

Qualtrics Report - RRN-2427

FA21 Crafton Hills Perceptions Survey Results – Student(s)

Note: Each survey question was voluntary, and the response total(s) may vary per question.

What terms best describe the college's personality? (Check all that apply)	#
Friendly	109
Helpful	105
Casual	88
Optimistic	75
Progressive	65
Enthusiastic	59
Serious	54
Traditional	54
Aspirational	50
Fun	41
Imaginative	41
Lighthearted	34
Formal	27
Curious	25
Leader	24
Gregarious	23

Are you familiar with advertising done by other community colleges?	#	%
Yes	72	45.0
No	88	55.0
Total	160	100.0

What is your age?	#	%
19 or younger	40	33.6
20 – 24	32	26.9
25-29	12	10.1
30-34	8	6.6
35-39	6	4.9
40 or older	21	17.4
Total	119	100.0

Please identify your gender:	#	%
Female	89	70.6
Male	28	22.2
Decline to state	9	7.1
Total	126	100.0

Please identify your ethnicity:	#	%
Caucasian	42	33.1
Hispanic	35	27.6
More than one ethnicity	19	15.0
Asian	9	7.1
Decline to state	9	7.1
African American	8	6.3
Native American	5	3.9
Total	127	100.0

Strengths - What are the strengths of Crafton Hills College? (n=114)

A **forward looking college** with staff intent on making sure you have a good experience

A lot of helpful and friendly [name] as well as professors.

Affordable Friendly and welcoming environment

Assistance

Assisting students

Beautiful campus, great resources

Beautiful scenery and close to home.

Collaboration, Effective Communication, Excellent Standards, Creative, Adaptive, Communally Positive

Committed

Communication

Communication is in my opinion the #1 strength of the college. I think that the email frequency and rhetoric is very consistent and united. I find the mass emails to be well worded(very down to earth, friendly, engaging and helpful). The 'voice' of Crafton is very encouraging and friendly without being stuffy overly professional. Additionally, I think another strength of Crafton is the flexibility it offers to it's students.

Crafton has great problems available and is very optimistic on students future

Crafton Hills gives students the opportunity to choose their own pathways while receiving their education for free. They also provide free and higher up opportunities to students who do not have access to more expensive and elite college pathways.

Crafton Hills has a great campus with some really nice grassy areas for hanging out between classes. Crafton is really straight forward in terms of classes and any other requirements that need to be met.

Crafton is affordable and has the classes that I need to graduate without a need of transferring.

Crafton is very organized and was very adaptive when COVID hit

Dedication to students!

Diversity

Don't know.

Dual Enrollment

Ease of use

Easily accessible to surrounding areas via online or in-person, helpful in achieving my life goals, staff is friendly and always there to help with tutoring, counseling, financial aid questions, instructors are amazing!!

Easily contactable student services. If I have a question or need to speak to a counselor I can find departments and names/emails to contact staff directly through the website.

Easy to find classes.

Easy websites

Education

Financial aid

Flexibility. (2)

Focusing on helping the students in whatever aspect.

Friendly and plenty of help offered

Friendly staff (2)

Friendly, approachable, and great structure.

Getting help from staff and faculty when needed

Good class opportunities. **Good campus environment**

Good location and close to home for easy commute

Good professors (2)

Good teachers, nice campus.

Great [name] and professors.

Great professors and great class offerings

Great teamwork, amazing staff, supportive of students goals.

Having more of an open and welcoming vibe allows for an easier process of signing up for classes.

