

Counseling Satisfaction Survey

In Spring 2025, the Counseling Satisfaction Survey gathered 190 valid responses from students who accessed counseling services at Crafton Hills College. The survey collected feedback on appointment access, services received, counselor support, and overall satisfaction. The results provide insights into the student experience and areas for potential improvement. The survey was voluntary, both in participation and responses to individual questions.

How did you connect with Counseling Services this semester? (select all that apply)	#	%
In-person scheduled appointment	116	61.1
Phone	47	24.7
Online appointment system	42	22.1
Both: In-person and Online	23	12.1
Total	228	100.0

* Each % shows how many of 190 connected with counseling

How many times did you meet with Counseling this semester?	#	%
Once	86	46.5
Twice	55	29.7
Three or more	44	23.8
Total	185	100.0

What services did you receive this semester? (check all that apply)	#	%
Create, update, or change my Student Educational Plan (SEP)	96	50.5
Help choosing classes or registering	79	41.6
Transfer questions or planning	74	38.9
Graduation check	44	23.2
Submit or review transcripts from another college	26	13.7
Request a course overload	25	13.2
Clear a registration hold	23	12.1
Explore majors or careers (undeclared/career exploration)	21	11.1
Prerequisite clearance or challenge	15	7.9
Other (please specify)	12	6.3
Financial Aid term dismissal	6	3.2
Dual Enrollment advising	5	2.6

* Each % shows how many of 190 accessed service

Other (please specify): (n=6)

Both complete degree and transfer degree
I will also be aiming to get my EMT Certification
None, all the help I got was from Yucaipa adult school
Take prerequisite classes for transfer
Undecided
Unsure

What educational goal are you currently pursuing at Crafton Hills College?	#	%
Complete Associate Degree with Transfer	114	63.0
Complete Associate Degree Only	28	15.5
Complete Certificate (such as EMT, Fire Academy, Radiology)	27	14.9
Other (please specify)	12	6.6
Total	181	100.0

Other (please specify): (n=9)

Academic probation
Academic withdrawal
Course substitution
Create a contract
Helping me understand Canvas and how to turn my assignments in and not be late
Just register for spring class
RT program evaluation
SAS Contact
Student Accessibility Services

Please identify your gender	#	%
Female	93	57.1
Male	58	35.6
Decline to state	6	3.7
Non-binary/non-conforming	5	3.1
Transgender	1	0.6
Total	163	100.0

Please identify your ethnicity:	#	%
Hispanic	62	39.0
Caucasian	48	30.2
Multi-ethnicity	16	10.1
Decline to state	11	6.9
Asian	10	6.3
Black/African American	9	5.7
Other ethnicity (please specify)	2	1.3
Native American/Alaska Native	1	0.6
Total	159	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.	91	52.3	59	33.9	13	7.5	11	6.3	174
The counselor listened carefully and addressed my needs.	126	72.4	43	24.7	4	2.3	1	0.6	174
I left my appointment with a clear understanding of my next academic steps.	126	72.4	41	23.6	5	2.9	2	1.1	174
I felt more confident in my academic path after my visit.	122	69.7	47	26.9	4	2.3	2	1.1	175
I would recommend the counseling services to other students.	128	73.1	41	23.4	3	1.7	3	1.7	175
Counseling helped me become more aware of available campus resources.	92	52.9	62	35.6	17	9.8	3	1.7	174
Overall, I was satisfied with the Counseling services I received.	119	69.2	46	26.7	4	2.3	3	1.7	172

You indicated you disagreed with one or more of the statements above, please tell us why? (n=24)

Clear understanding

Counselors do not always discuss available campus resources, unless you specifically ask.

I called trying to book an appointment with the Honors counselor [name] knowing that she only takes same day appointments. I called during opening hours and throughout the morning at least three times, and I was put on hold until the last call when I was informed there were no more appointments for the day.

I had try to make an appointment and I was told that they don't make appointments and that I needed to show up and I was told not to come at lunch time and that they are first come first serve but when I went to the office they told me that they were booked already because they only see till whatever time. So my 2 kids and myself couldn't see a counselor.

I have a very hard time with scheduling appointments online. Constantly getting no results response when looking for appointments available for all appointments type. And it's not clear if or when I can call or go online to schedule

I tried multiple times this semester to meet with a councilor but was turned away every single time, despite my best efforts. The same-day appointment system is a nightmare. I work a full time job from 3am-12pm on top of my schooling so I was completely unable to snag an appointment. I tried over the phone on my lunch break, online, and in person. I really wish I could schedule in advance! I would love to graduate! When I AM able to meet with councilors it is a wonderful and smooth experience. Getting in is just a nightmare.

