



Crafton Hills College Student Satisfaction Survey

Spring 2012

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Introduction

In the spring of 2012, a student satisfaction assessment instrument was developed by the Office of Research and Planning in collaboration with the Crafton Council. Using a random sampling, the survey was administered to students enrolled in fifty sections at Crafton Hills College (CHC). To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. Understanding students' experiences and satisfaction is important to our on-going efforts to enrich the student experience. The results of this survey will provide a diagnostic tool to make improvements to our programs and services.

The survey was organized into the following seven themes:

- Impression
- Education
- Technology
- Environment
- Services
- Diversity
- Overall Satisfaction

The key findings are presented in this summary to provide the college community a comprehensive perspective for evidence-based decision-making and continuous improvement. Additional reports and presentations will be shared with faculty, staff, administrators, and students through email, at workshops, and during committee meetings in the fall of 2012. Additional information is available upon request from the Office of Research and Planning.

Executive Summary

Impression (see Tables 4 and 5)

- 93% of the respondents agreed or strongly agreed that they would recommend CHC to a friend or family member
- 41% of the respondents do not feel well informed about what is happening on campus

Education (see Tables 6-9)

- 94% of the respondents are satisfied or very satisfied with the quality of Instruction at CHC
- 89% of the respondents agreed or strongly agreed that instructors are fair and unbiased in their treatment of students
- More than half of the respondents (47%) did not feel that the classes they need to take are available, and 40% of the respondents did not feel that the variety of courses offered are sufficient

Technology (see Tables 10-13)

- 93% of the respondents agreed or strongly agreed that computer labs are adequate and accessible
- 87% of the respondents are satisfied or very satisfied with computer availability at CHC

Environment (see Tables 14-17)

- Almost all of the respondents agreed or strongly agreed that the campus grounds are well cared for (98%), the campus is well maintained (95%), and that on the whole, the campus is clean (94%)
- 85% of the respondents agreed or strongly agreed that there are an adequate number of areas to study on campus

Services (see Tables 18-21)

- Students agreed that tutoring services are readily available (96%) and that library resources meet their needs (95%)
- 93% of the respondents agreed or strongly agreed that services provided at the Health & Wellness Center help them to succeed
- 26% of the respondents are not satisfied or not at all satisfied with Counseling services, and 29% are not satisfied or not at all satisfied with Financial Aid services

Diversity (see Tables 22 and 23)

- Respondents were most likely to feel treated fairly by students of the opposite gender (Mean=3.73) and least likely to feel treated fairly by campus police (Mean=3.41) and counselors (Mean=3.39)

Overall Satisfaction (see Tables 8, 9, 16, 17, 20, 21)

- 94% of the respondents are satisfied or very satisfied with instruction and 92% are satisfied or very satisfied with their overall educational experience at Crafton
- 91% of the respondents are satisfied or very satisfied overall with the services provided for students at Crafton
- 65% of the respondents are not satisfied or not at all satisfied with parking

Methodology

A random sample of students enrolled a section at Crafton Hills College in spring 2012 were asked to complete the Student Satisfaction Survey. All active course sections were included in the file from which fifty sections were randomly selected with a total of 1,835 students who were actively enrolled at census. Out of the 1,835 students who were randomly selected to participate in the survey, a total of 858 surveys were returned. Fifty-two surveys were excluded from the findings in this report for one of the following reasons;

- the respondent indicated they had already completed the survey in another class; or
- the pattern or content of responses indicated the respondent did not read or seriously consider the questions.

A total of 806 valid surveys were analyzed for a total response rate of 44%. Based on the number of students enrolled and the number of students who were randomly selected to participate in the survey, **results can be generalized** to the total student population with a 95% confidence level¹.

An email notification from the President was sent on February 1, 2012 to all full and part time faculty members and all students enrolled in at least one section at CHC in the spring 2012 semester. (A copy of the email notifications is attached as appendix 1). This notification informed the faculty and students of the importance of their involvement if chosen to participate in the upcoming survey. In addition, members of the Office of Research and Planning attended Academic and Student Senate meetings to answer questions about the survey and encourage participation. Instructors whose classes were selected for survey administration received a packet with instructions for administration and paper surveys for each student enrolled in that section via inner-campus mail. (A copy of the letter to instructors administering the survey is attached as appendix 2). There was one on-line class chosen in the random selection to participate in the survey. An online survey link was made available for students in that class and the instructor was notified via email with instructions. However, despite attempts to

¹ Krejcie, R.V. and Morgan, D.W. Determining sample size for research activities, Educational and Psychological Measurement, 1970, 30, 607-61.

encourage participation by the instructor, no responses were received from online students. Therefore, a limitation to these findings is that they may not include the perceptions of Distance Education students.

The survey included multiple-choice questions asking respondents to identify their reasons for choosing to attend Crafton and their preferred method of communication with the college. In addition, respondents were asked for their admission, enrollment, and employment status, as well as gender, age, race, if they have any disabilities, if English is their first language, and the highest level of education obtained by each parent. Next, students were asked to rate the extent to which they agree or disagree with statements regarding their feelings about being a Crafton student; the quality of education, instruction, and availability of classes; the technology, study areas, and resources available to students; the appearance, safety, and cleanliness of the campus; and finally various aspects of all student services programs and services. In addition, fourteen anchored-scale questions asked respondents to indicate how fairly they are treated by others as a student at Crafton. One dichotomous yes/no question asked respondents if they had ever been discriminated against at Crafton which was followed by an open-ended question asking those who said yes to the previous question to further explain the discrimination.

Finally, the survey concluded with three open-ended questions to give students the opportunity to put into their own words what they believe to be the best things that Crafton has to offer, what Crafton needs to improve on in order to provide quality educational services, and any additional comments about their experience at Crafton. (A copy of the survey is included as Appendix 3).

Tables 4, 6, 8, 10, 12, 14, 16, and 18 capture student's perceived satisfaction with. They are organized as follows; the first column lists the statements, the second column (i.e. "N") shows the number of students who responded to the item, the column entitled "Min" shows the lowest response on the scale, the column entitled "Max" shows the highest response on the scale, the column "Mean" shows the average rating, and the last column shows the standard deviation. Respondents rated whether or not they agreed with the statements on one of two four-point Likert scales:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Agree
- 4 = Strongly Agree
- 1 =Not at all Satisfied
- 2 =Not Satisfied
- 3 =Satisfied
- 4= Very Satisfied

As an example, if the minimum (i.e. lowest) score was a “3”, that means that none of the respondents disagreed or strongly disagreed with the statement. If the maximum (i.e. highest) score was a “4”, that means that at least one respondent strongly agreed with the statement. If the mean score was 3.5, this indicates that, on average, respondents either agreed or strongly agreed with the statement. All tables are arranged by Mean score in descending order and exclude missing, did not use, and not applicable responses. Tables 5, 7, 9, 11, 13, 15, and 17 display student’s perceived satisfaction with items related to. These tables illustrate the frequency (N) and percentage (%) compiling replies by all constituencies to each item organized by response choice. The five options for all items included; strongly agree, agree, disagree, strongly disagree, and not applicable.

Sample

In total, 806 valid surveys were received. Demographic information is compiled in Table 1, and the information provided by the students was largely representative of Crafton’s student body population. However; respondents were more likely to identify themselves as enrolled in 12-15 units or full-time (49%) than the general CHC population (37%). Students who responded to the survey were more likely to be female (51%) than male (49%). The majority of students were white (54%) or Hispanic (31%) and between 20-24 years old (44%). Ninety percent of the respondents did not have a disability and 85% reported English as their native (first language). Respondents were most likely to indicate that they had been enrolled in two to three primary (fall or spring) semesters at Crafton (47%), and 67% were continuing students who were enrolled in fall 2011 at Crafton. In addition, while 34% of the students indicated they did not work, 40% work 21 or more hours each week. Finally, 37% of respondents indicated the highest level of education obtained by their mothers was a high school diploma or GED and 38% of the respondents indicated that their fathers’ highest level of education obtained was a high school diploma or GED.

Table 1: Student Demographic Information

Race/Ethnicity	N	%	Age	N	%		
Asian	48	5.8	≤19	257	32.3		
African American	36	4.4	20 – 24	349	43.9		
Hispanic	258	31.4	25 – 29	77	9.7		
Native American	17	2.1	30 – 34	44	5.5		
Pacific Islander	17	2.1	35 – 39	20	2.5		
White/Non-Hispanic	446	54.3	40 – 49	31	3.9		
Total	822	100.0	50 – 59	14	1.8		
			60+	3	0.4		
			Total	795	100.0		
Disability	N	%	Gender	N	%		
No disabilities	674	89.5	Female	403	50.9		
Learning disabled	17	2.3	Male	388	49.1		
Other disability	15	2.0	Total	791	100.0		
Visually impaired	12	1.6					
Psychologically disabled	10	1.3	English First Language	N	%		
Physical disability	8	1.1	Yes	662	84.9		
Mobility impaired	6	0.8	No	117	15.1		
Hearing impaired	5	0.7	Total	779	100.0		
Speech/language impaired	3	0.4					
Acquired brain injury	3	0.4	Semesters enrolled at Crafton	N	%		
Total	753	100.0	1 semester	116	14.7		
			2 – 3 semesters	373	47.4		
			4 – 5 semesters	186	23.6		
Admit status	N	%	6 – 7 semesters	75	9.5		
Continuing student	534	67.1	8 – 9 semesters	18	2.3		
First-time student	106	13.3	10+ semesters	19	2.4		
Returning student	93	11.7	Total	787	100.0		
Transfer student	59	7.4					
Also currently enrolled in K-12	4	0.5	Hours worked per week	N	%		
Total	796	100.0	I do not work	244	33.9		
			1 – 20 hours	188	26.1		
Units enrolled currently	N	%	21 – 40 hours	231	32.1		
1 – 4 units	63	8.4	40+ hours	56	7.8		
5 – 11 units	218	29.0	Total	719	100.0		
12 – 15 units	370	49.1					
16+ units	102	13.5	Highest Level of Education Obtained by Parents	Mother		Father	
Total	753	100.0		N	%	N	%
			Not a high school graduate	108	13.7	115	15.2
			High school diploma or GED	289	36.7	283	37.5
			Vocational/technical certificate	72	9.1	73	9.7
			Associates degree	111	14.1	70	9.3
			Bachelor's degree	117	14.9	122	16.2
			Master's/doctoral/professional degree	90	11.5	92	12.1
			Total	787	100.0	755	100.0

*The difference in the number of responses (N) for each question is the result of respondents either not answering the question or selecting multiple categories. The percent (%) is based on the total responses for each question.

Respondents were asked to select all reasons that applied when choosing to enroll at Crafton Hills College (see Table 2). The majority of respondents indicated location (77%) and cost (58%) as factors when enrolling at Crafton. Students had the opportunity to write in any other reasons that may not have been included as a multiple choice item. There were 68 additional reasons listed by respondents which are included below Table 2.

Table 2: Reasons for Attending Crafton

I enrolled at Crafton Hills College because... (select all that apply) (Total N = 786)	N	%
Location	608	77.4
Cost	454	57.8
The programs offered	197	25.1
Recommendation from family/friends	187	23.8
Campus appearance	169	21.5
My friends attend here	127	16.2
The academic reputation	75	9.5
My high school counselor recommended	62	7.9
The size of the institution	56	7.1

Other:

- | | |
|--|---|
| AA in Business Admin. | I did not get into a 4-year & RCC was too impacted |
| Because I wanted to start collage and it (is) close to home | I didn't want to go to Valley |
| been going since 2003 | I don't know my major yet, so I chose community college |
| better myself | I need my General Ed. Requirements |
| Better than RCC! | improve my GPA to transfer |
| Campus convenience / close to home | medical issues |
| classes are easier to get in | my adult school counselor recommended |
| Clean | My dad goes here too. |
| close to home (3) | My school was too full. |
| Could take gen eds while completing high school diploma at Redlands Adult School | Need to finish GE in order to get AS |
| couldn't continue to afford CSU | Online |
| Couldn't get classes anywhere. Only at Crafton | Paramedic Program (3) |
| Crafton has swag | Personal enrichment |
| Credits to join the marines | reputable start |
| Definitely NOT the programs offered | Safe Campus |
| didn't have enough money to attend UCR | safer than valley |
| Didn't want to go to RCC anymore. | the class fits my schedule |
| Emergency Medical Services (2) | They have one of the best programs that I'm majoring in |
| Failed High School | to complete my GE requirements |
| FASA | To complete pre reqs to transfer |

Financial Aid issues @ UCR	To obtain an AA Degree (2)
Fire Academy (4)	to transfer/ get my AA
EMS Reputations	Transfer to LLU
For a career	Transferred from out of state
get credit for military	VA Voc/Rehab
Great Paramedic Program!	Valley College classes were full (4)
high school dual enrollment	Waited too long to go to UC or Cal Poly's.
Higher my education and better my life	Wasn't sure if I wanted to go to a UC or Cal State

As Illustrated in Table 3, respondents would like to receive important information from Crafton via personal email (58%), on the CHC website (48%), through their CHC email (33%), or by text message (27%). The majority of respondents did not select Facebook or Twitter as preferred means of communication. Respondents also listed other methods of communication in the list following Table 3.

Table 3: Communication Preferences of Students

How would you prefer to receive important information from CHC? (select all that apply) (Total N =798)	N	%
Personal email	459	57.5
CHC website	382	47.9
CHC email	265	33.2
Text Message	218	27.3
Facebook	110	13.8
Twitter	32	4.0
Other:		
Mail (15)	Not Twitter	
Phone call (3)	Teacher Announcement	
None / Do not want to receive information (5)	Paperwork	
Blackboard (2)	Pager/beeper	
tumblr (2)	Info board / room on campus	
Reddit (2)	Signs on campus	
Google+	Anything but online	

Tables 4 and 5 provide the same information in different formats for questions related to student impressions. Respondents were most likely to agree with the statement “I would recommend CHC to a friend or family member” (Mean = 3.20), and less likely to agree that they feel informed about what is happening on campus (Mean = 2.62).

Table 4: Student Impressions by mean score in descending order

Please rate your level of agreement with the following:	N	Min	Max	Mean	Std.
					Deviation
I would recommend CHC to a friend or family member	786	1	4	3.20	.616
Students are made to feel welcome on this campus	782	1	4	3.09	.627
Employees across campus are generally helpful and approachable	789	1	4	3.08	.685
People on this campus respect each other	782	1	4	3.04	.591
People on this campus are supportive of one another	766	1	4	3.02	.615
I feel a sense of belonging at Crafton	773	1	4	3.00	.664
I am proud to tell others that I am a CHC student	774	1	4	3.00	.725
Crafton shows concern for students as individuals	770	1	4	2.89	.733
I feel informed about what is happening on campus	785	1	4	2.62	.773

Table 5: Student Impressions frequency distribution

Please rate your level of agreement with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
	I would recommend CHC to a friend or family member	225	28.6	506	64.4	39	5.0	16
Students are made to feel welcome on this campus	179	22.9	513	65.6	75	9.6	15	1.9
Employees across campus are generally helpful and approachable	196	24.8	486	61.6	83	10.5	24	3.0
People on this campus respect each other	140	17.9	544	69.6	86	11.0	12	1.5
People on this campus are supportive of one another	137	17.9	518	67.6	97	12.7	14	1.8
I feel a sense of belonging at Crafton	146	18.9	508	65.7	94	12.2	25	3.2
I am proud to tell others that I am a CHC student	172	22.2	461	59.6	110	14.2	31	4.0
Crafton shows concern for students as individuals	132	17.1	459	59.6	142	18.4	37	4.8
I feel informed about what is happening on campus	86	11.0	374	47.6	269	34.3	56	7.1

Upon review of questions related to student perception of education, as illustrated in Tables 6 and 7, respondents were more likely to agree that instructors are fair and unbiased in their treatment of students (Mean = 3.13). On the contrary, more than half of the respondents (47%) did not feel that the classes they need to take are available, and 40% of the respondents did not feel that the variety of courses offered are sufficient

Table 6: Student Perception of Education by mean score in descending order

Please rate your level of agreement with the following statements:	N	Min	Max	Mean	Std.
					Deviation
Instructors are fair and unbiased in their treatment of students	791	1	4	3.13	.622
I am receiving a great education at CHC	786	1	4	3.10	.563
The instructors care about me as an individual	788	1	4	3.09	.668
The quality of instruction at CHC is excellent	782	1	4	3.06	.644
Instructors are supportive of each student's unique life circumstances	778	1	4	2.95	.721
Classes are scheduled at times that are convenient for me	794	1	4	2.94	.758
The variety of courses offered is sufficient	788	1	4	2.61	.853
The classes that I need to take are available	787	1	4	2.49	.917

Table 7: Student Perception of Education by frequency distribution

Please rate your level of agreement with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
	Instructors are fair and unbiased in their treatment of students	198	25.0	506	64.0	76	9.6	11
I am receiving a great education at CHC	161	20.5	553	70.4	64	8.1	8	1.0
The instructors care about me as an individual	202	25.6	464	58.9	111	14.1	11	1.4
The quality of instruction at CHC is excellent	175	22.4	494	63.2	100	12.8	13	1.7
Instructors are supportive of each student's unique life circumstances	161	20.7	438	56.3	157	20.2	22	2.8
Classes are scheduled at times that are convenient for me	168	21.2	453	57.1	134	16.9	39	4.9
The variety of courses offered is sufficient	100	12.7	377	47.8	218	27.7	93	11.8
The classes that I need to take are available	98	12.5	321	40.8	234	29.7	134	17.0

Tables 8 and 9 illustrate the results of student satisfaction related to education. Overall, 94% of the respondents are satisfied or very satisfied with instruction and 92% are satisfied or very satisfied with their overall educational experience at Crafton.

