

**Student Services**  
**Student Satisfaction Survey Results, Spring 2014**

**Table 11: Impression of student services at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I received accurate information from Admissions &	92	26.2	194	55.3	45	12.8	20	5.7
The assessment and course placement procedures	77	22.4	204	59.5	47	13.7	15	4.4
Counseling services are readily available to me	84	24.9	173	51.3	58	17.2	22	6.5
Counseling services helped me understand how to reach my educational goals	95	29.1	155	47.4	53	16.2	24	7.3
Counseling services meets my needs	92	28.2	150	46.0	65	19.9	19	5.8
Online registrations (i.e. WebAdvisor) is easy to	110	30.9	181	50.8	50	14.0	15	4.2
I received accurate information from Financial	72	22.9	156	49.5	57	18.1	30	9.5
Library resources meet my needs	142	42.0	184	54.4	8	2.4	4	1.2
Tutoring services are readily available	133	42.1	171	54.1	9	2.8	3	0.9
I am aware of opportunities to be involved in campus life (i.e. clubs)	90	27.1	168	50.6	55	16.6	19	5.7
Services provided at the health & wellness center	94	35.2	145	54.3	23	8.6	5	1.9

Note: Responses of 'I have not used' have been excluded.

### Comparison of 2012 and 2014 Satisfaction Survey Results

Item	2012 Strongly/ Agree	2012 Strongly/ Disagree	2014 Strongly/ Agree	2014 Strongly/ Disagree	+ - n a
I received accurate information from Admissions & Records	76.6 <sup>1</sup>	23.4	81.5	18.5	na
The assessment and course placement procedures are reasonable	87.2	12.1	81.9	18.1	-
Counseling services are readily available to me	70.2 <sup>2</sup>	29.9	76.7	23.7	na
Counseling services helped me understand how to reach my educational goals	81.0 <sup>3</sup>	20	76.5	23.5	na
Counseling services meets my needs	70.8 <sup>4</sup>	29.2	74.2	25.7	na
Online registrations (i.e. WebAdvisor) is easy to use			81.7	18.2	
I received accurate information from Financial Aid	70.3 <sup>5</sup>	29.7	72.4	27.6	na
Library resources meet my needs	95.4	4.5	96.4	3.6	+
Tutoring services are readily available	95.7	4.3	96.2	3.7	+
I am aware of opportunities to be involved in campus life (i.e. clubs)	83.2 <sup>6</sup>	16.8	77.7	22.3	na
Services provided at the health & wellness center help me to succeed	92.8	7.2	89.5	10.5	-

<sup>1</sup> The 2012 question was: The personnel in registration are helpful

<sup>2</sup> The 2012 question was: The counselors are concerned about my success

<sup>3</sup> The 2012 question was: I understand what I need to do in order to reach my educational goals

<sup>4</sup> The 2012 question was: The counselors provide accurate information

<sup>5</sup> The 2012 question was: Financial Aid Advisors are helpful

<sup>6</sup> The 2012 question was: I feel welcome at the student life office

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Admissions and Records	91	26.5	201	58.4	33	9.6	19	5.5
Assessment	75	23.0	204	62.6	29	8.9	18	5.5
Financial Aid	71	24.2	141	48.1	49	16.7	32	10.9
Career Services	64	25.5	155	61.8	25	10.0	7	2.8
Counseling	82	26.9	161	52.8	42	13.8	20	6.6
Disabled Students Programs and Services (DSPS)	50	30.9	101	62.3	9	5.6	2	1.2
Extended Opportunities Programs and Services (EOPS)	67	37.4	97	54.2	8	4.5	7	3.9
Learning Resource Center (Tutoring)	113	41.7	145	53.5	11	4.1	2	0.7
Library	170	49.7	169	49.4	3	0.9	0	0.0
Health & Wellness Center	86	39.3	130	59.4	2	0.9	1	0.5
Student Life (Associated Students)	71	34.0	125	59.8	10	4.8	3	1.4
Transfer Services	82	36.3	128	56.6	11	4.9	5	2.2
Veterans Services	42	29.8	93	66.0	4	2.8	2	1.4
Overall services for students at Crafton	93	27.8	214	64.1	20	6.0	7	2.1

