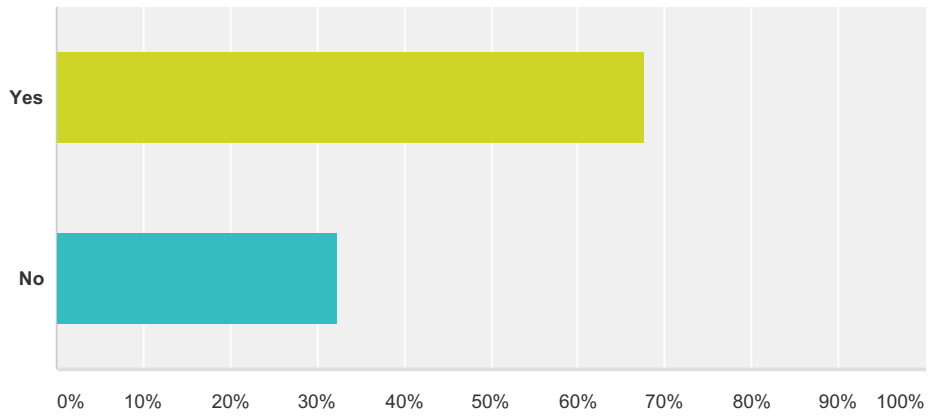


Q2 Have you seen a counselor within the past year?

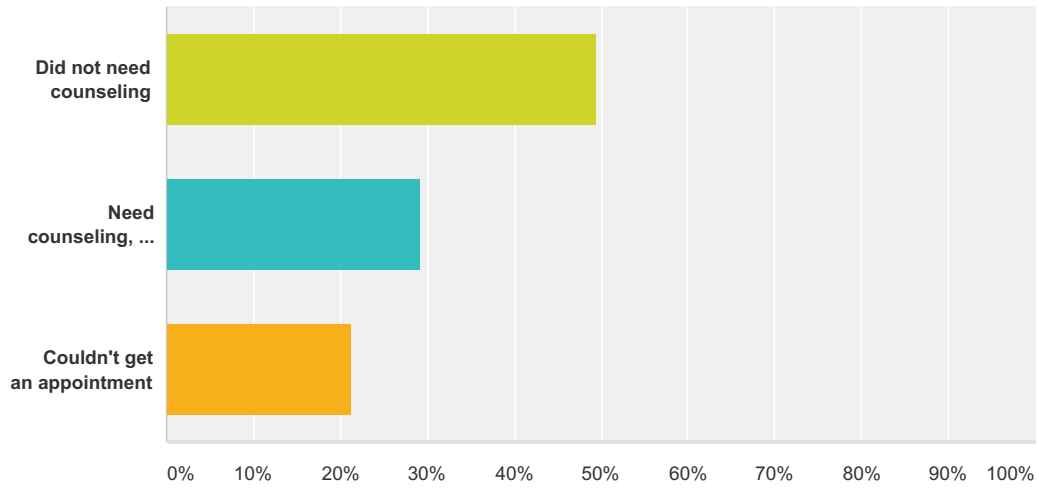
Answered: 1,363 Skipped: 0



Answer Choices	Responses	
Yes	67.72%	923
No	32.28%	440
Total		1,363

Q3 Why didn't you see a counselor?

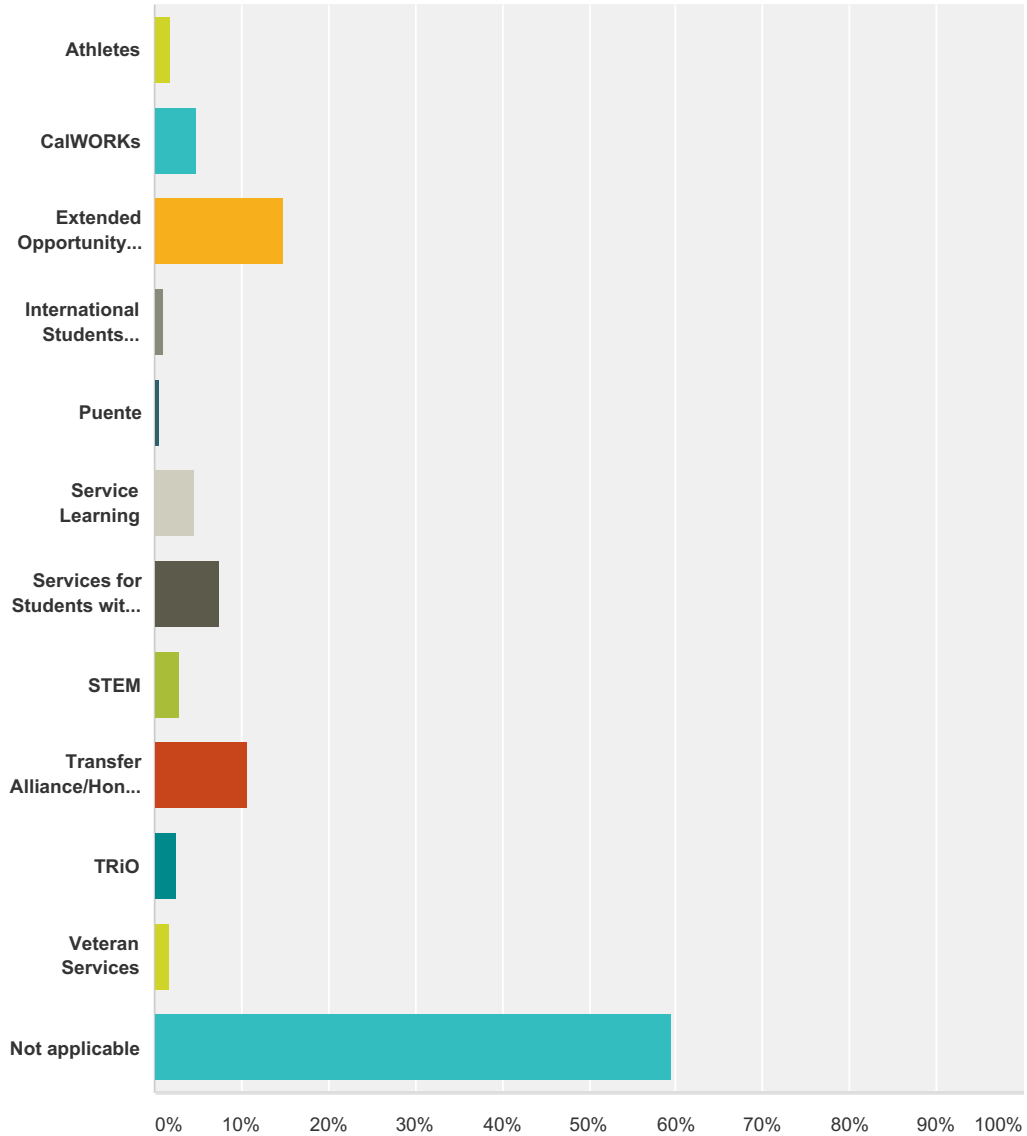
Answered: 410 Skipped: 953



Answer Choices	Responses
Did not need counseling	49.51% 203
Need counseling, but didn't make an appointment	29.27% 120
Couldn't get an appointment	21.22% 87
Total	410

Q4 If you have seen a counselor(s) as part of a special program or services, check all that apply.

