

2022-2023 Admissions and Records POS Survey Results

The Crafton Hills College Admissions and Records department routinely conducts point-of-service surveys throughout the academic year to capture valuable student feedback. The survey asked student(s) about the type of service received, the purpose of the visit, overall satisfaction with the services, and demographic information. For the 2022-2023 academic year, a total of 118 valid responses were received. It's important to highlight that the survey is voluntary, both in terms of participation and responses to individual questions.

How were Admission and Records services provided to you today?	#	%
Online	65	55.1
In-Person	53	44.9
Total	118	100.0

Please identify your gender:	#	%
Women	39	61.9
Man	23	36.5
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	1	1.6
Total	63	100.0

Please identify your ethnicity:	#	%
Hispanic	27	43.5
Caucasian	16	25.8
Multiple ethnicities	8	12.9
Decline to state	5	8.1
Asian/Pacific Islander	6	9.7
African American	0	0.0
Native American	0	0.0
Other ethnicity (please specify)	0	0.0
Total	62	100.0

What was the reason for your visit to Admissions & Records? (select all that apply)	#	%
Register for courses	42	30.4
General questions	33	23.9
Other (please specify)	32	23.2
Apply to attend CHC	18	13.0
Request transcripts	9	6.5
Apply for graduation	3	2.2
Hold on my account	1	0.7
Review veteran benefits	0	0.0
Total	138	100.0

Other (please specify) (n=18)
Academic Plan
Academic Renewal
Change of major and confirmation of high school transcripts mailing by the school Big Bear High
Close academic program
Excuse withdraw
Financial aid/residency status
Help with email
IGETC
login issues
Name change
Needed help with verifying transcripts evaluation and getting my general education verification updated by a counselor
Pay Rec Gym Fee
Questions about transcripts from other colleges
Recreational fee payment
Scholarship assistance
Smart Pen
Transcript not received from Parchment
Was emailed that I had missing transcripts

Please select your level of agreement with the following statements.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	67	67.0	24	24.0	4	4.0	5	5.0	100
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	74	74.0	24	24.0	0	0.0	2	2.0	100
Staff were helpful.	85	85.0	24	11.0	0	0.0	4	4.0	100
Staff were friendly.	79	80.6	11	16.3	1	1.0	2	2.0	98
I felt comfortable asking the staff any questions I had.	80	80.8	16	16.2	2	2.0	1	1.0	99
Staff presented multiple options to resolve my issues or questions.	62	62.6	16	28.3	5	5.1	4	4.0	99
My time utilizing Admissions & Records services was productive.	75	75.0	28	19.0	2	2.0	4	4.0	100
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	78	78.0	19	15.0	3	3.0	4	4.0	100

You indicated you disagreed with one or more of the statements above, please tell us why? (n=4)

I've been trying to get my money back from the school for months now. It was approved on April 10th, and yet I still haven't heard anything about it. Beyond this, the financial aid office has been entirely unhelpful, either just telling me to wait or pushing me off onto another department to get answers instead of doing any of it themselves.

No one showed up to the session. No one answered the phone calls. Horrible customer service.

The person I spoke to felt like minimal effort was put in locating a transcript that has already been successfully received by the college.

There was only one solution.

Highlighted below are comments on suggested improvements for Admissions and Records.

- “It would help tremendously if I could receive an email or text from Admissions and Records when my transcripts are received at Crafton and again when they are evaluated.”
- “The person meeting with me need to show up in the meeting.”

Please provide any suggestions you believe would help improve services. (n=12)

[name] is excellent, only Big Bear High [name] is taking her time mailing the paperwork for the school that [name] can't help with.

[name] was very quick and helpful, thank you, [name].

I don't have any suggestions.

It was a very helpful conversation!

It would help tremendously if I could receive an email or text from Admissions and Records when my transcripts are received at Crafton and again when they are evaluated.

Keep being cool!

Maybe leave a follow up email with your unresolved interactions.

[name] was not forthcoming with information. [name] provided two links without further directions.

Nothing the staff was great

The counselor never appeared to the appointment I scheduled.

The person meeting with me need to show up in the meeting.

They were able to answer my questions, so I don't have any issues with their services.

Disaggregated Data (Hispanic)

The disaggregated survey data indicates that out of 118 respondents, 27, or approximately 23%, self-identified as Hispanic. Feedback from open-ended comments was positive, with no suggestions for improvement. It is important to note that participation in the survey and the responses to individual questions were voluntary.

