

## Qualtrics Report

### 2020-2021 Admissions and Records POS Survey Results

The Admissions and Records department routinely conducts point-of-service surveys throughout the academic year to garner valuable student insights. These surveys delve into multiple facets such as the type of service received, the purpose of the visit, overall satisfaction with the provided services, and suggestions for improvements. For the academic year 2020-2021, we had 243 valid responses. It's important to highlight that these surveys are voluntary in nature, both in terms of participation and responses to individual questions.

How were Admission and Records services provided to you today?	#	%
Online	240	98.8
In-Person	3	1.2
Total	243	100.0

What was the reason for your visit to Admissions & Records? (select all that apply)	#	%
Other (please specify)	64	24.0
General questions	62	23.2
Register for courses	47	17.6
Apply for graduation	44	16.5
Apply to attend CHC	23	8.6
Request transcripts	13	4.9
Hold on my account	13	4.9
Review veteran benefits	1	0.4
Total	267	100.0

Other (please specify) (n=36)	
1098-T form	Issues with Tuition Fees. I found out I was tagged as an out of state student. Which I am not.
Academic Exception	Legal name change
Account billing	Name Change
Approval for overlapping classes	Name change and graduation questions
Audit a course	Needed transcript evaluated - person on call did not assist with this at all. Counselor stated this is done with Admissions with a specific Transcript Evaluator.
Billing information (2)	Official transcript questions
Change major	Paperwork
Confirm that admissions and records have my AP scores	Petition Updates
Declaring my Major	Problem with account charges
Drop courses	Regarding a class that I enrolled in and was misled about trying to see if there were any options for me to be able to change the class or still drop without a W
Dual Enrollment (3)	Request AP score report status
Duplicate Diploma Request	Request documents for credit by examination.
Enrollment verification form	RESA Priority Registration
Fees	Residency Status (5)
Got the help I needed to update my major	Review transcripts from previous colleges
He didn't call me at 3pm on 2/8/2021.	Submit transcripts
He never called me. We did not meet.	Submitted CA Residency Papers
Help with rejection of fafsa	Supplemental Residency
I needed a petition to repeat a course form	transcript questions (5)
I needed to request for "credit by exam" paperwork.	Turn in paperwork
Info on changing major	Verify residency

**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).	134	65.0	40	19.4	9	4.4	23	11.2	206
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	137	68.8	37	18.6	2	1.0	23	11.6	199
Staff were helpful.	151	75.1	28	13.9	4	2.0	18	9	201
Staff were friendly.	159	78.3	26	12.8	5	2.5	13	6.4	203
I felt comfortable asking the staff any questions I had.	149	73	32	15.7	8	3.9	15	7.4	204
Staff presented multiple options to resolve my issues or questions.	120	59.1	52	25.6	12	5.9	19	9.4	203
My time utilizing Admissions & Records services was productive.	143	70.4	36	17.7	4	2.0	20	9.9	203
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	136	68.0	35	17.5	6	3.0	23	11.5	200

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

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

- "A notification email sent to student that their graduation application had been received would be great."
- "Cranium Cafe needs to fix issue with kicking me off the browser when starting a live meeting. Needs to be moved to Zoom for better quality."
- "My telephone appointment was scheduled for 12:20 with [name] but I never received a call from him."
- "Your website/Web Advisor is not a good user experience at all. So frustrating, and I'm a web designer. At this moment, you can't find one of my transcripts. [name] was great."
- "I don't have any improvements other than I don't understand why we have to use two different websites when scheduling meetings such as Zoom or Cranium Café."

<b>Please provide any suggestions you believe would help improve services. (n=62)</b>
A notification email sent to student that their graduation application had been received would be great.
Answer your phone
Continue being considerate, understanding, and helpful.
Cranium Cafe needs to fix issue with kicking me off the browser when starting a live meeting. Needs to be moved to Zoom for better quality.
Everything is good
Everything was great.
Fine just the way it is

