



The Counseling office at Crafton Hills College (CHC) administers point of service evaluations each term to collect information from students they serve. This report illustrates the results from the Spring 2021 online service evaluations completed by 100 respondents. Responses to each question was voluntary.

At the time of registration, please select your status:	#	%
Current Student	66	65.3
New Student	24	23.8
Returning	11	10.9
<b>Total</b>	<b>100</b>	<b>100.0</b>

What is your current enrollment status?	#	%
Full-Time Student (12 units or more)	64	63.4
Part-Time Student (less than 12 units)	37	36.6
<b>Total</b>	<b>99</b>	<b>100.0</b>

What educational goal are you currently pursuing at Crafton Hills College?	#	%
Complete Associate Degree with Transfer	61	60.4
Complete Associate Degree Only	17	16.8
Course(s) to Transfer	12	11.9
Other	8	7.9
Complete Certificate	2	2.0
Course(s) for another Institution	1	1.0
Course(s) to Maintain/Improve Employment	0	0.0
Course(s) for Personal Enrichment	0	0.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

**Other: (please specify) (n=4)**

- AA and AA-T
- Complete and associates degree and chat about how I could possibly get into a Master's Program.
- Courses to Transfer with two AA
- Rad tech. Program

What was the reason for your online visit today? (Select all that apply)	#	%
Update/change student educational plan (SEP)	44	24.0
Schedule a one-on-one appointment with a counselor	25	13.7
Create a new student educational plan (SEP)	23	12.6
Transfer related information/questions	17	9.3
Associate degree and/or certificate information	15	8.2
Need assistance picking out classes and/or registering	12	6.6
Application and/or registration information	10	5.5
Graduation information	9	4.9
New student advisement	7	3.8
Submit/review transcript(s) from other college(s)	6	3.3
Course Overload	3	1.6
Registration Hold(s)	3	1.6
Dual Enrollment	3	1.6
Other	3	1.6
Advanced placement testing/credit	1	0.5
Validation / Challenge Pre-Requisite	1	0.5
Probation	1	0.5
Sign-up for a workshop (New Student Advising, Student Success Workshop, etc.)	0	0.0
Financial Aid term dismissal	0	0.0
Veteran Services	0	0.0
<b>Total</b>	<b>100</b>	<b>100.0</b>

**Other: (please specify) (n=3)**

- Attend motivation for success workshop
- Exemption from Placement
- Issues with lack of communication

Please rate your level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
Directions for accessing online counseling services was clear and easy to follow.	68	68.7	27	27.3	2	2.0	2	2.0	99
The online counseling portal "Cranium Cafe" was user friendly and easy to navigate.	64	64.0	31	31.0	2	2.0	3	3.0	100
The staff was courteous and friendly .	90	90.0	8	8.0	0	0.0	2	2.0	100
The counselor treated me with respect.	91	91.0	7	7.0	0	0.0	2	2.0	100
The counselor understood my needs.	90	90.0	8	8.0	0	0.0	2	2.0	100
I was serviced in a timely manner.	87	87.9	10	10.1	0	0.0	2	2.0	99
The counselor communicated clearly.	90	90.0	8	8.0	0	0.0	2	2.0	100
The counselor helped me reach my academic goals.	87	87.0	11	11.0	0	0.0	2	2.0	100
I plan to utilize counseling services in the future.	85	85.0	13	13.0	0	0.0	2	2.0	100
I would recommend the online counseling services to other students.	86	86.9	11	11.1	0	0.0	2	2.0	99
Overall, I am satisfied with the services provided.	91	91.0	7	7.0	0	0.0	2	2.0	100
Overall, I believe the counselor cares about my future success at Crafton Hills College.	89	89.0	9	9.0	0	0.0	2	2.0	100

Please rate your level of agreement with the following statements	Excellent		Good		Fair		Poor		Total
	#	%	#	%	#	%	#	%	
Overall, were all your needs met by meeting with a counselor?	96	98.0	2	2.0	0	0.0	0	0.0	98
Overall, how would you rate the level of service provided by the counselor?	96	98.0	2	2.0	0	0.0	0	0.0	98
Overall, how would you rate the level of service provided by the staff?	82	83.7	16	16.3	0	0.0	0	0.0	98

**What do you believe you gained by visiting the online counseling services at CHC?**

Highlighted knowledge gained by visiting counseling online services.

