



In Fall 2018, a survey was developed to assess students who received counseling services online. This report summarizes the findings from the online survey. A total of 32 students responded to the survey.

<b>Q1. Have you previously applied to Crafton Hills College (CHC)?</b>	<b>Choice Count</b>	
Yes, I have applied and been assigned a CHC student ID number.	100.0%	25
No, I have not yet applied, but am interested in attending CHC.	0.0%	0
Total		25

<b>Q2. Is this your first experience accessing the online counseling services at CHC?</b>	<b>Choice Count</b>	
Yes	92.0%	23
No	8.0%	2
Total		25

<b>Q3. Did you experience any technical difficulties today accessing the online counseling portal?</b>	<b>Choice Count</b>	
Yes	8.0%	2
No	92.0%	23
Total		25

**Q3a. Please share with us the technical difficulties you experienced TODAY.**

The services suggested I used google chrome and as I was trying to use it, my computer got a virus. They also suggested to login with my facebook and it received an error.

N/A

<b>Q4. How did you find out about Crafton's online counseling services?</b>	<b>Choice Count</b>	
The Crafton Hills College website.	52.0%	13
A counseling office staff informed me on the phone.	28.0%	7
Other	4.0%	1
An instructor	4.0%	1
A friend/student	4.0%	1
I received an email notification.	4.0%	1
A counseling office staff member informed me in-person.	4.0%	1
Poster/Bulletin Board/Signs	0.0%	0
During new student advising	0.0%	0
A counseling office staff member made an announcement in one of my classes.	0.0%	0
Total		25

**Q4a. Other (How did you find out about Crafton's online counseling services?)**

N/A

<b>Q5. What was the reason for your online counseling visit TODAY? (check all that apply)</b>	<b>Choice Count</b>	
Application and/or registration information; help clearing a registration hold	48.0%	12
Review or update a previously drafted Student Educational Plan (SEP)	20.0%	5
Transfer-related questions	16.0%	4
Other	8.0%	2
Assessment waiver and/or pre-requisite clearance	8.0%	2
Career Services / Help finding a job	0.0%	0
Personal/Emotional/Mental Health counseling	0.0%	0
Certificate or degree information	0.0%	0
Total		25

**Q5a. Other (What was the reason for your online counseling visit TODAY? )**

Needed help with online classes

<b>Q6. Please rate your level of agreement with the following statements regarding TODAY'S online counseling session.</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
The online counseling portal "Cranium Cafe" was user-friendly and easy to navigate.	65.0%	30.0%	0.0%	5.0%
My online counseling experience was just as useful as an in-person counseling appointment.	61.9%	33.3%	4.8%	0.0%
The online counselor communicated clearly and I understood the information being shared.	73.7%	26.3%	0.0%	0.0%
Directions for accessing online counseling services was clear and easy to follow.	75.0%	25.0%	0.0%	0.0%
Online counseling services will help me reach my academic goals.	71.4%	28.6%	0.0%	0.0%
I plan to utilize Crafton's online counseling services in the future.	71.4%	28.6%	0.0%	0.0%
The online counselor understood my needs.	76.2%	23.8%	0.0%	0.0%
The online counselor was able to answer all of my questions.	76.2%	23.8%	0.0%	0.0%
The online counselor treated me with respect.	76.2%	23.8%	0.0%	0.0%
Overall, the online counselor was helpful.	76.2%	23.8%	0.0%	0.0%
Overall, I am satisfied with Crafton's online counseling services.	76.2%	23.8%	0.0%	0.0%

<b>Q7. Overall, how would you rate your level of satisfaction with the online counseling portal "Cranium Cafe"?</b>	<b>Choice Count</b>
Highly Satisfied	65.2% 15
Satisfied	30.4% 7
Dissatisfied	4.3% 1
Highly Dissatisfied	0.0% 0
Total	23

**Q8. Overall, how would you rate the level of service provided TODAY by the online counselor?** **Choice Count**

Excellent	78.3%	18
Good	21.7%	5
Fair	0.0%	0
Poor	0.0%	0
Total		23

**Q9. How likely are you to recommend a fellow student/friend to utilize online counseling services at CHC?** **Choice Count**

Extremely Likely	78.3%	18
Likely	21.7%	5
Unlikely	0.0%	0
Very Unlikely	0.0%	0
Total		23

**Q10. Please provide any additional comments/suggestions below:**

N/A