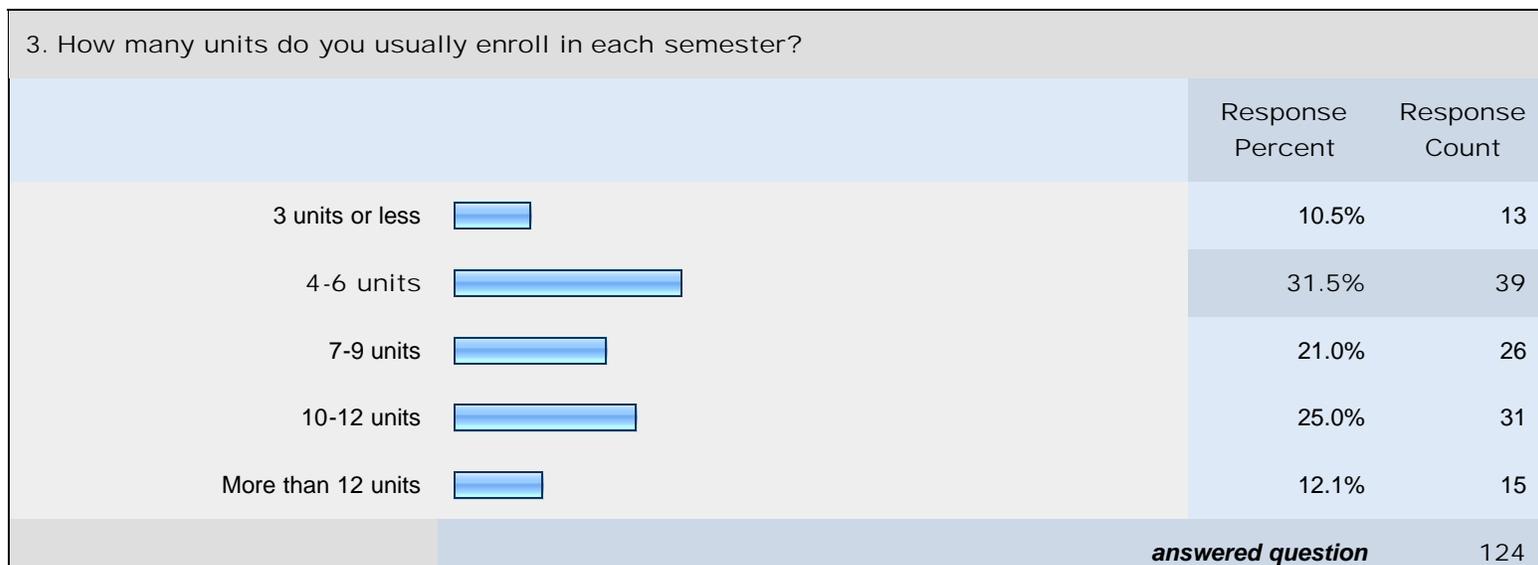
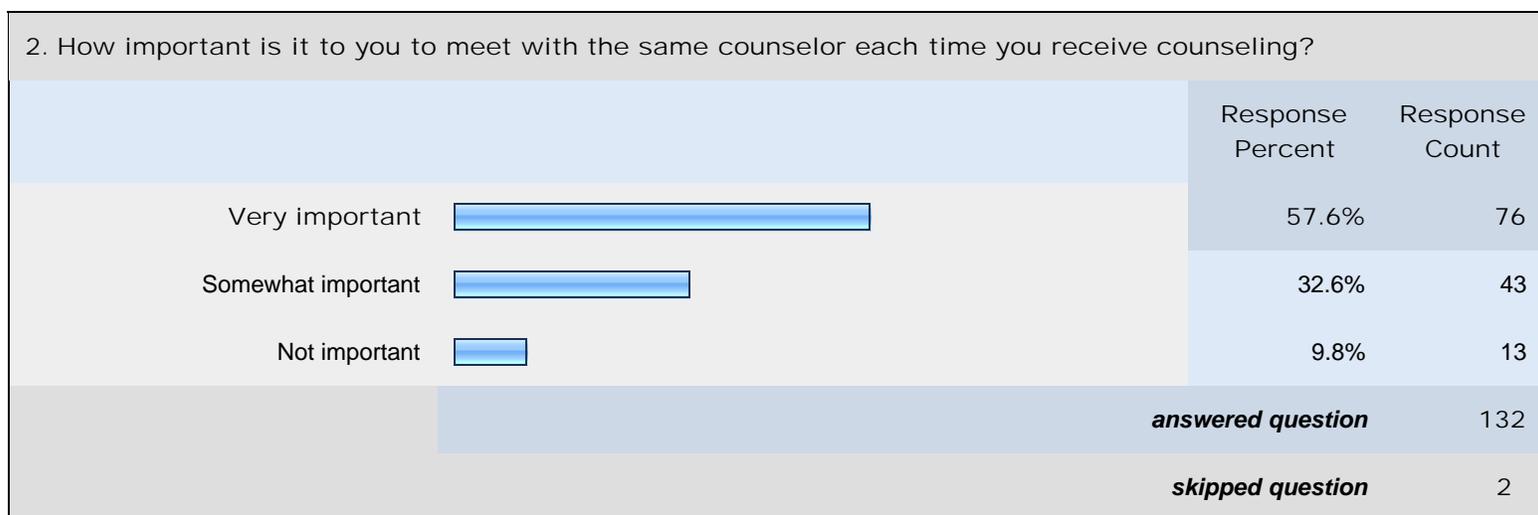
