre.
- Finding shows that students **did not receive mobile message** (password) after registration of a big security issue.
- Result shows that change the **temporary password** by the kiosk centres was another big security issue.

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