Answered: 823 Skipped: 540



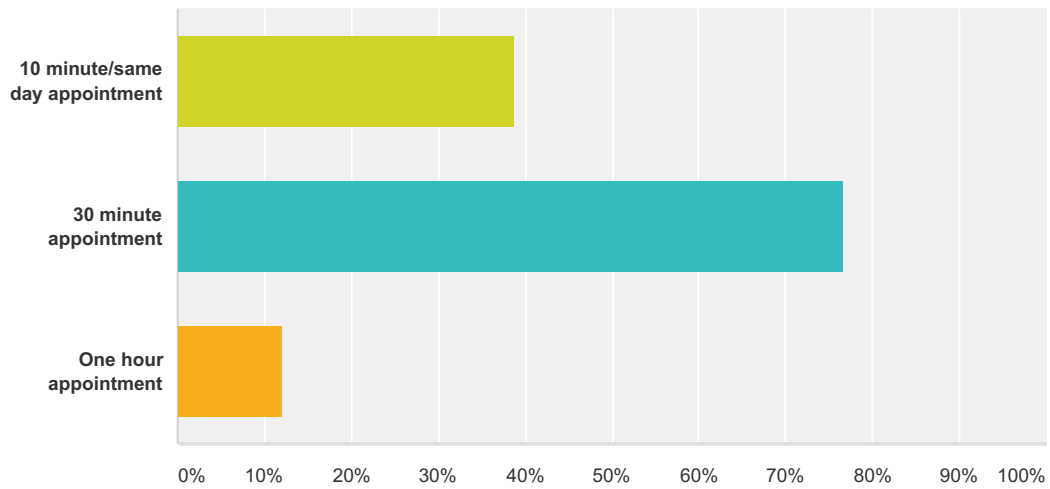
Answer Choices	Responses
Athletes	1.82% 15
CalWORKs	4.74% 39
Extended Opportunity Programs & Services (EOPs)	14.82% 122
International Students Program	0.97% 8
Puente	0.73% 6
Service Learning	4.50% 37

Counseling Survey Spring 2016

Services for Students with Disabilities (SSD)	7.41%	61
STEM	2.92%	24
Transfer Alliance/Honors Program (TAP)	10.69%	88
TRiO	2.43%	20
Veteran Services	1.70%	14
Not applicable	59.54%	490
Total Respondents: 823		

Q5 What type(s) of appointment(s) did you have? (Select all that apply.)

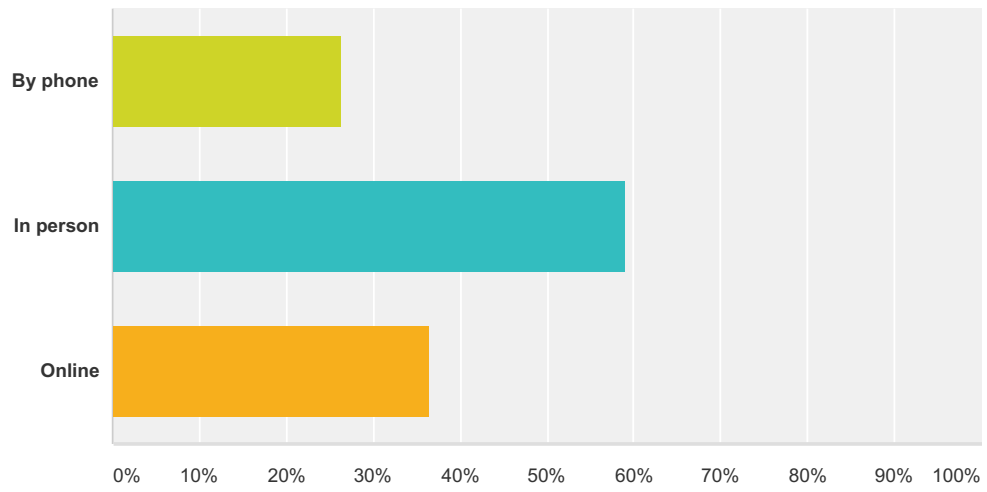
Answered: 823 Skipped: 540



Answer Choices	Responses
10 minute/same day appointment	38.76% 319
30 minute appointment	76.55% 630
One hour appointment	12.03% 99
Total Respondents: 823	

Q6 How did you schedule your counseling appointment(s)? (Select all that apply.)

Answered: 822 Skipped: 541

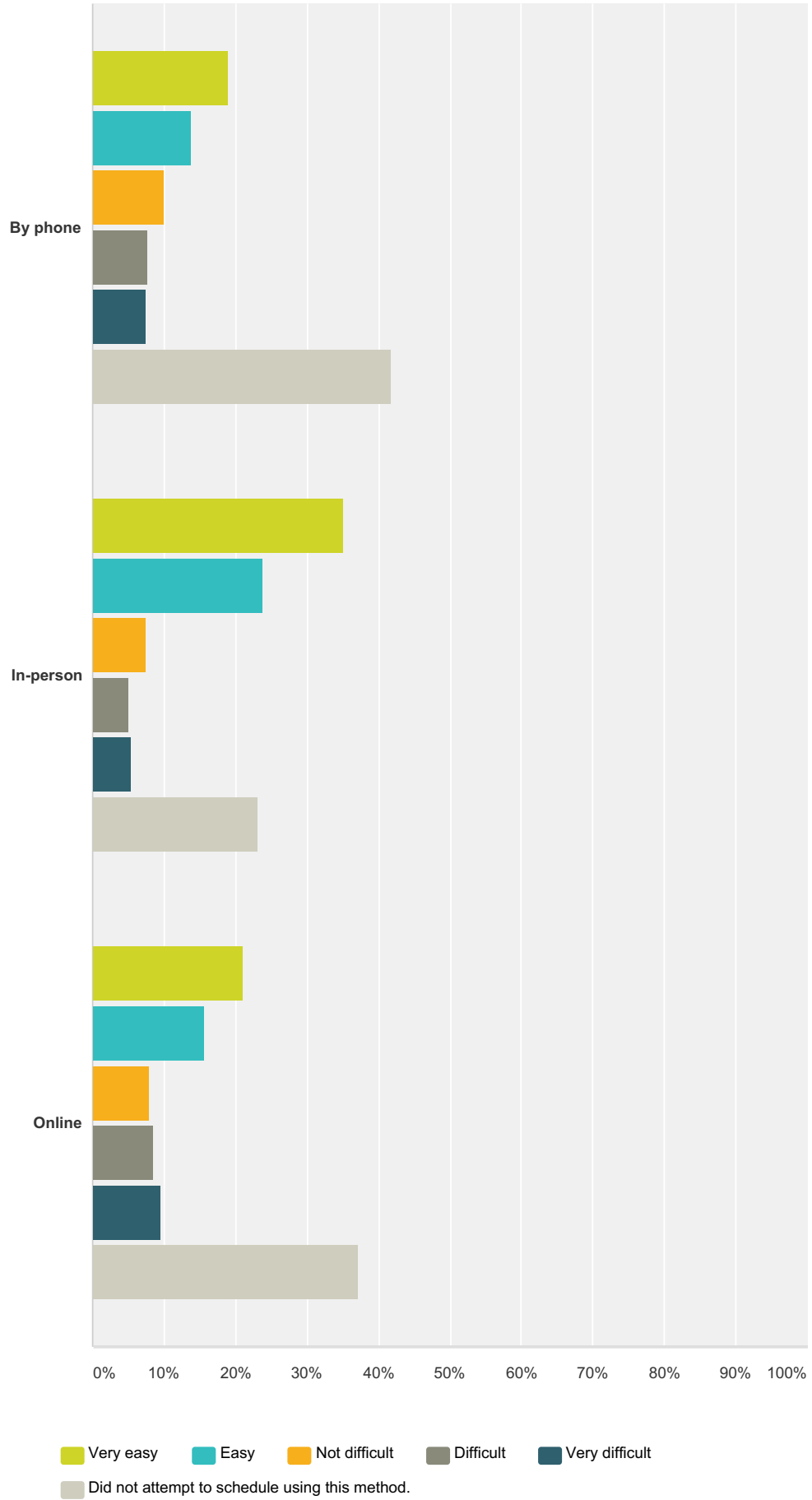


Answer Choices	Responses
By phone	26.28% 216
In person	59.00% 485
Online	36.62% 301
Total Respondents: 822	

Q7 Please rate your experience with scheduling counseling appointment(s).