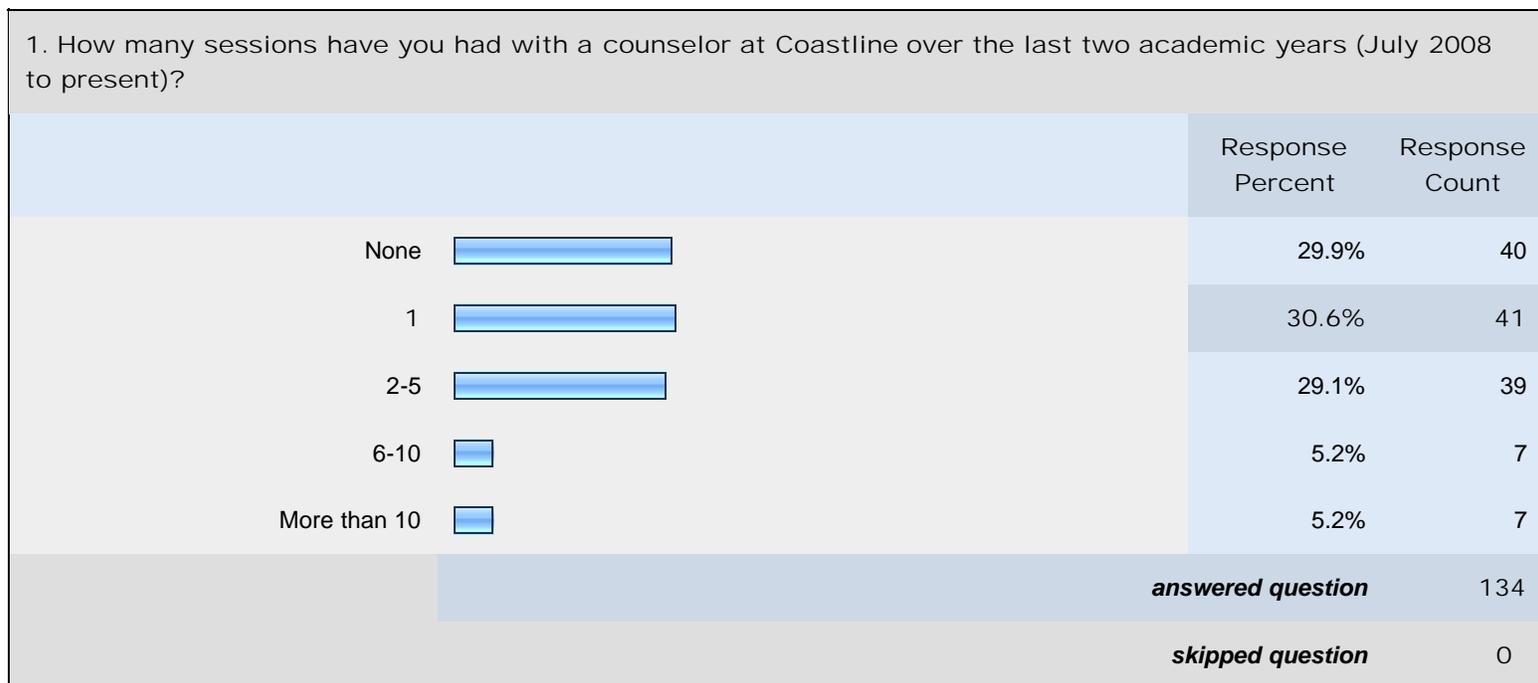


