

# Crafton Hills College Student Satisfaction

Spring 2012

Student Satisfaction Survey

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- Purpose
- The Survey
- Respondents
- Discussion of findings
  - Collect Student Senate Feedback and Strategies for improvement

# Today

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- What do you think?
- What recommendations do you have to help us improve?
  - The strategies developed will be taken to the Crafton Council for implementation.

This is where you come in

- Measure the level of students' satisfaction with their experiences
- Understand student perceptions of the quality of services and education
- Continuous improvement of programs and services

# Purpose

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- Spring 2012
- Random sample – 50 sections
- Over 100 items
- A total of 806 valid surveys were analyzed
- **Results can be generalized**

# The Survey

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- 68% were continuing students- also enrolled in Fall 2011 at Crafton.
- 47% had been a student at Crafton for 2-3 semesters.
- 49% were enrolled in 12-15 units.
- 40% work 21 or more hours per week.

# Respondents

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- 58% were white/non-Hispanic and 34% were Hispanic.
- 51% male 49% female.
- 44% were 20-24 years old, 32% were  $\leq 19$  years old.
- 61% of their parents did not have a Higher Ed Degree.

# Respondents

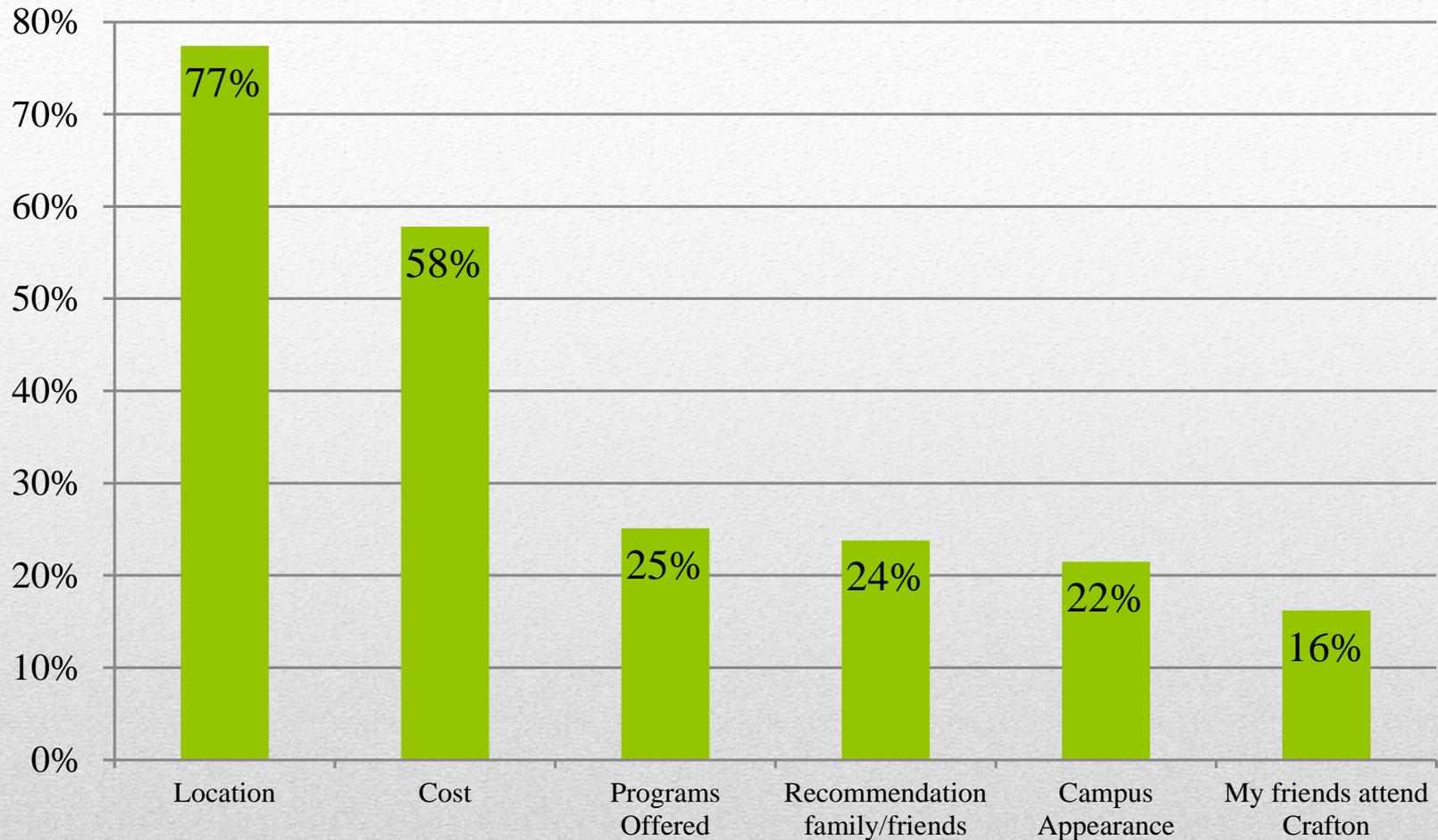
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# WHY CRAFTON?

