

Student Learning from Services at Coastline College

Coastline Community College (CCC) is interested in knowing what students experience or understand as a result of receiving services here. Would you please help us by completing this online survey? It should take you no longer than 10 to 15 minutes to complete (a little longer if you decide to include written feedback).

Students who complete the survey will receive a chance to win an Apple iPad mini.

Your responses will be completely anonymous, and your input will be analyzed as "group data." Please contact Dr. Gayle Berggren at gberggren@coastline.edu if you have any questions. Thank you very much for your assistance.

1. Please indicate how strongly you agree or disagree with each of these statements about the Application and Registration process at Coastline:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
It was easy to apply for admission to Coastline.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to register at Coastline.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was easy to use the online searchable schedule to find classes at Coastline.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments:

The next questions are about Counseling services at Coastline.

2. Demonstrate your knowledge of Counseling at Coastline. Which of the following learning centers offers appointments with counselors? (Select all that apply.)

- Coastline College Center (Fountain Valley)
- Garden Grove Center
- Westminster Center
- Newport Beach Center
- Don't know

3. As a result of receiving counseling services at Coastline, please indicate the change in your ability to:

	Much Better	Better	The Same	Worse	Much Worse	Not Applicable
Understand the academic planning process in order to attain your educational goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify college resources, procedures, and policies that support your academic success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next questions are about Orientation at Coastline. If you did NOT attend orientation (face to face or online) at Coastline, please skip to the next question.

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4. If you participated in new student orientation, demonstrate your knowledge of "matriculation." Identify the best sequence of matriculation (select the one best answer):

- Admission, assessment, orientation, counseling, follow-up
- Assessment, admission, follow-up, counseling, orientation
- Orientation, admission, follow-up, counseling, assessment
- Don't know

5. If you stop attending any courses in which you are enrolled, including distance learning courses, you risk receiving an "F" or "NP" for those courses. How do you drop a course? (Select all answers that you think are correct.)

- Send an email to your instructor asking him/her to drop you from the class.
- Use your MyCCC account to drop a class.
- File a paper drop request form at a Learning Center or the Admissions and Registration department.
- Don't know

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6. 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	Disagree	Strongly Disagree	Don't Know/Not Applicable
Admissions staff were helpful in the application and registration process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ON-SITE (group) new student orientation I attended was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The ONLINE new student orientation was useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement tests were offered at times that were convenient to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Placement test results were explained to me so that I understood which course(s) I was supposed to take.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling appointments were available at times that were convenient for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling session(s) are informative and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselors care about me as an individual.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselors are concerned about my academic success.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walk-in/Resource counseling is helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online Advising is helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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7. 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
Assessment Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Associated Student Government (ASG)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extended Opportunities Program (EOPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health Services (Memorial Prompt Care)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information Commons (Garden Grove)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social Media Sites (Facebook, YouTube, Twitter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Programs and Services for the Disabled (SPSD)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Success Center (Garden Grove)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Success Center (Newport Beach)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Success Center (Le-Jao/Westminster)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Textbook Reserve Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans Resource Center (VRC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Virtual Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Programs and courses are offered in a manner that enable me to complete my entire program as announced.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastline provides the support resources (e.g., equipment, software, labs) that are necessary for learning in my program.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to make a comment, please leave it here:

9. Please indicate how strongly you agree or disagree with these statements about Coastline's Web site and publications:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Coastline's Website (http://www.coastline.edu) is easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastline's printed and online publications are easy to read and understand.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastline's programs and services are well described online and in printed materials.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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10. What is your level of agreement with each of the following statements about Diversity and Climate at Coastline? (Please provide only one response per item.)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Coastline acknowledges and supports diversity.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in the Coastline college environment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

11. Which of the following techniques could you use to find directions to Coastline's locations? (If you ONLY take courses by distance education, skip to the next set of questions.)

- Look in the online class schedule for the address.
- Look on the main college Web page under "Coastline's Locations."
- E-mail your teacher for the address.
- Do a Google search (or other search engine).
- Use CCC's free iPhone and Android mobile application.
- Not applicable

12. Demonstrate your knowledge of parking regulations at Coastline. Which of the following sites require Parking Permits? (If you ONLY take courses by distance education, skip to the next set of questions.)

- Coastline Administrative Center (Fountain Valley)
- Garden Grove Center
- Le Jao/Westminster Center
- Newport Beach Center
- Not applicable

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13. Please indicate how strongly you agree or disagree with these statements about physical classroom sites, maintenance, and safety at Coastline: (If you ONLY take courses by distance education, skip to the next set of questions.)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Classrooms, learning centers, and other Coastline sites (e.g., classrooms, labs, restrooms, service areas are clean and well maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking for Coastline sites is adequate and well maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coastline sites are safe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you would like to make a comment, please leave it here:

14. Demonstrate your knowledge of Coastline's library resources that support student success. Select all library resources that you think Coastline has:

- Textbook Reserve Library where students read textbooks on-site.
- Physical Library at the Westminster Center
- Virtual Library accessible with MyCCC password
- Electronic books, newspapers, and journals
- Paralegal Studies Library
- Ask the Librarian online assistance
- Don't know

If you have previously, or if you are currently taking one or more courses at Coastline by distance learning, please answer the following questions. If you have NEVER taken a distance learning course at Coastline, please skip to the next set of questions.

