



The following is a three-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 Transfer Center Services Office at Crafton Hills College.

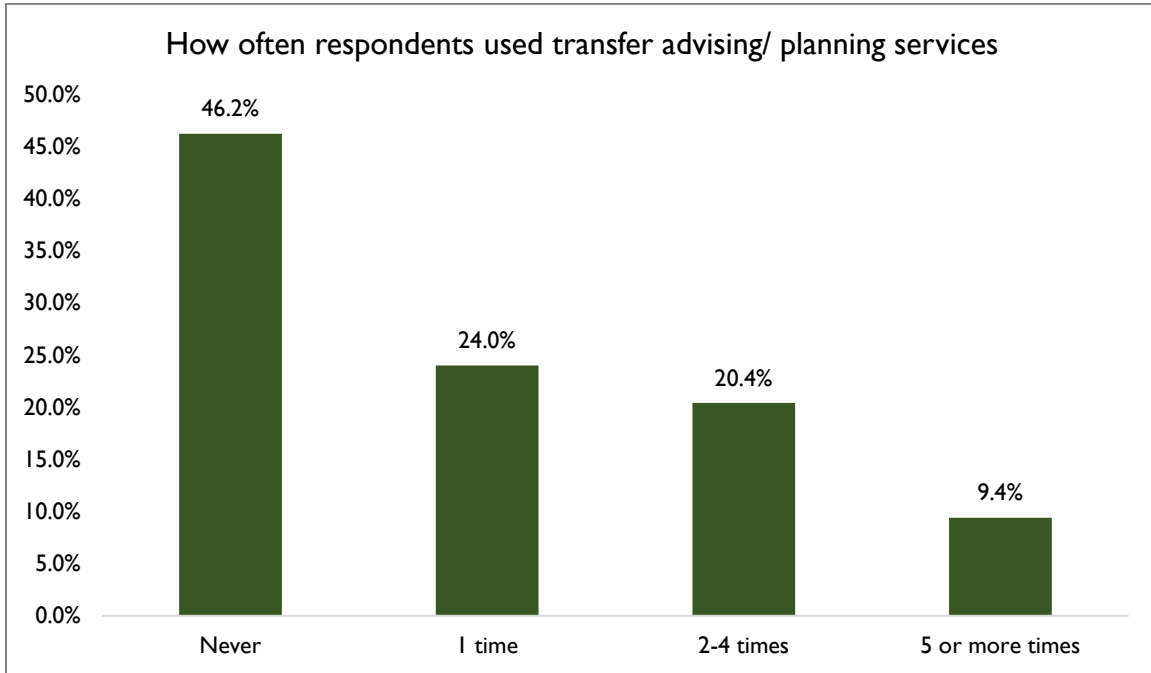
The last details findings from the Transfer Center Student University Visits Spring 2018 Survey.

