



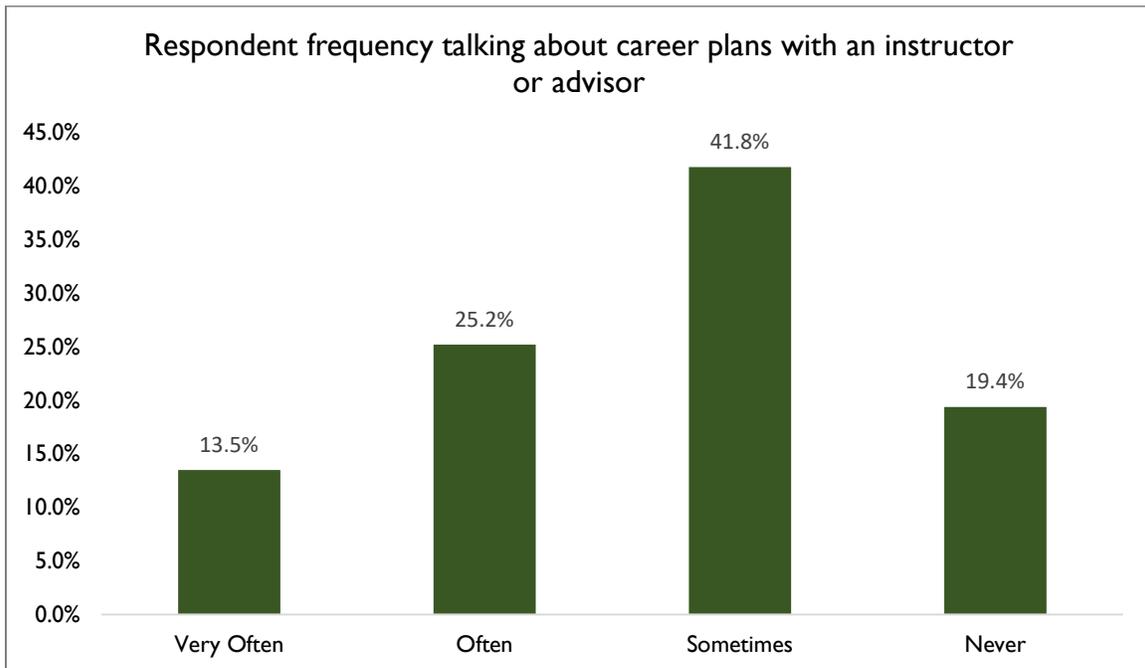
The following is a two-part report. The first details results of the Community College Survey of Student Engagement (CCSSE) administered by the Office of Institutional Effectiveness, Research, & Planning to Crafton Hills College students in Spring 2017. CCSSE results can help community colleges with planning, evidence-based decision-making, and help identify improvements in student learning and persistence.

The second examines the results of the Student Satisfaction Survey administered to Crafton Hills College students in Spring 2018. This student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research, and Planning in collaboration with the Crafton Council. Student perception was assessed in over 100 items ranging from satisfaction with education, available services and student demographics. This section of the report includes findings from the Disabled Students Programs and Services Office at Crafton Hills College.

The findings included in this brief could be applicable to the goals, objectives, or efficiency measures of each department.

The following eleven items come from the 2017 Community College Survey of Student Engagement.

1. In your experience at this college during the current academic year, about how often have you done each of the following? Talked about career plans with an instructor or advisor