How were services provided	#	%
In-Person	18	66.7
Online	9	33.3
Total	27	100.0

Please identify your gender	#	%
Women	19	70.4
Man	8	29.6
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	27	100.0

Reason for visit (select all that apply)	#	%
Other (please specify)	10	31.3
General questions	9	28.1
Register for courses	7	21.9
Apply to attend CHC	3	9.4
Apply for graduation	2	6.3
Hold on my account	1	3.1
Request transcripts	0	0.0
Review veteran benefits	0	0.0
Total	32	100.0

Other (please specify) (n=8)	
AP Scores	Pay Rec Gym Fee
Financial Aid/residency	Recreational fee payment
Overlapping courses	Smart Pen
Pay for courses	Student residency update

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	22	84.6	4	15.4	0	0.0	0	0.0	26
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	24	88.9	3	11.1	0	0.0	0	0.0	27
Staff were helpful.	26	96.3	1	3.7	0	0.0	0	0.0	27
Staff were friendly.	26	96.3	1	3.7	0	0.0	0	0.0	27
I felt comfortable asking the staff any questions I had.	24	88.9	3	11.1	0	0.0	0	0.0	27
Staff presented multiple options to resolve my issues or questions.	21	77.8	6	22.2	0	0.0	0	0.0	27
My time utilizing Admissions & Records services was productive.	25	92.6	2	7.4	0	0.0	0	0.0	27
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	26	96.3	1	3.7	0	0.0	0	0.0	27

Please provide any suggestions you believe would help improve services.
[name] was very quick and helpful, thank you, [name]
I don't have any suggestions.
Nothing the staff was great

Disaggregated Data (Caucasian)

The disaggregated survey data shows that out of 118 respondents, 16, approximately 13.5%, identified as Caucasian. Given the absence of detailed feedback in the open-ended comments, this information is provided without specific suggestions. It is important to emphasize that participation in the survey and the responses to individual questions were voluntary.

How were services provided	#	%
In-Person	7	43.8
Online	9	56.3
Total	16	100.0

Please identify your gender	#	%
Women	7	43.9
Man	9	56.3
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	16	100.0

Reason for visit (select all that apply)	#	%
Register for courses	7	43.8
Other (please specify)	5	31.3
Request transcripts	3	18.8
Apply to attend CHC	2	12.5
General questions	2	12.5
Apply for graduation	0	0.0
Hold on my account	0	0.0
Review veteran benefits	0	0.0
Total	19	100.0

Other (please specify) (n=4)
Excuse withdraw
Fitness and Aquatics center fee
Grade Removal
Name change

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	11	68.8	4	25.0	1	6.3	0	0.0	16
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	13	81.3	3	18.8	0	0.0	0	0.0	16
Staff were helpful.	14	87.5	2	12.5	0	0.0	0	0.0	16
Staff were friendly.	12	80.0	3	20.0	0	0.0	0	0.0	15
I felt comfortable asking the staff any questions I had.	13	81.3	3	18.8	0	0.0	0	0.0	16
Staff presented multiple options to resolve my issues or questions.	9	56.3	7	43.8	0	0.0	0	0.0	16
My time utilizing Admissions & Records services was productive.	12	75.0	4	25.0	0	0.0	0	0.0	16
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	13	81.3	2	12.5	1	6.3	0	0.0	16

Please provide any suggestions you believe would help improve services.
N/A

Disaggregated Data (Asian)

The disaggregated survey data indicates that out of 118 respondents, 6, or approximately 5%, self-identified as Asian. Given the absence of detailed feedback in the open-ended comments, this information is provided without specific suggestions. It is important to emphasize that participation in the survey and the responses to individual questions were voluntary.

How were services provided	#	%
In-Person	5	83.3
Online	1	16.7
Total	6	100.0

Please identify your gender	#	%
Women	3	50.0
Man	3	50.0
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	6	100.0

Reason for visit (select all that apply)	#	%
General questions	3	37.5
Register for courses	3	37.5
Apply to attend CHC	1	12.5
Request transcripts	1	12.5
Other (please specify)	0	0.0
Apply for graduation	0	0.0
Hold on my account	0	0.0
Review veteran benefits	0	0.0
Total	8	100.0

Other (please specify) (n=1)
There was only one solution.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	5	62.5	3	37.5	0	0.0	0	0.0	8
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	5	62.5	3	37.5	0	0.0	0	0.0	8
Staff were helpful.	7	87.5	1	12.5	0	0.0	0	0.0	8
Staff were friendly.	6	75.0	2	25.0	0	0.0	0	0.0	8
I felt comfortable asking the staff any questions I had.	5	62.5	3	37.5	0	0.0	0	0.0	8
Staff presented multiple options to resolve my issues or questions.	4	57.1	2	28.6	1	14.3	0	0.0	7
My time utilizing Admissions & Records services was productive.	6	75.0	2	25.0	0	0.0	0	0.0	8
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	6	75.0	2	25.0	0	0.0	0	0.0	8

Please provide any suggestions you believe would help improve services.
N/A