Why did students choose to attend CHC?

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# Why do Students Attend CHC?

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# SOME OF THE BEST THINGS CRAFTON HAS TO OFFER

What comes to mind?

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## Quality of Services Provided:

- 97% were satisfied or very satisfied with the Library
- 95% were satisfied or very satisfied with the Tutoring Center

Students  The LRC

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- 94% of the students are satisfied or very satisfied with Instruction
- 93% would recommend CHC to a friend or family member.
- 91% feel they are receiving a great education at CHC.

Happy  Happy!

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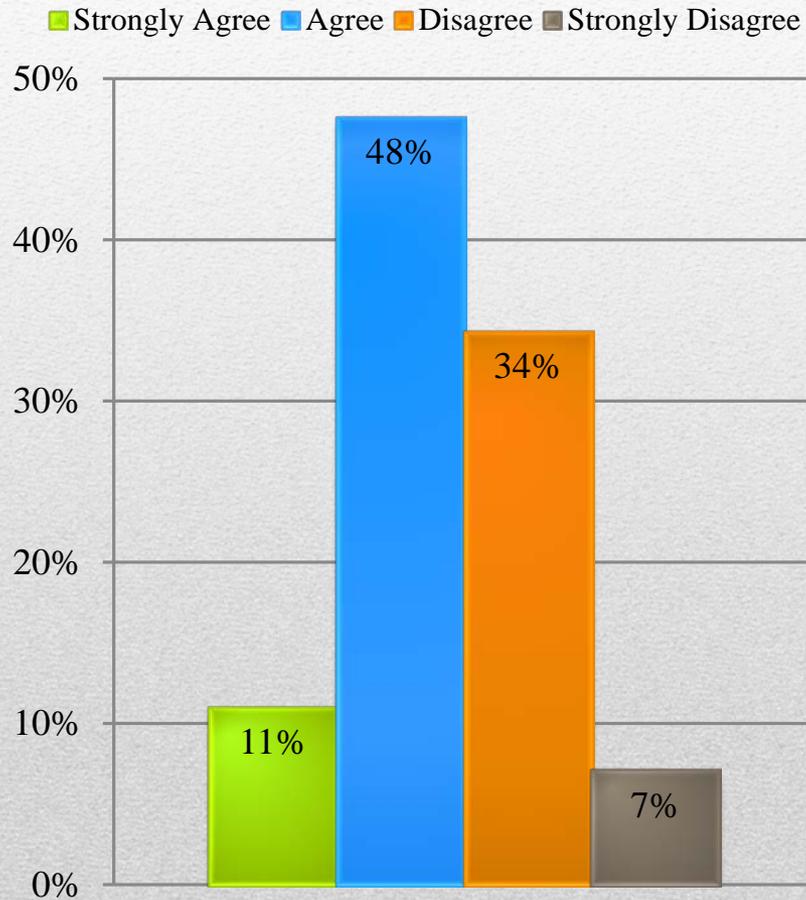
# SOME OF THE THINGS CRAFTON CAN IMPROVE UPON

What comes to mind?