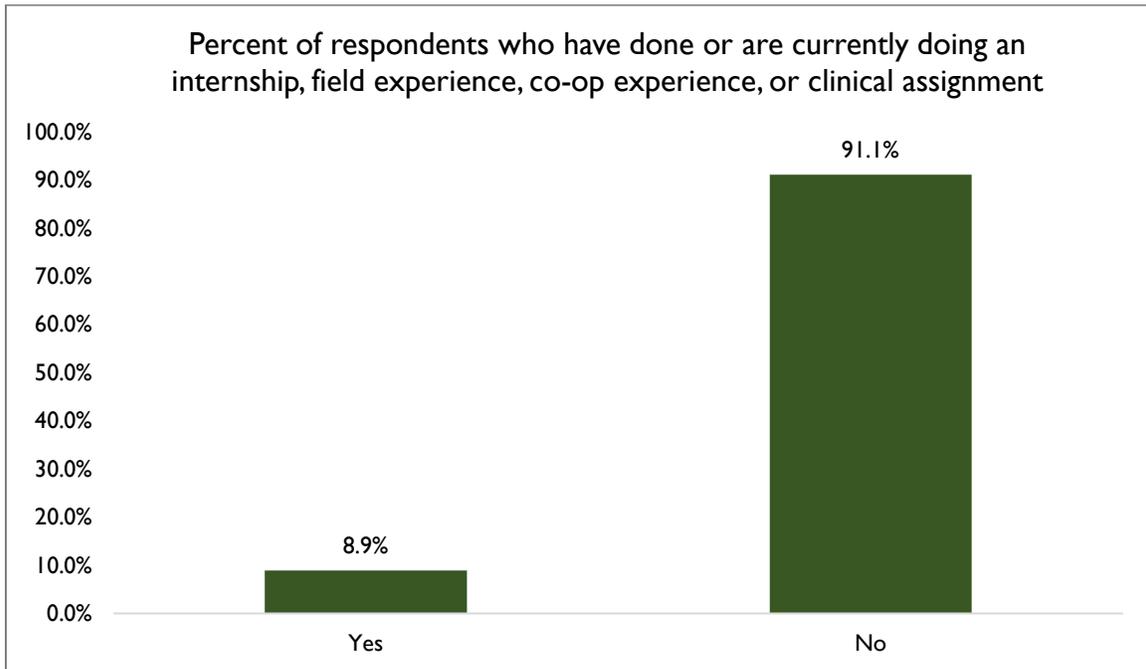


Total Respondents = 674

- One in three respondents talk often (25.2%) or very often (13.5%) about their career plans with an instructor or advisor.

2. Which of the following have you done, or are you currently doing at this college?

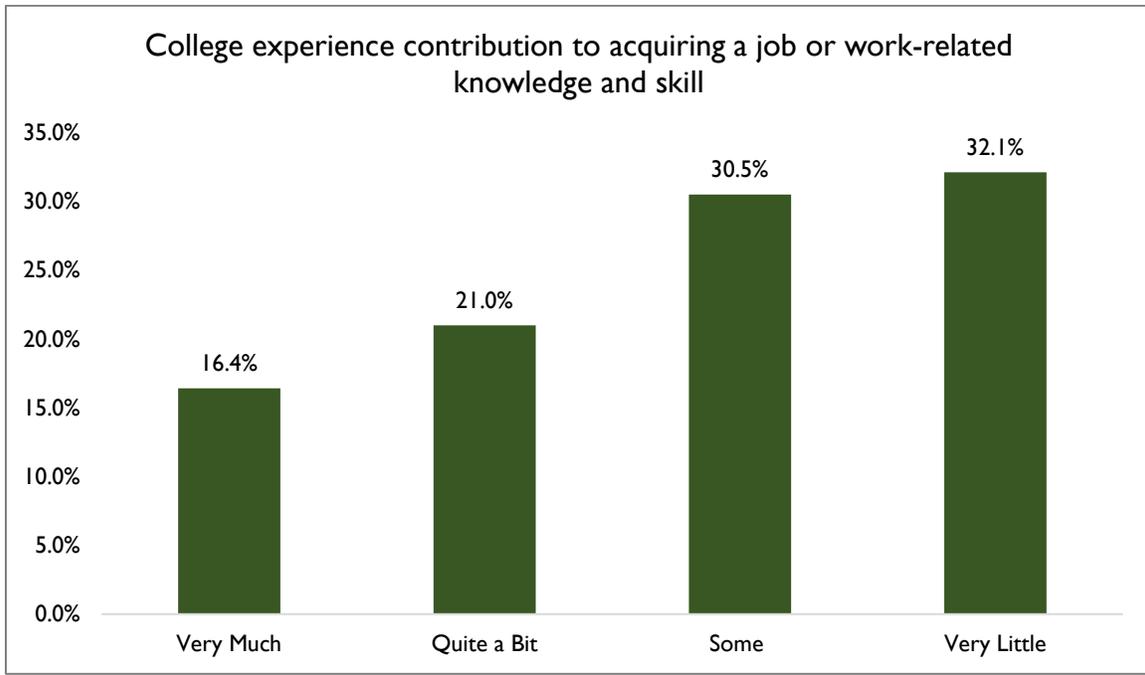
Internship, field experience, co-op experience, or clinical assignment



Total Respondents = 671

- One in eleven (8.9%) respondents have done, or are currently doing an internship, field experience, co-op experience, or clinical assignment at this college.