- I believe that I gained a better insight of how the counseling services work and how to utilize them in the future.
- I gained a greater understanding regarding selecting my major post-transfer as well as being more prepared to registering for my future classes.
- I learned how to navigate on crafton hills college website.

What do you believe you gained by visiting the online counseling services at CHC? (n=79)
A better understanding of what I need to do as a student to ensure I can TAG into UCR and apply on time.
A clear understanding of what I need to transfer to CSUSB.
A lot of information I needed for my transfer process.
A path to enlightenment.
A plan on what classes i do and dont need to take
All my graduation questions were answered
All my questions were answered and more so. My counselor helped me fix up my degree plan and cleared up the confusion I had with navigating it
An understanding of how things work.
An updated Education Plan
Answers to my questions and advice
Better understanding and great feedback on what I need to do.
Better understanding of my educational plan moving forward.
[name]was extremely helpful in ensuring that I am on the right path and didn't pressure me into taking unnecessary classes. She was extremely kind and even went out of her way after our meeting to look at the school I am planning on transferring to, to give me extra information.
Clarity and knowledge for future transfer.
Clarity and steps to achieve your goals.
Clarity on classes need to graduate.
Clearing pre requisite
Confidence and a clear mind about my future.
[name] always has the information you need for transfer and if she doesn't she will sit with you and search until it is found. Very helpful.
[name]took time to help me when my EOPS counselor said she was too busy. I wouldn't have met my deadline without him. You should give him a raise! :)
[name] was great and was very helpful
Getting my AA degree for transfer.
Guidance and direction on successfully reaching my goals
Help in my educational plan.
I am now confident in my academic success plan.
I believe that I can ask for help and the counselors will go out of their way to make any situation happen as quickly as possible.
I believe that I gained a better insight of how the counseling services work and how to utilize them in the future.

## Spring 2021 Counseling Point of Service Survey Results

Prepared by Ruby Zuniga

RRN 2274

June 2021

I believed I gained a good idea of my class for Fall 2021 by visiting the online counseling services at CHC.
I feel more comfortable reaching out to counselors.
I finally have a plan for my education
I gained a clear understanding of what needs to be done.
I gained a clearer understanding of my situation
I gained a great amount of information about what I should do moving forward in obtaining my degree and found out new information that I previously didn't know.
I gained a greater understanding regarding selecting my major post-transfer as well as being more prepared to registering for my future classes.
I gained certain knowledge that would have taken me at least a day to find in just under 30 minutes. Very helpful.
I gained confidence from the counseling services. They have my best interest and want me to feel welcomed at Crafton Hills.
I gained knowledge that made me excited about my future graduation!!!
I gained more knowledge on how I can successfully earn a AA in Psychology. I felt at ease and comfortable with going to see a counselor when I would be nervous about it before. I gained additional information on what specific details I should be asking another counselor at a school that I would like to complete my graduate courses in. Thank you [name]!
I gained on how to talk to teachers and how to better my future
I got the information I needed.
i had to meeting first with [name], she was a mess! rushed me did not finish nor did i felt she knew what she was doing. My second apt was with [name] excellent fixed all my issues from my first apt. an went step by step nice an slow to make sure i understood everything
I learned how to navigate on crafton hills college website.
I learned important information that i needed to know for my college experience and the path i want to take
I love that I can access the counselors and staff online.
I love that i can access this at any time and i do not have to necessarily do all this in person
I received clear guidance on what I actions I need to take to obtain AA in Bus Admin and eligibility info of transferring to CSUSB. The reason I sought out counseling advice is due to the lack of communication from Professor [name] which in turn I had to drop class.
I was able to remove a lot of superfluous classes to focus more on my transfer degree and on classes required for my Bachelor degree.
I was always helped, and given really great advice with much guidance. I really appreciate counselor [name] for always being so great!
I was scared to come into the meeting thinking they wouldn't explain my career path and throw classes at me, but ive gained piece of mind and understand everything.
I wouldn't have graduated on time if I hadn't met with my counselor [name] today!
info on getting my degree
information
Information and guidance
Information on courses.
Information regarding graduation requirements. I also learned that I am only two classes away from attaining a dual degree
insight on how the community college works
It aided in helping me understand what was in my future concerning classes at Crafton and made it easy to understand.
It helped me find the right classes that I need to take for my career goals and also other good information that I didn't know before.
It was extremely helpful with picking all the classes that I needed for a certain school. If I had to do it by myself I feel like I definitely would have had trouble.
It was great to learn which class I needed to take to transfer to the school I want to. The websites provided was also a plus.
It was very informative about what classes are available online.
Knowing how to properly make appointments to meet with my counselor.
knowledge about the CHC services
Learned more about my options.

