Face-to-Face and Online Counseling: Client Problems and Satisfaction *

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Abstract

Alongside technological developments, online counseling has started becoming widespread since last decade. The purpose of this study is to investigate face-to-face and online counseling in terms of client problems and satisfaction. This qualitative study used a phenomenology research design and consisted of 12 female and 9 male, twenty-one volunteer clients. Fifteen participants were given face-to-face, whereas six participants, online counseling. Clients received face-to-face and online counseling from seven volunteer senior students in the undergraduate program of Counseling and Guidance. A content analysis is used for data interpretation. The results of the study suggest that the problems and satisfaction are quite similar in face-to-face and online clients. Personal problems were the most common problem among the clients. Respectively, career development concerns, academic problems, and relationship issues with a partner and family follow personal problems. All the participants were satisfied with the counseling process and satisfaction of face-to-face counseling and online counseling participants were remarkably similar.

Introduction

Throughout human lives, individuals face various challenges and they need help from others to overcome their problems. The individual who helps them is sometimes a member of their family, a friend and a professional. Counseling is one of the helping professions in mental health. Egan (2011, pp. 24- 26), argues that the primary goals of counseling are "to help people to manage their problems in living more effectively; to develop unused or not sufficiently used opportunities more fully and to contribute them to become better at helping themselves in their everyday lives."

Online counseling is defined as the delivery of therapeutic interventions in cyberspace where communication between a trained professional counselor and client(s) is facilitated using computer-mediated communication technologies (Richards & Viganò, 2012). Unlike the traditional face-to-face intervention, online counseling is quite a new kind of service showing up by the growth of technology and wide spreading rapidly. An early example of online counseling is a website called "Metanoia" with an award of media Internet (Alleman, 2002). In 1990, a woman, Martha Ainsworth could not receive face-to-face help because of her travels; she started to look for a therapist on the Internet. Thus,

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she searched a dozen of web sites and she could find only one website which was able to respond her. From this experience, Martha founded a nonprofit website (http://www.metanoia.org) which its purpose was to provide people who could not receive face-to-face counseling, with online psychological service.

Today, like many countries all over the world, in Turkey people can reach websites delivering online psychological service via Internet. After writing "online counseling" in the most popular search engine, more than one million results can be found, and it can be seen that numerous and different organizations and centers that offer counseling to individuals. There are only a few studies (Bozkurt, 2013; Tanrıkulu, 2009; Savaş & Hamamcı, 2010; Zeren, 2014) conducted in Turkey on the field of online counseling can be considered to be a drawback in contrast to the great number of website addresses which can be easily available.

Online counseling is performed mostly in two ways regarding the technological conveniences (Barak, 1999; Bozkurt, 2013): one is the use of video-conferencing for communication between a counselor and client; this type of contact is similar to face-to-face contact. The other one is a written contact (chat) between the counselor and the client without image and sound.

One of the main advantages of online counseling is its convince for people who live outside the big cities, in regions remote from the experts and centers where they can provide psychological service, for people who cannot leave their home because of their physical disabilities or chronic diseases and its convenience for those who travel frequently (Cook & Doyle, 2002; Kilroe, 2010; Shaw & Shaw, 2006). Another advantage is that during an online contact, people can disclose themselves more comfortable which they cannot say in face-to-face communication (Alleman, 2002; Joinson & Paine, 2007; Shaw & Shaw, 2006). In addition, Joyce's (2012) indicated that online counseling might be a highly preferable choice for men with gender role conflicts or frictions, for individuals who worry about stigmatized to seek out support in mental health centers, and for individuals having difficulty in disclosing themselves as part of their personality traits. In a help relationship build upon written communication, although participants do not see and hear each other, many factors such as types of words, the method of putting these words together, colors, emoticons, emojis, the size of letters, their frequency of usage, the space between letters, can provide cues for understanding a client's feelings, personality and the content of his or her message. Beyond the mere words we choose in chatrooms, colors, ALL CAPS, smiley ;-) faces, rrrrepeated lllletters, fonts, sizes, *typefaces*, difrunt spellin, ?????? punctuation !!!!!!!!, spacing between l e t t e r s, between words, and between *lines* can be used to help convey the speaker's feelings, personality, and message context (Alleman, 2002).

