

STUDENT OPINIONS OF PROGRAM QUALITY

The Counseling Center periodically surveys students to obtain their feedback on the quality of services offered, and to incorporate this information into ways to better serve students. The most recent survey from fall 2011 indicates that 84% of students surveyed were either *very satisfied* or *satisfied* with the services they received in the Counseling Center. The strongest ratings for these combined categories indicated that the students were treated with courtesy by staff (89%); the counselor was attentive to their needs (81%); the counselor answered their questions knowledgeably (82%), the assistance was useful and worthwhile (82%), and the counselor helped with their educational plans in a manner consistent with their goals (85%).

Students were *not satisfied* and *very dissatisfied* with the shortage of availability of counseling appointments and convenience of hours meeting their schedules (dissatisfied ratings ranging from 21 – 31%), which is expected given the reality of the counselor shortages that we face. A shortage of coverage for the Front Desk area this year also led to the Center decreasing hours of operation for the first time in many years, closing at 5:00 pm on Thursdays, and at noon on Fridays.

However, of greater concern is student feedback regarding the quality of services offered. Students were *not satisfied* or *very dissatisfied* regarding whether the counselor had informed students about college rules/regulations and course offerings (29%), and 24% of students indicated that they would not feel comfortable returning to the counselor that they saw. These issues have been addressed with counselors, reminding them that despite limited staffing which also increases pressure on the counseling staff, it is crucial to maintain our quality of interactions and services rendered to students at all times. Additional updates and trainings have also been instituted for the next year to offer more review of critical information that students need regarding programs and policies, as well as ways to enhance interactions with students, even if the encounters have to be brief (such as in walk-ins or when the center is extremely busy).

2011-2012 Survey Questions	Very Satisfied	Satisfied	Not Satisfied	Very Dissatisfied
I was treated with courtesy by the office staff	51%	36%	3%	10%
The counselor was attentive to my needs	43%	38%	6%	13%
The counselor answered my questions knowledgeably	50%	32%	3%	15%
The counselor was professional	55%	27%	3%	15%
I feel comfortable returning to see this counselor.	50%	26%	9%	15%
The assistance I received from the Counseling Center was useful and worthwhile.	49%	32%	10%	9%
Counseling hours are convenient to meet my needs	43%	39%	8%	10%
Counseling hours are available during convenient hours	37%	39%	10%	14%
I can get an appointment within a reasonable time period.	32%	46%	11%	11%

The counselor helped me with my educational plan in a manner that was consistent with my own goals.	51%	34%	6%	9%
The counselor helped me understand what career options are available.	46%	33%	12%	9%
The counselor informed me about college rules/regulations and course offerings.	42%	29%	18%	11%
Time spent waiting was reasonable.	34%	35%	24%	7%
Overall, I am satisfied with the service I received from the Counseling Center.	47%	37%	8%	8%

Counseling services have also been included in surveys conducted by the Research Department, which may offer a more “objective” view of student opinion. The SAC Student Satisfaction Survey published in September, 2011, showed that 87% of students surveyed had utilized counseling services, which placed Counseling 4th in the ranking of most used student support services (following Admissions, Registration and Library services). Counseling services were ranked “excellent” or “good” by 74% of students.

In the SAC Graduate Student Survey published in June 2011, 81% of students indicated that they had utilized counseling services, placing Counseling 5th (after the Bookstore, Admissions, Registration and Library services). In this survey, 76% of students rated counseling services as “excellent” or “good.”