

Spring 2019 Counseling Point of Service Survey Results

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Purpose of Brief

This brief illustrates the results from the Spring 2019 Counseling point of service evaluations completed by 207 respondents.

Summary of Findings

- 65% of students the Counseling office recorded indicated that their status at the time of registration was as a current student.
- 51% of responses recorded stated that the respondents' educational goal was to obtain an Associate's Degree with Transfer.
- 16% visited Counseling to update or change their Student Educational Plan.
- 12% of responses recorded indicated students visited Counseling for transfer-related information or questions.
- 99% of respondents strongly agreed or agreed with the statement: "*The Counseling Office provided me with high quality service*"
- 82% of respondents who submitted additional comments praised the Counseling office and staff.

Overview

The Counseling office at Crafton Hills College (CHC) administers point of service evaluations each term to collect information from students they serve. This brief illustrates the results from the Spring 2019 service evaluations completed by 207 respondents.

Methodology

The service evaluation was administered in paper to respondents by the Counseling office. The evaluation consisted of multiple-choice questions prompting students to indicate their status at the time of registration, their future enrollment status (full-time or part-time), their current educational goal at Crafton, and the reason for visiting the Counseling office and an open-ended question that allowed respondents to write other reasons not listed they may have had for their visit. These additional reasons were grouped into categories. The evaluation also included fourteen Likert-scale questions by which respondents were prompted to rate their level of agreement with statements regarding the quality of service they were provided and their satisfaction with the office staff and their counselor. The following 4-point rating scale was utilized: 1=Strongly Agree, 2=Agree, 3=Disagree, and 4=Strongly Disagree. Lastly, the evaluation also provided three open-ended questions where respondents were able to discuss what they gained by visiting the Counseling office, provide suggestions on what they believe would help improve services, and provide additional comments. Individual names mentioned in the comments tables were replaced with "[Name]". Finally, since the evaluation is completely anonymous and no identifying information was collected in the evaluation, it was also possible for the same student to complete multiple surveys.

Findings

Table 1 identifies the student's status at the time of registration. Sixty-six percent of students indicated that they were current students while another 22% were new students.

Table 1. Status at time of registration.

Response	#	%
Current Student	136	65.7
New Student	46	22.2
Returning Student	25	12.1
Total	207	100.0

Next, students were asked what their enrollment status was going to be. The results are shown in Table 2. Fifty-one percent of students responded that they were part-time students. The remaining 50% indicated that they were full-time students.

Table 2. Future enrollment status.

Response	#	%
Full-Time Student (12 units or more)	100	49.5
Part-Time Student (less than 12 units)	102	50.5
Total	202	100.0

Table 3 lists responses for the students' educational goals. Students could select multiple goals for this item. Fifty-one percent of responses received were for the Associate Degree for Transfer. Associate Degrees and courses to transfer were the next prevalent set of responses with each of them receiving 15% of total responses.

Table 3. Educational goal at CHC.

Response	#	%
Complete Associate Degree with Transfer	115	50.7
Complete Associate Degree Only	34	15.0
Course(s) to Transfer	33	14.5
Complete Certificate	22	9.7
Course(s) to Maintain/Improve Employment	2	0.9
Course(s) for Personal Enrichment	3	1.3
Course(s) for another institution	7	3.1
Other	11	4.8
Total	227	100.0

Note: It is possible respondents selected multiple educational goals.

10 respondents provided written comments regarding their educational goals at CHC. A list of the responses is provided below:

- Academic renewal
- Fire Academy
- Fire Tech
- Informal Post Baccalaureate education
- Paramedic and fire
- Possibly transfer to a university but to prepare for nursing school
- Radiologic Technology
- RadTech Program
- Still looking at options
- Summer course needed

Table 4 identifies the reason respondents went into the Counseling office. Sixteen percent of responses received indicated that the respondent visited Counseling was to update or change their student educational plan. Twelve percent of responses were regarding transfer-related information or questions and 11% of responses received were for creating a new student educational plan.

Table 4. Reasons for visit to Counseling office.