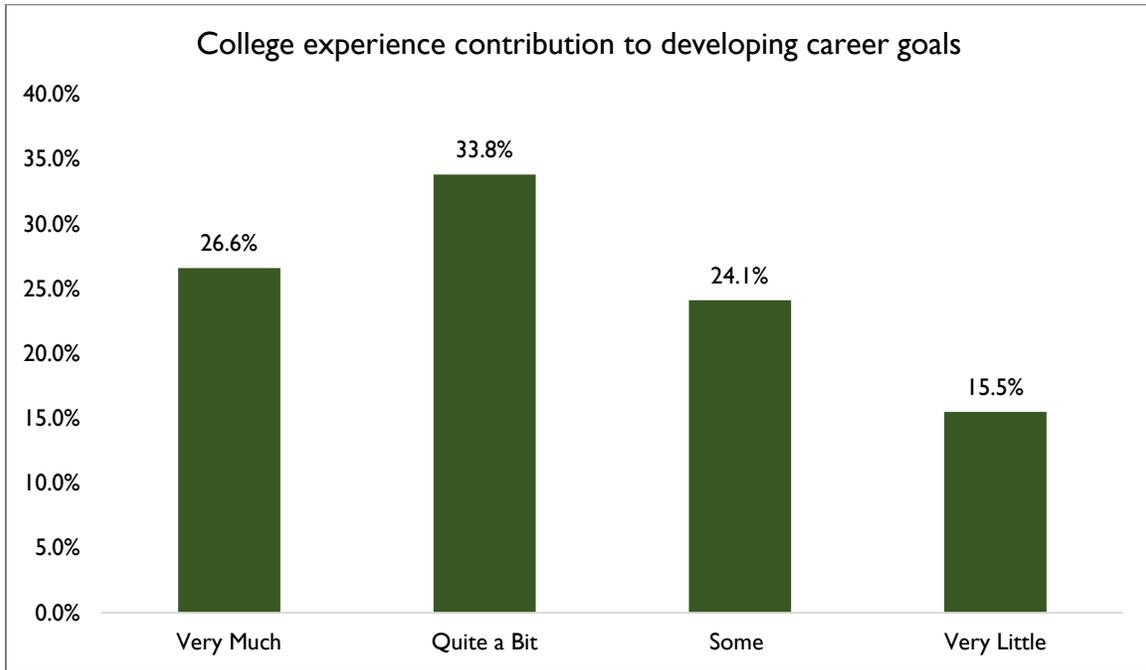
3. How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas? Acquiring job or work-related knowledge and skills



Total Respondents = 672

- Respondents have mixed reviews regarding how much their experience at this college contributed to their knowledge, skill, and personal development acquiring a job, or work-related knowledge or skills with a little over a third indicating their experience contributed at least quite a bit (37.4%), a little under a third contributing some (30.5%) and the remaining third very little (32.1%).

