
Research Briefs from the Office of Research and Planning
Number of Students who saw a Counselor and Counseling Sessions from 2007-2008 to 2009 - 2010

Overview: The purpose of this brief is to illustrate the number of unduplicated students served each year by the Counseling Department disaggregated by gender, ethnicity, and age. Equally important, the number of counseling contacts, scheduled contacts, and percent of counseling contacts is also included.

Summary of Findings:

Student Characteristics

- On average, the Counseling Department sees approximately 5,200 students each academic year
- In 2009 – 2010, the Counseling Department saw 55% of all enrolled CHC students
- Students who see a counselor are more likely to be female (49%), Caucasian (49%) or Hispanic (29%), and 24 years old or younger (63%)

Counseling Appointments

- The number of sessions that counselors have had with students has increased from 13,205 in 2007 – 2008 to 14,599 in 2009 – 2010, an increase of 1,394 or 11%
- Of the identified reasons why students see a counselor, students are more likely to see a counselor for a Student Educational Plan (2,384 contacts), for registration information (1,243 contacts), and for graduation information (1,219 contacts)
- Students who schedule an appointment attend 95% of the appointments scheduled
- Veteran students who scheduled appointments were the least likely to keep the appointment (68%)
- Appointments to advise students who are veterans has increased from 370 in 2007 – 2008 to 591 in 2009 – 2010, an increase of 221 or 60%

Methodology: The SARS Grid database was used to identify the number of students who had contact with the Counseling Department (see Tables 1 – 3) as well as the number of contacts students had with the Counseling Department (see Table 4). In addition, the percent of students who attended a counseling appointment was calculated by dividing the number of attended sessions by the number of scheduled sessions (see Table 4). Data from Datatel and SARS Grid was also combined to identify the number of unduplicated CHC students who had contact with a counselor by gender, ethnicity, age, and academic year from 2007 – 2008 to 2009 – 2010 (see Tables 1 – 3).

Counseling contacts within an academic year included student contact with counseling from the end of the spring term to the end of the following spring term in the next year. For instance, students who had contact with a counselor from May 24th, 2007 to May 22nd, 2008 were considered to have contact with a counselor in the 2007 – 2008 academic year. Moreover, students with a location code of "C_COUNSEL" were counted as having contact with a counselor if they attended the session.

Limitation. A limitation of the information provided is the prevalence of "Other" as a reason code. In 2007 – 2008 30% of the reason codes were identified as "Other," in 2008 – 2009 39% of the reason codes were identified as "Other," and in 2009 – 2010 33% of the reason codes were identified as "Other." In order to more accurately reflect student demand the use of "Other" as a reason for seeing a counselor needs to be reduced.

Table 1: Number of Unduplicated CHC Students who had Contact with a Counselor by Academic Year and Gender from 2007 – 2008 to 2009 – 2010 and All Unduplicated 2009 – 2010 Students Enrolled at CHC.

| Gender | Academic Year | | | | | | CHC Campus 2009-2010* | |
|---------|---------------|--------|-----------|--------|-----------|--------|-----------------------|--------|
| | 2007-2008 | | 2008-2009 | | 2009-2010 | | # | % |
| | # | % | # | % | # | % | | |
| Female | 2,589 | 51.1% | 2,670 | 50.4% | 2,498 | 48.5% | 4,819 | 51.4% |
| Male | 2,406 | 47.5% | 2,583 | 48.7% | 2,410 | 46.8% | 4,484 | 47.8% |
| Missing | 70 | 1.4% | 46 | 0.9% | 247 | 4.8% | 73 | 0.8% |
| Total | 5,065 | 100.0% | 5,299 | 100.0% | 5,155 | 100.0% | 9,376 | 100.0% |

*Number of CHC students who enrolled in a course in the 2009 – 2010 academic year.

Table 2: Number of Unduplicated CHC Students who had Contact with a Counselor by Academic Year and Ethnicity from 2007 – 2008 to 2009 – 2010 and All Unduplicated 2009 – 2010 Students Enrolled at CHC.

| Ethnicity | Academic Year | | | | | | CHC Campus 2009-2010* | |
|------------------|---------------|--------|-----------|--------|-----------|--------|-----------------------|--------|
| | 2007-2008 | | 2008-2009 | | 2009-2010 | | # | % |
| | # | % | # | % | # | % | | |
| Asian | 344 | 6.8% | 385 | 7.3% | 317 | 6.1% | 577 | 6.2% |
| African American | 236 | 4.7% | 282 | 5.3% | 325 | 6.3% | 514 | 5.5% |
| Hispanic | 1,370 | 27.0% | 1,419 | 26.8% | 1,468 | 28.5% | 2,672 | 28.5% |
| Native American | 59 | 1.2% | 58 | 1.1% | 83 | 1.6% | 127 | 1.4% |
| Other | 60 | 1.2% | 59 | 1.1% | 32 | 0.6% | 60 | 0.6% |
| Caucasian | 2,747 | 54.2% | 2,784 | 52.5% | 2,516 | 48.8% | 4,980 | 53.1% |
| Decline to State | 142 | 2.8% | 159 | 3.0% | 87 | 1.7% | 181 | 1.9% |
| Missing | 107 | 2.1% | 153 | 2.9% | 327 | 6.3% | 265 | 2.8% |
| Total | 5,065 | 100.0% | 5,299 | 100.0% | 5,155 | 100.0% | 9,376 | 100.0% |

*Number of CHC students who enrolled in a course in the 2009 – 2010 academic year.

