

Counseling POS Survey – Fall 2023

The findings in this report stem from the Counseling Point-of-Service (POS) Survey, with a total of 10 valid responses collected during the Fall 2023 term. The survey asked students to provide feedback on various aspects of their counseling experience, including the clarity of the registration process, the effectiveness of the sessions, and the quality of service received. It is important to note that participation in the survey, as well as responses to individual questions, was voluntary.

At the time of registration, please select your status:	#	%
New Student	4	40.0
Current Student	4	40.0
Returning	2	20.0
Total	10	100.0

What is your current enrollment status?	#	%
Part-Time Student (less than 12 units)	8	80.0
Full-Time Student (12 units or more)	2	20.0
Total	10	100.0

What educational goal are you currently pursuing at Crafton Hills College?	#	%
Complete Associate Degree with Transfer	7	70.0
Complete Certificate	2	20.0
Complete Associate Degree Only	1	10.0
Course(s) to Transfer	0	0.0
Course(s) to Maintain/Improve Employment	0	0.0
Course(s) for Personal Enrichment	0	0.0
Course(s) for another Institution	0	0.0
Other	0	0.0
Total	10	100.0

What was the reason for your visit today? (Select all that apply)	#	%
Schedule a one-on-one appointment with a counselor	3	18.8
Create a new student educational plan (SEP)	3	18.8
Update/change student educational plan (SEP)	3	18.8
Need assistance picking out classes and/or registering	2	12.5
New student advisement	1	6.3
Associate degree and/or certificate information	1	6.3
Transfer related information/questions	1	6.3
Registration Hold(s)	1	6.3
Other (please specify): Financial aid questions	1	6.3
Application and/or registration information	0	0.0
Advanced placement testing/credit	0	0.0
Validation / Challenge Pre-Requisite	0	0.0
Sign-up for a workshop (New Student Advising, Student Success Workshop, etc.)	0	0.0
Submit/review transcript(s) from other college(s)	0	0.0
Graduation information	0	0.0
Course Overload	0	0.0
Probation	0	0.0
Dual Enrollment	0	0.0
Financial Aid term dismissal	0	0.0
Veteran Services	0	0.0
Total	16	100

Please rate your level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
Directions for accessing counseling services was clear and easy to follow.	7	70.0	3	30.0	0	0.0	0	0.0	10
The counseling portal "Cranium Cafe" was user friendly and easy to navigate.	6	66.7	3	33.3	0	0.0	0	0.0	9
The staff was courteous and friendly.	10	100.0	0	0.0	0	0.0	0	0.0	10
The counselor treated me with respect.	10	100.0	0	0.0	0	0.0	0	0.0	10
The counselor understood my needs.	9	90.0	1	10.0	0	0.0	0	0.0	10
I was serviced in a timely manner.	8	80.0	2	20.0	0	0.0	0	0.0	10
The counselor communicated clearly.	10	100.0	0	0.0	0	0.0	0	0.0	10
The counselor helped me reach my academic goals.	8	80.0	1	10.0	1	10.0	0	0.0	10
I plan to utilize counseling services in the future.	8	80.0	1	10.0	1	10.0	0	0.0	10
I would recommend the counseling services to other students.	8	80.0	2	20.0	0	0.0	0	0.0	10
Overall, I am satisfied with the services provided.	8	80.0	2	20.0	0	0.0	0	0.0	10
Overall, I believe the counselor cares about my future success at Crafton Hills College.	10	100.0	0	0.0	0	0.0	0	0.0	10

Please rate your level of agreement with the following statements	Excellent		Good		Fair		Poor		Total
	#	%	#	%	#	%	#	%	
Overall, how would you rate the level of service provided by the staff?	6	60.0	4	40.0	0	0.0	0	0.0	10
Overall, how would you rate the level of service provided by the counselor?	9	90.0	1	10.0	0	0.0	0	0.0	10
Overall, were all your needs met by meeting with a counselor?	8	80.0	2	20.0	0	0.0	0	0.0	10

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

[name] was very nice! It was an amazing first experience with Crafton and counseling.

A great structured plan for my courses.

A restart for my education

I gained guidance in picking classes.

I gained understanding on my plan on what steps to take next.

i seek knowledge

Knowledge to continue my career path

Please provide any suggestions you believe would help improve services.

Patience and dedication and I will give my best to succeed

The counseling services I received were very good and I have no complaints.

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

She was very helpful and caring on guiding me to my next steps.