Helpful
Helpful and motivational
Helpful staff
Helpful staff and teachers (2)
Helpful. All you have to do is reach out, and you will receive the help you need.
Helping lost students without pressure
I can go at my own pace with my education
I don't know I haven't been there yet.
I have no idea
I haven't attended this school yet, it is my first year. so far they are very active, and when i need assistance they are quick to respond and helpful.
I think one of the main strengths is that they don't judge you by your age or academic.
I think this college is very organized and helpful. Easy to understand
I'm not sure
i'm not sure i haven't been on campus yet
It has a great support system for its students and there's a lot of diversity among both staff and the student body
It has a nice environment with chill teachers
It is always trying to become better and more research focused
It's a great campus with a lot of diversity.
Its image. The campus is always clean and organized.
Its kindness and making sure their students succeed
Its professors
Learning and teaching
Location (2)
Location. Excellent instructors. Diversity of programs.
Lots of programs. Great career opportunities for us to dance.
Many kind students
Motivated
My strengths going into Crafton hills is with an open mindset
Nice campus, good teachers, affordable, lots of groups
Nice location, affordable classes, fully online classes.
Notifications from professors regarding material needed.
Offers a lot of support for students
Online classes
Online options
Open communication
Organized
Perfect size campus
Personnel
Pleasant staff
Positive environment
Prepares for 4 year
Professors take the time to work with you.
Providing services for students
Reading in Spanish
Really good staff, mostly all that staff I've talked to have been positive and sweet
Staffs nice
Strongly supportive of helping its students reach their goals.
Students
Supportive
Teachers are amazing here

The activities
The colleges ability to involve all is a huge strength
The education and community
The EOPS and CalWorks Programs
The help and feedback from staff
The myriad of classes
The professors. They seem to like their jobs, they care about student success, and they're knowledgeable.
The promise program staff, honors staff and the [name] are soooooo helpful and encouraging
The staff. The environment created at Crafton give the students the impression that they can easily seek for help via their teachers, councilors, and administrators.
The strengths of crafton hills are its Beautiful campus, very safe campus for students, great professors and General caring they show
The strengths of Crafton hills are that it has strong leaders.
The strengths of Crafton Hills College is that that it has a very friendly environment and that it is very helpful in helping students fulfill their future goals.
The Teacher
The website is really detailed. It's clear the college wants you to fully understand what you're getting yourself into.
Their process of registering for classes/ registering for the school is easy to do.
They are very helpful.
They really want to see you succeed.
They seem to actually care about each student and their individual paths
This school is very helpful for giving me the right information I need for anything.
Transfer [name], online classes
Useful resources
Very helpful
Very helpful on what you need. Friendly interface on the website.

Weaknesses - What are the weaknesses of Crafton Hills College? (n=98)
A bit TOO progressive.
Amount of parking
As a new student cranium cafe is a bit intimidating and it makes it a bit hard to reach out to staff
Available aid
Because I am online and only taking a summer course I haven't experienced much of the school. The only thing that confused me was the knocking on a counselor's door. And once I reached out to some [name] not all of them were helpful.
Being thorough
Campus communication
Can't think of any at this moment.
Canvas and where stuff is located on the website. Hard to find assignments.
Certain professors bringing politics into everything, even if politics have nothing to do with the course, and being angry when you disagree with their views
Class structures or lesson plans professors design are a bit confusing and tedious at times.
Class times availability
Clear communication
Communication isn't the best. It takes a while to get ahold of someone or for them to get back to me.
Contact
Convoluted access to resources
[service area] department needs a better system in place.
[service area]services