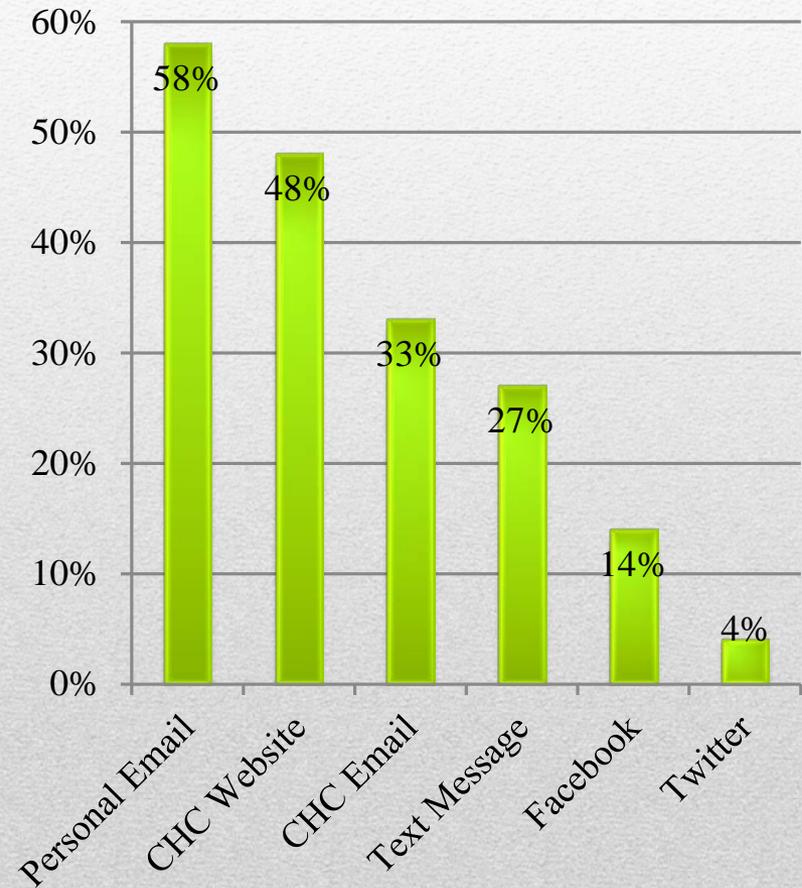
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# I feel informed about what is happening on campus.



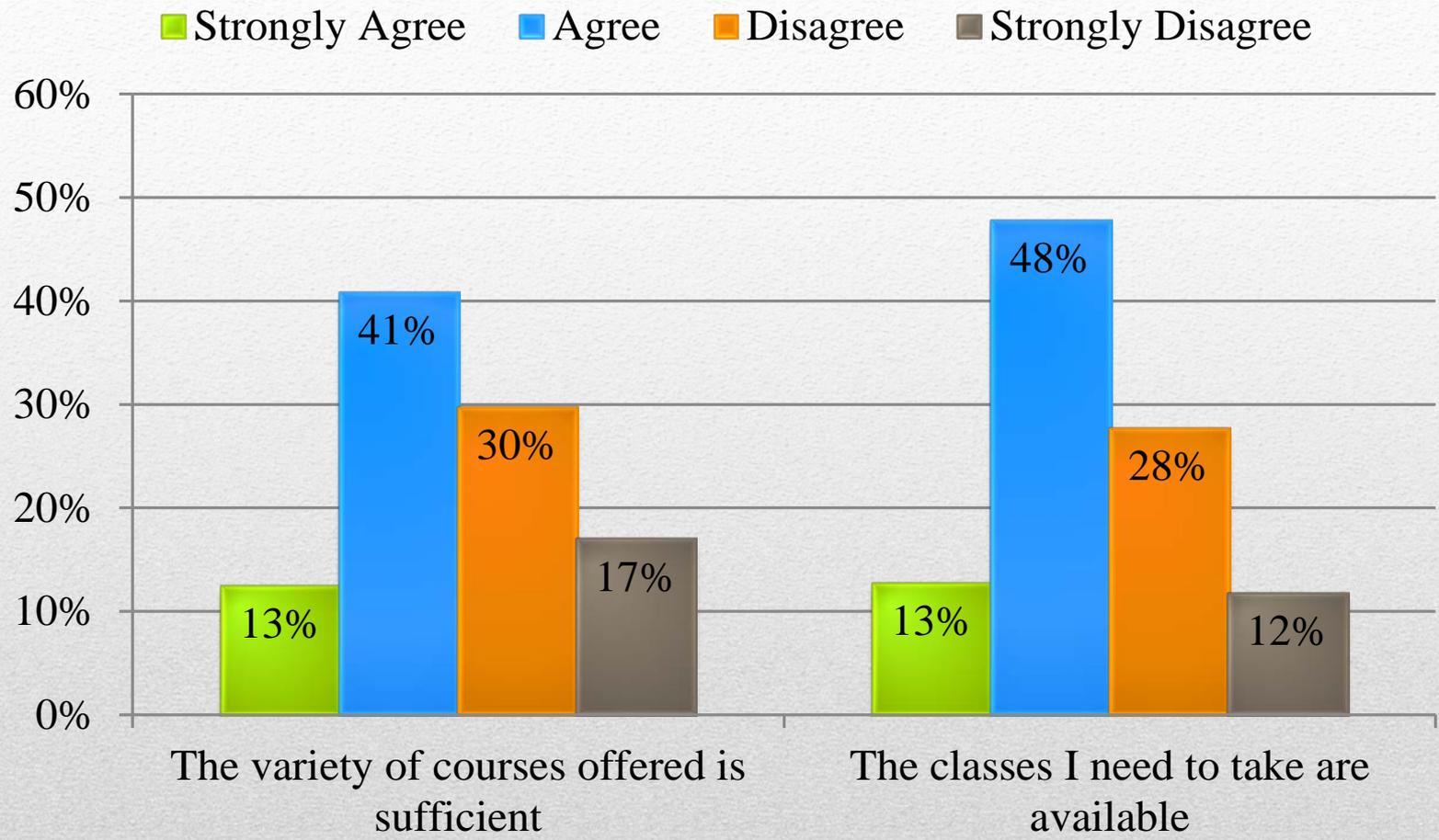
# How would you like to receive important information from Crafton?