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

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

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

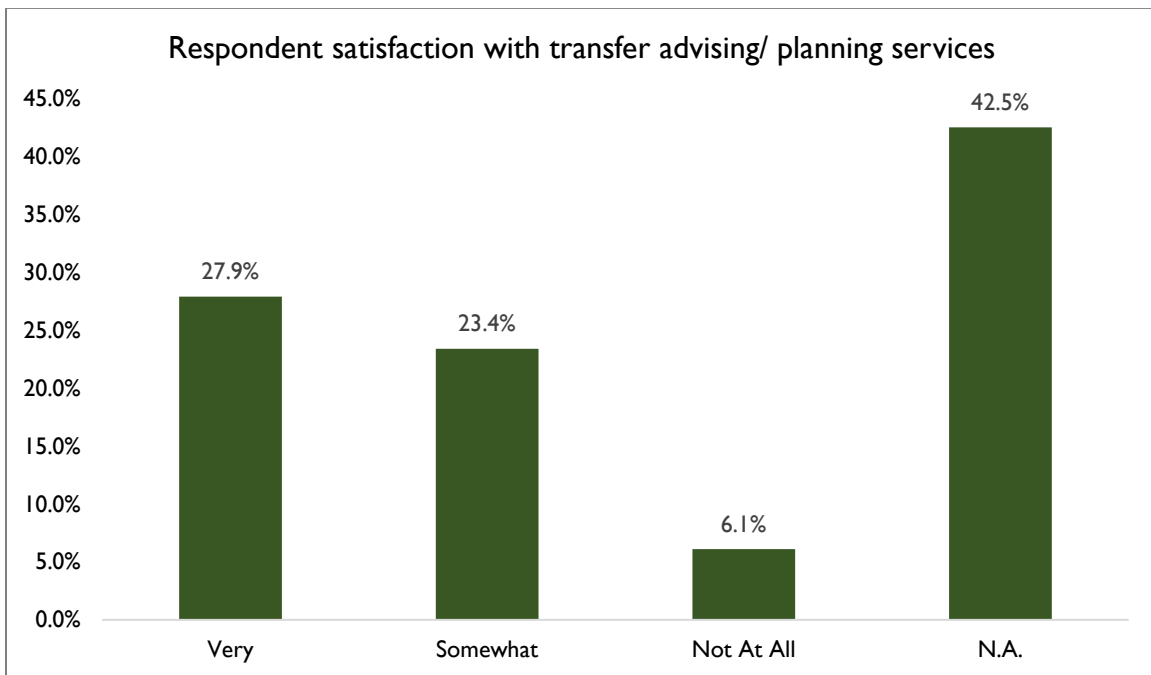
Transfer advising/ planning



Total Respondents = 647

- Almost half the respondents (46.2%) report they have never used transfer advising/ planning services during the current academic year.
- Of the respondents who did report using transfer advising/ planning services, the largest share went one time (44.5%), followed by those who went 2-4 times (37.9%), and those going 5 or more times (17.5%).

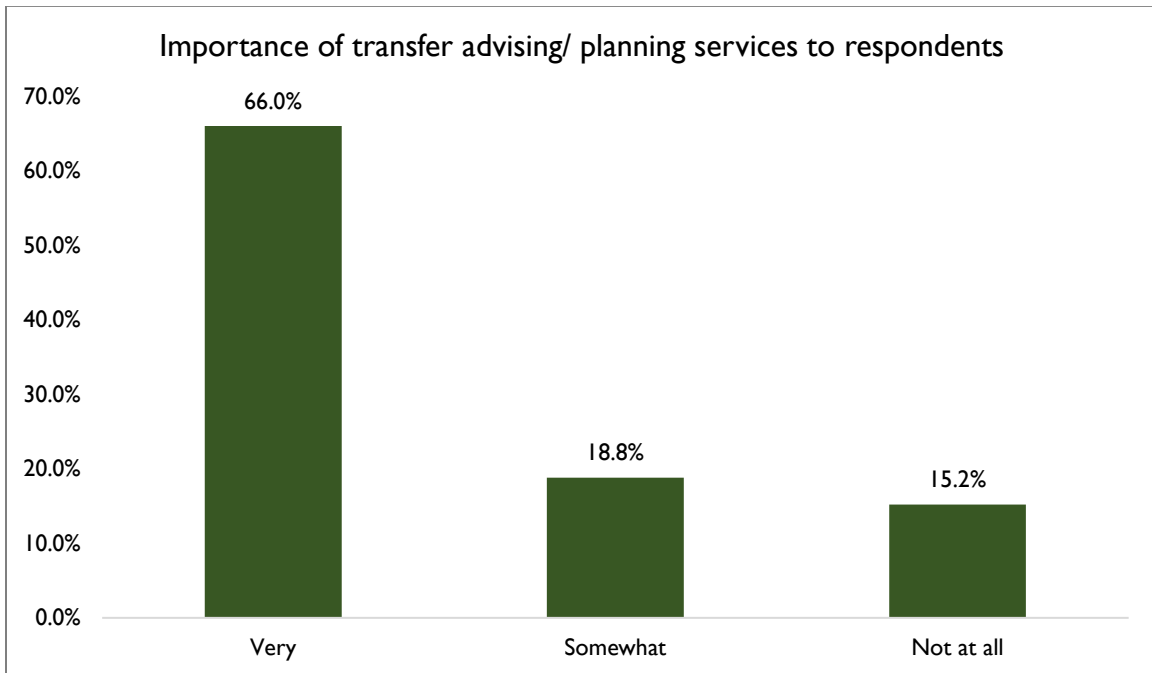
2. How satisfied were you with the services? Transfer advising/ planning



Total Respondents = 623

- Nearly half the respondents (42.5%) indicate that transfer advising/ planning service satisfaction is not applicable during the current academic year.
- Of the applicable respondents, respondents are split between those who are very satisfied (27.9%) and those who are somewhat satisfied (23.4%).
- Of the applicable respondents, one in ten (10.6%) are not at all satisfied with the transfer advising/ planning services.

