

ACCEPTABILITY OF LINKSPACE: A DIGITAL TOOL FOR FOLLOW-UP SERVICE IN BESTLINK COLLEGE OF THE PHILIPPINES

ABSTRACT

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With rising demand for mental health support, Bestlink College of the Philippines faces challenges in its guidance and counseling department, including heavy workloads, inefficient record management, and difficulty tracking student progress. This study introduces Linkspace, a digital platform designed to centralize records, automate appointment scheduling, and send reminders. Linkspace aims to enhance counseling efficiency, accessibility, responsiveness, and overall effectiveness in addressing student mental health needs. This study employs a quantitative survey design using a five-point Likert scale to assess the acceptability of Linkspace among purposively selected guidance personnel at Bestlink College campuses in Novaliches and Fairview, Quezon City. Demographic variables—age, gender, length of service, and designation—are analyzed using comparative statistics to determine their influence on platform acceptability. Data analysis provides insights into Linkspace's usability and guides recommendations for broader implementation in educational counseling services. Findings demonstrated high acceptability of Linkspace across key features: data management, appointment scheduling, user authentication, and platform accessibility. Comparative analyses revealed that age, gender, years of service, and job title did not significantly affect acceptability scores. As a result, Linkspace was shown to be broadly applicable and beneficial to diverse guidance personnel, indicating its potential to streamline counseling processes and improve support for students. The study highlighted the importance of user-friendly, adaptable digital tools that align with users' technological fluency. By enhancing efficiency, organization, and engagement, Linkspace emerged as a scalable solution for improving follow-up services in educational settings. Future enhancements in security, data privacy, and user management were recommended to strengthen its reliability. The study underscored the growing need for technology-driven approaches in mental health services and paved the way for more integrated, data-driven counseling solutions in academic institutions.

RECOMMENDED CITATION

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