- How can we improve communication at Crafton?
- Is personal email the best tool to communicate information?

# Feedback

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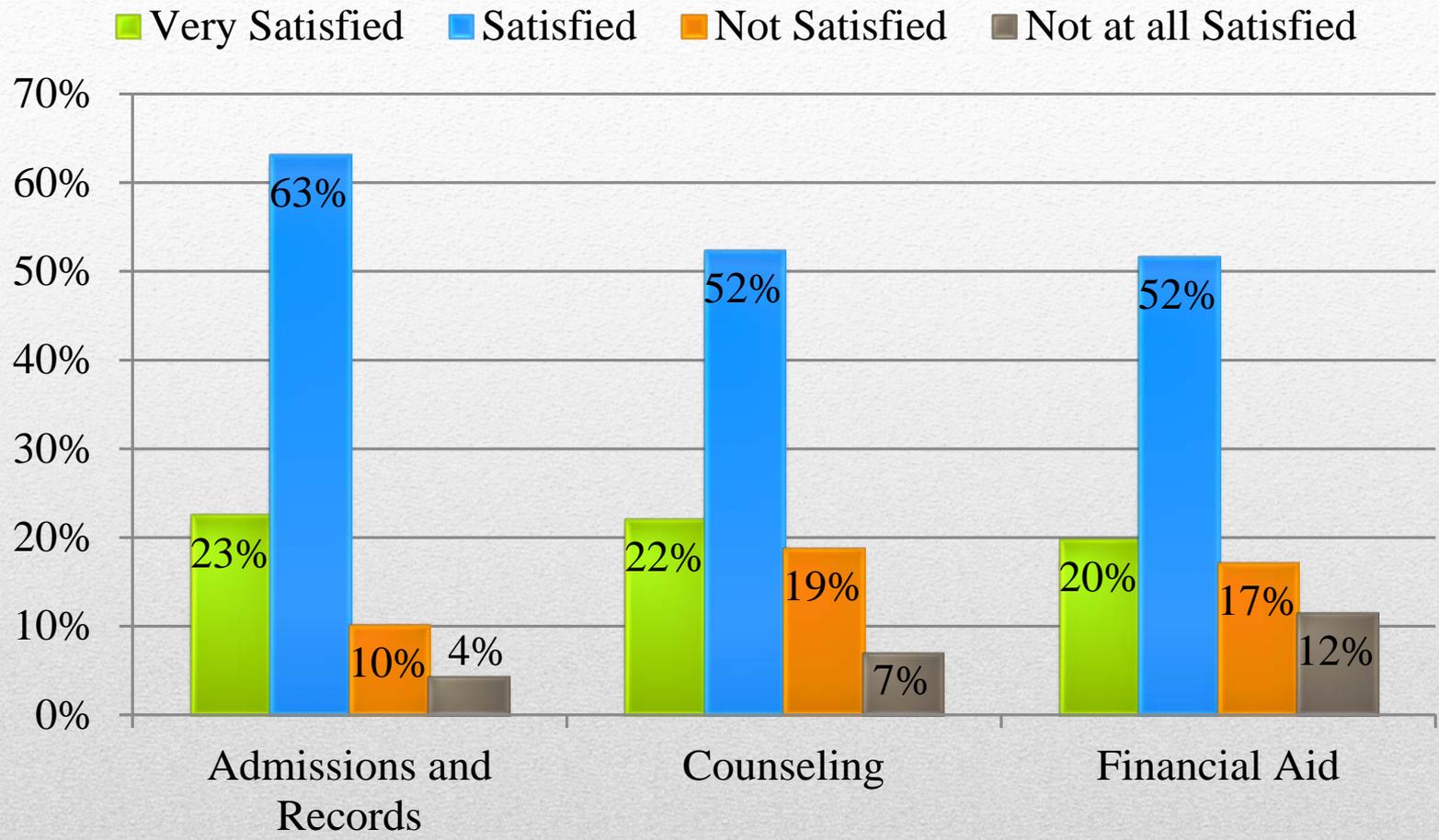
# Classes