**Table 12: Satisfaction with student services at CHC.**  
Note: Responses of 'I have not used' have been excluded.

### Comparison of 2012 and 2014 Satisfaction Survey Results

Item	2012 Strongly/ Agree	2012 Strongly/ Disagree	2014 Strongly/ Agree	2014 Strongly/ Disagree	+ - n a
Admissions and Records	85.6	14.4	84.9	15.1	-
Assessment	88.2	11.8	85.6	14.4	+
Financial Aid	71.4	28.6	72.3	27.6	+
Career Services	86.2	13.8	87.3	12.8	+
Counseling	74.4	25.7	79.7	20.4	+
Disabled Students Programs and Services (DSPS)	94.9	5.1	93.2	6.8	-
Extended Opportunities Programs and Services	90.9	9.2	91.6	8.4	+
Learning Resource Center (Tutoring)	95.1	4.8	95.2	4.8	+
Library	97.3	2.7	99.1	.9	+
Health & Wellness Center	96.9	3.1	98.7	1.4	+
Student Life (Associated Students)	92.5	7.5	93.8	6.2	+
Transfer Services	87.2	12.8	92.9	7.1	+
Veterans Services	92.9	6.1	95.8	3.9	+
Overall services for students at Crafton	91.2	8.7	91.9	8.1	+

## 2014 Student Comments regarding Student Services

**Helpful Support Services:** The comments in this section address the myriad of student and support students wrapped around instruction. This subject contained the largest number of open-ended responses. Respondents highlighted the best things Crafton Hills College has to offer as the Library, Tutoring Center, Transfer Center, Extended Opportunity Programs & Services (EOP&S), Health & Wellness Center, Counseling, Student Life, pool facilities, and abundance of study spaces.

- A lot of information, tutoring, **health clinic**.
- **Ability to find work; help with resume building for cover pages.**
- Activities tutoring education
- Beautiful campus , **lots of clubs** , amazing instructors , **great counselors great student services**
- Cheap classes, **financial aid opportunities**, tutoring, library, and computers.
- Cheap classes, good library, awesome EMT and fire program.
- Classes ,**Services**
- Closed library/rooms comp.
- **Club rush!**
- **Clubs**
- **Counseling**, classes, and **staff**
- **Counseling for students**
- **Counseling.**
- **Crafton offers great support for your needs**
- Different study spots
- **Easy enrollment**
- Education and **club activities**
- **EOPS program**
- **EOPS programs.**
- **EOPS, Transfer** to a 4year college.
- Fire academy, Tutoring
- General ED classes are easy to get and the **Transfer Center makes it clear to Transfer**
- Getting help on homework at the learning center
- Good courses, tutoring center
- **Health / wellness center Healthcare program**
- I believe it would be the hands on help from school.
- I believe the library is a great place to study and get work done. The campus is also very clean and well-maintained.
- I enjoyed Crafton overall I have never had issues and I feel **all the staff are nice**. I enjoy the upstairs library during class breaks it is a nice place to relax and also the computers.
- I personally like Crafton's weight room as well as the LRC
- Instructors are there to help , a lot of resources
- Involvement, activities, academics
- Library is intact but mostly its unorganized
- Library **counselors** tutor center
- Library resources
- Library services and the **EOPS office.**
- Library, study abroad
- Library, Wi-Fi, tutoring, range of classes.
- LRC
- LRC, hiking trail , pool
- Multiple clubs and involvement on campus, help for tutoring and many workshops to help you along the "college life."
- Pool and friendly learning environment especially the library
- Pre-req classes, tutoring.
- Professors / Library
- Pool and friendly learning environment especially the library
- Pre-req classes, tutoring.

