

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	Rating Count
It was easy to apply for admission to Coastline.	68.4% (654)	29.8% (285)	1.4% (13)	0.2% (2)	0.2% (2)	956
It was easy to register at Coastline.	63.8% (600)	33.8% (318)	2.0% (19)	0.2% (2)	0.1% (1)	940
It was easy to use the online searchable schedule to find classes at Coastline.	57.4% (542)	36.4% (344)	5.3% (50)	0.5% (5)	0.4% (4)	945
					Comments:	66
					answered question	959
					skipped question	2

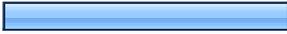
2. Demonstrate your knowledge of Counseling at Coastline. Which of the following learning centers offers appointments with counselors? (Select all that apply.)

		Response Percent	Response Count
Coastline College Center (Fountain Valley)		58.6%	547
Garden Grove Center		26.3%	245
Westminster Center		21.9%	204
Newport Beach Center		18.1%	169
Don't know		31.3%	292
answered question			933
skipped question			28

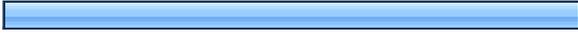
3. As a result of receiving counseling services at Coastline, please indicate the change in your ability to:

	Much Better	Better	The Same	Worse	Much Worse	Not Applicable	Rating Count
Understand the academic planning process in order to attain your educational goals.	27.6% (257)	26.3% (245)	11.1% (103)	1.3% (12)	0.4% (4)	33.3% (310)	931
Identify college resources, procedures, and policies that support your academic success.	24.2% (221)	27.4% (250)	13.0% (119)	1.1% (10)	0.7% (6)	33.7% (308)	914
answered question							933
skipped question							28

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

		Response Percent	Response Count
Admission, assessment, orientation, counseling, follow-up		40.1%	316
Assessment, admission, follow-up, counseling, orientation		5.5%	43
Orientation, admission, follow-up, counseling, assessment		11.7%	92
Don't know		42.8%	337
		answered question	788
		skipped question	173

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.)

		Response Percent	Response Count
Send an email to your instructor asking him/her to drop you from the class.		16.9%	150
Use your MyCCC account to drop a class.		86.9%	772
File a paper drop request form at a Learning Center or the Admissions and Registration department.		23.1%	205
Don't know		7.9%	70
		answered question	888
		skipped question	73

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	Rating Count
Admissions staff were helpful in the application and registration process.	33.5% (295)	37.2% (327)	3.6% (32)	1.3% (11)	24.4% (215)	880
The ON-SITE (group) new student orientation I attended was useful.	14.2% (124)	19.0% (166)	2.1% (18)	0.7% (6)	64.0% (558)	872
The ONLINE new student orientation was useful.	23.3% (203)	30.6% (267)	4.4% (38)	0.8% (7)	40.9% (357)	872
Placement tests were offered at times that were convenient to me.	25.4% (222)	24.8% (217)	3.9% (34)	1.4% (12)	44.6% (390)	875
Placement test results were explained to me so that I understood which course(s) I was supposed to take.	25.0% (220)	24.7% (217)	4.1% (36)	0.6% (5)	45.7% (402)	880
Counseling appointments were available at times that were convenient for me.	25.5% (225)	30.2% (266)	7.6% (67)	3.0% (26)	33.7% (297)	881
Counseling session(s) are informative and helpful.	29.0% (255)	28.2% (248)	4.3% (38)	1.5% (13)	36.9% (324)	878
Counselors care about me as an individual.	27.4% (241)	27.3% (240)	6.6% (58)	1.6% (14)	37.0% (325)	878
Counselors are concerned about my academic success.	28.4% (249)	27.5% (241)	5.8% (51)	1.7% (15)	36.5% (320)	876
Walk-in/Resource counseling is helpful.	21.3% (186)	22.8% (199)	4.8% (42)	1.7% (15)	49.4% (432)	874
Online Advising is helpful.	22.3% (194)	25.4% (221)	6.2% (54)	2.5% (22)	43.5% (378)	869
					If you want to add a comment, please make it here:	131
					answered question	886