Learned stuff I didn't know
Meeting with a counselor put me on a clear path or what I need to do.
More confidence to complete my goal.
[name] was amazing. he understood what I wanted to achieve my goals.
My counselor was kind and friendly. Waited for me so I can log on.
New insight and information that's essential for my future.
Online counseling today really help me to create and organize my student educational plan, I am now confident on the courses that I should be taking in the next semesters. Extremely helpful!
Really helped me with my questions that i needed for the summer courses.
Resourceful websites and phone numbers
[name] helped me sort through my transcripts and degree goals to lay out a clear course path to transfer in 2023. He was knowledgeable, friendly, and spent extra time with me to make sure we had all the information needed to move forward with confidence.
Sanity
She helped me with every possible question I had.
That i should start easy and finish with hard classes to get me ready
The counselor explained everything and showed me everything just the same as if I was in the office, probably even better
The counselor made it very easy and clear and was very helpful on assisting me towards graduation.

**Please provide any suggestions you believe would help improve online services.**

Highlighted suggestions to improve online services.

- I Cranium Cafe is a bit difficult to use on a mobile device and while some counselors are wonderful, there has been a few times where interactions have not been the most polite
- My meeting was an hour long and my counselor had a meeting right after mine, so maybe making the meetings longer will help so it will not feel rushed.
- Sometimes it is hard to get someone to "knock" on the door to speak to someone.

<b>Please provide any suggestions you believe would help improve online services. (n=36)</b>
I hr is not enough i feel at least an 1hr an half to make sure the student clearly understands. It should not take 2 days knock knock to get an apt. they where never online. I could not believe that.
A "knock on door" button or an easier way to view an instructors lobby
All good
Cranium Cafe is a bit difficult to use on a mobile device and while some counselors are wonderful, there has been a few times where interactions have not been the most polite.
Don't know
Everything is great
Everything was great as it is!
Everything was great.
Everything you guys do is amazing.
For the moment I don't have suggestions
Good with everything at the moment!
Great!
I believe everything is good
I can't think of anything that would improve the service that I received it was excellent
I do wish the scheduling staff was online a little more
I have none
I have none at this time. Booking an appointment was relatively seamless and simple. The counselor that assisted me was kind and answered all of my questions thoughtfully.

I think the online services are great.
I was confused at first in regards to which kind of counselor I was supposed to meet with
It's already good
Just having a few more staff members to help create the appointments.
Making it easier for students with Mac books to log on.
Maybe you can have someone explaining what each course/class is like.
More talk about academic classes and the best possible courses to take.
My meeting was an hour long and my counselor had a meeting right after mine, so maybe making the meetings longer will help so it will not feel rushed.
None I can think of.
None I had a great experience today with the online services.
Online experience was excellent
Online services were great
Overall, I think that the online services are relatively easy to navigate and have been very useful.
Should allow a few minutes between appointments just in case one lasts a little longer than the typical 1 hour..... not a lot of time, just like 10 minutes or so
Sometimes it is hard to get someone to "knock" on the door to speak to someone.
There is no suggestions.
There was some issues with the audio, it kept cutting out, but overall it was good.
Thorough initial evaluation of student transcripts to avoid superfluous and redundant classes.
Very user friendly I genuinely have no complaints.

