



2021-05-28

Show Meeting Details:

Run Report

How would you rate the counseling services that was provided in your meeting on a scale of 1-5?

1--very satisfied 687 74%

2--satisfied 120 13%

3--neither satisfied/not satisfied 12 1%

4--not satisfied 6 0%

5--very not satisfied 94 10%

[unselected] 0 0%

919 responses

Can you provide any additional information on why you chose your rating for question #1?

[empty response]

The counselor had all the information I was looking for and made me feel heard.

[empty response]

[empty response]

I needed assistance with the next steps to start my classes in the fall and Rafael was able to help me with everything I needed.

[empty response]

[empty response]

[empty response]



Very knowledgeable and gave me detailed answer

[empty response]

[empty response]

Super helpful and answered all my questions

[empty response]

Leanne is great, she answered all of my questions and is sending me follow up information.

[empty response]

[empty response]

[empty response]

[empty response]

vary friendly

[empty response]

Great service

2

fast and effective answering

[empty response]

My questions were answered and help was provided

[empty response]

She was so nice and helpful!

She was extremely helpful!

Audio was delayed at some parts

[empty response]

[empty response]

Very efficient and helpful! Answered all my questions.

[empty response]

[empty response]

Everyone is professional and helpful

[empty response]

[empty response]

[empty response]



[empty response]

Got all the info I needed quickly!

Angella VenJohn was very helpful in giving transfer information. It made it easier to find the information and documents we needed. She went step by step allowing us to find the documents and other information we had asked about.

She was very nice and helpful and tried her best to answer my questions I had for her while being personable.

Very helpful and courteous.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Kimberly was very helpful and kind.

[empty response]

[empty response]

[empty response]

love my counselor

[empty response]

[empty response]

[empty response]

connected to the video call instantly and was really helpful

[empty response]

[empty response]

[empty response]

[empty response]

-

[empty response]

[empty response]

very helpful info in a timing manner

[empty response]

[empty response]



[empty response]

no

[empty response]

[empty response]

questions were answered well

She was AMAZING!!!

[empty response]

[empty response]

[empty response]

Jared Howard was very helpful.

He helped me to the best of his ability and I got my problem fixed

no

give my family good choice for my son's major choice, solving my family concern.

[empty response]

fast and easy

Counselor was very helpful even though I was having microphone issues.

great help

[empty response]

My VRC counselor is very knowledgeable and down to earth, and always has helps me find the info I need for the career path I'm on.

N/A

She was very nice and was able to help me exactly how I needed and quickly

She was very helpful

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]



The counselor was able to adapt to my needs and adjustments during the meeting and was still able to provide me help

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

I did not get my answers for my questions, but i was given clear instructions on how to get my answers

[empty response]

Jared was extremely helpful and friendly

[empty response]

N/a

I am satisfied for now however I have been satisfied after meetings only to be further disappointed

Helpful tips

[empty response]

counsellor answered all our questions

[empty response]

Gave me exactly what I needed in the short period of time.

[empty response]

helpful!

jared was so kind and helpful!

[empty response]

n/a

[empty response]

[empty response]

Michelle was very helpful and easy going



No

She was wonderful, thoughtful, and helpful. Very friendly and easy to talk to!

She helped me very much and setting everything straight

[empty response]

[empty response]

He was awesome

[empty response]

[empty response]

[empty response]

[empty response]

The counselor was honest, but fair and gave good advice and feedback. I felt heard.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She answered all my questions and gave me a lot of useful information.

Easy access.

[empty response]

[empty response]

Very helpful easy to understand

[empty response]

[empty response]

[empty response]

[empty response]

Christina was very helpful

I got a lot of clarification and was able to solve my issue

Very helpful counselor

[empty response]



[empty response]

Every question I had was answered.

[empty response]

[empty response]

[empty response]

Counselor was really nice and attentive! Answered all my questions.

She answered all of my questions and was very helpful

[empty response]

ok

[empty response]

Answer my questions very thoroughly

I got the answers I was looking for.

very helpful

[empty response]

[empty response]

[empty response]

I was given all the information I need, and a plan was made.

The counselor was super helpful and provided me with everything I need.

it was helpful

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very helpful

gucci

[empty response]

[empty response]



[empty response]

[empty response]

Answered my questions perfectly.

[empty response]

very helpful

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Joel's a very helpful counselor

Answered my questions

it really helped me a lot with some concerns i had

So helpful, answered all my questions and made it so simple.

[empty response]

Very nice, helpful and thorough

The counselor was able to answer all of my questions about transferring and really made sure I understood the process.