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	Rating Count
Assessment Center	44.5% (370)	3.4% (28)	27.6% (229)	24.5% (204)	831
Associated Student Government (ASG)	15.9% (132)	3.0% (25)	40.8% (338)	40.3% (334)	829
Bookstore	67.1% (559)	14.4% (120)	12.2% (102)	6.2% (52)	833
Extended Opportunities Program (EOPS)	20.9% (172)	4.5% (37)	37.6% (310)	37.0% (305)	824
Financial Aid Office	43.6% (363)	18.6% (155)	24.4% (203)	13.4% (112)	833
Health Services (Memorial Prompt Care)	17.7% (146)	3.2% (26)	39.6% (326)	39.5% (325)	823
Information Commons (Garden Grove)	16.9% (140)	4.0% (33)	25.8% (214)	53.4% (443)	830
Scholarships	24.2% (200)	7.9% (65)	35.7% (296)	32.2% (267)	828
Social Media Sites (Facebook, YouTube, Twitter)	24.7% (204)	4.8% (40)	36.1% (298)	34.4% (284)	826
Special Programs and Services for the Disabled (SPSD)	12.4% (102)	3.0% (25)	40.1% (331)	44.5% (367)	825
Student Success Center (Garden Grove)	22.4% (185)	3.3% (27)	30.8% (254)	43.6% (360)	826
Student Success Center (Newport Beach)	18.4% (151)	3.3% (27)	33.3% (274)	45.0% (370)	822
Student Success Center (Le-Jao/Westminster)	24.0% (199)	4.3% (36)	29.2% (242)	42.5% (353)	830
Textbook Reserve Library	20.4% (169)	4.8% (40)	28.1% (233)	46.6% (386)	828
Transfer Center	21.3% (175)	4.6% (38)	37.9% (311)	36.2% (297)	821
Tutoring Services	27.5% (227)	4.6% (38)	38.9% (321)	29.0% (239)	825

Veterans Resource Center (VRC)	12.1% (100)	2.1% (17)	37.3% (308)	48.5% (400)	825
Virtual Library	31.4% (259)	7.4% (61)	23.6% (195)	37.6% (310)	825

If you want to add a comment, please make it here: 80

answered question	844
skipped question	117

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	Rating Count
Programs and courses are offered in a manner that enable me to complete my entire program as announced.	43.4% (354)	40.2% (328)	6.4% (52)	2.5% (20)	7.5% (61)	815
Coastline provides the support resources (e.g., equipment, software, labs) that are necessary for learning in my program.	40.2% (325)	41.4% (335)	4.3% (35)	1.5% (12)	12.6% (102)	809

If you would like to make a comment, please leave it here: 67

answered question	820
skipped question	141

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	Rating Count
Coastline's Website (http://www.coastline.edu) is easy to navigate.	45.0% (369)	43.0% (353)	8.8% (72)	2.1% (17)	1.1% (9)	820
Coastline's printed and online publications are easy to read and understand.	40.5% (332)	44.9% (368)	4.3% (35)	1.0% (8)	9.4% (77)	820
Coastline's programs and services are well described online and in printed materials.	40.7% (332)	47.7% (389)	5.8% (47)	1.5% (12)	4.4% (36)	816

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

54

answered question

823

skipped question

138

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	Rating Count
Coastline acknowledges and supports diversity.	46.9% (383)	33.3% (272)	1.8% (15)	0.7% (6)	17.2% (140)	816
I feel comfortable in the Coastline college environment.	52.3% (429)	35.7% (293)	1.8% (15)	0.5% (4)	9.7% (80)	821

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

45

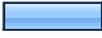
answered question

825

skipped question

136

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.)

		Response Percent	Response Count
Look in the online class schedule for the address.		41.7%	293
Look on the main college Web page under "Coastline's Locations."		57.8%	406
E-mail your teacher for the address.		14.5%	102
Do a Google search (or other search engine).		54.3%	382
Use CCC's free iPhone and Android mobile application.		18.3%	129
Not applicable		15.6%	110
		answered question	703
		skipped question	258

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.)

		Response Percent	Response Count
Coastline Administrative Center (Fountain Valley)		20.9%	142
Garden Grove Center		47.1%	321
Le Jao/Westminster Center		23.3%	159
Newport Beach Center		37.9%	258
Not applicable		37.3%	254
answered question			681
skipped question			280

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	Rating Count
Classrooms, learning centers, and other Coastline sites (e.g., classrooms, labs, restrooms, service areas are clean and well maintained.	46.4% (314)	30.9% (209)	2.2% (15)	0.1% (1)	20.3% (137)	676
Parking for Coastline sites is adequate and well maintained.	39.0% (262)	31.7% (213)	6.9% (46)	1.3% (9)	21.0% (141)	671
Coastline sites are safe.	43.6% (292)	36.3% (243)	1.8% (12)	0.3% (2)	17.9% (120)	669

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

45

answered question	678
skipped question	283

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

		Response Percent	Response Count
Textbook Reserve Library where students read textbooks on-site.		37.7%	301
Physical Library at the Westminster Center		21.5%	172
Virtual Library accessible with MyCCC password		45.4%	363
Electronic books, newspapers, and journals		34.9%	279
Paralegal Studies Library		14.1%	113
Ask the Librarian online assistance		25.8%	206
Don't know		42.4%	339
		answered question	799
		skipped question	162

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

		Response Percent	Response Count
Get on the wait list.		64.7%	494
Get an add code from the instructor.		52.7%	403
Call Admissions for a petition form.		13.5%	103
Students can't enroll in closed distance education courses.		8.2%	63
Don't know		16.9%	129
answered question			764
skipped question			197