Answered: 823 Skipped: 540

Counseling Survey Spring 2016

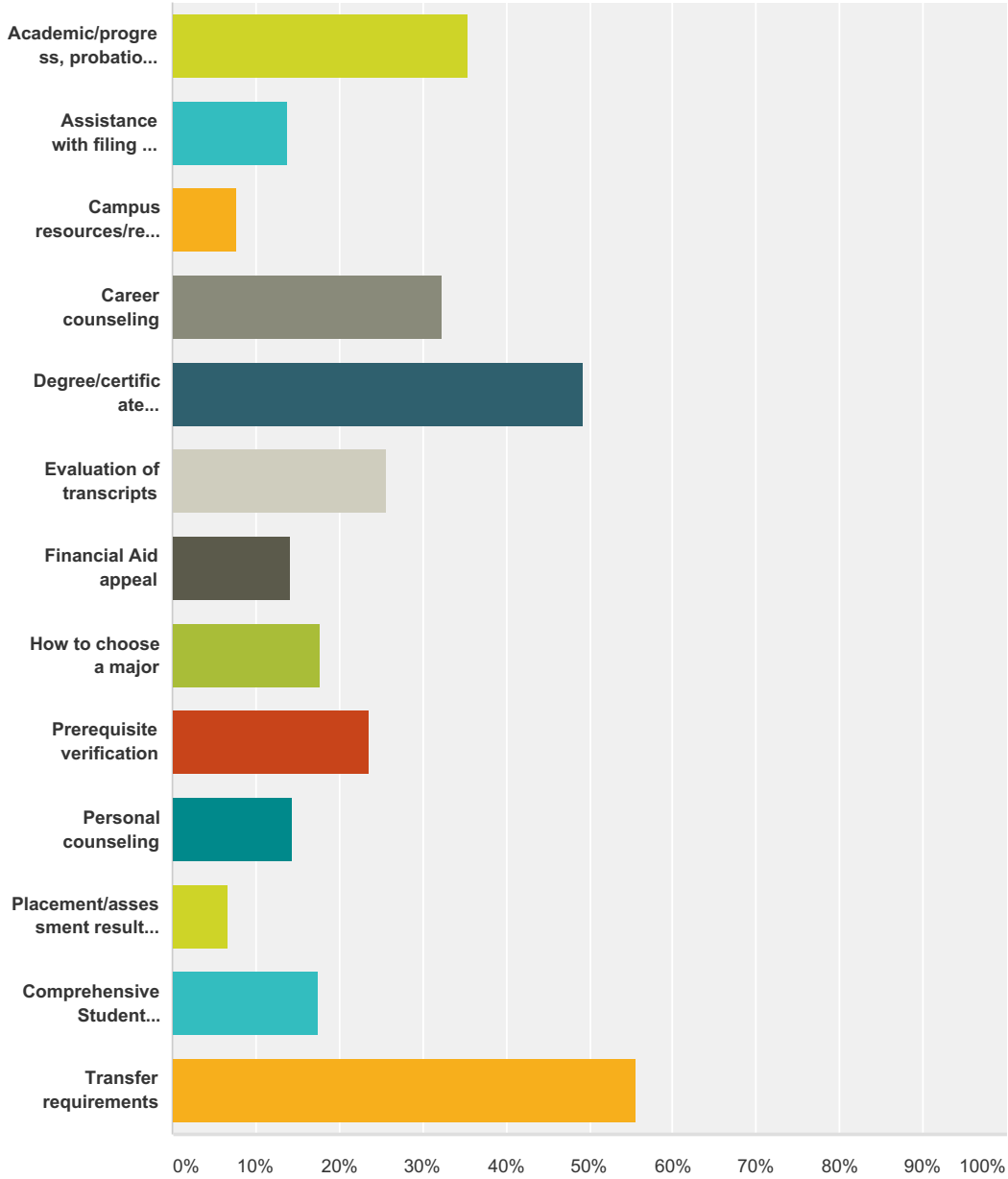


Counseling Survey Spring 2016

	Very easy	Easy	Not difficult	Difficult	Very difficult	Did not attempt to schedule using this method.	Total
By phone	19.08% 157	13.85% 114	9.96% 82	7.78% 64	7.53% 62	41.80% 344	823
In-person	34.99% 288	23.82% 196	7.53% 62	4.98% 41	5.47% 45	23.21% 191	823
Online	21.14% 174	15.67% 129	7.90% 65	8.51% 70	9.60% 79	37.18% 306	823

Q8 What type of information/service(s) did the counselor(s) provide? (Select all that apply.)

Answered: 823 Skipped: 540



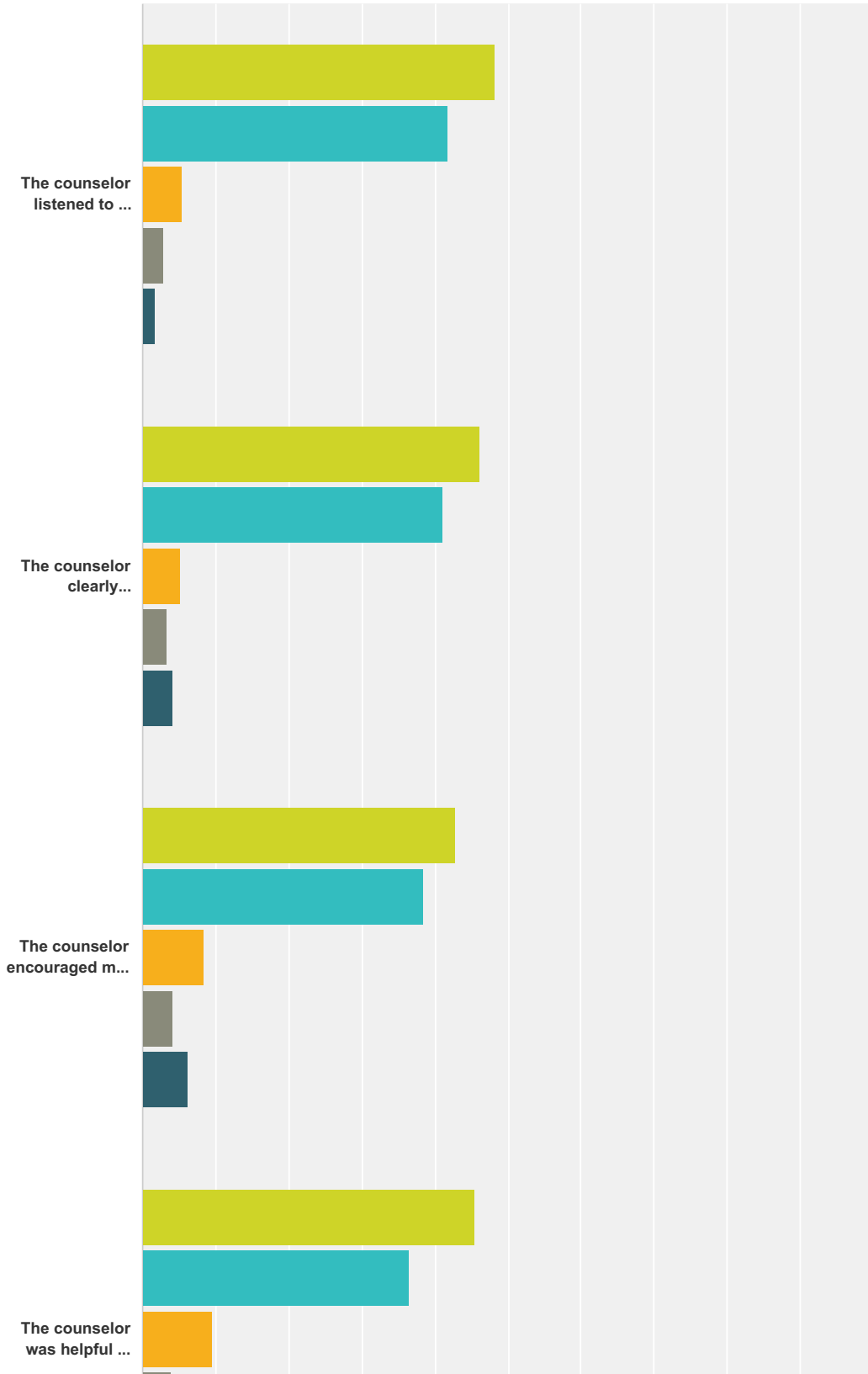
Answer Choices	Responses	Count
Academic/progress, probation or dismissal	35.48%	292
Assistance with filing a petition	13.73%	113
Campus resources/referrals	7.78%	64
Career counseling	32.32%	266
Degree/certificate requirements	49.21%	405

