






Pittaway, Daniel S.  
 Student Success Instructor  
 March 8, 2012

### Student Success Center Student Survey Results and Discussion March 8, 2012

On February 29, 2012, I created a ten-item survey to learn more about our students in the Student Success Center. A link to the survey was provided on the desktop of the student workstations on March 1, 2012. SSC staff encouraged students to take the survey as they visited the center in the days that followed.

As of March 8, 2012, we have collected 89 responses from Student Success Center students, which includes students taking courses in the center as well as What follows is a presentation of the results, a discussion about the results, and possible applications of this information.

Table 1 What is your goal at Coastline?

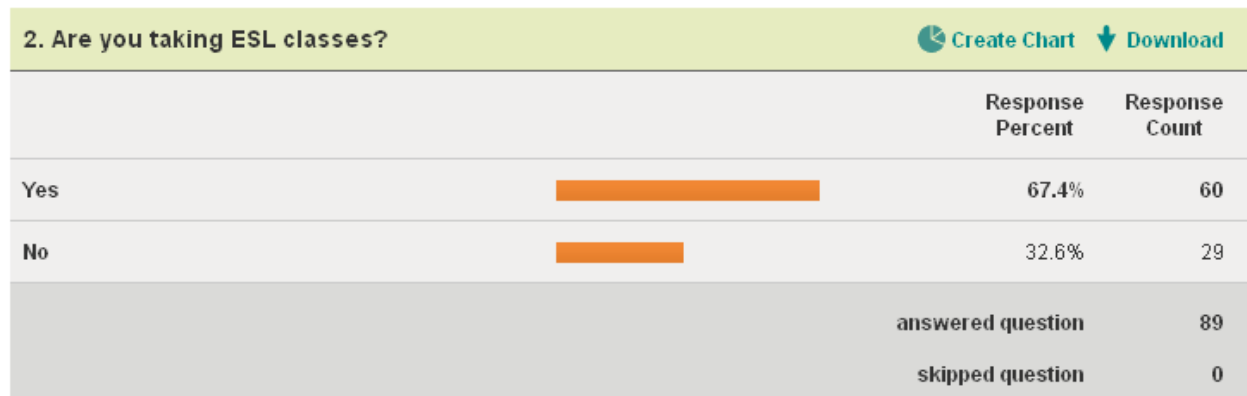
1. What is your goal at Coastline? You may select more than one answer. <a href="#">Create Chart</a> <a href="#">Download</a>			
		Response Percent	Response Count
I want to earn an AA degree.		56.2%	50
I want to earn a certificate.		24.7%	22
I want to improve my English.		49.4%	44
I want to improve my skills to get a better job.		34.8%	31
I want to take classes, but I do not want to earn a degree or certificate.		4.5%	4
	Other (please specify) <a href="#">Show Responses</a>		8
	<b>answered question</b>		<b>89</b>
	<b>skipped question</b>		<b>0</b>

#### DISCUSSION / ANALYSIS

The first item asked students to identify their “goal at Coastline”. Most students (56.2%) indicated a desire to earn a degree. A meaningful percentage (24.7%) of respondents also identified a desire to earn a certificate. Approximately half of the respondents (49.4%) indicated a desire to improve their English language abilities. Practically one third (34.8%) of respondents indicated a goal of improving skills to get a better job. A very small percentage of students (4.5%) indicated that they only want to take classes but not earn a degree or certificate.

