





1. To what extent do you agree Coastline is fulfilling its mission statement, which is: "Coastline Community College is committed to academic excellence by providing accessible, flexible, quality education to students within and beyond the traditional classroom."

		Response Percent	Response Count
Extremely Well		68.1%	312
Moderately Well		28.2%	129
Somewhat Well		3.3%	15
Not at All Well		0.4%	2

If you selected "Somewhat Well" or "Not at All Well," please explain your answer:

24

answered question	458
skipped question	0

2. Please indicate how strongly you agree or disagree with these statements about instruction at Coastline:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Response Count
I am satisfied with the overall quality of instruction.	49.0% (212)	41.3% (179)	6.0% (26)	2.5% (11)	1.2% (5)	0.0% (0)	433
Teaching within my major is effective at Coastline.	43.4% (188)	39.0% (169)	8.3% (36)	2.3% (10)	1.8% (8)	5.1% (22)	433
Teaching outside my major is effective at Coastline.	36.4% (156)	33.4% (143)	15.2% (65)	1.6% (7)	0.7% (3)	12.6% (54)	428
Instructors attempt to be fair and objective in their presentation of course materials.	51.5% (223)	40.9% (177)	5.5% (24)	0.9% (4)	0.9% (4)	0.2% (1)	433
Instructors provide a course syllabus that describes course requirements.	64.8% (282)	29.4% (128)	4.1% (18)	0.5% (2)	1.1% (5)	0.0% (0)	435
Instructors clearly define how I will be graded.	63.7% (277)	30.3% (132)	3.4% (15)	1.6% (7)	0.9% (4)	0.0% (0)	435
Instructors clearly specify expectations concerning academic honesty and the consequences for dishonesty.	67.6% (294)	28.3% (123)	2.3% (10)	0.7% (3)	0.9% (4)	0.2% (1)	435
Instructors inform students of skills or learning outcomes we are expected to achieve.	60.4% (262)	32.7% (142)	5.3% (23)	0.9% (4)	0.7% (3)	0.0% (0)	434
Instructors care about their students' success.	52.9% (230)	31.0% (135)	10.1% (44)	3.0% (13)	1.1% (5)	1.8% (8)	435
Instructors are available to help me outside of class.	41.2% (178)	31.3% (135)	13.2% (57)	5.6% (24)	2.3% (10)	6.5% (28)	432
I believe my courses will prepare me well for future employment.	45.0% (195)	39.3% (170)	9.5% (41)	3.0% (13)	1.8% (8)	1.4% (6)	433
I believe my courses will prepare me well for transfer to a four-year university.	47.3% (204)	36.2% (156)	9.5% (41)	1.4% (6)	1.6% (7)	3.9% (17)	431
The amount of homework in most of my classes is appropriate.	48.6% (211)	38.7% (168)	8.3% (36)	2.5% (11)	1.8% (8)	0.0% (0)	434

I am satisfied with instructors' use of technology in CLASSROOM courses.	39.5% (168)	27.8% (118)	12.2% (52)	1.6% (7)	1.6% (7)	17.2% (73)	425
I am satisfied with instructors' use of technology in ONLINE courses.	56.4% (242)	31.0% (133)	7.2% (31)	1.9% (8)	2.3% (10)	1.2% (5)	429

Please list your major: 303

answered question	436
skipped question	22
















3. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Response Count
Degrees and certificates are clearly described in the college catalog.	50.6% (210)	34.0% (141)	7.7% (32)	2.9% (12)	0.5% (2)	4.3% (18)	415
There is a sufficient number of GENERAL EDUCATION courses offered each semester which enable me to complete my educational goal within a reasonable period of time.	44.2% (182)	32.5% (134)	10.9% (45)	4.1% (17)	1.0% (4)	7.3% (30)	412
There are a variety of courses offered in my MAJOR each semester which enable me to complete my educational goal within a reasonable period of time.	40.7% (168)	34.6% (143)	11.6% (48)	6.8% (28)	2.9% (12)	3.4% (14)	413
Programs and courses are offered in a manner which enable me to complete my entire program as announced.	44.4% (183)	35.9% (148)	10.4% (43)	3.4% (14)	1.2% (5)	4.6% (19)	412
Coastline provides the support resources (e.g., equipment) that are necessary for my program/certificate.	44.3% (182)	37.2% (153)	9.5% (39)	2.2% (9)	1.0% (4)	5.8% (24)	411
If you would like to make a comment, please leave it here:							66
answered question							416
skipped question							42

