

Counseling POS Survey – Spring 2024

The findings in this report stem from the Counseling Point-of-Service (POS) Survey, with a total of 52 valid responses collected during the Spring 2024 term. The survey gathered feedback on students' registration status, counseling clarity, demographics, reasons for visiting, and overall satisfaction. It is important to note that participation in the survey, as well as responses to individual questions, was voluntary.

At the time of registration, please select your status:	#	%
Complete Associate Degree with Transfer	25	48.1
Complete Certificate (such as EMT, Fire Academy, Radiology)	10	19.2
Other (please specify)	9	17.3
Complete Associate Degree Only	8	15.4
Total	52	100.0

Status-Other (please specify)	
Bachelor's degree (2)	Transfer
Prerequisites	Transfer summer units
Respiratory Program	

At the time of registration, please select your status:	#	%
0-14 Units	23	44.2
15-29 Units	10	19.2
30-44 Units	5	9.6
45-59 Units	2	3.8
60+ Units	8	15.4
Unsure	4	7.7
Total	52	100.0

At the time of registration, please select your status:	#	%
Female	29	59.2
Male	16	32.7
Non-binary/non-conforming	2	4.1
Decline to state	2	4.1
Transgender	0	0.0
Total	49	100.0

At the time of registration, please select your status:	#	%
Hispanic	21	42.0
Caucasian	10	20.0
Multiple ethnicities	6	12.0
Decline to state	4	8.0
African American	3	6.0
Asian/Pacific Islander	3	6.0
Other ethnicity (please specify)	2	4.0
Native American	1	2.0
Total	50	100.0

What was the reason for your visit today? (Select all that apply)	#	%
Create/Update and/or change student educational plan (SEP)	43	33.9
Need assistance picking out classes and/or registering	32	25.2
Transfer related information/questions	11	8.7
Student Success	10	7.9
Submit/review transcript(s) from other college(s)	7	5.5
Pre-req Clearance/ Pre-req Challenge	6	4.7
Graduation check	5	3.9
Other (please specify)	5	3.9
Course Overload	3	2.4
Registration Hold(s)	3	2.4
Dual Enrollment	1	0.8
Financial Aid term dismissal	1	0.8
Undeclared/Career Exploration	0	0.0
Total	127	100.0

Other (please specify) (n=2)
Counsellor verification
I recently met with [name], a highly knowledgeable counselor who is always available to answer my questions and provide guidance.

Please rate your level of agreement with the following statements.	Strongly Agree		Agree		Disagree		Strongly Disagree		Total
	#	%	#	%	#	%	#	%	
Directions for accessing counseling services was clear and easy to follow.	53	77.9	14	20.6	1	1.5	0	0.0	68
During my interaction, the staff was courteous and friendly.	62	91.2	6	8.8	0	0.0	0	0.0	68
I was serviced in a timely manner.	56	82.4	11	16.2	1	1.5	0	0.0	68
The counselor communicated clearly and understood my needs.	64	94.1	3	4.4	1	1.5	0	0.0	68
I plan to utilize counseling services in the future.	60	89.6	7	10.4	0	0.0	0	0.0	67
I would recommend the counseling services to other students.	60	88.2	6	8.8	1	1.5	1	1.5	68

You indicated your disagreed with one or more of the statements above, please tell us why? (n=2)
It's not on the counselors itself but the counselling department as a *whole* that this Walk-In policy is absolutely not acceptable and it took months for me to talk to my counselor again. Making appointments ahead of time is just easier and less stressful. I never know when I will book an appointment. Anyhow counseling wise, I wish they were more knowledgeable in the courses. Feels like they are more out of the loop than other departments which is strange because they are the backbone of creating EdPlans.
Unfortunately, it took several attempts to get into the counseling office. I was sent directly to the recorded message about trying to call again.. after 13 voicemail calls I spoke with the woman at the desk who was very kind but unfortunately there were no appointments. The same ordeal repeated the next day. The staff was very kind and did their best to assist me, it was just time consuming and extremely difficult to get ahold of someone. I wish it was easier to make an appointment/get ahold of someone