Table 8: Student Satisfaction with Education by mean score in descending order

Please rate your level of satisfaction with the quality of:	N	Min	Max	Mean	Std. Deviation
Instruction	799	1	4	3.22	.570
Overall educational experience at Crafton	792	1	4	3.17	.581
Schedule of classes	794	1	4	2.79	.809

Table 9: Student Satisfaction with Education frequency distribution

Please rate your level of satisfaction with the quality of:	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	N	%	N	%	N	%	N	%
Instruction	231	28.9	519	65.0	43	5.4	6	.8
Overall educational experience at Crafton	204	25.8	526	66.4	54	6.8	8	1.0
Schedule of classes	140	17.6	399	50.3	202	25.4	53	6.7

Tables 10, 11, 12, 13 illustrate student satisfaction with various aspects of Technology at Crafton. Overall, the respondents agreed or strongly agreed that computer labs are adequate and accessible (Mean = 3.30). On the other hand, students were less likely to agree that the services available through the website are easy to use (Mean = 2.98). Similarly, the respondents tended to be more satisfied with computer availability (Mean = 3.14) and less satisfied with the website (Mean = 2.97).

Table 10: Student Perception of Technology by mean score in descending order

Please rate your level of agreement with the following statements:	N	Min	Max	Mean	Std. Deviation
Computer labs are adequate and accessible	716	1	4	3.30	.607
Classrooms/labs are sufficiently equipped with technology for learning	750	1	4	3.09	.666
The Crafton website is easy to navigate	798	1	4	3.06	.754
The services accessible through the website are easy to use	796	1	4	2.98	.739

Table 11: Student Perception of Technology frequency distribution

Please rate your level of agreement with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
Computer labs are adequate and accessible	266	37.2	401	56.0	45	6.3	4	.6
Classrooms/labs are sufficiently equipped with technology for learning	189	25.2	454	60.5	93	12.4	14	1.9
The Crafton website is easy to navigate	219	27.4	444	55.6	101	12.7	34	4.3
The services accessible through the website are easy to use	180	22.6	455	57.2	130	16.3	31	3.9

Table 12: Student Satisfaction with Technology by mean score in descending order

Please rate your level of satisfaction with the quality of:	N	Min	Max	Mean	Std. Deviation
Computer Availability	757	1	4	3.14	.653
Technology in the classrooms	775	1	4	2.98	.666
Website	798	1	4	2.97	.736

Table 13: Student Satisfaction with Technology frequency distribution

Please rate your level of satisfaction with the quality of:	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	N	%	N	%	N	%	N	%
	Computer Availability	213	28.1	449	59.3	85	11.2	10
Technology in the classrooms	148	19.1	482	62.2	128	16.5	17	2.2
Website	168	21.1	473	59.3	121	15.2	36	4.5

Student perceptions of the environment at Crafton are represented in Tables 14, 15, 16, and 17.

Almost all of the respondents agreed or strongly agreed that the campus grounds are well cared for (98%), the campus is well maintained (95%), and that on the whole, the campus is clean (94%). In addition, 85% of the respondents agreed or strongly agreed that there are an adequate number of areas to study on campus. However, 65% of the respondents are not satisfied or not at all satisfied with parking.

Table 14: Student Perception of Environment by mean score in descending order

Please rate your level of agreement with the following statements:	N	Min	Max	Mean	Std. Deviation
The campus grounds (grass, trees, bushes, flowers) are well cared for	796	1	4	3.51	.539
The campus is well maintained	794	1	4	3.39	.600
On the whole, the campus is clean	795	1	4	3.35	.626
There are an adequate number of areas to study on campus	784	1	4	3.14	.691
Restrictions for smoking on campus are sufficient	749	1	4	2.92	.913

Table 15: Student Perception of Environment frequency distribution

Please rate your level of agreement with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
	The campus grounds (grass, trees, bushes, flowers) are well cared for	424	53.3	358	45.0	13	1.6	1
The campus is well maintained	356	44.8	398	50.1	36	4.5	4	.5
On the whole, the campus is clean	333	41.9	417	52.5	35	4.4	10	1.3
There are an adequate number of areas to study on campus	236	30.1	434	55.4	101	12.9	13	1.7
Restrictions for smoking on campus are sufficient	208	27.8	346	46.2	120	16.0	75	10.0

Table 16: Student Satisfaction with Environment by mean score in descending order

Please rate your level of satisfaction with the quality of:	N	Min	Max	Mean	Std. Deviation
Care of the existing landscaping	795	1	4	3.43	.573
Campus cleanliness	799	1	4	3.35	.631
Maintenance of the facilities	797	1	4	3.15	.698
Safety (Police/Security)	772	1	4	3.05	.717
Parking	761	1	4	2.11	.957

Table 17: Student Satisfaction with Environment frequency distribution

Please rate your level of satisfaction with the quality of:	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	N	%	N	%	N	%	N	%
	Care of the existing landscaping	369	46.4	403	50.7	18	2.3	5
Campus cleanliness	338	42.3	413	51.7	38	4.8	10	1.3
Maintenance of the facilities	247	31.0	444	55.7	88	11.0	18	2.3
Safety (Police/Security)	180	23.3	485	62.8	70	9.1	37	4.8
Parking	64	8.4	201	26.4	248	32.6	248	32.6

Tables 18, 19, 20, 21 illustrate student satisfaction with the services provided at Crafton. Overall, 91% of the respondents are satisfied or very satisfied with the services provided for students at Crafton. Students were more likely to agree or strongly agree that tutoring services are readily available (96%) and that library resources meet their needs (95%). Additionally, 93% of the respondents agreed or strongly agreed that services provided at the Health & Wellness Center help them to succeed. On the contrary, 26% of the respondents are not satisfied or not at all satisfied with Counseling services, and 29% are not satisfied or not at all satisfied with Financial Aid services.

Table 18: Student Perception of Services by mean score in descending order

Please rate your level of agreement with the following statements:	N	Min	Max	Mean	Std.
					Deviation
Tutoring services are readily available	630	1	4	3.31	.576
Library resources meet my needs	722	1	4	3.27	.569
Services provided at the health & wellness center help me to succeed	514	1	4	3.25	.610
Child care on campus is important to my success	210	1	4	3.10	.752
The selection at the bookstore meets my needs	732	1	4	3.08	.641
The assessment and course placement procedures are reasonable	729	1	4	3.05	.661
I feel welcome at the student life office	577	1	4	3.03	.704
I understand what I need to do in order to reach my educational goals	771	1	4	3.00	.751
Online registration is easy to use	790	1	4	2.93	.786
The cafeteria provides high quality service	549	1	4	2.91	.746
The personnel involved in registration are helpful	755	1	4	2.87	.776
The counselors are concerned about my success	714	1	4	2.81	.836
The counselors provide accurate information	729	1	4	2.81	.813
Financial aid advisors are helpful	602	1	4	2.78	.894

Table 19: Student Perception of Services frequency distribution

Please rate your level of agreement with the following:	Strongly Agree		Agree		Disagree		Strongly Disagree	
	N	%	N	%	N	%	N	%
	Tutoring services are readily available	228	36.2	375	59.5	22	3.5	5
Library resources meet my needs	237	32.8	452	62.6	27	3.7	6	.8
Services provided at the health & wellness center help me to succeed	171	33.3	306	59.5	32	6.2	5	1.0
Child care on campus is important to my success	64	30.5	108	51.4	32	15.2	6	2.9
The selection at the bookstore meets my needs	162	22.1	484	66.1	67	9.2	19	2.6
The assessment and course placement procedures are reasonable	154	21.1	487	66.8	62	8.5	26	3.6
I feel welcome at the student life office	135	23.4	345	59.8	79	13.7	18	3.1
I understand what I need to do in order to reach my educational goals	187	24.3	430	55.8	123	16.0	31	4.0
Online registration is easy to use	175	22.2	428	54.2	144	18.2	43	5.4
The cafeteria provides high quality service	108	19.7	306	55.7	113	20.6	22	4.0
The personnel involved in registration are helpful	131	17.4	447	59.2	124	16.4	53	7.0
The counselors are concerned about my success	135	18.9	366	51.3	154	21.6	59	8.3
The counselors provide accurate information	128	17.6	388	53.2	157	21.5	56	7.7
Financial aid advisors are helpful	119	19.8	304	50.5	109	18.1	70	11.6

Table 20: Student Satisfaction with Services by mean score in descending order

Please rate your level of satisfaction with the quality of:	N	Min	Max	Mean	Std. Deviation
Library	741	1	4	3.40	.568
Health & Wellness Center	450	1	4	3.33	.564
Child Care Center	166	1	4	3.33	.587
Learning Resource Center (Tutoring)	537	1	4	3.32	.587
Disabled Students Programs and Services (DSPS)	274	1	4	3.25	.592
Veterans Services	247	1	4	3.21	.581
Extended Opportunities Programs and Services (EOPS)	317	1	4	3.18	.694
Student Life (Associated Students)	383	1	4	3.16	.640
Bookstore	745	1	4	3.15	.606
Transfer Services	383	1	4	3.11	.679
Overall services for students at Crafton	735	1	4	3.11	.549
Assessment	703	1	4	3.05	.643
Career Services	436	1	4	3.04	.661
Admissions and Records	743	1	4	3.04	.705
Cafeteria	545	1	4	3.00	.729
Counseling	656	1	4	2.89	.819
Financial Aid	591	1	4	2.80	.888

Table 21: Student Satisfaction with Services frequency distribution

Please rate your level of satisfaction with the quality of:	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	N	%	N	%	N	%	N	%
	Library	325	43.9	396	53.4	15	2.0	5
Health & Wellness Center	165	36.7	271	60.2	10	2.2	4	.9
Child Care Center	64	38.6	94	56.6	7	4.2	1	.6
Learning Resource Center (Tutoring)	201	37.4	310	57.7	22	4.1	4	.7
Disabled Students Programs and Services (DSPS)	87	31.8	173	63.1	10	3.6	4	1.5
Veterans Services	70	28.3	162	65.6	12	4.9	3	1.2
Extended Opportunities Programs and Services (EOPS)	97	30.6	191	60.3	17	5.4	12	3.8
Student Life (Associated Students)	101	26.4	253	66.1	17	4.4	12	3.1
Bookstore	188	25.2	489	65.6	57	7.7	11	1.5
Transfer Services	102	26.6	232	60.6	39	10.2	10	2.6
Overall services for students at Crafton	151	20.5	520	70.7	59	8.0	5	.7
Assessment	143	20.3	477	67.9	61	8.7	22	3.1
Career Services	92	21.1	284	65.1	47	10.8	13	3.0
Admissions and Records	167	22.5	469	63.1	75	10.1	32	4.3
Cafeteria	120	22.0	328	60.2	73	13.4	24	4.4
Counseling	144	22.0	344	52.4	123	18.8	45	6.9
Financial Aid	117	19.8	305	51.6	101	17.1	68	11.5

Tables 22 and 23 represent students' perceived treatment at Crafton Hills College. On a scale of 1- Not at All Fair to 4- Fair, respondents were most likely to feel treated fairly by students of the opposite gender (Mean=3.73) and least likely to feel treated fairly by campus police (Mean=3.41) and counselors (Mean=3.39).

Table 22: Student Opinion of Diversity by mean score in descending order

In general, how do you feel you are treated by the following groups at Crafton?	N	Min	Max	Mean	Std. Deviation
Students of the opposite gender	682	1	4	3.76	.495
Students of my own racial/ethnic group	666	1	4	3.73	.566
Instructors of the opposite gender	670	1	4	3.73	.572
Instructors of my own gender	671	1	4	3.72	.556
Students of my own gender	681	1	4	3.72	.565
Instructors of my own racial/ethnic group	640	1	4	3.71	.619
Instructors from other racial/ethnic groups	668	1	4	3.70	.624
Individuals of different sexual orientation	639	1	4	3.69	.621
Students from different age groups	685	1	4	3.68	.580
Individuals from different religions or faiths	644	1	4	3.68	.595
Students from other racial/ethnic groups	669	1	4	3.67	.640
Other office/program staff	633	1	4	3.51	.751
Campus police	629	1	4	3.41	.882
Counselors	647	1	4	3.39	.876

Table 23: Student Opinion of Diversity frequency distribution

In general, how do you feel you are treated by the following groups at Crafton?	4- Fair		3		2		1- Not at all Fair	
	N	%	N	%	N	%	N	%
Students of the opposite gender	538	78.9	125	18.3	18	2.6	1	.1
Students of my own racial/ethnic group	520	78.1	119	17.9	20	3.0	7	1.1
Instructors of the opposite gender	524	78.2	117	17.5	22	3.3	7	1.0
Instructors of my own gender	515	76.8	130	19.4	21	3.1	5	.7
Students of my own gender	526	77.2	123	18.1	28	4.1	4	.6
Instructors of my own racial/ethnic group	504	78.8	99	12.3	27	4.2	10	1.6
Instructors from other racial/ethnic groups	521	78.0	105	15.7	33	4.9	9	1.1
Individuals of different sexual orientation	482	75.4	123	19.2	24	3.8	10	1.6
Students from different age groups	506	73.9	146	21.3	29	4.2	4	.6
Individuals from different religions or faiths	477	74.1	137	21.3	23	3.6	7	1.1
Students from other racial/ethnic groups	498	74.4	136	20.3	21	3.1	14	2.1
Other office/program staff	404	63.8	164	25.9	48	7.6	17	2.7
Campus police	393	62.5	140	22.3	60	9.5	36	5.7
Counselors	391	60.4	153	23.6	69	10.7	34	5.3

Next, as seen in Table 24, students were asked if they had ever been discriminated against at Crafton. There were 27 students who selected yes (3%). The next question asked students who had been discriminated against to further explain. Those explanations are included below.

Table 24: Student Self-Report of Discrimination

Have you ever been discriminated against at Crafton? (Total N = 771)	N	%
Yes	27	3.5
No	744	96.5

If yes, please explain how you were discriminated against:

- By other races for being white.
- By the police/ financial aid office.
- EOPS processing issues.
- Have not seen or taken a course with an instructor of my own racial/ethnic group!
- Hostility regarding minorities
- I asked to petition to renew a call that has expired and was told I'd be denied because the school has served my purpose.
- I feel like there is not sufficient resources / aid for immigrant / undocumented students
- I felt no treated well both times I went into financial aid office, the lady was so rude twice. I think because I am white.
- I put no but felt that I have been stereotyped by Campus Security. They would follow me as I walk to class. That's a shame.
- I was kicked out of the computer lab, during lab hours, because I wasn't taking a computer class.
- In Admissions and Records. I asked for help signing up for classes and was told "You're not in high school, figure it out"
- In the SBCCD District is a professor: [Name] who teaches math (loosely speaking). He is a sexist, uncaring teacher who puts forth not effort.
- My political beliefs at this institution are not respected by the instructors
- Police discriminated against tye die
- Professor refused to accept answer b/c I was not of the same views or major
- Religious and moral affiliation
- Religious beliefs
- [Name] from theatre/art once gave gifts to the entire class in front of me while excluding me all because I wasn't of their drama background.
- Sociology classes always make me feel ashamed to be white.
- teacher kicked me out of class for no reason whatsoever
- The woman in the cafeteria put mayonnaise on my sandwich because I was white.
- There is a complaint on file.
- There is such thing as "Black to white" racism. I will not say but it was settled.
- When first enrolled I came back to my car with a letter with racial slur saying I'm not welcome.

Finally students were asked what they believe to be the best things Crafton has to offer, what they believe Crafton needs to improve on in order to provide quality educational services to our students, and to provide any additional comments about your experiences at Crafton. The comments have been categorized by theme and are in some cases repeated under more than one category as appropriate. The categories are arranged in alphabetic order and are bolded with comments listed by each bullet point beneath. To names have been removed and replaced with [NAME] to protect the privacy of the individuals.