3. How important the services are to you at this college? Transfer advising/ planning

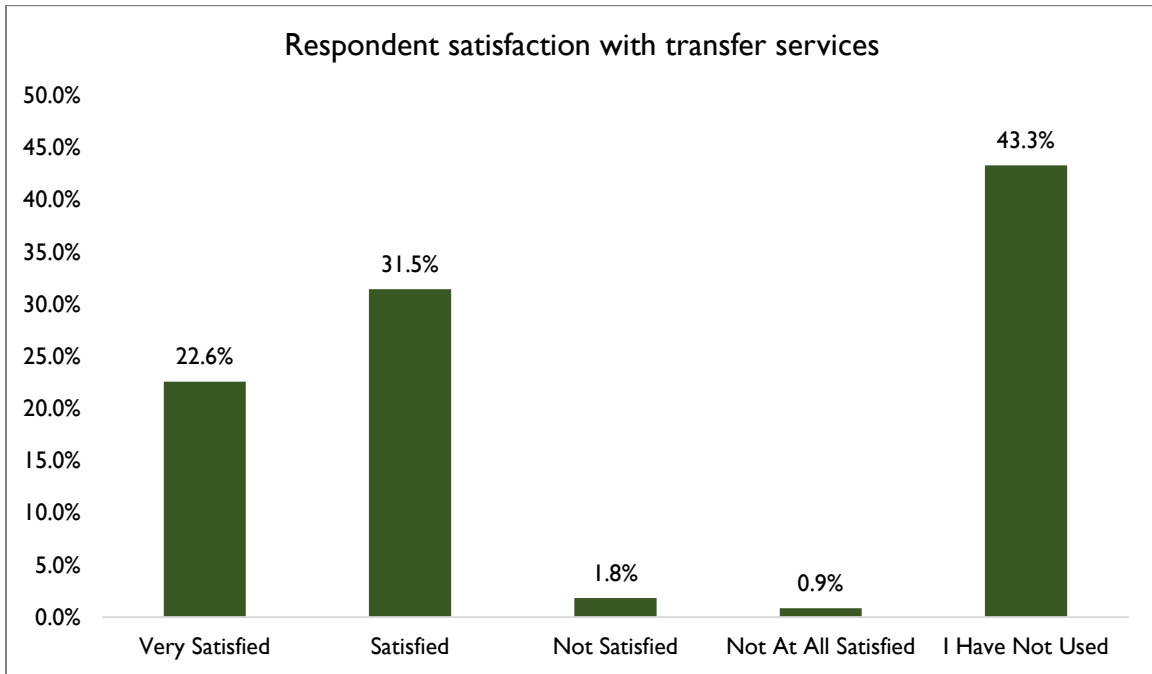


Total Respondents = 612

- Two out of three students (66.0%) report transfer advising/ planning services are very important to them at this college.
- Almost all students (84.8%) report transfer advising/ planning services are at least somewhat important to them at this college.

The following item comes from the 2018 Student Satisfaction Survey.