A quite number of studies comparing face-to-face and online counseling have pointed out similarities rather than differences. For instance, McKenna (1998) stated that empathy, support and self-disclosure can also be built during online counseling just as in face-to-face counseling. Moreover, Cui, Liu, Lei, and Tan (2010) found that online counseling experienced a higher degree of disclosure, whereas face-to-face counseling experienced a higher degree of satisfaction and sincerity. They found out that there is no significant difference, which can be observed between the two groups with regard to empathy, positive regard, building deep relationship and self-disclosure. Furthermore in their meta-analysis of the effectiveness of online counseling, Barak, Hen, Boniel-Nissim and Shapira (2008) examined 9764 clients who suffered from problems and concluded that online counseling is as effective as face-to-face counseling.

Although face-to-face and online counseling has similarities, some differences can be perceived. The studies implemented by Haberstroh, Parr, Bradley, Morgan-Fleming and Gee (2008), Kilroe (2010) and Tanrikulu (2009) enumerated following differences between online and face-to-face counseling: technological obstacles, implementation of counseling without verbal and non-verbal signs, online counseling techniques, in-home counseling, length of sessions.

The body of literature on counseling in Turkey consisted of just four studies. The study conducted by Tanrıkulu (2009) and Bastemur and Bastemur (2015) on postgraduate students and counselors, the findings indicated that counselors-in-training and counselors have positive perspectives about online counseling and think that it is applicable to Turkey, but they need more information about online counseling. Another study implemented by Savaş and Hamamcı (2010) explored opinions of parents, students and counselors about giving online guidance and counseling at senior high schools. The results showed that parents, students and counselors (512 participants in total) had positive views about conducting counseling and guidance online. The fourth study by Zeren (2014) asked counselors-in-training to evaluate one therapy session of their online counseling process. According to Zeren's study, the results indicated that the counselors-in-training thought that the advantage of online counseling was that it gave counseling opportunity to people who could not reach this possibility, and its disadvantage had to do with difficulties related to the lack of face-to-face communication with the client. The importance of before-mentioned researches is that all four studies are prominent researches about online counseling in Turkey. However, one of the limitations of these studies that client's views about online counseling is neglected. In the present study, it was aimed to investigate client's satisfaction level according to type of the problems clients experienced.

Client satisfaction is one of the significant factors in therapeutic communication. Holmes (2011) and Brown (2012) pointed out that client satisfaction was closely related to the therapeutic relationship between the client and psychological counselor, and it is one of the main results of a successful psychological service.

It is quite interesting to note that the literature on the field of online counseling include few studies concerning client satisfaction. In one of these studies, Cook and Doyle (2002) concluded that no difference was observed between face-to-face counseling and online counseling in terms of client satisfaction. Similarly, Murphy et al. (2009) showed that from the point of view of clients, online counseling was as effective and satisfying as face-to-face counseling. Kilroe (2010) examined the opinions, perceptions and attitudes of online clients toward the psychological service that almost all the clients had a positive view about online counseling and they were satisfied with it. In the study carried out in a center offering crisis intervention, Brown (2012) concluded that clients receiving online counseling had a positive attitude to the lack of verbal and non-verbal cues, an effective therapeutic cooperation was built, and the clients were pleased and satisfied to use the service. Leibert, Archer, Munson and York (2006) reported that people who spent more time on the Internet tended to use online counseling more and those online clients seemed to be significantly satisfied with the online therapy and the relationship built with the counselor. However, it was also concluded that satisfaction rate of online clients was not as much as face-to-face clients.

Individuals may want to receive online counseling instead of face-to-face various reasons. Online counseling can provide utility for people who live away from organizations providing psychological help, for people who cannot leave the home because of their physical disabilities and their chronic diseases, for people who travel frequently, for those who can express themselves better in writing than face-to-face communication and for people having economic difficulties (Alleman, 2002; Cook & Doyle, 2002; Joinson & Paine, 2007; Kilroe, 2010; Murphy et al., 2009; Shaw & Shaw, 2006). In this vein, online counseling can be beneficial service for many individuals.

