



## CRAFTON HILLS COLLEGE STUDENT SATISFACTION SURVEY RESULTS

Spring 2014

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# Crafton Hills College Student Satisfaction Survey Results

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## Introduction

In the spring of 2014, a student satisfaction assessment instrument was developed by the Office of Institutional Effectiveness, Research and Planning in collaboration with the Crafton Council. Using a random sampling, the survey was administered to students enrolled in fifty sections at Crafton Hills College (CHC). 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. Understanding students' experiences and satisfaction is important to our on-going efforts to enrich the student experience. The results of this survey will provide a diagnostic tool to help inform improvements to Crafton's programs and services. The survey was organized into the following seven themes:

- Impression
- Education
- Technology
- Environment
- Services
- Diversity
- Overall Satisfaction

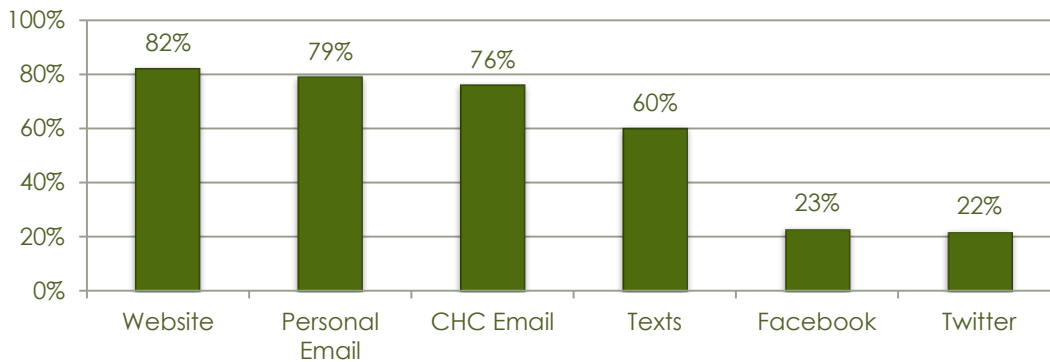
The key findings are presented in this summary to provide the college community a comprehensive perspective for evidence-based decision-making and continuous improvement. Additional reports and presentations will be shared with faculty, staff, administrators, and students through email, workshops, and committee meetings throughout the 2014-2015 academic year. Additional information is available upon request from the Office of Institutional Effectiveness, Research and Planning.

## Summary of Results

- **Overall:** 69% of respondents noted that Crafton Hills College's location was a reason for enrolling, and 53% stated cost as a reason. Respondents noted an affordable education as one of the best things Crafton Hills College has to offer. Additionally, 92% of respondents would recommend CHC to a friend or family member, and 90% of respondents believed students are made to feel welcome on campus.
- **Instruction:** 95% of respondents were satisfied with instruction and their overall educational experience at CHC, and 93% of respondents believed that they are receiving a great education at CHC. Career technical education academic programs such as emergency medical services, fire technology, and respiratory care were noted by respondents as the best things Crafton Hills College has to offer.
- **Student Services:** 96% of respondents believed library resources meet their needs and tutoring services are readily available. Furthermore, 92% of respondents were satisfied with overall services for students at CHC. Over 90% of respondents were satisfied with the Library, the Learning Resource Center, the Health and Wellness Center, Student Life, the Transfer Center, and Veteran Services. Respondents most often mentioned the Library, Tutoring Center, and Transfer Center as the best things Crafton Hills College has to offer. Conversely, respondents vigorously indicated approachability and availability of faculty and staff in student services as an improvement needed in order to provide quality educational services

to our students.

- **Communication:** 82% of respondents preferred receiving important information through the CHC website. 79% preferred receiving important information through their personal email, and 76% preferred their CHC email. Additionally, 60% preferred receiving important information through text message. 65% of respondents felt informed about what is happening on campus.



- **Campus Maintenance:** 96% of respondents believed that the campus is clean and well-maintained and the grounds are well-cared for. Furthermore, 98% of respondents were satisfied with campus cleanliness, and 97% were satisfied with care of the existing landscaping. Adjectives used by respondents to describe the campus environment include “welcoming” and “beautiful.”
- **Parking:** Only 30% of respondents were satisfied with parking at CHC; 40% were not at all satisfied. Furthermore, respondents overwhelmingly identified parking as the single most important improvement needed in order to provide quality educational services to our students.
- **Athletics:** 89% of respondents believed that Crafton Hills should build a competitive student athletics program. Respondents recommended that Crafton Hills create a competitive athletics programs in order to provide quality educational services. One respondent noted, “There should be an established sports program, so athletes can attend” Crafton Hills College.
- **Technology:** 92% of respondents believed that computer labs are adequate and accessible, and 87% were satisfied with the availability of computers. Additionally, 88% believed that classrooms and labs are sufficiently equipped with technology for learning, and 81% were satisfied with the technology in the classrooms.
- **Auxiliary Services:** 87% of respondents believed that the bookstore selection meets their needs, and 93 % of respondents were satisfied with the bookstore. Only 68% believed that the cafeteria provides high quality service, and 73% of respondents were satisfied or very satisfied with the cafeteria. Respondents stated a larger and more accessible cafeteria is an improvement Crafton Hills needed in order to provide quality educational services to our students. Lastly, 93% of respondents were satisfied or very satisfied with the child development center.
- **Diversity:** On average, respondents felt that all groups of instructors, students, individuals, and employees are fair in the treatment of others, and 96% of respondents stated that they did not face discrimination. Of the 15 respondents who stated they had faced discrimination at CHC, perceived race/ethnicity, sexual orientation, religion, age, and disability were mentioned as the motivating factor.

## **Methodology**

In spring 2014, a random sample from all active course sections was generated. In total, forty-nine sections with 1,322 students who were actively enrolled at census were selected. Out of the 1,322 students who were randomly selected to participate in the survey, a total of 412 surveys were returned. Forty-six surveys were excluded from the findings in this report for one of the following reasons;

- the respondent indicated they had already completed the survey in another class, or
- the pattern or content of responses indicated the respondent did not read or seriously consider the questions.

A total of 366 valid surveys were analyzed for a total response rate of 28%. Based on the number of students enrolled and the number of students who were randomly selected to participate in the survey, results can be generalized to the total student population at a 95% confidence level.

Instructors whose classes were selected for survey administration received a packet with instructions for administration and paper surveys for each student enrolled in that section via inner-campus mail. There were three on-line classes chosen in the random selection to participate in the survey. An online survey link was made available for students in that class and the instructor was notified via email with instructions. However, despite attempts to encourage participation, no responses were received from online students. Therefore, the results of this survey may not be applicable to online students.

The survey included multiple-choice questions asking respondents to identify their reasons for choosing to attend Crafton and their preferred method of communication with the college. In addition, respondents were asked for their admission, enrollment, and employment status, as well as gender, sexual orientation, age, race, ethnicity, any disabilities, languages spoken, and the highest level of education obtained by each parent. Ethnicity and race was assessed in three questions. First, students were asked whether they identified with multiple races and/or ethnicities. Second, students were asked whether they identified as Hispanic and/or Latino. Lastly, students were asked to select with which races and/or ethnicities they identified from six broad categories: Asian, African-American, Hispanic/Latino(a), Native American, Pacific Islander, and Caucasian/White. Students were also asked to rate the extent to which they agree or disagree with statements regarding their experiences being a Crafton student; the quality of education, instruction, and availability of classes; the technology, study areas, and resources available to students; the appearance, safety, and cleanliness of the campus; and finally various aspects of student services programs and services. Respondents rated whether or not they agreed or disagreed with the statements on one of two four-point Likert scales:

- |                       |                         |
|-----------------------|-------------------------|
| 1 = Strongly Disagree | 1 =Not at all Satisfied |
| 2 = Disagree          | 2 =Not Satisfied        |
| 3 = Agree             | 3 =Satisfied            |
| 4 = Strongly Agree    | 4= Very Satisfied       |

Responses of “Not Applicable” and “I Have Not Used” were excluded from the analysis.

In addition, fourteen anchored-scale questions asked respondents to indicate how fairly they are treated by others as a student at Crafton. One dichotomous yes/no question asked respondents if they had ever been discriminated against at Crafton which was followed by an

open-ended question asking those who said yes to the previous question to further explain the discrimination.

Finally, the survey concluded with three open-ended questions to give students the opportunity to put into their own words what they believe to be the best things that Crafton has to offer, what Crafton needs to improve on in order to provide quality educational services, and any additional comments about their experience at Crafton.

