

Evaluation and Promotion Countermeasures of College Counselors' Psychological Guidance Ability based on Online Survey

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Abstract

As one of the main abilities of College Counselors' work, psychological counseling can directly influence the work attitude, job burnout and job stress of college counselors. After the 1980s, many colleges began to carry out the work of school psychological counseling, which includes not only individual counseling but also mental health education. In this paper, we analyze psychological guidance the ability of college counselors by using online survey, the result shows that the ability of the counselors' psychological guidance plays an important role in the overall quality of college students. Also, Observation and diagnosis ability is an important ability for counselors; counselors can understand the needs of the students' psychological counseling, and then carry out the corresponding counseling activities. Overall, the ability of College Counselors' psychological counseling increased with the increase of working age. On this basis, we put forward relevant suggestions.

Keywords: *College counselors; online survey; psychological guidance; countermeasures; capacity assessment*

1. Introduction

After entering the 21st Century, the college counselors and related issues have not only attracted more attention of the party and government, but also has become an important research topic in the theory and practice of higher education. As one of the main abilities of College Counselors' work, the ability of psychological counseling can directly influence the work attitude, job burnout and job stress of college counselors. Psychological counseling is different from psychological counseling, but also different from the psychological treatment, it is the development and growth of students as the goal, for all college students and individuals [1]. It can be inferred that the overall psychological counseling ability of the college students plays an important role in the overall quality of college students. But there is no special research on the structure of the College Counselors' ability of psychological counseling, and this is the prerequisite for the research and training of the ability of psychological counseling. After years of educational practice, college counselor's team is an important force in the implementation of the policy and objectives of higher education has been recognized by the state, colleges and society [2]. College Counselors in the growth process of university students is a important teachers, is the backbone of the college students' Ideological and political education work, is the guidance of the healthy growth of the college students, guide and intimate friends. They live together with college students, which are not only an important force in the ideological and political education of college students, but also an important force in carrying out the party's educational policy and adhering to the socialist

orientation. Strengthen the building of the contingent of counselors is cultivating qualified socialist builders and reliable successors, consolidating the party's ruling foundation of strategic needs; is to maintain the stable development of universities, drives the need for the smooth development of the cause of higher education as a whole

In the new historical period, college counselors face the task of education in inherit some of the ideological and political education based, an increase of some new educational task, counselors in Colleges and universities not only to has the strong ability of Ideological and political education, and have a strong psychological counseling capacity. Since in our college students employment system implemented by the state oriented allocation to the two-way selection, self employment and entrepreneurial transition, only child has gradually become the main object of higher education, under the diverse social ideological trend, social pressure, psychological is in go to mature students facing many thoughts and psychosomatic problems, career development issues [3]. They need to internalize positive social mainstream ideology, but also solve a series of physical and mental problems, such as body early maturing and late maturing mental physical and mental imbalance, multiple value view and evaluation criteria of conflict, academic and love of friends and career self seeking various psychological confusion. Full time college counselors should be specialized in ideological education, mental health education, and career planning and student affairs management. Since the 80s of last century, many colleges and universities in our country continue to carry out the school psychological counseling work, the form of counseling includes not only individual counseling and group counseling, also includes mental health education curriculum setting, psychological health seminars in the form of services.

However and higher education of the urgent need for psychological counseling and widely recognized in sharp contrast. College Counselors in engaged in psychological counseling should have what kind of ability structure is a fuzzy problem. The study showed that engaged in psychological counseling work personnel as the main body is engaged in Ideological and political work as general according to teachers, University after graduation stayed on the various professional teachers. Therefore, this paper focuses on College Counselor's psychological counseling ability structure for selecting the right college counselors, college counselors on of psychological assistance ability training and improve has important significance in theory and practice. At the same time, this article through to the University Counselor's psychological counseling ability the present situation to carry on the description, also can provide the basis for the university instructor troop construction.