[empty response]

[empty response]

[empty response]

Christina was very helpful in giving me all the tips and tools needed to move on to the next step of my educational goal

[empty response]

[empty response]

[empty response]

[empty response]

The counselor was clear and straight to the point on what I was needed to do in order to be able to take classes

[empty response]

counselor was very informative, patient, and caring!





Very informative, easy to understand everything.

[empty response]

This was super helpful

[empty response]

[empty response]

[empty response]

[empty response]

I had all of my questions answered and felt less confused on what I should do in order to change my major!

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Super helpful!

Helped with exactly what I needed

[empty response]

[empty response]

[empty response]

I loved how detailed he was and he answered all of my questions.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Better than the actual person to person because we can get the online information at the same time.

Very helpful.

[empty response]

[empty response]

very helpful and clear



Ms. Discua was extremely helpful! Thank you so much!

Help understand what to do for college

[empty response]

[empty response]

[empty response]

[empty response]

n/a

It was very informational

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Jared is super knowledgeable and very helpful. He spent the time to calculate my gpa, go over my transfer applications and questions one by one.

[empty response]

[empty response]

counselor was very helpful, audio and video was good!

[empty response]

[empty response]

na

[empty response]

The counselor was nice.

[empty response]



Still a little bit confused.

The counselor was Amazing!!! Provided me with lots of information and was very kind

n/a

answered all questions

[empty response]

Ms.Lee was extremely kind and showed a wealth of knowledge when it came to classes that could possibly boost my transcript when it comes to my political science major

[empty response]

No

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Kimberly is Great! Very Helpful

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Counselor was very attentive and helpful

[empty response]

[empty response]

The counselor answered my questions quickly and accurately

[empty response]

She was Amazing and SUPPPER Helpful :)

Counselor was helpful



[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She was very thorough with her answers and nice to speak to

[empty response]

Listened, gave me plenty of options, took the time to explain things to me and I did not feel rushed, very helpful.

I was provided some really helpful information that guided me in the right direction.

[empty response]

Got disconnected

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very helpful and nice!

Audio cut out

[empty response]

[empty response]

[empty response]

Easy to access a counselor

[empty response]

[empty response]

The counselor was very informative and extremely helpful.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]



Helped me out a lot.

[empty response]

Councilor answered everything quickly

[empty response]

[empty response]

extremely helpful

[empty response]

was very straightforward and relaxed, which I appreciate.

[empty response]

[empty response]

[empty response]

[empty response]

Very helpful

Counselor helped me find the information I needed

[empty response]

[empty response]

[empty response]

[empty response]

Quick and easy once in the meeting - wait time to actually get to that point was around thirty-five minutes.

[empty response]

Answered all my questions!

Great help!

Couldn't remove the microphone and video test page to communicate with counselor

[empty response]

Gave a lot of good advice that I had not considered and was passionate about helping me as much as possible

straight forward, great information

[empty response]

[empty response]

[empty response]

I got what i was hoping to get from the appointment and all my questions were answered.



She went into detailed with all of my questions!

All of my questions were thoroughly answered

[empty response]

[empty response]

[empty response]

Helpful

[empty response]

[empty response]

He answered my question quickly and gave me many other options.

[empty response]

very helpful transfer information and step by step on how to succeed.

[empty response]

[empty response]

She was very helpful and answered all of my questions.

[empty response]

All my questions were answered clearly in a prompt manner

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Christina Lee. answered all my questions and was extremely patient and helpful.

[empty response]

[empty response]

Amazing assistance.

[empty response]

[empty response]

Informative and counselor referred me to many helpful resources

[empty response]

She was there to help me, and I felt supported in my endeavors.



[empty response]

[empty response]

Checked if I was eligible for any more majors than the one I am currently in.

[empty response]

[empty response]

[empty response]

Counselor was helpful and informative.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very helpful and kind

I don't have a webcam or mic on this computer, I'd just like to schedule an appointment

nope

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She was great! Answered so many of my questions

[empty response]

[empty response]

[empty response]

I was helped out very well and all my questions were answered

[empty response]

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

Very good! Made sure I understood everything and was very understanding

I thought it was pretty informative. I was so worried about whether or not I am taking the right classes so far and it turns out I am.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

n/a

[empty response]

[empty response]

It was quick and easy to use

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

I received full answers on my questions

[empty response]

Helped provide me information for both my living situation as well as helping provide information for getting my degree.

[empty response]

[empty response]

Not only was my initial question answered but several better options were presented as well. The information was conveyed in a concise and friendly manner.

Answered all my questions and was very clear



helpful in making decisions for college transfer



[empty response]

n/a

[empty response]

[empty response]

[empty response]

Not enough time

[empty response]

[empty response]

He was really helpful with helping me figure out which classes to take based on my major and which schools I wanted to transfer to

He was very nice and helpful.