Counseling Services Student Survey 2010

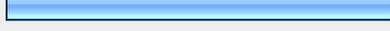


skipped question	10
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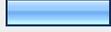
4. Please tell us about the number of units you have taken to date.

	3 or fewer	4-6 units	7-9 units	10-12 units	13-15 units	16-30 units	31-45 units	46-60 units	More than 60 units	Response Count
Number of units completed at Coastline	15.5% (18)	16.4% (19)	11.2% (13)	16.4% (19)	5.2% (6)	16.4% (19)	9.5% (11)	5.2% (6)	4.3% (5)	116
Number of units completed at other colleges	15.5% (16)	3.9% (4)	5.8% (6)	5.8% (6)	6.8% (7)	10.7% (11)	11.7% (12)	8.7% (9)	31.1% (32)	103
Total number of units completed at Coastline and all other colleges you have attended	4.6% (5)	1.9% (2)	3.7% (4)	3.7% (4)	2.8% (3)	12.0% (13)	9.3% (10)	16.7% (18)	45.4% (49)	108
answered question										120
skipped question										14

5. Which, if any, college awards/requirements have you completed?

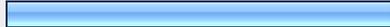
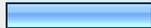
	Response Percent	Response Count
Vocational Certificate 	12.9%	15
Associate's Degree 	19.8%	23
Bachelor's Degree 	14.7%	17
Graduate Degree 	4.3%	5
None of the above 	53.4%	62
answered question		116
skipped question		18

6. Which, if any, are you presently working on?

	Response Percent	Response Count
Vocational Certificate 	14.2%	17
Associate's Degree 	45.8%	55
Transfer Requirements 	40.8%	49

Bachelor's Degree (ONLY mark if presently enrolled at a 4-year college)		10.8%	13
Graduate Degree (ONLY mark if presently enrolled in a graduate program)		2.5%	3
None of the above		10.8%	13
answered question			120
skipped question			14

7. Are you currently enrolled at another college in addition to your Coastline classes? **(Mark all that apply.)**

		Response Percent	Response Count
No: Enrolled only at Coastline		53.3%	64
Golden West College		12.5%	15
Irvine Valley College		0.0%	0
Orange Coast College		20.0%	24
Saddleback College		0.8%	1
Santa Ana College		2.5%	3
Santiago Canyon College		0.0%	0
Other community college		5.0%	6
A four-year college or university		11.7%	14
answered question			120
skipped question			14

8. How/where do you prefer to receive Coastline counseling services? **(Select your top three choices.)**

	First Choice	Second Choice	Third Choice	Rating Average	Response Count
In person at the Coastline College Center in Fountain Valley (not including EOPS or Financial Aid)	55.6% (35)	23.8% (15)	20.6% (13)	2.35	63
In person at the Coastline Costa Mesa Center (not including Special Programs)	29.4% (10)	52.9% (18)	17.6% (6)	2.12	34

In person at the Coastline Garden Grove Center	47.4% (18)	34.2% (13)	18.4% (7)	2.29	38
In person at Coastline Le-Jao Center in Westminster	41.4% (12)	27.6% (8)	31.0% (9)	2.10	29
By telephone	17.4% (8)	32.6% (15)	50.0% (23)	1.67	46
By e-mail	20.0% (10)	36.0% (18)	44.0% (22)	1.76	50
Via online chat (real time)	34.8% (8)	39.1% (9)	26.1% (6)	2.09	23
Via e-advising (submitting questions through the college website)	0.0% (0)	30.0% (3)	70.0% (7)	1.30	10
From the Extended Opportunity Programs and Services (EOPS) Office	83.3% (5)	0.0% (0)	16.7% (1)	2.67	6
From the Financial Aid Office	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
From the Special Programs Office (Disabled Students Programs and Services)	50.0% (2)	25.0% (1)	25.0% (1)	2.25	4
			Other (please specify) 		3
answered question					111
skipped question					23

9. Please indicate the extent of your agreement with each of the following statements. **(Skip any item that is not applicable to you.)**

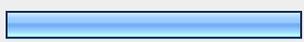
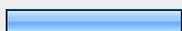
	Strongly Agree	Agree	Disagree	Strongly Disagree	Response Count
My counselor assists me in exploring vocational/career options.	37.3% (31)	45.8% (38)	14.5% (12)	2.4% (2)	83
My counselor advises me of alternatives and assists me in understanding requirements for graduation, transfer, or certificate programs.	49.5% (45)	37.4% (34)	8.8% (8)	4.4% (4)	91
My counselor shows concern for me and the decisions I am making.	40.4% (36)	44.9% (40)	12.4% (11)	2.2% (2)	89
My counselor seems informed about regulations and course offerings.	41.1% (37)	44.4% (40)	13.3% (12)	1.1% (1)	90
If needed, my counselor refers me to other sources for additional	36.0% (31)	48.8% (42)	12.8% (11)	2.3% (2)	86