16. What types of distance learning courses are offered at Coastline? (Select all that apply.)

		Response Percent	Response Count
Telecourse/Cable Courses		56.2%	433
Independent Study Courses		34.6%	267
Online Courses		85.5%	659
Live 2-way video courses		6.5%	50
Pay to play self-paced remedial courses		4.4%	34
MOOCs (Massive Open Online Courses)		5.7%	44
Don't know		13.2%	102
answered question			771
skipped question			190

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	Rating Count
I was able to find and use the course website.	45.7% (351)	32.2% (247)	13.4% (103)	2.3% (18)	6.4% (49)	768
I was able to log into the course website.	48.0% (368)	35.1% (269)	8.7% (67)	1.4% (11)	6.7% (51)	766
I was able to find and use the course lessons.	47.6% (365)	33.2% (255)	10.0% (77)	2.3% (18)	6.8% (52)	767
I was able to find and use the discussion board.	47.5% (364)	35.7% (274)	6.8% (52)	1.8% (14)	8.2% (63)	767
I was able to find and use the quizzes and exams.	49.7% (381)	36.9% (283)	5.0% (38)	1.3% (10)	7.2% (55)	767
I was able to contact the instructor.	47.3% (363)	34.4% (264)	8.0% (61)	2.9% (22)	7.4% (57)	767
I was able to find and use the drop box to submit assignments.	46.3% (355)	34.7% (266)	7.3% (56)	1.7% (13)	10.0% (77)	767
(For telecourse students:) I was able to access and view the video lessons for this course.	22.7% (160)	18.0% (127)	5.3% (37)	1.8% (13)	52.1% (367)	704
answered question						769
skipped question						192

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.)

		Response Percent	Response Count
Registration assistance		71.2%	166
Counseling		83.3%	194
Progress follow-up		45.9%	107
Funding for books		58.4%	136
School supplies		43.3%	101
Tutoring		63.5%	148
Eligibility for grants		57.1%	133
Assessment is waived		34.3%	80
Free child care		17.2%	40
answered question			233
skipped question			728

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

	Strongly agree	Agree	Disagree	Strongly disagree	Don't Know/Not applicable	Rating Count
I understand the program eligibility requirements.	24.6% (101)	20.0% (82)	3.7% (15)	1.2% (5)	50.5% (207)	410
answered question						410
skipped question						551

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	Rating Count
Take responsibility for my own learning because of improved self-confidence.	30.2% (184)	26.8% (163)	1.0% (6)	0.2% (1)	41.9% (255)	609
Utilize effective study strategies.	27.8% (169)	28.1% (171)	0.8% (5)	0.3% (2)	42.9% (261)	608
Identify learning assistance resources available at Coastline.	27.9% (170)	27.8% (169)	0.7% (4)	0.2% (1)	43.5% (265)	609
answered question						610
skipped question						351

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	Rating Count
My ability to identify financial aid resources.	27.3% (180)	24.1% (159)	18.8% (124)	3.8% (25)	2.7% (18)	23.3% (154)	660
My understanding of the importance of applying early, submitting forms, and meeting deadlines to successfully apply for financial aid.	31.6% (208)	25.5% (168)	15.5% (102)	2.6% (17)	2.0% (13)	22.9% (151)	659
My understanding of the importance of meeting Satisfactory Academic Progress (SAP) standards to maintain financial aid eligibility.	29.0% (191)	24.9% (164)	18.1% (119)	1.8% (12)	1.7% (11)	24.5% (161)	658
My understanding of the requirements, rights and responsibilities, and repayment obligations associated with acquiring a federal student loan.	28.7% (189)	23.3% (153)	16.9% (111)	2.4% (16)	1.7% (11)	27.1% (178)	658
answered question							663
skipped question							298

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	Rating Count
I can explain how my disability affects my learning.	11.4% (59)	10.5% (54)	3.3% (17)	0.6% (3)	0.6% (3)	73.6% (380)	516
I can identify the Special Programs services or accommodations I require in order to be successful.	11.5% (59)	9.4% (48)	4.1% (21)	0.4% (2)	0.8% (4)	73.9% (379)	513
answered question							518
skipped question							443

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	Rating Count
Clearly express your transfer goals.	17.6% (97)	17.1% (94)	10.9% (60)	1.1% (6)	0.4% (2)	52.9% (291)	550
Successfully apply to four-year universities.	16.5% (90)	14.3% (78)	9.7% (53)	1.5% (8)	0.7% (4)	57.2% (311)	544
answered question							551
skipped question							410

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

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/Not Applicable	Rating Count
Calculate my 32-hour requirement of education and work-study activities.	11.1% (55)	10.7% (53)	1.6% (8)	0.6% (3)	76.0% (377)	496
State my career options.	10.5% (52)	13.4% (66)	1.4% (7)	1.0% (5)	73.7% (364)	494
answered question						498
skipped question						463