2. Literature Review

2.1. The Role of College Counselors

In 1990s, China's higher education gradually from elite education to mass education appeared at the beginning, the number of college students and the employment pressure gradually increased, the content of Ideological and political education gradually from the single political function to the life values and life oriented development route, ideological and psychological problems of college students have become increasingly prominent, in under this background, a college counselor undertakes the work of Ideological and political education, but also to take to solve the problem of psychological development and occupation development and life development tasks[4]. The work of counselors in the role of the foundation for the ideological and political work of the original guidance, gradually increase the development of education management, occupation, counseling and psychological counseling guidance counselors work content, showing the structure of diversification, integration, occupation of Development trend and the work of counselors role by the ideological and political workers relative to a single career, life, psychological

tutor direction transformation. Therefore, it is not hard to see that the Counselor's role is along with the development of the times of the gradual change, the instructor is always an important force in the ideological and political work in Colleges and universities [5]. Since entering in 2004, the voice of college counselor's team to take the professional, professional road is more and more high, this is to conform to the development trend of college counselors, but also the inevitable trend. In the new period, college counselors by strict management of education to education, services, the development of conversion; engaged in the work by non professional, non professional of converts to the specialization and professionalization, counseling perfusion gradually single political thought to include ideological, moral, psychological health and personal development and career development and life of the development of the whole problem, psychological counseling become the important content of the work of counselors.

Definition of mental health problems of psychological counseling, school counseling is school counselors use their professional knowledge and skills, to students conforms to the need of assistance and services, to help them understand themselves, know the environment, to solve the psychological problems they encountered, so that the healthy growth process. School counseling is a process, in this process, a trained person, is committed to establish the treatment of functional relationship. Under this kind of psychological counseling, psychological disorders, psychological problems in the development of pathological or abnormal, a variety of psychological problems and psychological disorders, which belongs to the category of mental health problems, through psychological counseling model of psychological counseling to help individual links and eliminate all kinds of mental health symptoms, so that the individual from the relatively healthy state to a relatively healthy state in practice, psychological counseling[6]. The use of technology and method, the theory is mainly on psychological disorders, psychological problems consulting mechanism theory, methods and techniques, such as depression theory, for "desensitization therapy, psychoanalysis and visitor centered therapy theory and method, the counseling object is mainly a few the students have psychological problems and confusion, is engaged in this kind of psychological counseling staff is a professional psychological counseling and treatment The relationship between the technical qualification of the personnel, the assistant and the mentor is the relationship between the doctor and patient, and the counseling relationship. In the process of psychological counseling, it follows the basic process of psychological counseling and psychotherapy.

Currently, after 20 years of development, in our country the internal established prevention system, development and adapt to the psychological consultation system, barriers to treatment system three psychological counseling model, carried out in class, departments, schools and other units of the psychological counseling network and psychological counseling of college students between peer psychological counseling and college or Department of psychological counseling, psychological counseling center, the mental health knowledge propaganda, individual psychological counseling, group psychological counseling, psychological counseling and mental health activity class goals and object of psychological counseling activities form. But in some colleges and universities still exist psychological counseling system is relatively weak, some psychological counseling center is carrying out the propaganda work, or due to the students' psychological development aid awareness is weak, administrative membership problems, some psychological counseling center in pause state. With the psychological counseling work in Colleges and universities has been widely recognized, professional psychological counselor team has also been widely recognized. Psychological counseling workers should be trained, not only with the guidance of the heart, but also counseling knowledge, skills and practice experience.

2.2. Psychological Guidance

Existing psychological assistance ability research from the point of view, study on the elements and structure of psychological assistance ability only from specific types of psychological counseling to enumerate psychological counseling ability elements, but the lack of for engaged in various activities of psychological counseling need the common element of ability and the understanding of the relationship among elements of psychological assistance ability is destitute and the relationship between capability components are isolated and unrelated[7]. Therefore, in examine the general process of psychological counseling activities type and psychological counseling activities, counseling knowledge and skills and ability of mutual transformation height examine counseling capacity, a very inclusive of structure for psychological assistance ability construction is very necessary.