**Please provide any additional comments you believe are important for us to know.**

Highlighted additional comments.

- I love the online counseling services and feel that It should be kept as it has been a great experience so far and has been better than some of my face to face counseling meeting in the past.
- Sometimes links and meeting setups have been changed frequently, whether it be via new platform or method and it makes getting into contact ore receiving help confusing at times.

<b>Please provide any additional comments you believe are important for us to know. (n=34)</b>
[NAME] was extremely helpful and made me feel like she really cares about my desires and future with Crafton and when I transfer
Counselor [NAME] was very helpful she answered all my questions.
[name] was great! Thank you so much!
[name]took time to help me when my EOPS counselor said she was too busy. I wouldn't have met my deadline for the Radiologic Technology application without him. You should give him a raise! :)
Everyone was really nice and helped me with what I needed
I absolutely adore [NAME]. As my educational counselor, he has helped me numerous times this past year and assisted me in achieving my educational goals and answered so many of the complicated questions I had. He is simply the best.
I am deeply thankful for how attentive the counselor was to my needs as well as how they explained everything so well to me. They made the experience that much better.
I love the online counseling services and feel that It should be kept as it has been a great experience so far and has been better than some of my face to face counseling meeting in the past.
I really loved [name]and will continue to ask for her for future counseling needs.
It's already good
[name]is a fantastic counselor and is very helpful even with the limited information given from other colleges in regards to transferring.
[NAME] needs a raise, super helpful counselor always make sure we are the same page and guides me through to get my work and pass my courses!

## Spring 2021 Counseling Point of Service Survey Results

Prepared by Ruby Zuniga

RRN 2274

June 2021

[NAME] is an amazing motivational counselor!.
Only I want to say thank you for the service, was a great experience!
Overall [name] was AMAZING, [NAME] made me feel so confused an lost. I will never go with her an I will tell all my friends not to request her.
Sometimes links and meeting setups have been changed frequently, whether it be via new platform or method and it makes getting into contact ore receiving help confusing at times.
Super fast and easy
Thank You
Thank you!
The counselor I met with, [name], is very polite and respectful and is greatly helpful.
The counselor, [name]was amazing. He helped me out so much and he gave me a clear direction of what i need to do to succeed. I am grateful for his guidance.
The counselors are very helpful every single time I am with different ones! And quick to make appointments!
The meeting was good and answered all the questions and showed me what I needed to do next too
The [NAME] was the reason I dropped Math 110. There was no response from emails and messages through Canvass I sent him. This class was needed for graduation at CHC and transfer to CSUSB. I received great guidance from counselor [NAME] with a new plan to achieve my goals.
The staff was very helpful and answered all my questions.
Very helpful, thorough and nice!
Very informative
You all are doing great work and as I new student I appreciate your services.
[NAME] was extremely helpful and made me feel like she really cares about my desires and future with Crafton and when I transfer
[NAME] was very helpful she answered all my questions.
[name] was great! Thank you so much!
[name] took time to help me when my EOPS counselor said she was too busy. I wouldn't have met my deadline for the Radiologic Technology application without him. You should give him a raise! :)
Everyone was really nice and helped me with what I needed
I absolutely adore [NAME]. As my educational counselor, he has helped me numerous times this past year and assisted me in achieving my educational goals and answered so many of the complicated questions I had. He is simply the best.

For questions, please contact Ruby Zuniga, Research Data Specialist, at [rzuniga@craftonhills.edu](mailto:rzuniga@craftonhills.edu).