Counseling Survey Spring 2016

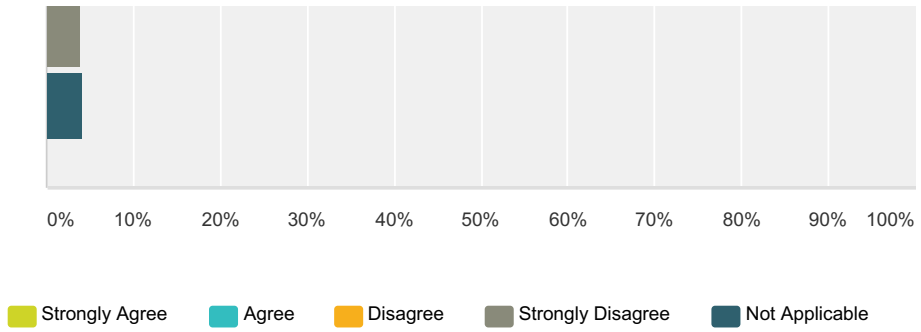
Evaluation of transcripts	25.64%	211
Financial Aid appeal	14.22%	117
How to choose a major	17.74%	146
Prerequisite verification	23.57%	194
Personal counseling	14.46%	119
Placement/assessment results review	6.68%	55
Comprehensive Student Educational Planning (CSEP)	17.50%	144
Transfer requirements	55.53%	457
Total Respondents: 823		

**Q9 Based on your counseling session(s),
tell us to what extent you agree with the
following statements:**

Answered: 823 Skipped: 540



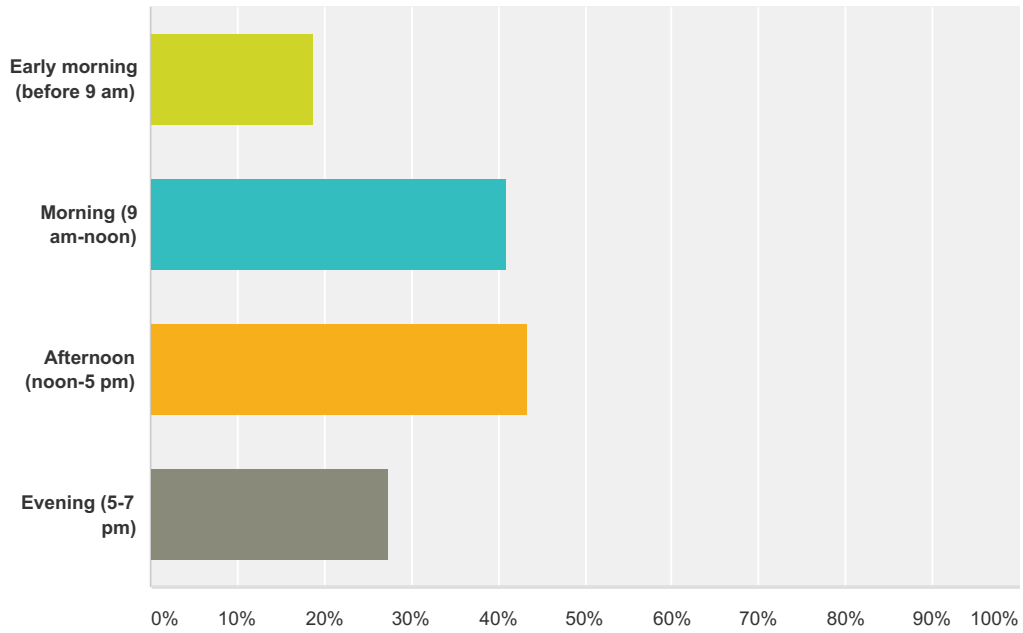
Counseling Survey Spring 2016



	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable	Total
The counselor listened to my individual needs	48.24% 397	41.80% 344	5.35% 44	2.92% 24	1.70% 14	823
The counselor clearly communicated degree and transfer requirements	46.05% 379	41.07% 338	5.22% 43	3.40% 28	4.25% 35	823
The counselor encouraged my educational or career goals	42.77% 352	38.52% 317	8.38% 69	4.13% 34	6.20% 51	823
The counselor was helpful in planning for my educational goals	45.57% 375	36.57% 301	9.60% 79	4.01% 33	4.25% 35	823

Q10 When is it most convenient for you to meet with a counselor?

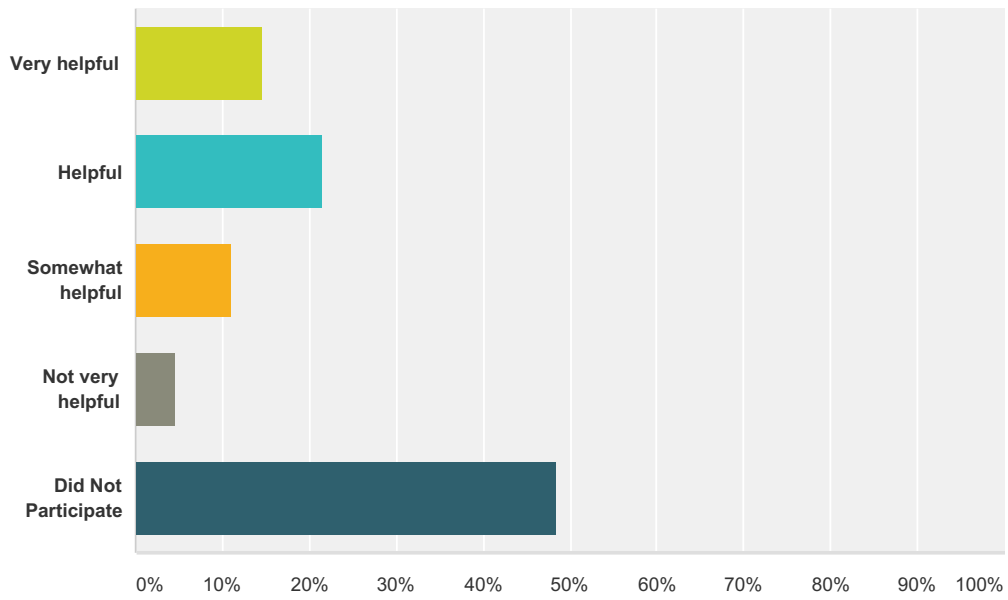
Answered: 1,210 Skipped: 153



Answer Choices	Responses
Early morning (before 9 am)	18.76% 227
Morning (9 am-noon)	40.83% 494
Afternoon (noon-5 pm)	43.39% 525
Evening (5-7 pm)	27.44% 332
Total Respondents: 1,210	

Q11 Please rate your experience with the online New Student Orientation.