Study on the ability structure show that any sort of activity to need a special ability and general ability of common, and the most basic common ability and can be attributed to a variety of special activities required for the common basic process, modern ability research show that can force could be attributed to the basic process necessary for a series of joint problem solving [8]. Psychological counseling ability is a special ability in the position of human's ability structure, but it has general significance for the basic ability which is necessary for all kinds of psychological counseling activities. Therefore, we believe that general universal in the specific psychological counseling capacity will need to basic counseling skills. But there are also suitable for special counseling activities of special psychological counseling capacity. On the psychological health coaching reality, according to different psychological counseling needs can be divided into different activities such as psychological counseling, psychological counseling, psychological counseling and other disorders; according to the form of psychological counseling can be divided into individual and group psychological counseling and psychological counseling, counseling according to the relationship between the counselee and can be divided into peer professional counseling and counseling, but no matter what kind of counseling forms, are in different communication scenarios to solve the process of certain psychological perplexity, psychological problems, psychological counselors need to communicate various shades of different degree, relationships can solve the problems, to which faces to the psychological problems and psychological counseling confused observation and diagnosis, thus establishing and forming mechanism of the causes of the problem, and to solve the problem and put forward some effective guidance and correction, Catalytic measures, after the implementation of the scheme to solve the problem in need effect give knowledge of problem solving, and timely adjustment of the scheme to solve the problem, in interpersonal communication, problem diagnosis and solving scheme is presented and the effect of the program evaluation and recognition need under the control and regulation of certain consciousness, specifically is awareness of situational awareness and communication control and regulation under the solved the problem, they communication activities of the psychological counseling activities make plan, organize and excitation, assessment and termination.

Part from the point of view of the relationship between ability and knowledge and skills, mastery of knowledge and skills is a competency based, but knowledge, skills, and after a long time of learning and generalization and become the capacity, psychological counseling, psychological activities are inseparable from the conduct of the necessary psychological knowledge, education knowledge, social knowledge, is inseparable from the mental health theory, psychological development theory knowledge, from the skill, any kind of psychological counseling activities need some different psychological counseling skills, need different psychological counseling programs of knowledge, lack of the knowledge and skills of, then psychological counseling activities will increase more blindness[9]. And often use these knowledge and ability, and be able to achieve a more

extensive migration, then the knowledge and skills to become an integral part of the ability. Therefore, this study reference of general ability and special abilities ability structure, knowledge and skills and ability into each other on the basis of the principle, on the base of analysis of the basic process of psychological counseling activities, the author constructs the a structure for psychological assistance ability, it is inclusive of the psychological counseling basic process capability elements, while also accommodating the based on different counseling needs on the basis of the specific psychological counseling ability. In addition, also contains the engaged in psychological counseling of the necessary basic knowledge, basic skills and solve the problem of special counseling needs specific knowledge of general and special counseling skills.

3. Research Design

3.1. Variables Analysis

Specifically, the specific meaning of psychological counseling competence as follows: communication situational awareness refers to the organizations and individual psychological counseling situations, for communication and communication, communication process response status in understanding and evaluation and planning; problem solving consciousness refers to solve the efficiency evaluation in solving process for the problem of psychological counseling needs to solve the problem in the process of planning, familiarity and problem; observation and diagnosis refers to the ability of observation and diagnosis of individual or group of psychological counseling needs, specific individuals or groups of mental problems, mental potential; problem solving ability is refers to the different psychological problems and psychological potential targets can be put forward the ability of effective psychological improvement measures; the measures of cognitive ability is to plan implementation to Understanding evaluation ability, communication ability is refers to under the specific guidance and counseling model, between the mentor and mentee of effective information communication and the transmission problem solution ability; counseling relationship building capacity is refers to in the psychological counseling established in counseling needs of intimacy and trust, sincere interpersonal relationship. Psychological counseling knowledge is psychological counseling activities require knowledge of psychological development and education know social knowledge, knowledge of mental health and psychological barriers to knowledge, psychological counseling program formation and implementation, evaluation of the knowledge of the core knowledge and help to psychological counseling need knowledge, psychological counseling skills is counseling need psychological counseling skills, psychological counseling program implementation skills, psychological counseling program assessment skills.

3.2. Questionnaire Design

This study on the basis of literature review and theory construction, initially construct the eight dimensions of psychological assistance ability communication situational awareness ability, problem solving consciousness ability, observation and diagnosis ability, solve problem ability, measures of cognitive ability, communication skills, counseling, and the ability to build relationships., ability to adapt. On the basis of the questionnaire survey and interviews, 600 full-time counselors and teachers of psychology in Hangzhou Dianzi University were selected; them were surveyed and interviewed by graduate students. At the same time, through the open questions to understand the counselors' ability to psychological counseling and perception. The survey and interview of psychology professional teachers and graduate students mainly determine the content validity of the questionnaire from the professional point of view, and delete and modify the items which are relatively low degree of consistency.