4. Please rate your level of satisfaction with the quality of: Transfer services

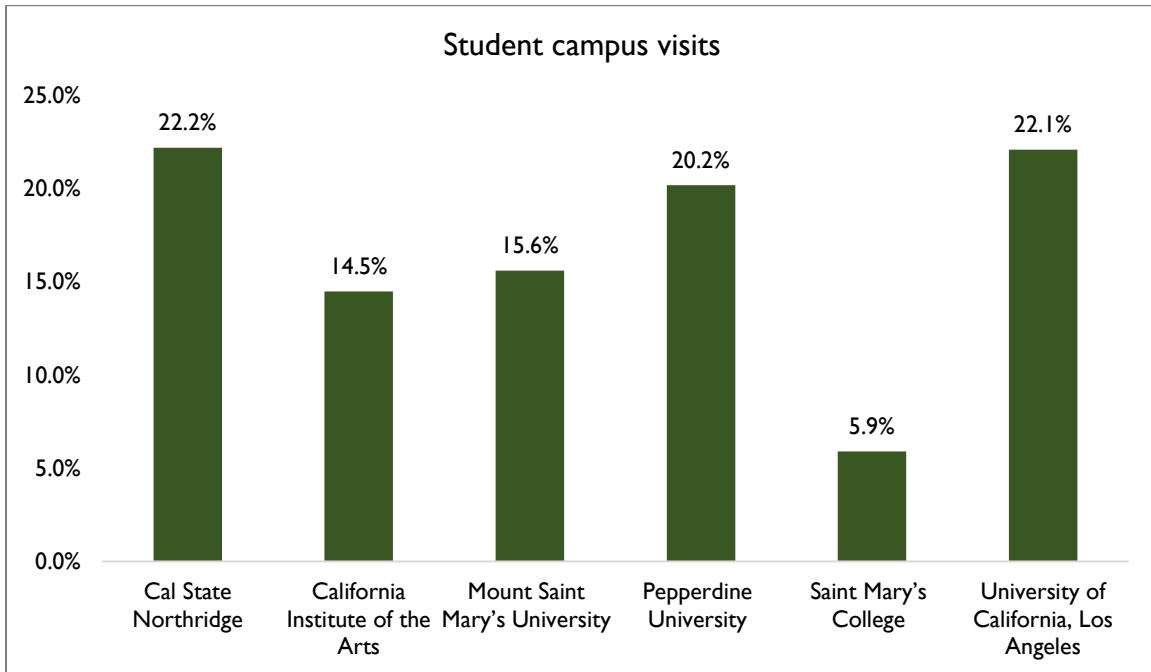


Total Respondents = 709

- Of the students who report using transfer service, almost all (95.27%) report being at least satisfied with the quality.

The remaining six items come from the Transfer Center Student University Visits 2018 Survey.