Bozkurt (2013) stated that it is crucial to minimize clients and professionals hesitations about giving help and getting help through web-based interventions. Consistently, Barak, Klein, and Proudfoot (2009) suggested more improvements and researches in online counseling. Considering this aspects online counseling is quite helpful service for many people. Barak et al. (2009) suggested that more research and development is needed in these areas too.

Although Internet based counseling is not an alternative way for face-to-face counseling, online counseling can be supplementary for face-to-face counseling, beside application of psychological interventions separately (Bozkurt, 2013). Therefore, this research would be very informative not just for mental health professionals, namely counselors, therapists, psychiatrist, but also for clients who want to get help through Internet. The purpose of this study is to investigate face-to-face and online counseling in terms of client problems and satisfaction. The following research questions will ground for this study: 1.What are the reasons of online and face-to-face client problems? 2. What are the face to face and online client's opinions about satisfaction of counseling?

Method

Participants

This study is designed phenomenology. Phenomenon needs to be deeply investigated were clients' type of the problems and want to solve this problem with face-to face and online counseling and their satisfaction level for helping. In Phenomenology researches, participants should experience related phenomenon, previously. Therefore participants who got counseling help previously were selected with purposive sampling (Yıldırım & Şimşek, 2008, pp. 107).

This study collected data from 15 face-to-face and 6 online, twenty-one clients. They received counseling from seven volunteer senior students of Counseling and Guidance Program at a Private University in Istanbul, Turkey in the spring term of 2012. Counseling help was announced in bulletin boards and web page. Participants were selected from individuals who applied those announcements. The counselors-in-training gave the clients individual counseling under supervision in accordance with the requirements of Individual Counseling Practices.

Twelve (57%) of the participants were female whereas 9 (42,9%) of them were male. Average age of the participants was 22,3. Nineteen (%90,5) participants were undergraduate and 2 (%9,5) of them were employed with a university degree. Fifteen (%71,4) participants received face-to-face and 6 (%28,6) received online counseling.

All volunteer participants completed and signed an informed consent form. CF codes clients receiving face-to-face counseling and clients getting online counseling are coded by OC. One of the participants (CF6) having face-to-face counseling had an operation of organ transplantation. Thus, last session had to be carried out online through video counseling. Data about participants can be seen in Table 1.

Table 1. Counselor-in-Training, Sex, Age, Student/Employed, Number of Face-to-Face Counseling Sessions, Number of Online Counseling

Participant	Counselor-in-Training	Sex	Age	Undergraduate / Employee	Number of Face-to-Face Sessions	Number of Online Sessions
CF1	CT1	Female	22	Undergraduate	8	
CF2	CT1	Male	26	Undergraduate	3	
CF3	CT1	Female	23	Undergraduate	6	
CF4	CT2	Male	23	Undergraduate	5	
CF5	CT2	Female	22	Undergraduate	9	
CF6	CT3	Male	21	Undergraduate	6	1
CF7	CT3	Female	22	Undergraduate	8	
CF8	CT4	Female	22	Undergraduate	8	
CF9	CT4	Male	20	Undergraduate	7	
CF10	CT5	Male	24	Undergraduate	9	
CF11	CT5	Female	19	Undergraduate	5	
CF12	CT6	Female	23	Undergraduate	8	
CF13	CT6	Male	23	Undergraduate	7	
CF14	CT7	Female	22	Undergraduate	8	
CF15	CT7	Male	21	Undergraduate	8	
CO1	CT1	Female	24	Undergraduate		6
CO2	CT3	Female	28	Employee		9
CO3	CT3	Male	24	Employee		8
CO4	CT4	Male	24	Undergraduate		5
CO5	CT5	Female	19	Undergraduate		10
CO6	CT6	Female	20	Undergraduate		10

Before the counseling sessions, participants were asked to write down in the Client Information Form how they had decided to receive psychological help. 13 (61,9%) participants responded that they decided to take it on the recommendation of a friend. Two participants (9,5%) stated that they had already received psychological help, so they believed this process would be beneficial to them. Six participants (28,6%) explained that they had decided to seek counseling in order to solve their existing problems. Participants did not get any psychiatric treatment and they did not use any psychiatric medicine.

