
Table 2. Concepts reflecting clients' perspectives on their counseling experience, as measured in exit interviews

Self-efficacy

When I come to the clinic, I feel confident that I can talk about whatever is on my mind.

When I come to the clinic, I feel confident that I can ask for clarification when I do not understand something.

When I am asked a question by the provider, I feel confident that I can give more than brief answers.

Self-expression

I feel that I spoke as much as I wanted today.

I feel that I had the chance to say, in my own words, what I wanted to say today.

I feel that I asked all the questions I wanted to ask today.

Satisfaction

Attention and care

The provider took time to find out what I was concerned about today.

The provider answered my questions.

The provider listened carefully to everything I had to say.

The provider made me feel that she cared about me. (I felt attended by the provider.)

The provider treated me well today.

Needs met

I feel that I received the information and services I wanted today.

~~I feel that I got appropriate assistance for my particular needs.~~