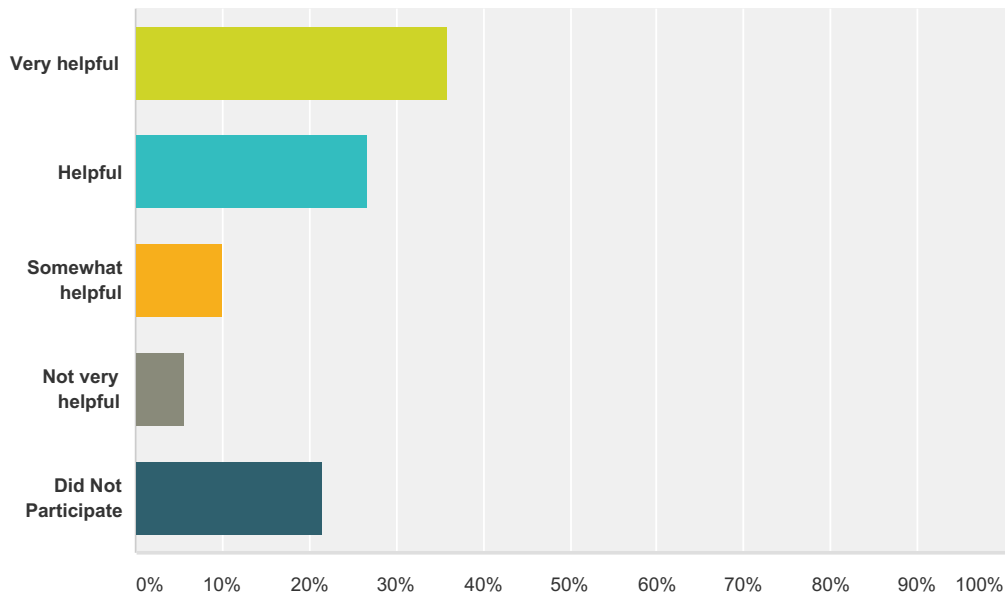
Answered: 1,210 Skipped: 153



Answer Choices	Responses	Count
Very helpful	14.55%	176
Helpful	21.40%	259
Somewhat helpful	11.16%	135
Not very helpful	4.55%	55
Did Not Participate	48.35%	585
Total		1,210

Q12 Please rate your experience with the in-person Counseling.

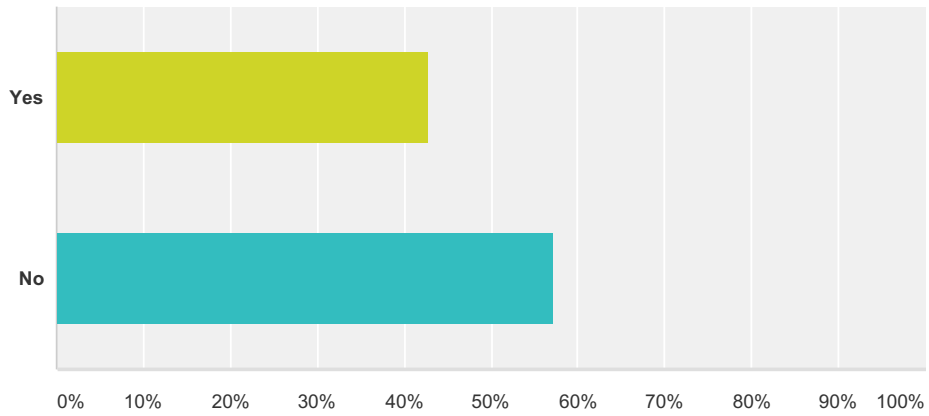
Answered: 1,205 Skipped: 158



Answer Choices	Responses	Count
Very helpful	35.93%	433
Helpful	26.80%	323
Somewhat helpful	10.04%	121
Not very helpful	5.73%	69
Did Not Participate	21.49%	259
Total		1,205

Q13 Have you visited the Counseling Department webpage?

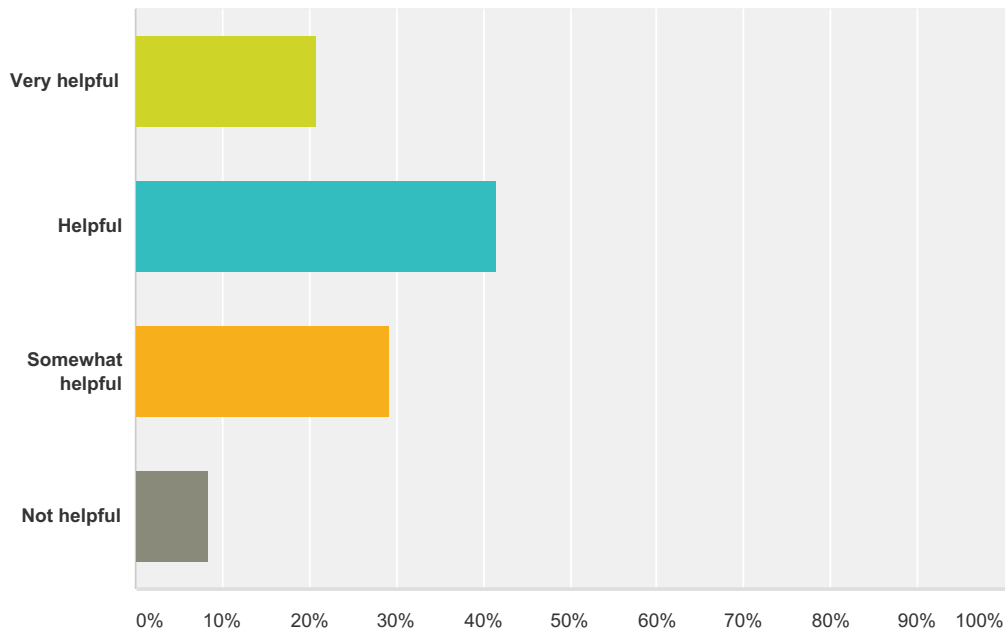
Answered: 1,210 Skipped: 153



Answer Choices	Responses	
Yes	42.89%	519
No	57.11%	691
Total		1,210

Q14 Please rate your experience with the Counseling Department webpage.