Tables 1 through 14 and 16 are organized to illustrate the frequency (N) and percentage (%) of each response. Table 15 is organized to illustrate the frequency (N), lowest response value (Min), highest response value (Max), average rating (Mean), and the standard deviation. As an example, if the minimum (i.e. lowest) score was a "3", that means that none of the respondents selected a value lower than 3. If the maximum (i.e. highest) score was a "4", that means that at least one respondent selected a value of 4. If the mean rating was 3.5, this indicates that, on average, respondents equally selected values of 3 and 4. The table is arranged by mean score in descending order and excludes missing and no opinion responses.

### **Sample**

Demographic information is compiled in Table 1, and the information provided by the students was largely representative of Crafton's student body population. However, respondents were more likely to identify themselves as enrolled in 12-15 units or full-time (59%) than the general CHC population (38%) and identify as multi-racial or multi-ethnic (53%) than the general population (5%).<sup>1</sup> Respondents were equally likely to be female and male, and the majority of students were between 20-24 years old (44%). Regarding race and ethnicity, 47% identified as Hispanic, and most respondents identified as Caucasian (59%). Eighty-five percent of the respondents did not have a disability, and 90% reported English as the language most spoken in and out of the homes. Respondents were most likely to indicate that they had been enrolled in two to three primary (fall or spring) semesters at Crafton (52%) and 69% were continuing students who were enrolled in fall 2013 at Crafton. While 30% of the students indicated they did not work, 32% work 21 to 40 hours and 30% work 1 to 20 hours each week. Finally, most respondents indicated the highest level of education was a high school diploma or GED for either their mother(s) (37%) or father(s) (39%).

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<sup>1</sup> The significantly larger response rate for multi-racial/ethnic identities within this survey is most likely due to the different methodologies employed by this survey and Open California Community College (OpenCCC) Apply which provides official data regarding student demographics. The OpenCCC Apply determines student race and ethnicity through a two-part question. First, students are asked whether they are Hispanic/Latino(a). Second, students are asked to select their race(s) from a list of sixteen categories. Students who select multiple races are identified as multi-ethnic.

**Table 1: Respondent demographic information.**

<b>Race/ethnicity*</b>	<b>N</b>	<b>%</b>	<b>Primary disability</b>	<b>N</b>	<b>%</b>
Asian	21	6.0	No disabilities	291	85.3
African American/Black	24	6.9	Learning disabled	19	5.6
Hispanic/Latino(a)	131	37.6	Visually impaired	17	5.0
Native American	12	3.4	Other disability	8	2.3
Pacific Islander	14	4.0	Psychologically disabled	6	1.8
Caucasian/White	204	58.6	Physical disability	5	1.5
<b>Total</b>	<b>406</b>	<b>116.5</b>	Hearing impaired	4	1.2
			Speech/language impaired	2	0.6
			Acquired brain injury	2	0.6
			Mobility impaired	0	0.0
			<b>Total</b>	<b>354</b>	<b>100.0</b>
			<b>Sex</b>	<b>N</b>	<b>%</b>
			Female	181	50.1
			Male	180	49.9
			<b>Total</b>	<b>361</b>	<b>100.0</b>
			<b>Trans/gender non-conforming</b>	<b>N</b>	<b>%</b>
			Yes	9	2.5
			No	345	97.5
			<b>Total</b>	<b>354</b>	<b>100.0</b>
			<b>Sexual orientation</b>	<b>N</b>	<b>%</b>
			Straight/Heterosexual	333	93.3
			Lesbian/Gay/Homosexual	7	2.0
			Bisexual	10	2.8
			Other	7	2.8
			<b>Total</b>	<b>357</b>	<b>100.0</b>
			<b>Language spoken at home*</b>	<b>N</b>	<b>%</b>
			English	325	90.0
			Spanish	48	13.3
			Arabic	3	0.8
			Vietnamese	2	0.6
			Filipino/ Pilipino/Tagalog	1	0.3
			Mandarin/Chinese	1	0.3
			Korean	1	0.3
			Indonesian	1	0.3
			<b>Total</b>	<b>382</b>	<b>105.9</b>
			<b>Language spoken out of home*</b>	<b>N</b>	<b>%</b>
			English	350	90.0
			Spanish	15	13.3
			Arabic	3	0.8
			Vietnamese	1	0.6
			Filipino/Pilipino/ Tagalog	1	0.3
			Indonesian	1	0.3
			<b>Total</b>	<b>371</b>	<b>105.3</b>
			<b>Admit status</b>	<b>N</b>	<b>%</b>
			Continuing student	249	69.0
			First-time student	35	9.7
			Returning student	35	9.7
			Transfer student	47	13.0
			Also currently enrolled in K-12	2	0.6
			<b>Total</b>	<b>368</b>	<b>100.0</b>
			<b>Semesters enrolled at Crafton</b>	<b>N</b>	<b>%</b>
			First semester	55	15.1
			2 – 3 semesters	190	52.2
			4 – 5 semesters	75	20.6
			6 – 7 semesters	32	8.8
			8 – 9 semesters	4	1.1
			10+ semesters	8	2.2
			<b>Total</b>	<b>364</b>	<b>100.0</b>

**Table 1: Respondent demographic information. (cont.)**

<b>Units enrolled currently</b>	<b>N</b>	<b>%</b>	<b>Hours worked per week</b>	<b>N</b>	<b>%</b>
1 – 4 units	21	5.8	I do not work	109	29.9
5 – 11 units	127	34.9	1 – 20 hours	108	29.7
12 – 15 units	178	48.9	21 – 40 hours	118	32.4
16+ units	38	10.4	40+ hours	29	8.0
<b>Total</b>	<b>364</b>	<b>100.0</b>	<b>Total</b>	<b>364</b>	<b>100.0</b>

<b>Highest level of education obtained by parents</b>	<b>Mother</b>		<b>Father</b>	
	<b>N</b>	<b>%</b>	<b>N</b>	<b>%</b>
Not a high school graduate	62	14.8	73	18.5
High school diploma or GED	156	37.3	153	38.8
Vocational/technical certificate	35	8.4	36	9.1
Associates degree	59	14.1	50	12.7
Bachelor's degree	62	14.8	39	9.9
Master's/doctoral/professional degree	44	10.5	43	10.9
<b>Total</b>	<b>418</b>	<b>100.0</b>	<b>394</b>	<b>100.0</b>

The difference in the number of responses (N) for each question is the result of respondents either not answering the question or selecting multiple categories. The percent (%) is based on the total responses for each question, except for race/ethnicity and languages spoken in which respondents were asked to select all applicable responses.

### **Findings**

Table 2 illustrates the reasons why respondents selected to enroll at Crafton. Sixty-nine percent of respondents noted that Crafton Hills' location as the reason for enrolling, and 53% stated cost as the reason. Additionally, respondents were asked to include other reasons, which included preparation for university transfer and specific programs like fire technology, emergency medical services, and respiratory care.

**Table 2: Reasons for attending CHC.**

<b>Reason</b>	<b>#</b>	<b>%</b>
Location	246	69.3
Cost	188	53.0
The programs offered	104	29.3
Recommendation from family/friends	80	22.5
Campus appearance	73	20.6
The academic reputation	60	16.9
My friends attend here	47	13.2
My high school counselor recommended	39	11.0
The size of the institution	19	5.4

Note: Responses are duplicated



**Table 2a: "Other" reasons for attending CHC.**

Able to obtain classes.	Last resort for college.
Availability for evening classes	Mostly I just want to move on to a 4-Year.
Didn't have enough money to attend CSULB	My financial aid got processed late.
Drive to succeed	My mom said
Easier to register for classes	Need more units from SBVC
Easy to get classes more room than RCC or Chaffey	Not accepted in first choice university
Fire / EMS program	Only realistic option
Had to.	Respiratory Care Program
I did not want to go to SBVC.	Sister school to San Bernardino Valley College
I was forced here	There are classes I needed here.
I wasn't ready to go to a university yet	To save money while obtaining my AA
I will not get any part of the families will if I do not get a degree.	To work towards transfer to university
I'm here because I have no choice	Wasn't ready to leave
It's easy to get classes	Year off of the University of Redlands
Last resort	

Table 3 illustrates respondents' preferences for receiving important information from CHC. Eighty-two percent of respondents either agreed or strongly agreed that they prefer to receive important information through the CHC website. Regarding email preferences, 79% of respondents either agreed or strongly agreed that they prefer receiving information through their personal email, and 76% either agreed or strongly agreed that they prefer receiving information through their CHC email. Additionally, 60% of respondents either agreed or strongly agreed that they prefer receiving important information through text message. Other ideas for receiving important information included flyers, home mail, and campus postings.