4. Please indicate how strongly you agree or disagree with these statements about Coastline's published materials, and its representations about itself:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Response Count
Faculty and staff are objective and fair when representing the college to students and others.	47.3% (189)	38.0% (152)	6.5% (26)	0.3% (1)	0.3% (1)	7.8% (31)	400
The college catalog is clear and adequately represents policies and practices at Coastline.	51.3% (205)	38.5% (154)	5.8% (23)	0.5% (2)	0.0% (0)	4.0% (16)	400
Coastline's PRINTED class schedule is accurate and clear.	43.5% (173)	31.9% (127)	7.8% (31)	0.5% (2)	0.5% (2)	15.8% (63)	398
Coastline's ONLINE class schedule is accurate and clear.	55.4% (221)	36.1% (144)	5.0% (20)	2.0% (8)	0.5% (2)	1.0% (4)	399
Coastline's WEBSITE is clear and accurate.	51.1% (205)	36.2% (145)	8.7% (35)	3.0% (12)	0.7% (3)	0.2% (1)	401
Coastline's publications provide clear and accurate information about courses, programs, degrees, certificates, and services to its students.	48.9% (195)	37.1% (148)	8.8% (35)	1.3% (5)	0.3% (1)	3.8% (15)	399
If you want to add a comment, please place it here:							23
answered question							402
skipped question							56

5. Coastline has used the following sources to inform the public about our educational programs and services. Where have YOU seen information about Coastline in the past year? (Please select all that apply.)

		Response Percent	Response Count
Printed copy of the Coastline Catalog		46.1%	177
Printed copy of the Coastline Class Schedule		45.8%	176
Online copy of the Coastline Catalog or Class Schedule		76.8%	295
Printed advertisement/mailed received at my home		19.0%	73
Coastline website: www.coastline.edu		86.2%	331
Coastline social media page (Facebook, MySpace, Twitter)		8.6%	33
Coastline outreach booth at a community or high school event		3.6%	14
Presentation by Coastline staff at another school		3.9%	15
Coastline TV commercial		6.5%	25
Coastline advertisement in print		8.6%	33
Coastline marketing brochure or flier (found at various locations)		9.9%	38
Story or item in a neighborhood newspaper		1.8%	7
Story or item in the O.C. Register or L.A. Times		2.6%	10
Other newspapers - Please list below		1.6%	6
High school newspaper or yearbook		2.1%	8

Advertising board in a high school gym		1.0%	4
Magazine		2.6%	10
Online or print directories/guides (e.g., Peterson's Guide to Two-Year Colleges, Hobson's, Study USA)		5.5%	21
Radio station(s) - Please list station below		1.8%	7

Other (please specify) 31

answered question 384

skipped question 74

6. What is your level of awareness, need, or satisfaction with the following Counseling services at Coastline? (Please provide only one response per item.)

	Used/Satisfied	Used/Not Satisfied	Heard Of/Don't Need	Never Heard Of	Response Count
Academic Advising/Planning	56.0% (216)	12.4% (48)	26.9% (104)	4.7% (18)	386
Career Counseling	39.6% (153)	7.5% (29)	36.8% (142)	16.1% (62)	386
English/Math Placement Testing	51.3% (195)	6.3% (24)	37.1% (141)	5.3% (20)	380
Financial Aid	50.7% (192)	9.2% (35)	34.6% (131)	5.5% (21)	379
New Student Orientation to College (Group)	18.3% (68)	4.3% (16)	50.7% (188)	26.7% (99)	371
New Student Orientation to College (Online)	34.4% (130)	4.0% (15)	37.8% (143)	23.8% (90)	378
Walk-in/Resource Counseling	29.2% (110)	6.1% (23)	41.9% (158)	22.8% (86)	377
Online Advising	36.8% (137)	8.1% (30)	26.3% (98)	28.8% (107)	372

If you want to add a comment, please place it here: 34

answered question 399

skipped question 59

7. What is your level of agreement with each of the following statements about Registration, Admissions, Assessment, and Counseling services at Coastline? (Please provide only one response per item.)

