

# Guided Pathways: Counseling Survey Results

In the fall of 2022, the Fullerton College Office of Institutional Effectiveness worked alongside the Pathways Steering Committee to assess students' experiences with counseling services at the College. The college administered a survey online and the following report summarizes the results of the survey. A total of 642 students completed the counseling survey.

## Students' Demographics



**258 (Ethnicity)**  
survey participants are **Hispanic or Latin/x**.



**237 (Age Group)**  
respondents reported that they are **19 or younger** of age.



**200 (Academic Terms)**  
surveyed said that this is their **first academic term** at Fullerton College.

\* Please refer to page 8 of this report for the demographics breakdown.

## Reasons for Taking Counseling Course

**35%** of students said to **meet a general education requirement**  
(n=90)

To learn success strategies (n=50) **20%**

Undecided on major (n=37) **15%**

Program/cohort requirement (n=32) **13%**

Need more units (n=20) **8%**

Other reason (n=16) **6%**

Referral (n=9) **3%**

## Advertisement

**28%** Fullerton Website  
(n=305)



**22%** Fullerton Staff  
(n=239)



**13%** Friends or Classmates  
(n=146)



Other responses: HS teachers/counselors (9%), FC instructor referral (9%), Family (6%), FC staff at HS (4%), FC tutor (3%), Social media (3%), Other reasons (3%).

## Counseling Services Used



**62%** of students have used **Counseling appointments**  
(n=454)



**16%** General information or **Drop-in sessions**  
(n=114)

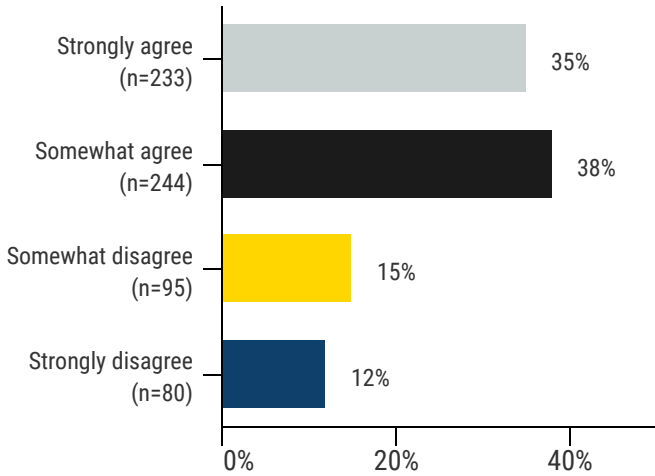


**9%** None  
(n=63)

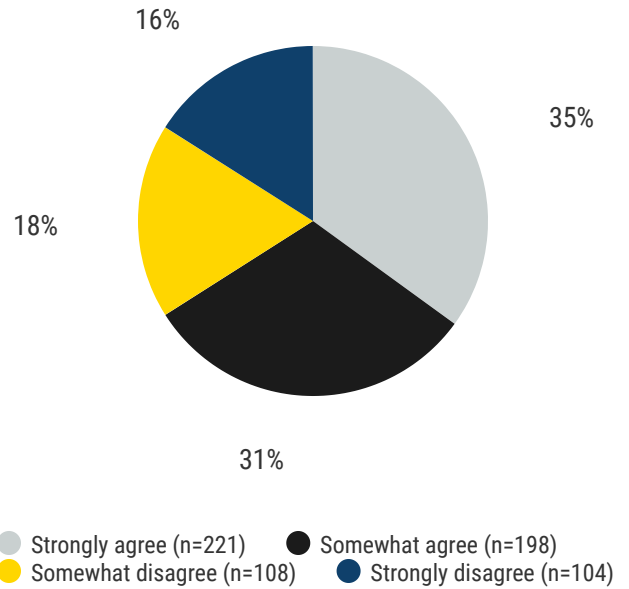
Other responses: eAdvising (7%), Group advising (5%), Other (1%)



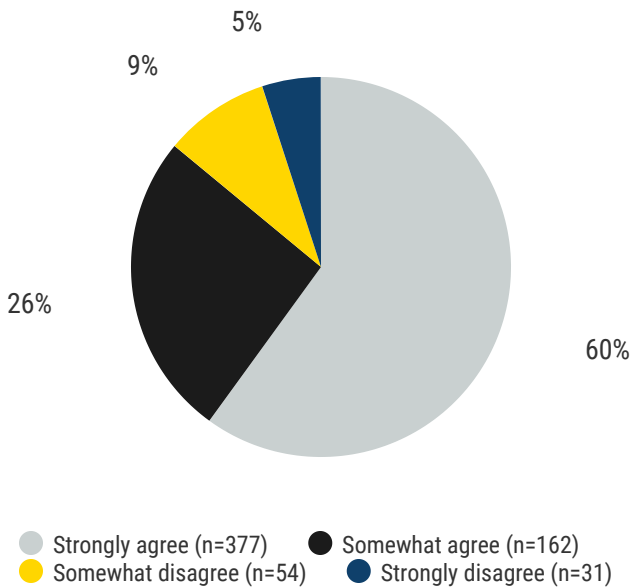
**When I started at FC, I knew exactly what I wanted to achieve academically during my time at the college. [Access/Goals]**