5. Which campus did you visit?

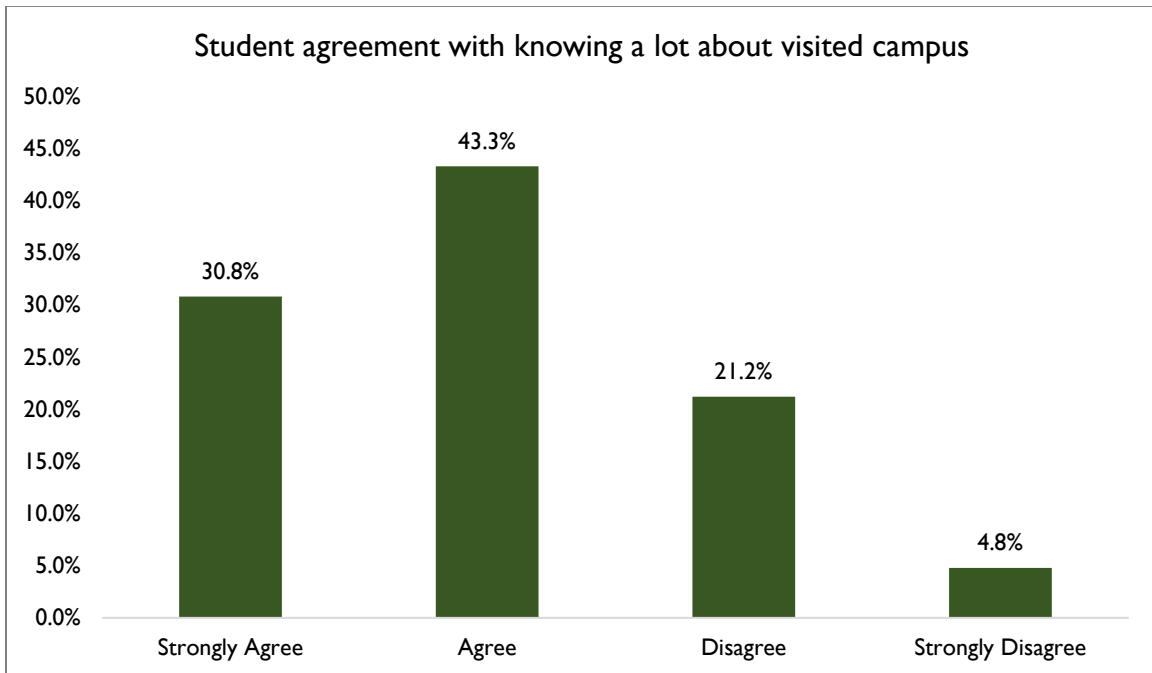


Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Cal State Northridge (22.2%), UCLA (22.1%) and Pepperdine University (20.2%) had the greatest share of visits.

6. I know a lot about the campus I am visiting.

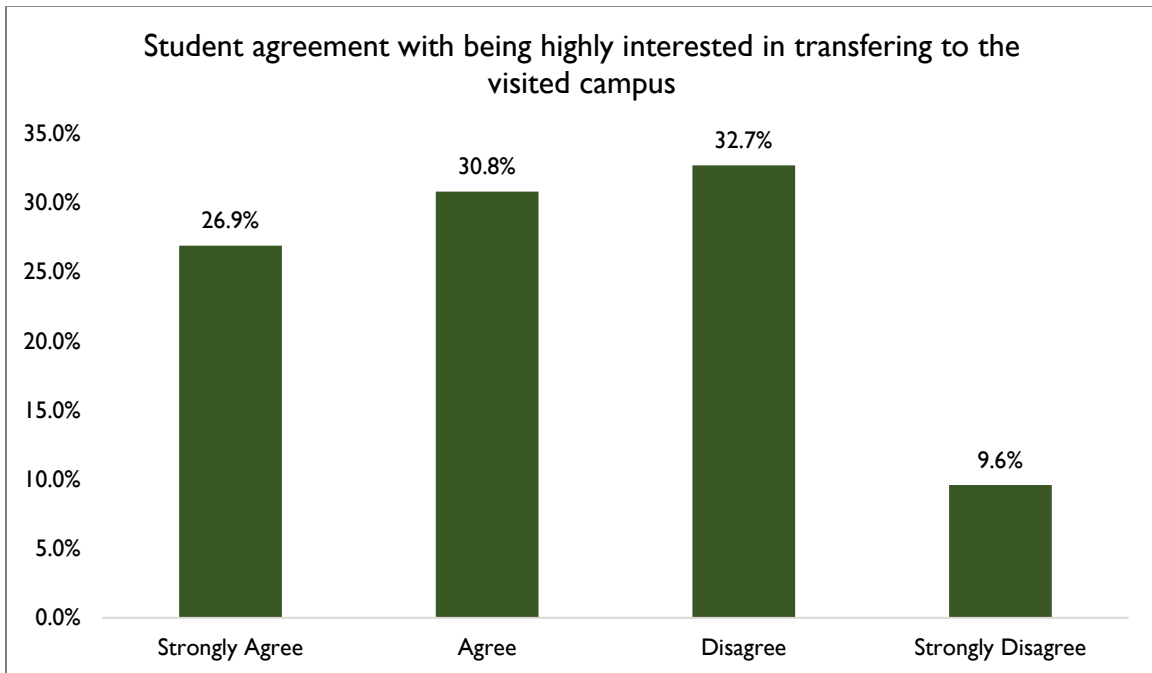


Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Most students agree (43.3%) or strongly agree (30.8%) they know a lot about the campus they are visiting.
- One in four students disagree (21.2%) or strongly disagree (4.8%) they know a lot about the campus they are visiting.