[service area] could be more effective. They don't seem to know much about the programs at Crafton. [name] was the worst, she didn't help me with the respiratory program last year whatsoever! She also lied to my instructor through email which made me look bad!
[name] don't seem to be on the same page in regards to education plans from semester to semester.
Different teachers for the exact same subject and course have drastically different expectations.
Does not stick with follow-ups, and to many different ways from teachers to submit online work
Don't know
Don't see any weaknesses
Fails to help students in need. Lack of resources.
Favoring students who push their beliefs on people. Example: Functions that have to do with LGBT. There are still many who oppose this and don't appreciate the "activities" that the school allows. It shouldn't be broadcasted as acceptable. They can be private about it.
Finding the best professors for courses
Growing influence of WOKE politics.
Hard to reach actual people for help
Haven't been on campus yet so i can't tell
Haven't really noticed any.
Having more services available to students trying to navigate online services
I can't think of any
I do not see weaknesses.
I don't have any to put down. I've had nothing but great experiences here.
I don't know
I don't view any weaknesses.
I don't know I haven't been there yet.
I feel it needs more school spirit. It feels very serious and not a common community.
I havnt been there long enough to know
I personally feel like the shade of dark green Crafton Hills uses in their logo and website is kind of ugly, but that's just my opinion.
I think the [service area] could be a little faster with helping students with their problems.
I think the only thing that I can think of is the community is very quiet. It might help if the college had clubs, volunteer programs, and activities that were advertised and engaged students.
I'm not a fan of the school colors, they seem young.
It's going to be hard to find my classes the campus is a bit confusing
It's hard to figure out on the website what classes are needed to complete
Lack of outside the box sort of classes
Late response during pandemic.
Limited programs
Little parking spaces
More communication from staff to the students.
Need more sports
No clue
None I can think of
Not being able to get ahold of someone at the front desk for assistance over the phone
Not enough classes available during summer term , not enough short term classes for students who want faster pace
Not enough information for new people
Not entirely helpful in the [service area] department
Not many online options before covid
Not much financial assistance or programs for students that have already accomplished one or more degrees
Not offering more extensive programs
Not telling me about when I turn 24 I dont have to put my parents financial information on my fasfca so I can get college free

Not the school itself, but some professors can be
Not welcoming, hard to reach any staff/[name], not enough professors for certain majors.
Nothing
Nothing I can think of
Offer more classes for high schoolers
Only community college
Poor communication among all aspects.
Procrastinating
Professors (2)
Some of the web features do cause confusion with the mass of information stuffed into a little pull window. Nevertheless still manageable.
Some of the website and technology things plus communication between staff, students, professors and such could be improved
Some staff do not seem to care or do things in a timely manner
Some sub-par staff for college-level. Limited courses. Campus is not easily navigated by those with mobility issues.
Some teachers do not care about the well being of students
Some teachers make things difficult in classes
Sometimes it's difficult to find parking spaces so to limited spots. offering more university program prerequisites courses would be great
Speaking in Spanish
Staff
Strategy
The college is helpful but perhaps needs to be more thoroughly helpful
The hills
The new system is ineffective. It is virtually impossible to get help with registration. Booking an appointment takes about a week. Time sensitive information is expired by then
The online setting is difficult for sciences
The only weakness of Crafton Hills College is that they do not offer pathways to building a career at certain colleges that students may want to attend after their 2-3 years at Crafton.
The only weakness that I can think of is that the correspondence with professors does not always match up with the otherwise fantastic Crafton communication style. In my experience it has been challenging getting email responses from professors. In the cases that I do they tend to be short and dismissive. Of course Professors are very busy and I understand this. However, it's at times disappointing that the Crafton spirit of encouragement and approachability isn't matched by the staff
The school [name]
The weaknesses of Crafton Hills College is that there isn't enough parking for many vehicles.
The wifi is nit the best and a little slow.
There are many different services available to students through various online programs. As a student, it can be confusing having different services and remembering what each ones purposes and limits are.
There aren't a lot of professors that can help further extend the time slot for classes.
There's no weakness that i know yet of
They don't offer many Healthy food options in the student store and they don't have their libraries and tutoring centers open
Unclear class scheduling, classes should be listed as online if they are going to be and in person if they are going to be, I would also prefer more online classes.
Very confusing to enroll
Weak [service area]. Struggle to contact. Why am I paying your school if I have such difficulties finding help?
Workshops, clubs, faculty services, and other resources are often unknown to the students because they are inexperienced within the school system, not motivated to search, or scared to reach out and ask due to anxiety. I recommend displaying banners and posters in highly visible areas that list some of the most likely to be used resources. You could also have staff in the administrative department hand out flyers listing these resources.

