

Summary of Results

Spring 2023 - Admissions and Records Digital Form Survey

In Spring 2023, the Admissions and Records department launched a survey via Laserfiche, gathering student feedback on the ease and preference of digital form completion, along with suggestions for improvement and demographic information. For Spring 2023, we received a total of 955 valid responses. It's important to highlight that the survey was voluntary, both in terms of participation and responses to individual questions.

Did you complete the form yourself, or were you assisted by a staff member?	#	%
Completed myself	843	88.3
A staff member assisted	112	11.7
Total	955	100.0

Please identify your gender:	#	%
Woman	519	60.3
Man	274	31.8
Transgender	10	1.2
Non-binary/non-conforming	17	2.0
Decline to state	41	4.8
Total	861	100.0

Please identify your ethnicity:	#	%
African American	45	5.3
Asian/Pacific Islander	39	4.6
Caucasian	224	26.5
Hispanic	379	44.9
Multiple ethnicities	50	5.9
Native American	8	.9
Decline to state	82	9.7
Other ethnicity (please specify)	18	2.1
Total	845	100.0

Other ethnicity (please specify) (n=6)	
Egyptian/ Middle Eastern	Mediterranean
Jewish and Black	Middle Eastern
Korean	Palestinian

Please select your level of agreement with the following statements.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The form was easy to complete.	603	67.0	276	30.7	17	1.9	4	0.4	900
I prefer digital forms over paper or PDF forms.	534	60.3	296	33.4	46	5.2	9	1.0	885
Information about the process was clearly defined on the form.	537	60.7	323	36.5	22	2.5	2	0.2	884

You indicated you disagreed with one or more of the statements above, please tell us why? (n=27)
Because my major isn't listed on this and put one. My major is human services, social work
Did not fully understand all the questions or meanings of certain questions
Didn't understand deactivate or activate on it
Digital is easier
Had issues submitting parents' financial information
I couldn't choose the AOD program. limited options.
I like PDF forms
I like the application as is.
I like the online form, its easy to use and convenient like it is

I prefer doing paper forms
I prefer paper documents and seeing everything before I sign anything
I prefer to have pdf or paper form so there can be a good signature since signing my name digitally never comes out the way I usually sign my name
I simply prefer paper methods.
Information is not that clear.
It can be difficult to access digital forms at times.
It does not state if Crafton Hills College Academic Renewal request is separate and independent from a San Bernardino Valley College Academic Renewal request
It takes longer having to sign in
It was more of a personal reason. Not typical use case.
Lack of understanding the question
Not specific or detailed on major
Old skool, like paper!
PDF doesn't seem necessary. t=The available form was enough.
PDF forms are easier for me to complete because I can print them, sign them, and scan/upload them. It wouldn't hurt to have both digital and PDF forms available. c:
Prefer hard copy
Prefer paper (2)
Rather have a papered Degree so I can frame it!
Student is wondering why form is necessary.

Highlighted below are suggestions for making the form more user-friendly, informative, and accessible, aimed at enhancing the overall experience. These are based on comments and provided suggestions from students.

- Better define credit for prior learning, including how dual enrollment on transcripts counts.
- Include guidance or brief instructions on next steps for students, such as follow-up actions or expected processing times.
- Provide clearer explanations on where to find necessary information, like using Starfish for form completion.
- Suggestions for making the major selection an open-ended question.
- Addition of detailed explanations or examples for questions, possibly through a mouse-over feature for clarification.
- Clarification on whether CHC and SBVC academic renewal requests are independent.
- Explanation of specific terms used in the form, such as what a 'catalog year' refers to.

Please provide any suggestions you believe would help improve this form. (n=23)
All good
Defining credit for prior learning better, as dual enrollment listed on transcripts counts towards it
I think it is real effective.
I think it was very easy to understand
I think it was very easy to understand and complete as long as the user has access to the necessary technology. If I didn't have experience with forms and digital documents, it may have seemed more challenging.
I think it would be helpful to include guidance/brief instruction on next steps for student. For example, " if student does not see ap credit posted on transcript in 6-8 weeks, follow up with A&R", or provide the expected processing time since students will always ask this.
I was able to complete this form on my own because I could find the information on Starfish. I was hesitant to start it and almost procrastinated because I was somehow under the impression that I *needed* to meet with someone to do it. I don't think there is anything to really be improved - it was easy to fill out - just maybe provide better explanations on where the correct information can be found.
I wish I could add something, but everything was very straight forward.