When students were asked what they thought to be the best things Crafton has to offer, the following themes were identified:

- Access to classes
- Beautiful campus
- Cost
- Environment
- Friendly people
- Instructors
- Location
- Quality education
- Safety
- Transfer opportunities
- A specific program, resource, service, or instructor
 - Art
 - Bookstore
 - Business
 - Cafeteria
 - Child Development
 - CIS
 - Counselors
 - DSPS
 - EMT/EMS
 - EOPS
 - Financial Aid
 - Fire
 - Health & Wellness
 - Health/PE
 - Honors
 - Instructors
 - Library
 - Math
 - Paramedic
 - Radiology
 - Respiratory Therapy
 - Science
 - Sociology
 - Student Life
 - Technology
 - Theatre
 - Tutoring
 - Website
- Other

When students were asked what they think Crafton should improve in order to provide quality educational services to our students, the following themes were identified:

- Admissions & Records
- Bookstore
- Communication
- Counseling
- Course offerings
- Custodial
- DSPS
- Facilities
- Financial Aid
- Food Services
- Instructors
- Library
- Parking
- People
- Public Relations
- Security
- Smoking
- Student Life/ activities
- Summer
- Technology
- Tutoring
- Website
- Other

When students were asked to provide any additional comments about their experience at Crafton, the following themes were identified:

- Admissions & Records
- Campus
- Classes
- Counseling
- Custodial
- Financial Aid
- Instruction
- Parking
- Security
- Summer
- Technology
- Other

What do you believe are the best things Crafton has to offer?

Access to classes

- access to classes without fighting
- Accessible campus. Some quality instructors
- accessible, affordable college education
- availability of classes
- class availability
- Class availability was better here than at Valley College.
- It's a lot easier to get classes here than at other colleges.
- Less class congestion
- Less crowded classes
- Many classes are available.
- My classes are always available, my registration date keeps getting better
- Open classes
- The ability of the student to choose his / her career.
- the ability to be enrolled in a class
- They have classes I need
- Variety of schedules and number of classes
- Wide range of classes with decent chance of getting in.
- The class selection is greater and I can actually get into a class.
- Accessibility, transferable credits

Beautiful campus

- Beautiful campus and lots of opportunity to further education or get help with education.
- Beautiful campus, most instructors are helpful and informative.
- Beautiful campus, small personable staff, plenty of study resources in LRC, inexpensive, good GE availability
- Beautiful campus.
- Beautiful landscape and cheap prices
- Beautiful location
- Beautiful views.
- Crafton is a beautiful campus with a great Library. Crafton has great professors.
- Crafton is a beautiful campus.
- I love the beauty of the campus. It is affordable and not as crowded as other local community colleges.
- Nice looking campus and good teachers.
- Small class size, nice looking campus, friendly students
- The beautiful campus and easy to get to location!
- The beautiful campus and the excellent library
- the beauty
- The campus is beautiful and they offer most of the general education courses.
- The campus is beautiful.
- The campus is beautiful. Class variety is good but can always improve. It would be nice if this summer we could take classes.
- the view
- The view from the campus. Crafton has the best view of the Valley. My favorite part of the campus.
- views
- Classes at low cost. Beautiful Campus, Friendly staff to students
- Prices, a view, convenient location
- Friendly staff and beautiful campus.
- We are a small school which makes it easier to focus and get to know people around school on a more personal level. Plus the campus is beautiful all year round.
- A higher education with a beautiful campus
- Reasonably priced education with good quality, beautiful campus, good transfer opportunities.
- Great instructors, beautiful campus
- The quality of instruction, the incredible facility and staff, and the beautiful campus.
- The location and beautiful campus. It's a safe place to take night classes
- EMT- B and other vocational training, beautiful campus
- New buildings have useful technology. Beautiful and clean campus.
- Beautiful campus, a handful of highly motivated teachers, and the Jr. College price tag
- Intimate setting with instructors, generally instructors who care about subjects and students, campus size and beauty.
- Good Paramedic Program with friendly staff. Clean beautiful campus.
- Library, tutoring center, campus appearance where it is located.

What do you believe are the best things Crafton has to offer?

- Good area. Not worried about taking night classes. I feel safe here. Good library. Pretty campus
- Cost**
- A cheap and friendly education. Friendly - I don't feel like any of the teachers have any sort of a negative attitude.
 - affordability
 - Affordable and close to home. The students are happy to be here and a good sense of community.
 - affordable classes
 - Affordable classes for students strapped for cash.
 - affordable courses
 - affordable education
 - Affordable education
 - Cheap
 - Cheap and a good environment to study.
 - Cheap and Cal state takes us in
 - Cheap but good education
 - cheap classes
 - Cheap classes
 - Cheap Classes
 - Cheap classes, transfer
 - cheap education and transferability
 - Cheap educational classes
 - Cheap General Education
 - Cheap learning
 - cheap school
 - cheap schooling
 - Cheap schooling
 - Cheap units and a good group of transfer advocates. A Great library and computer lab.
 - Cheap, affordable classes
 - Cheaper classes than my primary school (University of Redlands)
 - cheaper education
 - classes at a lower cost
 - Classes at low cost. Beautiful Campus, Friendly staff to students
 - Classes by great teachers for cheaper.
 - COST
 - cost and location
 - Cost and transferable credits to a 4-year university
 - Cost efficiency
 - cost, location, variety of classes
 - I believe the best things Crafton has to offer is that I have wonderful experience and teacher, the environment is friendly, the cost is great
 - Inexpensive 2 yr college
 - Lower prices
 - It's cheap
 - It's cheap. It has a great library.
 - Its cost and location.
 - low cost
 - LOW COST CLASSES
 - low cost education
 - Low cost, nice campus, the tutoring center is also very good for helping students succeed and learn.
 - Moderately affordable classes
 - Prices, a view, convenient location
 - Smaller classes help students succeed, and lower tuition costs help the middle class succeed.
 - The diverse classes you can take a # of classes for a rather cheap amount.
 - accessible, affordable college education
 - Beautiful landscape and cheap prices
 - I love the beauty of the campus. It is affordable and not as crowded as other local community colleges.
 - Small class size, low cost, and great environment
 - good affordable education
 - good affordable education that is close to home
 - Good classes, good prices, and close to home
 - good education for a reasonable price

What do you believe are the best things Crafton has to offer?

- Lots of high quality classes at a low price.
- Quality education for good \$
- Quality Instruction at reasonable cost- relevant subjects
- Sufficient courses, flexible pricing.
- The best thing I feel Crafton has to offer is a great education for a low cost.
- Beautiful campus, a handful of highly motivated teachers, and the Jr. College price tag
- Crafton is a great school with great teachers. You can get a quality education for much cheaper than a university.
- For me it was conveniently located and the only place I could afford, so I don't know if this question applies to me.
- I enjoy the location, cleanliness, and price to attend Crafton.
- local and cheap easy classes
- location, price
- The best thing that Crafton has to offer are it's programs, cost, and location.
- The required education to succeed in life, in a convenient location at a great price.
- Financial aid, relatively low-cost education.
- Tuition, LRC Building and facilities
- A cheap place to get the classes you need to transfer
- Variety of transferable classes at a lower cost
- Beautiful campus, small personable staff, plenty of study resources in LRC, inexpensive, good GE availability
- Reasonably priced education with good quality, beautiful campus, good transfer opportunities.

Environment

- A good environment to learn
- A learning environment for individuals to meet their own unique needs.
- A nice environment.
- A peaceful learning environment
- Adorable bunnies to look at.
- Aesthetics
- Atmosphere of campus, staff, and students
- Atmosphere, scenery, people
- campus
- Classroom sizes, scenic location
- Clean campus
- Clean, Good and fair instructors
- Cleanliness and appearance of the campus.
- cleanliness, educational assistance (tutoring)
- comfort
- Comfortable and attractive campus
- Crafton offers good environment for people who are not ready for the university level to experience the college atmosphere.
- Effect web navigation. Great staff in almost all facilities on campus. A clean well maintained campus. Great class variety.
- friendly people, small intimate classroom environment
- Good edu. environment
- Good environment
- Good environment to learn.
- Good environment, excellent library resources, open spacious campus
- good environment, great teachers, good learning experience
- good learning atmosphere
- good space to study and focus
- Great learning environment, not many distractions
- It's very inviting and comfortable for new students.
- Many clubs and activities, small size makes it possible to have a lot of social interaction.
- My classmates, instructors
- Nice campus
- Nice campus in appearance. LRC is amazing building and I use it and it's services all the time.
- Nice people, open campus, new library campus classes
- Sense of belonging
- Size of campus and helpful resources for furthering an education
- Small class size, low cost, and great environment

What do you believe are the best things Crafton has to offer?

- small classes - nice campus
- small classes and more individual tutoring offered in tutoring center
- Small community feel. Great educational programs
- Support in being successful
- surroundings
- That it is a relatively small campus; the teachers I have had are amazing!
- The campus
- The campus is very nice and makes it relaxing and a good environment to walk around in.
- The campus is well maintained
- The environment and education
- The people
- The quality of classes and good atmosphere
- The small town atmosphere here makes you feel at home versus huge campus universities.
- They seem to really care about us as students and they help when it comes to transferring.
- Small class size, nice looking campus, friendly students
- Cheap and a good environment to study.
- I believe the best things Crafton has to offer is that I have wonderful experience and teacher, the environment is friendly, the cost is great
- low cost, nice campus, the tutoring center is also very good for helping students succeed and learn.
- Smaller classes help students succeed, and lower tuition costs help the middle class succeed.
- Friendly atmosphere, safe learning environment, and welcoming campus.
- I BELIEVE THE BEST THING ABOUT CRAFTON WOULD BE THE CAMPUS AND FACULTY
- The people and the location.
- The staff, for the most part is amazing. Almost all of them will give you all the help you could ask for they make themselves very available to students as well. Also, the campus is great.
- A great education and a school friendly atmosphere
- A great education and nice campus environment
- A great opportunity to learn in a nice environment
- Classes, campus, facilities, teachers
- Experiences have been very pleasant/ Educational
- The classes and atmosphere
- class size, instructors are good
- Great campus, great teachers
- Intimate setting with instructors, generally instructors who care about subjects and students, campus size and beauty.
- nice campus, quality teaching
- Professors are well educated and thoroughly go through subjects. I appreciate the clean and well maintained campus.
- Its location and cleanliness.
- location & quality due to the environment and size
- location, campus cleanliness
- Location, scenery and the amount of students attending are much lower than other schools
- Location, the school has a nice campus
- The location and the atmosphere is my favorite part of Crafton. Also the technology in the new library is very nice and helpful.
- The other students, some instructors – [NAME] and [NAME] are great!
- Various clubs and there is plenty of help if you need it.
- A clean and safe campus. Nice environment for learning.
- A safe atmosphere that is also well maintained.
- Safety, clean campus, helpful instructors
- We are a small school which makes it easier to focus and get to know people around school on a more personal level. Plus the campus is beautiful all year round.
- The quality of instruction, the incredible facility and staff, and the beautiful campus.
- I enjoy the location, cleanliness, and price to attend Crafton.
- Use of technology and friendly people. Also a nice area.
- The campus is beautiful and they offer most of the general education courses.
- EMS program is excellent as is Fire Tech; Instructors overall great. Good environment / location
- Health & Wellness/ Instructors/ Setting
- Great knowledgeable teachers. Great location and campus. Great Library.

Friendly People

- Friendly atmosphere, safe learning environment, and welcoming campus.

What do you believe are the best things Crafton has to offer?

- Friendly services. Staff are genuinely concerned for the wellbeing of students' academic career and personal goals too!
- Friendly staff and beautiful campus.
- Good service from staff. Classes easy to find.
- helpful services
- Helpful staff
- Helpful staff / Honors lounge and program
- I BELIEVE THE BEST THING ABOUT CRAFTON WOULD BE THE CAMPUS AND FACULTY
- The people and the location.
- The staff, for the most part is amazing. Almost all of them will give you all the help you could ask for they make themselves very available to students as well. Also, the campus is great.
- We are a small school which makes it easier to focus and get to know people around school on a more personal level. Plus the campus is beautiful all year round.
- Beautiful campus, small personable staff, plenty of study resources in LRC, inexpensive, good GE availability
- A cheap and friendly education. Friendly - I don't feel like any of the teachers have any sort of a negative attitude.
- Atmosphere of campus, staff, and students
- Atmosphere, scenery, people
- friendly people, small intimate classroom environment
- Nice people, open campus, new library campus classes
- The people
- They seem to really care about us as students and they help when it comes to transferring.
- friendly and helpful professors/students
- The professors are pretty intelligent and friendly
- Good Paramedic Program with friendly staff. Clean beautiful campus.
- Use of technology and friendly people. Also a nice area.
- Classes at low cost. Beautiful Campus, Friendly staff to students
- Small class size, nice looking campus, friendly students
- Good location, clean campus, great instructors, and fantastic students.
- Affordable and close to home. The students are happy to be here and a good sense of community.

Instructors

- Great instructors, I don't if it is just me but I always get very nice, great instructors.
- Beautiful campus, a handful of highly motivated teachers, and the Jr. College price tag
- class size, instructors are good
- Crafton has good teachers ([Name], [Name]). Not all are winners ([Name], [Name]) but for the most part, they know how to teach.
- Crafton has really good instructors in the Art Department.
- Crafton is a great school with great teachers. You can get a quality education for much cheaper than a university.
- Different teaching styles of teachers
- friendly and helpful professors/students
- good instructors
- good teachers
- Great campus, great teachers
- great instruction
- Great instruction from well qualified instructors.
- Great instructors
- Great instructors, beautiful campus
- Great knowledgeable teachers. Great location and campus. Great Library.
- Great Professors
- I enjoy a lot of the instructors very good at teaching
- I think the professors are the best things to offer at this college.
- I truly feel that the professors-about 90% that I have had I feel truly care about me and are here to help
- I've had some teachers that are great, others are okay though. Some teachers and the library.
- Instruction
- Instructor availability
- Instructor to student ratio
- instructors
- Instructors- I've had some excellent Instructors
- Intimate setting with instructors, generally instructors who care about subjects and students, campus size and beauty.

What do you believe are the best things Crafton has to offer?

- It's instructors
- nice campus, quality teaching
- Professors are well educated and thoroughly go through subjects. I appreciate the clean and well maintained campus.
- Skilled teachers and staff
- Teachers are very nice
- Teachers, classes
- Teaching and Instruction
- The best thing Crafton has is the student/teacher ratio and teachers are easy to reach.
- The help that is always available from teachers and staff who want to see us succeed.
- The instructors
- The instructors are excellent resources for higher education.
- The instructors are understanding and helpful.
- The instructors are very helpful and willing to answer questions.
- The instructors as well as the campus location. I took night classes last semester and felt very safe. Instructors are very friendly as well as the counselors. Overall, very satisfied with school.
- The instructors.
- The majority of the educators are great.
- The professors are pretty intelligent and friendly
- The professors.
- The quality of instruction, the incredible facility and staff, and the beautiful campus.
- The teacher that really care about education and the students success.
- The teachers that are continuously nice to students and some go above that to help their student succeed.
- The wonderful instructors
- Very diversified and caring teachers
- Very good instructors, they teach well.
- Accessible campus. Some quality instructors
- Beautiful campus, most instructors are helpful and informative.
- Crafton is a beautiful campus with a great Library. Crafton has great professors.
- Nice looking campus, and good teachers.
- Classes by great teachers for cheaper.
- Clean, Good and fair instructors
- good environment, great teachers, good learning experience
- My classmates, instructors
- That it is a relatively small campus; the teachers I have had are amazing!
- Classes with caring instructors
- Classes, reliable instructors, courses offered
- classes, student help, instructors
- Good class size and great teachers
- Good education in Child Development and other areas. Great professors - very informed.
- My education, the instructors are very understanding of classes.
- The classes and good teachers.
- the courses and teachers
- Good location, clean campus, great instructors, and fantastic students.
- Location, Experienced Teaching Staff
- location, teachers
- EMS program is excellent as is Fire Tech; Instructors overall great. Good environment / location
- Health & Wellness/ Instructors/ Setting
- I feel the library is very very well equipped, great library staff; my instructors this semester are great.
- Library, good teachers
- Library, teachers, counselors
- The learning resource center, the library, and the instructors.
- The library and the overall care the instructors show their students.
- Tutor Center, Professors that care! Love the library.
- Variety of transfer programs, good instruction
- I believe the best things Crafton has to offer is that I have wonderful experience and teacher, the environment is friendly, the cost is great
- Classes, campus, facilities, teachers
- The other students, some instructors – [Name] and [Name] are great!
- Safety, clean campus, helpful instructors

What do you believe are the best things Crafton has to offer?