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- How can we improve the variety of courses offered?
- What does “variety of classes” mean to you?

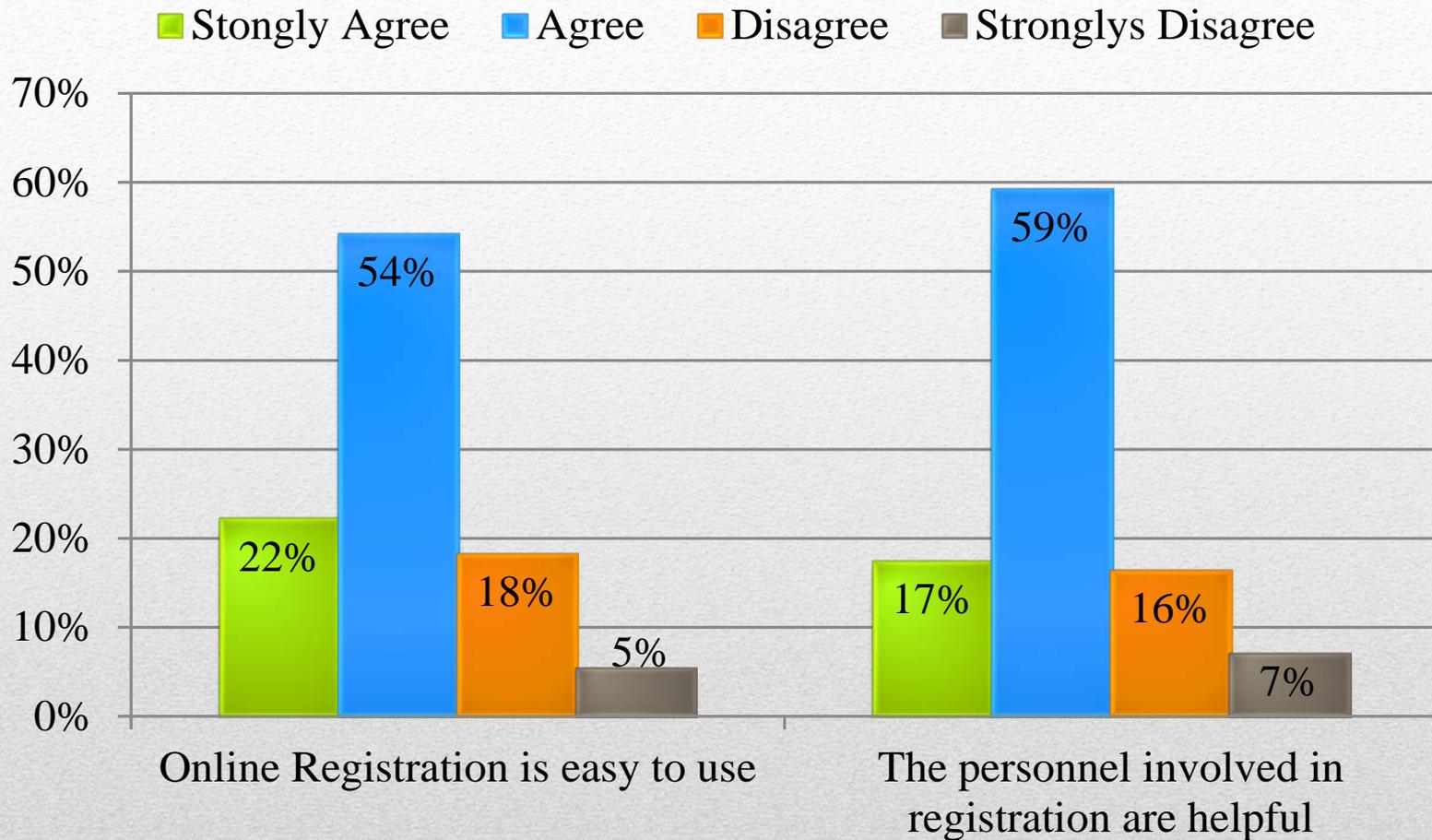
# Feedback

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# Student Services