15. How do you enroll in a distance learning course that is closed to enrollment? (Select all that apply.)

- Get on the wait list.
- Get an add code from the instructor.
- Call Admissions for a petition form.
- Students can't enroll in closed distance education courses.
- Don't know

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16. What types of distance learning courses are offered at Coastline?

(Select all that apply.)

- Telecourse/Cable Courses
- Independent Study Courses
- Online Courses
- Live 2-way video courses
- Pay to play self-paced remedial courses
- MOOCs (Massive Open Online Courses)
- Don't know

17. Please respond to each of the following statements about your ability to access and use Coastline's distance learning courses (online, telecourse).

The first time I took a Coastline distance learning course:

	Very Easily	Easily	With Some Difficulty	With a Lot of Difficulty	Don't Know/Not Applicable
I was able to find and use the course website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to log into the course website.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find and use the course lessons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find and use the discussion board.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find and use the quizzes and exams.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to contact the instructor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was able to find and use the drop box to submit assignments.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(For telecourse students:) I was able to access and view the video lessons for this course.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions if you are currently a student in the EOPS program at Coastline. If you are NOT in the EOPS program, please skip to the next set of questions.

18. Please demonstrate your knowledge of services you are eligible to receive as a participant in the Coastline EOPS program; select all that apply. (Skip to next set of questions if you are not an EOPS student.)

- Registration assistance
- Counseling
- Progress follow-up
- Funding for books
- School supplies
- Tutoring
- Eligibility for grants
- Assessment is waived
- Free child care

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19. As a result of participating in an EOPS counseling session:

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/Not applicable
I understand the program eligibility requirements.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions if you have visited the Student Success Center or received tutoring at Coastline. If you have not visited the Success Center or received tutoring, please skip this page and proceed to the next set of questions.

20. As a result of studying in the Student Success Center (at Le-Jao/Westminster, Garden Grove, or Newport Beach) or utilizing the tutoring services available at Coastline, please indicate the change in your ability to:

	Much Better	Better	Worse	Much Worse	Not Applicable
Take responsibility for my own learning because of improved self-confidence.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilize effective study strategies.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Identify learning assistance resources available at Coastline.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions if you are currently receiving Financial Aid or receiving services from the Coastline Financial Aid Office at Coastline. If you are NOT receiving Financial Aid, please skip to the next question.

21. As a result of your interaction with the Coastline Financial Aid Office and their web-based information, please indicate the change in your knowledge of each of the following statements:

	Much Better	Better	The Same	Worse	Much Worse	Not Applicable
My ability to identify financial aid resources.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My understanding of the importance of applying early, submitting forms, and meeting deadlines to successfully apply for financial aid.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My understanding of the importance of meeting Satisfactory Academic Progress (SAP) standards to maintain financial aid eligibility.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions if you are currently receiving services from the Coastline's SPSP Office. If you are NOT receiving SPSP services, please skip to the next set of questions.

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22. As a result of using services from the SPSP Office (Special Programs and Services for the Disabled), please indicate the change in your knowledge for each of the following statements related to your disability:

	Much Better	Better	The Same	Worse	Much Worse	Not Applicable
I can explain how my disability affects my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can identify the Special Programs services or accommodations I require in order to be successful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer this question if you are currently receiving services from the Coastline Transfer Center (located at the Garden Grove Center). If you are NOT receiving Transfer Center services, please skip to the next question.

23. As a result of using services and resources at the Coastline Transfer Center (located at the Garden Grove Center) please indicate the change in your ability to:

	Much Better	Better	The Same	Worse	Much Worse	Not Applicable
Clearly express your transfer goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Successfully apply to four-year universities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer this question if you are currently receiving services from the Coastline CalWORKS Office. If you are NOT receiving CalWORKS services, please skip to the next question.

24. As a result of participating in a CalWORKs counseling session I can:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
Calculate my 32-hour requirement of education and work-study activities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
State my career options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer this question if you currently use services in the Coastline Information Commons at the Garden Grove Center; this includes using the computers and getting help with software applications. If you are NOT using the Information Commons, please skip to the next question.

25. As a result of receiving services (and/or studying or using equipment) in the Information Commons:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
My specific computer application or other software-use skills have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My grades have improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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26. What is your level of agreement with the following statement about the Coastline Bookstore? (Please provide only one response per item.)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable
I can easily use the online Bookstore features.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

You have completed the survey. Thank you very much for your participation!