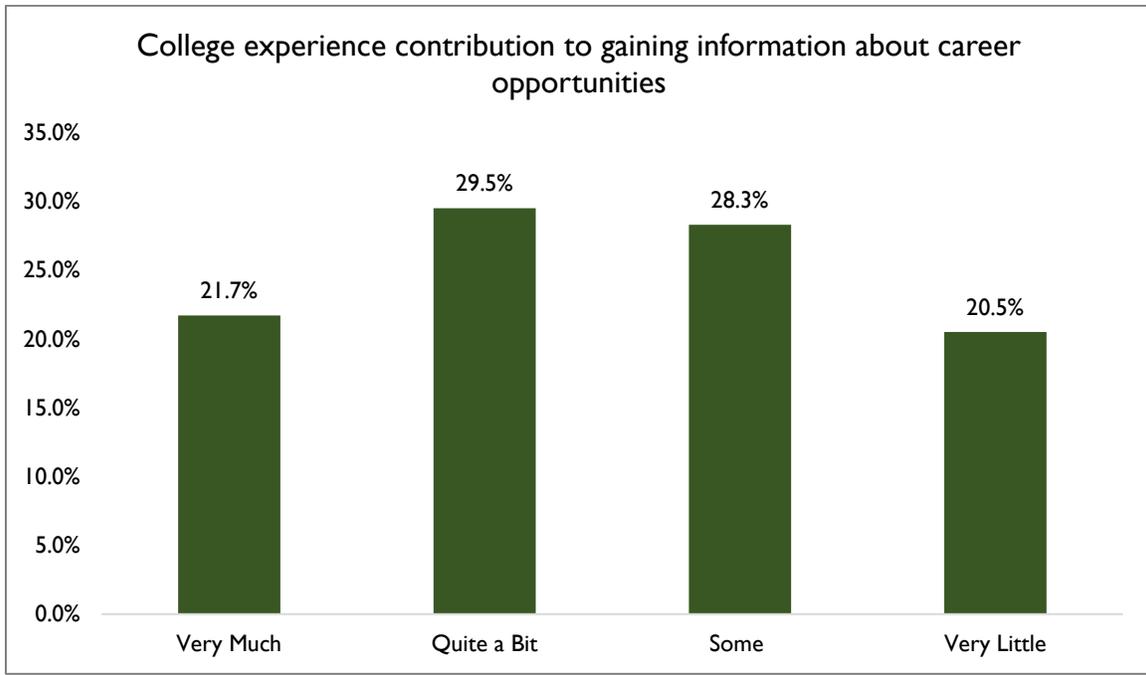
4. How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas? Developing career goals



Total Respondents = 672

- More than half the respondents indicate their experience at this college contributed to their knowledge, skill, and personal development of career goals very much (26.6%) or quite a bit (33.8%).

5. How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas? Gaining information about career opportunities

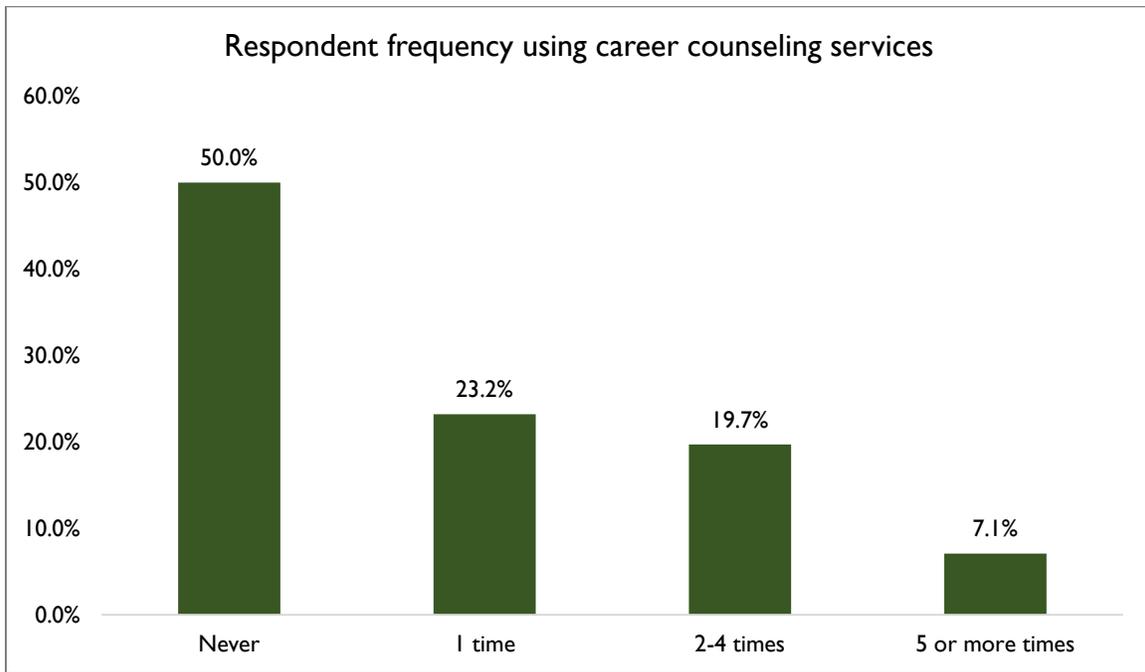


Total Respondents = 674

- Half the respondents indicate their experience at this college contributed to their knowledge, skill, and personal development in gaining information about career opportunities very much (21.7%) or quite a bit (29.5%).