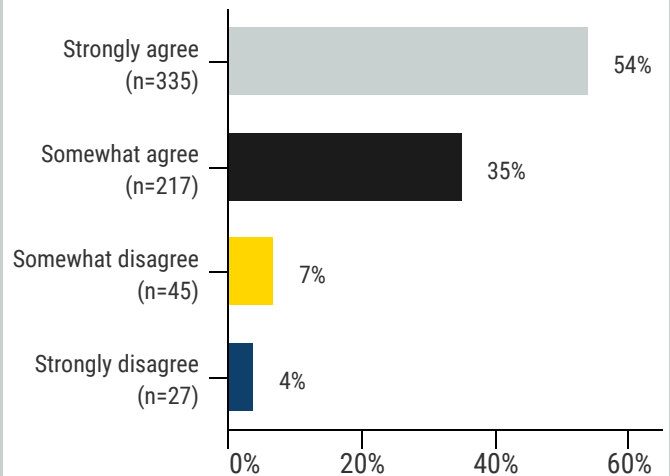
**When I started at FC, I knew exactly what career I wanted to pursue. [Access/Goals]**







**I know how to make an appointment to see a counselor. [Access/Goals]**







**I know how counseling services can help me achieve my goals. [Access/Goals]**






**Preferred Method for BOOKING AN APPOINTMENT with a Counselor [Service Delivery Preference]**

-  **327 (53%)**  
Online self-scheduling (through website or canvas)
-  **142 (23%)**  
In Person
-  **108 (17%)**  
Over the phone
-  **44 (7%)**  
Through a website chat feature

**Preferred Method for MEETING ONE-ON-ONE with a Counselor [Service Delivery Preference]**

-  **237 (38%)**  
Online (Zoom Appointment)
-  **217 (35%)**  
In Person
-  **135 (22%)**  
A combination of in person, over the phone, or via Zoom
-  **31 (5%)**  
Over the phone

**Preferred Method for participating in counseling courses [Service Delivery Preference]**

-  **253 (41%)**  
Online
-  **192 (31%)**  
A combination of online & in person
-  **173 (28%)**  
In Person

**Types of topic discussed through the counseling services [Content]**

**34%** Educational Planning  
(n=415)

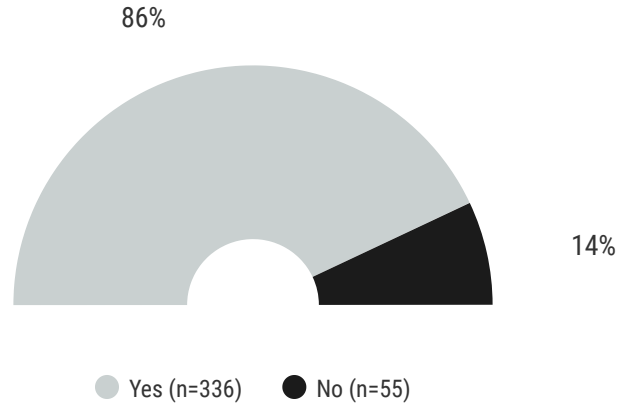
- Transfer Planning (n=274) **22%**
- Academic Success (n=181) **15%**
- Career Exploration (n=174) **14%**
- Resource Referrals (n=62) **6%**
- Personal Matters (n=59) **5%**
- Completion (n=49) **4%**



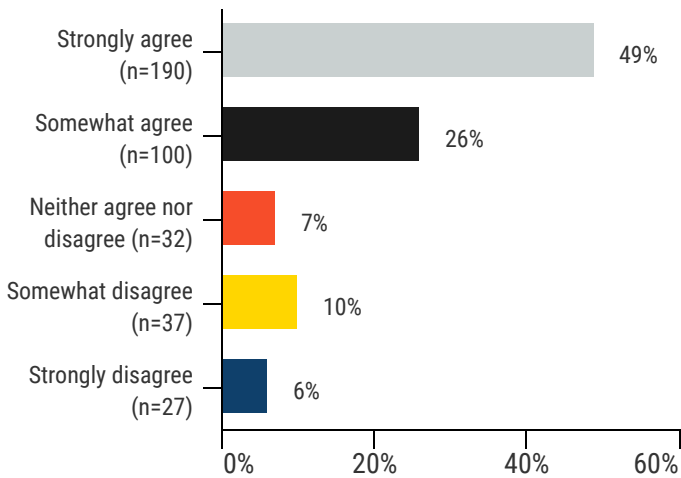
**Did you have enough time to address all the questions you had with a counselor?**