Reasons - What are the top 3 reasons why you decided to attend Crafton Hills College? (n=118)

#1: **The college is local.** #2: I was able to be a part of the promise program and thus gain free tuition. #3: **Crafton has a curriculum that allows me to complete my desired courses in 2 years to transfer with an associates degree.**

(1) **Close to home** (2) I am here to mainly complete GE's and transfer (3) Great recommendations

1. **Free college promise** 2. **To complete my prerequisites** 3. **It is nearby**

1. Free college promise program 2. **Close to home**

1. I wanted to meet new people that I didn't go to high school with. 2. I learned that the school was very advanced
3. **It's a great campus and it has great staff.**

1. Its very close to a lot of homes, including mine. 2. It was easy to understand and join, and we received a lot of help. 3. It offers a good variety of classes

1.) I failed a class and had to fill the space on my transcript 2.) The college is close to my home, I wasn't sure if the classes would be online or not. 3.) I know people that go to Crafton and they say it's a really nice school.

1.) **It's close to home** 2.) **it's a clean and safe campus** 3.) **Great professors**

1. Further my education 2. Figure out my path 3. Find a career

A lot of people told me they recommended this college, heard good things, interesting in transferring to loma linda.

Affordable Good program Close to me

Affordable Close to home Pre reqs

Affordable, convenient, and has my program available for cheap!!

Affordable, local, and the application process was easy.

Beautiful school, great [name], good teachers

Best for my career, close to home, affordable

Classes offered, creative and excellent supporting staff and professors, positive interaction with campus

Close Accessible Many programs

Close by

Close to home (2)

Close to home and great reputation

Close to home Cost Medical program

Close to home (2)

Close to home, affordable. reputation of courses

Close to home, free, my dad went there

Close to home, reputable community college, strong science department

Close to home, son attends this college and Love it's psychology class.

Close to home. If I didn't go to some college my parents were going to kick me out. Came to an agreement if I went to Crafton I was going to get a new car. By the way. I actually like school now, the teachers here are really nice and encouraging

Close to home. Price. Transfer options

Close to my house

Close to my house, had the majors I needed, big campus.

Close to my work

Close, affordable, accessible

Close, cheap, and general requirements

Comfort and familiarity and location

Community college, close to home, great programs

Convenience Price Good reviews

Distance, money/pricing, offers for majors/classes

Dual Enrollment, Free, Nearby

Easy to apply for, local, and financial aid.

Easy to join, had classes I wanted, and high school encouraged it

Education Location Promise program
Emt program close to home
Environment, fun, view
Finish my degree, personal goal, get a stipend
Fire program , close to home , and also is a good school
For my children , to better my life and I wanted to change the direction of my life.
Free promos program, close to home, great transfer program
Get credits for college while still in high school
I had a lot of people say they liked it, I heard the classes were good, and it is the the closest college to my house.
I needed credits and I did the Dual enrollment program
I saw myself graduating here I loved the campus and the staff was awesome
Interesting program, beautiful location, social interaction
It is close by to wear I live, I feel like it is better to attend a Community college first than attend a four year college, I feel like it might help me start working on my major.
It was cheaper, local, and good professors
It was close to home, offered the degree i wanted, and had a really nice atmosphere.
It was close to my home, had public transport access, and offered programs of value.
It was close.
It was the closest school to me.
It's a cheaper option It's close to where I live I've heard good things about it
It's campus life, they are helpful, and offer opportunities for their students
It's local, it's better for me financially, and it has my desired major.
Its my local community college.
Just needed one more class bc i was supposed to get into csusb but got messed over
Kinesiology program
Local and instructors are amazing and DSPS services are very helpful
Location, a great reputation, and a small-town feel.
Location, affordable and most of the staff is friendly.
Location, availability of needed classes, affordability
Location, class offerings, heard good things
Location, classes offered, location.
Location, commute and affordable
Location, cost, transferability.
Location, financial need, prestige
Location, great professors, cost
location, location, location
Location, online courses, cost
Location, price, and opportunities
Location, price, location
Location, programs, schedule
Location, sister school with SBVC (planning to attend ADN after taking pre requisite classes), good reputation
More affordable, close to home, classes are easy to get
My degree, local commute for myself and a great EMS/fire program.
My family recommended it, it was affordable, and there were some friends I knew who were going there
My first choice for community college, my dad went there, and was the best place to start my college journey
My friends recommend it, I knew it was easy to get into, and it wasn't a big college.
My sibling told me about this school, it's cheap, and because I wanted to get my general education out of the way.
My top 3 reasons of why I attended Crafton was that they are within distance of my living residence, they offer more opportunities for free education, and lastly, I had a lot of insight of how Crafton was compared to other schools.