- Professors / Library
- Programs like **EOPS, CalWORKs, care** and the tutoring center
- **service to students**
- **Some of the services on campus like EOPS**
- **Staff services and counseling services**
- Student resources
- Teachers that truly care, especially Mr. Clayton and Mr. O'Toole. A beautiful campus and great programs for students.
- Technologies in library
- The ability to earn AA here or at SBVC and transfer to a UC or Cal State.
- **The ASB stickers**, cheap printing, etc.
- The best things Crafton has to offer is there tutoring center, it helps a lot.
- **The best thing in my opinion that Crafton offers is the EOPS Department. If it wasn't for them I wouldn't have made it back to school. Thank you so much for that!**
- **the counseling**
- **The counseling**, and the low cost.
- **The counselors**
- The courses offered, and just the overall student life. Great campus helps students as myself further my education.
- The courses they provide as well as **more services**
- **The EOPS program is great. They have helped me so much.**
- **The EOPS system has really helped me a lot.**
- **The help Provided to students**
- The library and tutoring center
- The library, **a great health and wellness center**
- The library and places to study.
- The library, **health and wellness. A step to further education (i.e. transferring to a 4-year).**
  - The LRC is a good place to study
- The pool
- The pool center is very helpful. So is library and online web site
- The program here such as EOPS and Left lane
- The teachers are getting much better and they really enjoy the students who work hard. **The transfer center is great as well. They help more than anyone on campus.** The campus is so pretty to be around. Mr. Clayton is a great teacher. (Ledoux, Pfahler, Williams, Clayton English)
- The teachers at Crafton do want the best for the students they work well to make you do the best you can. The campus is very nice. **The transfer center is amazing.**
- The tutoring center
- The tutoring center and **transfer center have the best employees that make having questions about school or your classes easy to address.**
- They have a good library and great scenery
- **Transfer center is very helpful**
- **transfer credits, clubs**
- **Transfer center and help at financial aid**
- Tutoring
- Tutoring and **transfer center!!!!**
- Tutoring center
- Tutoring center and library are great. **Also, the transfer center is great**
- Tutoring center **left lane program**
- Tutoring, computer access, printer/copier access, a quiet place to study, **education planning.**
- Tutoring, **health and wellness center**
- Tutors
- Wi-Fi, computers, ability to print, access to internet, study rooms
- **Wide availability of clubs.**

**Improve Student Services:** The comments in this subject address concerns respondents have with various non-academic services around Crafton. Respondents vigorously indicated approachability and availability of faculty and staff in student services office as an area of improvement. Additionally, respondents desire a larger and more accessible cafeteria. Lastly, respondents expressed an interest in more student activities and club promotion to improve campus life.

- **Admissions and Records. More knowledgeable.**
- **Admissions**
- **Admissions and records office is deplorable, the cafeteria is never open.**
- **Admissions attitude**
- **Admissions need to work on their customer service.** Also, many do not see the reason behind paying for a parking permit and not being able to find parking due to E being closed for no reason, I am sure they can function with open parking.
- **Admissions and financial aid office**
- Better food in the cafeteria , more computers , **more counselors less wait time , more financial aid help (less time)** just use personal email
- Better /more tutors and less stairs
- **Better counseling services.** Better athletic facilities and a competitive athletic program. Up dated gym and workout facility and a more accessible and or open schedule to the students for the pool and gym etc. Need a new golf court.
- Better parking more classes expand in tutor center
- Cafeteria
- Cafeteria food
- **College student life**, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted
- majors, **better counselling services, social life.**
- Community and other services
- **Counseling services** and parking plus **financial aid.**
- **Counseling**
- **Counseling availability, even a 10am appointment might be sufficient if it's available.**
- **Counseling center**
- **Counseling needs improvement. I've been multiple times and every time it has felt like a wasted of time. I've used assisting w/ more and felt it was much more helpful. The admissions staff ever been very helpful either.**
- **Counselors**
- **Counselors make a student feel stupid**
- **Counseling services** and more classes at more times.
- **Counseling**, parking lot structures, and more food vending machines
- **Definitely on financial aid information. Last time I went, the lady misinformed me and seemed to not know.**
- **Exposing big events! Exposing clubs! I want it to be fun and exciting**
- **Financial Aid people in the front are extremely rude.**
- **Financial aid**
- **Financial aid office representative can be very rude and don't always give the correct information**
- **the 1st time**
- **Financial aid offices sucks**
- **Financial aid workers**, parking, better students, the ones straight out of high school are rude.
- Food
- **Getting students to interact more.**