Able to help me in a timely manner and show me exactly what i needed to do

i'm so confused, i didn't even have a meeting

[empty response]

[empty response]

Friendly

She made it clear on the classes I should take in order to get an AA degree

He was very helpful but the system crashed in the middle of our meeting, cutting it short and rendering the counselor unable to finish answering my question.

[empty response]

[empty response]

[empty response]

how do i make an appointment

[empty response]

Counselor was straightforward and knew the answers to my questions

[empty response]

[empty response]

[empty response]

She was very helpful and friendly!

[empty response]



The advisor was very helpful

[empty response]

[empty response]

She was very helpful in answering all my questions. I didn't feel rushed or misunderstood at all

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She was very helpful and answered my questions effeciently

Helped me with future classes and gave me my school email back.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very quick and helpful

[empty response]

Counselor gave insightful advise, and confirmed everything I needed along with other items I did not even consider. I appreciated that they took the time to show me that everything was in place.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She helped me come up with a student education plan, went through my options with me

Counselor was extremely nice and helpful.

[empty response]

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

N/A

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

very helpful counselor

[empty response]

[empty response]

I got all my questions answered, and the counselor was super friendly and helpful.

[empty response]

[empty response]

The meeting was concise and understandable

She was super helpful and delivered very exciting news of obtaining my degree after one more class!

answered my question with detail!

[empty response]

[empty response]

[empty response]

Answered all my questions, gave me clear instructions, and didn't have any technical difficulties.

The counselor was nice and helpful.



[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

I got all my questions answered and I feel ready to apply for my classes and everything.

[empty response]

quick and easy

got my w number

[empty response]

Miss Lee is amazing, concise, swift and lovely!

[empty response]

[empty response]

[empty response]

[empty response]

very helpful and quick

[empty response]

quick and easy answers to my questions

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

The wait time was not too long and the counselor answered my question quickly.

[empty response]

The counselor gave me information about taking classes in LPC Automotive and classes in Diablo Valley college Engineering tech.

[empty response]

[empty response]

[empty response]

[empty response]



N/A

The counselor was very informed, organized, and kind. She really seemed to know what she was doing and effectively helped me map out a plan to finish my degree. I am grateful for her assistance.

[empty response]

Very clear and helpful

[empty response]

[empty response]

I think it was that I was not prepared for what I was going to say or do when I came into contact with a counselor so it was really hard for me to express what I needed. I will be better prepared next time

[empty response]

The counselor was great and he had the answers to all of my questions

quick, easy information

[empty response]

was not what i was hoping to accomplish

[empty response]

[empty response]

[empty response]

thank you for all your help.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

N/A

[empty response]

[empty response]

My counselor was very nice and helpful.

quick and informative

[empty response]



She was very helpful at answering my questions!

it was easy to use and the counselor was helpful

The help and instructions were very clear and focused as well as an efficiently structured website.

I received effective, in-depth, enthusiastic support.

[empty response]

[empty response]

[empty response]

gave me all the information I needed

poor connection

She was very helpful

[empty response]

[empty response]

[empty response]

[empty response]

Fixed problem

Kimberly was very helpful and kind

[empty response]

[empty response]

[empty response]

Super helpful!!!

good help

[empty response]

[empty response]

Mr. Jared Howard was a great counselor. He patiently explained everything and even gave me extra advice; it helped he also had a friendly attitude and greeted me with a smile, it felt assuring especially since I was a bit nervous.

[empty response]

Jose is always very helpful and honest, and if he doesn't know the answer he helps me figure it out.

[empty response]

[empty response]

quick and easy, I got all the information and more that I needed as of now

[empty response]



[empty response]

[empty response]

[empty response]

Great counselor very helpful

[empty response]

[empty response]

The counselor was very nice and gave great ideas to help me figure out my major

Christina was very very helpful, solved my problem in minutes

Quality and audio was clear

She help me so much and gave me information about my career I want.

[empty response]

[empty response]

she was helpful with making sure all of my questions were addressed and answered

I was able to understand what I need to do for my transfer in a way that I could understand.

[empty response]

My counselor went out of their way to connect with me when I was having audio/video challenges. They called me on the phone while I observed their shared screen via my MacBook.

[empty response]

[empty response]

Helped me well

She was helpful in telling me what I need to do for my fall classes and student education plan.