It is difficult to get an appointment. Even when you call as soon as they open it is very difficult, and when I try to make an appointment online it never works

It is generally difficult to schedule an appointment

it is impossible to schedule an appointment online. To prevent flakes, it could be required a double confirmation but inability to schedule online was inconvenient for me.

It was almost impossible to schedule appointments online or by calling. Everyone was always booked and I didn't know how else to book other than to blindly call and hope there was an opening, which felt super rare

It was hard to get a response back at times and I can't always come on campus so it made it a bit inconvenient

My counselor helped me resolve my issues, however she did not make me aware of random available campus resources. I did not contact counseling for any of this so it makes sense that we did not go over this information.

My counselor went out of her way to help me complete my evaluation for my respiratory therapy program. I really appreciate her time and thoroughness. She was dedicated to helping me.

Other campus resources were not discussed at my appointment.
Scheduling an appointment requires a bit more patience. If you don't go when they open you most likely wont get an appointment that day. If you try calling sometimes the phones are busy.
Scheduling an appointment was pretty difficult
Scheduling is extremely difficult for me get; phone schedules only for same day appointments and when that filled up; told to call back in the morning, except I have graveyard schedule and trying stay up or wake up in to call and hope, on line and virtual appointments are a joke there's nothing available whenever I try to schedule appointments
The graduation check was brief so I wasn't able to have enough time to learn what I needed so I ended up having to figure it out on my own and confirm with my EOPS counselor.
The online scheduling service option is not working, so we have to call counseling office to schedule an appointment and it's very difficult to get through to make appointments. Thank you
The process to schedule a counseling appointment is extremely frustrating. Appointments opened up for the day while I was in class, so by the time class ended, the appointments were booked, and I'd have to try again the following day. I don't understand why we can't book an appointment online 48-72 hours in advance online. Also, it is very annoying that the phone line doesn't have a voicemail system for scheduling appointments.
The super limited appointment times and only being referred to the website that 95 of the time said there was no available appointments. If the best way to reach a counselor is in person, than that should be advertised, not the last recommendation
Too hard to get an appointment and counselors seem to be in a rush and do not offer real guidance / clear path ahead.
Waited over an hour to be help and others were being helped before I was that came in after me.

Please share any suggestions or comments you would like Counseling Services to know. (n=40)
Appointments are difficult to make. Accessibility should be easier for students
[name] is an amazing counselor who genuinely took the time to speak to me and plan my further academic steps. I would highly recommend her anytime to any student.
[name] is great!! super nice and helpful !!
[name] was super helpful. She was very kind and patient. I got a ton of helpful information and feel much more prepared to pursue my education thanks to her.
Counselors need to be on the same page. There seems to be some instances of miscommunication between counselors, and between students and counselors. There are a variety of courses that are degree applicable, but not transferable, and there are some courses that are transferable, but not degree applicable. I as well as other students have experienced situations where one counselor would say a particular course is transferable, and another counselor would say it is not. For example, the English 232-Creative Writing course at Crafton is apparently not transferable, but some counselors say that it is. However, the English 232 course at SBVC is transferable. A fellow student has had a similar experience with some Communications courses, in which the student was told certain classes were degree applicable when they were not. I would suggest more training on articulation and matriculation.
Counselors try their absolute best to guide students, but it is impossible for them to know everything, and as such, some students unintentionally get led astray; taking extra unnecessary classes, having to stay more than 2 years, etc. I think more completion coaches and peer advising would really help.
[name] best counselor
[name] is an outstanding counselor! I would recommend her to anyone, she has been immensely helpful throughout my journey at Crafton.
[name] is great.
[name] only offers a half an hour counseling session while general counseling offers an hour. [name] is supposed to be a specialized counseling service for what I understood yet it does not offer adequate time to meet with a counselor. I ended up getting better counseling sessions at the general counseling. A half an hour does not give a student enough time to talk about the issues they are facing. Its just a quick hello, check in, goodbye type session. If a [name} counselor comes out