Instruments

In this study, Client Information Form and Client Satisfaction Form used as part of data collection process. In addition, audio and written recordings of termination sessions of face-to-face and online counseling were also used as an instrument.

Client Information Form

Participants were asked to note their age and sex, in two open-ended questions they were supposed to write down the motives of their decision to seek psychological help as well as the types of problems causing them to receive it.

Client Satisfaction Form

The main questions asked in this form were: "To what extent do you think counseling was effective?"; "To what extent did you find solutions to your problems?"; "Do you want to continue to receive counseling?". The form involved open-ended questions and respondents were supposed to write down their replies.

Transcripts of the Counseling Sessions

Analyses carried out to examine client satisfaction were considered to be a part of data collection tools. In this respect, audio-recordings of face-to-face sessions and written recordings of online sessions were also used. In the termination sessions, psychological counselors-in-training gave

a summary of all sessions, they asked the participants whether they reached their aims, whether counseling was effective and what they felt and thought about the completion of the counseling sessions.

Process
Informing the Participants

The ethical permission form for this study was signed from the Ethical Committee. The counselors-in-training volunteered to participate to this study and contributed to data collection. Before starting the study, counselors-in-training received training about the similarities and differences between online and face-to-face counseling, as well as the ethical rules, techniques and principles of online counseling. In addition, counselors-in-training and clients were given detailed information about the process and its purposes. Clients were also informed verbally and written that they would be included in this survey on condition that they volunteered, and they could leave it whenever they want.

Counseling Sessions

A timetable of sessions stating days and times of face-to-face or online sessions was fixed according to the needs of volunteered clients. Face-to-face counseling sessions took place at offices for individual counseling treatment provided by a Private University. Online sessions were carried out via computer setting on the time that was scheduled by counselors-in-training and clients. Written interaction occurred between the counselor in the training and client through Skype program. Every participant was informed about the security conditions and features of this online environment.

Data Collection

At the beginning of the study, clients were informed that they were supposed to fill in the Client Information Form before starting counseling sessions and to complete Client Satisfaction Form in the end of the counseling sessions. The counselors-in-training, in closed envelopes, collected the data forms belonging to clients of the face-to-face counseling sessions. The clients of online counseling sent their forms to the researcher via e-mail. In the research, 105 sessions were carried out face-to-face and 48 sessions were online.

Data Analysis

The data types used in the study has been written documents and audio recordings. Content analysis was used to analyze the qualitative data collected for this study. Sentences and phrases were specified as a unit of data analysis. Before coding, the data were classified and archived. Firstly, constructs related to the clients' problems and satisfaction was coded in relation with literature. New constructs were coded while reviewing the data.

Expert examination was also included in the process to provide the validity and accuracy of the research (Johnson, 1997; Merriam, 1995; Yıldırım, 2010). While building the categories, discussions were made with two experts on the field of qualitative research and after constituting the findings and comments; two other experts on the field of qualitative research were contacted for discussion, so that the findings would be finalized. None of these four specialists were involved directly in this study. Additionally, both, voice recordings and transcriptions of the counseling session and data sheets were used for data collection by data variation. Yıldırım (2010) and Yıldırım and Şimşek (2008, pp. 94) stated that data variation may help to increase validity and reliability of the research findings.

Role of the researcher is needed to be well defined in qualitative researches in order to increase validity and reliability (Johnson, 1997; Merriam, 1995). In the present study researcher was non-participating observer by the reason of researcher was lecturer of the course. Researcher had no direct relationship with participants.

Findings

1. Findings About Problems of Clients

In the end of the study, the responses of the clients in the Client Information Form and Client Satisfaction Form and their responses to the counselor during the termination sessions were analyzed and the findings were listed below in order of questions' appearance in the Client Satisfaction Form.

Client Problems

In the Client Information Form, participants were asked to determine their problems and they were informed they could write down more than one reason. In the analysis of the participants' answers, it is significant to note some common words and phrases. Table 2 shows the themes and subthemes found after the data analysis and the participants' frequency of use concerning the expressions about these themes and subthemes.