Reason	#	%
New student advisement	40	10.1
Submit/review transcript(s) from other college(s)	9	2.3
Schedule a one-on-one appointment with a counselor	42	10.6
Transfer related information/questions	46	11.6
Application and/or registration information	27	6.8
Graduation information	13	3.3
Create a new student educational plan (SEP)	42	10.6
Course overload	7	1.8
Update/change student educational plan (SEP)	65	16.4
Registration hold(s)	2	0.5
Associate degree and/or certificate information	38	9.6
Probation	8	2.0
Advanced placement testing/credit	8	2.0
Dual enrollment	0	0.0
Need assistance picking out classes and/or registering	25	6.3
Financial Aid term dismissal	2	0.5
Validation/challenge pre-requisite	5	1.3
Veteran services	2	0.5
Sign-up for a workshop (New Student Advising, Student Success Workshop, etc.)	2	0.5
Other	14	3.5
Total	397	100.0

Note: It is possible respondents selected multiple reasons for visiting.

14 respondents provided additional comments/reasons for visiting the Counseling office. A list of the responses is provided below:

- Academic renewal
- Advice
- Assessment exemption
- Catalog year
- Change major ed/plan
- Dual Enrollment
- Radio Tech Application
- Registration question
- Returning student -wanted to know course availability
- Returning student/need to take a summer course
- Review personal statements for past baccalaureate education
- Sign in app scores
- STEM program info
- Withdrawal information

Table 5 indicates respondents' level of agreement with various statements about their perceptions and satisfaction with Counseling services. Respondents reported high levels of satisfaction with Counseling services with at least 99% of respondents agreeing or strongly agreeing with all of the following statements:

- The Counseling Office provided me with high quality service
- The counselor treated me with respect
- The counselor understood my needs
- I was serviced in a timely manner
- The counselor communicated clearly
- The counselor helped me reach my academic goals
- I plan to utilize counseling services in the future
- I would recommend visiting the counseling office to other students
- Overall, I am satisfied with the services provided
- Overall, I believe the counselor cares about my future success at Crafton Hills College

Table 5. Respondents' level of agreement with various statements about Counseling.

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	#
The Counseling Office provided me with high quality service	192	92.8	13	6.3	1	0.5	1	0.5	207
The front office staff was courteous and friendly	175	84.5	28	13.5	3	1.4	1	0.5	207
The counselor treated me with respect	200	96.6	6	2.9	0	0.0	1	0.5	207
The counselor understood my needs	195	94.7	9	4.4	1	0.5	1	0.5	206
I was serviced in a timely manner	183	88.4	23	11.1	0	0.0	1	0.5	207
The counselor communicated clearly	199	96.1	7	3.4	0	0.0	1	0.5	207
The counselor helped me reach my academic goals	192	92.8	13	6.3	1	0.5	1	0.5	207
I plan to utilize counseling services in the future	197	95.2	9	4.3	0	0.0	1	0.5	207
I would recommend visiting the counseling office to other students	193	93.2	13	6.3	0	0.0	1	0.5	207
Overall, I am satisfied with the services provided	193	93.2	12	5.8	1	0.5	1	0.5	207
Overall, I believe the counselor cares about my future success at Crafton Hills College	197	95.2	9	4.3	0	0.0	1	0.5	207

Table 6 lists respondents' level of satisfaction regarding their interactions with the office staff and counselors. Respondents reported high levels of satisfaction with the Counseling office with 98% of respondents measuring their interactions with the office staff as "good" or "excellent" and 99% of respondents stating that the level of service received by the counselor or that the counselor met their needs was "good" or "excellent".

Table 6. Respondents' level of agreement with statements measuring the level of service received.

Statement	Excellent		Good		Fair		Poor		Total
	#	%	#	%	#	%	#	%	#
Overall, how would you rate the level of service provided by the office staff?	175	85.0	27	13.1	4	1.9	0	0.0	206
Overall, how would you rate the level of service provided by the counselor?	202	97.6	4	1.9	1	0.5	0	0.0	207
Overall, were all your needs met by meeting with a counselor?	194	94.6	9	4.4	2	1.0	0	0.0	205

Table 7 lists responses for an open-ended item which asked respondents about what they believed they gained from visiting the CHC Counseling office. 176 responses were recorded and included in the table below.