6. How often have you used the following services during the current academic year?

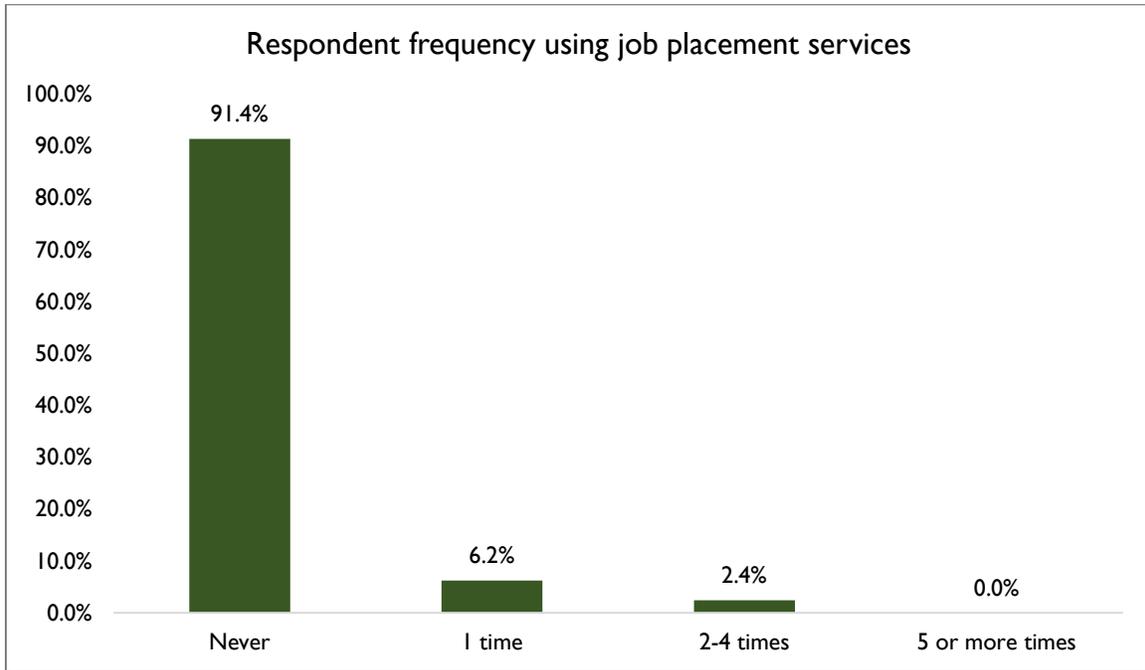
Career counseling



Total Respondents = 664

- Half of all respondents (50.0%) indicate they have never used career counseling during the current academic year.
- One in four (26.8%) respondents have used career counseling services at least 2 or more times during the current academic year.

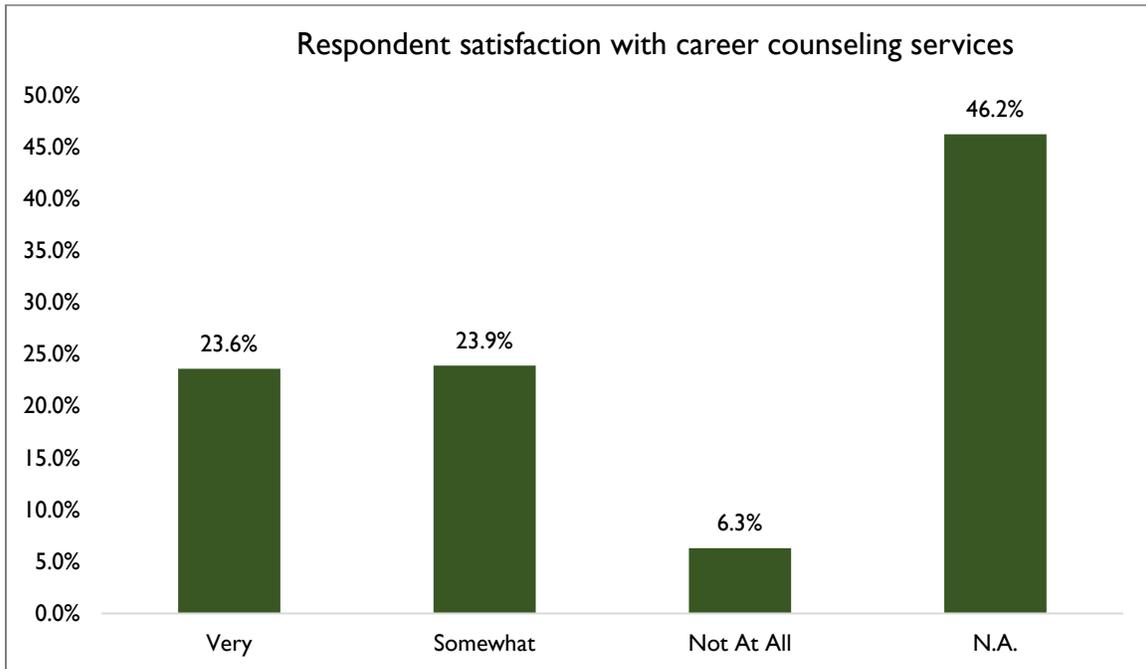
7. How often have you used the following services during the current academic year? Job placement services