information and assistance.		
	answered question	96
	skipped question	38

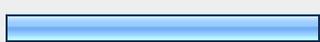
10. Please indicate the extent of your satisfaction with each of the following. <i>(Skip any item that is not applicable to you.)</i>			
	Satisfied	Dissatisfied	Response Count
Ease of scheduling a counseling appointment	80.5% (70)	19.5% (17)	87
Helpfulness and courteousness of the staff who scheduled your appointment	84.7% (72)	15.3% (13)	85
Availability of counselors to answer your questions	80.2% (69)	19.8% (17)	86
Availability of appointment times that were convenient to you	79.1% (68)	20.9% (18)	86
Length of time you had to wait before receiving your appointment/service	74.1% (63)	25.9% (22)	85
Convenience of geographic location where you received counseling services	92.9% (79)	7.1% (6)	85
Courteousness of the support staff at the center where you attended your counseling appointment	91.7% (77)	8.3% (7)	84
Length of time you had with your counselor	88.4% (76)	11.6% (10)	86
Clarity of information provided by your counselor	81.4% (70)	18.6% (16)	86
Value of information provided by your counselor	86.2% (75)	13.8% (12)	87
Extent to which the counselor made you feel comfortable and supported	89.5% (77)	10.5% (9)	86
Usefulness of online orientation	77.6% (59)	22.4% (17)	76
Usefulness of Coastline's Transfer Handbook	85.9% (61)	14.1% (10)	71
Availability and adequacy of			

Coastline's student scholarships	69.1% (47)	30.9% (21)	68
If you indicated that you were Dissatisfied, please describe your concerns. If your dissatisfaction related to services at a specific location, please tell us which location. 			12
answered question			93
skipped question			41

11. Which of the following counseling services have you used?				
	Have Used	Have Not Used but Might Use in Future	Don't Need	Response Count
Orientation to Coastline College prior to registration	21.6% (19)	29.5% (26)	48.9% (43)	88
English and/or Math Placement Testing	49.0% (47)	19.8% (19)	31.3% (30)	96
Academic advising (selecting classes)	57.8% (52)	28.9% (26)	13.3% (12)	90
Follow up from a counselor before, during, or after the semester	39.3% (35)	48.3% (43)	12.4% (11)	89
Assistance in understanding graduation and/or transfer requirements	54.1% (46)	38.8% (33)	7.1% (6)	85
Career planning counseling (selecting a major/career)	36.8% (32)	43.7% (38)	19.5% (17)	87
Referral to other Coastline College services and programs	21.2% (18)	51.8% (44)	27.1% (23)	85
Referral to employment services	12.9% (11)	49.4% (42)	37.6% (32)	85
Referral to financial aid assistance	34.9% (30)	43.0% (37)	22.1% (19)	86
Referral to One-Stop Center for career assessment or services	17.4% (15)	54.7% (47)	27.9% (24)	86
Assistance with decision making, values clarification, or building self-esteem	20.0% (17)	47.1% (40)	32.9% (28)	85
Are there other services that would be important to you? 				5
answered question				98
skipped question				36

12. Age		
	Response Percent	Response Count
Under 18 	2.8%	3
18-19 	3.7%	4
20-29 	40.7%	44
30-39 	15.7%	17
40-49 	24.1%	26
50-59 	9.3%	10
60 or older 	3.7%	4
answered question		108
skipped question		26

13. Gender		
	Response Percent	Response Count
Male 	37.7%	40
Female 	62.3%	66
answered question		106
skipped question		28

14. Ethnicity		
	Response Percent	Response Count
African-American 	4.9%	5
American Indian/Native Alaskan 	2.0%	2
White 	43.1%	44
Hispanic 	15.7%	16
Vietnamese 	19.6%	20
Asian Other 	8.8%	9
Decline to State 	5.9%	6

Other (please specify) 	9
answered question	102
skipped question	32

15. Primary Language

	Response Percent	Response Count
English 	88.5%	92
Spanish 	2.9%	3
Vietnamese 	8.7%	9
Other (please specify) 		2
answered question		104
skipped question		30

16. As a result of having received Coastline counseling services, please tell us how your understanding and ability to do the following things has changed, if at all.

	No change; I could do this before.	I have gained this skill.	I am still developing this skill.	Response Count
Identify or clarify my educational goal	36.1% (35)	35.1% (34)	28.9% (28)	97
Independently locate and access college services and resources to assist me in reaching my educational goal	28.6% (26)	40.7% (37)	30.8% (28)	91
Understand certificate or degree requirements	24.2% (23)	44.2% (42)	31.6% (30)	95
Select appropriate courses to satisfy certificate or degree requirements	27.7% (26)	47.9% (45)	24.5% (23)	94
Petition for graduation	28.7% (25)	28.7% (25)	42.5% (37)	87
Complete the college application and registration process	42.1% (40)	40.0% (38)	17.9% (17)	95
Locate and access needed career resources related to career decisions or finding a job	31.8% (28)	23.9% (21)	44.3% (39)	88
answered question				100

skipped question	34
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17. Please tell us what your most positive experience has been with a particular counselor or with Coastline's counseling services in general.	
Response Count	
 view	39
answered question	39
skipped question	95