This section of the report pertains to **Educational Planning**

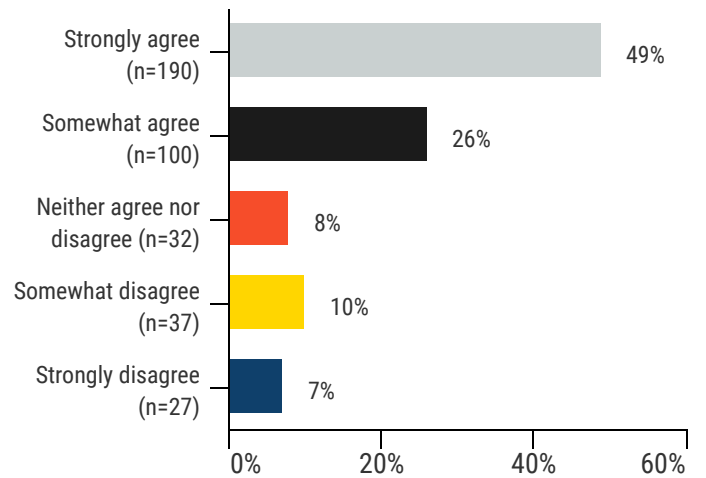
Out of 415 responses when asked the type of content that their counseling services covered, **392** students completed the following questions on Educational Planning.



**I felt like the counseling services I received were USEFUL.**



**I left clearly understanding any next steps needed to move closer to my goal.**

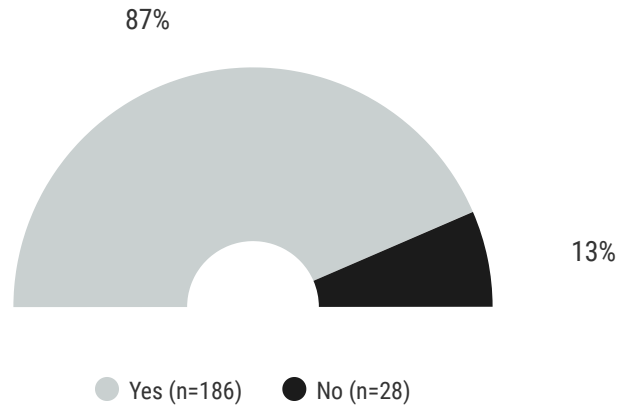


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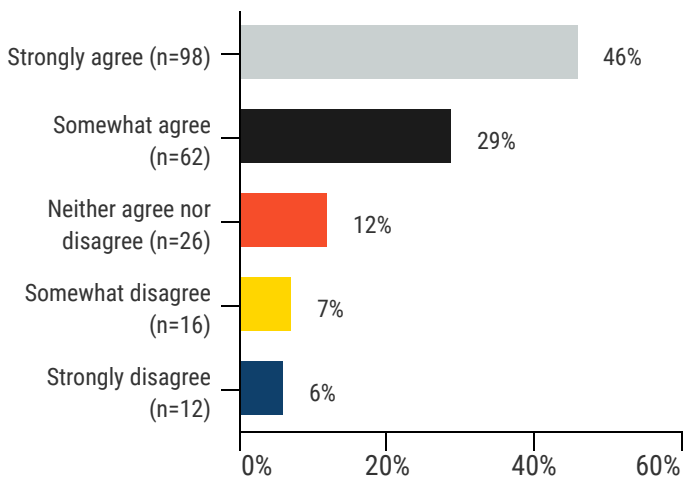
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**Transfer Planning**

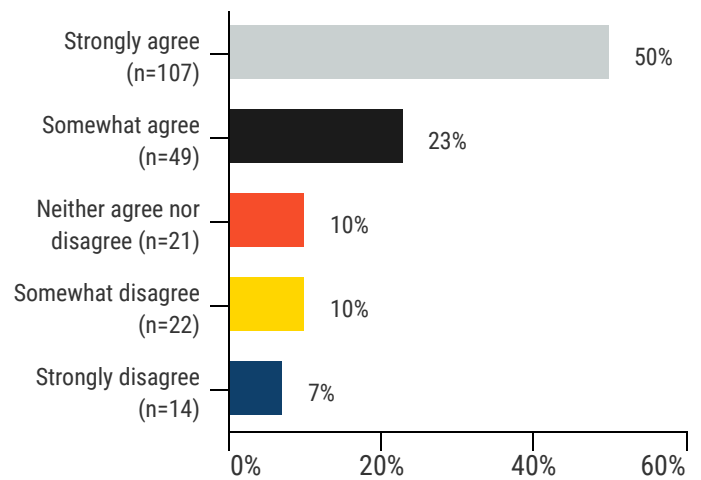
Out of 274 responses when asked the type of content that their counseling services covered, **214** students completed the following questions on Transfer Planning.