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	Rating Count
My specific computer application or other software-use skills have improved.	21.8% (112)	22.0% (113)	2.3% (12)	0.2% (1)	53.6% (275)	513
My grades have improved.	20.5% (104)	23.6% (120)	1.8% (9)	0.8% (4)	53.3% (271)	508
answered question						514
skipped question						447

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	Rating Count
I can easily use the online Bookstore features.	36.0% (279)	40.9% (317)	7.1% (55)	1.5% (12)	14.5% (112)	775

If you want to add a comment, please make it here: 54

answered question	775
skipped question	186

Page 2, Q1. Please indicate how strongly you agree or disagree with each of these statements about the Application and Registration process at Coastline:

1	After trying to get into 5 other city colleges, I was shocked at how efficient and easy it was to apply and enroll for my class at Coastline!	Oct 27, 2013 6:43 PM
2	The Coastline website isn't intuitive. I had trouble scheduling my classes because I had to go through various links under search terms that made little to no sense. I've gotten use to it now, but only because of trial and error.	Oct 27, 2013 12:17 PM
3	It would be nice to be able to view a class list for the spring before the registration date in November so that I can think through what classes I want to take and ensure that I don't make a hasty decision.	Oct 25, 2013 12:41 PM
4	During the registration week, the searchable schedule was impacted and the server failed due to impacted of number of student on it.	Oct 21, 2013 12:13 PM
5	Should be easier to select all classes. Is too difficult right now.	Oct 19, 2013 10:05 PM
6	I had always heard that Golden West and Coastline were "sister schools" and because I could access coastlines courses so easily I did not realize that I had to also go through the application process for Coastline. Not knowing that I didn't apply and went to register for a class on my registration date and was denied because I was only enrolled in Golden West. This cost me taking the course when I really wanted to.	Oct 19, 2013 9:37 PM
7	It's comfort and easy methods for students.	Oct 19, 2013 7:26 PM
8	classes fill up too soon	Oct 18, 2013 9:46 PM
9	Not so easy to find things on website, once they are found, the process is fairly easy	Oct 17, 2013 9:16 PM
10	My biggest issue with the searchable schedule is that I have to go back to the beginning of the process whenever I decide to look for a different type of class. I have to reselect my semester, class type, and any other options in order to look at another type of class. The two biggest improvements in my opinion would be to make search options more user-friendly, and to make a way to easily jump between different types of classes. I feel that the process could be much quicker!	Oct 17, 2013 12:24 PM
11	Returning Students shouldn't have to register like a new student	Oct 17, 2013 10:19 AM
12	i cant believe i didnt start at coastline sooner	Oct 17, 2013 7:24 AM
13	it is not intuitive and cumbersome screen after screen to find thingd	Oct 17, 2013 7:23 AM
14	I love CCC!! Especially the CST department	Oct 17, 2013 1:54 AM
15	I agree this way.	Oct 17, 2013 12:51 AM
16	love it	Oct 16, 2013 10:13 AM
17	It is easy to apply for admission, register and find classes, however it would be even more convenient if we also were offered the option for pass/no pass online as well.	Oct 15, 2013 11:39 PM

Page 2, Q1. Please indicate how strongly you agree or disagree with each of these statements about the Application and Registration process at Coastline:

18	Everything is pretty self explanatory, and very easy to follow.	Oct 15, 2013 4:30 PM
19	I liked how you were able to look up classes without being to specific. I feel like you have to look up specific classes now, rather than a broad course.	Oct 15, 2013 1:38 PM
20	Registration is very organized and effieent, but applying can be confusing to newcomers due to the "ccc" similarity with another site called california community colleges [hence the "ccc" on both sides], so I might make labeling clearer and differentiate the color schemes so students who have never been through the process of applying before don't get their different user names and passwords confused with the two anograms.	Oct 15, 2013 1:18 PM
21	online searchable schedule is wonderful,	Oct 14, 2013 10:08 PM
22	the only request is to have an option to see only open classes. so it is easier to find classes to register for.	Oct 14, 2013 10:06 PM
23	Some ESL classes' code are not similar to other colledges belong to CCC, so I was a little bit confused.	Oct 14, 2013 9:36 PM
24	Easy registration thank you	Oct 14, 2013 9:33 PM
25	coastline mad me feel like i was in the admissions office . i was very comfortable	Oct 14, 2013 9:12 PM
26	Plenty of useful information	Oct 14, 2013 8:07 PM
27	Site was easy to navigate	Oct 14, 2013 7:08 PM
28	I am satisfied	Oct 14, 2013 6:53 PM
29	Officials are very dedicated to help students, especially at Le-Jao center.	Oct 14, 2013 6:34 PM
30	can't search by class name	Oct 14, 2013 5:10 PM
31	I think it could use more filters when looking for classes.	Oct 14, 2013 4:28 PM
32	It's very easy to apply for admission to Coastline, the staffs are very helpful and useful	Oct 14, 2013 4:28 PM
33	I communitie from Riverside because I enjoy Coastline so much. The teachers are very helpful and make you want to learn the subject due to the friendly environment.	Oct 14, 2013 1:33 PM
34	I got locked out of the system	Oct 14, 2013 1:13 PM
35	One of the best online Digital Design Graphics curriculums offered!	Oct 14, 2013 12:34 PM
36	At least for me the process was easy and painless. Thank you.	Oct 14, 2013 12:21 PM
37	Everything is perfect	Oct 14, 2013 11:42 AM
38	I was part of the STAR program, so registering for classes was much easier because they were already picked for me.	Oct 11, 2013 7:01 PM