18. Do you have any comments or suggestions for improving counseling services at Coastline?	
Response Count	
 view	29
answered question	29
skipped question	105

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How/where do you prefer to receive Coastline counseling services? (Select your top three choices.)		
#	Response Date	Other (please specify)
1	Mar 24, 2010 11:39 PM	I prefer a counselor that speaks good english so I can understand with ease.
2	Mar 25, 2010 12:02 AM	Irvine
3	Apr 22, 2010 3:27 PM	Want to meet in Second Life

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Please indicate the extent of your satisfaction with each of the following. <i>(Skip any item that is not applicable to you.)</i>		
#	Response Date	If you indicated that you were Dissatisfied, please describe your concerns. If your dissatisfaction related to services at a specific location, please tell us which location.
1	Mar 24, 2010 10:18 PM	Helen Leung was very helpful, and able to answer all of my questions. She promised me that she would follow up with me on certain information and she actually called me right as I got home from out meeting. She is very professional and polite.
2	Mar 24, 2010 11:42 PM	It was more just an "English" issue, had a hard time understanding, but she was extremely kind and very helpful.
3	Mar 25, 2010 12:13 AM	After leaving my counseling session, I still am unsure what major to pick. The counselor suggested one and gave me a list of classes to take for it but I would still like to be able to see what classes are required for other majors before I make my decision.
4	Mar 27, 2010 12:18 AM	When I first called to make an appointment the support staff put me on hold and then hung up on me. I called back to make a telephonic appointment as I work full time during the week. My recent telephonic appointment involved the counselor drawing up an academic plan for me. However, she did not incorporate transcript credits from a former college and so my academic plan was not current and showed that I had not taken multiple amount of classes. I left a message with her voice mail system following to hopefully have her draw up another plan and she never got back to me! I finally used the online email question service and the counselor that helped me then was wonderful! She drew up another academic plan for me very quickly and very accurately. I was so thankful for that service!
5	Mar 28, 2010 4:15 AM	I was greeted by a rude receptionist or student on the phone, who scheduled the date for a different time than she told me. The counselor was nice enough, but didn't even know her own fax number. made me wait 20 minutes, then gave me the wrong one anyway. Any useful information I found myself, thanks to the website.
6	Mar 30, 2010 5:26 AM	Online scheduling does not work 95% of the time. I had to wait 35 minutes for my appointment, for which I was on time for.
7	Apr 2, 2010 1:08 PM	No personal attention, treated like a number.
8	Apr 2, 2010 11:49 PM	counseling appts in the evening later than 5pm, for those of us who work. I was referred to transfer online to basically figure it out myself.
9	Apr 5, 2010 10:45 PM	My last counselor was excellent and have nothing but good things to say. The first one I met with in October or September, was horrible. I continuously asked for help in transferring to a four year state school and her only concern was in seeing how much of the CSU requirement I had left. She did not advise me that the window for applying was Nov1st. I missed it and am now having to attend school out of state in order to get my degree. I understand she was new but it is no excuse for not telling me about the new policy for CSU applications. Thank goodness for the counselor I met with before my Spring Semester. She was amazing!
10	Apr 16, 2010 3:19 AM	Follow up meetings should be done on the behalf of the student just to let the student know the counseling staff is concerned about their education. It can be something as simple as a phone call asking

