

Qualtrics Report

Student Life POS Survey Results 2021-2022

This report summarizes feedback from students who utilized Student Life services during the 2021-2022 academic year. Students were asked to rate their experience with services, state their reasons for visiting, identify benefits, and provide suggestions for improving Student Life services. It's important to note that all questions were voluntary, and responses may vary for each question.

How were Student Life services provided to you today?

Answer	#	%
In-Person	31	68.9
Online	14	31.1
Total	45	100.0

What was the reason for your visit to Student Life? (select all that apply)

Answer	#	%
Student ID	48	96.0
General questions	1	2.0
Other (please specify)	1	2.0
Club information (charter, budget forms, etc.)	0	0.0
Food pantry	0	0.0
Facilities request	0	0.0
Student Senate	0	0.0
Total	50	100.0

Other (please specify) (n=1)
Transfer

Please select your level of agreement with the following statements.

Question	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
I was able to resolve my issue(s) or question(s).	37	78.7	8	17.0	1	2.1	1	2.1	47
Staff were helpful.	37	82.2	7	15.6	0	0.0	1	2.2	45
Staff were friendly.	40	85.1	6	12.8	0	0.0	1	2.1	47
Staff was knowledgeable.	37	84.1	6	13.6	0	0.0	1	2.3	44
I felt comfortable asking the staff any questions I had.	39	83.0	1	14.9	0	0.0	1	2.1	47
My time meeting with staff was productive.	38	82.6	7	15.2	0	0.0	1	2.2	46
I felt better about my issue(s) or question(s) after my visit to Student Life.	39	83.0	7	14.9	0	0.0	1	2.1	47

What do you believe you gained by visiting online Student Life services? (n=16)
A student ID
A student Is process that was super simple and quick !
Easy ID process.
Good
Grabbing my student id was quick and easy. it took me less than a minute to grab it. it was perfect
Great experience
I gained a new ID card
I gained knowledge, where I can get a student ID card
I got my Student id
I love that crafton has made it a safe, easy process to get out ID!!
I'm a first time college student and needed a school ID, the online process was very easy to understand and navigate, and picking my ID up was very fast and easy as well. Also the woman (she's in the office, I don't remember her name) was extremely nice and helpful!
ID Card
My ID card
My require was filled.
The process of getting my ID was extremely easy. I was in and out of the office in minutes maybe less. The lady who helped me was incredibly friendly and helpful.
Very nice and i left with a good feeling as in helped very well.

Please provide any suggestions you believe would help improve Student Life online. (n=5)
Explain where to find registration statement on the submission form.
Good
I don't have any suggestions; I think they're doing an amazing job!!
No suggestions
Some areas to revive id need to be more clear

For questions, please contact Ruby Zuniga, Research Data Specialist, at rzuniga@craftonhills.edu