Counselor was unable to review the codes that the admissions office sent me here to have cleared. The system did not allow for myself and the counselor to share screens

[empty response]

[empty response]

[empty response]

[empty response]

It was easy to understand and just had a little wait but other than that it was perfect.

showed me how to proceed

No



[empty response]

She was super helpful and answered all my questions perfectly

very kind and understanding

[empty response]

Angella VenJohn was very lovely and helpful in my orientation.

[empty response]

[empty response]

I had a lovely chat with her, and she helped me give insight on what classes I need to take next semester.

[empty response]

[empty response]

[empty response]

I wish it was longer.

Some things were unclear and were kind of left in the air, other things were answered thoroughly.

[empty response]

[empty response]

[empty response]

[empty response]

Could not connect, could not live chat to let person know

[empty response]

[empty response]

[empty response]

MS GABRIELA IS VERY NICE

[empty response]

No

[empty response]

Extremely helpful, and thorough

it was just a little difficult to see screen shares

The counselor was very pleasant to work with and took the time to answer and assist with all of my questions.

very easy to speak with counselor onscreen

[empty response]





[empty response]

no

[empty response]

[empty response]

[empty response]

[empty response]

Although I had to wait (which is understandable), my meeting was quick and the counselor was well informed about the questions I asked.

[empty response]

[empty response]

[empty response]

n/a

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very helpful with my ed plan. She made it much easier to follow and to understand.

Quick and easy to use

[empty response]

The counselor was extremely helpful.

[empty response]

nope

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Michael was extremely helpful and knowledgeable. He provided me with several options to achieve my goal

Very straight forward information



All of my questions were answered well

[empty response]

[empty response]

Grabriella was great...but the college did not have my transcripts and no one is in the office

Answered all my questions with most information that could be provided, and did not rush the time.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Mr. Valle knew how to apply my AP credits

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

none in particular

[empty response]

[empty response]

[empty response]

laggy, the audio was delayed, and the screensharing didn't work

[empty response]

No

I was provided with helpful information and clearly understand my plans and options from being in this meeting.

[empty response]

[empty response]

I got what I needed



Answered my question and gave a solution to my issue involving classes

NA

[empty response]

clear guidance

honest and straightforward advice including contact info

[empty response]

Marina was super helpful and with her deep knowledge, she was able to recommend next steps and was able to assist me very well.

[empty response]

always very kin in his advising.

Extremely helpful with student plan

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She was very helpful and easy to work with.

[empty response]

Helped with everything I needed

Very friendly and helpful regarding college information and future courses

Very helpful

[empty response]

The counselor was very helpful and clear

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Angella was so patient and helpful.



[empty response]

[empty response]

I was helped

[empty response]

Very Helpful and straight to the point

[empty response]

[empty response]

Jared is very cool

Honestly a massive help, answered a week's worth of questions in a couple of minutes

[empty response]

[empty response]

yes

[empty response]

[empty response]

[empty response]

Counselor gave lots of information and helped find the right classes very quickly.

[empty response]

very nice lady

N/A

very helpful for planning my first semester

[empty response]

N/A

I was satisfied with the responses I received but I felt rushed during the meeting and I feel that I didn't get all of my questions answered.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Answered all my questions thoroughly

Technical difficulties easily solved, answer to question explained in-depth



[empty response]

NA

Super nice

[empty response]

Helped me out fully with student educational plan

she was extremely helpful and patient

[empty response]

Very helpful

[empty response]

Very helpful and fast

N/A

Super Helpful and nice

[empty response]

[empty response]

I had good feedback from the counselor and I got all of my questions that I prepared answered. They were very helpful and I definitely needed to prepare more questions in the future

[empty response]

I feel like all my questions were answered.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

I joined then it ended before my camera was synced

[empty response]

Very understanding and helpful



[empty response]

She was super helpful and quick too! Was able to get my whole Education Plan done in one session

[empty response]

very helpful and easy to talk to

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very quick and easy.

[empty response]

Jose was very professional and aided me through all my questions

n/a

[empty response]

Helped with form and steps to get a pre req clearance

Very helpful, answered all my questions

[empty response]

[empty response]

Professor Anjellena is really helpful. I met her personally during my oncampus classes

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

She was very helpful

[empty response]

[empty response]

[empty response]

[empty response]



counselor was very informative and helpful with deciding classes and assisting with changing my major.

Michelle was very helpful in addressing my specific need for my courses.

I was never connected

[empty response]

[empty response]

convenient conversation

I got important questions answered, but there wasn't much time.

The counselor was extremely helpful. Did not seem to be in a rush. Very kind.

[empty response]

[empty response]

The counselor was really nice to me, gave me a lot of advice on what I should take in summer and fall.

Very helpful

[empty response]

The counselor had very much patience to answer all of my question.