[name] failed to call me.
[name]was just very helpful!
Give Admissions staff the ability/authority to contact [name], (or one of his two secretaries) in order to provide Admissions Staff with the resources needed to solve issues presented to them and obtain critical, yet elusive, authorizations in a reasonable and timely manner.
Great job lots of help.
Great staff and very helpful! Thank you
Have it posted on the Crafton hills website how to get the hold lifted after submitting your transcript.
Have these services available on all platforms, not just firefox and google chrome
I believe you should talk to your staff about service and how not to belittle someone we are calling for help and we would like to be heard
I don't have any improvements other than I don't understand why we have to use two different websites wind scheduling meetings such as zoom or cranium café. When I speak to my professors are use zoom but when I speak to a counselor are use cranium café, I don't understand why there are two different apps being used for the same purpose. Other than that, my meeting went great and if I ever have to schedule a meeting with admissions and records again, I'll schedule an appointment with him. One of the nicer workers I've meet.
I think some more time for the meeting would be help full also basic links and instruction pages for admissions would refer to when explaining something.
I was told over the phone that I would be emailed my "credit by exam" paperwork. I need this as soon as possible yet I still have not been emailed.
I would try and figure out why my account said I had no major declared when I did have a major active, I was put on hold for 2 days unable to register for my summer courses.
If I had to critique something I would say that there was a lot of background noise. At times it was very difficult to hear the person I was speaking to.
Instead of sitting in your office talking about netflix, call the person you have a scheduled meeting with.
It was perfect
Keep up the good work!
Link for online Transcripts should be bigger and easier to find
Making sure whoever gets an appointment booked with them gets a notification and is actually available for the designated time slots. Also for school phone lines with heavy traffic maybe a feature that will tell you how many people are ahead of you when you're on hold similar to what CSUSB has.
Maybe present some other options for dual-enrollment students. It wasn't my fault my counselors took too long answering my emails. And it was pretty much a waste of time.
More availability. I had to wait one week in between each 10 minute call I schedule.
More counselors available
More on time meetings
More sources and better resources for students to get in touch with counselors and a better platform because this one is not good.
More support for students. Ability to upload documents during phone visit that can log into and send at the time or upload before meeting begins not only when you schedule a meeting. More time slots available. Staff being more helpful instead of being pushed along having to wait another week to talk to someone. Phone is never answered in admissions when don't have an appointment.
My telephone appointment was scheduled for 12:20 with [name] but I never received a call from him.
Needed transcript evaluated - person on call did not assist with this at all. Was advised to speak to a counselor. Counselor stated this is done with Admissions with a specific Transcript Evaluator.
No one called me at the appointment time. I tried calling them after waiting ten minutes and was sent to voicemail.
No one joined
No recommendations - service was great!
None. This is an excellent service!
Nothing ! You are doing a great job!!
Nothing at this time
Nothing really maybe just the lag when someone is talking on the cranium cafe video chat but the captions were helpful.

Nothing that stands out
Nothing, the instructor was very helpful and patient. Thank you so much.
Nothing. [name] is always nice and helpful.
Nothing. It was perfect.
Nothing. Services were well
One suggestion I would have is that the multiple websites be narrowed down just to one because web advisor is extremely difficult to understand
Perhaps he could have called me at the time of my appointment.
Please allow more staff or someone answering calls or emails with admissions and records because it took me 2 weeks to contact admissions successfully with a problem that was solved in 2 minutes. Because of this, I may be unable to register for a class that has now gotten full, because of the time it took for me to reach admissions. Please have others answering quick questions calls or emails. My problem could've been solved via email but I just got an automated reply instead. We want to talk to you. I apologize but please take this into consideration. Thank you
Priority registration for RESA keeps resetting and I have to talk to someone each semester which gets frustrating.
Service is good
Show up next time or let me know why you couldn't make the meeting please it's a common courtesy.
Since everything is online, I would suggest going overstep by step on where to find the forms and which form to fill out.
Super friendly!
The appointment time was set to 3:35, while she called as 3:45, so I'm not quite sure if she simply read the set time wrong, or if we were given two different times. Either way, I got the answers to my questions, so I don't mind.
The services were very helpful and I can't think of anything that would help to improve them.
The staff member that assisted me was nice and helpful. However, she was 15 minutes late to the meeting and did not give me any notice of this. I have many times had to wait well past the meeting start date for other meetings with Admissions as well. I feel that this is inconsiderate to my time, especially in this case because I missed class time to attend the meeting. I would suggest working on joining meetings when they are scheduled or contacting students when a staff member will be late and giving them a timeline of when they will be able to meet.
This is just great!
To send a reminder about five minutes before the call to notify me that the counselor will call me.
Too many components -- CCC Apply/Web Advisor/CHC website and links in odd places to complete work.
Ummm, still don't know how to prove I went to school in Spring 2020...but yeah.
[name] phone counseling? what happened to the online counseling. MY ONLINE WORKS!!~!!!!!! I didn't have a number to call and I was called once but it must not have went through because I discovered it as a voice mail, DESPITE THE FACT I WAS ACTIVELY WAITING AT AND WATCHING MY PHONE! get your [name] together, Crafton
Your website/Web Advisor is not a good user experience <b>**at all**</b> . So frustrating, and I'm a web designer. At this moment, you can't find one of my transcripts. [name] was great.