- **I had a really hard time signing up for classes. Being cleared for registration etc. I have already graduated from a 4-yr university yet was blocked from getting into classes I am qualified to take.**
- **Inform students of opportunity programs**
- Less expensive food at cafeteria open campus library weekends to study
- Less part time staff they are terrible more times than not.
- Library
- **Make enrollment, registration, and financial aid offices easier to get information from give more resources to counseling office**, make cafeteria prices affordable.
- More food options in cafeteria (something fresh!)
- More classes for people that work. More classes in general more parking more food option on campus.
- More classes more parking, more summer classes, and admissions and records could be a little nicer. I didn't like this place until I started EOPS
- **MORE counselors! I can never make an appointment because it is so booked.**
- More one on one tutoring.
- More programs/majors **better counseling**
- More tutoring options
- Need restaurant style cafeteria, more gluten free foods, and more activities.
- Need to fix their I.D student id
- **Needs to provide more information about clubs, programs and other fun things going on.**
- **Needs to provide more priority to recently graduated high school students**
- Overall I don't have issues. If anything parking is a big issue to me and **more accessible info on events, financial aid, etc. to be provided.**
- Parking and **better counseling center**
- Parking and **registration (specifically the steps through WebAdvisor)**
- Parking availability discrimination from campus police, validity of info given in administration building freshness of health choices in cafeteria
- Parking opportunities and **priority registration dates**
- Parking, **counseling**
- Parking, **Counseling**, what the major requirements are.
- Parking, more classes need to be offered (science, math)
- Parking. Cafeteria
- Parking. **Employee attitudes, EOPS and Admissions people specifically**
- Part time instructors need to be more respectful to students who have disabilities--- Testing needs to be done in DSPS office, not where they feel is appropriate.
- **Provide more information of the counseling center**
- **Records kept on student info, and being adamant to do all necessary paperwork at once so there is no need to come back.**
- Smoking classroom walls sports on campus more programs needs a better place to eat needs **more clubs for med majors.**
- Stairs, parking and offices for part-time professors. Quality of food in cafeteria (food poisoning is bad) Check with suppliers I heard the guys who provide beef for hot pockets also supply many cafeterias.
- Smoking classroom walls sports on campus more programs needs a better place to eat needs **more clubs for med majors**
- Stairs, parking and offices for part-time professors. Quality of food in cafeteria (food poisoning is bad) Check with suppliers I heard the guys who provide beef for hot pockets also supply many cafeterias.

- Stop doing construction! All of the projects happening (at the same time) are inconveniencing the students and ruining a campus that used to have a beautiful landscape. **Also, the counseling center is not at all helpful.**
- **The admissions office has not made transferring here very easy for me. I've had to find other sources to help me get all the information needed. The assessment was also a problem; I wasn't given the right math placement exam. The exam I took did not go high enough so I had to take two classes I didn't need to get the math I need.**
- **The assessment center needs to be a lot clearer about when you can take the assessments.**
- **The counseling center is terrible and so is the financial aid office. They are too mean and cranky.**
- **Act like you like your job!**
- **The counselors are not helpful at all.... been going on my own since I've been here, need people who care to counsel us.**
- **The financial aid office needs to become more on top of their stuff**
- **Transfer information. Helping students understand exactly what classes they need to take counseling.**
- **Update system for admissions and records**
- Website, parking, counselors, speed bumps

**Improvement Needed:** The comments in this subject have been segmented into sub-topics. Generally, respondents were frustrated with availability of parking, and some respondents continued to address concerns in specific student services departments.

**Concerns with Student and Support Services:**

- Cafeteria closes way too early
- Cell phones and text messages shouldn't be shared in a club. Email only.
- **Counselors and financial aid people should really spend time with students. People in financial aid are pretty bad and make you do a lot of unnecessary paperwork.**
- **Financial Aid workers have been / can be rude**
- I am just not happy with admissions at all. The people there are not personable, and make me regret attending CHC. I DO NOT WANT COLLEGE HOUR. Many people have work and lives, and preventing 1:30 classes is only an [censored language].
- I feel people are too consumed about their pay less than remembering they are here to help students.
- **I have been refused help from general different staff members from several different depts and this is supposed to be a place welcoming of students.**
- I want to be able to receive more information about transferring. I am receiving mixed information from staff
- **It is very good overall. The workers in financial aid are rude, impatient, and unwilling, to go the extra mile to help you.**
- **It's hard to receive calls or emails back from disabilities it could be better...** I'm busy too, so they should be able to make some time.
- Cafeteria with variety of food
- **Staff at financial aid are hardly ever helpful and often give impressions of impatient or rudeness; I leave with more questions than answers. Counseling office does not have enough counselors** or even any staff with sufficient knowledge of other UCs or their transfer program, especially unknowledgeable of any architectural program.
- **The first time I went to the Counseling office to make sure I would be cleared to register. The counselor said she cleared me yet months later on my registration date I was not allowed to register. The school over all is getting much better with everything but the financial aid people are not helpful at all.**
- **We need to build to the community. More community building! Fun activities make people love being on campus**
- **When I went to the counselor for education planning, many didn't think my major existed. (Not a bad thing, there are lots of majors out there)**