Table 2. Client Problems

Client Problems	Face-to-face (f)	Online (f)	Total (f)
Personal Problems	7	3	10
Problems about Carreer Development	6	3	9
Academic Problems	4	1	5
Romantic Relationship Problems	3	2	5
Family Problems	1	2	3

Personal Problems

Related the personal problems, some statements of the participants are as follows: CF5: "I am extremely touchy, I get hurt about everything."; CF12: "I cannot speak in front of the public, I have fear of stage." CF9: "I am obsessed with sports. For example, I get up very early to train. I try to find out why I am so fond of sports."; CO5: "I am indecisive and slothful, so my problems never finish."

Problems about Career Development

Problems about career development were at the second rank among the reasons for seeking counseling. About career development problems, some of the participants' statements are as follows: CF2: "I am very confused about what to do after graduating from university."; CF13: "There are problems about the place where I am doing my internship. People are disrespectful to each other. I do not want to work at this environment after my graduation."; CO3: "I have concerns about future."

Academic Problems

Some statements of the participants experiencing problems with their academic life are as follows: CF10: "I am not doing well in my courses because I am lazy and I postpone things. I get bored with assignments and I do not want doing them." CF11: "My problem is with studying. When given homework, I get bored a lot. I do not want to do it."

Romantic Relationship Problems

Problems with romantic relationships were another factor to make clients seek for psychological help. Some statements of participants having this kind of problems are as follows: CF3: "I love my boyfriend very much but we have some problems."; CO2: "I have problems with my spouse. He thinks that I do not love him as before. I cannot convince him of my love. Whatever I say he misunderstands me, then we start to argue."; CO3: "My problem is that I don't know how to behave toward a love relationship."

Family Problems

The findings of the study showed that another reason for clients' seeking for counseling was family problems. Some of the participants' statements in this matter are as follows: CF1: "I cannot communicate with my family."; CO5: "I have a very bad relationship with my mother, we do not get on well."

2. Findings of Client Satisfaction

To assess client satisfaction, participants were asked open-ended questions in the Client Satisfaction Form. They were asked whether they thought psychological help was beneficial, whether the counseling intervention met their aims. The analysis of the termination sessions and responses to the questions in the Client Satisfaction Form were examined together. As a result of the analysis, the themes of the statements about the contentment of the clients broke down into eight categories: "Receiving Benefit/Taking Advantage"; "Becoming Relaxed/Feeling Good"; "Finding Solutions to Problems"; "Increasing Awareness"; "Not Finding Solutions to Some Problems"; Self-disclosing Beyond Expectation; "Sharing Problems"; "Changing Attitude to Counseling".

Table 3. Client Satisfaction

Client Satisfaction	Face-to-face (f)	Online (f)	Total (f)
Receiving Benefit/ Taking Advantage	11	4	15
Becoming Relaxed/ Feeling Good	9	3	12
Finding Solutions to Problems	9	2	11
Increasing Awareness	6	4	10
Not Finding Solutions to Some Problems	7	2	9
Self-Disclosing Beyond Expectation	2	2	4
Sharing Problems	3	1	4
Changing Attitude to Counseling	2	1	3

Receiving Benefit / Taking Advantage

Face-to-face and online clients' statements were very similar in the receiving Benefit/ Taking Advantage category. For example face-to-face client, CF8 stated as follows: "I received great benefit here. For example, I came here with many subjects in my mind and then that subject goes to different directions. It is in fact like thinking aloud and I say, it may be this, it may be that. As I think aloud, it is kind of facing me." Similarly online client, CO1 stated as follows: "I benefited quite a lot. I read my statements, I saw them with different words in front of me, and so I can analyze myself more easily. Everyone should take such help, even if for a short time, because they can look at themselves more differently." As can be seen in the above, as participants expressed himself or herself, they received more information about themselves and gained different perspectives.

Becoming Relaxed/Feeling Good

It can be seen that clients were satisfied by feeling themselves better and becoming relaxed. Some statements of participants about this feeling is as follows: CF7: "Throughout eight weeks, I could talk about everything I lived and about every people I wanted to talk about, and I felt comfortable and secure to do so." CO3: "I felt relaxed to a great extent. Expressing in words, talking make me feel good."; CO6: "I told things which were difficult for me to share with my family and I felt relaxed."