**I felt like the counseling services I received were USEFUL.**



**I left clearly understanding any next steps needed to move closer to my goal.**

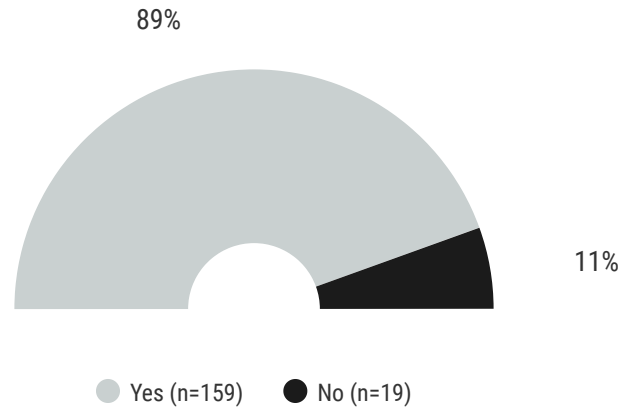


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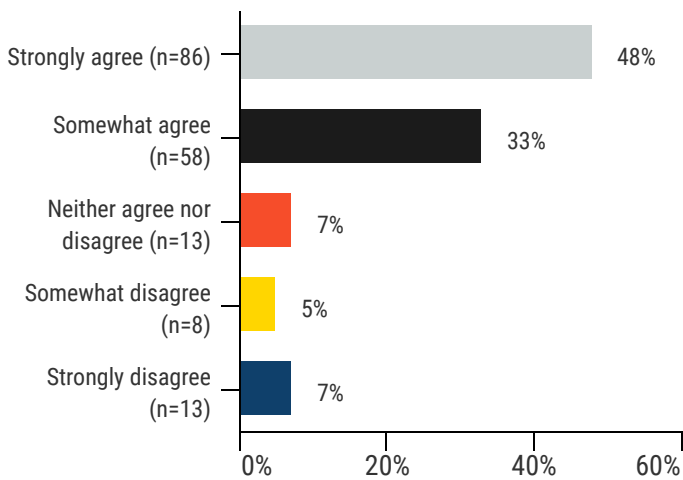
This section of the report pertains to

**Academic Success**

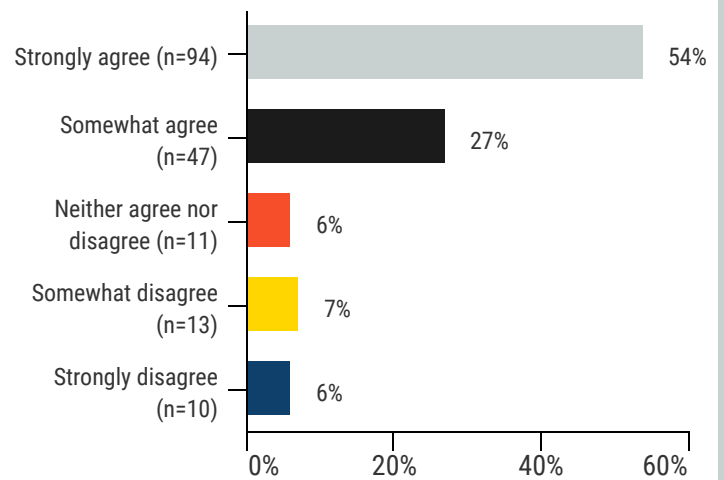
Out of 181 responses when asked the type of content that their counseling services covered, **178** students completed the following questions on Academic Success.