Total Respondents = 659

- Most respondents (91.4%) indicate they have never used job placement services during the current academic year.
- One in twelve respondents (8.6%) have ever used job placement services during the current academic year.

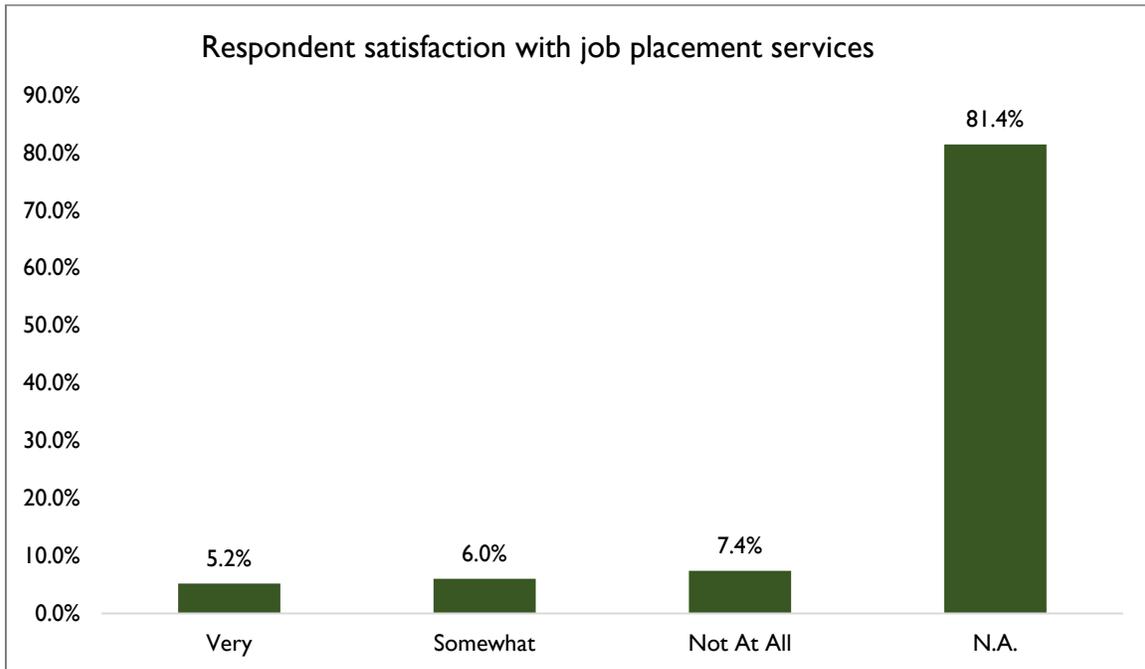
8. How satisfied are you with the services? Career counseling



Total Respondents = 656

- Nearly half the respondents (46.2%) indicate career counseling services are not applicable during the current academic year.
- Of the applicable respondents, respondents are split with nearly as many indicating they are very satisfied (23.6%) as those who are somewhat satisfied (23.9%).