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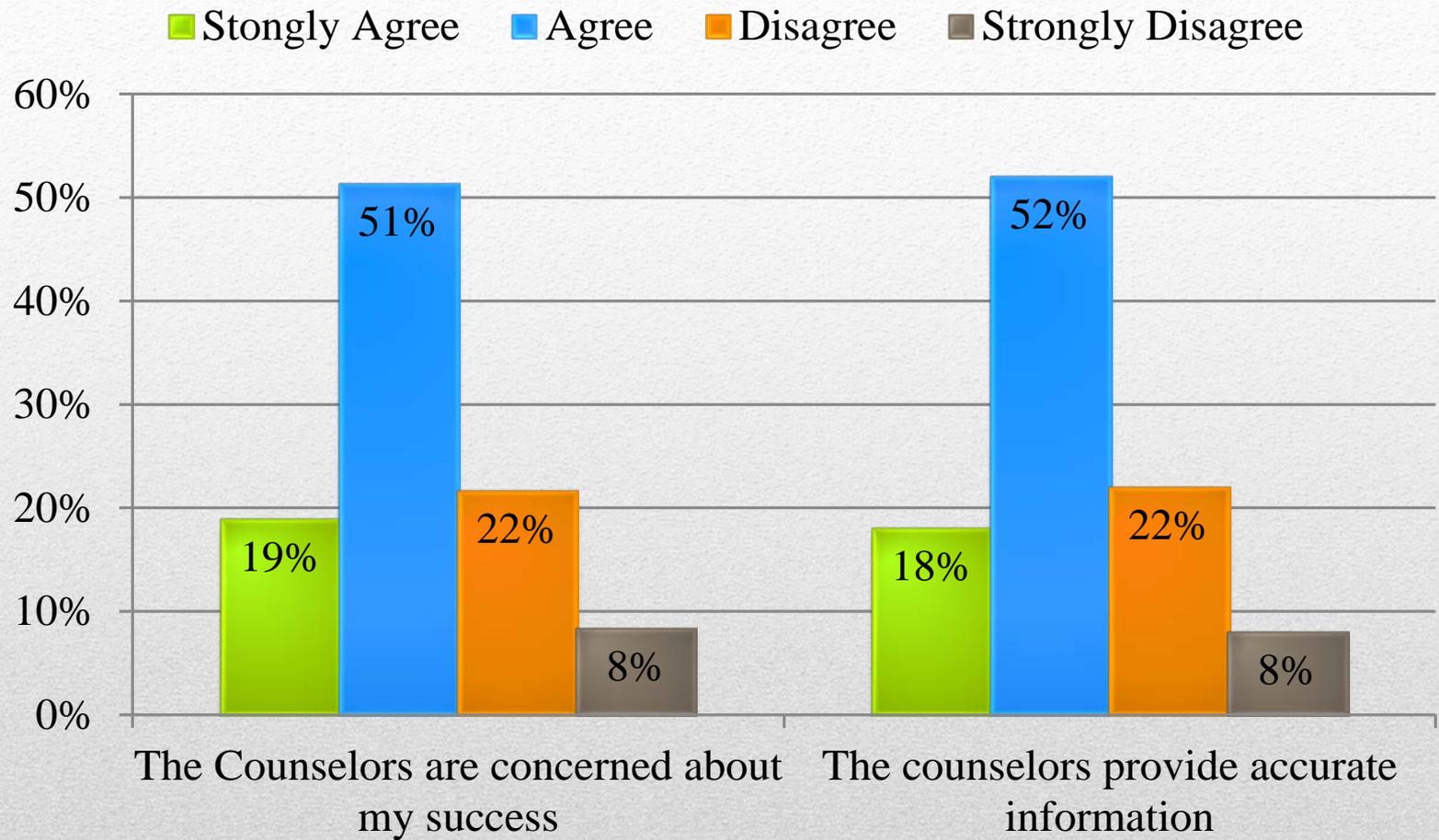
# Admissions & Records

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- What can we do to improve the services offered by Admissions and Records?
- How can we improve the online registration process?