**Table 3: Preferred methods of communication.**

Method of Communication	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
CHC website	142	40.8	143	41.1	48	13.8	15	4.3
My CHC email	153	43.5	115	32.7	42	11.9	42	11.9
My personal email	183	52.4	94	26.9	50	14.3	24	6.9
Facebook	24	7.2	53	15.8	120	35.8	140	41.8
Twitter	24	7.2	49	14.7	120	36.0	142	42.6
Text message	106	30.6	100	28.9	72	20.8	69	19.9

**Table 3a: "Other" preferred methods of communication.**

Flyers
Home mail
I prefer everything to be received in person. Being 28 I am not a fan of the technology age.
None
Posting on doors or around campus.

Table 4 illustrates the overall impression CHC made on the respondents. Ninety-two percent of respondents either agreed or strongly agreed that they would recommend CHC to a friend or family member and that people at CHC respect each other. Furthermore, 90% of respondents



either agreed or strongly agreed that students are made to feel welcome on campus, and 88% either agreed or strongly agreed that people are supportive of one another. Eighty-seven percent either agreed or strongly agreed that employees are generally helpful and approachable. Respondents were in least agreement about feeling informed about what is happening on campus with 65% of respondents either agreeing or strongly agreeing.

**Table 4: Overall impression of CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I feel a sense of belonging at Crafton	93	27.0	201	58.4	43	12.5	7	2.0
I am proud to tell others that I am a CHC student	93	26.6	189	54.0	50	14.3	18	5.1
Crafton shows concern for students as individuals	68	19.7	199	57.7	63	18.3	15	4.3
Students are made to feel welcome on this campus	89	25.6	225	64.7	25	7.2	9	2.6
People on this campus are supportive of one another	77	22.3	228	66.1	36	10.4	4	1.2
People on this campus respect each other	78	22.3	243	69.6	23	6.6	5	1.4
Employees across campus are generally helpful and approachable	110	31.0	200	56.3	29	8.2	16	4.5
I feel informed about what is happening on campus	60	17.0	170	48.3	95	27.0	27	7.7
I would recommend CHC to a friend or family member	126	35.4	202	56.7	19	5.3	9	2.5

Note: Responses of 'not applicable' have been excluded.

Table 5 illustrates respondents' impressions of instruction at CHC. Ninety-three percent of respondents either agreed or strongly agreed that they are receiving a great education at CHC. Additionally, 88% either agreed or strongly agreed that instructors care about them as individuals, and 87% either agreed or strongly agreed that classes are scheduled at times that are convenient for them. Respondents were in least agreement about a sufficient variety of courses offered and the availability of necessary classes with 80% and 78%, respectively, of respondents either agreeing or strongly agreeing.

**Table 5: Impression of instruction at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
The instructors care about me as an individual	88	25.3	217	62.4	36	10.3	7	2.0
Instructors are supportive of each student's unique life circumstances	79	22.8	200	57.8	57	16.5	10	2.9
Instructors are fair and unbiased in their treatment of students	92	25.8	214	60.1	40	11.2	10	2.8
The quality of instruction at CHC is excellent	89	25.4	209	59.5	51	14.5	2	0.6
Classes are scheduled at times that are convenient for me	119	33.3	190	53.2	37	10.4	11	3.1
The classes that I need to take are available	93	26.5	179	51.0	51	14.5	28	8.0
I am receiving a great education at CHC	112	31.5	220	61.8	22	6.2	2	0.6
The variety of courses offered is sufficient	86	24.1	198	55.5	60	16.8	13	3.6

Note: Responses of 'not applicable' have been excluded.

Table 6 illustrates respondents' overall satisfaction with instruction at CHC. Ninety-five percent of respondents were either satisfied or very satisfied with instruction and their overall educational experience at CHC. Eighty-six percent were satisfied or very satisfied with the schedule of classes.

**Table 6: Satisfaction with instruction at CHC.**

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Instruction	127	38.5	178	53.9	23	7.0	2	0.6
Schedule of classes	116	32.0	195	53.7	45	12.4	7	1.9
Overall educational experience at Crafton	123	34.5	215	60.2	14	3.9	5	1.4

Note: Responses of 'not applicable' have been excluded.

Table 7 illustrates respondents' impressions of technology at CHC. Ninety-two percent of respondents either agreed or strongly agreed that computer labs are adequate and accessible, and 88% either agreed or strongly agreed that classrooms and labs are sufficiently equipped with technology for learning. Regarding the CHC website, 87% of respondents either agreed or strongly agreed that it is easy to navigate, and 85% either agreed or strongly agreed that services accessible through the website are easy to use.

**Table 7: Impression of technology at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
Computer labs are adequate and accessible	127	38.5	178	53.9	23	7.0	2	0.6
The Crafton website is easy to navigate	141	39.3	170	47.4	38	10.6	10	2.8
The services accessible through the website are easy to use	125	35.5	175	49.7	43	12.2	9	2.6
Classrooms/labs are sufficiently equipped with technology for learning	118	34.8	179	52.8	35	10.3	7	2.1

Note: Responses of 'not applicable' have been excluded.

Table 8 illustrates respondents' overall satisfaction with technology at CHC. Eighty-nine percent of respondents were either satisfied or very satisfied with the CHC website. Eighty-seven percent were satisfied or very satisfied with the availability of computers, and 81% were satisfied or very satisfied with the technology in the classrooms.

**Table 8: Satisfaction with technology at CHC.**

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Website	115	32.3	200	56.2	29	8.1	12	3.4
Technology in the classrooms	78	22.3	206	59.0	51	14.6	14	4.0
Computer Availability	115	33.5	183	53.4	37	10.8	8	2.3

Note: Responses of 'not applicable' have been excluded.

Table 9 illustrates respondents' impressions of the campus environment at CHC. Ninety-six percent of respondents either agreed or strongly agreed that the campus is clean and well-maintained and the grounds are well-cared for. Furthermore, 91% of respondents either agreed or strongly agreed that there are an adequate number of areas to study on campus, and 80% either agreed or strongly agreed that smoking restrictions on campus are sufficient.

**Table 9: Impression of campus environment at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
There are an adequate number of areas to study on campus	140	39.7	180	51.0	28	7.9	5	1.4
Restrictions for smoking on campus are sufficient	115	33.8	157	46.2	45	13.2	23	6.8
On the whole, the campus is clean	154	42.8	193	53.6	10	2.8	3	0.8
The campus is well maintained	164	45.6	182	50.6	10	2.8	4	1.1
The campus grounds (grass, trees, bushes, flowers) are well cared for	184	51.0	163	45.2	12	3.3	2	0.6

Note: Responses of 'not applicable' have been excluded.

Table 10 illustrates respondents' overall satisfaction with campus environment at CHC. Ninety-eight percent of respondents were either satisfied or very satisfied with campus cleanliness, and 97% were either satisfied or very satisfied with care of the existing landscaping. **Only 30% of respondents were satisfied or very satisfied with parking at CHC; 40% were not at all satisfied with parking.**

**Table 10: Satisfaction with campus environment at CHC.**

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Campus Cleanliness	159	43.8	196	54.0	7	1.9	1	0.3
Maintenance of the Facilities	127	35.1	205	56.6	23	6.4	7	1.9
Care of the existing landscaping	164	45.3	188	51.9	8	2.2	2	0.6
Parking	25	7.5	74	22.2	100	29.9	135	40.4
Safety (Police Security)	91	26.2	216	62.2	26	7.5	14	4.0

Note: Responses of 'not applicable' have been excluded.

Table 11 illustrates respondents' impressions of student services at CHC. Ninety-six percent of respondents either agreed or strongly agreed library resources meet their needs and tutoring services are readily available. Additionally, 90% of respondents either agreed or strongly agreed that services provided at the health and wellness center help them succeed. Eighty-two percent of respondents either agreed or strongly agreed that they receive accurate information from Admissions and Records, the assessment and course placement procedures are reasonable, and online registration is easy to use.

**Table 11: Impression of student services at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
I received accurate information from Admissions & Records	92	26.2	194	55.3	45	12.8	20	5.7
The assessment and course placement procedures are reasonable	77	22.4	204	59.5	47	13.7	15	4.4
Counseling services are readily available to me	84	24.9	173	51.3	58	17.2	22	6.5
Counseling services helped me understand how to reach my educational goals	95	29.1	155	47.4	53	16.2	24	7.3
Counseling services meets my needs	92	28.2	150	46.0	65	19.9	19	5.8
Online registrations (i.e. WebAdvisor) is easy to use	110	30.9	181	50.8	50	14.0	15	4.2
I received accurate information from Financial Aid	72	22.9	156	49.5	57	18.1	30	9.5
Library resources meet my needs	142	42.0	184	54.4	8	2.4	4	1.2
Tutoring services are readily available	133	42.1	171	54.1	9	2.8	3	0.9
I am aware of opportunities to be involved in campus life (i.e. clubs)	90	27.1	168	50.6	55	16.6	19	5.7
Services provided at the health & wellness center help me to succeed	94	35.2	145	54.3	23	8.6	5	1.9

Note: Responses of 'I have not used' have been excluded.