Please provide any suggestions you believe would help improve services. (n=14)
Adding more help at the desk to answer phones and questions
Be more specific with time for walk-ins told over the phone because they didn't communicate well with coming in at a certain time.
For now, I must say that everything looks very Okay
Give a list of things you need before scheduling an appointment. I had to call 3 times, because each time I called....the person on the phone said I needed something else.
Having Spanish counselors helps a lot for bilingual students. Explaining everything detailed is also a plus.
I don't have any suggestions, but I wanted to say that [name] was very friendly and so helpful. I recommended that one of my friends talk to her as well.
I wish I would have seen a counselor a lot sooner. She made the whole process a lot easier to understand.
More speaking time with the counselor
None at all! Excellent services all around!
None. Everything was perfect with [name] she was professional, friendly, and helped me a lot. I am planning to book another appointment with her and I have also recommended [name] to a co-worker who wants to study at Crafton Hills.
Overall I loved the staff, were vary informative and kind. One thing I will say needs improvement is consistency of educational plans. There are many different avenues to take when creating a plan, however I was given two different options concerning my plan and one of which told me I was set for a program and the other told me I was missing classes. So I was definitely confused and had to speak to a director.
Possibly a follow up email of what was discussed after the meeting would be a helpful tool to have.
[name] is a wonderful counselor! very supportive
To whom it may concern at Crafton Hills College, I am writing to commend [name], one of your exceptional counselors. [name] has provided me with tremendous support and guidance throughout my classes, consistently going above and beyond in her assistance. She is exceptionally adept with technology; during our first Zoom meeting, she shared her screen, which made understanding the material much easier. Following our meeting, she promptly emailed me all the necessary resources. I wish I had met her a year ago. [name] assertiveness, energy, and outstanding confidence are truly inspiring. Her positive influence has significantly boosted my own confidence and motivation in pursuing psychology. I highly recommend [name]for a well-deserved raise or promotion. She is a valuable asset to Crafton Hills College, and I believe she has a bright future with your institution. Thank you for having [name] on your team. P.S. [name]also attended your college and speaks very highly of Crafton Hills College.

Please provide any additional comments you believe are important for us to know. (n=9)
[name] is awesome. She is very nice and understanding. She helped me and explained every step nicely. Thank you very much!
[name] was a great help to direct me towards fulfilling my goals and needs for my future.
I already described in detail what's wrong with this department and I am sure it's been heard often so I implore whoever is in charge of that department to make some major changes to make counseling more accessible and not a gamble. Thank you.
I would highly recommend [name] to any other student and really appreciate the support and help she gave me. Thank you.
My counselor as well as the rest of the staff are always very helpful. As soon as I arrived, there was an opening right away for counseling right away. They also offered more dates and times for appointments.
Nothing to mind atm
Really appreciated how professional the visit was.
The counselor I saw [name] was very helpful, patient, and extremely informative. I appreciated the fact that he didn't shoo me away and took the time to explain everything so I could understand it.

To whom it may concern at Crafton Hills College, I am writing to commend [name], one of your exceptional counselors. [name] has provided me with tremendous support and guidance throughout my classes, consistently going above and beyond in her assistance. She is exceptionally adept with technology; during our first Zoom meeting, she shared her screen, which made understanding the material much easier. Following our meeting, she promptly emailed me all the necessary resources. I wish I had met her a year ago. [name] assertiveness, energy, and outstanding confidence are truly inspiring. Her positive influence has significantly boosted my own confidence and motivation in pursuing psychology. I highly recommend [name] for a well-deserved raise or promotion. She is a valuable asset to Crafton Hills College, and I believe she has a bright future with your institution. Thank you for having [name] on your team.

Key Quantitative Findings

- **Student Status:** 48% Associate Degree with Transfer. 19% Completing Certificates. 17% selected "Other" (e.g., bachelor's degree, transfer prerequisites). 15% Associate Degree Only.
- **Completed Units:** 44% completed 0-14 units. 19% completed 15-29 units. 15% completed 60+ units.
- **Gender:** 59.2% identified as female. 32.7% identified as male.
- **Ethnicity:** 42% of respondents identified as Hispanic. 20% identified as Caucasian. 12% identified with multiple ethnicities.
- **Reason for Counseling Visits:** The most common reasons for visits were creating or updating a Student Educational Plan (SEP) (34%) and assistance with class selection or registration (25%).
- **Service Satisfaction:**
 - 100% of respondents found accessing counseling services clear and easy, staff courteous and friendly, timely service, and counselors clear in their communication.
 - 97% of respondents would recommend counseling services to other students.
 - Only a small percentage (1-3%) expressed dissatisfaction (disagree/strongly disagree) with certain service aspects like timeliness or communication.

Key Qualitative Findings

- **Positive Feedback:**
 - Counselors were highlighted for their friendliness and exceptional support.
 - Several students noted that their counselors significantly improved their understanding of academic pathways and provided crucial guidance during their sessions.
 - Students praised counselors for their professionalism, helpfulness, and clear communication.
- **Improvement Suggestions:**
 - Follow-up emails summarizing counseling sessions.
 - Improve phone response times and communication regarding walk-in availability.
 - Increase the availability of bilingual counselors.
 - Provide a checklist of necessary items before scheduling appointments to avoid multiple calls.