

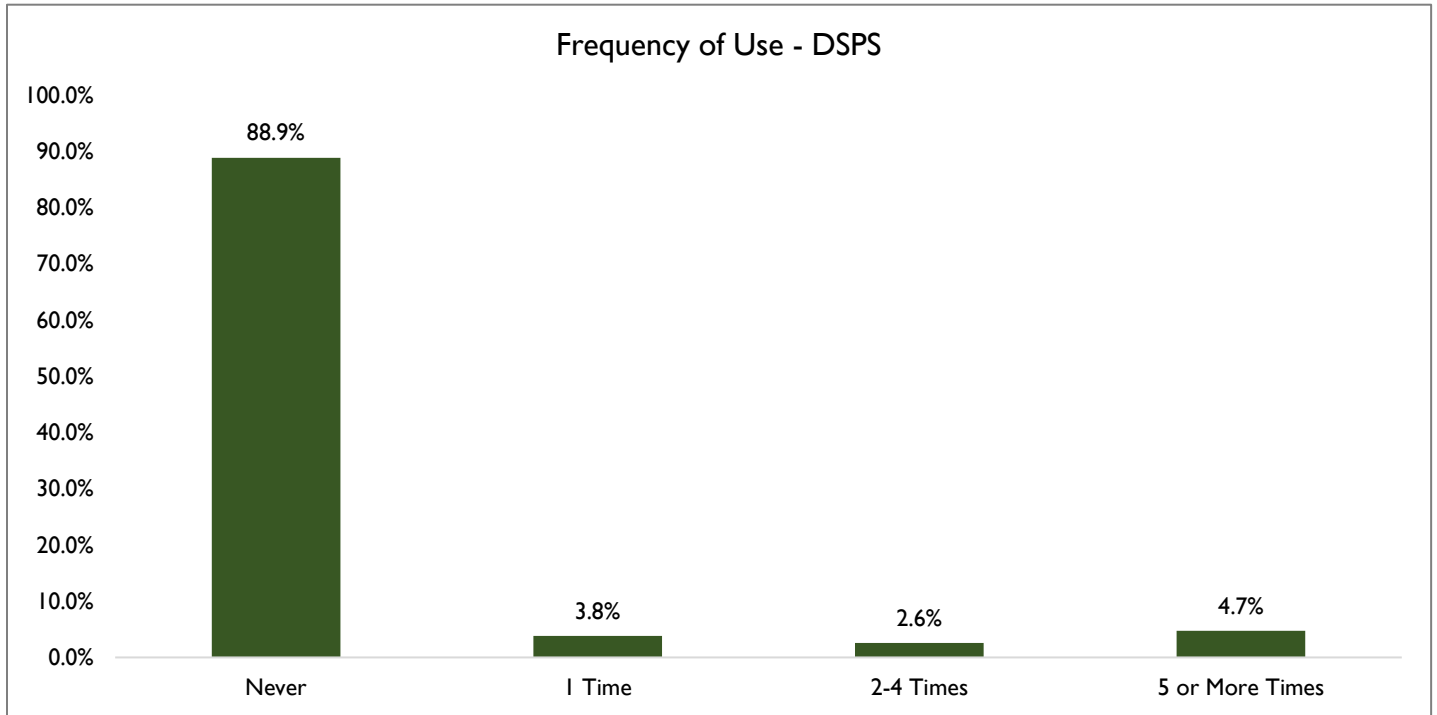


The following report is broken down into two parts. The first part details the results of the Community College Survey of Student Engagement (CCSSE) that was administered by the Office of Institutional Effectiveness, Research & Planning to Crafton Hills College students in Spring 2017. CCSSE results can help community colleges with planning, evidence based decision making, and help identify improvements in student learning and persistence. The findings included in this brief could be applicable to the goals, objectives, or efficiency measures of each department.

The second part of this report examines the results of the Student Satisfaction Survey that was 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. To assess student perception of various aspects of the college, participants responded to over 100 items ranging from satisfaction with education and services to demographic information. The second part of the report includes findings stemming from the student satisfaction survey pertaining to the Disabled Students Programs and Services office at Crafton Hills College.