- A cheap and friendly education. Friendly - I don't feel like any of the teachers have any sort of a negative attitude.
- Nice people, open campus, new library campus classes

Location

- Close to home
- For me it was conveniently located and the only place I could afford, so I don't know if this question applies to me.
- Good location, clean campus, great instructors, and fantastic students.
- I enjoy the location, cleanliness, and price to attend Crafton.
- Its location and cleanliness.
- It's location is convenient
- It's close to home and the bog waiver makes it so I can continue my education
- local and cheap easy classes
- location
- Location
- location & quality due to the environment and size
- location, campus cleanliness
- Location, Experienced Teaching Staff
- Location, low cost education, opportunity for higher education
- location, price
- location, safety
- Location, scenery and the amount of students attending are much lower than other schools
- location, teachers
- Location, the school has a nice campus
- Location. Library. staff
- Locations bookstore
- The best thing that Crafton has to offer are programs, cost, and location
- The location and beautiful campus. It's a safe place to take night classes
- The location and classes Crafton has to offer are the best.
- The location and the atmosphere is my favorite part of Crafton. Also the technology in the new library is very nice and helpful.
- The required education to succeed in life, in a convenient location at a great price.
- The beautiful campus and easy to get to location!
- Affordable and close to home. The students are happy to be here and a good sense of community.
- cost and location
- cost, location, variety of classes
- Its cost and location.
- CLOST TO MY HOUSE, GOOD CLASS SCHEDULE.
- good campus, clean, a lot of different classes to take and a good area
- Great knowledgeable teachers. Great location and campus. Great Library.
- The instructors as well as the campus location. I took night classes last semester and felt very safe. Instructors are very friendly as well as the counselors. Overall, very satisfied with school.
- Library, tutoring center, campus appearance where it is located.
- Prices, a view, convenient location
- good affordable education that is close to home
- Good classes, good prices, and close to home
- The people and the location.

Quality Education

- A good education
- A good education if you want it.
- A good education program, fire program.
- A good source of information for the students
- A great education and a school friendly atmosphere
- A great education and nice campus environment
- A great opportunity to learn in a nice environment
- A higher education
- A higher education with a beautiful campus
- A wide range of training options.
- ability to get a decent education before transferring to UC or CSU
- An education
- Associates degree

What do you believe are the best things Crafton has to offer?

- Basic classes
- Class's
- classes
- Classes
- CLASSES
- classes and convenience
- Classes and schedules
- Classes and the Naked Green machine energy juice offered in the book store.
- classes for general education
- classes that transfer
- Classes with caring instructors
- Classes, campus, facilities, teachers
- Classes, reliable instructors, courses offered
- classes, student help, instructors
- classes, your educational plan provided by the counselors
- CLOST TO MY HOUSE, GOOD CLASS SCHEDULE.
- Courses
- Crafton offers good classes and good times and selections for a community college
- Easier scheduling of classes, less stress of registration
- education
- Education
- Education and experience for students, Jobs for teachers and the community
- Education in general
- Education is good. Ideas and thoughts about how to approach your future.
- Education is important, makes me feel comfortable on campus.
- Education, ...
- Education and free bus rides to school.
- Education, Kathy Gibson
- Educational opportunities to students who might otherwise have trouble.
- Experiences have been very pleasant/ Educational
- Fair education
- Flexible schedules
- Gen Ed
- General Ed Classes to transfer
- General Ed.
- general education
- General Education classes
- good affordable education
- good affordable education that is close to home
- good campus, clean, a lot of different classes to take and a good area
- Good class size and great teachers
- Good classes
- Good classes / generals
- Good classes, good prices, and close to home
- good education
- good education for a reasonable price
- Good education in Child Development and other areas. Great professors - very informed.
- Great learning experience
- It's Education and Ease of use
- learning
- Learning
- Lots of high quality classes at a low price.
- My education, the instructors are very understanding of classes.
- night classes
- Night classes & library services
- Night, hybrid and online classes.
- programs
- Quality education for good \$
- Quality Instruction at reasonable cost- relevant subjects
- Reasonably priced education with good quality, beautiful campus, good transfer opportunities.
- School and classes

What do you believe are the best things Crafton has to offer?

- selection of classes
- Student careers and flexible schedule
- Sufficient courses, flexible pricing.
- The best thing Crafton Hills has to offer are the classes and electives.
- The best thing I feel Crafton has to offer is a great education for a low cost.
- The best think it has to offer is Edu.
- The class selection is greater and I can actually get into a class.
- the classes
- The classes
- The classes and atmosphere
- The classes and programs
- The classes are all here for me to transfer.
- The classes are great! Variety is sufficient too.
- The classes for the most part.
- The classes and good teachers.
- the courses
- the courses and teachers
- The courses needed for prerequisites for multiple degrees and the EMS and fire programs.
- The courses that Crafton offers would have to be the best.
- The courses they have for students
- the education
- The educational resources and services offered on campus and online.
- The possibility of a better education
- The variety of classes
- their different programs
- Their overall programs
- Their services for any field
- They have lots of programs. The Rad Tech program with ARMC is awesome.
- They have really great programs to offer.
- variety of classes
- variety of courses and many success programs
- Variety of different classes. Good fire and EMS programs
- Variety of schedules and number of classes
- Beautiful campus and lots of opportunity to further education or get help with education.
- The campus is beautiful and they offer most of the general education courses.
- Cheap but good education
- The diverse classes you can take a # of classes for a rather cheap amount.
- good edu. environment
- The environment and education
- Teachers, classes
- Teaching and Instruction
- The location and classes Crafton has to offer are the best.
- Classes, financial aid, and tutoring
- Crafton's study abroad program, involvement in student life (clubs, college/career fairs, etc.), classes offered
- Financial aid, good classes.
- I think the schooling and tennis program
- The best thing that Crafton has to offer are programs, cost, and location
- The required education to succeed in life, in a convenient location at a great price.
- good environment, great teachers, good learning experience
- cost, location, variety of classes
- Beautiful campus, small personable staff, plenty of study resources in LRC, inexpensive, good GE availability

Safety

- A clean and safe campus. Nice environment for learning.
- A safe campus.
- A safe atmosphere that is also well maintained.
- Good area. Not worried about taking night classes. I feel safe here. Good library. Pretty campus
- Safe Campus
- safety
- Safety - Library
- safety and lots of resources

What do you believe are the best things Crafton has to offer?

- Safety, clean campus, helpful instructors
- location, safety
- The location and beautiful campus. It's a safe place to take night classes
- The instructors as well as the campus location. I took night classes last semester and felt very safe. Instructors are very friendly as well as the counselors. Overall, very satisfied with school.

Transfer Opportunities

- a chance at transferring
- A cheap place to get the classes you need to transfer
- Accessibility, transferable credits
- Crafton has basically all the classes needed for pre recs
- Easy to access transferable classes
- Hopefully, a good transfer agreement to Loma Linda University.
- Its transfer program.
- Nursing prerequisites
- The ability to transfer
- The proper classes are available for a student to be able to transfer
- They have a good transfer program.
- Transfer programs
- Transfers for hard-working students.
- Variety of transfer programs, good instruction,
- Variety of transferable classes at a lower cost
- Cheap and Cal state takes us in
- Cheap classes, transfer
- cheap education and transferability
- Cheap units and a good group of transfer advocates. A Great library and computer lab.
- Cost and transferable credits to a 4-year university
- classes that transfer
- General Ed Classes to transfer
- The classes are all here for me to transfer.
- Transfer Center
- Reasonably priced education with good quality, beautiful campus, good transfer opportunities.

A Specific Program, Resource, Service, or Instructor

Art

- Crafton has really good instructors in the Art Department.
- The science and art departments are great.

Bookstore

- bookstore, library, view
- Learning resource center/ Bookstore
- Locations bookstore

Business

- different programs such as, business, computers, EMT, nurse

Cafeteria

- Cafeteria is one of the better places.
- Food
- Library, Cafeteria
- The best things Crafton has offer are the counselor and the cafeteria
- the library and cafeteria
- Their resources in the LRC, the cafeteria, and the wide variety of windows 7 computers. As a matter of fact, they even offer Windows 7.

Child Development

- CDC very helpful; health and wellness center
- Child Development Center
- Child development classes
- Fire / Child Development programs
- The child development program is very informative and really cares about the success of their students.
- Tutoring Center & Library also your programs (EMT, Fire, Child Development)

CIS

- different programs such as, business, computers, EMT, nurse
- The Library and Computer programs

Counselors

- classes, your educational plan provided by the counselors

What do you believe are the best things Crafton has to offer?

- Counseling
- counselors
- Counselors
- Everything, although counseling center needs better arrangement/schedulers of students. No student should have to wait more than a half an hour to see a counselor.
- I would say the counseling office really does a great job. They're incredible.
- Library, teachers, counselors
- The best things Crafton has offer are the counselor and the cafeteria
- The instructors as well as the campus location. I took night classes last semester and felt very safe. Instructors are very friendly as well as the counselors. Overall, very satisfied with school.
- Vocational programs, educational assistance (eg. EOPS, counselors)

DSPS

- Assistance to disabled students, professors, [Name], [Name] & [Name] take excellent interest of their students.
- clean and for disabled students
- DSPS very helpful & classes.

EMT/EMS

- All of the different programs, such as EMT, Radiology, Respiratory Therapy, Fire Technology.
- different programs such as, business, computers, EMT, nurse
- EMS
- EMS program is excellent as is Fire Tech; Instructors overall great. Good environment / location
- EMS, [Name], Fire
- EMT- B and other vocational training, beautiful campus
- EMT course/PE/Health
- EMT courses
- EMT. Tutoring. Library computers
- Fire & EMS Programs
- Health care, Fire Tech, EMT programs
- It has a few great programs like fire tech/ EMT
- The courses needed for prerequisites for multiple degrees and the EMS and fire programs.
- The EMT and fire programs
- The EMT class and Fire class.
- The fire academy and EMT program as well as the fire tech curriculum
- The Paramedic Program / EMS and Fire Academy.
- Tutoring Center & Library also your programs (EMT, Fire, Child Development)
- Variety of different classes. Good fire and EMS programs

EOPS

- EOPS is great. Love it! Thank You.
- EOPS program
- EOPS, CARE, Calworks, workstudy, transfer center, tutor center, library
- The EOPS program is awesome it helped me to get where I am now.
- The EOPS Program is such a great help as well as the BOG waiver.
- Vocational programs, educational assistance (eg. EOPS, counselors)

Financial Aid

- Classes, financial aid, and tutoring
- Federal Aid, Financial Aid
- Financial Aid staff and biology department
- Financial aid, good classes.
- Financial aid, relatively low-cost education.
- The financial aid office

Fire

- All of the different programs, such as EMT, Radiology, Respiratory Therapy, Fire Technology.
- Crafton offers a great fire science program. They offer a lot of career choices for students who maybe don't yet know their career path.
- EMS program is excellent as is Fire Tech; Instructors overall great. Good environment / location
- EMS, [Name], Fire
- Fire & EMS Programs
- Fire / Child Development programs
- Fire Program
- Fire tech program
- Health Care Programs - Fire Academy
- Health care, Fire Tech, EMT programs

What do you believe are the best things Crafton has to offer?

- If your here for the fire program or nursing
- It has a few great programs like fire tech/ EMT
- Respiratory Therapy program, Fire program
- The courses needed for prerequisites for multiple degrees and the EMS and fire programs.
- The EMT and fire programs
- The EMT class and Fire class.
- The fire academy and EMT program as well as the fire tech curriculum
- the library, fire academy, and respiratory therapy
- The Paramedic Program / EMS and Fire Academy.
- They have a good fire program.
- Tutoring Center & Library also your programs (EMT, Fire, Child Development)
- Variety of different classes. Good fire and EMS programs

Health & Wellness

- CDC very helpful; health and wellness center
- Health & Wellness Center is Awesome
- Health & Wellness/ Instructors/ Setting
- I really like the health center. I used it a lot when I first went here a few years ago.
- The amount of services; tutoring, health and wellness center, etc.
- The help no matter what there is always help out there. And the health and wellness center I think is great for people.

Health/PE

- EMT course/PE/Health
- Gym
- I think the schooling and tennis program
- Soccer class
- Soccer league between other colleges.
- Swimming
- The library and the pool
- Their health/science classes.

Honors

- Helpful staff / Honors lounge and program
- LRC! Big time & Honors Lounge

Instructors

- Assistance to disabled students, professors, [Name], [Name] & [Name] take excellent interest of their students.
- [Name], [Name], & [Name]
- Crafton has good teachers ([Name], [Name]). Not all are winners ([Name], [Name]) but for the most part, they know how to teach.
- Education, [Name]
- EMS, [Name], Fire
- HEALTH SCIENCE CLASSES. ANAT 150 & 151 ARE TOP NOTCH CLASSES. PROFESSOR [Name] IS A GREAT MATH INSTRUCTOR FOR 090 & 095.
- I have nothing but good things to say about the sociology dept. after taking one class with [Name] I decided that I wanted to pursue a degree in sociology, by far my favorite teacher. I recommend everyone to come for that reason.
- [Name]!! Awesome teacher!!
- [Name]. He's what a teacher should be. I like the music services.
- Some great instructors like Professor [Name] or [Name], and Professor [Name].
- The other students, some instructors – [Name] and [Name] are great!
- Theatre, AA programs, [Name] was amazing

Library

- bookstore, library, view
- Crafton is a beautiful campus with a great Library. Crafton has great professors.
- EMT. Tutoring. Library computers
- EOPS, CARE, Calworks, workstudy, transfer center, tutor center, library
- Good area. Not worried about taking night classes. I feel safe here. Good library. Pretty campus
- Good environment, excellent library resources, open spacious campus
- Great knowledgeable teachers. Great location and campus. Great Library.
- I feel the library is very very well equipped, great library staff; my instructors this semester are great.
- It's cheap. It has a great library.
- I've had some teachers that are great, others are okay though. Some teachers and the library.
- library

What do you believe are the best things Crafton has to offer?

- Library
- Library and lecture halls
- Library and resources
- Library is really nice and comfortable
- Library, Cafeteria
- Library, good teachers
- Library, teachers, counselors
- Library, tutoring center, campus appearance where it is located.
- Library/tutoring
- Night classes & library services
- Location. Library. staff
- resources like the library and tutoring
- resources, new library, tutoring center
- Safety – Library
- SPECIALIZED PROGRAMS, LIBRARY/DATABASE, BEAUTIFUL CAMPUS, LOTS OF RECOURCES
- The beautiful campus and the excellent library
- The books are good & library
- The campus and library
- The learning resource center, the library, and the instructors.
- The library
- The Library
- The library access
- the library and cafeteria
- The Library and Computer programs.
- the library and its resources
- The library and the overall care the instructors show their students.
- The library and the pool
- the library and tutoring center
- The library and tutoring centers are great!
- The library is very useful. I have not used much of the services offered
- The library, access to technology and free study space.
- the library, fire academy, and respiratory therapy
- The library, tutoring center
- The location and the atmosphere is my favorite part of Crafton. Also the technology in the new library is very nice and helpful.
- The new library
- The new library along with the tutoring center.
- The spiffy new library.
- Their tutoring services. As well as printing services in library.
- Tutor Center, Professors that care! Love the library.
- Tutoring Center & Library also your programs (EMT, Fire, Child Development)

Math

- Math department

Paramedic

- Good Paramedic Program with friendly staff. Clean beautiful campus.
- Paramedic Program
- Paramedic Program Instructors are Fantastic!
- The Paramedic Program / EMS and Fire Academy.

Radiology

- All of the different programs, such as EMT, Radiology, Respiratory Therapy, Fire Technology.
- Radiology Program
- The Rad Tech Program

Respiratory Therapy

- All of the different programs, such as EMT, Radiology, Respiratory Therapy, Fire Technology.
- Personally I believe that it is the respiratory program that I hope to attend.
- Respiratory Therapy program, Fire program
- the library, fire academy, and respiratory therapy

Science

- Good source of science classes.
- HEALTH SCIENCE CLASSES. ANAT 150 & 151 ARE TOP NOTCH CLASSES. PROFESSOR [Name] IS A GREAT MATH INSTRUCTOR FOR 090 & 095.

Sociology

What do you believe are the best things Crafton has to offer?

- I have nothing but good things to say about the sociology dept. after taking one class with [Name] I decided that I wanted to pursue a degree in sociology, by far my favorite teacher. I recommend everyone to come for that reason.

Student Life

- clubs
- Crafton's study abroad program, involvement in student life (clubs, college/career fairs, etc.), classes offered
- Many clubs and activities, small size makes it possible to have a lot of social interaction.
- Student government and clubs, classes for pre-reqs
- Students activities outside classes
- Various clubs and there is plenty of help if you need it.

Technology

- Computers
- EMT. Tutoring. Library computers
- New buildings have useful technology. Beautiful and clean campus.
- The library, access to technology and free study space.
- The location and the atmosphere is my favorite part of Crafton. Also the technology in the new library is very nice and helpful.
- Their resources in the LRC, the cafeteria, and the wide variety of windows 7 computers. As a matter of fact, they even offer Windows 7.
- Use of technology and friendly people. Also a nice area.
- Science Department
- The science and art departments are great.