Nearby, family attended, affordable
Nice campus, good reviews, good programs
No traditional student
Online and evening classes, financial aid friendly, tutors
Online availability Location Bored
Online schooling options, not required to go in, offered more online options than other schools
Online/evening classes, location, transfer center
Opportunities, beautiful campus, kind faculty members
Price, location
Price, location, and vast course options.
Programs, location, and cost
Recommended by friends, near to home, quality programs.
Respiratory Care Program, Community College, Helpfulness
School, convenience, respiratory program
Smaller campus, helpful with new students, good financial aid
So I am able to work
Somewhat close to my home. Community college is cheap so I had a choice between Valley College and Crafton Hills. Reviews looked good so I chose this one.
Spanish 101_ I was offered
The encouraging communication style, humility of the school(student focused and approachable), and the ease of application/registration. I also really liked how the Crafton felt like they had their processes figured out and weren't just winging it.
The majors, community, and payment
The pricing is well, it is close by and they offer online courses
The program, location and staff
The Promise Program. I was not ready for a four year/university. It is the closest community college near where I live.
The theater program, location, and scholarships
The top 3 reasons was my teachers from rev recommended it , cheaper ways to start off community college and to stay close to my home
They have my program, close to home, feel safe here.
To better myself, to become a speech therapist, to make my family proud.
To finish GE courses before transferring to a university. To keep student loan debt as low as possible
To transfer to a uni, the safest option I had, and the alumni that've been produced
Top three reasons are because I was able to attend during dual enrollment, it's affordable, and it's local.

Misconception - What is the biggest misconception about Crafton Hills College? (n=79)
Bad teachers
Campus size?
Community college isn't a real college.
Courses are hard
Don't have one.
Everyone goes there.
Having a very difficult professor to deal with one semester, who wasn't helpful at all and expected us to know everything before the class started
I believe most people would think that Crafton is a dead school, meaning not many people would prefer to choose Crafton but instead San Bernardino Valley College.
I cannot think of one sorry!!

I can't really think of anything major but maybe some people don't know what type of college it is.
I don't know any!
I don't know I haven't been there yet.
I don't know.
I don't think that this is a misconception but I don't hear many people talk about Crafton Hills College. I live closer to RCC however I'd rather drive 30 minutes to Crafton than continue attending RCC. I wish more people in Riverside/Moreno Valley knew about Crafton.
I feel that most people assume community colleges to be lesser colleges. In reality, community colleges are a great lower cost route for higher education. In high school, the students had the idea of going directly to a 4 year university drilled in their heads. Many high schools place less emphasis on alternative options such as a two year community college or trade school. So to be short, the misconception I would say most high school students have is that they need to go to a 4 year university to be successful, so they do away with the idea of attending a 2 year college such as Crafton.
I haven't heard any misconceptions.
I think a misconception about college, is that all teachers are mean.
I think it's more just the stigma surrounding community College in general that those who attend them are not going to be successful in the future, which isn't true at all.
I think people often assume since it's a community college that it won't be as beneficial as an university.
I think that the idea of a community college makes one think of the classes being subpar, but that hasn't been my experience. I've been really happy with the classes I've taken thus far.
I'm not sure
Is that its far
It is a small school for undereducated people.
It is not a tiny college that's for sure
It is scary or hard...
It makes the impact
It sucks
It will have everything that a bigger community college will have
It's a country setting
It's a small school
It's an 'easy' school
It's just a "community college"
It's a waste of time, since it's only a two year.
It's no accredited
It's only white people that goes there
Junior college isn't equal to university
Just because it's a community college it shouldn't be taken seriously when it's actually a great start to a higher education
Low graduation rates
Misconception that it lacks diversity when all nationalities are there
Not a serious college
Not sure only been going online & I don't qualify for any assistance
Nothing that I know of
Often high school students (especially AP students) think that it isn't a good school since it is only a community college so there's always a stigma behind not attending a 4 year right out of high school.
People believe that because crafton is a community college that it isn't that good of a school but it is a great school
People think it doesn't really amount to much and that a four-year is better