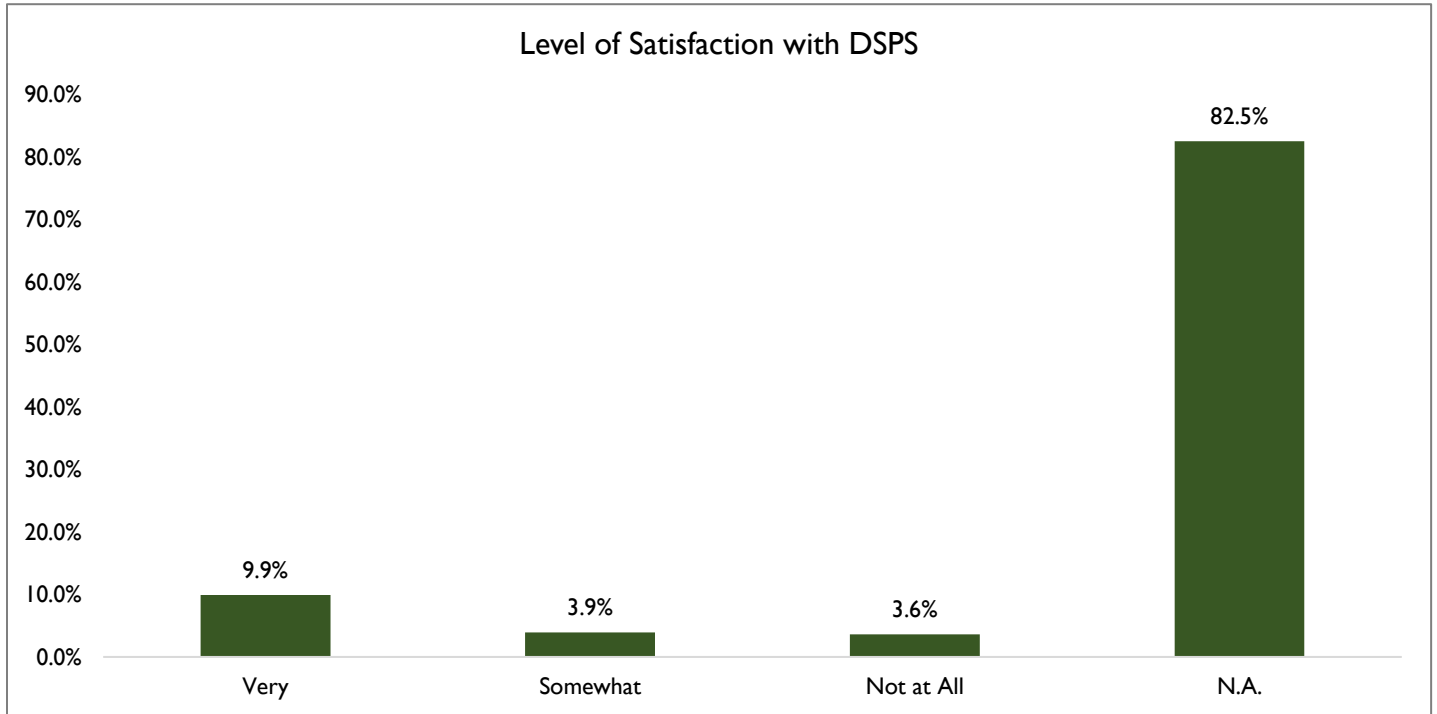
Spring 2017 Community College Survey of Student Engagement:

1. How often have you used the following services during the current academic year? –  
Services for students with disabilities.