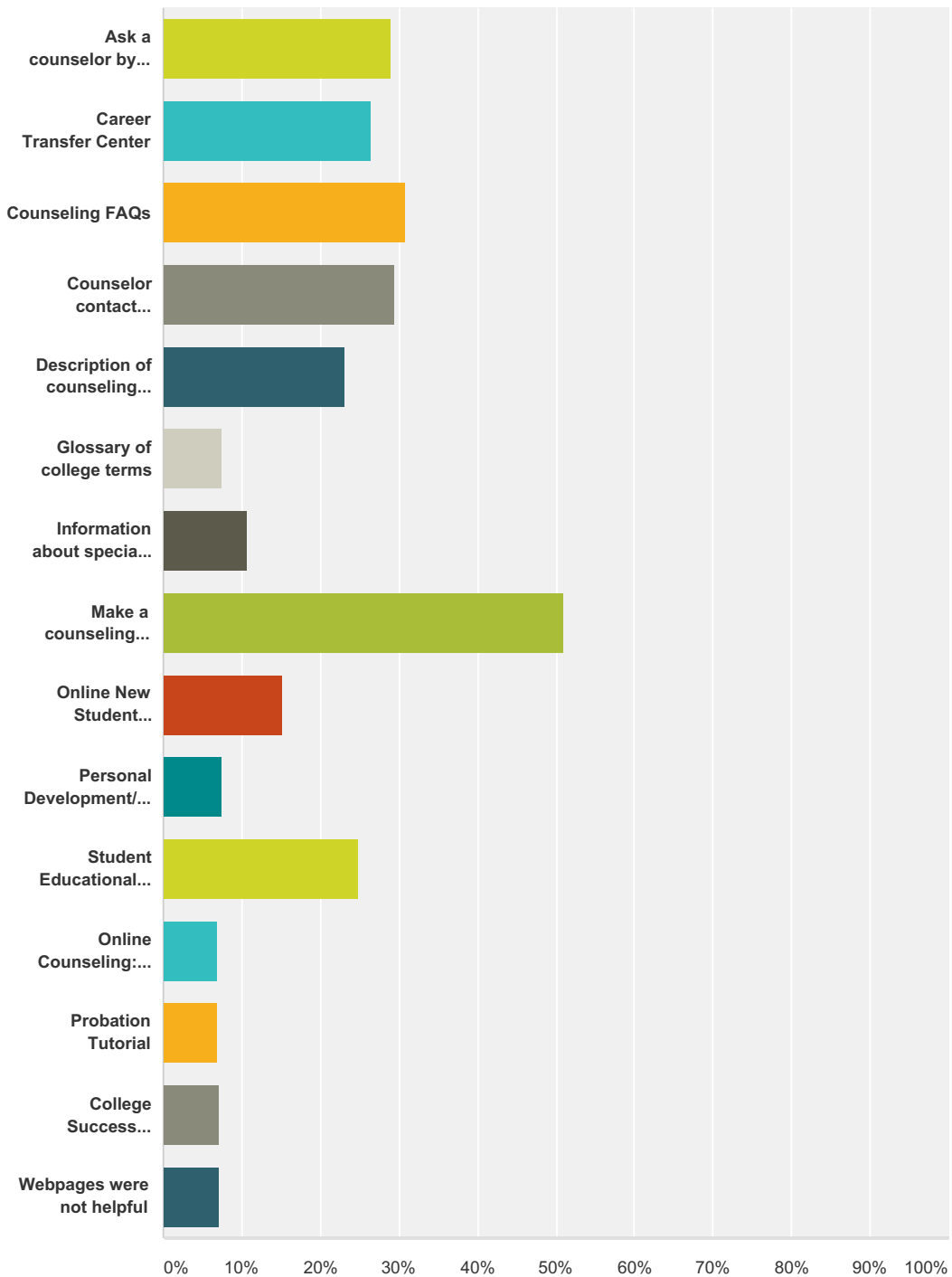
Answered: 495 Skipped: 868



Answer Choices	Responses	
Very helpful	20.81%	103
Helpful	41.62%	206
Somewhat helpful	29.29%	145
Not helpful	8.28%	41
Total		495

Q15 What feature(s) did you find helpful on the webpages? (Select all that apply.)

Answered: 495 Skipped: 868



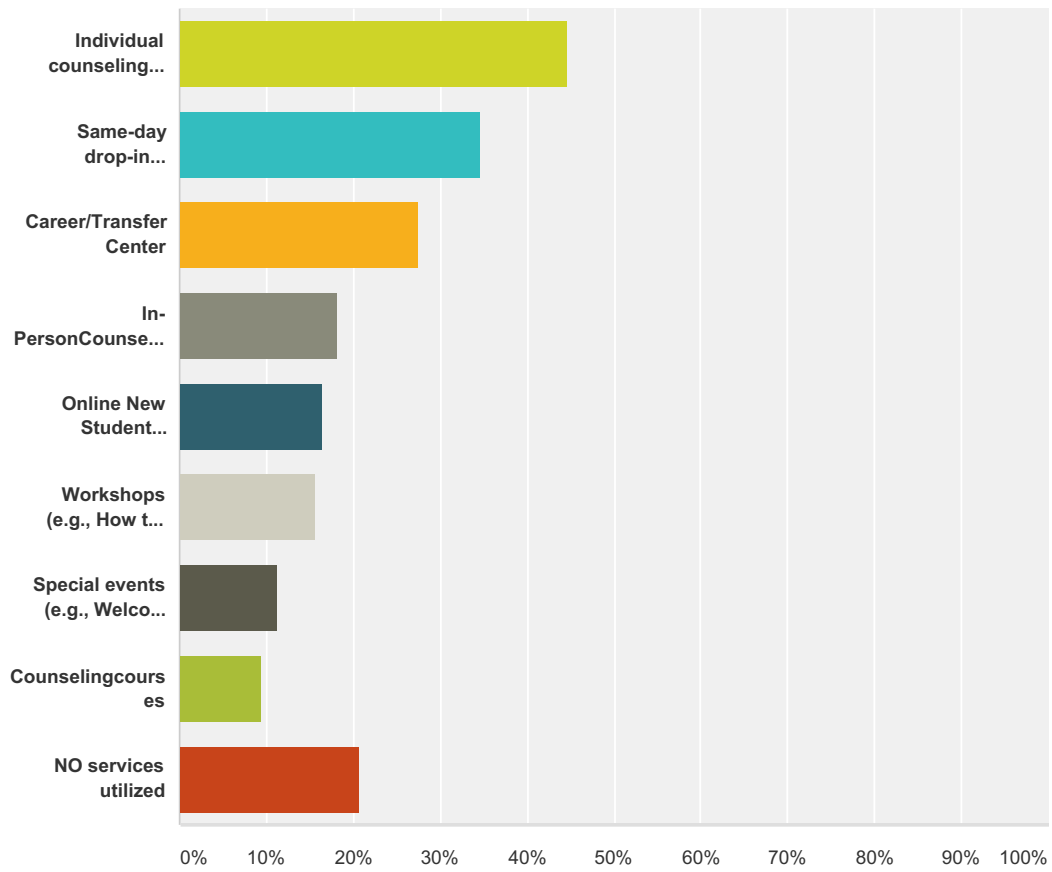
Answer Choices	Responses
Ask a counselor by email	29.09% 144
Career Transfer Center	26.46% 131

Counseling Survey Spring 2016

Counseling FAQs	30.91%	153
Counselor contact information	29.49%	146
Description of counseling services	23.23%	115
Glossary of college terms	7.47%	37
Information about special programs (TAP, Puente, Service Learning, Veterans, International Students)	10.71%	53
Make a counseling appointment	50.91%	252
Online New Student Orientation	15.15%	75
Personal Development/Counseling courses	7.47%	37
Student Educational Planning	24.85%	123
Online Counseling: First Semester Planning	6.87%	34
Probation Tutorial	6.87%	34
College Success Tutorials	7.07%	35
Webpages were not helpful	7.07%	35
Total Respondents: 495		

Q16 What other counseling resource(s) have you utilized? (Select all that apply.)