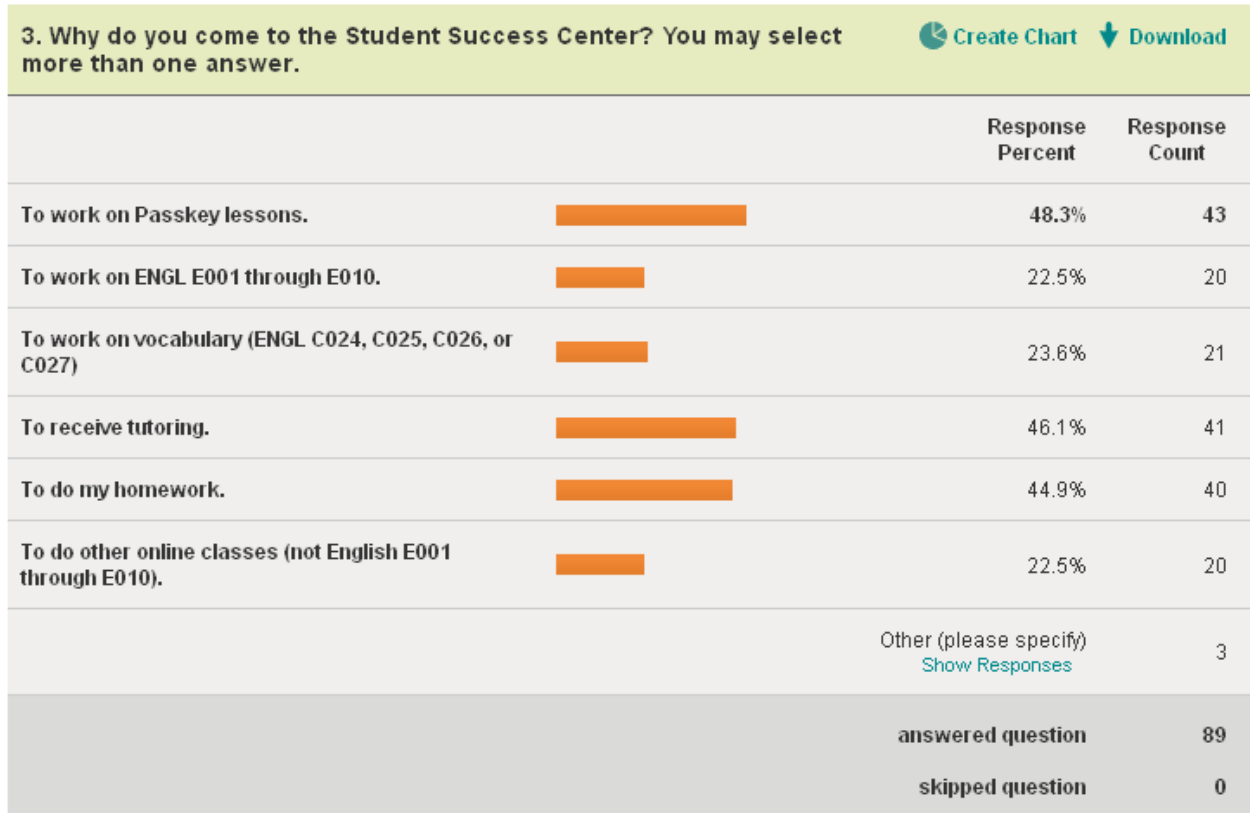
Based on the responses, it is clear that the majority of Student Success Center students are degree-bound. Further, there is a high interest in improving English abilities, which lends credence to the notion that the SSC serves a high proportion of English language learners. There are also a meaningful number of students who are workforce bound.