It would be helpful to state that Starfish has the information needed to complete some of the form.
Just a description or explanation on the form overall every easy
Loved the yellow feedback.
Make major an open answer question
Maybe more details on the questions (like you can Mouse over a “?” For further clarification or example answers.
More details about the ceremony.
Nothing with respect to the form. When completing an incomplete, I referred back to the grades on Canvas. Unfortunately, Canvas removes the ID number of the student after that semester. It would be useful to keep that information on Canvas so that it would not be as difficult to find an ID number for a student that is completing a course where they were given an incomplete.
Overall, it was informative and blunt information to simply fill out
Providing a clearer way of navigating to this application would be helpful.
State whether CHC and SBVC academic renewal requests are independent of each other.
Thank you for making this a PDF. It was so nice when our campus finally started coming out to the dark ages.
Thank you for the easy digital format.
The credit by examination tab part confused me a little, but overall, it was easy and fast.
Typo on the survey about the form, you ask for gender identification, and you've got "women" as a choice instead of "woman". All other choices for identity are singular.
Would be helpful to explain what a catalog year is on the form. That was the only part I found confusing, everything else was simple.

**Disaggregated Data:
(Hispanic)**

The survey data shows that of 955 respondents, 378 (39.6%) identified as Hispanic. Based on student feedback, we've identified key areas for improvement to enhance usability and inclusivity, thereby enhancing the student experience and addressing any potential disproportionate impacts.

- Students found information on the form unclear such as the relationship between CHC and SBVC academic renewal requests.
 - Suggestion: Simplify language and provide clear, step-by-step instructions on forms. Include FAQs addressing common concerns like the distinction between CHC and SBVC academic renewal requests. Consider adding explanatory videos or graphics.
- While a majority prefer digital forms, there is a notable preference for paper or PDF forms.
 - Suggestion: Continue offering both digital and paper/PDF options to accommodate different preferences.
- Comments indicate confusion over certain parts of the form, such as the credit by examination section.
 - Suggestion: Highlight important sections and provide tooltips or pop-up explanations for complex terms or sections.

Did you complete the form yourself, or were you assisted by a staff member?	#	%
Completed myself	338	89.4
A staff member assisted	40	10.6
Total	378	100.0

Please identify your gender:	#	%
Women	231	60.9
Man	133	35.1
Transgender	6	1.6
Non-binary/non-conforming	6	1.6
Decline to state	3	0.8
Total	379	100.0

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The form was easy to complete.	242	63.9	131	34.6	5	1.3	1	0.3	379
I prefer digital forms over paper or PDF forms.	219	59.0	134	36.1	16	4.3	2	0.5	371
Information about the process was clearly defined on the form.	212	57.3	150	40.5	8	2.2	0	0.0	370

You indicated you disagreed with one or more of the statements above, please tell us why? (n=9)
Didn't understand deactivate or activate on it
Digital is easier
I like PDF forms
I like the application as is.
I prefer paper documents and seeing everything before I sign anything
Information is not that clear.
It does not state if Crafton Hills College Academic Renewal request is separate and independent from a San Bernardino Valley College Academic Renewal request
Lack of understanding the question
PDF doesn't seem necessary. The available form was enough.

Please provide any suggestions you believe would help improve this form. (n=9)
I think it is real effective.
I think it was very easy to understand
Just a description or explanation on the form overall every easy
More details about the ceremony.
Nothing
Providing a clearer way of navigating to this application would be helpful.
State whether CHC and SBVC academic renewal requests are independent of each other.
Thank you for the easy digital format.
The credit by examination tab part confused me a little, but overall it was easy and fast.

**Disaggregated Data:
(African American)**

The disaggregated survey data shows that out of 955 respondents, 42, approximately 4.4%, identified as African American. Given the absence of detailed feedback in the open-ended comments, this information is provided without specific suggestions.

Did you complete the form yourself, or were you assisted by a staff member?	#	%
Completed myself	40	95.2
A staff member assisted	2	4.8
Total	42	100.0

Please identify your gender:	#	%
Women	24	53.3
Man	21	46.7
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	45	100.0

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The form was easy to complete.	33	73.3	12	26.7	0	0.0	0	0.0	45
I prefer digital forms over paper or PDF forms.	28	62.2	16	35.6	1	2.2	0	0.0	45
Information about the process was clearly defined on the form.	30	66.7	14	31.1	1	2.2	0	0.0	45

You indicated you disagreed with one or more of the statements above, please tell us why?
N/A

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

Disaggregated Data: (Caucasian)

The disaggregated survey data shows that out of 955 respondents, 224, approximately 23.5%, identified as Caucasian. Based on student feedback, we've identified key areas for improvement to enhance usability and inclusivity, thereby enhancing the student experience and addressing any potential disproportionate impacts.