# Feedback

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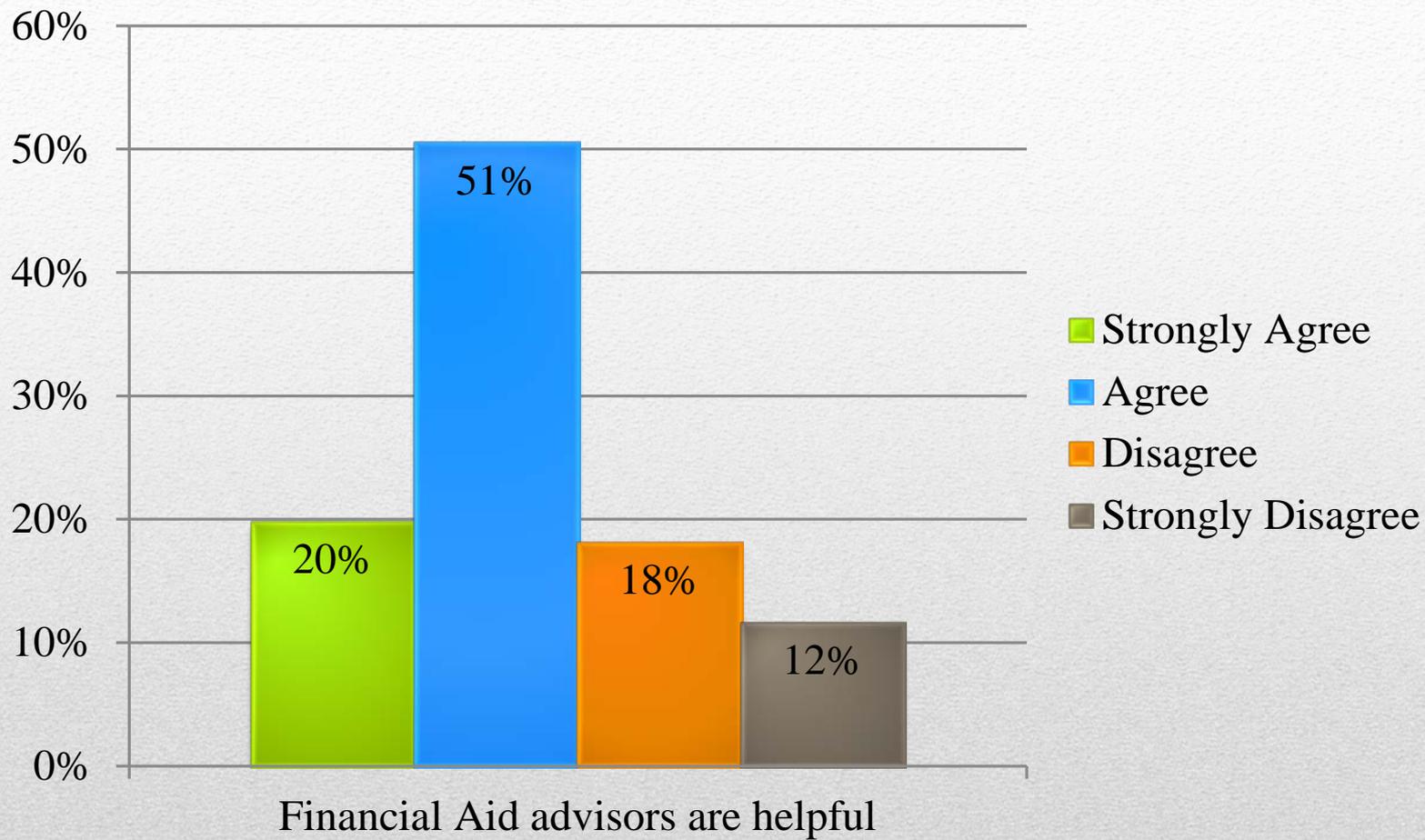
# Counseling

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- What can we do to improve the services offered by the counseling office?

# Feedback

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# Financial Aid

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- What can we do to improve the services offered by the financial aid office?

# Feedback

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FINAL THOUGHTS...

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