Table 12 illustrates respondents' overall satisfaction with student services at CHC. Ninety-two percent of respondents were either satisfied or very satisfied with overall services for students at CHC. Over 90% of respondents were either satisfied or very satisfied with the Library, the Learning Resource Center, the Health and Wellness Center, Student Life, the Transfer Center, and Veteran Services.

**Table 12: Satisfaction with student services at CHC.**

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Admissions and Records	91	26.5	201	58.4	33	9.6	19	5.5
Assessment	75	23.0	204	62.6	29	8.9	18	5.5
Financial Aid	71	24.2	141	48.1	49	16.7	32	10.9
Career Services	64	25.5	155	61.8	25	10.0	7	2.8
Counseling	82	26.9	161	52.8	42	13.8	20	6.6
Disabled Students Programs and Services (DSPS)	50	30.9	101	62.3	9	5.6	2	1.2
Extended Opportunities Programs and Services (EOPS)	67	37.4	97	54.2	8	4.5	7	3.9
Learning Resource Center (Tutoring)	113	41.7	145	53.5	11	4.1	2	0.7
Library	170	49.7	169	49.4	3	0.9	0	0.0
Health & Wellness Center	86	39.3	130	59.4	2	0.9	1	0.5
Student Life (Associated Students)	71	34.0	125	59.8	10	4.8	3	1.4
Transfer Services	82	36.3	128	56.6	11	4.9	5	2.2
Veterans Services	42	29.8	93	66.0	4	2.8	2	1.4
Overall services for students at Crafton	93	27.8	214	64.1	20	6.0	7	2.1

Note: Responses of 'I have not used' have been excluded.

Table 13 illustrates respondents' impressions of other campus services at CHC. **Eighty-nine percent of respondents either agreed or strongly agreed that CHC should build a competitive student athletics program.** Eighty-seven percent of respondents either agreed or strongly agreed that the bookstore selection meets their needs, and 68% either agreed or strongly agreed that the cafeteria provides high quality service. Of the respondents who used child care services (32%), 81% either agreed or strongly agreed that child care on campus is important to their success.

**Table 13: Impression of other campus services at CHC.**

Statement	Strongly Agree		Agree		Disagree		Strongly Disagree	
	#	%	#	%	#	%	#	%
The cafeteria provides high quality service	43	17.1	127	50.6	60	23.9	21	8.4
The selection at the bookstore meets my needs	83	24.9	207	62.2	35	10.5	8	2.4
Child care on campus is important to my success	32	27.8	61	53.0	14	12.2	8	7.0
Crafton should build a competitive student athletics program	141	49.0	115	39.9	17	5.9	15	5.2

Note: Responses of 'I have not used' have been excluded.

Table 14 illustrates respondents' overall satisfaction with campus environment at CHC. Ninety-three percent of respondents were either satisfied or very satisfied with the child care center and bookstore. Seventy-three percent of respondents were satisfied or very satisfied with the cafeteria.

**Table 14: Satisfaction with other campus services at CHC.**

Aspect	Very Satisfied		Satisfied		Not Satisfied		Not at all Satisfied	
	#	%	#	%	#	%	#	%
Child Care Center	34	35.1	56	57.7	6	6.2	1	1.0
Bookstore	110	33.0	198	59.5	21	6.3	4	1.2
Cafeteria	52	20.6	131	52.0	49	19.4	20	7.9

Note: Responses of 'I have not used' have been excluded.

Table 15 illustrates respondents' perceptions of how fairly they are treated by others at CHC. On average, respondents felt that all groups of instructors, students, individuals, and employees are fair in the treatment of others.

**Table 15: Treatment by others at CHC.**

Group	N	Min	Max	Mean	Std. Deviation
Instructors of the opposite gender	312	1	4	3.82	.416
Students of my own gender	315	1	4	3.82	.447
Students of the opposite gender	316	1	4	3.79	.456
Instructors of my own gender	316	1	4	3.78	.507
Individuals of different sexual orientation	287	1	4	3.77	.525
Students from other racial/ethnic groups	316	1	4	3.75	.566
Students from different age groups	311	1	4	3.74	.525
Students of my own racial/ethnic group	317	1	4	3.74	.584
Individuals from different religions or faiths	296	1	4	3.73	.564
Instructors of my own racial/ethnic group	311	1	4	3.73	.610
Instructors from other racial/ethnic groups	314	1	4	3.71	.601
Counselors	301	1	4	3.57	.747
Other office/program staff	286	1	4	3.57	.735
Campus police	278	1	4	3.50	.861

Note: Responses of 'no opinion' have been excluded.

Table 16 illustrates whether respondents were discriminated against at CHC. Ninety-six percent of respondents stated that they did not face discrimination. Of the 15 respondents who stated they had faced discrimination, ten provided comments and/or description of the discriminatory action. Respondents mentioned discrimination based upon perceived race/ethnicity, sexual orientation, religion, age, and disability. Two respondents specifically declined to describe the action.

**Table 16: Respondents facing discrimination at CHC.**

Response	#	%
Yes	15	4.2
No	344	95.8

**Table 16a: Description of discrimination faced at CHC.**

Being called a terrorist
I'd rather not.
Looked down upon by my mannerism, I would say by her assumption, my orientation
My beliefs
My race.
No
Possible prejudice issue.
Staff should treat all students with respect. Even if a student is in high-school.
The police officers follow me around.
Using my DSPS hearing device in class. Instructor gives me a hard time when it makes noise due to texts being sent from fellow students during lecture time!

### Open-Ended Responses

Responses to the three open-ended questions grouped by subject below. Each major subject is then analyzed for trends within the responses. Some statements may fit under multiple subjects, and are therefore duplicated within each applicable subject.

What do you believe are the best things Crafton has to offer?

Topics within the responses included comments on quality academics and courses, specific academic programs, an affordable and accessible education, good instructors, helpful student services, and the welcoming and manicured learning environment.

**Quality Academics & Courses:** The comments in this subject address the overall quality of the academic experience at Crafton Hills College. Respondents broadly noted that the quality of courses and instruction is the best thing Crafton Hills College has to offer.

- A good education
- Athletic courses
- Both 100 level and GE classes are adequate and done fairly well.
- Class
- Classes
- Classes, Services
- Classes are getting better
- Classes, campus
- Classes, payment is cheap.
- Counseling. Classes, and staff



- Courses
- Crafton Hills College has several classes that most people would like to take.
- Diversity in subject , teachers, student
- Education
- Education and club activities
- Freedom of creativity
- Genuine interest in students, small classes.
- Good classes
- Good courses, tutoring center
- Good education
- Intellectual greatness.
- Involvement, activities, academics
- It has a lot of good, varied classes.
- Knowledgeable instructors who are willing to accommodate different needs.
- Let's the students. become their own individual
- Location, Education
- Lots of needed classes
- Lots of good programs
- Pre-req classes, tutoring.
- Smaller class sizes and good study areas
- So far the campus has a lot of space for classes
- The classes. Teachers are very helpful. Learning a lot very quickly.
- The classroom has a computer for every student and the instruction is great
- The courses and environment
- The courses offered and just the overall student life. Great campus helps students as myself further my education.
- The courses they provide as well as more services
- The school is good. The classes are enjoyable. The teachers are respectful and understanding.
- Transferrable units.

**Specific Academic Programs:** The comments in this subject address specific academic programs that respondents highlighted as the best things Crafton Hills College has to offer. Among the academic programs include many career technical education programs such as emergency medical services, fire technology, and respiratory care.

- Awesome teaching program / such as EMT / paramedic, firefighting, and respiratory therapy
- Career Classes
- Cheap classes, good library, awesome EMT and fire program.
- EMS and Fire Classes
- EMS Program
- EMS program. The fire program when last operated.
- EMT Program
- EMT fire program
- Fire
- Fire, EM T, Paramedic
- Fire, EMS, and cardiology program
- Fire academy, EMT Paramedic program
- Fire academy, Tutoring
- Fire and EMS program
- Firefighting and EMS courses
- Fire program
- Fire program and price
- Fire Technology
- Fire/ Science program and EMT
- Location and business management.
- Paramedic program
- Programs
- Respiratory care program

- STEM
- The Certification program
- The EMS Program
- The EMT program is a very great program
- The Fire and EMT course
- The programs!
- They have a lot of programs that are ideal to my career choice.
- This child development program is awesome. JoAnna jones is a great professor.

**Affordable & Accessible Education:** The comments in this subject address the affordability and accessibility of education at Crafton Hills College. Respondents noted that the low-cost, availability, and variety of courses are the best things Crafton Hills College has to offer.