Pricy, Far distance, not nice college
Proximity
Racially
Takes forever to complete a program
That class work might easier than a university
That community college is for people who are not smart
That Crafton is expensive
That is not handicap friendly
That it doesnt have difficult classes because it's a JC
That it doesn't provide as good of an educated as a Cal state or UC.
That it is "cheap" or second class
That it is a small and secluded campus.
That it is a waste of time and money or shameful to go there instead of an expensive four year university
That it is for 4 years but it is just for 2 years.
That it is just a community college and that you will only get your associates there
That it is not a "real college"
That it's a hard college
That its a small random school in the middle of no where lol but its one of the most hands on personal schools I've attended which actually motivated me to this point of being a class away from finishing my goal!
That it's easy to register for classes
That it's not a worthy opportunity
That it's not an open campus, closed off to community
That it's small. It is not.
That the college is not good and does not have a good education.
That they are serious
That you will get help with scholarships when you are not on the eops care CalWORKs program.
That your teachers do not care about your education
That's it's just for people that want to go into medical field
The biggest misconception is that it is not the best choice to go to a community college when, realistically, there are far more benefits of starting at a community college then transferring.
The campus is small.
The professors are not very friendly
The progress is terrible as well as inadequate faculty and staff.
The quality of learning would be less than that of a UC or Cal state but that's not the case.
They it is not a good college
Uncredited

Advertising - You indicated that you are familiar with advertising by other community colleges. Please name the community colleges you believe do a good job of advertising to students: (n=40)
Chaffey College (2)
Chaffey, Santa Ana
CHC, SBC
Crafton
I'm familiar with college advertising but I have honestly never come across and advertisement that was not corny so i would say none
Moal and RCC
MSJC
Mt. San Jacinto
RCC
Redlands community college and San Diego because of their use of radio ads
Riverside Cty College (2)
Riverside City College, San Bernardino Valley College, Cal State San Bernardino
Riverside district
San Bernardino Valley College (10)
San Bernardino Valley College San Jacinto College
San Bernardino valley college. Riverside community college. My San Jacinto college.
San Bernardino Valley, MSJC, RCC
San Jacinto, Mt. SAC and even Chaffey community colleges.
San Jacinto, they really try to capture the beauty of their campus
Santa Monica College
SBVC, Chaffey College, RCC
School fairs
Social media's
Sometimes Riverside City College- but most of the time not.
The two community colleges I know are RCC and SBCC
Valley Community College

Below are taglines used by different colleges and universities. Please check up to three taglines that you believe best reflect Crafton Hills College.	#
Knowledge to go places.	76
Fulfilling the promise.	71
Minds move mountains.	49
Learning lives forever.	46
Greatness within our grasp.	42
Think big. We do.	35
Life, sweetness, hope.	24
A legacy of leading.	24
Let it all hang out.	23
Wisdom is eternal.	18
World class. Face to face.	17
The wind of freedom blows.	15
Other	15

Tagline Other- You indicated other tagline. Please feel free to offer that tagline below. (n=2)
Crafting hills to mountains idk dude im not your marketing team
Keep Learning