

2017 Student Services Counseling

STUDENT SURVEY

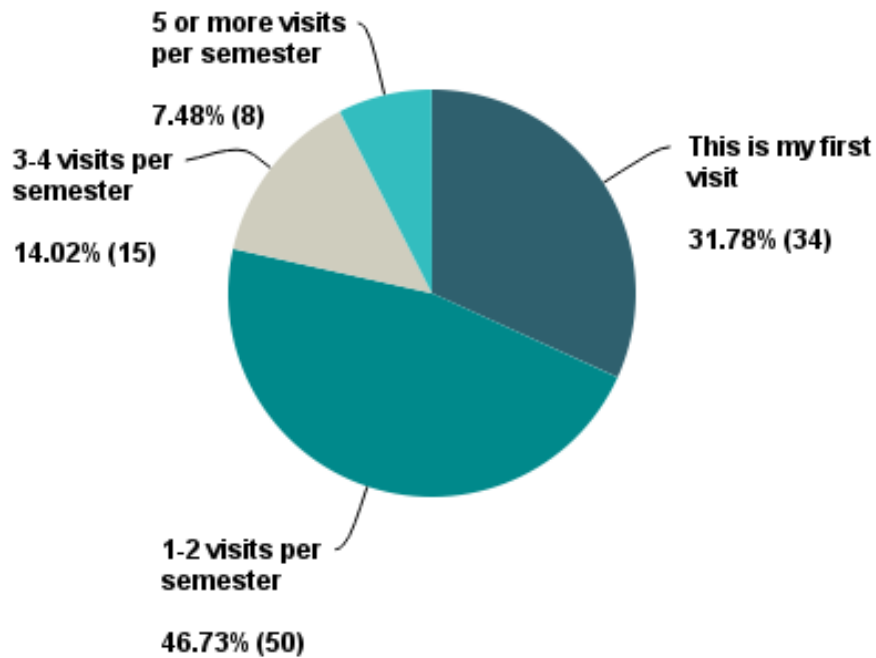
College Office of Research and Evaluation
REEDLEY COLLEGE | MAY 2017

Student Satisfaction Survey – Counseling

If interested in previewing full survey click [here](#). 107 responses in total.

Q1 How many times have you visited the counseling center?