Theatre

- Theatre, AA programs, [Name] was amazing

Tutoring

- Classes, financial aid, and tutoring
- cleanliness, educational assistance (tutoring)
- Different Learning and help centers for students.
- EMT. Tutoring. Library computers
- EOPS, CARE, Calworks, workstudy, transfer center, tutor center, library
- Free Tutoring
- Good tutoring center
- I believe the learning resource center is the best Crafton has to offer.
- I believe the tutoring center is very useful and convenient
- I'm spending a lot of time @ the LRC. I also like that there are a lot of benches & study areas.
- Learning Center
- Learning Resource Center
- Learning Resource Center is the best place to study that Crafton offers.
- Learning resource center/ Bookstore
- Library, tutoring center, campus appearance where it is located.
- Library/tutoring
- Low cost, nice campus, the tutoring center is also very good for helping students succeed and learn.
- LRC
- LRC! Big time & Honors Lounge
- resources like the library and tutoring
- resources, new library, tutoring center
- small classes and more individual tutoring offered in tutoring center
- The amount of services; tutoring, health and wellness center, etc.
- The learning resource center, the library, and the instructors.
- the library and tutoring center
- The library and tutoring centers are great!
- The library, tutoring center
- The math programs in the LRC
- The new library along with the tutoring center.
- The programs like the learning center and SI and tutoring
- The study / tutoring classes.
- The tutoring center plus everyone I know is nice.
- THE TUTORING SESSIONS
- The tutoring, and amount of space.
- Their resources in the LRC, the cafeteria, and the wide variety of windows 7 computers. As a matter of fact, they even offer Windows 7.
- Their tutoring services. As well as printing services in library.

What do you believe are the best things Crafton has to offer?

- Tuition, LRC Building and facilities
- Tutor Center, Professors that care! Love the library.
- tutoring
- Tutoring
- tutoring and writing center
- Tutoring center
- Tutoring Center & Library also your programs (EMT, Fire, Child Development)

Website

- Effect web navigation. Great staff in almost all facilities on campus. A clean well maintained campus. Great class variety.

Other

- A focused and therefore available curriculum.
- Abroad trips
- Air conditioning in Cafe
- All
- All the stairs
- Career Programs
- Class
- Crafton is always concerned about student success and they do what it takes to help
- Depending on race and gender, some get the best.
- Dreams.
- dual enrollment
- Everything
- Everything seems to be fair in my eyes
- Everything, although counseling center needs better arrangement/schedulers of students. No student should have to wait more than a half an hour to see a counselor.
- Everything.
- Great services for the students
- Hard to say but increase class availability
- Have only attended one semester and have not experienced everything yet.
- Help to student who are first generation going to school.
- I don't believe they have much to offer.
- It has a lot of great things
- N/A
- Nice desks!
- No comment
- Not sure what they offer
- Not yet sure.
- Nothing
- Reserved book, that way I can save money on books
- Staff and programs
- Stairs
- The calculus courses here are much harder than at RCC in terms of homework, quizzes, and test.
- the diversity
- The experience
- The experience of attending college
- The help in general.
- The programs they are known for.
- To put more money to the education then environmental reconstruction of campus grounds.
- too soon to tell
- What Crafton has to offer is giving students the opportunity to learn lessons that will help them achieve goals in life.
- What it offers now is perfect minus minor things.
- Classes and the Naked Green machine energy juice offered in the book store.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

Admissions and Records

- A waiting list would be so helpful while trying to register for classes.
- Admission and record! Everybody can be in a bad mood. And they charge for useless things.
- Admissions and records is full of incredibly rude and unhelpful employees.
- Admissions office and financial aid office have horrible service. Bad attitudes or they completely ignore you. Counselors don't seem to be knowledgeable on information. Every counselor tells you something different. More sense of union.
- Changing the class registration process for priority
- Graduation requirements for specific degrees aren't clear - after 6 semesters I'm still missing classes to graduate with my chosen degree, even though I'm eligible to transfer into that program at a 4-year school.
- I think the admission & records, counseling offices, and financial aid office needs to work on the way they talk to students.
- I visited the new Transfer Center the other day, and the staff were completely useless. They could not give me confident answers to my questions, and they wasted my time. Also, course registration is nearly impossible - classes get filled so quickly.
I would say online registration for first time students. I went to orientation and the instructor did not help; I ended up staying later and had to go home and figure it out on my own.
- Improve online registration process. many issues
- Improved internet registration process
- More availability /space for class registration
- Registration process, admissions personal, availability of counselors, more quality instructors
- Strict adding policy!
- The computer registration and admissions and records needs to be improved.
- There is difficulty and questions about the registration process.
- To be more helpful in the enrolling process.
- Bathrooms and Registration Policies
- More classes, better priority registration.
- Their workers in Financial Aid and Admissions
- Better parking. more counselors, a friendlier, more helpful admissions staff, counselors were understaffed and seemed rushed like they didn't care about your needs
- Parking, registration, availability of classes, more languages
- Counseling and registration
- Counseling Center, Parking, Number of courses, Financial Aid Dept., Admissions & Records

Bookstore

- Library does not carry copies of textbooks, which are useful when I am, do not have the means to purchase the textbooks.
- cheaper books
- Cheaper books
- Cost of books
- Lower textbook prices
- Better parking lots and more cheap books
- better parking with cheaper parking permits and books
- Needs more parking and book prices need to drop
- Parking and textbook prices
- Needs better parking, class schedule, cut the prices on the textbooks have better services on the textbook buyback.
- Quality of the bathrooms. The cost of food and books at Crafton. The Counselors

Communication

- More students need to be notified of activities around campus that are being offered. I had no idea that last semester we were starting a swim team or that [Name] is head of the English club.
- I had to go to 4 different offices to see if I made the Dean's list. That shouldn't happen.
- Notifications about student activities in the Quad.
- letting students know what's taking place on campus
- Campus awareness
- Easier accessibility to counselors. Better communication to students.
- Parking, enlarged class caps so more students can get the classes they need, better form of communication w/ student body.
- More information about AS and AA degrees, and how to both transfer and obtain degree from CHC

Counseling

- Counseling Center, Parking, Number of courses, Financial Aid Dept., Admissions & Records

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- More information about AS and AA degrees, and how to both transfer and obtain degree from CHC.
- Counselors, parking, classrooms are too small
- Counseling and registration
- Knowledgeable counselors and more of a variety with classes
- The hrs. that the counseling, administration etc. is open, more availability for classes-online
- Easier accessibility to counselors. Better communication to students.
- Counseling center, Financial Aid
- There are some teachers that help students enough to be counselors. I went to the counselor's office and he helped me with the least amount of effort he could put into it.
- Some sort of placement procedure based on testing for higher classes.
- Needs to improve on some of the staff caring for their students. Like counselors.
- More school spirit may lead student's to want to care about Crafton more and participate in events that help school. Also there is one counselor I think his name is [Name](don't quote), but he told me to drop out of college! Bad counselor.
- Summer school class both at night and during the day. More counselors available and counseling office open earlier.
- Better food in cafeteria/longer meetings w/counselors and tutoring
- Availability of counselors, more counselors
- better counseling assistance
- Better counselors they aren't very helpful and aren't concerned with your educational needs.
- better counselors
- Counseling needs to be more aware of the correct ways to obtain a degree or educational goal, instead of just insisting on a way most convenient for them.
- COUNSELOR'S!! I am currently & have been previously enrolled in classes I do not need until I saw [Name] & he's directed me the right way now I have to double up in order to transfer next semester.
- counselors
- Counselors need to be more informed about the majors offered. It feels so much like this school is focusing more and more on medical students. As a business major I have been give poor advice and always feel rushed when going into an appointment. Morning classes keep being cut, which is hard. We also have less and less classes (times) being given for business classes, making it hard to schedule. Summer being cut.
- Counselors often rush students to get them in and out w/out fully answering all questions
- Counselors- always give you the run around not helpful at ALL!
- Counselors!
- counsels meeting with each full time student
- counselors are awful
- counselors to be more knowledgeable on specific applied health careers
- Definitely needs to improve in counseling dept. Can never get appt & takes too long to wait for one. Just seems disorganized & careless.
- educational planning
- Fire the counselors
- I believe counselors should not try so hard to kick students out of college but to really help us make right choices.
- If possible make it easier for students to know exactly what they need to do to transfer
- More counselors
- the assessment
- The counselor center. It's impossible to get in and every time I've gone I don't have a clue what they had just told me.
- The counselors are wrong in a lot of their suggestions and do not set me up to succeed, just get me out of Crafton.
- The counselors need to be more specific with the students about what they need to take so that they don't continue to take unnecessary classes.
- The counselors need to talk to the students more about their future education.
- The test we take to get in, there need to be a rule that people can't eat or drink during placement testing it is very rude and distracting
- They should be more on top of helping students pick classes and stick with them to get done on time.
- transfer services
- I visited the new Transfer Center the other day, and the staff were completely useless. They could not give me confident answers to my questions, and they wasted my time. Also, course registration is nearly impossible - classes get filled so quickly.
- To be more helpful in the enrolling process.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- More classes should be available. The counselors need to improve
- more classes, better counselors
- The counseling system and its counselors are entirely unhelpful. I was originally misguided into the wrong classes for the major I aspire for. There needs to be more areas in the library for students to study or use computers. The parking is not enough.
- Financial Aid & Admissions employees need to be nicer with students. Counselors need to refresh on classes that are needed for transfers.
- teachers and more counselors
- Needs more parking lots and better counselors that know what they are doing.
- Parking and the information counselors provide
- Better parking. more counselors, a friendlier, more helpful admissions staff, counselors were understaffed and seemed rushed like they didn't care about your needs
- Admissions office and financial aid office have horrible service. Bad attitudes or they completely ignore you. Counselors don't seem to be knowledgeable on information. Every counselor tells you something different. No sense of union.
- I think the admission & records, counseling offices, and financial aid office needs to work on the way they talk to students.
- Registration process, admissions personal, availability of counselors, more quality instructors
- More classes and more parking. Also, the counseling center could be better
- Easier access for handicapped disabled service as to access to elevators / ramps, they are so far away. Bathrooms are horrible and not enough of them. Parking is awful. Counseling and assessment staff are horrible and rude. They talk on phone while testing and counselors don't have time for students and brush them off because "they have their own students to worry about" ie: CLC (community learning class).
- Quality of the bathrooms. The cost of food and books at Crafton. The Counselors.

Course Offering

- More classes, summer school, better parking, more computer labs
- Offer summer school. Clean classrooms. Offer more classes.
- Have more classes better food parking and more classes
- More classes and more parking. Also, the counseling center could be better
- More classes, better priority registration.
- More evening classes, more available child care
- More classes, nicer staff in financial aid.
- The availability of classes and financial aid. Out of state students makes it hard to get the education when the resources are very hard to obtain.
- more classes and teachers
- More classes, Lower fees
- Better class schedules to fit people's personal schedules and better parking.
- classrooms, parking
- Class time and class availability and parking
- More classes in the Art Department. More parking.
- more classes, better parking
- More classes! We need a nursing program! Parking can always be better
- More classes. better parking
- More classes. More parking
- More classes. More parking.
- Parking and what I said above [...increase class availability]
- more classes and needs to be more helpful and approachable
- more classes, more times, more summer school
- Stop cutting classes. We need summer school and more classes available.
- More classes should be available. The counselors need to improve
- more classes, better counselors
- A better selection of classes, more classes offered
- A larger set of core classes for transfer would be great!
- A slight amount of varied classes
- add more classes, don't cut summer term
- add more popular classes/programs
- availability of classes
- Availability to renew expired classes.
- Available classes. Class size.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Class availability. Sometimes we need to take certain classes but because of registration priorities we don't get the classes we need.
- class schedules
- class schedules, paying for classes online, parking, admissions treatment to students
- Classes and schedule
- Classes are way too simplistic. I feel as though I'm not challenged here.
- Crafton could offer more sections for certain classes to ensure spots for students with low priority registration.
- Crafton need a greater variety of classes that go beyond introductory levels.
- CRAFTON NEEDS MORE CLASSES TO PROVIDE FOR THE STUDENTS.
- Crafton needs more classes, this i the 2nd semester that I have not taken biology, I need 5 biology classes. This is holding me back.
- Crafton needs to focus on keeping classes open. The money spend on putting in the landscaping could be used for keeping classes open
- Crafton needs to offer more classes at more times.
- Earlier classes. More classes.
- expand
- greater selection of classes
- Have a larger variety of classes.
- I think Crafton needs more classes because it is so packed and hard to get classes.
- I think Crafton should have more science classes.
- I think you need to not cut back on so many courses. Get rid of the ones that students hardly take and add more of the ones we want
- I think you should make classes more available for working students. There should be more classes at various times.
- I want printmaking class!!!
- Increase funding to Fire & EMS
- Larger classes/ more classes in high demand (i.e. Anatomy)
- Larger selection of core class times
- Less lectures
- Less night classes
- Maybe more class times
- maybe more classes
- Maybe more courses & change some to the end times
- More Art, Music, and Languages
- More availability for classes
- More availability for courses.
- More class options
- more class sections and programs (such as nursing)
- More class selection, stop making it a "Transfer School"
- more classes
- More classes
- More classes and better times
- More classes and more sections.
- More classes as a whole.
- more classes at diverse times
- more classes available
- More classes available
- more classes available for gen eds for incoming students
- more classes but it is understandable why there aren't (due to budget cuts)
- More classes offered at more times.
- More classes that aren't general education and more times for all classes (Photography, glass-blowing)
- More classes would be nice.
- More classes would be nice. Portuguese class.
- More classes, and more ...
- More classes, especially the core ones. fighting to get a class is ridiculous
- More classes!!!
- More classes. Smaller classes.
- More course options/ more classes.
- more evening classes and a Business Speech class

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- more funding so Crafton can offer more classes
- More high classes at different times and days
- more medical classes offered
- more needed class availability
- more nursing classes
- More of a selection with vocational training
- More opportunities for classes.
- More options (times) to take the classes I need and more classes in CD.
- More programs and classes for completion of AA
- More programs and resources for job careers
- More room is popular courses, that are actually needed
- More science funding
- more selections of classes
- more types of degrees/majors, such as criminal justice and archaeology
- More variety of classes
- More variety of classes and available times
- More variety of classes. More classes in general because they are always full!!! More classes.
- More/better availability of classes. There is not room in any classes that is why I only have 9 units!
- Needs to provide a larger variety of classes not cut them
- Offer a wide variety of classes at different times so that students with time constraints can take on more classes.
- Offer more class and include priority to students who have units from other schools
- Offer more class times. Respiratory classes are only offered during the day, and I am only able to take night classes
- offer more classes at different times, for those students who work all week long 8-5pm
- Offer more classes, open first priority to people other than Spanish/Mexican people. It's hard to get into needed classes
- Offer MORE classes, particularly classes at night or online. It is becoming increasingly difficult to find anything to take and it's upsetting to see so many aesthetic improvements without maintenance or increase of educational offerings despite it being a college.
- Offer more classes.
- Offer more of the same classes
- Offer the classes needed to complete certificate programs.
- Open enrollment in classes
- Open more classes so the student can reach their educational goal in time and not experience delay because they can't get into the class. And admit more students to add in a class.
- Open more science courses up so I can get into an anatomy class.
- Possibly more classes (due to budget cuts I understand why we don't)
- provide better schedule options and more classes
- Provide class not landscaping! This is a college yes it looks pretty now please stop cancelling classes
- Provide classes that students need.
- Provide more classes so that we take the classes that are needed to graduate.
- Stop canceling classes that are needed by so many students.
- stop cutting classes
- Stop cutting classes
- Stop cutting classes! We need more anatomy 150-151 classes
- Stop cutting classes!!!
- The classes offered needs to improve. I know it has a lot to do with the state budget, but after a while it hurts the students.
- The number of classes offered each semester
- the only issue would be more room for classes
- The size of classes for example Chem 150 I was trying to get in for almost 3 years. We need either bigger classes or more teachers.
- There are not enough class available
- They need to have more classes available as far as general ed
- They need to have more courses
- They need to improve classes, We have a lot of students and not enough classes
- They need to make more classes available.
- They should make calculus 1,2,3 more class time. Instead of M&W class they should add Friday in also
- They should offer some kind of Culinary classes. Also, they should have more online classes.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- to provide more evening classes for working parents/students
- variety of classes available
- With all of the medical majoring students I feel that anatomy & physiology 150 & 151 should have more classes. There were 75 people trying to add this class this semester and that was only in one class.
- More availability /space for class registration
- Better classes and times closer together. Cleaner bathrooms yuck!! Parking sucks!
- Bathrooms, Scheduling
- bigger class sizes, bigger restroom
- Improvements made to aging classrooms and a broader academic course selection (is more general education, and less EMT/Fire focus)
- Financial aid workers and stop getting rid of classes
- Nothing really. Maybe some more science classes.
- Stop raising tuition if you're going to cut classes.
- They need to stop raising tuition and stop so much work on the school and provide more classes instead.
- Parking, enlarged class caps so more students can get the classes they need, better form of communication w/ student body.
- Needs better parking, class schedule, cut the prices on the textbooks have better services on the textbook buy back.
- Parking, classes, classrooms
- Better parking, more vocational programs or at least increase the number of students allowed. Relocate financial aid office.
- Always needs more parking. Summer sessions. More information for future grads available.
- amount of classes and parking
- Better parking. offered classes more available in rotation
- More parking, more classes offered, different programs
- Need more student parking close to classrooms, need more sections so classes are not "standing-room-only" in the beginning month of semesters.
- Parking / Class availability
- parking & more classes
- Parking always seems to be an issue. More night classes.
- Parking and # of classes
- Parking and available classes.
- Parking and justice and law classes
- Parking and larger class sizes
- Parking and more class options
- Parking, and class size
- parking, availability of classes
- Parking, classes offered.
- parking, individual student welfare, education classed available
- Parking, more classes
- Parking, to boost up class attendance
- Parking! More parking structures? Bigger classes. not enough room for all students to enroll in classes that are important
- Parking. Amount of classes.
- Parking. More classes.
- The staff is rude! More class times.
- Definitely parking and providing more classes that includes summer classes as well.
- Clubs in general should have more variety/direction if they are to be taken seriously. More advanced language programs (Jap 103+) would be nice, more teachers should use blackboard, more online classes. Summer school!!!
- Class options and times. More classes and summer school
- Not cut classes out and continue summer school
- Summer school, more classes, school for nursing. Should have kept the Golf course. Evening classes
- To have sports teams and offer more classes
- Computer lab should be available to all students! More classes, parking improvement, and summer school
- Knowledgeable counselors and more of a variety with classes
- The hrs. that the counseling, administration etc. is open, more availability for classes-online
- Parking, registration, availability of classes, more languages
- Parking! Financial Aid office, more classrooms and classes
- Better bathrooms and parking and more classes offered for programs