		how things are going.
11	Apr 17, 2010 6:44 PM	I waited for long time outside the office. There was no one helping in the front office at the Le Jao Center. I waited for a about 30 minutes although I had an appointment.
12	Jun 2, 2010 7:31 AM	<p>My most recent CCC counselor didn't have any paperwork prepared despite the appt. being scheduled almost 3 weeks in advance. 10 minutes into my appt., she looked me up in her computer while she had my file pulled after I started asking pointed questions because she sounded so clueless about me and my educational needs. After she found out I was missing transcripts, I asked repeatedly if we should reschedule. She told me the transcripts didn't matter and continued the appt. based on my off-hand knowledge & what was in my file and never mentioned a follow-up appt. once all my transcripts were in. She tried to get me to enroll in classes outside of my designated program "just in case". She also didn't know how to handle someone with a SMART transcript, one using the GI Bill, that there was specific paperwork to fill out, or that it needed to be passed along to specific people so I could get my reimbursement. When I informed her of this, she told me she'd give my file to someone to take care of. Not being familiar with how this campus deals with VA issues, I trusted her to get my paperwork to the correct person. I got screwed because of her lack of knowledge and my lack of follow up, but I'm taking it as a learning experience: ALWAYS CYA and follow-up on everything they say they're going to do. Also, she didn't really know much about the my program or its needs and kept pushing non-program classes, which she seemed more sure about. I guess she wasn't used to returning/re-enrolling students, only high school graduates starting fresh. This particular CC and one other counselor from an earlier appt. made me glad I had done a lot of the legwork ahead of time because of their lackadaisical approach and lack of knowledge; if I hadn't figured out my path and had that in line, I would've been taking classes I didn't need or in the wrong order. These same two made me feel like I was wasting their time. I'm supposed to feel like they care about me and my future, not like I'm inconveniencing them. Also, when they are late to my appt. (not because of a prior appt., but because they were chatting with someone in the office- I watched the whole time while I waited. Yes, it was the same CC from my most recent debacle), I shouldn't get pushed out so they can make their next appt. They were late, I wasn't. I should get their full attention and use of their skills. I should feel they are as prepared, if not more prepared than I am. I've been enrolled for awhile now, so why are they asking what program I want? Isn't that in my file? Oh, wait- they didn't even look at that. I want an punctual, honest, KNOWLEDGEABLE, caring CC. I don't want someone who knows less than I do, hasn't even looked at my file, and makes me feel like they'd rather be somewhere- anywhere- other than helping me. That's just inexcusable. I should be able to get an appt. within a week, maybe a week and a half at most. Not two to three weeks out. Yes there are multiple locations- two of which work for me-, but apparently that doesn't help availability. Once at the appt., which I arrive early to in case I have to fill out any paperwork or answer questions, I wait past my appointed time, sometimes by 15 minutes. I make the effort, so why don't they? If an appt. runs long- I understand, but someone needs to let me know the CC is running long and not "will be with you in just a moment." I wish I knew about the scholarship programs. I might have been eligible, but now I'm almost done with my classes. Was there information given out about them somewhere? Or was I supposed to wade through the mountain of fliers and extraneous papers on the bulletin boards and various surfaces to find them myself? I apologize for my sarcasm, but it's nicer than dropping curse words everywhere. I'm frustrated and I don't feel taken care of, valued, or even that they respect me. Well, there was that one guy, my initial counselor from 2008ish. He was amazing and the reason I did my undergrad first. The two counselors after that were less than helpful. On a side note, my two appts. with OCC's counselors were just like my initial, amazing CC counselor: enthusiastic, knowledgeable, efficient, on-time, caring, and helpful.</p>

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Which of the following counseling services have you used?		
#	Response Date	Are there other services that would be important to you?
1	Mar 25, 2010 12:16 AM	Affordable child care for when I take care of school business (financial aid, bookstore, counseling, etc.)
2	Mar 28, 2010 4:18 AM	A teacher rating and review system from students for online teachers and class. A lot of teachers are not doing a satisfactory job- yet we are supposed to pay a lot of money for these classes.
3	Apr 5, 2010 10:47 PM	All of them are needed. Better understanding and connection with CSU's in order to know who to contact for my major, etc.
4	Apr 21, 2010 7:15 PM	When I meet with Helen both times she was very helpful in suggesting all services offered at Coastline.
5	Apr 22, 2010 3:32 PM	Student Services Fair, all departments in attendance, so I can go both to both and handle everything with one commute, at the same time. Or same set in Second Life, allowing the opportunity to gain information and take care of business, with no commute. Even Better!

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Ethnicity		
#	Response Date	Other (please specify)
1	Mar 24, 2010 10:19 PM	Mixed race
2	Mar 25, 2010 12:40 AM	Chinese
3	Mar 25, 2010 10:27 PM	arab
4	Mar 26, 2010 8:11 PM	Chinese
5	Mar 28, 2010 4:18 AM	Puerto Rican
6	Mar 29, 2010 2:04 AM	half korean/mexican
7	Apr 4, 2010 11:39 PM	half white, half central american
8	Apr 6, 2010 3:50 AM	Chinese
9	Apr 10, 2010 5:36 AM	Taiwanese

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Primary Language		
#	Response Date	Other (please specify)
1	Mar 26, 2010 8:11 PM	Chinese
2	Apr 10, 2010 5:36 AM	Chinese

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Please tell us what your most positive experience has been with a particular counselor or with Coastline's counseling services in general.

