

## Program Review for LMC Counseling Dept

### 1. How satisfied were you with your counseling appointment?

Answer Options	Response Percent	Response Count
Very satisfied	46.2%	96
Somewhat satisfied	24.0%	50
Neither satisfied nor dissatisfied	10.6%	22
Somewhat dissatisfied	8.2%	17
Very dissatisfied	11.1%	23
If not, please explain below:		52
<i>answered question</i>		208
<i>skipped question</i>		0

### 2. I was able to get a counseling appointment when I needed one.

Answer Options	Response Percent	Response Count
Strongly agree	30.4%	63
Agree	33.8%	70
Neutral	16.4%	34
Disagree	13.0%	27
Strongly disagree	6.3%	13
If not, please explain below:		30
<i>answered question</i>		207
<i>skipped question</i>		1

### 3. The counseling reception staff greet you in a professional and friendly manner.

Answer Options	Response Percent	Response Count
Strongly agree	42.0%	86
Agree	36.6%	75
Neutral	13.2%	27
Disagree	5.4%	11
Strongly disagree	2.9%	6
If not, please explain below:		23
<i>answered question</i>		205
<i>skipped question</i>		3

### 4. Counselor attentive to your needs.

Answer Options	Response Percent	Response Count
Strongly agree	46.8%	96
Agree	25.4%	52

Neutral	14.1%	29
Disagree	8.3%	17
Strongly disagree	5.4%	11
If not, please explain below:		35
<i>answered question</i>		205
<i>skipped question</i>		3

**5. The Counselor was respectful and he/she listened to your questions.**

Answer Options	Response Percent	Response Count
Strongly agree	52.2%	105
Agree	28.9%	58
Neutral	9.0%	18
Disagree	7.0%	14
Strongly disagree	3.0%	6
If not, please explain below:		14
<i>answered question</i>		201
<i>skipped question</i>		7

**6. I would return to counseling to update my educational plan.**

Answer Options	Response Percent	Response Count
Strongly agree	49.8%	100
Agree	25.4%	51
Neutral	11.4%	23
Disagree	6.5%	13
Strongly disagree	7.0%	14
If not, please explain below:		28
<i>answered question</i>		201
<i>skipped question</i>		7

**7. I would refer another student to seek academic counseling.**

Answer Options	Response Percent	Response Count
Strongly agree	50.7%	102
Agree	25.4%	51
Neutral	10.4%	21
Disagree	7.0%	14
Strongly disagree	6.5%	13
If not, please explain below:		23
<i>answered question</i>		201
<i>skipped question</i>		7

8. If you were interested in taking a counseling course, were the sections offered at convenient times for you?

Answer Options	Response Percent	Response Count
Yes	61.6%	101
No	38.4%	63
If not, please explain below:		40
<i>answered question</i>		164
<i>skipped question</i>		44

9. Did you complete an educational plan with your counselor?

Answer Options	Response Percent	Response Count
Yes	73.9%	147
No	26.1%	52
<i>answered question</i>		199
<i>skipped question</i>		9

10. Do you understand how to access your educational plan on Webadvisor?

Answer Options	Response Percent	Response Count
Yes	59.6%	118
Somewhat	20.2%	40
No	20.2%	40
<i>answered question</i>		198
<i>skipped question</i>		10

11. Was the counselor clear on how to reach your educational goal?

Answer Options	Response Percent	Response Count
Yes	61.0%	122
Somewhat	22.5%	45
Not at all	16.5%	33
If not, please explain below:		17
<i>answered question</i>		200
<i>skipped question</i>		8

12. If you attended express (drop-in counseling), were you satisfied with the outcome?

Answer Options	Response Percent	Response Count
Very satisfied	36.3%	57
Somewhat satisfied	23.6%	37

Neither satisfied nor dissatisfied	24.2%	38
Somewhat dissatisfied	7.6%	12
Very dissatisfied	8.3%	13
If not, please explain below:		27
<i>answered question</i>		157
<i>skipped question</i>		51

**13. After your express counseling appointment do you feel that one aspect of your educational goal was addressed?**

Answer Options	Response Percent	Response Count
Yes	61.6%	93
Somewhat	25.2%	38
Not at all	13.2%	20
<i>answered question</i>		151
<i>skipped question</i>		57