7. I am highly interested in transferring to the campus I am visiting.

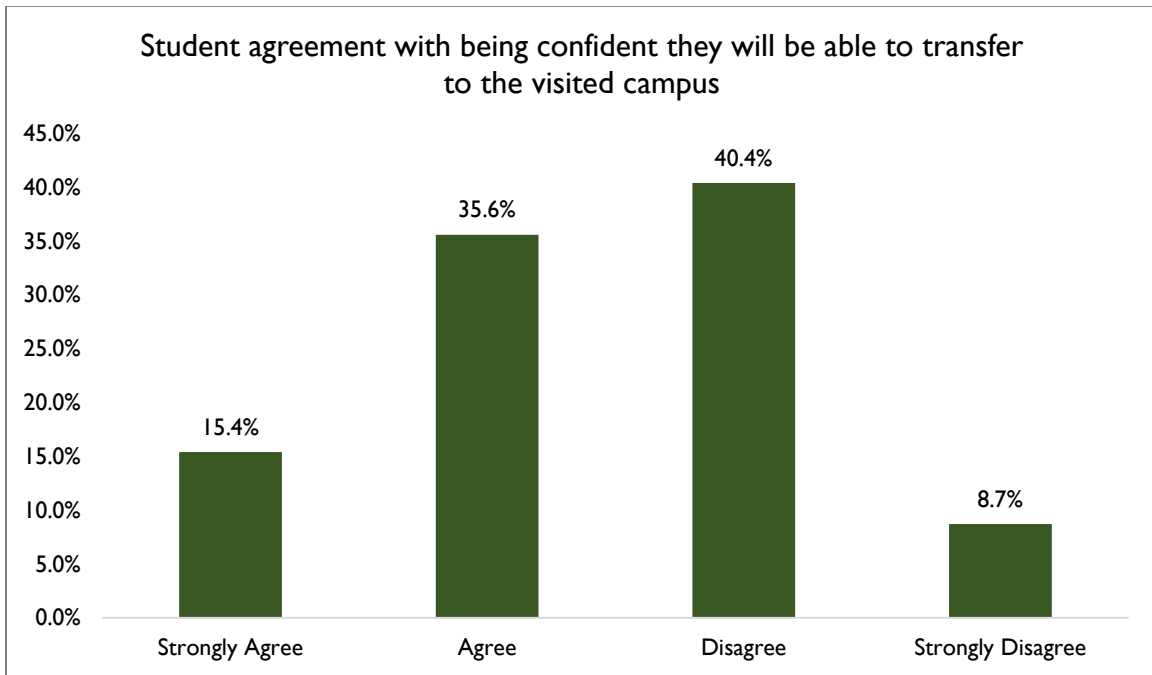


Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Almost half the students disagree (32.7%) or strongly disagree (9.6%) they are interested in transferring to the campus they are visiting.