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know	Response Count
Admissions staff were helpful in the application and registration process.	45.9% (178)	31.7% (123)	12.9% (50)	1.3% (5)	0.5% (2)	7.7% (30)	388
The online APPLICATION process is easy to use.	58.0% (225)	33.8% (131)	4.4% (17)	1.0% (4)	0.8% (3)	2.1% (8)	388
The online REGISTRATION process is easy to use.	56.0% (216)	35.5% (137)	4.4% (17)	1.6% (6)	0.8% (3)	1.8% (7)	386
The ON-SITE new student orientation I attended was useful.	21.4% (81)	14.8% (56)	14.8% (56)	0.5% (2)	0.3% (1)	48.1% (182)	378
The ONLINE new student orientation was useful.	29.7% (113)	20.2% (77)	13.6% (52)	1.0% (4)	0.5% (2)	34.9% (133)	381
Student orientation is effective in helping new students become familiar with Coastline.	27.1% (104)	19.8% (76)	15.4% (59)	1.0% (4)	0.8% (3)	35.9% (138)	384
Placement test results were explained to me so that I understood which course(s) I was supposed to take.	33.9% (129)	19.7% (75)	13.9% (53)	2.6% (10)	1.1% (4)	28.7% (109)	380
Placement tests were offered at times that were convenient for me.	33.9% (129)	19.7% (75)	12.3% (47)	3.7% (14)	0.5% (2)	29.9% (114)	381
The writing assessment test helped me enroll in an appropriate ENGLISH course.	30.2% (114)	20.6% (78)	14.0% (53)	0.8% (3)	0.5% (2)	33.9% (128)	378
The math assessment test helped me enroll in an appropriate MATH course.	30.5% (116)	18.4% (70)	12.4% (47)	2.6% (10)	0.8% (3)	35.3% (134)	380
Counseling appointments were available at times that were convenient for me.	27.3% (104)	22.3% (85)	13.9% (53)	3.4% (13)	2.6% (10)	30.4% (116)	381
Counseling session(s) are informative and helpful.	29.6% (113)	25.4% (97)	11.8% (45)	3.1% (12)	2.4% (9)	27.7% (106)	382

Counseling session(s) helped me SELECT courses I need to attain my educational goal.	33.6% (128)	24.7% (94)	10.5% (40)	2.9% (11)	2.6% (10)	25.7% (98)	381
Counseling session(s) helped me CLARIFY my education goals.	31.9% (122)	23.8% (91)	12.3% (47)	3.9% (15)	2.3% (9)	25.8% (99)	383
Counselors care about me as an individual.	31.5% (119)	21.2% (80)	16.7% (63)	1.9% (7)	3.7% (14)	25.1% (95)	378
Counselors are concerned about my academic success.	32.6% (123)	23.1% (87)	14.9% (56)	1.9% (7)	3.7% (14)	23.9% (90)	377
Administrative procedures that affect students are fair.	32.4% (122)	28.6% (108)	15.9% (60)	1.1% (4)	1.6% (6)	20.4% (77)	377

If you want to add a comment, please make it here:

29

answered question	391
skipped question	67

8. What is your level of awareness, need, or satisfaction with each of the following services/activities at Coastline? (Please provide one response for each item.)

	Used/Satisfied	Used/Not Satisfied	Heard Of/Don't Need	Never Heard Of/Don't Need	Response Count
Academic Advising	51.1% (190)	9.4% (35)	24.7% (92)	14.8% (55)	372
Associated Student Government (ASG)	14.0% (51)	3.3% (12)	41.2% (150)	41.5% (151)	364
Bookstore	73.8% (276)	11.5% (43)	9.6% (36)	5.1% (19)	374
Extended Opportunities Program (EOPS)	17.8% (65)	2.5% (9)	37.0% (135)	42.7% (156)	365
Financial Aid Office	43.8% (162)	8.4% (31)	32.7% (121)	15.1% (56)	370
Health Services (Memorial Prompt Care)	15.0% (54)	4.4% (16)	42.2% (152)	38.3% (138)	360
Information Commons/Computer Lab (Garden Grove)	21.7% (79)	2.2% (8)	34.6% (126)	41.5% (151)	364
One-Stop Centers	17.8% (65)	3.3% (12)	31.5% (115)	47.4% (173)	365
Student Success Center	18.3% (67)	1.9% (7)	33.6% (123)	46.2% (169)	366
Textbook Reserve Library	15.7% (57)	3.6% (13)	32.5% (118)	48.2% (175)	363
Transfer Center	18.2% (66)	4.1% (15)	35.3% (128)	42.4% (154)	363
Tutoring Services	18.0% (66)	4.9% (18)	41.1% (151)	36.0% (132)	367
Virtual Library	32.3% (117)	9.1% (33)	28.7% (104)	29.8% (108)	362

If you want to add a comment, please make it here:

27

answered question

382



skipped question

76

9. On average, how often do you use the following services/activities at Coastline? (Please provide one response for each item.)