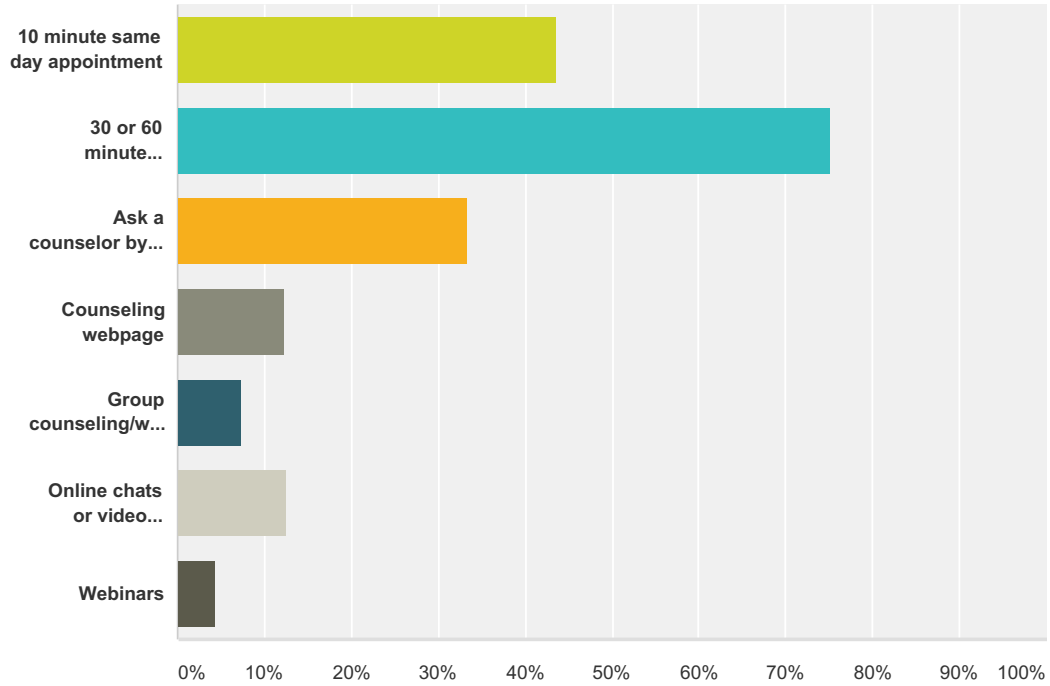
Answered: 495 Skipped: 868



Answer Choices	Responses
Individual counseling appointment	44.65% 221
Same-day drop-in counseling	34.75% 172
Career/Transfer Center	27.47% 136
In- PersonCounseling: First Semester Planning	18.18% 90
Online New Student Orientation	16.57% 82
Workshops (e.g., How to decide on a Major, TAG, Transfer)	15.56% 77
Special events (e.g., Welcome Fair, College Fair, Job Shadowing)	11.31% 56
Counselingcourses	9.29% 46
NO services utilized	20.61% 102
Total Respondents: 495	

Q17 How would you prefer to get counseling information? (Select all that apply.)

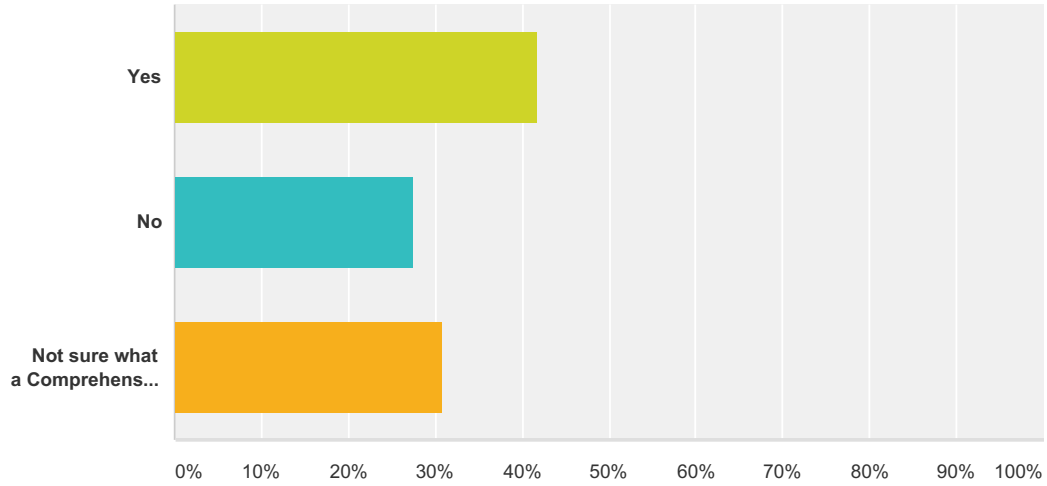
Answered: 1,138 Skipped: 225



Answer Choices	Responses	Count
10 minute same day appointment	43.67%	497
30 or 60 minute appointment	75.13%	855
Ask a counselor by email	33.30%	379
Counseling webpage	12.21%	139
Group counseling/workshops	7.38%	84
Online chats or video conferencing	12.48%	142
Webinars	4.31%	49
Total Respondents: 1,138		

Q18 Have you met with a counselor to develop a Comprehensive Student Educational Plan (CSEP)?

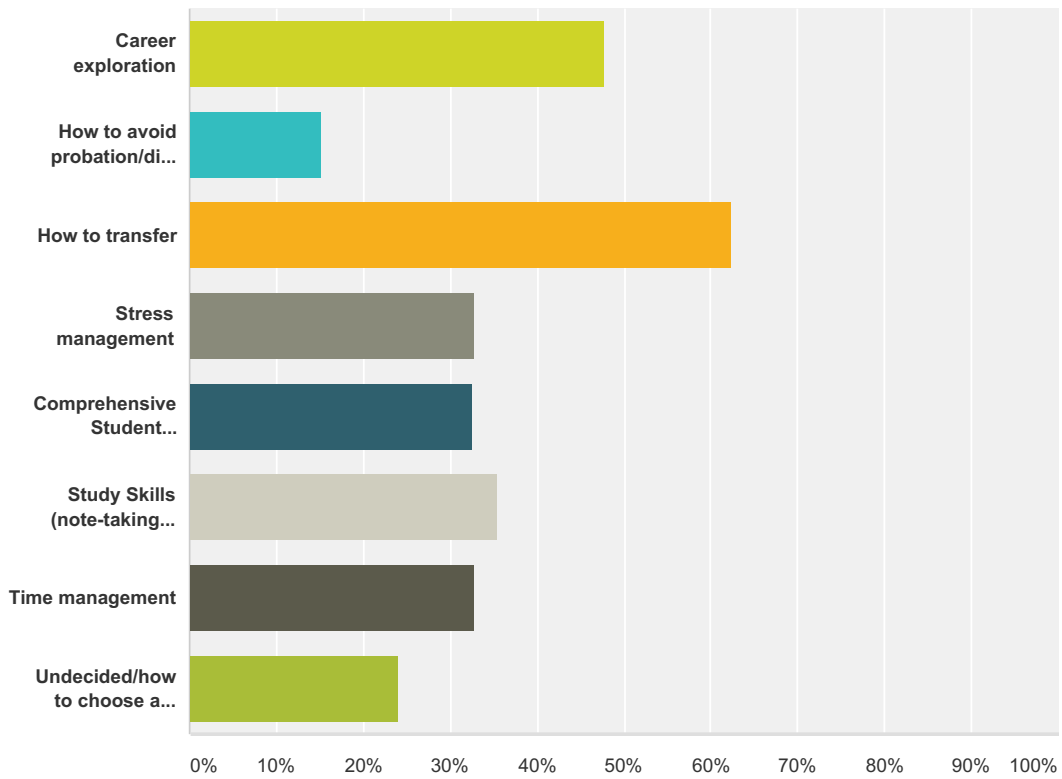
Answered: 1,138 Skipped: 225



Answer Choices	Responses	
Yes	41.65%	474
No	27.50%	313
Not sure what a Comprehensive Student Educational Plan (CSEP) is	30.84%	351
Total		1,138

Q19 What counseling workshop topics would interest you? (Select all that apply).