Finding solutions to problems

Some of the participants' statements are as follows: CF12: "I think that this contributed a number of things to me, such as struggling with problems, seeing negative and positive sides of events. My coping skills increased. It was a good practice for me." CF14: "I have overcome my anger. I don't think that man anymore. My fear of being misunderstood by others seems to finish. As I said, I don't give anyone any explanations. I can act with more determination." CO2: "In the beginning of the process, I had concerns about my health but I don't have anymore. As an expectant mother, I sometimes have worries about my baby, but I do not have concerns about my own health anymore. In this sense, I think I benefited from counseling."

Increasing awareness

Some of the participants' statements are as follows: CF11: "I think that these conversations were a real benefit. The more I self-disclosed the more I increased my awareness. I was thinking of them in my brain. Putting them in words was really beneficial."; CO3: "I saw that I don't have any problems of confidence and troubles with my girlfriend. I also think that I should take more responsibility. I can say that I found solutions to my problems but now I have more serious problems. In fact, my intentions changed. I am sort of growing."

Not finding solutions to some problems

Some statements are as follows: CF1: "To what extent I found solutions to my problems. I guess 80%. We found out why I was so worried about my career, it was because I was associating it with marriage. If I could find out what I was going to do in future, this rate would be 100%." As can be seen, CF1 clarified the missing part with this statement. CF3: "When I evaluate myself, I can say that I achieved my aims to a great extent, but I have not found solutions to some of my problems. But I think after five or six months this will change, it is related to time." It can be seen that CF3 has a hopeful attitude. Some participants believed they would not find solutions to their problems in the short term. In this respect, CF8 and CO4 share similar statements. CF8: "I came here because I experienced disappointment. But this is not a kind of thing to be solved completely in a short period of time. But you are saying there is nothing to do and you start getting used to it. And you understand it is not possible to feel sorry in every minute about this or that…" ; CO4: "It is in fact impossible to solve some of my problems right now. For example, all my problems would be over, if I had enough money to lead a good life without having to work."

Self-disclosing beyond expectation

Some of their statements are as follows: CF1: "I never thought that I would talk about marriage or boyfriend or how I valued my friends greatly. But I told all."; CF3: "I felt good to speak here. I did not expect this. I believed I would feel tense and I would not tell things."; CO1: "While speaking to you, things were pouring down involuntarily."; CO6: "I benefited from talking about what I could not tell someone. I would not believe this before starting counseling. I talked about all my problems, my worries in general."

Sharing Problems

Some of their statements are as follows: CF6: "Every single session has served a function in sharing problems. I think I shared my thought objectively."; CF8: "I felt good because of expressing myself and talking about my problems. I see sessions as special times that I spent time for myself and I shared my problems."

Changing Attitude toward Counseling

CF6, CF13 and CO5 stated that their attitude to counseling changed positively. Some of their statements are as follows: CF6: "I have never taken part in this kind of practice. I have had no idea about how it would happen and how it would serve. In fact, I was among those who found these kinds of things unnecessary. But my perspective and attitude have changed. It was only a matter of prejudice."; CO5: "When I was coming here, I was expecting to make a progress but not so much, because you are a student in your fourth grade…not so Professional. And as a student at counseling program, although I am in my first year, I knew the trick; psychological counselors don't hold a magic stick. But counseling process with you was very effective and I changed my attitude to it."

Continuing to Receive Psychological Help

To understand clients' satisfaction with psychological help, clients were asked in the Client Satisfaction Form whether they wanted to continue to receive psychological counseling, this question was also asked by the counselor in the termination session. Table 4 shows the answers and the frequencies derived from the analysis of the answers.

Table 4. Continuing to Receive Psychological Help

Client Satisfaction	Face-to-face (f)	Online (f)	Total (f)
Yes	13	4	17
No	2	2	4

Client wishes to continue to receive counseling might be considered to be an indirect sign of their satisfaction. Thus, as seen in Table 4, the reply from both face-to-face clients and online clients was "Yes", which was considered to be a sign of their satisfaction with the process.