Questionnaire using Likert five point scale score, according to the project expressed content with a counselor self feeling the compound degree of different, set up five standard options, "has nothing to do with" note 1, "not too conforms to the" note 2 points, "said it was not clear" note 3 points, "some of them are in accordance with" remember four points, fully in line with the five points in mind. After the collection of the questionnaires, the effective questionnaire was 538, and the recovery rate was 94.5%. The characteristics of the survey object are shown in Table 1.

Table 1. Survey Results of Sample Characteristics

Index	Classification	Number	Population (%)
Gender	Male	265	49.26
	female	273	50.74
working-age	Less than 2 year	34	6.31
	2~5 years	165	30.66
	5~10 years	209	38.84
	more than 10 years	130	24.16
Title	senior	128	23.79
	Intermediate	136	25.27
	primary	221	41.07
	none	53	9.85

In this study, we choose the project analysis method us the determination of each item of the decision value (Critical Ratio, CR value), also known as the critical ratio to identify. Its operating method is by using the extreme grouping according to the scale to the total partition separating high achievers and low achievers, and 27% with the highest total score for high score group and 27% of the lowest for low packet; and for high and low two groups in each item of the difference between the average significantly, the CR value is high and low score groups were significant differences in the number of. When the CR value reached significant level that the subject can identify different subjects of reaction degree, which is considering whether the item is removed from the first condition. All the topics in the project analysis are in line with the selection criteria, and the correlation coefficient between each item score and the total score of the scale is statistically significant.

4. Empirical Analysis

4.1. Factor analysis

Factor analysis is the promotion and development of principal component analysis, it is will have the complicated relationship between the variables integrated for a smaller number of several factors, in order to reproduce the relationship between the original variables and factor, the main purpose is condensed data and reduce the dimension. Simultaneous factor analysis is also calculated scale construct validity, in statistics, the researchers by factor analysis to the tools of inspection and test the validity, and effectively extract the common factor, the common factors and theory of the structure of psychological traits is very close to, said the measured inspection tools or scale with the construct validity. Using factor analysis of the prerequisite is that there should be a strong correlation between the observed variables and item is suitable for factor analysis, KMO value is bigger, said the more common factors among the variables, more suitable for factor analysis, KMO value greater than 0.7 fashion to do factor analysis, but will extract the common factor is relatively small, here KMO value is 0.700, factor analysis was conducted.

Table 2. The Result of KMO Statistical Test

Kaiser-Meyer-Olkin		.700
Bartlett test	Approximate chi-square	1510.77
	df	561
	Sig.	.000

Table 3. Characteristic value of each factor

factor	eigenvalue	Total variation (%)	Cumulative percentage (%)
1	6.702	19.713	19.713
2	2.240	6.590	26.302
3	2.036	5.989	32.291
4	1.886	5.547	37.839
5	1.543	4.538	42.376
6	1.453	4.273	46.650
7	1.415	4.161	50.811
8	1.336	3.929	54.739

Then we decide how many factors and to name the factor. The principal component analysis was used in this study, and the variance of the largest orthogonal rotation was rotated. After factor analysis, 14 factors were extracted. According to the study of the theoretical construction and factor about the ability of psychological counseling rotated factor loading matrix, load factor is smaller and contains an item number is less than three factor removed. Ultimately determine the ability of psychological counseling, including eight factors and factor features of eight factor value and explain the percentage of total variation are shown in Table 3, shows that the eight factors were explained the total variance 54.739%.

