Counseling Satisfaction Survey

Counseling Services at Crafton Hills College distributed a Satisfaction Survey to students who sought counseling services during the month of June 2026. The survey collected feedback on appointment scheduling, services received, overall satisfaction, and suggestions for improvement. The findings provide insight into students' experiences with Counseling Services and identify strengths and opportunities for improvement. A total of 55 valid responses were received. Participation was voluntary for both the survey and individual questions.

At the time of registration, please select your status:	#	%
In-person scheduled appointment	26	47.3
Online appointment system	8	14.5
Phone	16	29.1
Both: In-person and Online	5	9.1
Total	55	100.0

How many times did you meet with Counseling this semester?	**#**	%
Once	34	70.8
Twice	9	18.8
Three or more	5	10.4
Total	48	100.0

What services did you receive this semester? (Check all that apply)	#	%
Create, update, or change my Student Educational Plan (SEP)	27	29.7
Help choosing classes or registering	19	20.9
Clear a registration hold	8	8.8
Explore majors or careers (undeclared/career exploration)	8	8.8
Prerequisite clearance or challenge	7	7.7
Submit or review transcripts from another college	6	6.6
Transfer questions or planning	6	6.6
Dual Enrollment advising	4	4.4
Other (please specify)	3	3.3
Request a course overload	2	2.2
Graduation check	1	1.1
Financial Aid term dismissal	0	0.0
Total Services Used	91	100.0

Other (please specify) (n=3)
Try to meet with a counselor
Guidance on classes required for Xray tech
Sign off on RESP application

What educational goal are you currently pursuing at Crafton Hills College?	#	%
Complete Associate Degree with Transfer	25	51.0
Complete Certificate (such as EMT, Fire Academy, Radiology)	12	24.5
Complete Associate Degree Only	7	14.3
Other	5	10.2
Total	49	100.0

Other – please specify (n=3)
Bachelors program
I completed my associates, did the Phlebotomy program now I'm looking to transfer
Applying for programs

Please identify your gender:	#	%
Female	24	54.5
Male	18	40.9
Transgender	1	2.3
Non-binary/non-conforming	0	0.0
Decline to state	1	2.3
Prefer to self-describe:	0	0.0
Total	44	100

Please identify your ethnicity:	#	%
Hispanic	26	59.1
Asian	8	18.2
Caucasian	5	11.4
Multi-ethnicity	3	6.8
Black/African American	2	4.5
Native American/Alaska Native	0	0.0
Other ethnicity (please specify)	0	0.0
Decline to state	0	0.0
Native Hawaiian/Pacific Islander	0	0.0
Total	44	100.0

Please rate your level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
It was easy to find information and schedule an appointment.	24	50.0	18	37.5	5	10.4	1	2.1	48
The counselor listened carefully and addressed my needs.	39	81.3	7	14.6	0	0.0	2	4.2	48
I left my appointment with a clear understanding of my next academic steps.	35	72.9	10	20.8	1	2.1	2	4.2	48
I felt more confident in my academic path after my visit.	35	72.9	9	18.8	2	4.2	2	4.2	48
I would recommend the counseling services to other students.	35	72.9	11	22.9	0	0.0	2	4.2	48
Counseling helped me become more aware of available campus resources.	32	68.1	11	23.4	3	6.4	1	2.1	47
Overall, I was satisfied with the Counseling services I received.	35	74.5	9	19.1	1	2.1	2	4.3	47

You indicated you disagreed with one or more of the statements above, please tell us why? (n=8)
Appointment Scheduling & Access
I actually DIDN'T get to meet with a counselor, if you guys made meetings for the week in advance and NOT the week of I doubt I'd be having the problem of driving in person and being told I needed to call and make an appointment and when I called to make an appointment they said to go in person. I live 30 minutes away, Crafton is uphill and gas isn't free. I work 3 different jobs and unfortunately I just don't have time to play these games with this department.
Scheduling appointments is awkward when you cant schedule past the current week.
The online appointment maker never seems to work and I always have to make appointments by phone call.
The system is easy to navigate however it is hard to make an appointment.
What I needed to do took maybe 5 minutes but I waiting for almost 2 hours at the main building because the veteran center only has a counselor for 1.5 days. It would be great to have her available more days or more counselors for the veteran center to use.
Counseling Experience & Communication
Because one visit I didnt get all the info that I needed and I ended up having to go back.
I just need more time to fully understand college and I feel like I can grasp everything with just one visit but everything else is satisfactory.
The person I spoke to seemed like they were in a rush. She was monotoned the entire time, and it seemed like I was bothering her. I was asking questions about transferring and needed some guidance about the process. She was like well you've way missed the cut off for Fall 2026. Overall, it was 20 minutes of my time wasted, and it left me feeling even more frustrated. It's her job to counsel students, give them advice, and point them in the right direction. She literally told me to just schedule an appointment with a counselor at whatever college I want to transfer to. Again, this is her job, and I only left this brief 20-minute appointment even more frustrated and lost than I started. Another peer has also had a meeting with this same counselor and it's the same story, she's unhelpful, snappy, and acts like we are an inconvenience to h