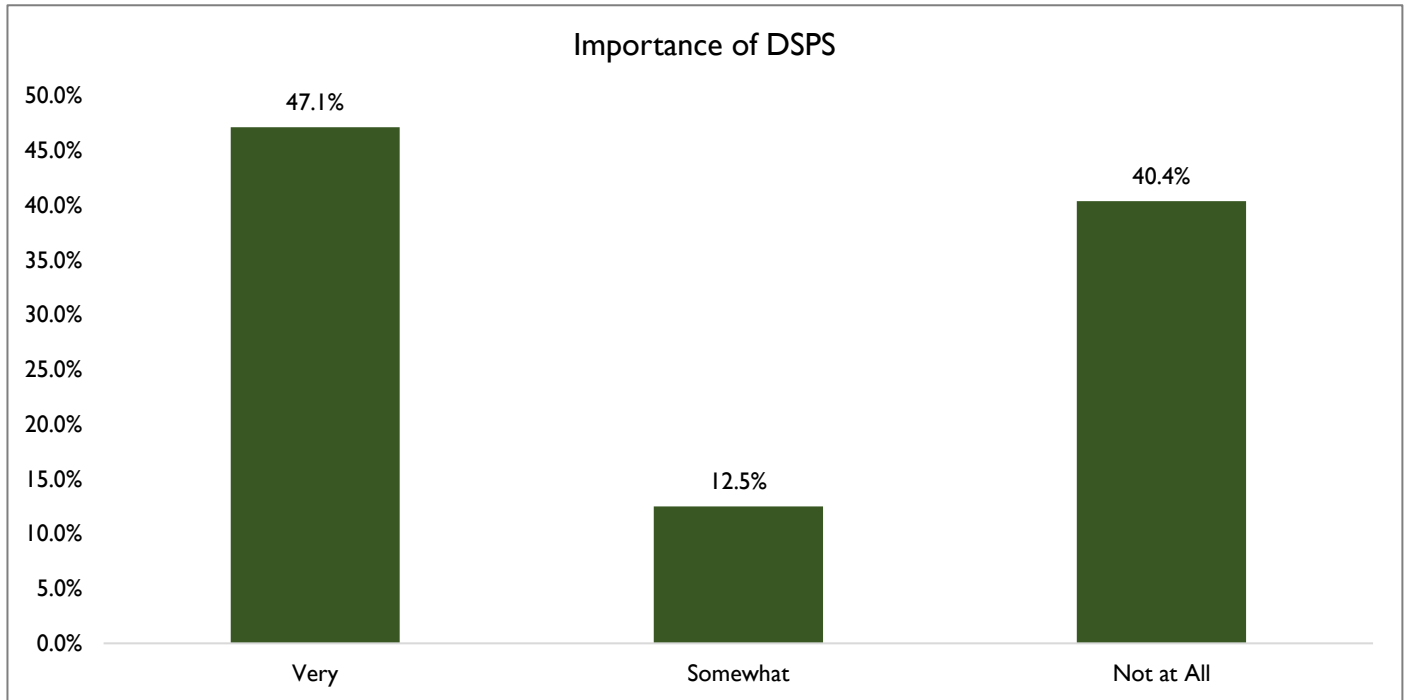
Total Respondents = 655

2. How satisfied are you with the services? – Services for students with disabilities



Total Respondents = 636

**3. How important are the services to you at this college? – Services for students with disabilities**

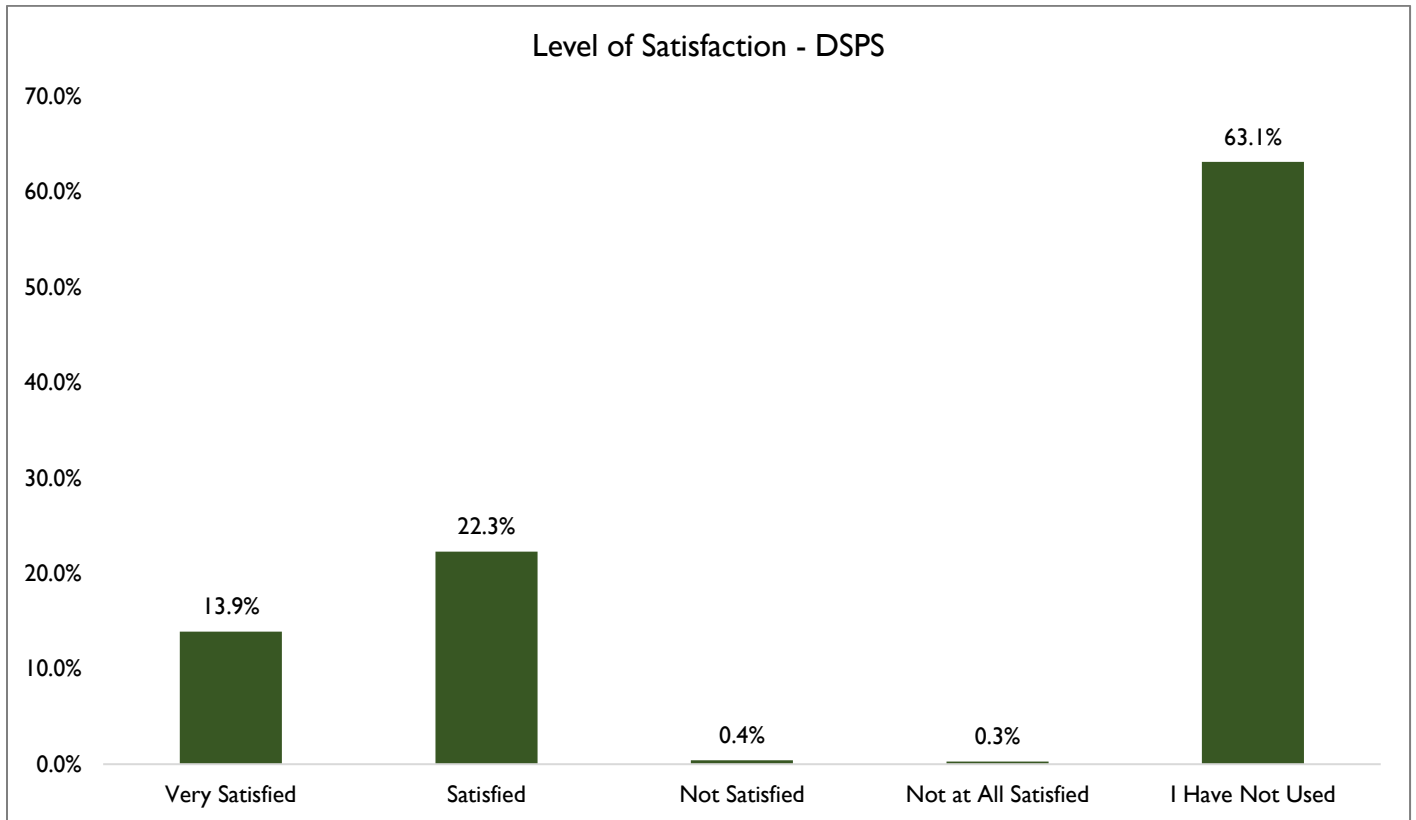


Note: Due to a lack of an "N.A." option all respondents could have answered this question without using or visiting DSPS.

**Total Respondents = 624**

Spring 2018 Student Satisfaction Survey:

4. Please rate your level of satisfaction with the quality of: Disabled Students Programs and Services (DSPS)



Total Respondents = 705

If you have any questions please contact Artour Aslanian, Senior Research & Planning Analyst, at [aaslanian@craftonhills.edu](mailto:aaslanian@craftonhills.edu) or (909) 389-3331.