Page 2, Q1. Please indicate how strongly you agree or disagree with each of these statements about the Application and Registration process at Coastline:

39	Excellent application and registration process at Coastline.	Oct 10, 2013 10:35 PM
40	Coastline Administration staff very courteous, patient, knowledgeable, and very professional. Coastline counselors very sensitive to students needs. I have been to various campus' where the staff becomes immune to the student's needs and are very rude. I commend Coastline for their commendable instructors, administration, and counselors!!	Oct 10, 2013 9:58 PM
41	It was extremely helpful when I had to find classes.	Oct 10, 2013 12:16 AM
42	A/V	Oct 9, 2013 9:33 PM
43	no immediate response when the application is complete and accepted	Oct 9, 2013 2:52 PM
44	If I wanted to search only online classes, it was a problem	Oct 9, 2013 10:00 AM
45	It's very difficult to apply for admission or to register at Coastline when someone isn't enough English and computer to do that , and some staffs will help and some won't. If one day you're lucky to meet a pleasant person who willing to help , then you can study at there. if not...you're waste your time confusing online, and you'll ruin your will, and just stop at the school 's gate. It's true for my case 4 years ago. Can not get in the school.	Oct 8, 2013 11:02 PM
46	Searching can be made easier, by key word search for classes. One example will be to have a search field, wher you type college algebra, and it shows you the classes for that. Instead of knowing the CRN number, or the exact class nomenclature.	Oct 8, 2013 9:29 PM
47	as a recent parolee switching to online at ccc had issues.	Oct 8, 2013 8:35 PM
48	the turnaround was amazing!	Oct 8, 2013 2:01 PM
49	very thank Tina Xa and finacial Dep. pepole who was work	Oct 8, 2013 11:36 AM
50	I'm very easy to use the online at Coastline every day.	Oct 8, 2013 10:26 AM
51	Although I agree that the experience was generally easy, your website organization can be confusing. You are welcome to contact me to discuss. Tom Kennedy TKennedy12@student.cccd.edu	Oct 8, 2013 9:56 AM
52	No, too much searching	Oct 8, 2013 8:15 AM
53	easy access	Oct 8, 2013 12:06 AM
54	There was some minor confusion regarding the acquisition of a degree plan from the enrollment counselors to meet VA requirements, but it was cleared up easily once I spoke with the admissions desk (Ms Cervantes)	Oct 7, 2013 11:39 PM
55	I didn't learn about the online searchable class schedule until my second year.	Oct 7, 2013 10:55 PM
56	I liked looking through all the available classes not just the ones I knew to search online.	Oct 7, 2013 9:55 PM

Page 2, Q1. Please indicate how strongly you agree or disagree with each of these statements about the Application and Registration process at Coastline:

57	I am computer proficient and also someone willing to look for things not readily seen. I don't know if you site is "intuitive" for someone who is new to computers or the college experience.	Oct 7, 2013 8:33 PM
58	I did all of this via the Coastline Website. It was very easy.	Oct 7, 2013 8:30 PM
59	The joint school/semesters page is hard as you have to confirm your semester and school, but it isn't really obvious, and I often have to go back and redo that part when I am searching for classes.	Oct 7, 2013 8:30 PM
60	Easy to register, everything great!	Oct 7, 2013 8:22 PM
61	The schedule was really confusing until I figured out the exact answers required in blank fields. It would be helpful if there had been a little more intruction for the input fields. By trial and error, I finally got to the point where I could search classes.	Oct 7, 2013 7:16 PM
62	need more classes	Oct 7, 2013 7:15 PM
63	Online search engine is slow and the back button doesn't work, instead it brings you back to the main page to start the search all over again.	Oct 7, 2013 6:53 PM
64	I found the website, contained too much information on the front page. A simple tab that indicates "register new students" & "login" should be at the top of the page. I constantly miss the "MyCCC login". Secondly when I did look up the classes, it was a learning lesson. The class I registered for, I was on a waiting list. It didn't list the class as closed, but it didn't tell me what number I was in the waiting list. The whole registration process was also slow.	Oct 7, 2013 6:27 PM
65	Very easy!	Oct 7, 2013 5:41 PM
66	Awesome!	Oct 7, 2013 5:07 PM

Page 5, Q6. 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.)