Table 7. What respondents believed that gained from visiting the CHC Counseling office. (n=176)

Comments:
[Name] really calmed me down by giving me actual answers and insight. [he/she] was able to give me 100% confident advice, recommended who to talk to get information
[Name] really put me at ease, I came in ready to have a panic attack! By the end I felt so calm
A better outlook for my future goals and how to achieve them
A better plan for my future courses
A better understanding of my class load
A better understanding of my classes
A better understanding of my future
A better understanding of my options
A better understanding of my school goals to get my associate and transfer
A clear course to follow for transfer
A clear guidance to my major
A clear outline for the next year
A clear picture of what I needed
A clear understanding of my path ahead
A clearer ideal/prospective of academic future
A greater knowledge of the classes
A greater understanding on what is expected to enter the fire academy
A lot of answered questions for the direction I am going in
A lot of information I was scared to ask in the past
A lot of information on what I want to do and what I need to do to get started
A more clear idea on what I need to do to transfer
A much clearer idea of how to reach my goals
A plan and a clear instructions on how to apply
A plan for my career
A plan to succeed and reach my goal
A sense of security and assurance
A solid plan to complete my goals

(Table 7 continues)

(Table 7 continued)

A thorough review of my ed plan
A timeline of my courses was laid out, so there's no need to figure it out myself
A warm welcome into a new school which is always scary
A whole new outlook on the community college pathway. We are very excited about the CHC opportunity
Academic guidance
Academic guidance that was much needed.
Advisement in a plan for my academic career
Affirmation and updates on status
After visiting my counselor I had a been shown new and efficient paths to reach my goals
An accurate understanding of what I needed to successfully reach my goals
An improved Student Ed Plan and better knowledge about my transcripts
An understanding of what I need to do before transferring
Answers
Attentive help
Better knowledge on courses I need
Better understanding of academic renewal
Better understanding of plan
By visiting I was able to make a clear plan for my educational future
Charity and assurance to graduate
Clarification, which is what I was seeking
Clarity
Clarity in my educational plan/goals
Clarity on future classes and on my major
Clarity regarding admissions process
Clear info for my future and goals
Clear instructions and time-
Clear instructions and time-saving tips for registration
Clear path
Clear plan for courses to take
Confidence to return back to school!
Correct info
Counselor was great and provided me with great answers
Course plan to graduate and transfer. Counselor helped my plan by my life/work schedule. He went above and beyond for me
Created a clear path to follow for the coming years
Current information about the class I needed to complete my prerequisites
Excellent service
Gained a better understanding of my direction at CHC
Gained help for planning my future in school
Gained knowledge of what I need to get done to transfer and get my AS degree
Good advice
Grad application assistance and credit check
Greater understanding of my ed plan
Had a clear understanding of what to do next
Help with registration question

(Table 7 continues)

(Table 7 continued)

Helpful info especially returning after so many years
Helping me understand what I need to pursue my career
Here with questions I had regarding future career plans
Hope and optimism for a brighter future
Hope
How to make sure I register correctly
How to pick classes for my career
How to utilize resources
I believe I gained my full career plan and when I could graduate
I didn't have an ed plan, but now I do and I'm less stressed
I feel like I have a plan and that I'm heading in the right direction
I gained a better understanding of my educational goals and the importance of my education
I gained a better understanding of my SEP
I gained a great place to go to when I need academic help
I gained a new perspective about my education and career goals. I became aware of the various opportunities I have as a student and the options I have for my future
I gained an understanding of my education plan
I gained complete confidence in my future and success
I gained insight and was reassured about the gifts that community college has to offer
I gained more information into the Respiratory Program. I learned about what classes to take and not. The counselor was very helpful
I gained more knowledge in regards to the degrees I hold and I received help in validating my course work in order to apply to my program of choice
I gained more knowledge in the classes I need to get my associates of Health Science
I gained more of an understanding of my educational goal and path
I gained the information I needed in regards to transferring and my educational plan
I gained the understanding that no matter what is going on in life never give up. I also gained more insight into my future plans
I gained valuable information and service from the counselor
I got the information I came for; quick and simple
I have a better understanding of what I need to do to graduate
I have a better understanding of what my personal goal will require
I have a clear direction for the next two semesters
I have a clear understanding of my future and Crafton Hills College
I have a clear understanding of my plan
I know what to do and my future is much clearer. I know specifics and have a time frame
I know what to do and my future is much clearer. I now know specifics and have a time frame
I learned how to navigate CHC as a new student
I now know what courses to take during the summer and fall
I now know which direction I am going in
I realized what classes I need to transfer along with how to utilize the resources to me
I received a solid educational plan and better understanding of my future educational goals
I received the help and information I needed. Thank you
I was able to expose options for my future career and was very well guided
I was able to get more direction for my major and my future