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### DISCUSSION / ANALYSIS

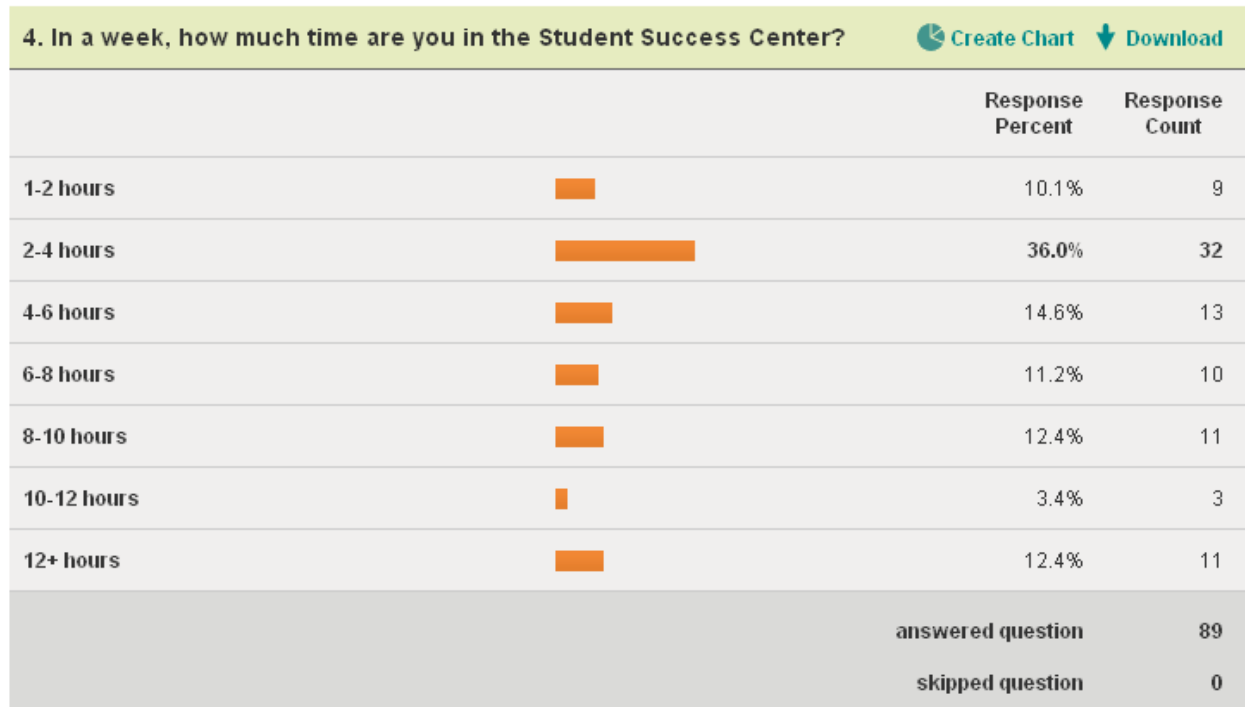
If we generalize the survey responses, it can be stated that most students (67.4%) in the Student Success Center are ESL students. Therefore it is important that we remain responsive to the needs of this population.



### DISCUSSION / ANALYSIS

Currently, Passkey is a major draw for students to visit the center. Passkey is the software that contains the curricular units for a variety of half-unit courses in English (e.g., English 040—080) and Math (e.g., Math 004, 006, 080). Almost half of the respondents indicated that they visit the SSC for tutoring. Over 20% of the respondents said they come to the SSC to work on distance learning courses outside of English E001 through E010, which indicates a need for a computer lab for students to perform non-SSC coursework.

The two most popular activities in the SSC are Passkey work and individual tutoring.













### DISCUSSION / ANALYSIS

The most popular response was that students spend approximately 2-4 hours in the SSC per week. It is noteworthy that 28.2% of students visit for a minimum of 8 hours per week.

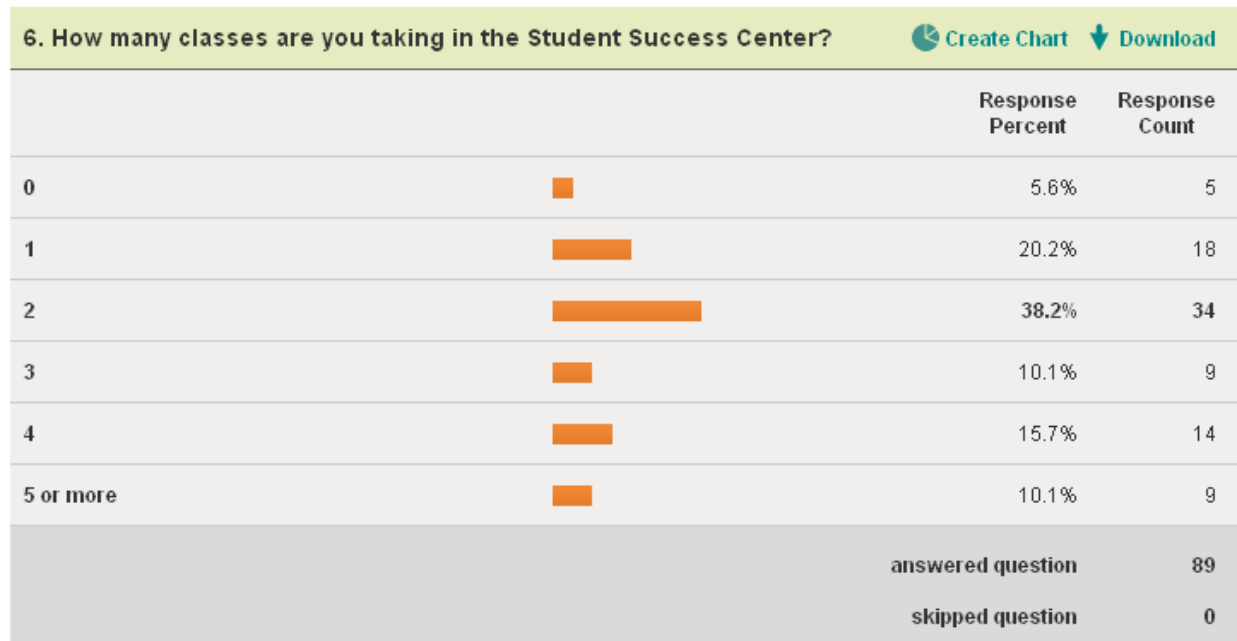
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5. What time do you normally visit the Student Success Center? You may [Create Chart](#) [Download](#)  
select more than one answer.