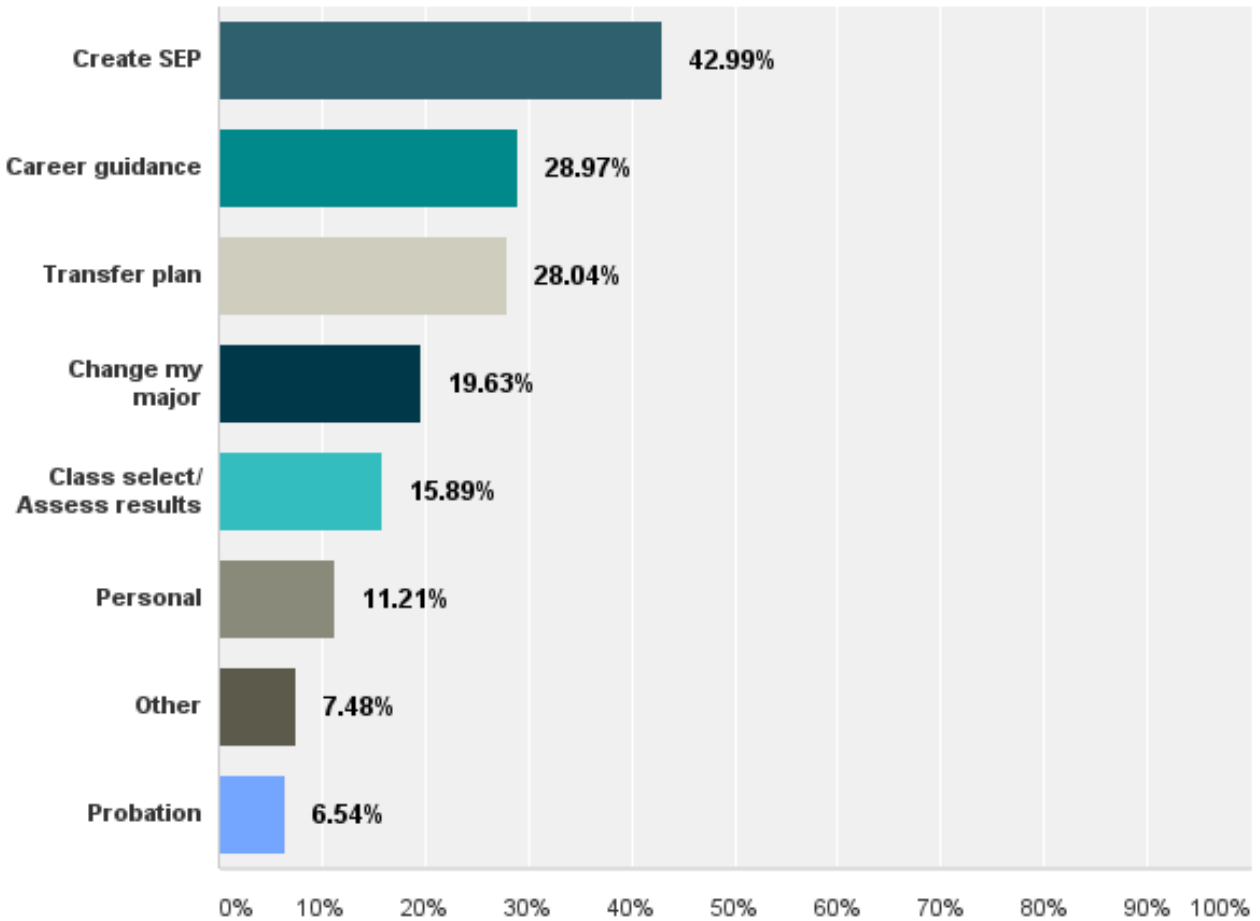
Answered: 107 Skipped: 0



Answer Choices	Responses (107)
1-2 visits per semester	46.73% (50)
This is my first visit	31.78% (34)
3-4 visits per semester	14.02% (15)
5 or more visits per semester	7.48% (8)

Q2 Reason(s) for your visit today (Check all that apply)?

Answered: 107 Skipped: 0



Answer Choices	Responses (107)
Create SEP	42.99% (46)
Career guidance	28.97% (31)
Transfer plan	28.04% (30)
Change my major	19.63% (21)
Class select/ Assess results	15.89% (17)
Personal	11.21% (12)
*Other	7.48% (8)
Probation	6.54% (7)

*Other: ADT Verification letter, Returning after 10 years, Add/Drop, Revise SEP, Returning student, Enrichment Program, Tech Support...

Q3 Please indicate your level of agreement with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
Scheduling my counseling appointment was easy and convenient.	72.38% 76	19.05% 20	4.76% 5	3.81% 4	105
The counselor explained and provided information related to the reason for my visit.	84.76% 89	8.57% 9	3.81% 4	2.86% 3	105
I trust the counselor to be honest with me and maintain confidentiality.	84.62% 88	9.62% 10	2.88% 3	2.88% 3	104
The counselor took the time to answer additional questions related to my educational/career goal.	82.69% 86	11.54% 12	2.88% 3	2.88% 3	104
The Counseling Center plays an important role in my success as a student.	78.85% 82	14.42% 15	3.85% 4	2.88% 3	104
There is confidentiality/privacy when speaking to a counselor inside the counseling center/office.	77.88% 81	15.38% 16	3.85% 4	2.88% 3	104

Q4 Rank each service change idea to be implemented based on level of importance in your opinion. (1- Most Important -- 4- Least Important)

	1	2	3	4	Score
Increase appointments from 30 mins to 50 mins for comprehensive and/or follow up Student Educational Plan (SEP)	37.65% 32	27.06% 23	16.47% 14	18.82% 16	2.84
Extend more counseling appointment options to evenings and/or Saturdays	26.88% 25	24.73% 23	27.96% 26	20.43% 19	2.58
Have more online counseling times available	24.71% 21	29.41% 25	25.88% 22	20.00% 17	2.59
Convert open cubicle offices to a closed confidential office space for my counseling appointments	19.19% 19	19.19% 19	26.26% 26	35.35% 35	2.22

*Question #4 has "forced ranking" less respondents completed (85-99).

Q4 If there is anything else you would like to add about the Counseling Center, please enter comments here:

1. All of the counselors are great I just think that they should let us the students take as much classes we want. Overall, it's on the students.
2. They are all doing good work.
3. Great staff, very supportive.
4. Appreciate the counselors! Ellyce was great and helpful.
5. Case Bos did an excellent job during my session and I'm very glad for the information I received during my visit
6. Thank You for the assistance :)
7. Very friendly and helpful
8. Counselor, Aimee was wonderful!
9. Very helpful
10. They are always really helpful and are willing to answer all the questions that I have.
11. Thank you
12. More available appointments
13. I feel good with Maricela when I can see because
she take her time for explain all what I need to how about my classes.
14. Student workers are very friendly and counselors were awesome. I always get great help when I come in.

**21 total responses, "none" and "no" responses removed.*