8. I am confident I will be able to transfer to the campus I am visiting.

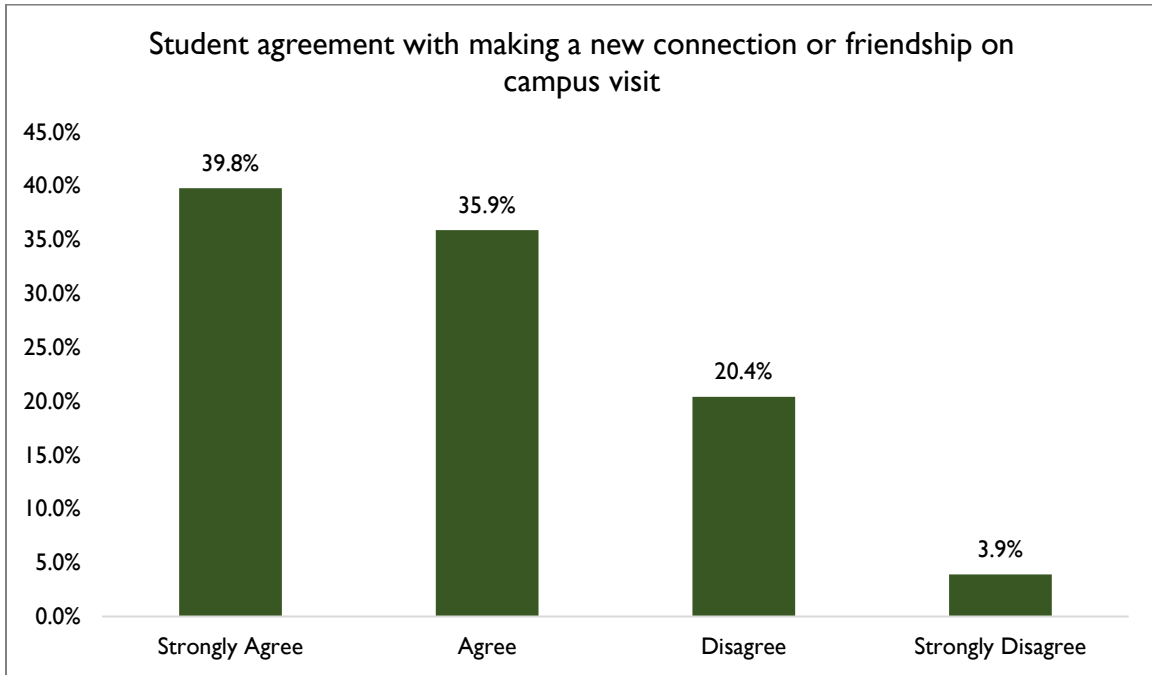


Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Students are split with half (51.0%) strongly agreeing/ agreeing and half strongly disagreeing/ disagreeing (49.1%). they will be able to transfer to the campus they are visiting.

9. I made a new connection or friendship with a fellow student or staff member on this campus visit.

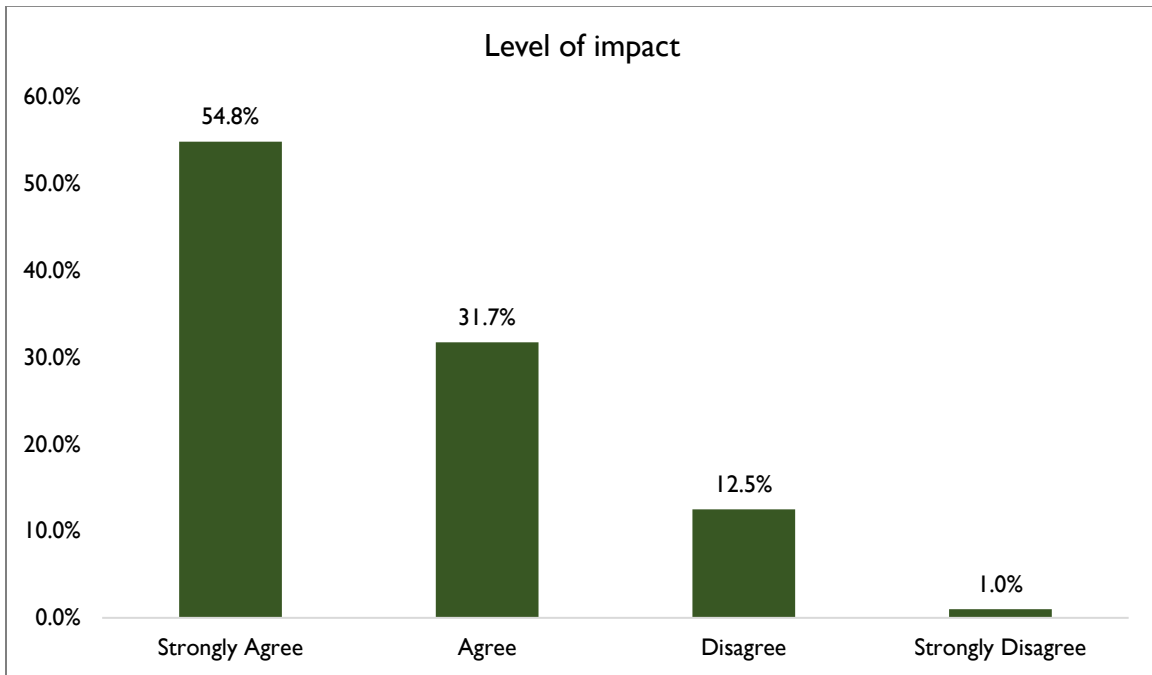


Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Three out of four students strongly agree (39.8%) or agree (35.9%) they made a new connection or friendship with a fellow student or staff member on this campus visit.

10. Regardless of your interest in this campus, what impact???



Note: Sum may not equal 100% due to the results being rounded to nearest tenth.

Total Respondents = 104

- Three out of four students strongly agree (39.8%) or agree (35.9%) the campus visit made an impact.

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