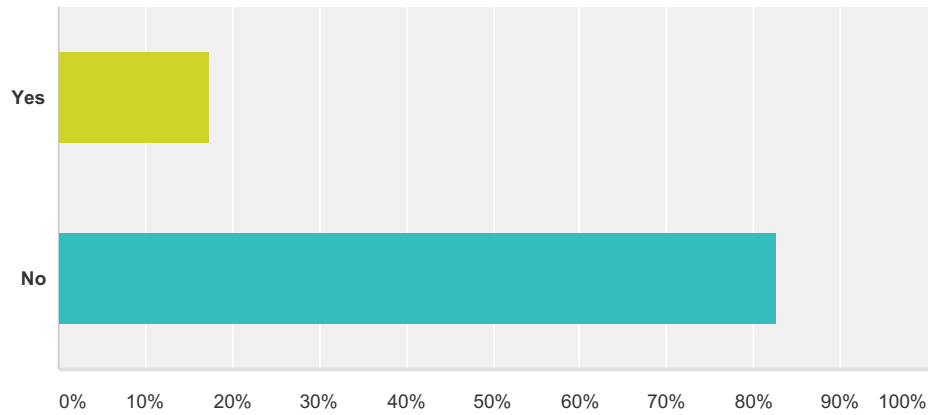
Answered: 1,138 Skipped: 225



Answer Choices	Responses
Career exploration	47.80% 544
How to avoid probation/dismissal	15.29% 174
How to transfer	62.48% 711
Stress management	32.86% 374
Comprehensive Student Educational Planning (CSEP)	32.51% 370
Study Skills (note-taking, how to study for exams, etc.)	35.41% 403
Time management	32.78% 373
Undecided/how to choose a major	23.99% 273
Total Respondents: 1,138	

Q20 Have you taken a Counseling course?

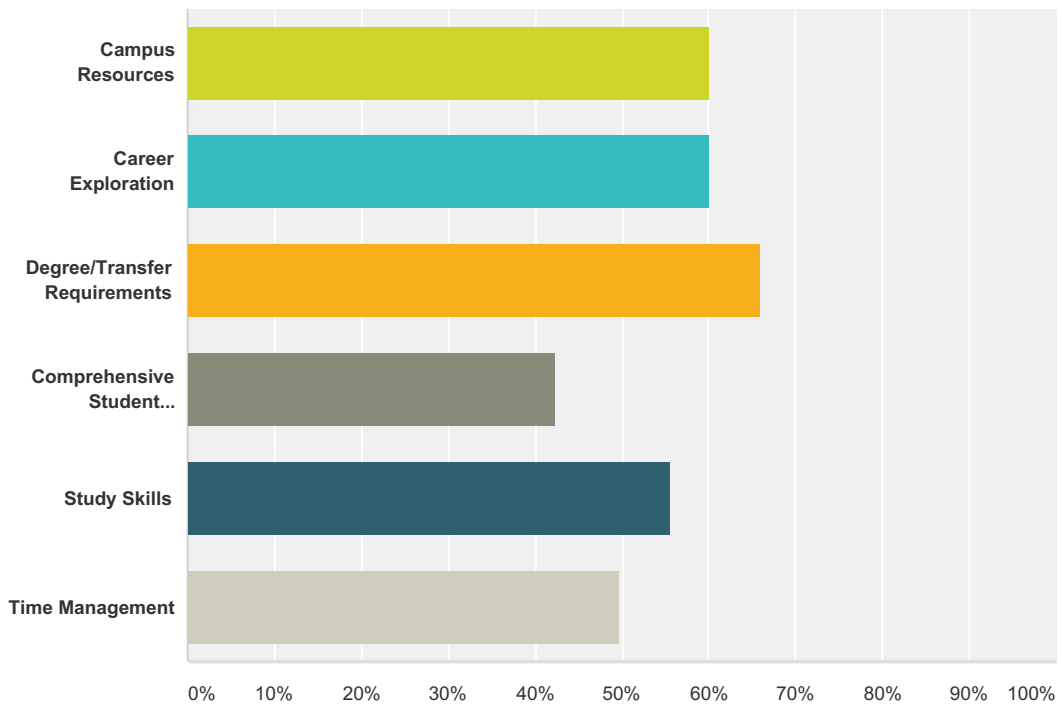
Answered: 1,138 Skipped: 225



Answer Choices	Responses	
Yes	17.31%	197
No	82.69%	941
Total		1,138

Q21 What did you learn in your Counseling course? (Select all that apply.)

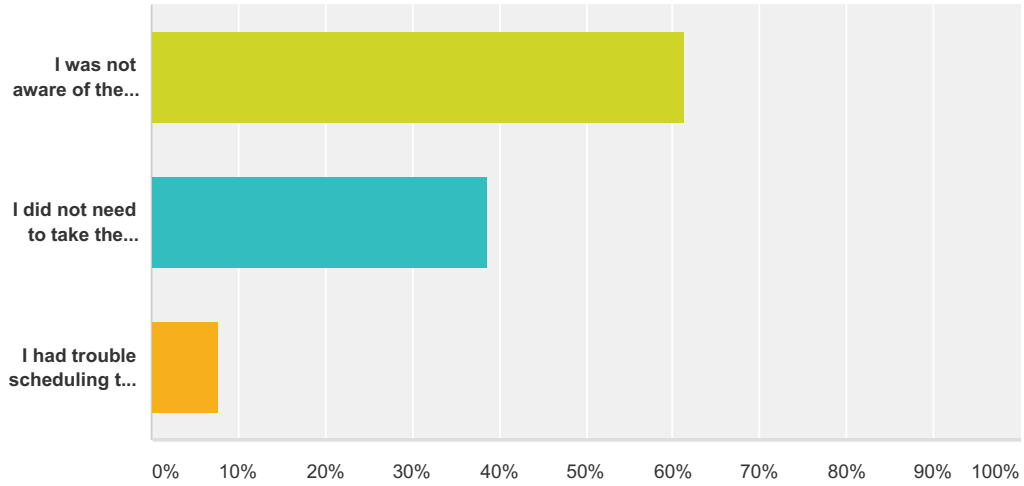
Answered: 191 Skipped: 1,172



Answer Choices	Responses	Count
Campus Resources	60.21%	115
Career Exploration	60.21%	115
Degree/Transfer Requirements	65.97%	126
Comprehensive Student Educational Planning (CSEP)	42.41%	81
Study Skills	55.50%	106
Time Management	49.74%	95
Total Respondents: 191		

Q22 You indicated that you have not taken a Counseling course; Please select the reason why? (Select all that apply.)

Answered: 947 Skipped: 416



Answer Choices	Responses
I was not aware of the course(s).	61.35% 581
I did not need to take the course(s).	38.54% 365
I had trouble scheduling the course(s).	7.81% 74
Total Respondents: 947	