(Table 7 continues)

(Table 7 continued)

I was able to plan out my next semester and get credit for some AP classes
I was able to see where I am at and update my SEP
I'm at ease that I have all the help I need
Info on STEM
Information and relief about transferring and graduation
Information and the helpfulness of staff and counselors
Information on me completing my degree
Insight and confidence in the classes I will attend
Insight and feedback on my personal statements
Insight into my school path
I've been guided well on what or how I can start
I've gained confidence in reaching out for help with the counselors at CHC. They have always helped me with any need and show that they really care
Knowledge about similar stuff I have already been told but was more informed
Knowledge about transferring credit. How the WebAdvisor system works
Knowledge in receiving degree and information for international student
Knowledge of classes needed to be taken
Knowledge of my classes and goals to continue
Knowledge of readily available assistance
Knowledge of the Rad Tech program and academics
Less stress. Guided steps for what I need to graduate
Mental security about taking my first steps of education at community college
More information
More information on what classes are needed. Equivalent classes for other colleges
More information regarding my student plan
More insight and understanding to what courses I needed for my desired field of study
More knowledge about my classes
More knowledge about my education plan
More knowledge about my necessary courses and what college I want to transfer to
More knowledge about transferring to USC, updates to plans
More knowledge of my plan
More knowledge on my transfer and what courses I had already completed
More understanding of what classes to take and when
Motivation and inspiration
More understanding of where I need to go, what classes to take , and how to get there
More understanding, confidence, less stress
My questions were answered
Now I have a better understanding of my transfer requirements and I know my semester goals
One step closer to graduating
Outstanding service
Plan for my degree and to figure out classes to be done as soon as I can
Set up plan
Showed me the tools available to stay organized with my classes and helped with my plan
Steps on what I need to do to get started
The ability to take a class/ending academic probation

(Table 7 continues)

(Table 7 continued)

The courage to email the college and class that I want and need
The information I was looking for
The information needed to do well in my learning here
The knowledge I need to further my education
They help me meet my academic goals
Through guidance in achieving my academic goals and career goals
Transfer information
Understanding college and how courses work
Understanding my goals and recommendations
Understanding of classes needed to meet my needs
Understanding of my future here at CHC
Understanding of what I need to accomplish in order to take a calculator class at CHC
Updated my SEP, saved me a lot of time and classes I didn't need. Helped me get a better understanding of what I need to focus on for transferring
Useful information about my future needs in completion with courses for an associate's degree
Useful information and a bit of confidence
Valuable information
Visiting the counseling office gave me the "know how" of going about changing my schedule status
Visiting the counseling office helped me better understand what was available
Well-communicated information and encouragement with my academic goals
Yes, I have a clearer understanding of my goals

When asked to provide suggestions for how to improve services with the counselor or in the counseling office, 45 responses were recorded. The full list of comments is provided in Table 8.

Table 8. Suggestions to improve services with counselor and/or in Counseling office (n=45)