Among clients who wanted to continue to receive psychological counseling, some of them stated that they would continue to receive it, not at the moment, but in future, if it is necessary. Some of these statements are as follows: CF12: (Smiling) "In future, when you graduate and set up your business, I will come to you with different problems. I think in this way…"; CF13: "I don't know, it might be, why not? I'm not negative to this, in fact. I can of course, receive counseling again, if it is necessary." There were also participants who thought that they should continue to receive help at the moment. As an example, CO2 states: "In fact, after I realized that the problem is in my relationship with my spouse, I thought both of us should receive counseling. But we don't have such opportunity where we live." With this statement, it is clear that this participant indicated they needed a marriage and family counseling.

Among the participants who did not want to continue to receive counseling only one explained the reason for her opinion. The others preferred to say simply "No". A close look to the explanation shows that even if the answer was no, CF1 tended to be satisfied with the counseling process. CF1: "No, I don't want to continue. In fact, it is good to finish like this, because otherwise, I will be in need of a person in every trouble, I will never find a solution on my own. So, big problems in my life, I don't know, for example future anxiety is a great concern. At least, I could find the reason for it. It is in fact not appropriate to solve every problem by counseling someone. It means I cannot solve anything by myself. From now on, I think I can find solutions to my problems on my own.". CF3, CO3 and CO4 stated that they did not want to continue to receive counseling but they did not make any further explanation

Discussion, Conclusion and Suggestions

In the first research question, it was aimed to search for an answer about the client's problems. The results of the study suggest that the reasons for seeking counseling are quite similar in face-to-face and online clients. Personal problems were ranked first out of all clients. Career development issues, academic problems, issues about romantic relationships and problems in family followed this. On the other hand, as the sessions continued, some participants revealed other problems as well. For example, CF14 attending the counseling process with an anger problem toward her past, stated that one of her family members was getting worse because of an incurable disease and her family had to move to one of their relatives' house and she had to deal with these kinds of troubles. Another client (CF6) sought help for not being able to make plans and for not being able to concentrate. But this client was going to donate organ to one of the family members and he was worried about this issue. The real reason for his incapability of making plans and concentrating was derived from this situation. It is seen that participants' reasons addressed at the beginning for seeking counseling started to change from the first session and this was provided by the help allowing clients to determine their behavioral intentions.

All the test results show that reasons for counseling application are not different for online or face-to-face clients. This can be explained by participant's age and developmental stage. Most of the clients were approximately in the same age and same developmental stage. The findings of two researches on problems of university students show similarities with the findings of this study. Gizir (2005) examined problems of 885 senior students at ODTÜ; Atik and Yalçın (2010) investigated problems of 400 students at Ankara University, Education Faculty. The findings of these studies indicated that among university student's academic, interpersonal, sentimental problems as well as career development concerns were appearing the most frequently.

Second question of the research was aimed to find an answer about satisfaction levels of clients who involved face-to-face and online counseling sessions. Results revealed numerous themes such as, "benefit from counseling, feeling more relaxed, find solutions for problems, increasing self-awareness, not to find solutions for some problems, unexpected self-disclosure, sharing problems and changing the views about counseling." Another aspects of the satisfaction were client's suggestions of counseling to others and client's willingness to continue the counseling sessions. Discussions about these findings were below.

The results indicate that the number of face-to-face and online clients benefiting/taking advantage of counseling is remarkable. Eleven face-to-face clients out of fifteen and four online clients out of six stated that they benefited from this process. In this light, it can be said that the satisfaction rate of online clients was as high as the satisfaction rate of face-to-face clients.

Face-to-face clients and online clients felt relaxed during the counseling process and the more they shared their life the more they felt better. Moreover, two face-to-face clients and two online clients stated that they self-discloses beyond them had expected. These statements might be considered to be a sign of the relationship built between the client and the counselor. Leibert et al. (2006) pointed out satisfaction of online clients with their relationship with counselors but they concluded that this satisfaction was not as much as the satisfaction of the clients receiving traditional face-to-face counseling.