Please share any suggestions or comments you would like Counseling Services to know. (n=10)
Appointment Scheduling & Online Access
Counseling helped me significantly. The only issue I had was that often times when I would call to make an appointment over the phone, they were fully booked for that day.
Very limited options to schedule through the online portal so I had to call. I'd rather book an appt through the online portal so I don't need to talk to anyone but the online portal does not have great options. It's very limited. You can't choose a specific counselor. Only 2 different counselors are available that's it.
Counseling Experience & Communication
Get in point.
I am majoring in Radiologists tech. Last time I went there was probably last 2 weeks and I forgot to ask about the 12 classes that I need to take, is it for both semester or four semester?
Idk who tue first counseler I had was but she didnt seem too knowledgeable while still getting everything I need I feel like she was less reliable than my 2nd.
When I called two prior times before my appointment was scheduled they informed me that I did not have to see a counselor which caused me a delay in registering for classes. So this does not happen to others in the future it would be nice if they are able to see what is holding a student back from registering for classes.
Positive Counseling Experience
[name] was a great counselor take his time going over college-transfer in the office and take a longer time to cover all transfers for me he is the best counselor!!!!! thank you again [name] college student online.
Counseling helped me significantly. The only issue I had was that often times when I would call to make an appointment over the phone, they were fully booked for that day.
Counselor was great. My son has Tourette Syndrome, and I feel he needs my help and encouragement to learn how to survive once I'm gone. I am 71, and he is 52.
Great experience! [name] is extremely knowledgeable in the classes to take incase I change my mind for the path I'm on, and he's giving great suggestions! Reminder calls from front desk are appreciated.

Overall Quantitative Findings

Engagement & Access

- 47% of students accessed Counseling Services through in-person scheduled appointments, followed by 29% through the online appointment system, 15% by phone, and 9% using both in-person and online appointments.

Services Received

- **Most used services:**
  - 30% received help creating, updating, or changing their Student Educational Plan (SEP).
  - 21% received help choosing classes or registering.
  - 9% received assistance with clearing registration holds and exploring majors or careers.

Educational Goals

- A majority of students (51%) were pursuing an Associate Degree with Transfer, followed by Certificates (25%), Associate Degree Only (14%), and Other educational goals (10%).

Demographics

- **Gender Identity:** The majority of respondents identified as female (55%), followed by male (41%).
- **Ethnicity:** The largest racial/ethnic groups were Hispanic (59%), Asian (18%), Caucasian (11%), and Multi-ethnicity (7%).

Satisfaction Metrics

- Easy to find information and schedule an appointment: Agree 88% (42), Disagree 13% (6)
- Counselor listened carefully and addressed my needs: Agree 96% (46), Disagree 4% (2)
- Left with a clear understanding of my next academic steps: Agree 94% (45), Disagree 6% (3)
- Felt more confident in my academic path after my visit: Agree 92% (44), Disagree 8% (4)
- Would recommend Counseling Services to other students: Agree 96% (46), Disagree 4% (2)
- Helped me become more aware of available campus resources: Agree 92% (43), Disagree 8% (4)
- Overall satisfied with the Counseling Services received: Agree 94% (44), Disagree 6% (3)

Overall Qualitative Findings

Strengths

- **Positive Counselor Experiences:** Students expressed appreciation for counselors who were knowledgeable, supportive, and took the time to explain academic and transfer pathways. Individual counselors were recognized for providing a positive counseling experience.

Areas for Improvement

- **Appointment Scheduling Barriers:** Findings identified appointment scheduling as the primary area for improvement. Comments reflected challenges obtaining appointments due to limited availability, long wait times, difficulty securing same-week appointments, and limited access to specialized counseling services.

- **Counseling Experience & Communication:** Findings indicated concerns regarding counseling interactions, including perceptions of rushed appointments, the need for more comprehensive academic guidance, and instances where students felt additional follow-up appointments were needed to fully address their questions or academic planning needs.

- **Online Access:** Findings identified challenges accessing counseling services online. Comments reflected limited online scheduling options, difficulty viewing or securing available appointments through the online system, and reliance on phone scheduling when online appointments were unavailable.