- Affordable cost
- A variety of courses
- Both 100 level and GE classes are adequate and done fairly well.
- cheap classes
- Cheap classes
- Cheap classes and a welcoming atmosphere.
- Cheap classes, financial aid opportunities, tutoring, library, computers.
- Cheap classes, good library, awesome EMT and fire program.
- Cheap education
- Cheap prices for classes.
- Cheap school for first two years before transferring
- cheaper education
- Class rates
- Classes at all times of the day and night. Good instructors
- Classes are not as packed
- Classes, payment is cheap.
- Convenient to where I live and the cost is okay
- Convenience
- Early morning classes
- Easily accessible to anyone
- Easy access to the internet.
- General ED classes are easy to get and the Transfer Center makes it clear to Transfer
- Has better availability of classes then nearby community colleges
- I love the new campus has lots of classes , and not crowded
- It has a lot of good, varied classes.
- Library, Wi-Fi, tutoring, range of classes.
- Local cheap classes.
- Location and business management.
- Location because it's close to home
- Location, cost.
- Location, Education
- lower cost
- More classes
- Online classes
- Online classes and night classes. In being a working full-time mom it fits my schedule and goals to come back to school
- Open classes, Mon/Wed Tues/Thurs class schedules. Able to come full time and have the most of the week to study and work.
- Several morning classes
- The amount of different classes, the price is low compared to other colleges
- The availability of classes is getting better but still need a little more.
- The counseling, and the low cost.
- The inexpensive classes.
- The variety of classes
- Variety of classes
- Variety of classes and the schedule of times.
- Variety of classes, campus appearance
- Wide range of classes

**Good Instructors:** The comments in this section address the faculty at Crafton Hills College. Respondents used adjectives such as amazing, knowledgeable, interested, and caring to describe instructors that constitute the best things Crafton Hills College has to offer.

- A good selection of instructors who are professional, interested, fair and generally good people. There are some bad teachers.
- Beautiful campus , lots of clubs , amazing instructors , great counselors great student services
- Classes at all times of the day and night. good instructors
- Diversity in subject, teachers, student
- Good professors
- Good programs/ classes, nice campus
- Good quality Teachers
- Good teachers
- Good teachers and a nice environment and the effort to make our success accessible.
- Good teachers and class selection.
- Great campus, friendly staff and faculty, great college experience.
- Great instructors
- Great teachers
- Instructor knowledge.
- instructors are there to help , a lot of resources
- Many instructors who genuinely care for their students
- Professors
- Professors / Library
- Teachers are great
- Teachers that truly care, especially Mr. Clayton and Mr. O'Toole. A beautiful campus and great programs for students.
- The classes. Teachers are very helpful. Learning a lot very quickly.
- The instructors are all helpful on an academic level.
- The professors are all really cool and they make it easy to learn.
- The school is good. The classes are enjoyable. The teachers are respectful and understanding.
- The teachers are getting much better and they really enjoy the students who work hard. The transfer center is great as well. They help more than anyone on campus. The campus is so pretty to be around. Mr. Clayton is a great teacher. (Ledoux, Pfahler, Williams, Clayton English)
- The teachers at Crafton do want the best for the students they work well to make you do the best you can. The campus is very nice. The transfer center is amazing.
- This child development program is awesome. JoAnna Jones is a great professor.
- Transfer program (AAT) and most teachers are helpful in their subject
- Tutoring center, transfer center, health and wellness center, math classes with great teachers (Crise, Mondragon.)

**Helpful Support Services:** The comments in this section address the myriad of student and support students wrapped around instruction. This subject contained the largest number of open-ended responses. Respondents highlighted the best things Crafton Hills College has to offer as the Library, Tutoring Center, Transfer Center, Extended Opportunity Programs & Services (EOP&S), Health & Wellness Center, Counseling, Student Life, pool facilities, and abundance of study spaces.

- A lot of information, tutoring, health clinic.
- Ability to find work; help with resume building for cover pages.
- Activities tutoring education
- Beautiful campus , lots of clubs , amazing instructors , great counselors great student services
- Cheap classes, financial aid opportunities, tutoring, library, and computers.
- Cheap classes, good library, awesome EMT and fire program.
- Classes ,Services
- Closed library/rooms comp.
- Club rush!
- Clubs

- Counseling, classes, and staff
- Counseling for students
- Counseling.
- Crafton offers great support for your needs
- Different study spots
- Easy enrollment
- Education and club activities
- EOPS program
- EOPS programs.
- EOPS, Transfer to a 4year college.
- Fire academy, Tutoring
- General ED classes are easy to get and the Transfer Center makes it clear to Transfer
- Getting help on homework at the learning center
- Good courses, tutoring center
- Health / wellness center Healthcare program
- I believe it would be the hands on help from school.
- I believe the library is a great place to study and get work done. The campus is also very clean and well-maintained.
- I enjoyed Crafton overall I have never had issues and I feel all the staff are nice. I enjoy the upstairs library during class breaks it is a nice place to relax and also the computers.
- I personally like Crafton's weight room as well as the LRC
- Instructors are there to help , a lot of resources
- Involvement, activities, academics
- Library is intact but mostly its unorganized
- Library counselors tutor center
- Library resources
- Library services and the EOPS office.
- Library, study abroad
- Library, Wi-Fi, tutoring, range of classes.
- LRC
- LRC, hiking trail , pool
- Multiple clubs and involvement on campus, help for tutoring and many workshops to help you along the "college life."
- Pool and friendly learning environment especially the library
- Pre-req classes, tutoring.
- Professors / Library
- Programs like EOPS, CalWORKs, care and the tutoring center
- service to students
- Some of the services on campus like EOPS
- Staff services and counseling services
- Student resources
- Teachers that truly care, especially Mr. Clayton and Mr. O'Toole. A beautiful campus and great programs for students.
- Technologies in library
- The ability to earn AA here or at SBVC and transfer to a UC or Cal State.
- The ASB stickers, cheap printing, etc.
- The best things Crafton has to offer is there tutoring center, it helps a lot.
- The best thing in my opinion that Crafton offers is the EOPS Department. If it wasn't for them I wouldn't have made it back to school. Thank you so much for that!
- the counseling
- The counseling, and the low cost.
- The counselors
- The courses offered, and just the overall student life. Great campus helps students as myself further my education.
- The courses they provide as well as more services
- The EOPS program is great. They have helped me so much.
- The EOPS system has really helped me a lot.
- The help Provided to students
- The library and tutoring center
- The library, a great health and wellness center
- The library and places to study.
- The library, health and wellness. A step to further education (i.e. transferring to a 4-year).

- The LRC is a good place to study
- The pool
- The pool center is very helpful. So is library and online web site
- The program here such as EOPS and Left lane
- The teachers are getting much better and they really enjoy the students who work hard. The transfer center is great as well. They help more than anyone on campus. The campus is so pretty to be around. Mr. Clayton is a great teacher. (Ledoux, Pfahler, Williams, Clayton English)
- The teachers at Crafton do want the best for the students they work well to make you do the best you can. The campus is very nice. The transfer center is amazing.
- The tutoring center
- The tutoring center and transfer center have the best employees that make having questions about school or your classes easy to address.
- They have a good library and great scenery
- Transfer center is very helpful
- transfer credits, clubs
- Transfer center and help at financial aid
- Tutoring
- Tutoring and transfer center!!!!
- Tutoring center
- Tutoring center and library are great. Also, the transfer center is great
- Tutoring center left lane program
- Tutoring, computer access, printer/copier access, a quiet place to study, education planning.
- Tutoring, health and wellness center
- Tutors
- Wi-Fi, computers, ability to print, access to internet, study rooms
- Wide availability of clubs.

**Welcoming & Manicured Learning Environment:** The comments in this subject addressed the positive and well-maintained campus environment that respondents highlighted as the best things Crafton Hills College has to offer. Adjectives used by respondents to describe the campus environment include welcoming, friendly, beautiful, and helpful.

- A safe place to learn
- Beautiful campus. Friendly
- Environment.
- Beautiful campus , lots of clubs , amazing instructors , great counselors great student services
- Cheap classes and a welcoming atmosphere.
- Clean campus , friendly & welcoming environment
- Diversity in subject , teachers, student
- Genuine interest in students, small classes.
- Facilities
- Good environment to learn.
- I believe the library is a great place to study and get work done. The campus is also very clean and well-maintained.
- Kindness
- More computers, trees, and shaded areas than you'd find elsewhere
- Nice Area.
- Nice people Nice view
- Pool and friendly learning environment especially the library
- Pretty campus
- Safe campus
- Small and comfortable atmosphere
- Staff
- Staff cares, small tight community.
- Staff services and counseling services
- Teachers that truly care, especially Mr. Clayton and Mr. O'Toole. A beautiful campus and great programs for students.
- The "welcome" feeling. However, classes in general are not at all easy to get.