	Frequently Each Semester	A Few Times Each Semester	Once a Semester	Less than Once a Semester	Never	Response Count
Associated Student Government (ASG)	4.9% (18)	1.9% (7)	0.8% (3)	3.3% (12)	89.0% (324)	364
Bookstore	21.0% (78)	19.9% (74)	35.5% (132)	7.5% (28)	16.1% (60)	372
Computer Lab at Garden Grove	9.3% (34)	8.8% (32)	1.9% (7)	4.7% (17)	75.3% (275)	365
Extended Opportunities Program (EOPS)	7.5% (27)	3.0% (11)	1.7% (6)	2.8% (10)	85.1% (308)	362
Financial Aid Office	19.2% (71)	10.6% (39)	14.6% (54)	6.0% (22)	49.6% (183)	369
Health Services (Memorial Prompt Care)	5.2% (19)	4.1% (15)	1.9% (7)	4.4% (16)	84.3% (306)	363
Legal Clinic	4.4% (16)	1.9% (7)	1.1% (4)	3.6% (13)	89.0% (322)	362
One-Stop Centers	6.6% (24)	2.5% (9)	1.9% (7)	6.4% (23)	82.6% (299)	362
Scholarships	7.4% (27)	3.3% (12)	4.1% (15)	3.6% (13)	81.7% (299)	366
Student Success Center	6.9% (25)	4.4% (16)	2.5% (9)	2.8% (10)	83.5% (303)	363
Study Abroad Program	5.2% (19)	2.5% (9)	0.8% (3)	1.7% (6)	89.8% (325)	362
Textbook Reserve Library	5.5% (20)	2.5% (9)	3.0% (11)	4.4% (16)	84.5% (305)	361
Transfer Center	4.4% (16)	3.0% (11)	3.6% (13)	6.9% (25)	82.0% (297)	362
Tutoring Services	6.4% (23)	5.2% (19)	2.5% (9)	5.0% (18)	80.9% (293)	362
Virtual Library	12.4% (45)	12.7% (46)	6.1% (22)	8.0% (29)	60.9% (221)	363
answered question						376
skipped question						82

10. If Coastline were able to offer classes supported solely by private fees paid by the student (e.g., classes offered for the cost of instruction, with no taxpayer support), would you be interested in paying \$200 a unit to enroll in these classes?

		Response Percent	Response Count
Yes		21.4%	79
No		78.6%	290

Please add any comments or suggestions on this topic:

83

answered question	369
skipped question	89

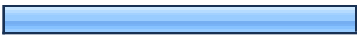



11. How important would the following factors be in your decision to enroll in classes supported solely by student fees?

	Very Important	Important	Somewhat Important	Not at All Important	Doesn't Apply	Response Count
The per unit cost of these classes.	79.1% (291)	14.7% (54)	3.0% (11)	1.1% (4)	2.2% (8)	368
Eligibility of receiving financial aid to pay for these classes.	64.6% (237)	16.6% (61)	4.9% (18)	3.3% (12)	10.6% (39)	367
Inability to enroll in regular classes which are closed or canceled due to a lack of state funding.	65.1% (235)	21.1% (76)	3.9% (14)	2.5% (9)	7.5% (27)	361
Availability of these classes offered during summer.	57.7% (211)	20.8% (76)	11.2% (41)	4.4% (16)	6.0% (22)	366
Availability of these classes offered during winter intersession.	54.4% (197)	21.3% (77)	10.8% (39)	6.9% (25)	6.6% (24)	362
Availability of these classes offered in the primary fall and spring semesters.	70.5% (260)	18.2% (67)	4.6% (17)	3.0% (11)	3.8% (14)	369
Please add any comments or suggestions on this topic:						24
answered question						371
skipped question						87

12. If Coastline were allowed to offer a more flexible distance learning schedule, what options would be the most important for you?

	Very Important	Important	Somewhat Important	Not at All Important	Doesn't Apply	Response Count
The ability to work quickly at my own pace.	74.0% (271)	17.2% (63)	6.6% (24)	0.3% (1)	1.9% (7)	366
The ability to enroll at ANY time during the year.	63.5% (233)	21.8% (80)	8.4% (31)	4.4% (16)	1.9% (7)	367
The ability to take courses that finish in FOUR weeks.	38.6% (139)	17.8% (64)	20.6% (74)	16.7% (60)	6.4% (23)	360
The ability to take courses that finish in SIX weeks.	38.7% (140)	20.7% (75)	20.4% (74)	14.6% (53)	5.5% (20)	362
The ability to take courses that finish in EIGHT weeks.	56.6% (207)	24.3% (89)	10.7% (39)	6.6% (24)	1.9% (7)	366
The ability to take courses that finish in SIXTEEN weeks.	45.3% (164)	21.3% (77)	13.8% (50)	12.4% (45)	7.2% (26)	362
Please add any comments or suggestions on this topic:						20
answered question						371
skipped question						87






13. How do you describe your relationship with Coastline Community College? (Select the ONE answer that best describes your situation.)