Table 4. Factor Component Matrix after Rotation

factor	content	1	2	3	4	5	6	7	8
Observational ability	Understand students	.677							
	Diagnostic criteria	.579							
	Multi-angle thinking	.579							
	Attention to detail	.559							
Relationship building	Mood changes		.707						
	Don't boring		.654						
	Rapid integration		.612						
	Active approach		.559						
Adaptability	Sincere enthusiasm			.660					
	flexible			.599					
	Aggressive			.554					
Risk awareness	Make Effort				.726				
	Give conclusion				.598				
	maximum possible				.593				
Problem	willing to learn					.791			

Solving	quantification					.555			
	solve puzzle					.417			
Measures	cope with						.518		
	verification						.481		
	explore and improve						.461		
Situational competence	Point problem							.461	
	chat							.579	
	Counseling program							.432	
Communication skills	Often talk								.635
	understanding								.560
	consider students								.539

4.2. Reliability Analysis

The higher the reliability of the questionnaire shows that the more stable the questionnaire is, the better the reliability is. Generally speaking, the general attitude or psychological perceptions Table and the reliability coefficient of total scale best more than 0.80, the reliability coefficient of the subscales best above 0.70, if the reliability coefficient of the subscales between 0.60 0.70 is acceptable. The coefficients of the factor and the total Table are as Table 5. Validity refers to the accuracy of the measurement, that is, a measurement or test to the extent that the measurement of the psychological characteristics to be measured. Generally speaking, the main contents include the content validity, construct validity and criterion validity. This study is an exploratory study, the quantitative research on the psychological counseling ability is relatively small, and there is no appropriate external criterion. The content validity has been discussed in the previous theoretical analysis and questionnaire development. So the validity of the questionnaire was tested in this paper. There are many ways to construct validity. In this study, the internal consistency of the questionnaire is determined by the correlation analysis between the project and the total score, so as to achieve the objective of the validity of the questionnaire, as shown in Table 6.

Table 5. Reliability Analysis of Variables

Factor	1	2	3	4	5	6	7	8	total
α coefficient	0.737	0.705	0.664	.624	0.618	0.611	0.609	0.599	0.869

Table 6. Validity Test of Variables

	total	Factor 1	Factor 2	Factor 3	Factor 4	Factor 5	Factor 6	Factor7
Factor 1	.764**							
Factor 2	.723**	.450**						
Factor 3	.670**	.386**	.343**					
Factor 4	.578**	.309**	.313**	.273**				
Factor 5	.652**	.489**	.416**	.316**	.234**			

Factor 6	.618**	.351**	.263**	.452**	.297**	.298**		
Factor 7	.640**	.463**	.396**	.349**	.311**	.451**	.369**	
Factor 8	.464**	.248**	.255**	.203*	.394**	.308**	.239**	.240**

Generally speaking, at present, the college counselors in our region are mainly young and middle-aged teachers, and the professional title structure is reasonable. Of course, this reasonable structure is one of the goals we pursue, a stable and reasonable structure for the development of college psychological counselors' team is necessary. But at the same time, we should also see that this structure may just a surface structure, in fact whether and we have studied the structure derived are also consistent with the worthy of further research, because the subjects were selected if the expansion of the scope of the selection of structure is still able to maintain the current situation and not in, perhaps structure is still reasonable, may appear the situation that the unreasonable structure of the college counselors are possible. So the current Counselor's overall situation is only a relatively small area of the situation, with the in-depth study of this issue may get new information.

5. Conclusion

Through the analysis of the ability of College Counselors' psychological counseling, the results show that the ability to observe and diagnose is more important in the ability structure. Through observation, the instructor can understand the needs of the students' psychological counseling, can be targeted to carry out the corresponding counseling activities. There were significant differences in the gender of College Counselors' psychological counseling ability, and there were no significant differences in the total score and other factors on the four factors. College Counselors' ability of psychological counseling generally speaking with the increase of the working age and professional title promotion, College Counselors' guidance ability is gradually improving, and showed some differences. Through the analysis of the previous study, we defined the concept of the ability of psychological counseling, structure of the status quo, and the key issues of how to cultivate the ability of College Counselors' psychological counseling. For a long time, because of the historical reasons and the use of human body system and other issues, there are still many problems in the cultivation of College Counselors' psychological counseling ability. From the theoretical perspective, college counselor counseling ability belongs to the special professional competence. The formation should be pre service elementary formation, closely linked to improve three stages of the entry basic formation and working to improve process. But the college counselors most did not psychology or related professional background, is not experienced post before the initial formation of the stage, and both the dual identity of student cadres and counselors, so the cultivation of the ability of psychological guidance is particularly important.

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