		Response Percent	Response Count
8:30-9:30 a.m.		20.2%	18
9:30-10:30 a.m.		31.5%	28
10:30-11:30 a.m.		41.6%	37
11:30-12:30 p.m.		40.4%	36
1:30-2:30 p.m.		31.5%	28
2:30-3:30 p.m.		37.1%	33
3:30-4:30 p.m.		29.2%	26
4:30-5:30 p.m.		25.8%	23
5:30-6:30 p.m.		22.5%	20
6:30-8:00 p.m.		14.6%	13
		<b>answered question</b>	<b>89</b>
		<b>skipped question</b>	<b>0</b>

## DISCUSSION / ANALYSIS

Based on the results, it is clear that we are busy at all times of the day, with the busiest period being between 10:30 a.m. and 1:30 p.m. on a daily basis.



### DISCUSSION / ANALYSIS

The majority of respondents indicated that they are taking two courses in the SSC. It is noteworthy that 35.9% of students are taking three or more classes.

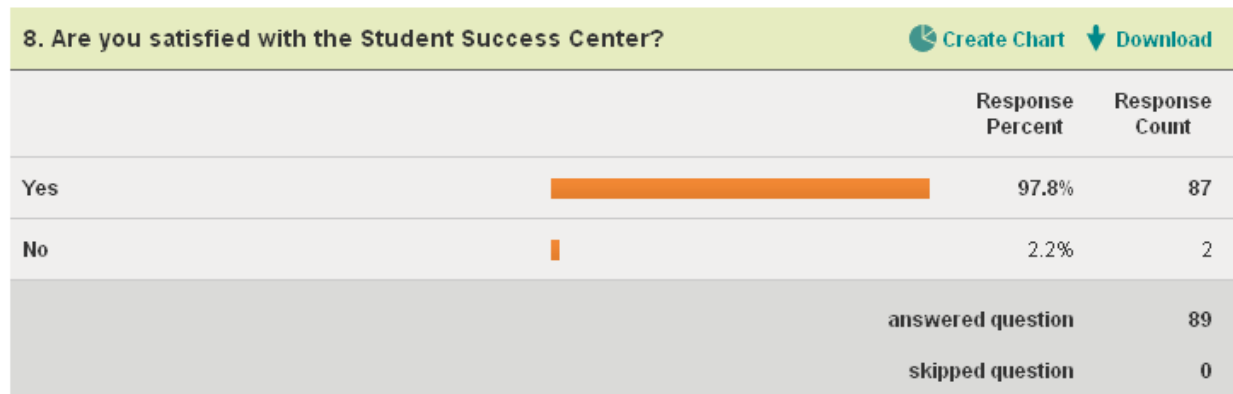
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### DISCUSSION / ANALYSIS

Approximately 82% of the respondents indicated that they have an education plan to graduate from Coastline. However, it's possible that students may have misinterpreted the question because the item is ambiguous in that students who have a personal plan may have indicated "yes" to this item, when, in fact, the item was designed to measure how many students have created a mutually agreed upon formal plan to graduate with the assistance of a counselor. Nevertheless, this overwhelming response indicates that students have direction in their registration plans.