- The appearance
- The campus is very well taken care of
- The courses and environment
- The courses offered and just the overall student life. Great campus helps students as myself further my education.
- The learning environment is welcoming. I've had nothing but a great learning experience at the college and have met a lot of great leaders, instructors, and students along the way.
- The pretty campus, helpful kind staff
- The teachers are getting much better and they really enjoy the students who work hard. The transfer center is great as well. They help more than anyone on campus. The campus is so pretty to be around. Mr. Clayton is a great teacher. (Ledoux, Pfahler, Williams, Clayton English)
- The teachers at Crafton do want the best for the students they work well to make you do the best you can. The campus is very nice. The transfer center is amazing.
- The trees.
- The view
- They have a good library and great scenery
- They make you feel very welcoming.
- Variety of classes, campus appearance

**Other:** The comments in this subject were items that did not necessarily fit in other broader subjects as the best things Crafton Hills College has to offer. Comments include “everything” and “nothing.”

- As I have only a single semester, I am unsure exactly what extracurricular activities Crafton offers.
- Crafton needs to find a better way to make the counseling office actually helpful.
- Everything
- Everything
- Experience
- Great resources.
- I personally like Crafton's weight room as well as the LRC
- Nada
- Not applicable.
- Not much, but if there were more sports then that would be great.
- Not sure
- Nothing
- Nothing really
- Parking
- Really good food.
- School
- The hot water in the women's restroom at the top of the huge set of stairs that always leaves me feeling not rad because I'm out of shape probably
- There after an education
- This survey
- Un-biased vice presidents and directors

What do you believe Crafton needs to improve on in order to provide quality educational services to our students?

Topics within the responses included comments on expanding instructional programs and courses, improving instructional services, developing an athletics and competitive sports program, increasing parking and facilities, improving student services, and advancing use of technology.

**Expand Instructional Programs & Courses:** The comments in this subject called for expanding the number of academic programs and courses in order to provide quality educational services to our students. Some respondents expressed frustration with access to classes needed to complete their educational goals timely.

- Add an RN program
- Add Law Enforcement classes
- Add more Majors
- All of the different types of classes
- Better instructors as well as more classes
- Better more efficient programs
- Better parking, better communication with instructors, better scheduling per courses, Add a film program for transfer students.
- Better teachers. Medical programs!
- Bigger Class size/ availability
- Cheaper smaller classes.
- Classes
- College student life, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted majors, better counselling services, social life.
- Counseling services and more classes at more times.
- Course availability
- Expand the campus, as they're already doing
- Get some [censored language] film majors
- Getting more classes for students and providing sports here.
- Give correct choices of classes to choose from at the beginning when they first come to college
- Have more classes to people's degrees.
- It needs more classes available.
- It would be great if there were more online classes available. I might have to transfer to another college for a better selection.
- Maybe offering more classes in the summer.
- More classes
- More classes, better instructors
- More classes / parking
- More classes availability/ variety, more teachers who teach the same subject so you have more options, tutors for a variety of classes. (i.e. science and math classes)
- More classes available so it isn't so difficult to get what you need.
- More classes for people that work. More classes in general more parking more food option on campus.
- More classes in subjects. Valets.
- More classes more parking, more summer classes, and admissions and records could be a little nicer. I didn't like this place until I started EOPS
- More classes offered at times that working students can attend so that we can afford to go to school when financial aid decides to stop giving us money
- More classes, better website
- More classes; more professors
- More classes!
- More classes.
- More classes. No college hour. Give priority registration based on GPA.
- More courses
- Higher level classes at night!! With good professors and not people that work all day and are frustrated and rude in class.
- More online classes
- More program options and add sports team
- More programs/majors better counseling
- More variety of classes
- Offer more classes, oceanography/marine biology
- Offer more of the morning classes in the afternoon
- Parking, more classes
- Parking and availability of classes
- Parking and class availability.
- Parking more class hours
- Parking more summer classes
- Smoking classroom walls sports on campus more programs needs a better place to eat needs more clubs for med majors.
- Stop dropping classes, add more



- The opportunities to attend chemistry classes; there aren't any...
- The parking needs to improve as well as the ability to get onto G.E classes well as more journalism classes

**Improve Instructional Services:** The comments in this subject recommend improving classroom instruction. One respondent wanted their professors to “interact with students in class and get them more motivated.”

- Better instructors as well as more classes
- Better parking, better communication with instructors, better scheduling per courses, Add a film program for transfer students.
- Better teachers. Medical programs!
- Class schedules need improvement.
- Classroom materials
- College student life, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted majors, better counselling services, social life.
- Easier classroom websites to find homework
- Enough parking and supplies for students
- Higher better professors.
- I think that some teachers lower standards so more students will pass and that somewhat degrades the value of the education at Crafton. When I went to high school, students were not allowed to use an index card for their math class or notes for their other exams and I found that many professors at Crafton allow the usage of index cards and notes on exams. Professors should not lower standard but should inform students of additional resources to help students learn.
- Improve (change) the next year's schedule classes back to the schedule we have now.
- Many of the classes feel very impersonal, as though people are just a collection of anonymity.
- More classes, better instructors
- More teachers availability
- Physics 250 series needs to get sorted out, and chemistry also needs more classes.
- Re-evaluate instructors and PARKING
- Teachers need to interact with students in class and get them more motivated and ask questions
- The quality of respectful teachers.

**Develop Athletics & Competitive Sports Program:** The comments in this subject addressed respondents' desires for Crafton Hills to create a competitive athletics programs in order to provide quality educational services. One respondent noted, “There should be an established sports program, so athletes can attend.”

- Add sports!!!
- Better counseling services. Better athletic facilities and a competitive athletic program. Up dated gym and workout facility and a more accessible and or open schedule to the students for the pool and gym etc. Need a new golf court.
- College student life, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted majors, better counselling services, social life.
- Crafton needs to expand the sports offered throughout the college more
- Crafton should introduce sport programs to its students. It will bring students together and improve campus life.
- Getting more classes for students and providing sports here.
- Golf course
- I would like to be able to use weight room without being enrolled in a PE
- More program options and add sports team
- More school spirit
- Parking, sports
- Parking! Offer athletics to improve student involvement.
- Sports
- Sports (football)
- Sports and sense of community.
- Sports! It needs teams!
- Sports.

- There should be an established sports program, so athletes can attend.
- We need sports, less smoking areas. I don't want to die from others smoking.

**Increase Parking & Facilities:** The comments in this subject address respondents' concerns regarding parking and campus facilities. Respondents overwhelmingly identified parking as the single most important improvement needed in order to provide quality educational services to our students.

- Admissions need to work on their customer service. Also, many do not see the reason behind paying for a parking permit and not being able to find parking due to E being closed for no reason, I am sure they can function with open parking.
- Better /more tutors and less stairs
- Better instructors, more parking
- Better parking
- Better parking lots
- Better parking more classes expand in tutor center
- Better parking, very frustrating almost makes me not want to come next semester.
- Better parking.
- Better parking/ computer services
- College student life, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted majors, better counselling services, social life.
- Counseling services and parking plus financial aid.
- Cost of books parking needs to improve
- Counseling, parking lot structures, and more food vending machines
- Crafton can improve on more parking structures.
- Crafton needs to work on parking
- Definitely parking
- Enough parking and supplies for students
- Environment surrounding
- Faster Construction
- Financial aid workers, parking, better students, the ones straight out of high school are rude.
- Less stress to get to class \*hence\* parking.
- More class space
- More classes / parking
- More classes for people that work. More classes in general more parking more food option on campus.
- More classes in subjects. Valets.
- More classes more parking, more summer classes, and admissions and records could be a little nicer. I didn't like this place until I started EOPS
- More classroom space, to allow more students into one class. More security walking around at night.
- More parking
- More parking
- More parking
- More parking
- More parking for students. More available classes.
- More parking options, more qualified instructors.
- More parking spots
- More parking spots but I lost 5lbs from hiking up and down that hill so
- More parking, less construction.
- More parking!! And I feel the night classes will be better to have more security or lights on campus
- More places to quietly work/ study
- More teachers to offer more classes in order to graduate faster switch chalkboard to whiteboard in old classrooms
- NEED MORE STUDENT PARKING!
- Newer facilities (which are coming, so great)
- Nothing... Maybe parking so I can get to class on time.
- Overall I don't have issues. If anything parking is a big issue to me and more accessible info on

events, financial aid, etc. to be provided.