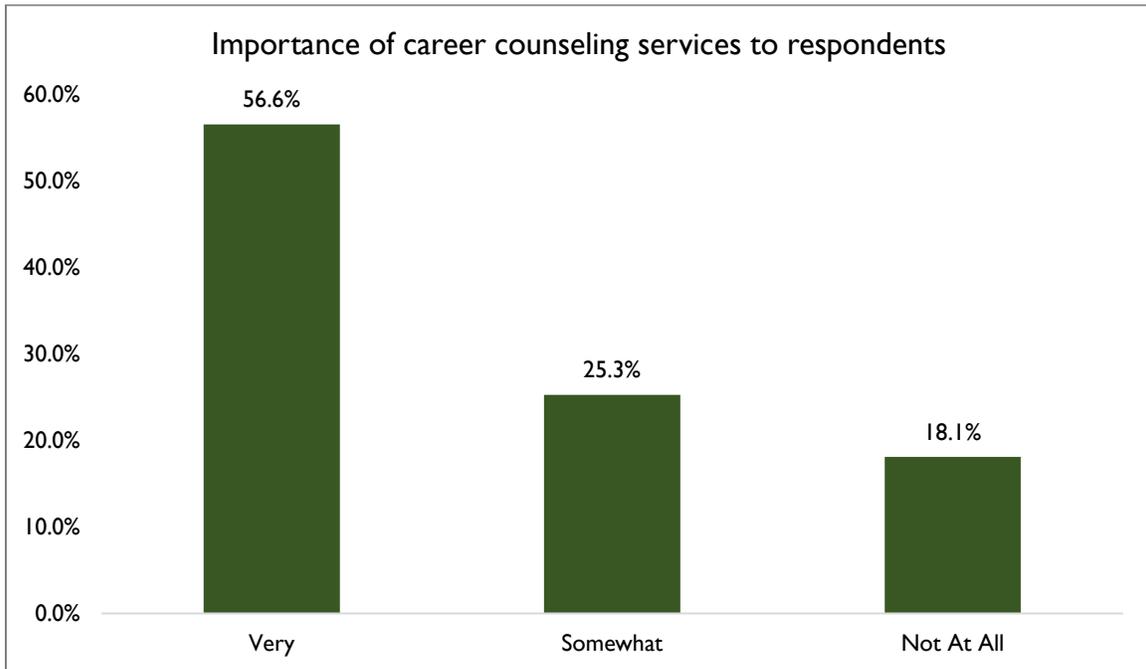
9. How satisfied are you with the services? Job placement services



Total Respondents = 633

- Most respondents (81.4%) indicate job placement services are not applicable during the current academic year.
- Looking at only applicable respondents, we find them divided in their satisfaction with a slightly greater share (7.4%) indicating they are not at all satisfied with job placement services than those who are somewhat satisfied (6.0%) and very satisfied (5.2%).