1	I am not a full-time student at Coastline so many of these do not apply to me!	Oct 27, 2013 6:45 PM
2	It would be perfect if there were more guidance counseling offices stationed around Garden Grove and the Le Jao Center. Sometimes, I do not have the time to spend an hour or two (if the freeway is jammed) to meet with a counselor. As far as I know, the counselors at the Garden Grove and the Le Jao center always busy so its hard to get a second opinion, from a different person.	Oct 27, 2013 12:22 PM
3	I have been seeing counselor Christy at tranfer center and she is awesome!	Oct 25, 2013 11:24 AM
4	admission and registration was done on line	Oct 21, 2013 9:39 PM
5	Never use these service. I have always use the online registration.	Oct 21, 2013 11:44 AM
6	I had a horrible experience with walk in counseling. The walk in counselor look at my transcript and began going off at me about why I'm I only taking so many classes at a time and made feel like I was wasting my time speaking to her. When I let her know I had family issues going on but still wanted to finish what I started she continued talking to me like I was a kid. She was the most rude counselor I have ever encountered. This was at Golden West college. I wish I would of obtained her name to file a complaint on her. They are the kind of counselors that make you feel like your wasting your time and theirs. I really hope she's not there anymore. She was a female white in her 40's or so.	Oct 20, 2013 1:21 PM
7	I applied to OCC originally so my admission to CCC was streamlined and very easy. I didn't go through the normal process so I did not use the services described above.	Oct 19, 2013 10:07 PM
8	Administration and Counseling and Financial Aid at Coastline Community College Fountain Valley are very caring staffs, they know you by name are warm and very very helpful and Counselors are there to help you succeed.	Oct 19, 2013 9:55 AM
9	I read statements that I feel are in general and not informative specifically for me a lot. Not sure when I am reading awards notes and what not if they are specific or in general to everyone.	Oct 19, 2013 7:05 AM
10	It was more difficult to speak to the STAR counselor than I expected	Oct 18, 2013 9:50 PM
11	I will be making an appointment for next month. I have to wait until my husband takes vacation because the appointments available do not work with the hour I am available. My available hours are hard to work with because I have two small children.	Oct 18, 2013 9:02 AM
12	I'm a regular admissions (distance learning) student now, but when I was in the military spouse program, i felt like I had more guidance, now i have to figure it out on my own.	Oct 18, 2013 9:00 AM
13	I didn't know any of this was available as a distance learner.	Oct 17, 2013 10:28 PM
14	When I used to attend classes on campus, counseling appointments were so booked up and far out in the future that I didn't get to speak to one until after I was already taking classes. And once I moved too far to attend classes on campus and switched to online classes, I had an equally tough time being able	Oct 17, 2013 9:36 PM

Page 5, Q6. 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.)

	to find someone to talk to over the phone about what classes I should be taking and procedures to change my classes or major.	
15	It is quite difficult to reach several departments by phone or email...email is not answered, when I have been able to connect with a live person, I was advised to email... quite unproductive. and frustrating.	Oct 17, 2013 9:19 PM
16	Question #5 is of great concern to me, because I had stopped attending 3 classes pass the drop date, but did not know anyway to still drop the class and ended up with F's for the classes. I feel I didn't earn the F's. Moreover, I've retaken the classes and received A's, and to date do not know how the replace the F's with A's. if at all possible. Lastly, I've even signed up for the Guide U Student Mentor program and my mentor not only seems less knowledgeable than me, but was unprofessional on the phone, lacked any care, and has taken over a week to find out if the above question regarding replacing grades on my transcript is possible. To date, we both don't know if it is possible and more importantly, if yes, then how. I could not find information on transcript changes/amendments/issues online anywhere---would appreciate that information be accessible online.	Oct 17, 2013 12:30 PM
17	I emailed the counseling on 2 separate occasions and never even got a return email!	Oct 17, 2013 10:54 AM
18	Didn't know about online Counseling or placement tests at all	Oct 17, 2013 10:23 AM
19	I received by phone counseling and never got a copy of the educational plan from Ms Winters..Because of budget cuts you got rid of the nice lady at garden grove, they also seem to work seasonally	Oct 17, 2013 7:26 AM
20	Admissions office has never been helpful or friendly. EOPS and Financial aid and bookstore has been very friendly and helpful.	Oct 17, 2013 6:49 AM
21	since i do all my classes i wish i could contact the school and they could help however i've never been able to talk to my counselor	Oct 16, 2013 4:51 PM
22	Counseling can't really help you out if you don't have all your transcripts.	Oct 16, 2013 3:46 PM
23	I also attend OCC and GWC, so I use their offices and counselors to help me since I'm on campus.	Oct 16, 2013 2:45 PM
24	N/A	Oct 16, 2013 1:25 PM
25	As a distant learner, there not much assistance online or availble people to assist by telephone.	Oct 16, 2013 11:01 AM
26	nice!	Oct 16, 2013 10:15 AM
27	request all staffs keep continuing offer more classes	Oct 16, 2013 7:45 AM
28	There needs to be some sort of stronger interaction and response from students that sit in orientation because they seem to just nod their heads they understand but in reality they do not. Maybe some sort of a questioner of what part they did not understand and a referral list to who to go to with their questions because I	Oct 15, 2013 11:45 PM