[empty response]

[empty response]

[empty response]

Very helpful

helpful

[empty response]

answered all of my questions thoroughly made sure i understood all of my options

[empty response]

Addressed all my questions and concerns clearly.

[empty response]



How would you rate the ease of use for this software platform (Cranium Cafe) on a scale of 1-5?

1--very easy to use 590

64%

2--somewhat easy to 188



2--somewhat easy to use 188 20%

3--not bad/so-so 82 8%

4- somewhat difficult to use 31 3%

5--very difficult to use 28 3%

[unselected] 0 0%

919 responses

^ x If you selected either 4 or 5 for the previous question, what technology challenges are you facing?

older computer/laptop (ie., do not have the current operating system) 0 0%

unable to use the most current version of Chrome or Firefox browser 18 1%

do not have a computer and using a cell phone 12 1%

poor internet connectivity 45 4%

not applicable (N/A) 776 81%

[unselected] 11 1%

older computer/laptop (ie. do not have the current operating system) 45 4%

n/a 2 0%

poor sound 1 0%





Difficult navigating website	1	0%
none	5	0%
Just a bit difficult to navigate because I have never used it before.	1	0%
Cut out counselor during meetin	1	0%
captions not correct	1	0%
I am using Chrome but when logging in through canvas	1	0%
the meeting would not open. I tried with Google log in and it went through finally	1	0%
own built computer	1	0%
poor video quality	1	0%
The process as to when the counselor would come is not clear	1	0%
I have a powerhouse of a computer and it struggles with the system	1	0%
mic issues	1	0%
Poor software prior to meeting	1	0%
Could not see councilor	1	0%
Safari User	1	0%
don't know	1	0%
couldn't remove the test page	1	0%



I wish it was supported on safari 1 0%

but also it was kind of ugly and hard to navigate 1 0%

Initially it thrown 505 error and waiting list keep on increasing before moe 1 0%

Couldnt get webcam to work or hear counsellor even after going into settings. 1 0%

mic doesn't work 1 0%

Hard to use and I am good with technology 1 0%

The application stopped working randomly and I could no longer hear the counselor or see the screen he was sharing to me. 1 0%

didnt happen 1 0%

broken microphone 1 0%

Counselor could not hear me. She had to call me. 1 0%

camera/mic 1 0%

Technical difficulty with Firefox 1 0%

she tried to share her screen and it froze and i couldnt hear her anymore or see her screen 1 0%



LPC has issues with connection 1 0%

not on our end 1 0%

mic and camera would not pan to counselor 1 0%

see comments below 1 0%

hard to navigate website 1 0%

kkkk 1 0%

Its not compatable with mac. You can't share the screen and sometime can't even sing in to mac. 1 0%

no problems 1 0%

Meeting ended 1 0%

na 1 0%

too many steps just to get basic questions answered 1 0%

I don't have any technology challanges 1 0%

956 responses

Would you recommend Cranium Cafe and online counseling services to other students?

Yes 876 95%

No 43 4%

[unselected] 0 0%



919 responses



Is there anything else (additional comments) that you would like to share?

not now

no

There should be a separate box where you can access the links the counselor gives you somewhere unless you forget to open them like I did. :)

It was rather blurry and often cut off the screen sharing.

No other comments. Was able to use it with no problems.

no

No other comments. Used it with no problems.

no

no

No

n/a

great and friendly counselor

no

Very helpful, counselor was very nice.

no

n/a

no

no

Very easy to use!

online meeting with counseling is better for me

The counselor was super helpful and was able to answer my questions with detail. Thank you!

n/a

no

This really helped!

no



Nope

n/a

na

N/A

n/a

No.

N/A

No new comments

I was very pleased with the ease of use and efficiency of the software to speak with the counselor

Love all the counselors I've spoken to so far. very nice!

I have met with counselors online many times and I am always satisfied with the help that I receive!

N/A

[empty response]

No, thank you.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

it is different from zoom but also related to it

[empty response]

[empty response]

No

[empty response]

[empty response]

Very Helpful

[empty response]

I like the captions because if I missed something I could look at the chat

Counselor was nice and helpful

[empty response]



None

no

[empty response]

[empty response]

[empty response]

[empty response]

N/A

no

[empty response]

[empty response]

I like that there is a transcript of the conversation available.

[empty response]

[empty response]

N/A

[empty response]

[empty response]

[empty response]

[empty response]

I've always loved this program! Honestly better than going in-person.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Great service!

Amazing experience!