**I felt like the counseling services I received were USEFUL.**



**I left clearly understanding any next steps needed to move closer to my goal.**

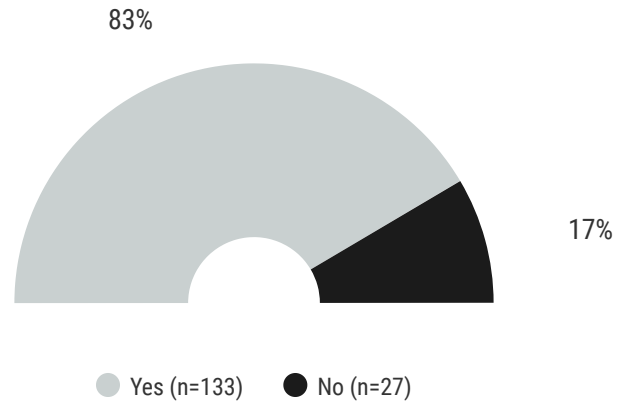


**Did you have enough time to address all the questions you had with a counselor?**

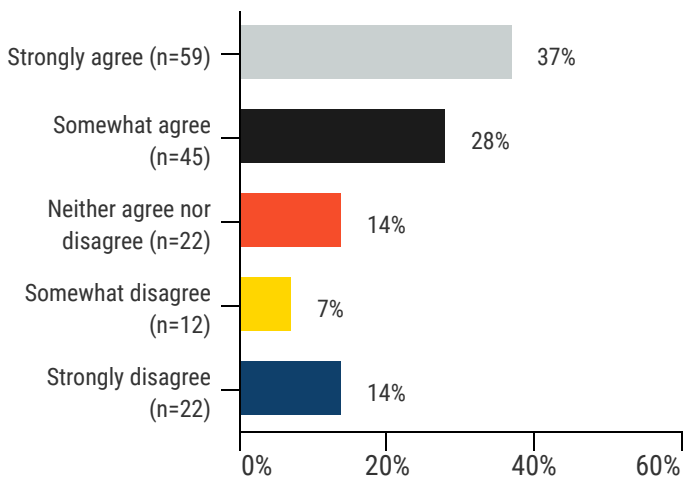
This section of the report pertains to

**Career Exploration**

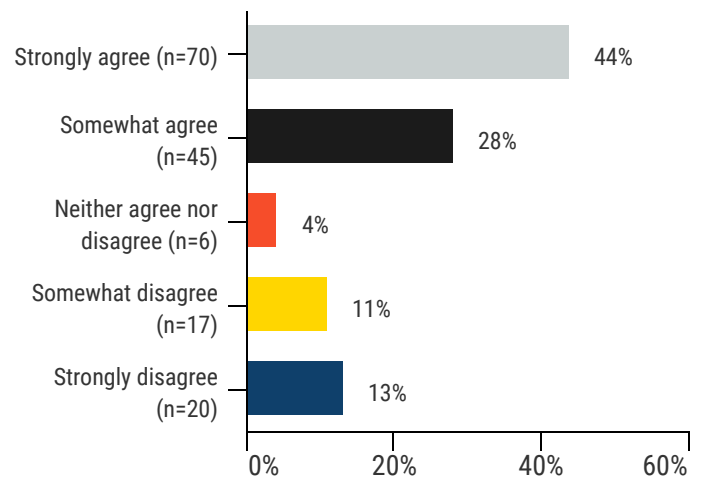
Out of 174 responses when asked the type of content that their counseling services covered, **160** students completed the following questions on Career Exploration.



**I felt like the counseling services I received were USEFUL.**



**I left clearly understanding any next steps needed to move closer to my goal.**



## Why Counseling is HELPFUL?



Students mentioned that Counseling services were proficient in helping them keep track of their academic goals.

(n=101)

*...once I worked with my counselor she helped plan everything I wanted to do for future semesters and explained the transfer process, it was extremely helpful and I feel more ready to pursue my goals.*



Students expressed that their Counselors were helpful in answering their questions and providing necessary information when they see them. (n=45)

*The counselors answered my questions, and were able to give me helpful tips and information about different things and the questions I had.*



Students felt supported by their Counselors. Students felt they were understood, listened to, and cared for during their visit with them.(n=35)

*My counselor gave me an hour of his time and listened to my needs and helped me find a solution.*

Race/Ethnicity	#	%
Hispanic or Latin/x	258	46%
White	145	26%
Asian	78	14%
I prefer not to respond	24	5%
Black or African American	19	3%
Other race	15	3%
American Indian or Alaska Native	13	2%
Pacific Islander	4	1%

Age Group	#	%
19 or younger	237	48%
20 to 24	132	27%
25 to 29	40	8%
30 to 34	29	6%
35 to 39	11	2%
40 to 49	23	5%
50 +	14	3%
Choose not to disclose/Unknown	8	1%

Academic Terms	#	%
This is my 1st academic term	200	41%
This is my 3rd or 4th academic term	141	29%
This is my 2nd academic term	77	16%
This is my 5th or 6th academic term	38	8%
I have been enrolled more than 6 academic terms	34	6%