#	Response Date	Response Text
1	Mar 24, 2010 5:23 PM	Provide me all the best resources that I'll reach my goals
2	Mar 24, 2010 10:20 PM	See previous remark.....Helen Leung was professional, helpful, and very polite.
3	Mar 24, 2010 11:45 PM	The team is very supportive, no issues.
4	Mar 25, 2010 12:21 AM	I can't recall because its been almost half a year since my appointment. Maybe I would have more feedback if I had this servey much earlier.
5	Mar 25, 2010 5:21 AM	Ruth and Christina, Eops have been there for me to answer any question or problem I may have in being able to reach my educational goals.
6	Mar 25, 2010 7:10 AM	My counselor, Helen Leung, has been very friendly, helpful and knowledgeable. I would recommend Ms. Leung to any student. Thank you.
7	Mar 25, 2010 8:49 PM	My most recent counseling session was the most beneficial for me. I think the counselor's name was Kara. She really helped a lot.
8	Mar 25, 2010 11:16 PM	I didn't feel rushed...she took her time and explained everything very well.
9	Mar 26, 2010 12:20 AM	I was helped with the requirements for obtaining my AA degree from Coastline.
10	Mar 26, 2010 5:35 AM	helped me map everything out. very helpful
11	Mar 27, 2010 12:22 AM	My first counselor I saw when I decided to go back to Coastline. She was great! She took all my transcripts and gave me a wonderful educational plan to help me with me career goals. We even accessed what types of jobs I would like and she encouraged me in my interest in the Human Services field. Then the second counselor I had just last week that wrote up another academic plan was also very helpful and accurate.
12	Mar 27, 2010 1:34 AM	Kara Nguyen and I have clarified and exceeded my educational goals. I thought I needed ALL o the classes in an area for a certificate but she show3ed me I only needed some of them. Now I'm eligible for 3 certificates!!!
13	Mar 27, 2010 5:52 AM	She was extremely nice and helpful in getting me started in my classes.
14	Mar 27, 2010 6:24 AM	Ailene is the greatest! Very encouraging and helpful. If it was not for she, I would have taken the wrong classes in order to transfer.
15	Mar 27, 2010 7:04 AM	Ruth Dills and I have been able to devise an academic plan. She also has been a great counselor to me over the years.
16	Mar 28, 2010 2:24 AM	n/a
17	Mar 28, 2010 4:20 AM	I have not yet had a positive gratifying experience to date.

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18	Mar 29, 2010 12:07 AM	I have not seen a counselor for awhile now.
19	Mar 29, 2010 11:44 PM	With a wonderful advice from counselor in generally, I do understand all fields that will lead me to get my goal in the future. I do appreciate our counselors.
20	Mar 30, 2010 4:50 PM	Giving me a sense of direction.
21	Mar 30, 2010 5:58 PM	My counselor looked at my transcript and was able to use what I had to put together a plan for me to get my A.A. and transfer. She also offered me options as far as majors I could choose based on my completed classes and my interests/abilities.
22	Apr 1, 2010 8:35 PM	Rita Powell was the last counslor I've seen. I found her intrests in what I wanted sincere and truly genuine. I found her curiosity encouraging and thought provoking. Once leaving her office I felt a need to do my very best and with hope towards the future.
23	Apr 2, 2010 1:09 PM	N/A
24	Apr 5, 2010 12:13 AM	When calling the distance learning center to ask questions, they were very prompt and had correct knowledge of what I was asking.
25	Apr 5, 2010 10:52 PM	The last counselor I met with cleaned up everything the previous counselor advised me to do. SHE corrected the major I should apply under from American Studies to Social Sciences. She also advised me how to best raise my gpa and what gpa the CSU's are looking for. Corrected the courses I should take for Spring 2010. If I had not met with her I would have been in JC 18 more months and not closer to a B.A. she was an angel!
26	Apr 6, 2010 3:51 AM	Great counselors, thanks.
27	Apr 7, 2010 11:09 PM	I got my answer quickly through email. Excellent, no fuss no muss.
28	Apr 10, 2010 9:08 PM	Clarifying and targeting the required classes for CSU transfer.
29	Apr 13, 2010 1:43 AM	Christy Nguyen, who is currently my counselor through eops has helped me immensely! I came to coastline after having a not so great initial college experience at OCC and feeling like I was in way over my head. She has not only helped guide me through the process of picking the best classes for me and my goals and applying to UC'S but helped me to become the first person in my family to ever be accepted and attend a four year University. Without her I don't know what I would have done, she has been way more to me than just a school counselor. She has given me direction when I didn't have parents who could answer my questions, motivation, and pushed me to get the grades she new i was capable of. She's been great and I know it's taken a lot of hard work on my part but it's partly because of her that I will be attending either UCR or UCI in the fall. :)
30	Apr 13, 2010 7:14 AM	have not used the services yet, but will use them in the future
31	Apr 14, 2010 7:00 PM	I have met with both Sarah and Helen at the Fountain Valley center and have been happy with both women. They have been extremely helpful. They have explained timelines to me and what I need in order to go on with my goals.
32	Apr 17, 2010 6:46 PM	Counselor was patient with me.
33	Apr 19, 2010 2:28 PM	They help me a lot .
34	Apr 21, 2010 7:18 PM	I just want to thank you for offering this service. Helen has been a true blessing and I look forward to working with her in the future.