Table 3: Number of Unduplicated CHC Students who had Contact with a Counselor by Academic Year and Age from 2007 – 2008 to 2009 – 2010 and All Unduplicated 2009 – 2010 Students Enrolled at CHC.

| Age | Academic Year | | | | | | CHC Campus 2009-2010* | |
|---------------|---------------|--------|-----------|--------|-----------|--------|-----------------------|--------|
| | 2007-2008 | | 2008-2009 | | 2009-2010 | | # | % |
| | # | % | # | % | # | % | | |
| 19 or younger | 1,769 | 34.9% | 1,696 | 32.0% | 1,608 | 31.2% | 2,775 | 29.6% |
| 20-24 | 1,583 | 31.3% | 1,724 | 32.5% | 1,648 | 32.0% | 3,338 | 35.6% |
| 25-29 | 653 | 12.9% | 725 | 13.7% | 682 | 13.2% | 1,262 | 13.5% |
| 30-34 | 320 | 6.3% | 348 | 6.6% | 330 | 6.4% | 632 | 6.7% |
| 35-39 | 234 | 4.6% | 261 | 4.9% | 216 | 4.2% | 425 | 4.5% |
| 40-49 | 364 | 7.2% | 362 | 6.8% | 318 | 6.2% | 580 | 6.2% |
| 50 and above | 132 | 2.6% | 176 | 3.3% | 132 | 2.6% | 351 | 3.7% |
| Missing | 10 | 0.2% | 7 | 0.1% | 221 | 4.3% | 13 | 0.1% |
| Total | 5,065 | 100.0% | 5,299 | 100.0% | 5,155 | 100.0% | 9,376 | 100.0% |

*Number of CHC students who enrolled in a course in the 2009 – 2010 academic year.

Table 4: Number of Counseling Contacts, Scheduled Counseling Appointments, and Percent of Counseling Contacts Attended by Academic Year from 2007 – 2008 to 2009 – 2010.

| Reason | 2007-2008 | | | 2008-2009 | | | 2009-2010 | | |
|----------------|---------------|---------------|--------------|---------------|---------------|--------------|---------------|---------------|--------------|
| | Attended | Scheduled | % Attended | Attended | Scheduled | % Attended | Attended | Scheduled | % Attended |
| CAREER COUNS | 306 | 310 | 98.7% | 364 | 370 | 98.4% | 149 | 151 | 98.7% |
| CHALLENGE | 132 | 134 | 98.5% | 151 | 152 | 99.3% | 80 | 80 | 100.0% |
| CNCR ENRL COLL | 4 | 4 | 100.0% | 5 | 5 | 100.0% | 8 | 10 | 80.0% |
| COURSE OVR | 142 | 142 | 100.0% | 160 | 160 | 100.0% | 154 | 154 | 100.0% |
| EXEMPT | 361 | 361 | 100.0% | 319 | 327 | 97.6% | 158 | 161 | 98.1% |
| FIN AID | 158 | 183 | 86.3% | 233 | 264 | 88.3% | 465 | 531 | 87.6% |
| FOLLOW UP | 37 | 38 | 97.4% | 72 | 76 | 94.7% | 44 | 46 | 95.7% |
| GRAD INFO | 1,209 | 1,244 | 97.2% | 1,012 | 1,038 | 97.5% | 1,219 | 1,258 | 96.9% |
| INTERNATIONAL | 61 | 61 | 100.0% | 113 | 130 | 86.9% | 32 | 32 | 100.0% |
| LC | 0 | 0 | 0.0% | 0 | 0 | 0.0% | 153 | 197 | 77.7% |
| ORIENTATION | 15 | 22 | 68.2% | 7 | 8 | 87.5% | 9 | 9 | 100.0% |
| OTHER | 4,090 | 4,170 | 98.1% | 5,749 | 5,854 | 98.2% | 5,010 | 5,116 | 97.9% |
| PERSONAL | 52 | 52 | 100.0% | 43 | 43 | 100.0% | 31 | 32 | 96.9% |
| PHONE | 112 | 112 | 100.0% | 116 | 116 | 100.0% | 113 | 113 | 100.0% |
| PRERQ CHK | 650 | 655 | 99.2% | 781 | 784 | 99.6% | 872 | 878 | 99.3% |
| PROB/ADVISE | 1,119 | 1,368 | 81.8% | 539 | 540 | 99.8% | 235 | 237 | 99.2% |
| REFERRAL | 203 | 203 | 100.0% | 138 | 138 | 100.0% | 122 | 122 | 100.0% |
| REG INFO | 890 | 899 | 99.0% | 864 | 866 | 99.8% | 1,243 | 1,253 | 99.2% |
| REVIEW SHEETS | 39 | 39 | 100.0% | 96 | 96 | 100.0% | 62 | 62 | 100.0% |
| SEP | 1,844 | 1,980 | 93.1% | 1,808 | 1,988 | 90.9% | 2,384 | 2,656 | 89.8% |
| SIGN PROMO | 0 | 0 | 0.0% | 0 | 0 | 0.0% | 8 | 9 | 88.9% |
| TRAN EVAL | 152 | 154 | 98.7% | 89 | 91 | 97.8% | 76 | 78 | 97.4% |
| TRANSFER | 1,335 | 1,375 | 97.1% | 1,395 | 1,441 | 96.8% | 1,571 | 1,630 | 96.4% |
| VET ADVISE | 294 | 370 | 79.5% | 337 | 441 | 76.4% | 399 | 591 | 67.5% |
| WEB PROMO | 0 | 0 | 0.0% | 0 | 0 | 0.0% | 2 | 4 | 50.0% |
| Total | 13,205 | 13,876 | 95.2% | 14,391 | 14,928 | 96.4% | 14,599 | 15,410 | 94.7% |

Any questions regarding this brief can be requested from the Office of Institutional Research at: (909) 389-3206 or you may send an e-mail request to kwurtz@craftonhills.edu. (1011_Counseling_Services.doc, SARS_All_20100714_COUN_0708to0910.sav)