According to the findings of this study, in terms of finding solutions to their problems, the rate of satisfaction for online clients (2 clients out of 6) was not as high as the rate of satisfaction for face-to-face clients (9 clients out of 15). In other words, those who found themselves to be satisfied in terms of finding solutions to their problems were more likely clients who received face-to-face counseling. It can be argued that the increase in an individual's self-awareness means they are starting to take their first step to solve their problems. In this study, clients (six face-to-face and four online clients) indicated that their self-awareness increased in the end of the counseling process. Considering these two findings with other findings, it can be concluded that even if clients did not find solutions to their problems, their self-awareness increased and they lived satisfaction.

When participants were asked whether they wanted to continue to receive counseling help, most of them answered it with a positive response, but four of them (two face-to-face and two online clients) answered it with a negative response. One of the negative answers belonged to CF1 who stated: "I think I benefited sufficiently and I don't need help anymore." The other three respondents said only "no" without any explanation. On the other hand, in the last sessions, when these respondents were asked by the counselors in the training, whether they would recommend others to receive counseling, all three answered positively.

Taken together, the findings of this research suggest that face-to-face clients and online clients shared similar reasons for seeking psychological help. All the participants were satisfied with the counseling process and satisfaction of face-to-face clients was quite similar to satisfaction of online clients. This result coincides with the results derived from the studies of Cook and Doyle (2002), Murphy et al. (2009), Kilroe (2010) and Brown (2012) who have concluded that online counseling offer as much satisfaction as face-to-face counseling.

Online counseling is a novel method of help which has gained a lot of importance with the development of technology, rapid proliferation of internet, growth in smart phone usages and limitless facilities provided by mobile communication. Today many people experience difficulty receiving psychological help because of economic insufficiencies, time problems and the absence of a counselor nearby. Besides, online counseling offers an alternative way of therapy for those who are afraid of being stigmatized and self-disclosing. Below, you can find some implications of the results derived from this research as well as its implications for future studies.

Implications

The results of this study suggest that the reasons for seeking counseling are quite similar in face-to-face and online clients. Personal issues, career development, academic and interpersonal issues seem to be the most popular problems for participants' seeking for psychological help. It can be suggested that individuals should be informed about receiving counseling and guidance in order to overcome these difficulties and they should be encouraged to use their resources to reach this help. In this respect, necessary measures can be taken to increase efficiency of counseling and guidance centers at universities.

The findings of this study indicate that online counseling offers as much satisfaction as face-to-face counseling to participants. That is why, it can be suggested that online counseling can be expanded because it is more economical than face-to-face counseling in terms of some conveniences like time and place.

Expanding online counseling is closely related to the training of psychological counselors who can offer this help. So, it can be suggested that counselors should receive the necessary knowledge and training to provide online counseling. In this respect, additional courses can be included in the academic program of counseling and guidance sections or online counseling can be added in the content of the existing courses.

It has become necessary for counselors to improve themselves and to keep up with the speed of time in terms of online counseling. Thus, it can be suggested that counselors can receive in service training to gain knowledge and skills in order to practice online counseling.

Online counseling and guidance can be delivered to the formal students and other students who are out of the formal education for various reasons in Ministry of National Education, in the case of providing essential devices and in-service trainings. Therefore, getting counseling and guidance help with this way may lead equal opportunity.

Suggestions for further research

Online counseling is a rather novel field. So it can be suggested that further research should be carried out on this field. Many research topics such as therapeutic alliance or client's self-disclosure may be taken into consideration.

It can be said that one of the limitations of this research is that counseling was provided by counselors-in-training, although they had successfully completed their courses required for providing psychological help and they implemented these sessions under the supervision. This limitation of the current research was tried to be resolved by offering supervision to the counselors-in-training, i.e. by controlling them. However, it can be suggested that future research may work with professionals and the results obtained may be compared with the results of this current research.

This research volunteered participants who sought counseling help. Since the researcher did not select participants, this might be considered as a limitation. Future research can work with more participants selected randomly.

In this research, online counseling sessions were implemented by interactive writing (chat). Future research can carry out online counseling sessions via image and sound systems on.

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