Comments
Appointments other than same day
Brochure on STEM
Clear signs and more concise in direction
Counseling services are excellent. If perhaps, counseling services could be provided in the evening as well, that would be wonderful because I work in the mornings until 4:30pm
Eliminate same day appointments for a student's educational plans. Every time I try to make an appointment at 8:00 am all the appointments have been filled
Evening appointments
Everything is already great
Everything seems fine. Nothing bit to improve on
Excellent service
I do not have any suggestions for improvement. I received excellent service
I don't have any. She did a very good job explaining the classes/courses I need to do good at Crafton College
I don't mind but my appointment was at 2 and got called up at 2:13
I have no suggestions at the moment. I am very happy with the level of help I received today and always using these counseling services
I received excellent service today. Nothing to complain about
I was happy with everything
Info was great
It can improve by having an online appointment schedule. It's a downfall how their spots get packed quickly at times
It was really excellent
It's perfect
Just because the counselors are for academic progress, personal lives matter too!! We are human!!
Make a more welcoming seating area or provide more signage for sign-ins. I was unaware I had to sign in
Make it mandatory to meet with a counselor at least once a semester. I always forget to and get way behind in my academic plan
Maybe being able to schedule appointments in advance instead of the day of
More information on the campus layout
My counselor understood my goals and mapped my classes very well. Also considered my work schedule
No improvement needed except...well maybe a hand-out that tells me where to go on the CHC website to explore my options. (As a guide in case I forget)
No suggestions needed
No suggestions seem to be needed as services are excellent
Non that I can think of
None that come to mind
None that I can think of
None, I was satisfied
None, they were great, helpful and friendly
None. The whole experience was amazing
None. They provided excellent services
None. Excellent in every way
None. The service was great

(Table 8 continued)

(Table 8 continued)

Online counseling
Perhaps more clear understanding for why certain courses are not being offered or available, and when they will be so students can hope and plan accordingly
The office is perfect
The service provided by counseling office was excellent
They did good
They really helped me out
Try to find sources faster and understand
Wish you could make appointments in advance instead of same day

When asked to provide additional comments, 51 respondents provided feedback. A full list of comments can be found in Table 9. Most of the feedback consisted of compliments to the staff and the services provided (42) while the remainder focused on feedback or suggestions for improvement (4) or were miscellaneous comments (5).

Table 9. Additional Comments

Compliments (n=42)
[Name] and [Name] are really helpful
[Name] helped with my options very well and has put me on track for where I would like to go.
[Name] is great!
[Name] was amazing!!! [he/she] listened to my needs and helped with my application for the RadTech program. Thank you!
[Name] was awesome and very helpful
[Name] was kind and knowledgeable and helped me understand what I need for my education goals
[Name] was super helpful and listened to my predicament thoroughly to help me the best he could
[Name] was the most amazing counselor I've ever had and really helped me reach my goals of transferring and beyond!
[Name] was very friendly helpful
[Name] was very helpful and communicated well to help me understand what I need to do to complete my educational goals
[Name] was very helpful and I will be going to him for future advice
[Name] was very informative and was very patient with us on our needs
All the counselors I met with since I started here are all amazing and very kind! Thank you
Amazing staff
Counselor was very professional and thorough. He really had great patience with me
Every experience I've had with a counselor has been so beneficial and I'm extremely grateful
Everyone is very friendly and helpful
Excellent service
Good job!
Great help with registration
Great service (n=3)
I enjoyed my counselor, he was very helpful
Keep up the good work! Always so helpful! I would be lost without the counseling department
Much better service and support than RCC
Overall great experience and very helpful information
She was very helpful. Not as scary as I was imagining coming up her would be

(Table 9 continues)

(Table 9 continued)

Thank you (n=2)
Thank you for your help
Thank you! [Name] and [Name] are wonderful!
Thank you! I appreciate all of the help
Thanks for all the help and understanding
Thanks for the help. Trying to plan and make an ed plan on my own was a huge mistake. I plan on, whenever asked, letting people know you need to see a counselor if you want to succeed
The admissions office was officially closed, and a staff member went out of her way to process my transcripts for me. It was very kind, and exceptional service!
This was a very positive experience and I am even more excited about pursuing my educational goals
Very friendly
Very helpful
Without [Name] guidance and motivation I wouldn't have a clear vision of my education. [He/She] has been the best counselor that ever worked with me. Thank you!!
Y'all be great
You guys are doing much better than what I remember from before
Room for Improvement (n=4)
Better communication between counseling and rest of office such as admissions
Office doesn't answer phone or emails most of the time
Please get more genuine/nicer girls at the front office. They give dirty looks and brush off questions. It's almost like talking to a wall
Try not to do same day appointments at all anymore. It has always been hard to get one no matter how early I call
Miscellaneous (n=5)
I would like to play sports here
Maybe in the future when I start
Mental health plays a huge role in how we do and see the world around us
Please open the Shakespeare course. I've got a fever, and the only prescription is more Shakespeare!
Same as above
The Starfish program is great. It gave me a good starting point with my major