- Parking
- Parking
- PARKING
- Parking, cheaper books
- Parking, more classes
- Parking, sports
- Parking + lights @ night
- Parking and availability of classes
- Parking and Bathrooms
- Parking and better counseling center
- Parking and class availability.
- Parking and registration (specifically the steps through WebAdvisor)
- Parking availability discrimination from campus police, validity of info given in administration building freshness of health choices in cafeteria
- Parking bike path skateboard paths
- Parking can be very frustrating
- PARKING Causes problems for classes.
- Parking for students
- Parking getting info out
- Parking is hard to find some days.
- Parking more class hours
- Parking more summer classes
- Parking opportunities and priority registration dates
- Parking options.
- Parking so students are not late to class
- Parking, counseling
- Parking, Counseling, what the major requirements are.
- Parking, more classes need to be offered (science, math)
- Parking!
- Parking!
- Parking! Offer athletics to improve student involvement.
- PARKING! You have to be joking charging what you do for parking passes and then you shut down parking lots for months...
- PARKING!!! Staff has enough parking, students need more!
- Parking.
- Parking. Cafeteria
- Parking. Employee attitudes, EOPS and Admissions people specifically
- Parking. Parking sucks!
- Please God have better air conditioning in classrooms.
- Re-evaluate instructors and PARKING
- Recycling trash cans!
- Restrooms/ PARKING!!!
- Smoking classroom walls sports on campus more programs needs a better place to eat needs more clubs for med majors.
- Stairs, parking and offices for part-time professors. Quality of food in cafeteria (food poisoning is bad) Check with suppliers I heard the guys who provide beef for hot pockets also supply many cafeterias.
- Stop doing construction! All of the projects happening (at the same time) are inconveniencing the students and ruining a campus that used to have a beautiful landscape. Also, the counseling center is not at all helpful.
- Technology in math classrooms! Also a cleaner cafeteria because it's disgusting in there! (couches)
- The classroom upkeep needs improvement. Broken desk and dim lights making learning difficult.
- The cleanliness of the grounds and restrooms.
- The parking
- Update the classroom. Whiteboards for all the rooms not chalkboards.
- We need more PARKING!!!
- We need sports, less smoking areas. I don't want to die from others smoking.
- Website, parking, counselors, speed bumps

**Improve Student Services:** The comments in this subject address concerns respondents have with various non-academic services around Crafton. Respondents vigorously indicated approachability and availability of faculty and staff in student services office as an area of improvement. Additionally, respondents desire a larger and more accessible cafeteria. Lastly, respondents expressed an interest in more student activities and club promotion to improve campus life.

- Admissions and Records. More knowledgeable.
- Admissions
- Admissions and records office is deplorable, the cafeteria is never open.
- Admissions attitude
- Admissions need to work on their customer service. Also, many do not see the reason behind paying for a parking permit and not being able to find parking due to E being closed for no reason, I am sure they can function with open parking.
- Admissions and financial aid office
- Better food in the cafeteria , more computers , more counselors less wait time , more financial aid help (less time) just use personal email
- Better /more tutors and less stairs
- Better counseling services. Better athletic facilities and a competitive athletic program. Up dated gym and workout facility and a more accessible and or open schedule to the students for the pool and gym etc. Need a new golf court.
- Better parking more classes expand in tutor center
- Cafeteria
- Cafeteria food
- College student life, instructors, numbers of classes offered, athletics, cafeteria, parking, impacted majors, better counselling services, social life.
- Community and other services
- Counseling services and parking plus financial aid.
- Counseling
- Counseling availability, even a 10am appointment might be sufficient if it's available.
- Counseling center
- Counseling needs improvement. I've been multiple times and every time it has felt like a wasted of time. I've used assisting w/ more and felt it was much more helpful. The admissions staff ever been very helpful either.
- Counselors
- Counselors make a student feel stupid
- Counseling services and more classes at more times.
- Counseling, parking lot structures, and more food vending machines
- Definitely on financial aid information. Last time I went, the lady misinformed me and seemed to not know.
- Exposing big events! Exposing clubs! I want it to be fun and exciting
- Financial Aid people in the front are extremely rude.
- Financial aid
- Financial aid office representative can be very rude and don't always give the correct information the 1st time
- Financial aid offices sucks
- Financial aid workers, parking, better students, the ones straight out of high school are rude.
- Food
- Getting students to interact more.
- I had a really hard time signing up for classes. Being cleared for registration etc. I have already graduated from a 4-yr university yet was blocked from getting into classes I am qualified to take.
- Inform students of opportunity programs
- Less expensive food at cafeteria open campus library weekends to study
- Less part time staff they are terrible more times than not.
- Library
- Make enrollment, registration, and financial aid offices easier to get information from give more resources to counseling office, make cafeteria prices affordable.
- More food options in cafeteria (something fresh!)

- More classes for people that work. More classes in general more parking more food option on campus.
- More classes more parking, more summer classes, and admissions and records could be a little nicer. I didn't like this place until I started EOPS
- MORE counselors! I can never make an appointment because it is so booked.
- More one on one tutoring.
- More programs/majors better counseling
- More tutoring options
- Need restaurant style cafeteria, more gluten free foods, and more activities.
- Need to fix their I.D student id
- Needs to provide more information about clubs, programs and other fun things going on.
- Needs to provide more priority to recently graduated high school students
- Overall I don't have issues. If anything parking is a big issue to me and more accessible info on events, financial aid, etc. to be provided.
- Parking and better counseling center
- Parking and registration (specifically the steps through WebAdvisor)
- Parking availability discrimination from campus police, validity of info given in administration building freshness of health choices in cafeteria
- Parking opportunities and priority registration dates
- Parking, counseling
- Parking, Counseling, what the major requirements are.
- Parking, more classes need to be offered (science, math)
- Parking. Cafeteria
- Parking. Employee attitudes, EOPS and Admissions people specifically
- Part time instructors need to be more respectful to students who have disabilities--- Testing needs to be done in DSPS office, not where they feel is appropriate.
- Provide more information of the counseling center
- Records kept on student info, and being adamant to do all necessary paperwork at once so there is no need to come back.
- Smoking classroom walls sports on campus more programs needs a better place to eat needs more clubs for med majors.
- Stairs, parking and offices for part-time professors. Quality of food in cafeteria (food poisoning is bad) Check with suppliers I heard the guys who provide beef for hot pockets also supply many cafeterias.
- Stop doing construction! All of the projects happening (at the same time) are inconveniencing the students and ruining a campus that used to have a beautiful landscape. Also, the counseling center is not at all helpful.
- The admissions office has not made transferring here very easy for me. I've had to find other sources to help me get all the information needed. The assessment was also a problem; I wasn't given the right math placement exam. The exam I took did not go high enough so I had to take two classes I didn't need to get the math I need.
- The assessment center needs to be a lot clearer about when you can take the assessments.
- The counseling center is terrible and so is the financial aid office. They are too mean and cranky. Act like you like your job!
- The counselors are not helpful at all.... been going on my own since I've been here, need people who care to counsel us.
- The financial aid office needs to become more on top of their stuff
- Transfer information. Helping students understand exactly what classes they need to take counseling.
- Update system for admissions and records
- Website, parking, counselors, speed bumps

**Advance Use of Technology:** The comments in this subject include ideas to better use technology to support learning. A few students mentioned improving WebAdvisor and the online registration process in order to provide quality educational services to our students.

- A streamlined website experience.
- A way to contact students
- Better food in the cafeteria , more computers , more counselors less wait time , more financial aid help (less time) just use personal email
- Better parking/ computer services

- Easier classroom websites to find homework
- More classes, better website
- More Tech
- Office staff website
- Online registration.
- Requirements of owning a computer or new computers
- Teachers who all use Blackboard to communicate when outside of class. Some more variety of online classes.
- Technology cannot be the only way to get assignments
- Technology in class.
- Technology in math classrooms! Also a cleaner cafeteria because it's disgusting in there! (couches)
- The WebAdvisor is complicated and confusing at times.
- Update system for admissions and records
- Website, parking, counselors, speed bumps

**Other:** The comments in this subject are items that did not necessarily fit in other broader subjects as areas for Crafton to improve. Comments include "everything" and "nothing." A few respondents noted sensitivity toward students should be considered in order for Crafton to improve quality educational services.

- Advocating for students and not using personal opinions.
- Cost of books parking needs to improve
- Don't know
- Everything
- Everything GREAT
- I don't know
- I don't think they need to improve anything
- I have not experienced anything below standard
- It's fine.
- Lower textbook prices
- More smiles, friendlier, more trees.
- N/A
- Needs to improve more awareness with people's life situations. It's hard being scared to miss class with a special needs son. (Single mom now)
- No
- No comment
- None
- Not asking so much personal questions like on previous page
- Not much.
- Not sure
- Not sure.
- Not to my knowledge.
- Nothing
- Nothing.
- Racial discrimination from students.
- STAFF IN OFFICE
- Yes, needs to constantly improve to create better students

Please provide any additional comments about your experiences at Crafton.

