

DE LA SALLE UNIVERSITY

EXPECTATIONS AND PREFERENCES OF NON-CLIENT
SENIOR STUDENTS OF DE LA SALLE UNIVERSITY
FOR THE UNDERGRADUATE GUIDANCE AND
COUNSELING CENTER

301107

A Thesis

Presented to the
Faculty of the Behavioral Sciences Dept.
De La Salle University

In Partial Fulfillment
of the Requirements for the Degree
Bachelor of Arts in Psychology

by

Lynn O. Sy

and

Edwin L. Woo

March, 1980



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A B S T R A C T

The present study investigated the relation between preferences and expectations about the counselor's role and the university counseling service in a population of 105 non-client senior students. Differences between non-clients' self-perceptions and their perceptions of counseling-service clients were also investigated. In addition, the reasons why non-clients did not seek counseling services were investigated. To investigate these variables, non-clients were administered a questionnaire consisting of alternative-choice items answerable by yes or no, multiple choice items and Likert-scale items. It was hypothesized that discrepancies between expectations and preferences, as well as between perceptions of self and clients, might be indicative of non-clients' willingness to become future clients of the counseling service. Results showed that non-clients did not seek counseling generally because of their mistaken notion that counseling is only for "troubled" students. Results also indicated that non-clients wanted the counselor to be significantly more active than they expected him to be. In addition, they perceived clients of the counseling center as suffering significantly more from emotional, psychological and



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interpersonal problems than they themselves were. In view of these findings, it is recommended that more information regarding counseling and counseling services be disseminated among the students.

