

Student Feedback on Counseling
(2006 Survey results from Skyline, Canada, and CSM)

Positive = Black/Italicized

Negative = Blue

1	<i>The counselors are very knowledgeable</i>
2	<i>The student counseling has been a huge help to me since coming to Skyline. It has greatly benefited me in finding which classes will be the most advantageous towards transferring and completing classes toward my major.</i>
3	<i>They got one-on-one counselors that will really go their way and take time with each student to guide them for transferring to other schools.</i>
4	<i>One of the best things Skyline has to offer is the Learning Center. The tutors and workshops are really helpful.</i>
5	<i>I firmly believe that Skyline has such a great counseling staff</i>
6	<i>Counselors are very interested in individuals and are always there to help you.</i>
7	<i>My assigned counselor has helped me with fast response to my questions to obtain academic goals.</i>
8	<i>The ability to go and see a counselor at any time.</i>
9	<i>Transfer counselors are awesome.</i>
10	<i>Counseling-the trio program made a positive impact in my educational life.</i>
11	<i>The international program. The international student counselor is very understanding.</i>
12	<i>Career counseling and courses to determine career interest. Helped in selecting major. Campus clubs provided an avenue for student participation.</i>
13	I think they could have more counselors because of the high demand and awkward meeting times sometimes given.
14	I think the college needs to get better counselors because I have gone through 3 counselors because they all tell me something different.
15	I think a lot of people can get a little lost in the community college. I think perhaps for incoming freshman should have a mandatory meeting with a counselor who could make sure they get off to the right start.
16	The time in which the faculty and staff respond to problems the student has with classes should be sooner.
17	Evening office hours for counseling.
18	Skyline needs a drop-in counseling center.
19	My academic advisor is knowledgeable about my program requirement (below national average, Canada Noel-Levitz survey 2006)
20	My academic advisor is concerned about my success as an individual (above national average, Canada Noel-Levitz survey 2006)
21	My academic advisor helps me set goals to work toward. (above national average, Canada Noel-Levitz survey 2006)
22	My academic advisor is knowledgeable about the transfer requirements of other schools. (above national average, Canada Noel-Levitz survey 2006)
23	I had problems with counseling services. None has been helpful on transferring.
24	The lack of help by the counseling department.
25	One counselor was very rude to me.
26	Most people at the bookstore and the counselor I have been seen were rude.
27	Counselors need to be more readily available for new and returning students to help them with their transfer plan.

Note: Items 1-18 (Skyline). Items 19, 20, 21, 22 were from Canada Noel-Levitz Student Satisfaction Survey on student rating of pre-listed statements. The determination of being “below or above national norm” is based on the difference of the Mean in Satisfaction. Items 23-27 (CSM).

Combined by Suki Chang, source: research offices of Skyline, Canada.