[empty response]

[empty response]

[empty response]



Very easy to communicate, questions answered quickly

n/a

[empty response]

Very informational and helpful!

n/a

[empty response]

Wonderful service

[empty response]

[empty response]

[empty response]

-

[empty response]

[empty response]

It was great

[empty response]

[empty response]

[empty response]

no

[empty response]

No

none, everything went smoothly

[empty response]

[empty response]

No

[empty response]

Nope

Nope

no

The counseling lobby for making an appointment was locked, can not make appointment, must wait online.

[empty response]



n/a

No

great help

[empty response]

[empty response]

N/A

I feel that admissions and records should have a cranium Cafe since financial aid and counseling do and we arent able to go to campus and speak to them.

thank you

[empty response]

The coueslor couldn't hear me

[empty response]

[empty response]

[empty response]

No

[empty response]

Everything was good!

[empty response]

[empty response]

[empty response]

[empty response]

Nothing else. Everything was great!

[empty response]

[empty response]

They are very nice.

[empty response]

Gabriela was very patient...

[empty response]

[empty response]

Nope:)



[empty response]



N/a

No

Great advice!

[empty response]

it was easy

[empty response]

N/A

[empty response]

n/a

good

[empty response]

n/a

[empty response]

[empty response]

[empty response]

No

Thank you Ms. Burks!!

Very helpful and very understanding

[empty response]

N/A

[empty response]

[empty response]

no

[empty response]

The counselor was very helpful.

No

[empty response]

[empty response]

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Very odd when entering that one can hear the counselor, but cannot speak back until after clicking on another button, i.e. "audio and video" to be connected further. If I can hear someone, then I expect that my microphone is connected and they can hear me as well.

[empty response]

[empty response]

this is a helpful too. I'm glad I could double check what I needed to do

Thankyou!

[empty response]

[empty response]

[empty response]

The questions were answered quickly and the share screen feature worked as intended.

[empty response]

Gabrielle was awesome and very helpful

[empty response]

Was easy to use and loved the counselor!

no

None

its cool

The window of time that it is open is kind of small, but otherwise it was pretty good. I must have joined in at a low-traffic time of day.

None

N/A

counselor was helpful



[empty response]

[empty response]

[empty response]

[empty response]

N/A

none

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Nope!

None

gucci

[empty response]

[empty response]

[empty response]

[empty response]

N/A

none

[empty response]

[empty response]

The counselor lobbies were a bit iffy, and I had to go through a different method instead of the scheduled link.

[empty response]

[empty response]

[empty response]

In the waiting room, it would be helpful to see a "spinning wheel" or something to indicate you are still waiting. the grey page looks so static like you got to the wrong page.

No everything works perfectly and the counselors are resourceful.



I wish the drop ins last an extra 5 minutes but

im very pleased with this :))

No

[empty response]

[empty response]

N/A.

[empty response]

[empty response]

no additional comments

not at this time

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Counselor was very supportive!

no

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Everything was perfect and I really appreciated the closed captioning that came along with the meeting.

nope

[empty response]

[empty response]

[empty response]



[empty response]

no

Thanks!

[empty response]

[empty response]

[empty response]

none

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

thank you so much for your help!

Of all the counselors with whom I've spoken as LPC student, Gabriela Discua and Jared Howard have been THE MOST helpful and caring!

no

[empty response]

[empty response]

[empty response]

n/a

n/a

[empty response]

No

[empty response]

[empty response]

[empty response]



[empty response]

[empty response]

Counselor was very helpful

[empty response]

She was absolutely amazing!

[empty response]

[empty response]

[empty response]

Thank you for the help

[empty response]

[empty response]

great experience

[empty response]

[empty response]

na

Christina rocks

[empty response]

[empty response]

No.

Cranium Cafe is awesome! It's truly like being there in person with the counselor.

[empty response]

no

[empty response]

Thank you so much for validating my experiences when it comes to online learning and providing support that has gotten me excited about my education again!

[empty response]

No

No

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

I am very appreciative of this service. I was able to get my questions answered, thank you!!

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Thank you for the help

[empty response]

[empty response]

N/A

[empty response]

[empty response]

none

[empty response]

No

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

n/a

[empty response]

The counselor was super helpful and set my mind at ease

[empty response]

[empty response]



[empty response]

[empty response]

[empty response]

none

N/A

No

[empty response]

[empty response]

[empty response]

Good sound and video quality. Easy responsiveness from the counselor.

[empty response]

Very Helpful!! Thank you!

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

N/A

[empty response]

no

[empty response]

N/A

[empty response]

She was very helpful I appreciate all the help

no

[empty response]

[empty response]

none

[empty response]





[empty response]

no

[empty response]

[empty response]

[empty response]

Very helpful and comforting!