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Smoking, parking, more classes, summer school.
- Counseling Center, Parking, Number of courses, Financial Aid Dept., Admissions & Records
- Quality of desks in majority of classrooms, update projectors and computers. Offer more online math courses.
- keeping the classrooms, buildings up to date, more tutors in math center, better parking, offer more classes, more teacher evaluations
- Better parking, new website, more classes, less police

Custodial

- Quality of the bathrooms. The cost of food and books at Crafton. The Counselors
- Better bathrooms and parking and more classes offered for programs
- Better classes and times closer together. Cleaner bathrooms yuck!! Parking sucks!
- The cleanliness of the classrooms could be greatly improved along with the older classrooms being re-done more like the newer ones technology wise.
- Bathrooms and Registration Policies
- Bathrooms, Scheduling
- Sinks in the bathroom suck! They give very little time to wash hands
- Bathrooms and needs a taco stand
- Cleaner restrooms, ensure technology in rooms are working. Have enough chairs that don't squeak.
- bathroom care/ maintenance
- Bathroom clean up
- bathrooms
- clean bathrooms
- Restroom cleanliness is horrid! Please clean them up!
- cleanliness of public bathrooms / remodel
- Parking! Cleanliness of student restrooms, drinking fountains. Cleaning classrooms more often, and better.
- More parking, better bathroom maintenance.
- Offer summer school. Clean classrooms. Offer more classes.
- Easier access for handicapped disabled service as to access to elevators / ramps, they are so far away. Bathrooms are horrible and not enough of them. Parking is awful. Counseling and assessment staff are horrible and rude. They talk on phone while testing and counselors don't have time for students and brush them off because "they have their own students to worry about" ie: CLC (community learning class).

Disabled Student Services

- Easier access for handicapped disabled service as to access to elevators / ramps, they are so far away. Bathrooms are horrible and not enough of them. Parking is awful. Counseling and assessment staff are horrible and rude. They talk on phone while testing and counselors don't have time for students and brush them off because "they have their own students to worry about" ie: CLC (community learning class).
- Bigger disability office for disability tutoring. More computers in there and tutors.
- Disabilities center needs to improve.
- Parking, better disability needs

Facilities

- keeping the classrooms, buildings up to date, more tutors in math center, better parking, offer more classes, more teacher evaluations
- More parking, better bathroom maintenance..
- Quality of desks in majority of classrooms, update projectors and computers. Offer more online math courses.
- Larger classrooms, better parking, and nicer staff in financial aid office.
- cleanliness of public bathrooms / remodel
- bigger class sizes, bigger restroom
- Improvements made to aging classrooms and a broader academic course selection (is more general education, and less EMT/Fire focus)
- MORE PLACES TO STUDY. OFFER SUMMER CLASSES. LET ALL STUDENTS ADD NO MATTER HOW MANY SHOW UP, BECAUSE MOST OF THE CLASSES USUALLY LOSE 1/3 OF WHAT IT STARTED WITH.
- Please put more scantron vending machines around campus. Extend computer lab hours.
- Updating classrooms, lighting, technology
- The counseling system and its counselors are entirely unhelpful. I was originally misguided into the wrong classes for the major I aspire for. There needs to be more areas in the library for students to study or use computers. The parking is not enough.
- A better fitness center
- a better study room

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- A student lounge building
- Better maintenance on gym facilities. Floor needs waxed, lockers and showers repaired. Clean the showers please!
- Better maintenance of facilities (i.e. restrooms)
- Bigger English classrooms
- Facilities
- facilities seem old and outdated
- I would like if Crafton had a student center. When it is raining and I have a break between classes I have to walk all the way to the Library or the Cafeteria. It would be nice if there was just a place indoors to hang out and study.
- More sidewalks! Sidewalks on the main street would be nice! I wouldn't have to hit so many students!
- Smaller classrooms
- Something's Crafton needs to improve at probably more accessible places where students can go and study or do homework.
- They need to update the older classrooms
- upgrade classrooms
- Working equipment
- Yes, some of the class rooms and desks are real old.
- Quality of the bathrooms. The cost of food and books at Crafton. The Counselors
- The cleanliness of the classrooms could be greatly improved along with the older classrooms being re-done more like the newer ones technology wise.
- Sinks in the bathroom suck! They give very little time to wash hands
- The grill in the cafeteria's hours is only from 11-1:30pm. Please extend the rest of the classrooms in campus should match the quality of the one across from the library (LRC-131 or 231?).
- library parking and teacher offices
- parking, classroom space
- Parking, some classrooms are old and filthy. The desks are old and tiny (most of them don't even match) some classrooms students only have a seat, not an actual desk touse.
- You need to improve your construction work because they tend to block parking lots at times. Make larger offices with room for students who need help.
- I believe Crafton needs to improve on upgrading their classrooms (more technology).
- Parking! Cleanliness of student restrooms, drinking fountains. Cleaning classrooms more often, and better.
- Parking, classes, classrooms
- Up to date technology. Healthier alternatives for eating. More study areas.
- smoking zones/more rooms in the obrary/ more parking
- Have professors who teach full time at the University level to remember when they teach here at Crafton the structure is different. Parking needs attention painting nice lines and stairwells are not enough to provide accessibility to all.
- Counselors, parking, classrooms are too small
- Parking! Financial Aid office, more classrooms and classes
- More classes, summer school, better parking, more computer labs

Financial Aid

- Their workers in Financial Aid and Admissions
- Financial aid workers and stop getting rid of classes
- Financial aid needs better service and better availability to meals in the cafeteria.
- Get a better Financial Aid office and Faculty as a whole.
- Financial Aid & Admissions employees need to be nicer with students. Counselors need to refresh on classes that are needed for transfers.
- Better financial aid advisors.
- Better financial aid staff
- Better qualified people to run the financial aid office.
- Better understanding of financial aid arrivals.
- Financial Aid Office have really rude people.
- Financial aid offices are rude.
- Financial Aid to those who are continuing education from a 10+ year lapse. Lower cost on books!
- Financial Aid, seems like you have to bug them to see what your status on application because they forget!!
- Make the options more available for financial aid, the people who don't qualify for FAFSA
- More helpful staff in financial services.
- More resources for students as for financial aid, specially undocumented students, and for other immigrants.
- Student jobs

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- The Financial Aid Office needs more room and needs to have all its information in order.
- The need some way nicer people in the Financial Aid Office. I haven't had a good experience there yet.
- You need new financial aid workers, last time I tried to set it up I forgot to bring a form and I was threatened to be excluded from the service indefinitely
- Admissions office and financial aid office have horrible service. Bad attitudes or they completely ignore you. Counselors don't seem to be knowledgeable on information. Every counselor tells you something different. No sense of union.
- I think the admission & records, counseling offices, and financial aid office needs to work on the way they talk to students.
- More classes, Nicer staff in financial aid.
- The availability of classes and financial aid. Out of state students makes it hard to get the education when the resources are very hard to obtain.
- Easier access for handicapped/disabled service as to access to elevators / ramps, they are so far away. Bathrooms are horrible and not enough of them. Parking is awful. Counseling and assessment staff are horrible and rude. They talk on phone while testing and counselors don't have time for students and brush them off because "they have their own students to worry about" ie: CLC (community learning class).
- Parking! Financial Aid office, more classrooms and classes
- Parking is awful! Financial aid is terrible and rude!
- Summer classes!!! New and improved financial aid employees. More parking, Better cafeteria hours and selection.
- Counseling center, Financial Aid
- Better parking, more vocational programs or at least increase the number of students allowed. Relocate financial aid office.
- Larger classrooms, better parking, and nicer staff in financial aid office.
- Counseling Center, Parking, Number of courses, Financial Aid Dept., Admissions & Records

Food Services

- The grill in the cafeteria's hours is only from 11-1:30pm. Please extend the rest of the classrooms in campus should match the quality of the one across from the library (LRC-131 or 231?).
- Food, better smoking areas and be enforced
- Cafeteria
- cafeteria food/ grill needs to stay open longer
- Eating healthy
- Food Services. More of a selection in food.
- Healthier food choices at the cafe
- healthier food options
- More cafeteria hours
- Moving the cafeteria closer to the center of school
- shut down cafeteria to keep more courses going
- yes, cafeteria food could be better
- Bathrooms and needs a taco stand
- Financial aid needs better service and better availability to meals in the cafeteria.
- parking, food
- Up to date technology. Healthier alternatives for eating. More study areas.
- Have more classes better food parking and more classes
- Quality of the bathrooms. The cost of food and books at Crafton. The Counselors
- Summer classes!!! New and improved financial aid employees. More parking, Better cafeteria hours and selection.

Instructors

- Have professors who teach full time at the University level to remember when they teach here at Crafton the structure is different. Parking needs attention painting nice lines and stairwells are not enough to provide accessibility to all.
- More teachers, less construction and money wasting. Why do we build things we don't need.
- Maybe the teachers they are nice but maybe help a little more for the student like in say math yes we have tutoring but sometimes that's not good enough.
- teachers and more counselors
- Have teachers do their job & teach at 100 level classes in a 100 level manner. We get it.... your smart... Oh, & stop trying to pitch your book to students.... it's unethical.
- How the teacher help you and not blow you off and then help someone else after telling they will not help you.
- I believe the instructors should have rules to follow on how to run their classes.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Instructors who care about what they teach
- Maybe choose who they hire for instructors more wisely "cough cough" (NAME)
- More exploration of instruction.
- more knowledge less just memorizing facts - applicable stuff
- More structure from instructors
- Professors
- Some instructors/teachers
- some professor's quality
- Some professors are rude.
- Teacher need to be more clear & come to work!
- the faculty
- Their teachers & their teaching methods!!
- Registration process, admissions personal, availability of counselors, more quality instructors
- more classes and teachers
- Lower credit cost. Fire the most complained about teachers.
- Overall pleased with quality of instruction & instructors
- Parking and another physics teacher.
- parking, teaching (applied)
- Instruction is very poor from some staff. Unprofessional, do not know the material well.
- Staff needs to be friendlier & some teachers
- There are some teachers that help students enough to be counselors. I went to the counselor's office and he helped me with the least amount of effort he could put into it.
- keeping the classrooms, buildings up to date, more tutors in math center, better parking, offer more classes, more teacher evaluations

Library

- When I go to the library it is not very quiet. All the students are talking in a normal tone and even the librarians are talking.
- Library does not carry copies of textbooks, which are useful when I am, do not have the means to purchase the textbooks.

Parking

- Better parking, new website, more classes, less police
- Parking! Financial Aid office, more classrooms and classes
- Parking, registration, availability of classes, more languages
- Parking, enlarged class caps so more students can get the classes they need better form of communication w/ student body.
- Needs better parking, class schedule, cut the prices on the textbooks have better services on the textbook buy back.
- Parking! Cleanliness of student restrooms, drinking fountains. Cleaning classrooms more often, and better.
- Parking, classes, classrooms
- smoking zones/more rooms in the library/ more parking
- Better parking, more vocational programs or at least increase the number of students allowed. Relocate financial aid office.
- Better restrictions on smoking, better parking, easier use of on-campus facilities like admissions, better staff in offices (teachers are great)
- Always needs more parking. Summer sessions. More information for future grads available.
- Better parking. more counselors, a friendlier, more helpful admissions staff, counselors were understaffed and seemed rushed like they didn't care about your needs
- amount of classes and parking
- Better parking. offered classes more available in rotation
- More parking, more classes offered, different programs
- Need more student parking close to classrooms, need more sections so classes are not "standing-room-only" in the beginning month of semesters.
- Parking / Class availability
- parking & more classes
- Parking always seems to be an issue. More night classes.
- Parking and # of classes
- Parking and available classes.
- Parking and justice and law classes
- Parking and larger class sizes
- Parking and more class options

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Parking, and class size
- parking, availability of classes
- Parking, classes offered.
- parking, individual student welfare, education classed available
- Parking, more classes
- Parking, to boost up class attendance
- Parking! More parking structures? Bigger classes. not enough room for all students to enroll in classes that are important
- Parking. Amount of classes.
- Parking. More classes.
- Parking, better disability needs
- Better parking lots and more cheap books
- better parking with cheaper parking permits and books
- Needs more parking and book prices need to drop
- Parking and textbook prices
- library parking and teacher offices
- parking, classroom space
- Parking, some classrooms are old and filthy. The desks are old and tiny (most of them don't even match) some classrooms students only have a seat, not an actual desk to use.
- You need to improve your construction work because they tend to block parking lots at times. Make larger offices with room for students who need help.
- Parking is awful! Fin aid is terrible and rude!
- parking, food
- Parking and another physics teacher.
- parking, teaching (applied)
- Parking and enforce no smoking in no smoking areas
- Parking and stricter regulations on smoking
- Parking availability and enforce the smoking policy.
- Parking, Prices
- more parking, less tickets
- Parking. Activity.
- better parking, more restrictions on smoking in unauthorized areas
- Better parking, personnel, and more tutors an these make the experience at Crafton much difficult and unpleasant.
- Needs more parking lots and better counselors that know what they are doing.
- Parking and the information counselors provide
- A longer parking lot.
- Adequate parking
- better food and more parking
- better parking
- Better parking
- Expand parking; finding a parking spot has caused me to be late several times.
- Definitely parking and providing more classes that includes summer classes as well.
- Have more parking
- Improve on more parking
- It's parking
- Lower the cost of parking permits.
- Make it easier to park.
- Maybe increase parking lot sizes, but that's difficult (\$)
- more parking
- More parking
- More parking so the students don't have to drive around for 30-45 mins looking for a parking spot.
- more parking spaces
- More parking spaces
- MORE PARKING that isn't miles away from classrooms. ESPECIALLY if we're paying for daily or monthly permits, there should be spots available for each permit purchase.
- PARKING AVAILABILITY
- parking is a hassle
- parking is a huge one
- Parking is a real hassle; anyway to make it easier would be appreciated!