Page 5, Q6. 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.)

	know time is limited.	
29	Sometimes the online adviser doesn't know what they are talking about.	Oct 15, 2013 4:34 PM
30	The counselor I met with made me feel a bit rushed and I left with a schedule that he felt was good for me and I didn't really know what I was getting into.	Oct 15, 2013 1:41 PM
31	Conversing via e-advise is confusing; it seems too much is either mis-communicated or misunderstood or both, and that both parties end up playing "phone-tag" due to lack of available talk times. Perhaps the phone is a better way to go? It's useful (for simple and/or short questions) to utilize online things like e-chat/e-advise, but they don't quell concerns with the more detailed and complex questions that often accompany online learning and new students, or college in general. Hiring more academic advisers would be helpful, especially since there are just too many students with questions and too few staff to answer them. Or maybe producing an FAQ's booklet about the process of how to operate through a two-year program in addition to the Course Catalog would be helpful?	Oct 15, 2013 1:28 PM
32	The woman on the phone who makes counselor appointments was extremely rude and disrespectful. The counselor I met with also made me feel useless and inferior with the tone she was speaking to me with. I was able to get the information that I needed, but I DO NOT approve of the lack of professionalism of these women.	Oct 15, 2013 11:20 AM
33	Coastline is the way to go.	Oct 15, 2013 9:59 AM
34	If you offered weekend appointments once a month or on a needed basis for working students that would be great. I only get everyother Friday off and its hard to see an counselor during that time.	Oct 15, 2013 8:15 AM
35	I am a returning student with various degrees so I did not take any placement exams.	Oct 15, 2013 7:50 AM
36	I only needed to resister for one class. I did not take advantage of any services.	Oct 15, 2013 7:42 AM
37	I wish there was an English translator there so I can understand what there were saying. I speak English and I can't understand the counselors. It's very frustrating.	Oct 15, 2013 2:14 AM
38	online help is horrible!	Oct 15, 2013 12:50 AM
39	N/A	Oct 15, 2013 12:03 AM
40	I met a counselor few months ago, unfortunately, she was not really enthusiastic when she explained and counseled me about my major.	Oct 14, 2013 9:51 PM
41	You use to have Sat. placement test that was really helpful for people working full time.	Oct 14, 2013 8:57 PM
42	It isn't clear to me how to meet with a counselor. I live in San Francisco.	Oct 14, 2013 8:30 PM
43	All information was easy access plenty of help was offered by the staff	Oct 14, 2013 8:10 PM

Page 5, Q6. 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.)

44	I did not have to use a counselor.	Oct 14, 2013 7:10 PM
45	Counselors are helpful.	Oct 14, 2013 7:00 PM
46	My counseling appointment was very successful and informative, Eric is the best! I felt listened to and cared about as a person. Also, my experience with the admissions office as a new on-line student at Coastline was very positive. The bookstore and financial aid departments are a totally different story. Thank You for asking.	Oct 14, 2013 6:03 PM
47	I recently relocated to Fountain Valley from Palm Desert and I am attending CCC to finish up my GE requirements so I will be able to transfer to CSLB. Applying online for the online classes was pretty easy. The verification process was quick. Being it was my first time taking an online class at CCC, it was a bit confusing to navigate around the website but eventually I figured it out.	Oct 14, 2013 5:55 PM
48	It does get pretty difficult to see a counselor during registration time, and have to make an advance appointment or at least try your best to just walk in. It does get hard at times working full time plus over time and having to make a last minute appointment because of your schedule. I think at least one day out of the week should be walk in's, so you are not worrying about the time.	Oct 14, 2013 4:36 PM
49	I met with a counselor and she was great and spent time with me to really help me and get me on the right track as to what I need to finish my paralegal degree. I was very confused beforehand. I plan to meet with her again:)	Oct 14, 2013 4:25 PM
50	I took courses that were technical and not towards a degree so I never did any counseling so these don't apply. I don't remember the orientation since it was so long ago.	Oct 14, 2013 3:57 PM
51	I just met the counselor one time and i didnt really like her attitude; she tried to give me information though. That was my 1st semester in the Us so i was confused a lot. I didnt understand the education system here and in my view i thought she should of explain clearly for me. Anyway, i will try to make an appointment with another counselor next semester and see what happens.	Oct 14, 2013 3:42 PM
52	The Financial Aid department are not professional and not helpful. Difficult to understand besides their broken English. Also, still waiting for a response one year pending, same situation. Also, every visit no one seems to know whats going on. Their incompetence is proceeding.	Oct 14, 2013 3:38 PM
53	Keep up the great work Coastline	Oct 14, 2013 3:21 PM
54	Counselors were very helpful. They were able to advise me of the courses I need to take to transfer to Cal State University. The Financial Aide Department has been also very informative.	Oct 14, 2013 3:09 PM
55	I should point out that I'm a faculty member and that I'm taking one half-unit class as part of my work as a tutor; my answers to these questions should be far from typical.	Oct 14, 2013 3:00 PM
56	I haven't used counseling yet, but have sent an email for eCounseling to get	Oct 14, 2013 1:55 PM

