

## Qualtrics Report

### 2021-2022 Admissions and Records POS Survey Results

The Admissions and Records department routinely conducts point-of-service surveys throughout the academic year to garner valuable student insights. These surveys delve into multiple facets such as the type of service received, the purpose of the visit, overall satisfaction with the provided services, and suggestions for improvements. For the academic year 2021-2022, we received a total of 196 valid responses. It's important to highlight that these surveys are voluntary in nature, both in terms of participation and responses to individual questions.

How were Admission and Records services provided to you today?	#	%
Online	167	85.2
In-Person	29	14.8
Total	196	100.0

What was the reason for your visit to Admissions & Records? (select all that apply)	#	%
Other (please specify)	64	30.6
General questions	38	18.2
Register for courses	59	28.2
Apply for graduation	6	2.9
Apply to attend CHC	12	5.7
Request transcripts	18	8.6
Hold on my account	12	5.7
Review veteran benefits	0	0.0
Total	209	100.0

Other (please specify) (n=62)	
Academic probation	Pay fees (2)
Academic renewal	Payment account question
Account billing (2)	Payment IT Issues
Appeal for residency status	Petition to retake classes
Application was not going through	Questions about a payment
Asking whether or not I payed certain fees	Questions about dropping a course
Came in to get my name changed on my diplomas received last year	Questions about Transcripts for AP scores
Change Name on Records (4)	Re-billing
Class questions	Residency
Clearance for Registration	Residency Appeal (2)
Confirm that my transcripts were received	Residency Change
Covid vaccine status	Scholarship verifying units
Did not receive any assistance and call as was scheduled	Signing for cross enrollment
Drop courses (2)	Status of graduation application and transcripts sent
Dual Enrollment	Submit paperwork
Enrollment Verification Request	To drop one of my classes
Gym membership	To see if I could get a refund for my dropped class
I was following up on a question I asked last week, and was supposed to hear back, and didn't.	Transcript Evaluation Request (2)
Make a payment (2)	Transfer of credits
My negative balance	Trouble logging in to Web Advisor
Obtain student id	Trying to remove previously taken courses
Password	Turned in a scholarship form to be filled out

**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).	112	70.9	24	15.2	4	2.5	18	11.4	158
My issue(s) or question(s) moved closer to resolution because of my visit to Admissions & Records.	115	73.2	24	15.3	3	1.9	15	9.6	157
Staff were helpful.	126	78.8	17	10.6	0	0.0	17	10.6	160
Staff were friendly.	132	82.5	13	8.1	3	1.9	12	7.5	160
I felt comfortable asking the staff any questions I had.	125	79.1	21	13.3	1	0.6	11	7.0	158
Staff presented multiple options to resolve my issues or questions.	102	64.6	39	24.7	1	0.6	16	10.1	158
My time utilizing Admissions & Records services was productive.	120	75.0	22	13.8	3	1.9	15	9.4	160
I felt better about my issue(s) or question(s) after my visit with Admissions & Records.	118	74.2	23	14.5	2	1.3	16	10.1	159

<b>You indicated you disagreed with one or more of the statements above, please tell us why?</b>
N/A

**Highlighted below are comments on suggested improvements for Admissions and Records.**

- "If someone makes an appointment honor it especially if it happened twice!"
- "It would have been helpful and more efficient if I had been notified through email or text of the technical difficulties CHC was encountering."
- "A queue number to let students know how many people are ahead of them in line."
- " I feel as though I was stood up for this appointment. I did not receive a call at the scheduled appointment time. I waited for a half hour beyond my scheduled time."
- "The only thing I could think of is shorter hold times to talk to a representative when calling."

<b>Please provide any suggestions you believe would help improve services. (n=34)</b>
A queue number to let students know how many people are ahead of them in line.
Actually, calling or joining the meeting.
Calling/showing up for appointments.
All is good.
Allow others to sit in on the meeting/join the meeting
Call me or let me know you can't make the appointment time
Communication between departments
Easier communication to counselors its impossible to find a time to setup a meeting
Give out more announcements to their parent's nest time.
Great tool thank you
I had some technical problems, but [name] called me and was able to help me over the phone.
I never received a phone call for my meeting and there is not an available appointment for two weeks.
I think that it works really well, granted this was my first time ever using it.
If someone makes an appointment honor it especially if it happened twice!

It will be better if you can response more faster than this, thank!
Keep doing a great job!
Keep up the great work!
Maybe showing up on time?
No improvement needed. Was great
Overall I like the services it is efficient.
The classes should specify where the class is located more visible.
The only thing I could think of is shorter hold times to talk to a representative when calling.
It would have been helpful and more efficient if I had been notified through email or text of the technical difficulties CHC was encountering since last week, as well as when they were expected to be resolved. This likely would have avoided my needing an appointment with the Admissions and Records department.
Have them call during meeting times. i shouldn't have to schedule another meeting.
Better internet connection so the staff can quickly navigate through the computers.
Nothing the staff is very helpful and friendly
Communication.
I feel as though I was stood up for this appointment. I did not receive a call at the scheduled appointment time. I waited for a half hour beyond my scheduled time. I had made sure to allow blocked and unknown numbers. I did not receive a missed call or a voice message or an email indicating there was an issue in trying to contact me. If the error is mine, I apologize. I hope to have better luck next time.
Communication skills on if the meeting will happen or not and being more professional
Everything was great!
I never received a call
[name] had perfect customer service
If there is a way to let us know if the staff is going to be late to a meeting that would be amazing. I don't mind waiting as I know meetings can run late.
It was perfect, I can't think of any suggestions