		Response Percent	Response Count
High-school student co-enrolled at Coastline.		0.0%	0
Part-time student at Coastline (enrolled in fewer than 12 units at Coastline this semester).		52.8%	195
Full-time student at Coastline (enrolled in 12 or more units at Coastline this semester).		27.1%	100
I attend multiple colleges, and I consider ANOTHER college to be my primary college.		12.7%	47
I attend multiple colleges, but COASTLINE is my primary college.		7.3%	27
	Other (please specify):		34
		answered question	369
		skipped question	89





14. Please indicate the primary mode by which you take classes at Coastline Community College. (Select the ONE answer that best describes your situation.)

		Response Percent	Response Count
Regular Classroom (Non-Military)		8.4%	31
Regular Classroom (Early College High School)		0.5%	2
Online Classes (Non-Military)		36.1%	134
Telecourses (Non-Military)		0.5%	2
Mix of Regular Classroom and Online (Non-Military)		16.7%	62
Mix of Regular Classroom and Telecourses (Non-Military)		1.3%	5
Mix of Online and Telecourses (Non-Military)		3.0%	11
Mix of Regular Classroom, Telecourses, Online (Non-Military)		3.2%	12
Mix of Onsite and Online (EBUS Program)		0.0%	0
Military Program Classes (includes ALL modes of instructional delivery)		30.2%	112
	Other (please specify):		17
		answered question	371
		skipped question	87







15. For how many semesters have you been enrolled at Coastline? (Include summer sessions and this semester.)

		Response Percent	Response Count
One semester		6.9%	26
Two to three semesters		27.1%	102
Four to six semesters		36.7%	138
Seven to nine semesters		19.7%	74
Ten or more semesters		9.6%	36
answered question			376
skipped question			82







16. How many units are you taking THIS SEMESTER at Coastline?

		Response Percent	Response Count
Fewer than 6 units		37.1%	139
6-11 units		41.6%	156
12-14 units		16.8%	63
15 or more units		4.5%	17
answered question			375
skipped question			83

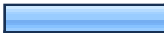




17. How many units have you acquired JUST at Coastline, including the courses you are taking now?

		Response Percent	Response Count
1-15 units		29.0%	109
16-30 units		25.3%	95
31-45 units		16.2%	61
46-60 units		14.9%	56
Over 60 units		7.4%	28
Not sure		7.2%	27
answered question			376
skipped question			82





18. What is the highest level degree you have already earned?

		Response Percent	Response Count
High school diploma or equivalent		55.9%	210
AA degree or certificate		25.5%	96
BA degree		10.1%	38
MA degree		3.7%	14
PhD degree or other professional degree		0.8%	3
None of the above		4.0%	15
answered question			376
skipped question			82



19. About how many hours per week do you usually spend working for pay?

		Response Percent	Response Count
0 hours		23.7%	87
1-19 hours		12.3%	45
20-29 hours		13.6%	50
30-39 hours		7.1%	26
40 hours or more		43.3%	159
answered question			367
skipped question			91







20. About how many hours a week do you usually spend outside of class preparing for each of your courses (e.g., reading, studying, completing assignments)?

		Response Percent	Response Count
Less than 2 hours per course		4.3%	16
Between 2-4 hours per course		34.3%	128
Between 5-8 hours per course		36.5%	136
More than 8 hours per course		24.9%	93
answered question			373
skipped question			85






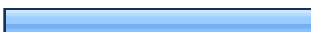

21. Your gender:

		Response Percent	Response Count
Female		65.0%	243
Male		35.0%	131
answered question			374
skipped question			84



22. Your age:

		Response Percent	Response Count
17 or younger		0.3%	1
18-20		1.3%	5
21-25		16.0%	60
26-29		16.0%	60
30-49		50.3%	188
50 or older		16.0%	60
answered question			374
skipped question			84

23. Please indicate the one racial or ethnic group below to which you most closely identify:

		Response Percent	Response Count
American Indian/Pacific Islander		1.6%	6
Asian/Asian American		20.9%	78
Black/African American		11.5%	43
Hispanic/Latino		13.1%	49
Native American/Alaskan Native		0.3%	1
White/Non-Hispanic		46.6%	174
Other		5.9%	22
answered question			373
skipped question			85

24. In the last five years, have you taken any English as a Second Language (ESL) classes at Coastline or at another college?

		Response Percent	Response Count
Yes		7.5%	28
No		92.5%	346
answered question			374
skipped question			84