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Parking is a very big issue
- Parking is difficult every morning.
- Parking should have two exits in case of emergencies and for easier access to the parking lot
- Parking space!!
- Parking structures
- Parking sucks!!!
- Parking, I show up late to classes just because it takes 20 minutes to find a parking spot, or have miles to walk.
- Parking! A big parking structure
- PARKING! How can we learn well if we are late to class because we can't find a parking spot.
- Parking (9)
- Parking. I know. It's a joke. but still, parking is bad.
- Parking. I pay for parking, but still can't find parking.
- Parking. Need more of or do not sell more parking permits than spaces.
- Parking. Parking needs to be expanded if a higher quality of education is going to be achieved.
- stop ripping off kids who can barely get by, by making them pay for parking
- The parking
- The parking lot. More parking should open up so i don't have to park in Tinbukktu and run a marathon to class and be late every time.
- They need to add more parking
- Yes, the parking in the morning from 9am till 3 pm. Very poor parking.
- Better bathrooms and parking and more classes offered for programs
- More classes and more parking. Also, the counseling center could be better
- Better class schedules to fit peoples personal schedules and better parking.
- classrooms, parking
- Class time and class availability and parking
- More classes in the Art Department. More parking.
- more classes, better parking
- More classes! We need a nursing program! Parking can always be better
- More classes. better parking
- More classes. More parking
- More classes. More parking.
- Parking and what I said above [...increase class availability]
- More parking, better bathroom maintenance..
- Larger classrooms, better parking, and nicer staff in financial aid office.
- Have professors who teach full time at the University level to remember when they teach here at Crafton the structure is different. Parking needs attention painting nice lines and stairwells are not enough to provide accessibility to all.
- Smoking, parking, more classes, summer school.
- Better teachers / parking
- parking, not so many staff
- summer school. parking.
- More security over students, parking.
- Counseling Center, Parking, Number of courses, Financial Aid Dept., Admissions & Records
- Counselors, parking, classrooms are too small
- Better classes and times closer together. Cleaner bathrooms yuck!! Parking sucks!
- Easier access for handicapped disabled service as to access to elevators / ramps, they are so far away. Bathrooms are horrible and not enough of them. Parking is awful. Counseling and assessment staff are horrible and rude. They talk on phone while testing and counselors don't have time for students and brush them off because "they have their own students to worry about" ie: CLC (community learning class).
- Summer classes!!! New and improved financial aid employees. More parking, Better cafeteria hours and selection.
- More classes, summer school, better parking, more computer labs
- Have more classes better food parking and more classes
- keeping the classrooms, buildings up to date, more tutors in math center, better parking, offer more classes, more teacher evaluations
- Blackboard usually gives me problems, logs me out or will be down a lot. Crafton's website is not "user-friendly". Would definitely love more parking! It takes me half an hour to forty minutes to find a parking spot that is usually across campus from where my class is. Very frustrating!!!
- Computer lab should be available to all students! More classes, parking improvement, and summer school

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

People

- Some sense of community. Programs that get people more involved.
- The staff is rude! More class times.
- Instruction is very poor from some staff. Unprofessional, do not know the material well.
- Staff needs to be friendlier & some teachers
- Better teachers / parking
- parking, not so many staff
- More involvement with students
- Better staff and stay accredited
- More enthusiastic
- Start caring about the well-being of the students enrolled
- The "customer service" from the staff in the offices.
- Treat everyone fairly.
- Treating students as individuals rather than like robots in a public school.
- more classes and needs to be more helpful and approachable
- More students need to be notified of activities around campus that are being offered. I had no idea that last semester we were starting a swim team or that [Name] is head of the English club.
- Get a better Financial Aid office and Faculty as a whole.
- Needs to improve on some of the staff caring for their students. Like counselors.
- Better restrictions on smoking, better parking, easier use of on-campus facilities like admissions, better staff in offices (teachers are great)

Public Relations

- Campus awareness
- Connection with local business PR. Articles in Local Paper
- Some sense of community. Programs that get people more involved.
- More involvement with students
- More information about AS and AA degrees, and how to both transfer and obtain degree from CHC.
- More school spirit may lead student's to want to care about Crafton more and participate in events that help school. Also there is one counselor I think his name is [Name] (don't quote), but he told me to drop out of college! Bad counselor.
- More students need to be notified of activities around campus that are being offered. I had no idea that last semester we were starting a swim team or that [Name] is head of the English club.

Security

- I believe they need to stop talking away classes, improve the site because its terrible to apply for classes it makes everyone hate it, also campus needs more security at night I don't feel safe walking to my car!!
- More security over students, parking.
- Reduce campus security because that \$ could be spent on things that actually matter.
- security
- more parking, less tickets
- Better parking, new website, more classes, less police

Smoking

- Smoking, parking, more classes, summer school.
- try to be more strict on student smoking
- smoking zones/more rooms in the obrary/ more parking
- Parking and enforce no smoking in no smoking areas
- Parking and stricter regulations on smoking
- Parking availability and enforce the smoking policy.
- Food, better smoking areas and be enforced
- Better restrictions on smoking, better parking, easier use of on-campus facilities like admissions, better staff in offices (teachers are great)
- better parking, more restrictions on smoking in unauthorized areas

Student Life / Student Activities

- To have sports teams and offer more classes
- A booster to student life, Sports.
- A sports team at Crafton such as soccer, basketball or any other.
- Getting the students more involved so they feel that they can do better in school
- Great campus. Open up sports
- Get sports, need football team
- students life
- Notifications about student activities in the Quad.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Parking. Activity.
- Some sense of community. Programs that get people more involved.
- Clubs in general should have more variety/direction if they are to be taken seriously. More advanced language programs (Jap 103+) would be nice, more teachers should use blackboard, more online classes. Summer school!!!

Summer

- Summer classes!!! New and improved financial aid employees. More parking, Better cafeteria hours and selection.
- Clubs in general should have more variety/direction if they are to be taken seriously. More advanced language programs (Jap 103+) would be nice, more teachers should use blackboard, more online classes. Summer school!!!
- Class options and times. More classes and summer school
- Not cut classes out and continue summer school
- Summer school, more classes, school for nursing. Should have kept the Golf course. Evening classes
- Summer school. Parking.
- bring back summer sessions
- Having a summer semester
- Not cut summer school.
- Shouldn't have cancelled summer school. I was counting on taking 2 classes to get that much further ahead. Were budget cuts the reason for the cancellation? Because how can you not offer classes because of no money, but put so much money into recent landscaping. Education availability is more important than the appearance of the school.
- summer classes
- Summer classes
- Summer school classes
- summer semester
- More classes, summer school, better parking, more computer labs
- Offer summer school. Clean classrooms. Offer more classes.
- more classes, more times, more summer school
- Stop cutting classes. We need summer school and more classes available.
- MORE PLACES TO STUDY. OFFER SUMMER CLASSES. LET ALL STUDENTS ADD NO MATTER HOW MANY SHOW UP, BECAUSE MOST OF THE CLASSES USUALLY LOSE 1/3 OF WHAT IT STARTED WITH.
- Summer school class both at night and during the day. More counselors available and counseling office open earlier.
- Always needs more parking. Summer sessions. More information for future grads available.
- Definitely parking and providing more classes that includes summer classes as well.
- Computer lab should be available to all students! More classes, parking improvement, and summer school
- Smoking, parking, more classes, summer school.

Technology

- Computer lab should be available to all students! More classes, parking improvement, and summer school
- Up to date technology. Healthier alternatives for eating. More study areas.
- Blackboard usually gives me problems, logs me out or will be down a lot. Crafton's website is not "user-friendly". Would definitely love more parking! It takes me half an hour to forty minutes to find a parking spot that is usually across campus from where my class is. very frustrating!!!
- I believe Crafton needs to improve on upgrading their classrooms (more technology).
- Better Technology for classrooms. Laptops, overhead, etc.
- Better technology in classrooms
- blackboard website
- Crafton needs to stop changing their computer software every other semester Web Advisor was confusing and the new registration is not as easy as the old one.
- Fix projectors in lecture rooms
- Internet keeps crashing
- Needs a better internet
- Perhaps more computers so that more students can have access to them.
- Still need to update tech, especially the music classes
- improved internet registration process
- Cleaner restrooms ensure technology in rooms are working. Have enough chairs that don't squeak.
- Quality of desks in majority of classrooms, update projectors and computers. Offer more online math courses.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- Please put more scantron vending machines around campus. Extend computer lab hours.
- Updating classrooms, lighting, technology
- Clubs in general should have more variety/direction if they are to be taken seriously. More advanced language programs (Jap 103+) would be nice, more teachers should use blackboard, more online classes. Summer school!!!
- The cleanliness of the classrooms could be greatly improved along with the older classrooms being re-done more like the newer ones technology wise.
- More classes, summer school, better parking, more computer labs

Tutoring

- Access to better tutoring times.
- Better math tutoring resources
- More tutors in Learning Resource Center
- Bigger disability office for disability tutoring. More computers in there and tutors.
- keeping the classrooms, buildings up to date, more tutors in math center, better parking, offer more classes, more teacher evaluations
- Maybe the teachers they are nice but maybe help a little more for the student like in say math yes we have tutoring but sometimes that's not good enough.
- Better parking, personnel, and more tutors an these make the experience at Crafton much difficult and unpleasant.
- Better food in cafeteria/longer meetings w/counselors and tutoring

Website

- Easily navigable website.
- improvement on the website
- Make the website easier to navigate.
- The damn website
- The website
- Website
- Better parking, new website, more classes, less police
- Blackboard usually gives me problems, logs me out or will be down a lot. Crafton's website is not "user-friendly". Would definitely love more parking! It takes me half an hour to forty minutes to find a parking spot that is usually across campus from where my class is. very frustrating!!!

Other

- Nothing really. Maybe some more science classes.
- Stop raising tuition if you're going to cut classes.
- They need to stop raising tuition and stop so much work on the school and provide more classes instead.
- Lower credit cost. Fire the most complained about teachers.
- Overall pleased with quality of instruction & instructors
- Connection with local business PR. Articles in Local Paper
- A bigger budget from CA and Fed gov't
- As of now I can't think of anything.
- Be a little more understanding of the working class members
- Better health management, don't come if you are sick, and offer other options.
- Budget. Put more money into education and not salaries/pools.
- Continue low cost education at high levels of standards
- Everything
- Everything is good.
- Fundraisers to keep teachers employed and more classes for students in economic uncertainty.
- How informed a new coming student is.
- I believe Crafton needs to keep doing what they are doing. The students I have met truly seem happy with all you offer.
- I believe they are doing well and everything is good quality.
- Lower some prices
- no improvement is needed
- No semester cuts!!!
- No, Crafton Hills has everything necessary for a student to succeed.
- NOTHING COMES TO MIND. CRAFTON IS VERY FOCUSED ON THEIR STUDENTS.
- Nothing, it's fine
- nothing, they help you to know everything
- Nothing/ None/ N/A/ Don't Know (15)
- Nothing. It is perfect.

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

- overall I'm fairly satisfied
- Overall it is good.
- Personally, I believe the quality is perfectly fine as is but there is always room for improvement.
- Programs
- School functions
- Special exceptions for complicated pregnancy
- stop budget cuts
- student services
- That I have seen, none
- There is always room for improvement.
- They do great, a lot better than RCC where I attended last semester.
- More classes, Lower fees
- I had to go to 4 different offices to see if I made the Dean's list. That shouldn't happen.
- More teachers, less construction and money wasting. Why do we build things we don't need.
- Parking, Prices
- I believe they need to stop talking away classes, improve the site because its terrible to apply for classes it makes everyone hate it, also campus needs more security at night I don't feel safe walking to my car!!
- Some sort of placement procedure based on testing for higher classes.
- More evening classes, more available child care

Please provide any additional comments about your experiences at Crafton:

Admissions and Records

- Adding classes is difficult and registration drop date should give more than 24 hours!
- Help out late registering students, add classes
- Most people are clueless in how to register, see a counselor, apply, etc.

Campus

- Campus looks good!
- Campus is beautiful after all the remodeling! Parking is so much easier too!
- campus is nice
- Has a good view of Yucaipa
- I enjoy coming to Crafton, it's a nice calm, peaceful environment.
- I love the appearance of this place.
- Staff and students are friendly
- The campus looks very clean and sophisticated

Classes

- I believe canceling class or sessions is detrimental to students who really need them to finish and graduate.
- Classes have recently become overcrowded
- I wish there were more classes to choose from after 4:30
- I would like better times in my classes
- In the future, I'm hoping Crafton can add more class and times.
- it's hard to get into all classes needed
- more class variety and availability
- Please keep yoga & Pilates!
- Printmaking!!
- Stop dropping classes, start adding
- The courses always fill and always leave lots of students without classes.
- The English gen-ed classes are extremely hard to get into, especially if you're low priority.
- The variety of classes is disappointing - There are classes in the catalogue I want to take, but in 3 years here they've never been offered.
- This is my last semester at CHC. To take the classes I need to graduate. I needed a course substitution and I have a 6 hour gap in my school days. fix that.
- This school is getting extremely ridiculous with prices, parking, class being dropped. I won't recommend this school anymore.
- Tried to add all my classes this semester because everything I needed was full. I only got two after spending two 12 hour days on campus. Every class I tried to add people into had at least 20 other wanting to add. What does that mean to you?

Counseling

- Bad counselors.
- Counselors need to be specific what classes count and what classes don't when first coming to crafton
- Each counselor has told me different things about graduating from CHC!
- Get all new counselors. Retrain and rehire.
- Great except for counselors and financial aid
- great, except the counselors providing wrong and misleading information
- I am transferring after this semester so I feel semi-prepared. No thanks to the counselors though.
- I have seen the counselors numerous times and they have never really helped me. I finally decided to stop seeing them because it confuses me less.
- I'm just starting out, but I hear that counseling is understaffed and has little knowledge. This worries me because I do plan on needing direction at some point.
- It's been a journey but I'm glad counselors want me to transfer.
- [NAME] for the counseling office has the best attitude! Always very helpful and great spirit. <3 her
- Most people are clueless in how to register, see a counselor, apply, etc.
- New counselors, teachers that enjoy teaching rather than just trying to be a friend or get a paycheck. Just teach. Be a friendly teacher.
- Overall Crafton is awesome but Crafton needs to IMPROVE their counselors.
- The assessment methods should be changed - ACT/SAT scores should be accepted for placements. Also, English 101 (currently enrolled) is teaching high school skills in the guise of a Gen Ed college class.
- The counselors are not very helpful in guiding me (and other students) to get to where you want to go.
- We are tax payers and the staff at Crafton acts as if we are a nuisance to them. I do not get "free" education and staff should act as if we are their priority. Counseling and assessment are terrible.
- Web Advisor is difficult to navigate at first.

Custodial

- Bathroom maintenance and smell needs to improve

Please provide any additional comments about your experiences at Crafton:

- Bathrooms need to be cleaned more often or a cleaned a better. Fix the sinks in the bathrooms in the LRC building.
- Bathrooms need to be maintained more often. constantly out of paper towels in bathrooms during night classes.
- Clean / Renovate the bathrooms
- Clean bathrooms more often
- Get more anatomy classes!
- I love how clean the campus is and the comfortable classroom settings.
- Please clean the classrooms!
- The bathrooms need to restock more frequently.
- The classrooms and bathrooms are very dirty. The trash in the bathroom near cafeteria is always full and dirty, floors are disgusting.
- The maintenance guy needs to be considerate when using his blower!
- the restrooms are not the cleanest
- The restrooms in the new library should be better maintained.

Financial Aid

- Everything is great except financial aid
- financial aid lady is really mean
- Financial aid office could be more helpful.
- Financial Aid Office has the most unfriendly staff I have ever seen. They are not helpful and only give vague information. The whole team need an overhaul.
- Financial aid office isn't what it should be, very hard to get the correct information from the workers.
- Great except for counselors and financial aid
- I really don't like going to the Financial Aid Office, people are rude.
- I think that Financial Aid Staff are rude and mean.
- It has been great. Other community colleges stressed me out. Here I get classes I need and great financial aid!
- lack of financial aid and or/ scholarship opportunities for those not of ethnic minority
- Offer more opportunities; first priority registration, grants, scholarships to others than Mexican. They are no longer minority.
- Trying to get financial aid sucks.

Food Services

- Better equipped restrooms, more available food at all times of day
- More food
- I have really enjoyed going to Crafton. The cafeteria could use more healthy options.
- I like the cafeteria but it's a little pricey
- I think the cafeteria is fine, although it would be nice to have a few organic options either on the menu OR...just...Anywhere! & maybe dial it down with the sodas & expand on more juice and tea options please!
- Need more choices of food in the cafeteria.

Instruction

- A good experience, some professor that came from Cal State or University need to be reminded Crafton Hills College is a community college.
- Crafton needs teachers that communicate better with students.
- Everything has been pretty well, but I believe the Anatomy classes need more teachers that are good like [Name], so the wait isn't bad.
- give prof. [Name] a raise, he is the best you got here.
- great teachers and good campus
- Helpful teachers.
- Horrible math teachers, taken two math classes and math teachers were horrible.
- I enjoy all my instructors; [Name], [Name], [Name]. Great People! Helpful
- I love the people and teachers they are cool and nice.
- I really enjoy Crafton. It's a good school with good instructors.
- know how the teacher teaches before you hire assholes who fail everyone
- Last semester I had a class that the grade (final grade) was not posted until a few days before spring semester started. This only happened after speaking with several Deans multiple times. Very unprofessional and completely inappropriate. Thankfully it was handled finally, but it really made me reconsider continuing here.
- Nice clean school well kept, and my instructor is a good one.
- Philosophy 103 w/[Name] ok the guy is smart a nerd!! Whatever you want to call it but teach @ our level not over our head our first class mid-term class average 58% that's not good!!
- Some teachers I feel don't care of my success and my financial position.
- The campus is beautiful. Great peers. Great teachers, so far since I've been here.