10. How important are these services to you? Career counseling

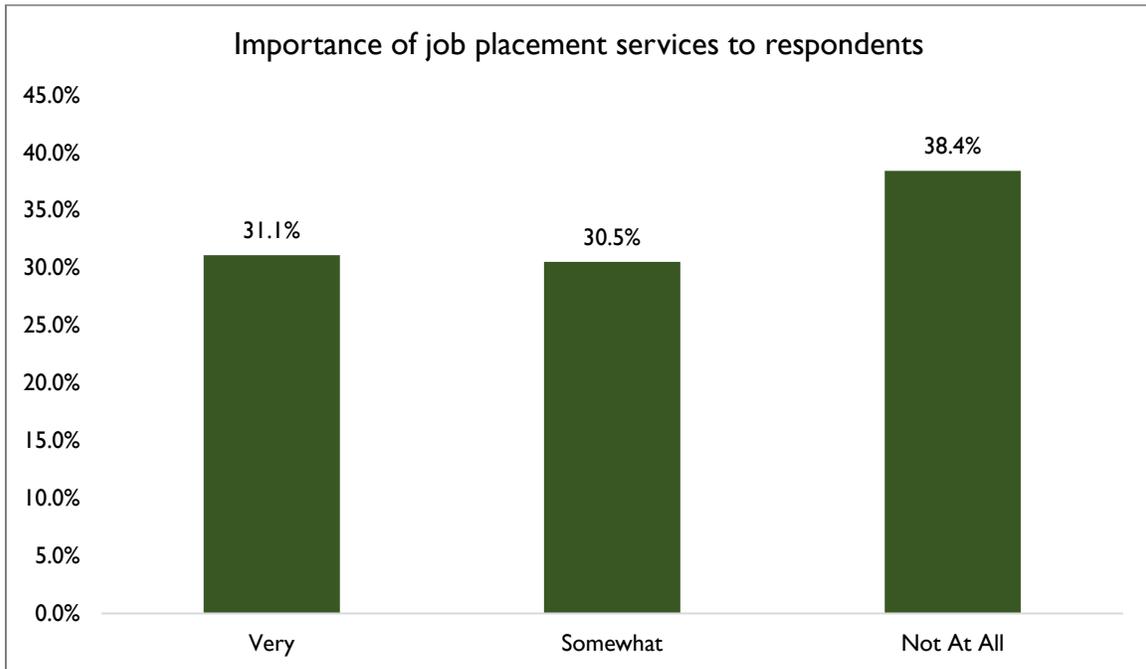


Note: This question did not provide respondents N.A. response option.

Total Respondents = 641

- More than half the respondents (56.6%) indicate career counseling services are very important to them.
- Most respondents (81.9%) indicate career counseling is at least somewhat important to them.

11. How important are these services to you? Job placement services

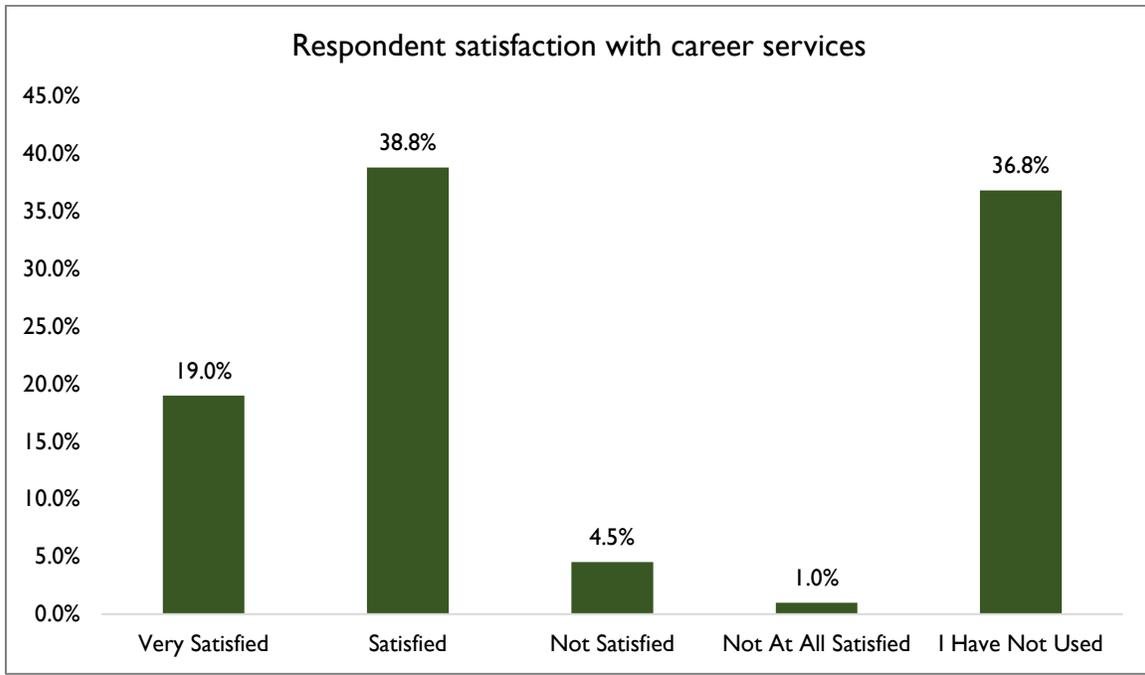


Total Respondents = 620

- Respondents are divided on the importance of job placement services to them with slightly more than a third (38.4%) indicating it is not at all important, and just under a third (30.5%) indicating it is somewhat important, and the remaining (31.1%) indicating it is very important to them.

The following item comes from the 2018 Student Satisfaction Survey.

12. Please rate your level of satisfaction with the quality of: Career Services



Total Respondents = 707

- One in three respondents (36.8%) have not used career services.
- Of the respondents who have used career services, most report being satisfied (61.3%) or very satisfied (29.9%).

For questions, please contact Yvonne Olivares, Research Analyst, at yolivares@craftonhills.edu or (909) 389-3268.