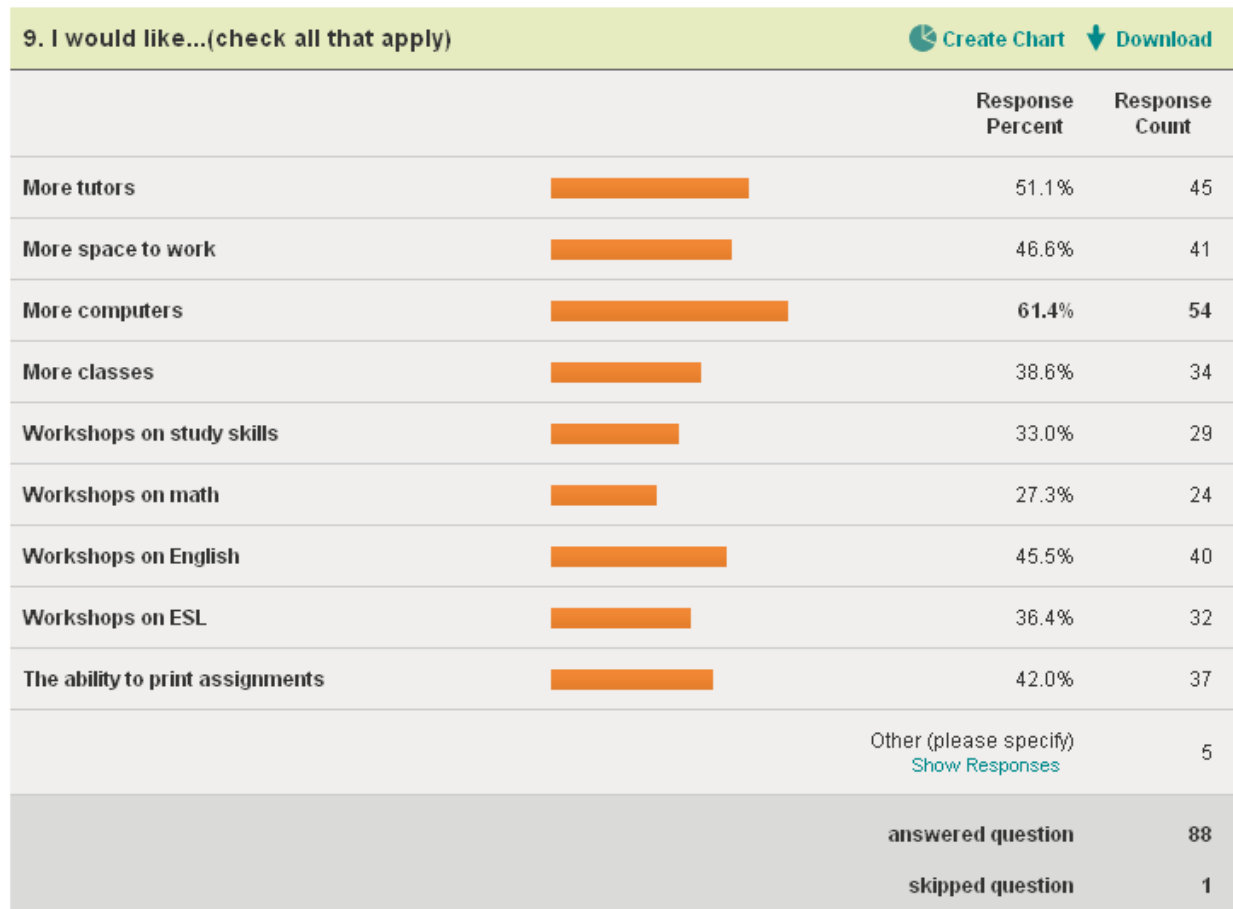
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## DISCUSSION / ANALYSIS

An overwhelming majority of respondents (97.8%) have indicated that they are satisfied with the SSC. This means that we are meeting students' needs, but there is always room for improvement.





## DISCUSSION / ANALYSIS

Students would like more of everything we do in the SSC. More specifically, students want more computers, tutors, and space to work. It is hoped that the upcoming expansion into Room 111 will address this concern. There is also a high demand for workshops and the ability to print assignments.