Please provide any additional comments about your experiences at Crafton:

- the teachers are great
- the teachers are very helpful

Parking

- An okay school but no parking space.
- Better parking! Cheaper parking pass
- Better parking!!!
- Bigger Parking Lots!
- Everything is okay except parking and the security could ease up on their power trips.
- Improving parking
- just needs more parking
- Library needs a dedicated parking lot!
- make a parking garage PLEASE
- More energy drinks vending machines, please! Signs that encourage carpooling would probably help the parking situation.
- More parking please!
- More parking spaces.
- More parking.
- Other than parking, Crafton is a wonderful college.
- parking is a pain in the neck a lot of traffic in lots
- Parking
- PARKING
- PARKING IS A HASSEL!
- Parking is difficult & time consuming. Also, the selection of classes has diminished to a bad extent.
- Parking is horrible still, too many handicap and staff parking that is not being used.
- parking is terrible
- Parking is terrible. You took a lot of parking spots to add staff and handicap and red lines parking.
- Parking passes are too expensive.
- parking sucks
- Parking sucks! Love Crafton!
- Parking sucks.
- parking ticket suck when you can't even afford a permit
- PARKING!
- The parking is terrible. I think they should build a 3 story parking lot on the upper parking area.
- The parking needs to get Better!!! And prices on books and permits need to go DOWN!!
- the parking situation is out of control
- There are too many students and not enough parking.
- When you spend 20 minutes finding a place to park. It affects your education.
- Why do I pay for parking when there is None!
- Why the hell did we get a pool that no one uses when we need classes and more parking!??
- Why when the parking lots were being repaved were more spots added for staff and not for students?

Security

- Campus police are annoying, blackboard for mobile doesn't work
- campus security sucks
- police tend to be unfair
- the campus police should be more concerned with student safety rather than misc. parking violations

Summer

- Bring summer school back!
- Cutting summer school classes will be a huge inconvenience.
- I am disappointed the Crafton is not offering a summer semester this year. I really enjoyed taking advantage of it last year since we do not have a winter semester.
- If we could drop all summer classes to afford more fall classes it would be total worth it.
- Please open the summer semester
- Provide a summer semester, some of us depend on these things
- SUMMER CLASSES NEED TO BE OFFERED. ADD ALL STUDENTS WHO WISH TO AND WHO SHOW UP ON THE FIRST DAY OF NEW SEMESTERS BECAUSE 1/3 OF THE STUDENTS USUALLY DROP OUT OF THE CLASSES.
- Summer session should not be closed! Thank you.

Technology

- Internet is Bad!
- Unpredictable internet gives me the willies
- Web Advisor is difficult to navigate at first.

Other

Please provide any additional comments about your experiences at Crafton:

- I think that Crafton need more of a social place on the north end of the campus all places are too far Yucaipa is a rainy city and there are no dry places if you are near the book store.
- Needs sports teams
- boring
- Crafton been well but can get more and better appearances then Valley.
- Crafton should be a no smoking campus period
- Do you really care?
- Honestly, the classes I've taken so far are TOO EASY... maybe I'm just too smart...
- I am white and Hispanic equally and associate with both. It's not accurate to mark only white/non-Hispanic or Hispanic. More parking.
- I find it odd that the campus has money to beautify the campus, but not to keep classes and programs open.
- I'm okay with the education, it's very fast-paced and there just isn't time to be able to come in to get tutored during "assigned" hours. Would like an aid 24/7 that I can just look into, or an email left to answer questions for instructor. Wish the cost of courses weren't so high, including parking permits.
- lower prices on everything
- Lower the cost per unit!!!
- My last semester here! Transferring after this semester!
- need access to the pool
- Offer more opportunities; first priority registration, grants, scholarships to others than Mexican. They are no longer minority.
- People who use the computers in the library for Facebook should be kicked out.
- Stop spending money on infrastructure that doesn't help us. We need it spent on classes so we can learn.
- The sickness this semester is so bad I think I will have to resort to online classes. I'm so sick I have a permanent IV in for antibiotics.
- They could care less.
- What's with the 15m.p.h. speed limit at the top of the hill? I feel like I'm 90 years old when I drive by there.
- When I sign up for an in class education I don't want to do most of my damn work online. If I wanted an online class I would have signed up for one.
- When you call for help, they are rude...
- Why so many question on race? It doesn't matter
- Beautiful campus. I love coming to school here.
- Best school I have been to
- Bookstore prices are overly priced and tickets are overly priced. Overall I think this is a good institution.
- cool
- Child Development Center should have more classes and more book resources in general.
- Crafton Hills College is a great school
- Crafton is a great campus to be at.
- Crafton is a great school that I would definitely recommend to others.
- Crafton is doing well at keeping students pleased.
- Dig it! Have enjoyed my time here!
- Everything is good here at Crafton so far
- Everything is great except financial aid
- Everything is great!
- Love EOPS program!
- Fun
- Good
- Good experience
- Good school overall, would be nice to get classes required for AA major
- Good Teachers for the most part
- good to fair
- Good.
- Great
- Great but parking really sucks
- Great campus; great reputation.
- great college
- great environment
- Great overall experience
- Great so far, some of the best professors I've had.
- Great, but more variety is needed.
- Great!
- I am very happy at Crafton hills
- I am very pleased to study in this campus

Please provide any additional comments about your experiences at Crafton:

- I enjoy coming here. I like the classes that I do have, but the budget reduction and all the extra days off are not helping the students even when they have to absorb the material fast already.
- I enjoy going here
- I enjoy the mountains
- I have enjoyed my past semesters.
- I like Crafton
- I like Crafton a lot, I just wish it was easier to get into classes.
- I love my experience at Crafton and I am extremely pleased with the experience
- I love the scenery, and so far, instructors are superb.
- I love the setting. Beautiful college. Friendly and the staff are lovely!
- I love the student life!!!
- I love the view from the campus. It is a wonderful location.
- I love this school!
- I really do like Crafton Hills College.
- I think overall it has been a good experience but there is definitely time for changes.
- I'm enjoying it a lot so far. Way better than RCC (Riverside).
- I'm enjoying my time here!
- I've liked attending Crafton. the classes are great and the cost is great.
- Instruction at practical level is as good as major universities (similar courses)
- it has been great.
- It has been great. Other community colleges stressed me out. Here I get classes I need and great financial aid!
- it's a good campus
- It's a good school.
- it's been good so far
- It's been great.
- It's been really great so far.
- it's bittersweet its helping me just get my general ed so I can transfer,
- It's fun
- it's lovely
- it's a decent school
- It's a good campus but needs improvement
- it's been a good, lovely experience
- It's been an overall great experience. I'm almost done but would definitely do it again. This is a great school
- it's been fun
- its good and fun and interesting
- Just okay
- love the campus
- Love this school
- Love this school, great experience.
- Most of the people here are very nice, and the campus is beautiful.
- Nothing special.
- Over the years, I have learned a lot at Crafton Hills College. I learned about the teachers, made a lot of new friends, and I am enjoying going to Crafton.
- Overall a good school and has been useful
- Overall college feel is welcome and relaxing
- Overall Crafton is awesome but Crafton needs to IMPROVE their counselors.
- Overall Crafton isn't a bad school; it just needs to offer more classes and majors to its students.
- Overall Crafton's a great school
- Overall good community college
- overall good experience
- Overall I enjoy attending Crafton Hills College.
- Overall it's been great.
- Overall, a great experience.
- Overall, good school experience
- pretty chill
- Pretty good overall experience, but it could be better.
- pretty good...so far
- Cheaper meds.
- I love the student life!!!
- Student senate was NOT very nice!! Unprofessional! manners

Please provide any additional comments about your experiences at Crafton:

- So far the school seems like a good place to attend, but it feels like some students don't want to be here.
- so far, so cool
- This is a FAR better environment than any other community college I've considered.
- This is a great school. Perhaps maybe having some more photography programs? Have seen the classes available in handbook but can't find them online. Anyways, I'm very satisfied.
- The website is difficult to use.
- Used books are overpriced.

APPENDIX 1: Notification Emails to Faculty and Students

Date: February 1, 2012
To: Faculty, Staff, and Administrators
From: Gloria Macías Harrison
Subject: Student Satisfaction Survey

This spring, we will be asking students to evaluate the programs and services we offer at Crafton. A Student Satisfaction Survey developed in collaboration with the Office of Research and Planning and the Crafton Council will be administered in randomly selected sections to ensure a representative sample. Instructors whose classes are selected for survey administration will receive specific instructions by the end of next week.

Results of the survey will be posted on the Office of Research and Planning web site in fall 2012 and used in committee meetings and presentations to help inform decision-making. If you have any questions about this survey, please contact Student Services Vice President, Rebecca Warren-Marlatt (909) 389-3355.

Your cooperation and participation are sure to enhance our programs and services for students. Thank you for your support of this important project.

Gloria Macías Harrison

Date: February 1, 2012
To: Students
From: Gloria Macías Harrison
Subject: Student Satisfaction Survey

In our continuing effort to provide students with the best possible learning environment, we are asking for your opinions about your experiences at Crafton Hills College, our services, our programs, and our campus in general. Beginning next week, a Student Satisfaction Survey will be administered in randomly selected classes.

Results of the survey will be posted on the Office of Research and Planning Web Site in Fall 2012. If you have any questions about this survey, please contact Student Services Vice President, Rebecca Warren-Marlatt (909) 389-3355.

Your input will help to inform us as we carry out improvements necessary to make Crafton Hills College the best that it can be. We ask that you consider this an opportunity to voice your opinions about various aspects of Crafton Hills College. Your cooperation and participation are sure to enhance our programs and services for students. Thank you for your support of this important project.

Gloria Macías Harrison

APPENDIX 2: Cover Letter for Survey Packets Sent to Instructors



Office of
Research and Planning

February 6, 2012

Professor
Course/Section
Location/Date/Time of Section

Students in your class have been chosen by random sampling to participate in the spring 2012 Crafton Hills College Student Satisfaction Survey.

The data will be used to help this college understand the student experience at Crafton and to improve programs and services.

Student participation in this survey is completely voluntary. If students have completed the survey in another class, they are not required to take the survey again.

Responses to this survey will remain confidential and individual responses will not be reported.

The survey will take students approximately 30 minutes to complete. Please have students complete the survey during class in blue or black ink.

Results of the survey will be posted on the Office of Research and Planning Web Site in fall 2012 and shared with Crafton Faculty, Staff, Administrators, and Students. Your cooperation and participation are sure to enhance our programs and services for students. Thank you for your support of this important project.

Please return completed surveys to the Office of Research and Planning, LRC-102 on or before February 29, 2012.

If you have any questions about administering this survey, please contact Michelle Riggs at (909) 389-3391.

Thank you,

Crafton Council and Office of Research and Planning

MR 20120206

APPENDIX 3: Crafton Hills College Spring 2011, Student Satisfaction Survey

**CRAFTON HILLS COLLEGE
STUDENT SATISFACTION SURVEY**

Dear Student,
Please help Crafton Hills College plan for the future. Your opinion matters and can help shape positive changes at CHC. All of your responses are anonymous. If you have any questions about this survey, please contact Student Services Vice President, Rebecca Warren-Marlatt (909) 389-3355. Your thoughtful and honest responses are very important. Please use black or blue INK. This survey takes approximately 30 minutes to complete. Thank you for your participation. If you have already taken this survey, please do not complete again.

I enrolled at Crafton Hills College because.... (select ALL that apply).

- | | | |
|---|--|---|
| <input type="checkbox"/> My friends attend here | <input type="checkbox"/> Campus appearance | <input type="checkbox"/> Recommendation from family/friends |
| <input type="checkbox"/> Location | <input type="checkbox"/> The academic reputation | <input type="checkbox"/> My high school counselor recommended |
| <input type="checkbox"/> Cost | <input type="checkbox"/> The programs offered | <input type="checkbox"/> The size of the institution |

Other:

How would you prefer to receive important information from CHC (select ALL that apply)?

- | | | | |
|--------------------------------------|-------------------------------------|--|--------------------------------------|
| <input type="checkbox"/> CHC website | <input type="checkbox"/> CHC e-mail | <input type="checkbox"/> Personal e-mail | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Twitter | <input type="checkbox"/> Text Message | |

Please rate your level of agreement with the following:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
I feel a sense of belonging at Crafton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am proud to tell others that I am a CHC student.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crafton shows concern for students as individuals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students are made to feel welcome on this campus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People on this campus are supportive of one another.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People on this campus respect each other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employees across campus are generally helpful and approachable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel informed about what is happening on campus.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend CHC to a friend or family member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
The instructors care about me as an individual	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructors are supportive of each student's unique life circumstances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructors are fair and unbiased in their treatment of students.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of instruction at CHC is excellent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classes are scheduled at times that are convenient for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The classes that I need to take are available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am receiving a great education at CHC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The variety of courses offered is sufficient.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue on the other side

Please rate your level of satisfaction with the quality of:

	Very Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not Applicable
Instruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule of classes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall educational experience at Crafton	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Computer labs are adequate and accessible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Crafton website is easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The services accessible through the website are easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Classrooms/labs are sufficiently equipped with technology for learning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the quality of:

	Very Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not Applicable
Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Technology in the classrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Computer Availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
There are an adequate number of areas to study on campus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restrictions for smoking on campus are sufficient	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On the whole, the campus is clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The campus is well maintained	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The campus grounds (grass, trees, bushes, flowers) are well cared for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the quality of:

	Very Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	Not Applicable
Campus Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of the Facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care of the existing landscaping	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety (Police Security)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue on the next page

Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	I Have Not Used
The personnel involved in registration are helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online registration is easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The counselors provide accurate information.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The counselors are concerned about my success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand what I need to do in order to reach my educational goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel welcome at the student life office.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial aid advisors are helpful.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library resources meet my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tutoring services are readily available.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The assessment and course placement procedures are reasonable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services provided at the health & wellness center help me to succeed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the quality of:

	Very Satisfied	Satisfied	Not Satisfied	Not at All Satisfied	I Have Not Used
Admissions and Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Aid.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career Services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counseling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled Students Programs and Services (DSPS)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended Opportunities Programs and Services (EOPS).....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Resource Center (Tutoring)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health & Wellness Center.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Student Life (Associated Students)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer Services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Veterans Services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall services for students at Crafton.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	I Have Not Used
The cafeteria provides high quality service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The selection at the bookstore meets my needs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child care on campus is important to my success	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the quality of:

	Very Satisfied	Satisfied	Not Satisfied	Not at all Satisfied	I Have Not Used
Child Care Center.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bookstore.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cafeteria.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please continue on the other side

In general, how do you feel you are treated by the following groups at Crafton?

	Fair - 4	3	2	Not at all Fair - 1	No Opinion
Instructors of my own racial/ethnic group.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructors from other racial/ethnic groups.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructors of my own gender.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Instructors of the opposite gender.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students of my own racial/ethnic group.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students from other racial/ethnic groups.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students of my own gender.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students of the opposite gender.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Students from different age groups.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals of different sexual orientation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Individuals from different religions or faiths.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campus police.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Counselors.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other office/program staff.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you ever been discriminated against at Crafton?

Yes No

If yes, please explain how you were discriminated against:

Admit Status:

Continuing Student (enrolled last semester at Crafton) Returning student (at Crafton before, returning)
 First-time student (no prior college experience) Also currently enrolled in K-12
 Transfer student (transferred from another institution)

Primary Disability:

No Disabilities Hearing Impaired Learning Disabled Health Impaired
 Mobility Impaired Speech/language Impaired Psychologically Disabled Other Disability
 Visually Impaired Acquired Brain Injury Physical Disability

Race/Ethnicity

- Asian Hispanic Pacific Islander
 African American Native American White / Non-Hispanic

Please continue on the next page

Gender

- Male Female

Is English your native (first) language?

- Yes No

Age

- 19 or younger 35 to 39
 20 to 24 40 to 49
 25 to 29 50 to 59
 30 to 34 60 or above

How many primary (Fall or Spring) semesters have you been a student at Crafton?

- This is my first semester 6 to 7 semesters
 2 to 3 semesters 8 or 9 semesters
 4 to 5 semesters 10 or more semesters

How many units are you currently enrolled in at Crafton?

- 1 to 4 units 12 to 15 units
 5 to 11 units 16 units or more

How many hours do you work per week?

- I do not work 21 to 40 hours per week
 1 to 20 hours per week More than 40 hours per week

Have you completed this survey in another class at Crafton this semester?

- Yes No

What is the highest level of education obtained by your parents? (If your mother and father have the same level of education, please select that level for both.)

	Mother	Father
Not a high school graduate.....	<input type="checkbox"/>	<input type="checkbox"/>
High school diploma or GED.....	<input type="checkbox"/>	<input type="checkbox"/>
Vocational/technical certificate.....	<input type="checkbox"/>	<input type="checkbox"/>
Associate degree.....	<input type="checkbox"/>	<input type="checkbox"/>
Bachelor's degree.....	<input type="checkbox"/>	<input type="checkbox"/>
Master's/doctoral/professional degree.....	<input type="checkbox"/>	<input type="checkbox"/>

What do you believe are the best things Crafton has to offer?



What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

Please provide any additional comments about your experiences at Crafton:

THANK YOU FOR YOUR PARTICIPATION