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35	Apr 22, 2010 3:35 PM	Helen, was great! Resourceful, respectful, and answered all of my questions or assisted with pointing me in the right direction.
36	May 26, 2010 2:41 AM	n/a
37	Jun 1, 2010 6:08 PM	My counselor is Helen Leung. She is very helpful, compassionate and dedicated. I originally met with her for direction on CSU GE certification. She charted a clear path for future classes, and provided guidance with obtaining a required course at another institution when it was not available through Coastline. She is exceptionally responsive, and return emails with prompt answers to questions. I am pleased to have had the opportunity to allow her to assist me. Through her help, I have taken all of my required GE coursework, applied for CSU certification, and recently graduated from CSULB with a BS. She is a great representative of you college.
38	Jun 2, 2010 7:48 AM	My initial counselor was amazing. He was punctual, had my transcripts, had my paperwork prepared, and helped me figure out how to get what I wanted quickly and with enthusiasm. He was knowledgeable and gave me names/numbers/emails to other people to talk to, like the VA contact. I felt cared for, he took his time with me, answered all my questions, brought up things I didn't know, gave me options to explore, and was so patient. I wish I had him for all of my counseling sessions.
39	Jun 3, 2010 6:29 AM	I have met with counselor Helen Leung regarding academic plan for STAR program following up a previous meeting with Karen McLucas. Ms. Leung has helped me identified the required courses for my major with areas of emphasis, transferable electives for both Option 2 and Option 3 in addition to guidance to the STAR core clusters. We went over my transcript from previous college to determine my eligible credits and the remain courses I have to take to complete my AA degree here at Coastline Community College. The whole experience was very informative and has helped me clarified my career path, which is complete the AA degree within one year as a full time working student with option to transfer to Abraham Lincoln University or to a UC system institute. Ms. Leung has definitely provided an outstanding service with the most pleasurable and courteous presentation. Thank you very much and I am looking for to be successful at CCC.

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Do you have any comments or suggestions for improving counseling services at Coastline?		
#	Response Date	Response Text
1	Mar 24, 2010 5:23 PM	Thank you so much for helping me
2	Mar 24, 2010 11:45 PM	Keep everything in Fountain Valley.
3	Mar 25, 2010 12:21 AM	For counseling at the Costa Mesa location, inform us of the parking situation before we come for our appointment. I had to move my car three times before it was in the right spot and had a temporary permit on it.
4	Mar 25, 2010 5:21 AM	Eops, without it I would not have the guidance needed to motivate me, the counselor's and staff have put together a program beneficial to someone like me who on a normal basis would not have thought I could of made it thus far in college.
5	Mar 25, 2010 8:49 PM	No, seems fine.
6	Mar 26, 2010 12:20 AM	No.
7	Mar 26, 2010 5:35 AM	no comments, great job
8	Mar 27, 2010 1:34 AM	I love the on-line chat. It was available during off hours from counseling and helped me understand how to fill out me certificate request and also when I had to fill it out. I graduate in May 2010.
9	Mar 27, 2010 5:52 AM	None. I had a very good experience.
10	Mar 28, 2010 2:24 AM	n/a
11	Mar 28, 2010 4:20 AM	More than you care to fix.
12	Mar 29, 2010 2:06 AM	None
13	Mar 29, 2010 11:44 PM	Up to now, I am developing my studying. There is no any comment right nwo. Thanks
14	Mar 30, 2010 5:27 AM	Be on time! And don't be rude when asked why it took so long.
15	Mar 30, 2010 4:50 PM	Yes, more evening hours.
16	Mar 30, 2010 5:58 PM	More evening appointments should be available for working people.
17	Apr 1, 2010 8:35 PM	The girls that pick up the phone (it's always the younger females) at times have the WORST customer service skills. They are abrupt in interrupting a request/question and I find it difficult actually getting the counselor I prefer from them.
18	Apr 5, 2010 12:13 AM	No.
19	Apr 5, 2010 10:52 PM	Yes, new counselor's should always have an experienced counselor ask the student if there is anything they felt they needed more info on.
20	Apr 6, 2010 3:51 AM	none.

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21	Apr 7, 2010 11:09 PM	Online access is great idea
22	Apr 10, 2010 3:44 AM	Shorter wait time for an available appointment with a counselor.
23	Apr 14, 2010 7:00 PM	NONE.
24	Apr 16, 2010 3:27 AM	Professor Debbie Desmond is the BEST!
25	Apr 17, 2010 6:46 PM	No
26	Apr 19, 2010 2:28 PM	NO
27	Apr 22, 2010 3:35 PM	Lets get it into Second Life, better then phone or chat.
28	May 26, 2010 2:41 AM	n/a
29	Jun 2, 2010 7:48 AM	Hire people who are enthusiastic and want to be there. Hire someone who doesn't act like it's their first time doing this. If there is an indication that the student is using the GI Bill, make them aware of how that process works and who the VA rep is. Maybe they should have a counselor or three who deal with military people. Make sure the counselors are familiar with the various programs and get the files/paperwork done in advance. Hire people who care and aren't just shuffled into the job from somewhere else.