late to your appointment then your session is even shorter. Counseling sessions should be the same amount of time across the board for all students.
Excellent service provided, thank you!
For the online website to display appointments so you don't have to call.
Great staff, very professional, extremely helpful, and excited to continue my academic future with Crafton Hills College.
Hard to get appointments and rushed. Not their fault but a funding and county issue.
Have counseling appointments available to make online.
I don't have suggestions
I felt that some counselors were more biased towards cal states over other schools. So if you said you wanted to go to a UC or a private college. They tended to discourage you and go to a cal state instead. Nothing against CSU's but I'd like counselors to be unbiased so I can get the best advice for my situation.
I just wanted to comment and thank [name] and [name] for their exceptional support and guidance. As someone who previously washed out of a 4-year I would have never expected the amount of work they put in for me and my educational career from any counselors or higher ed faculty. Good and talented people helping others is a beacon of hope.
I would like to be able to book an appointment online 48-72 hours before instead of the day of.
I would suggest making it clear that the only appointments available for Honors students are same-day appointments.
If at all possible make it easier to make a reservation online (website). I tried several times and it consistently told me there were no appointments available, then called and there were several times I could check in.
[name] is extremely helpful and empathetic, he did an amazing job with me both times I've seen him and he motivates me every semester
[name] was the counselor I saw this semester. She was extremely patient and helpful. I would recommend her to anyone!
More clear step by stem on what do when planning to transfer/ apply to a university
More variety in office hours so students can better fit appointments around classes
My academic counselor is [name]. Every time I needed to check on something or have questions answered, she was fantastic. I always felt comfortable bringing my questions and concerns to her and I have appreciated her since day 1!!!
My counselor was excellent. She was attentive, really listened to my concerns and answered all of my questions in great depth.
My counselor was great and very helpful and supportive
Please recharge the website to make it better for scheduling with the counselor, either online or in-person.
[name] is amazing!!!!
SAS Counseling was very helpful. They schedule appts in advance to fit my schedule and there is no waiting. The SAS Team is awesome.
Schedule availability viewable and selection possible based upon needs. Similar to the Coxed scheduling for financial aid department
Schedule for anything needed at school should be the earliest thing we have to do for myself the harder it is to do certain things more likely that I will forget about it no matter what it is.
the availability lookup wasn't clear
The counselor was great! I don't remember her name, but she helped me with my Ed Plan and was encouraging sharing her personal experiences completing college. I met with a different counselor via Zoom and he answered some questions. He told me my Art class from another school fulfilled me CSU Section C requirements, but when I checked myself on a CSU requirement handout from another school, my class did not appear. I'm not sure if it matters that it's from a different school, which I did explain that I was enrolled somewhere else and looking to start with Crafton in the Summer '25 possibly. He did inform me about the transcript evaluation appeals process, which I appreciated because I have an English 102 class from Texas that was not counted at Valley and I remained with only English 101. I will be following up with that appeals process.

The current appointment system makes it difficult for students to get appointments with counseling and constantly being told that a student must come in at 9am to be able to make an appointment for later that day de-incentivizes students from attempting to make appointments.
The online system is terrible, there are never any appointments available ever....yet when I call in I can make an appointment. I now avoid the online system at all cost.
Very helpful and provided valuable information.
When I tried to schedule a counseling appointment online, I don't believe the link worked. I ended up going to the counseling center to schedule it. I clicked on the link to make an online appointment and it brought me to a blank page, or it said that it was unavailable.
Y'all have always been welcoming and supportive of my goals, thank you!

Overall Key Quantitative Findings

Engagement & Access

- **61.1%** of students accessed Counseling via **in-person scheduled appointments**, followed by **24.7% via phone** and **22.1% via the online system**.
- **46.5%** of students met with Counseling **only once** during the semester, while nearly **one in four (23.8%)** met **three or more times**.

Services Received

- Most common services:
 - **50.5%** received help with **Student Educational Plans (SEPs)**.
 - **41.6%** received help choosing classes or registering.
 - **38.9%** asked about transfer planning.
 - Less accessed services include **course overloads (13.2%)**, **career exploration (11.1%)**, and **financial aid dismissals (3.2%)**.

Educational Goals

- A majority of students (63%) were pursuing an **Associate Degree for Transfer**, followed by **Associate Degree Only (15.5%)**, and **Certificates (14.9%)**.

Demographics

- **Gender Identity:** Majority identified as **female (57.1%)**, followed by **male (35.6%)**.
- **Ethnicity:** Largest groups were **Hispanic (39.0%)**, **Caucasian (30.2%)**, and **Multi-ethnicity (10.1%)**.

