



In Spring 2019, a survey was developed to assess students who received counseling services online. This report summarizes the findings from the online survey. A total of 65 students responded to the survey.

Q1. Have you previously applied to Crafton Hills College (CHC)?	Choice Count	
Yes, I have applied and been assigned a CHC student ID number.	91.9%	57
No, I have not yet applied, but am interested in attending CHC.	8.1%	5
Total		62

Q2. Is this your first experience accessing the online counseling services at CHC?	Choice Count	
Yes	82.3%	51
No	17.7%	11
Total		62

Q3. Did you experience any technical difficulties today accessing the online counseling portal?	Choice Count	
Yes	4.8%	3
No	95.2%	59
Total		62

Q3a. Please share with us the technical difficulties you experienced TODAY.

I used my phone. Not a computer. The screen timed out a couple times while waiting for the counselor to get back to me.

Your implementation for the chrome browser doesn't work too well, I wasn't prompted to accept the legal agreement thing and was just given the option to select my method of logging in, but whenever I clicked on a method it wouldn't load anything. I had to use a firefox browser to be able to use the interface. My chrome is up to date.

Q4. How did you find out about Crafton's online counseling services? Choice Count

	Choice Count
The Crafton Hills College website.	41.7% 25
A counseling office staff informed me on the phone.	40.0% 24
Other	6.7% 4
I received an email notification.	6.7% 4
A counseling office staff member informed me in-person.	3.3% 2
A friend/student	1.7% 1
Poster/Bulletin Board/Signs	0.0% 0
During new student advising	0.0% 0
An instructor	0.0% 0
A counseling office staff member made an announcement in one of my classes.	0.0% 0
Total	60

Q4a. Other (How did you find out about Crafton's online counseling services?)

Search

Online in the probation video

Q7. What was the reason for your online counseling visit TODAY? Choice Count

	Choice Count
Assessment waiver and/or pre-requisite clearance	26.7% 16
Application and/or registration information; help clearing a registration hold	20.0% 12
Certificate or degree information	18.3% 11
Transfer-related questions	13.3% 8
Review or update a previously drafted Student Educational Plan (SEP)	13.3% 8
Other	8.3% 5
Career Services / Help finding a job	0.0% 0
Personal/Emotional/Mental Health counseling	0.0% 0
Total	60

Q7a. Other (What was the reason for your online counseling visit today?)

Assessment test questions

Emergency Textbook Fund

Petition to add another summer course

Q8 - Please rate your level of agreement with the following statements regarding TODAY'S online counseling session.

	Strongly Agree	Agree	Disagree	Strongly Disagree
Overall, the online counselor was helpful.	85.7%	12.5%	0.0%	1.8%
The online counselor treated me with respect.	85.7%	12.5%	0.0%	1.8%
I plan to utilize Crafton's online counseling services in the future.	82.1%	14.3%	1.8%	1.8%
The online counselor was able to answer all of my questions.	82.1%	12.5%	3.6%	1.8%
The online counselor understood my needs.	82.1%	16.1%	0.0%	1.8%
The online counselor communicated clearly and I understood the information being shared.	82.1%	16.1%	0.0%	1.8%
Overall, I am satisfied with Crafton's online counseling services.	80.4%	17.9%	0.0%	1.8%
My online counseling experience was just as useful as an in-person counseling appointment.	75.0%	14.3%	8.9%	1.8%
The online counseling portal "Cranium Cafe" was user-friendly and easy to navigate.	75.0%	19.6%	3.6%	1.8%
Directions for accessing online counseling services was clear and easy to follow.	75.0%	21.4%	1.8%	1.8%
Online counseling services will help me reach my academic goals.	71.4%	25.0%	1.8%	1.8%

Q9. Overall, how would you rate your level of satisfaction with the online counseling portal "Cranium Cafe"? **Choice Count**

Highly Satisfied	75.4%	43
Satisfied	24.6%	14
Dissatisfied	0.0%	0
Highly Dissatisfied	0.0%	0
Total		57

Q10. Overall , how would you rate the level of service provided TODAY by the online counselor? **Choice Count**

Excellent	87.7%	50
Good	10.5%	6
Fair	1.8%	1
Poor	0.0%	0
Total		57

Q11 - How likely are you to recommend a fellow student/friend to utilize online counseling services at CHC? **Choice Count**

Extremely Likely	84.2%	48
Likely	15.8%	9
Unlikely	0.0%	0
Very Unlikely	0.0%	0
Total		57

Please provide any additional comments/suggestions below:

Appreciated all the helpful information and feedback.

As an individual just learning to navigate the computer, I actually found this helpful and user friendly!! Thank You.

I am so thankful for this service and for the [Name] help! thank you!

I had an issue with needing an assessment score hold for registration. A previous counselor told me that because the assessment scores were no longer needed that i could register for ENGL 101 and i should have no problems registering, obviously not true. This online session referred me to the assessment center which is closed today. Not the counselors fault but crafton admin should really make things easier for assessment transitions or give counselors access.

I wish other colleges had this option.

It took a little bit of time to use the online service but as soon as it was my turn. The counselor was very helpful and we resolved my problems quickly. I had a great experience.

Please fix the chrome problem, or at least suggest people try a different browser if it doesn't work on chrome like you suggest.

Quick and easy. Super convenient if you don't have time commute for an appointment.

[Name] was extremely helpful!!!

[Name] was very helpful!

[Name] was very helpful, and helped with my issue to understand every details. Thank you.

Super easy! Thank you

Very easy to connect and incredibly fast response time. Answered all my questions and helped guide me through the next steps to my enrollment progress. Wonderful staff.

The screen of the chat is extremely tiny, and I had difficulty reviewing what I have typed or what the counselor have typed together. Preferably, the chat screen can be enlarged to full screen on my computer so all the information can be seen in one view, instead of keeping scrolling back and forth.