



**Research Brief**

**Fall 2013 Student Life Point of Service Satisfaction Survey**

Prepared by Keith Wurtz

**Purpose of Brief**

The purpose of this brief is to summarize the results from the Fall 2013 Student Life Point of Service (POS) survey.

**Summary of Findings**

- 175 respondents completed the survey
- 98% of the respondents were current Crafton students
- 85% of the students visited Student Life for a Student ID followed by club related information (4%)
- 99% of the respondents agreed or strongly agreed that...
  - The information received helped their needs
  - The people in Student Life were knowledgeable
  - Their question was answered
- Almost every comment provided by the respondents was positive and/or complimentary: "They are friendly and welcoming as is, so I don't have any suggestions except to continue to being friendly and welcoming."

**Overview**

The purpose of this brief is to summarize the results from the Fall 2013 Student Life Point of Service (POS) survey.

**Methodology**

In Fall 2013 the Office of Student Life (OSL) administered the Point of Service (POS) survey during a four week time period to collect information on how well the Office was serving students. The POS survey was completed by 175 respondents during the four week time period.

**Findings**

Table 1 illustrates that almost all (98%) of the visitors to the OSL were students.

**Table 1: Number and Percent of the Respondents Affiliation with Crafton.**

Crafton Affiliation	#	%
Current Student	172	98.3
Parent	1	.6
CHC Employee	1	.6
Other	1	.6
Total	175	100.0

Referring to Table 2, 85% of the visitors to the OSL visited the Office to obtain a Student ID and 4% of the visitors visited the OSL for information related to clubs.

**Table 2: Number and Percent of Why Students Visited the Office of Student Life.**

Reason for Visit	#	%
Club Related	7	4.0
Complaint	1	0.6
EMS/EMT Badge	3	1.7
Flyer Stamped	1	0.6
Information	6	3.4
Just to say "Hi"	1	0.6
Missing	7	4.0
Student ID	149	85.1
Total	175	100.0

Referring to Table 3, almost all of the respondents agreed or strongly agreed with all six statements. Ninety-nine percent of the respondents agreed or strongly agreed that the information received helped their needs, the people were knowledgeable, and their question was answered and 98.6 – 98.9% of the respondents agreed or strongly agreed that they felt welcomed, the people were courteous, and that overall, they were satisfied with their experience at the OSL.

**Table 3: The Number and Percent of OSL Visitors who Agreed with the following Statements.**

Statement	Strongly Disagree		Disagree		Agree		Strongly Agree		Total
	#	%	#	%	#	%	#	%	
I feel welcome at the office of Student Life	0	0.0	2	1.1	26	14.9	147	84.0	175
The information I received today met my needs	1	0.6	0	0.0	21	12.1	152	87.4	174
The people who helped me today were courteous.	0	0.0	2	1.2	13	7.6	157	91.3	172
The people who helped me today were knowledgeable.	1	0.6	0	0.0	14	8.2	156	91.2	171
My questions were answered.	1	0.6	0	0.0	14	8.1	158	91.3	173
Overall, I am satisfied with my experience at the Student Life Office.	1	0.6	1	0.6	14	8.0	158	90.8	174

When the respondents were asked to explain why they disagreed or strongly disagreed with any of the statements in Table 3, only one respondent responded negatively. The respondents question was edited in the table below because of language.

**Table 4: Respondent Comments to the Following: “If you answered Disagree or Strongly Disagree to any of these statements, please explain why.”**

Continue to be awesome
[Name] was very nice and welcoming keep up the good work
Everything went great good job [Name], [Name] did an excellent job
Friendly
Friendly environment
Great visit
I felt very satisfied here enjoyed being helped
It was good, none that I can think of
It's my third semester here [deleted for language]. They made me get my college statement and wasted my time and cost me a dollar.
Service was awesome keep doing a great job
They are friendly and welcoming as is, so I don't have any suggestions except to continue to being friendly and welcoming.
They were helpful and quick
They were nice
Very nice

When the respondents were asked to provide additional comments and/or suggestions, all of the responses were positive. For example, one respondent stated that “Everyone is always helpful with not only their customers but with each other.”

**Table 5: Respondent Comments to the Following: “Please provide any additional comments or suggestions that will help the Office of Student Life better serve you.”**

Awesome; fast; good job	Good job you guys are nice	The people were very friendly and helpful
[Name] was really nice and helpful	Great help	The student was very helpful
[Name] was wonderful	Great service	They are always kind and helpful
Can easily talk to them	Great service , Great staff	They are very nice and helpful
Cool photographer	Hi	They helped me out
Did great thank, Thank you	I love the student life office.	They were very helpful and friendly
Doing good	Keep doing what you’re doing.	They were nice
[Name] has been extremely helpful	Keep up the good work	Very courteous and efficient in getting what I needed
[Name] is very helpful and always has a smile on her face everyone in the office are very friendly	Keep up the positive vibes	Very friendly
Everyone is always helpful with not only their customers but with each other	[Name] went over and beyond to help and answer all my questions	Very friendly ,and nice
Everyone is so nice	Nice and quick	Very helpful
Everyone was great. They need a new AC it’s really hot in there.	Super-duper awesome people here	Very nice friendly people
Free stuff	Thank you all for the help	You guys are awesome
Funny	Thank you for the good and quick service	You guys rock
Good job	Thanks for the help	