Wait time was a little long and I wish there was an approximate wait time given.

na

Thank you for the help!

Great help!

[empty response]

[empty response]

Counselor was very good and gave a lot of good information

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

The counselor was great!

Thank you for your help!

I'd prefer Zoom

[empty response]

[empty response]

Thank you for the help!

[empty response]

[empty response]

No

[empty response]

[empty response]

no



n/a

no

-

No.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Christina Lee was great. The Cranium Cafe was not functional.

[empty response]

[empty response]

My counsellor was very helpful and guideful.

[empty response]

[empty response]

Easy interface and helpful features like screen sharing. Only thing is I didn't know I would be put on a video call so soon so that was a bit unexpected.

[empty response]

No

[empty response]

[empty response]

No

COUNSELOR LEE IS AMAZING!

[empty response]

KIM IS GREAT!

N/A

[empty response]

Very nice counselor

[empty response]

no



[empty response]

[empty response]

N/A

You should be able to schedule an appointment without a mic or webcam.

nope

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

n/a

none

[empty response]

N/a

[empty response]

N/A

[empty response]

[empty response]

none

[empty response]

[empty response]

[empty response]

Good counseling appointment! Made everything easy to understand!

nope

Ms. Chelsea is wonderful at talking to the students and helping them!

[empty response]

[empty response]

[empty response]

[empty response]



n/a

[empty response]

[empty response]

N/A

[empty response]

[empty response]

[empty response]

[empty response]

Jared Howard was very helpful and informative.

[empty response]

[empty response]

[empty response]

[empty response]

Counselor was amazing. Helped guide for best interest thank you!!!

[empty response]

The counselor was very helpful.

everything was great

nothing at this time

[empty response]

no

[empty response]

[empty response]

none

n/a

[empty response]

Nope

no

No.

[empty response]

this is an awful system, i didn't even get to talk to a counselor



[empty response]

nope

no

It was fast. I would recommend it.

I think that there are some technological issues that could be solved and make it better for students but the counseling service provided by the counselors themselves is stellar

Cranium cafe was confusing at first to use but was able to get in meeting following fixing some connectivity issues such as ad blocker etc.

confusing.

n/a

She did not answer my question

[empty response]

Very helpful

n/a

[empty response]

[empty response]

[empty response]

[empty response]

No additional comments

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

n/A

[empty response]

no

N/A

n/a

[empty response]



[empty response]

[empty response]

[empty response]

z

Cranium Cafe is easy to navigate and the counselors are very helpful

[empty response]

I feel more confident of the educational direction I will be taking after transferring.

[empty response]

[empty response]

[empty response]

[empty response]

Nothing, everything was great!

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]



[empty response]

[empty response]

no

[empty response]

a

Thank you so much for all the help!

none

[empty response]

[empty response]

Grateful thank you!

no

[empty response]

[empty response]

no

I've done counseling with some of the other colleges I'm looking at, and this meeting was the best I've had so far.

Nothing today.

[empty response]

[empty response]

No, LPC is great at helping students!

[empty response]

[empty response]

It was simple and good for those schools who are not back in school yet

thank you

[empty response]

no

[empty response]

Thank you Miss LEE! :)

[empty response]

[empty response]

[empty response]



[empty response]

no

n/a

n/a

[empty response]

[empty response]

[empty response]

[empty response]

the chat function is really helpful

[empty response]

N/A

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

No

N/A

[empty response]

[empty response]

[empty response]

[empty response]

The counselor was quite nice to me and tried to help me as best as she could, I wasn't prepared and didn't have loads of focused questions .

no

[empty response]

n/a

Wonderful experience!

[empty response]

good quality



[empty response]



it's great

very patient.

It was great!

Kimberly is a great counselor!

[empty response]

[empty response]

[empty response]

[empty response]

N/A

[empty response]

I wish there were more counselors available because it was a really long wait to talk about what I came for

n/a

[empty response]

[empty response]

none

n/a

[empty response]

The counseling department has been helpful and friendly, time and time again. Thank you!

[empty response]

[empty response]

No

nope

no

It was a little confusing to use.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]



N/A

[empty response]

[empty response]

n/a

[empty response]

no

Very clear instruction from the counselor in setting up the meeting. Appreciate the time.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

not really, was very easy to use and was very helpful

[empty response]

Their microphone cuts out sometimes but overall it is a good program

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Thank you so much for all the help!

N/A

Everything ran smooth

[empty response]

No thank you

long waiting

[empty response]

Nothing that comes to mind.

[empty response]



I'm disappointed that Safari is not supported on this platform as I'm a Mac user that doesn't like Google Chrome. I downloaded and used Firefox but had issues connecting the Audio/Video. Despite being a technician, I was unable to get my audio/video issues resolved, which resulted in our resorting to a phone call workaround instead.