Topics within the responses included comments on positive experiences and improvements needed in instruction, student services, and parking.

**Positive Experiences:** The comments in this subject are generally positive about Crafton Hills College. Respondents praised their professors, staff, and the campus environment.

- Beautiful campus.
- Crafton has been well to me for two years
- Enjoying my time here. Last year and am proud to say I attended CHC to receive my AA-T
- Everything has gone well here at Crafton.
- For the most part, I'm proud to be a Roadrunner
- Good
- Good fire program
- Good college
- Great campus. Love the environment, very green
- Great experience
- Great Instructors
- Great school for me
- Great to be back! Thank you
- It's been wonderful
- I am satisfied with my experiences at Crafton and look forward to more semesters to come.
- I had an enjoyable time at Crafton Hills College. I have learned how to keep myself organized.
- I love Crafton Hills College, although my first semester here I felt like I'm going to enjoy receiving my education here. My family suggested coming here and was great. Thank you Crafton!
- I love this campus, great place for a community college and education.
- I really like it here
- I'm having a good experience so far
- I've enjoyed attending the college.
- It is a neat campus
- It is a nice campus with friendly people. Not as hard to get classes as other colleges but could be better.
- It's an ok school.
- It's been nice for two years, I would not mind earning a Master's and teaching for CHC or SBVC.
- It's cool.
- It's nice.
- It's okay.
- It's a great college
- It's an awesome school. I drive from Palm Springs just because it's a great school.
- It's been good
- its good over all
- Keep up the work.
- Like the hills
- Love the clubs
- Made some good relationships with instructors here.
- My experiences at Crafton have all been great.
- My experience at Crafton is really good. I love it teachers, and staff are wonderful.
- Overall, I come to my classes to learn then go home. My instructors are good at their jobs. Whenever I have needed additional help outside of tutoring it has been a headache.
- Over all I am very happy with the school.
- Overall a small school.
- Overall very well.
- Really great school.
- So far, so good.
- The faculty and staff are helpful
- The grounds keepers are awesome! So nice!
- The professor I've taken have been very enjoyable and helpful
- This place is great
- This semester I've had great teachers and the science teachers are really smart and know how to teach very well. They give you the tools to do well in the next course.
- Wonderful
- You guys are amazing



**Improvement Needed:** The comments in this subject have been segmented into sub-topics. Generally, respondents were frustrated with availability of parking, and some respondents continued to address concerns in specific student services departments.

**Concerns with Instruction:**

- I'm a physics major and not all the classes I need are offered at night which is the only time I can attend school.
- Crafton has been convenient, but the parking is terrible. But the teachers for the most part are helpful; however, some teachers I have experienced like doing things their own way like with the class I took where the teacher did everything different from all the other teachers, and even though you use the proper formula and get the right answer that you learned from the book, she still failed you because she was on a power trip and wanted everything her way and did not want to try ... include learning curves which to me was unfair to a lot of students and a class that started with almost 50 students ended with under 30 and only 7 passed with 1 person with the highest grade a B-.
- For the most part good; however, some teachers should not be teaching.
- I just want the teachers to write assignments on the board
- More money for Fire /EMS
- [Professor] is an [censored language] who waste time, gives inconsiderate horrible notes, and assigns WAY to much work (more than necessary) He treats us students as children!!! >:({
- [Professor] is very smart but extremely hard if you never took the class before. He teaches you like you already know the work.
- Part time instructors should be held accountable for their misbehavior!
- Please add a film program for film majors
- Please get film major, I'm begging you
- So far this is my third semester back after a long break. I've had some great instructors so far. It would be great if there were more online classes.
- Some issues with professors. Otherwise fine.
- Some of the teachers do not care about the students or their problems.

**Concerns with Student and Support Services:**

- Cafeteria closes way too early
- Cell phones and text messages shouldn't be shared in a club. Email only.
- Counselors and financial aid people should really spend time with students. People in financial aid are pretty bad and make you do a lot of unnecessary paperwork.
- Financial Aid workers have been / can be rude
- I am just not happy with admissions at all. The people there are not personable, and make me regret attending CHC. I DO NOT WANT COLLEGE HOUR. Many people have work and lives, and preventing 1:30 classes is only an [censored language].
- I feel people are too consumed about their pay less than remembering they are here to help students.
- I have been refused help from general different staff members from several different depts and this is supposed to be a place welcoming of students.
- I want to be able to receive more information about transferring. I am receiving mixed information from staff
- It is very good overall. The workers in financial aid are rude, impatient, and unwilling, to go the extra mile to help you.
- It's hard to receive calls or emails back from disabilities it could be better... I'm busy too, so they should be able to make some time.
- Cafeteria with variety of food
- Staff at financial aid are hardly ever helpful and often give impressions of impatient or rudeness; I leave with more questions than answers. Counseling office does not have enough counselors or even any staff with sufficient knowledge of other UCs or their transfer program, especially unknowledgeable of any architectural program.
- The first time I went to the Counseling office to make sure I would be cleared to register. The counselor said she cleared me yet months later on my registration date I was not allowed to register.

- The school over all is getting much better with everything but the financial aid people are not helpful at all.
- We need to build to the community. More community building! Fun activities make people love being on campus
- When I went to the counselor for education planning, many didn't think my major existed. (Not a bad thing, there are lots of majors out there)

#### Parking & Facilities Frustrations:

- Bathrooms needed to be attended to a little more as there has been times when there was no hand soap and or paper towels. Also, the restroom sinks in the library (male restrooms) spray water in a strong stream that sprays all over when trying to clean hands.
- Classrooms are always hot, makes it hard to concentrate.
- Crafton has been convenient, but the parking is terrible. But the teachers for the most part are helpful; however, some teachers I have experienced like doing things their own way like with the class I took where the teacher did everything different from all the other teachers, and even though you use the proper formula and get the right answer that you learned from the book, she still failed you because she was on a power trip and wanted everything her way and did not want to try ... include learning curves which to me was unfair to a lot of students and a class that started with almost 50 students ended with under 30 and only 7 passed with 1 person with the highest grade a B-.
- Dude, seriously we need more parking
- Fix the parking issue
- Get rid of those speed bumps! You know the ones!
- I do not appreciate how all the trees are being chopped down. The nature is also what made the decision for me to attend Crafton.
- I don't appreciate missing class to find a parking space. Parking should be free since you are doing construction on the F parking lot. I pay full price for my schooling while others are living off a second income from your FAFSA. Not cool...
- I love Crafton but I want it to look less serious and I want our school to feel like home because students are here more than at home.
- Improve parking
- Love it just needs more parking
- More parking.
- Needs better cafeteria and parking
- Needs more parking
- No parking
- Overall, it's a very good experience. While I don't feel entirely accepted as far as assimilation, I do feel respected. The biggest issues I have are the website and parking. I have also heard some stories of bullying, to the point of suicidal thoughts, but haven't experienced it myself.
- Parking is horrible! Better desks.
- Parking is horrible.
- Parking Need a lot of improvement
- Parking needs improving.
- Parking sucks
- Parking!
- Please better parking.
- Stop closing entire parking lots for one construction office
- The parking blows
- The use of parking lots by construction is ridiculous. You should not charge for parking if parking is a nightmare, and it says on the website that more parking lots will be shut down. That is unacceptable.
- We need more parking! Being late to class due to parking is ridiculous. There should be sport teams and more workshops.
- Your management skills when it comes to parking/construction are HORRIBLE. You are [censored language].

#### Desires for Athletics:

- Add sports!!! I would try way harder to be a better student
- Create a basketball team

- Everything is good except sports are needed
- Needs a football team

Other:

- 8.5/ 10
- Do not force anyone to attend college fairs, etc. by not holding classes mid-day or taking Mon/Wed Tues/Thur classes away. It's a great schedule for people who work and their personal time.
- I am just not happy with admissions at all. The people there are not personable, and make me regret attending CHC. I DO NOT WANT COLLEGE HOUR. Many people have work and lives, and preventing 1:30 classes is only an [censored language].
- I hate it
- I only attend because I have to this is a terrible school and just a glorified high school full of fools.
- I think I witnessed a love affair a while back, it was kind of gross but I laughed a lot.
- My experience here is not satisfactory. I really wish it could be better.
- Overall, it's a very good experience. While I don't feel entirely accepted as far as assimilation, I do feel respected. The biggest issues I have are the website and parking. I have also heard some stories of bullying, to the point of suicidal thoughts, but haven't experienced it myself.
- The whole M/W/F for next semester is not a good idea.