Satisfaction Metrics

- Easy to find info/schedule: Agree 86.2% (150), Disagree 13.8% (24)
- Counselor listened: Agree 97.1% (169), Disagree 2.9% (5)
- Left with clear next steps: Agree 96.0% (167), Disagree 4.0% (7)
- Felt more confident: Agree 96.6% (169), Disagree 3.4% (6)
- Would recommend services: Agree 96.6% (169), Disagree 3.4% (6)
- More aware of campus resources: Agree 88.5% (154), Disagree 11.5% (20)
- Overall satisfied: Agree 95.9% (165), Disagree 4.1% (7)

Overall Qualitative Findings

Strengths

- **Positive Counselor Experiences:** Students shared high praise for individual counselors, describing them as supportive, empathetic, and knowledgeable. These positive interactions helped students feel more confident and prepared in their academic journeys.
- **Helpful and Professional Staff:** Students noted that the counseling staff was professional, informative, and provided valuable guidance on educational planning and transfer.

Areas for Improvement

- **Appointment Scheduling Barriers:** Students reported major difficulties scheduling appointments due to limited availability, lack of advance booking options, and technical issues with the online system. Phone lines were often busy with no voicemail option, and the same-day appointment system was seen as inflexible.
- **Brief or Rushed Appointments:** Students noted that appointments felt rushed or too short to address their needs, particularly for services like graduation checks.
- **Concerns About Inconsistent Guidance:** Students shared experiences with mixed messages from different counselors, especially around articulation, course transferability, and graduation requirements.
- **Lack of Resource Sharing:** Some students felt that counselors did not consistently provide information about campus resources unless directly asked.
- **Need for Advance Scheduling Options:** Many students requested the ability to book appointments 48–72 hours in advance and suggested website improvements to make appointment availability clearer.
- **Requests for Website Improvements:** Many students suggested enhancing the counseling scheduling website to make it easier to view available appointments and complete bookings without needing to call or visit in person.

Key Insights – African American Students (n = 9)

<p>Most used services:</p> <ul style="list-style-type: none"> • SEP support (n=7) • Help choosing classes (n=6) • Transcript submission/review (n=6) • Course overload (n=2) • Clear registration hold (n=3) 	<p>Access Methods</p> <ul style="list-style-type: none"> • In-person (n=7) • Phone (n=3) • Online appointment system (n=4) • In-person & Online (n=3)
<p>Appointment Frequency</p> <ul style="list-style-type: none"> • 3 or more counseling visits (n=6) • 1 visit (n=2) • 2 visits (1 student) 	<p>Educational Goals</p> <ul style="list-style-type: none"> • Complete Associate-Degree with Transfer (n=5) • Complete Associate-Degree Only (n=2) • Complete Certificate (n=2)
<p>High Satisfaction</p> <ul style="list-style-type: none"> • Most students gave top ratings ("Strongly Agree") across all satisfaction statements. • The majority of students felt supported, informed, and confident after their counseling sessions. 	<p>Lower Satisfaction</p> <ul style="list-style-type: none"> • Some students disagreed that scheduling was easy, with 3 students citing frustration in open-ended responses about: <ul style="list-style-type: none"> ○ Online system showing no availability ○ Same-day appointment policy conflicts with work schedule ○ Phone lines being unhelpful or unclear

Key Insights – Hispanic Students (n = 62)

<p>Most used services:</p> <ul style="list-style-type: none"> • SEP support (n=33) • Help choosing classes (n=28) • Transfer questions/planning (n=18) • Transcript Review (n=9) • Graduation Check (n=8) • Course overload (n=7) • Registration Hold, Major/Career exploration, prerequisite issue (n=4) 	<p>Access Methods</p> <ul style="list-style-type: none"> • In-person (n=31) • Phone (n=19) • Online (n= 14) • In-person & Online (n=10)
<p>Appointment Frequency</p> <ul style="list-style-type: none"> • 1 visit (n=34) • 2 visits (n=14) • 3 or more (n= 14) 	<p>Educational Goals</p> <ul style="list-style-type: none"> • Associate-Degree with Transfer (n=30) • Associate-Degree Only (n=12) • Certificate (n=16)
<p>High Satisfaction</p> <ul style="list-style-type: none"> • Most students gave top ratings ("Strongly Agree") across all satisfaction statements. • The majority of students felt supported, informed, and confident after their counseling sessions. 	<p>Lower Satisfaction</p> <ul style="list-style-type: none"> • Some students described significant obstacles to booking a counseling appointment, citing: <ul style="list-style-type: none"> ○ Online scheduler either down or showing no open times ○ Phone lines busy, unclear, or lacking voicemail for appointments ○ Same-day-only release of appointments that fill before students finish class or can call