[empty response]

[empty response]

n/a

none

I need to get the hold removed that is hindering me from registering for summer 2021 classes.

[empty response]

[empty response]

[empty response]

Great counselor, great program, great service.

[empty response]

n/a

No

[empty response]

[empty response]

n/a

[empty response]

I am happy that I have completed my Student Education Plan with the counselor's help.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

Mrs. Lee did an amazing job helping me get my student ed plan together. I am very grateful!

No.

[empty response]

It was very easy to use and liked how I could see their screen.

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

NO

[empty response]

[empty response]

N/A

No. Thank you.

its very helpful speaking onscreen than on the phone

[empty response]

[empty response]

none

n/a

[empty response]

n/a

[empty response]

No other comments

thank you

N/A

[empty response]

n/a

nope

[empty response]

[empty response]

no



No

[empty response]

Prefer this method over in-person counseling

[empty response]

It was a little frustrating to see my name slide down the list of students waiting to see a counselor. I'm not sure why that was happening but assumed it was because others with appointments were getting in ahead. Either way, it was a little confusing, especially when my name dropped off the list altogether.

N/a

nope

[empty response]

N/A

[empty response]

[empty response]

No

way better than in-person

Thank you.

Great counseling!

No

no

[empty response]

[empty response]

[empty response]

[empty response]

no

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]



[empty response]

n/a

[empty response]

[empty response]

nothing

great

[empty response]

very helpful

This isn't really something that you "recommend" to people - it's not the best but at least it works

[empty response]

No

Angella VenJohn is easily one top three counselors that I have talked throughout being enrolled at Las Positas. She was great!

[empty response]

[empty response]

No

It is a new system to me so I was confused by it at first so I am not sure I would suggest it to someone, but it is a good way to talk to someone

NA

[empty response]

no

no

[empty response]

[empty response]

[empty response]

It does not work with Mac and I can't believe this issue existed for almost a year and there is no one to fix it. So, frustrating, someone needs to take responsibility and fix this issue.

Thank you so much for your help!

[empty response]

[empty response]

[empty response]

loved the counselors and website was easy to use.



[empty response]

N/A

nope

No

Thanks for the help!

Was easy to use

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

This was very easy and convenient to use. I would prefer this over any previous method of meeting with a counselor.

[empty response]

[empty response]

[empty response]

No

[empty response]

[empty response]

[empty response]

[empty response]

no

[empty response]

it was nice and fast

[empty response]

no

Can we call by phone?

[empty response]



[empty response]

[empty response]

[empty response]

[empty response]

N/A

[empty response]

[empty response]

N/A

[empty response]

[empty response]

[empty response]

Super quick and easy response to my question

[empty response]

[empty response]

[empty response]

Good fast service, easy to navigate

[empty response]

no

Very easy to use and the guy was super nice.

[empty response]

[empty response]

[empty response]

[empty response]

No

[empty response]

Hope to keep using this after Covid.

[empty response]

Thank you

[empty response]

[empty response]





[empty response]

[empty response]

N/A

[empty response]

The UI was a breeze to navigate through and the Counselor provided excellent service and help!

[empty response]

Angella was awesome, she created a plan to help me finish my degree super quickly. I'll definitely recommend Cranium to other students.

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

It was such a great experience

[empty response]

N/A

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

no

[empty response]

no

n/a

Mr. Valle was extremely helpful and and the online program was very easy to use

N/A



Nothing else

[empty response]

[empty response]

[empty response]

[empty response]

[empty response]

n/a

Once we got a counselor it was fine, but the number of steps and registering for different things in order to get to a counselor is daunting for a student and/or parent helping them.

[empty response]

[empty response]

[empty response]

N/A

[empty response]

[empty response]

[empty response]

No

I was a never connected

[empty response]

[empty response]

[empty response]

[empty response]

I was very nervous prior to this call as to how this would work virtually since i'm kind of old school. But it was just great! Maybe even better than in person,no hiccups.

[empty response]

[empty response]

Really like meeting with the counselors.

[empty response]

counselor was very nice

The audio system didn't work well, I used a phone to call the counselor.



N/A

no

Nope, Kimberly was awesome

[empty response]

no

[empty response]

N/A

[empty response]

Thank you!

[empty response]

[Help Center \(http://blog.conexed.com/help-center/\)](http://blog.conexed.com/help-center/)

[Status \(http://status.conexed.com/\)](http://status.conexed.com/)

[Contact \(http://conexed.com/#connect\)](http://conexed.com/#connect)

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