- Students expressed a need for the inclusion of all majors, specifically mentioning "Human Services, Social Work," which was not listed.
 - Suggestion: If possible, update the form to ensure every major is represented.
- Students showed a preference for paper or PDF forms due to issues with digital signatures.
 - Suggestion: Continue offering both digital and paper/PDF options to accommodate different preferences. Also consider implementing a more intuitive digital signature feature and/or instructions on how to use.
- Clearer definition of credit for prior learning, especially how dual enrollment listed on transcripts counts towards it.
 - Suggestion: Enhance the form's instructions by clarifying credit for prior learning with examples, such as dual enrollment.
- Students expressed confusion about what "catalog year" means on the form.
 - Suggestion: Provide a brief explanation or a tooltip next to the "catalog year" field on the form to clarify its meaning and significance.

Did you complete the form yourself, or were you assisted by a staff member?	#	%
Completed myself	196	88.3
A staff member assisted	26	11.7
Total	222	100.0

Please identify your gender:	#	%
Women	145	64.7
Man	64	28.6
Transgender	1	0.4
Non-binary/non-conforming	8	3.6
Decline to state	6	2.7
Total	224	100.0

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The form was easy to complete.	162	72.6	55	24.7	6	2.7	0	0.0	223
I prefer digital forms over paper or PDF forms.	142	64.8	62	28.3	13	5.9	2	0.9	219
Information about the process was clearly defined on the form.	142	65.1	71	32.6	5	2.3	0	0.0	218

You indicated you disagreed with one or more of the statements above, please tell us why?
Because my major isnt listed on this and put a fifth one. My major is human services, social work
Did not fully understand all the questions or meanings of certain questions
I prefer doing paper forms
I prefer to have pdf or paper form so there can be a good signature since signing my name digitally never comes out the way I usually sign my name
I simply prefer paper methods.
It takes longer having to sign in

It was more of a personal reason. Not typical use case.
Old skool, like paper!
Prefer hard copy
Rather have a papered Degree so I can frame it!

Please provide any suggestions you believe would help improve this form.
Defining credit for prior learning better, as dual enrollment listed on transcripts counts towards it
I think it was very easy to understand and complete as long as the user has access to the necessary technology. If I didn't have experience with forms and digital documents, it may have seemed more challenging.
I wish I could add something, but everything was very straight forward.
It would be helpful to state that Starfish has the information needed to complete some of the form.
Loved the yellow feedback.
Make major an open answer question
No improvements needed.
Nothing with respect to the form. When completing an incomplete, I referred back to the grades on Canvas. Unfortunately, Canvas removes the ID number of the student after that semester. It would be useful to keep that information on Canvas so that it would not be as difficult to find an ID number for a student that is completing a course where they were given an incomplete.
Thank you for making this a PDF. It was so nice when our campus finally started coming out to the dark ages. (:
Would be helpful to explain what a catalog year is on the form. That was the only part I found confusing, everything else was simple.

**Disaggregated Data:
(Asian)**

The disaggregated survey data shows that out of 955 respondents, 39, approximately 4.1%, identified as Asian. Due to the lack of detailed feedback in the open-ended comments, this information is shared without explicit recommendations.

Did you complete the form yourself, or were you assisted by a staff member?	#	%
Completed myself	35	89.7
A staff member assisted	4	10.3
Total	39	100.0

Please identify your gender:	#	%
Women	24	61.5
Man	15	38.5
Transgender	0	0.0
Non-binary/non-conforming	0	0.0
Decline to state	0	0.0
Total	39	100.0

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
The form was easy to complete.	31	79.5	8	20.5	0	0.0	0	0.0	39
I prefer digital forms over paper or PDF forms.	26	68.4	11	28.9	1	2.6	0	0.0	38
Information about the process was clearly defined on the form.	30	78.9	8	21.1	0	0.0	0	0.0	38

You indicated you disagreed with one or more of the statements above, please tell us why?

I like the online form, its easy to use and convenient like it is.

Please provide any suggestions you believe would help improve this form.

N/A