Page 5, Q6. 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.)

help.

57	Some counselors care about and some just have the job. I spoke with many different counselors with many different approaches and personalities. If you have a problem with a class etc you cannot get help or advise about it from a counselor there is no help in problem areas.	Oct 14, 2013 1:53 PM
58	I just wanted to say that all the staff I have encountered at coastline: teachers, counselors, book store staff, and office staff have been very courteous and helpful to me. You guy's really take good care of your students. I love this school so much. The online classes are very convenient for me, since I work 32 hours a week.	Oct 14, 2013 1:34 PM
59	I had to speak to a counselor during the Spring 2013 semester to get my Financial Aid. The counselor really did not care about my goals or my classes I needed. They simply asked for what I was doing and where I was going, as soon I told them I would be going out of state they tuned out and could careless.	Oct 14, 2013 1:09 PM
60	I think that every student must have a counseling appointment after they registered.	Oct 14, 2013 12:58 PM
61	My first day at CCC admission and registration was horrible. The girl on the counter was not friendly nor helpful. She had a really bad attitude when i ask her for help to access my ccc email. She sent me to the computer to figure it out with no assistant. Minute later I witness her yelling at a non speaking English student. I ask to speak to her boss and i reported her. I must say, since then everyone seem to be nice and extremely helpful at the admission office.	Oct 14, 2013 12:55 PM
62	I have not utilized the counseling services offered	Oct 14, 2013 12:45 PM
63	I have not taken my placement test nor have I met with a counselor yet.	Oct 14, 2013 11:51 AM
64	I took all my placement testing and was counseled at Orange Coast. I simultaneously attend Coastline and Orange Coast and have had nothing but great experiences at either.	Oct 14, 2013 11:33 AM
65	In this year 2013, In financial aid office did not pay to me Pell-Grand even I send and application to office and FAFSA.gov. They are giving a very hard times even in Summer of 2013. I have my grade is 4.0 GPA. I fell I was been cheat from coastline community college in Financial Aid office. I didn't trust those vietnamese handle my Financial Aid file. That why, The US government Paid them too much and they didn't do their jobs. They (Financial Aid Loan Departments) try to Deduct our loans and me try to worried on our financial. And then, they wants me try to fail the classes. so, they can get they pay rate higher.	Oct 14, 2013 4:39 AM
66	counseling office never helped me in my academic 2 years. I wish someone can set with me at tells me where am I about in the scale of taking classes..... every time I walk to the office it says NO APPOINTMENT	Oct 13, 2013 5:58 PM
67	I have been trying to update my degree works with no result. I sent my transcripts in and did not receive credit for the previous classes I have taken. On the paper used when talking with a counselor, she gave me credit for	Oct 13, 2013 9:38 AM

Page 5, Q6. 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.)

	previous courses. I would like to have that fixed. The degree works only shows the classes I have taken from Coastline not other schools.	
68	I have learned a great deal in my classes and although I hadn't received my books it just made it more challenging and interesting..I'm looking forward to continuing my education here at Coastline! Thank u staff!	Oct 13, 2013 12:00 AM
69	I'm very disappointed that the counselor I met with (Can't remember his name but I recall he is also a lawyer) is not still there, as a counselor. I support good labor practices, but rules that interfere with good outcomes need to be flexible enough to (like adults) adjust to the circumstances.	Oct 12, 2013 11:20 PM
70	I only take one online class per semester. The bulk of my classes are at the OCC campus.	Oct 12, 2013 9:09 AM
71	Everything on the MyCCC website is easily accessible and helpful.	Oct 12, 2013 12:18 AM
72	If I took placement tests, it was a long time ago at Orange Coast College. I am not familiar with the placement testing system at CCC. Counselors have been most informative for me. Thanks!	Oct 11, 2013 9:02 AM
73	All the Registration, Admissions, Assessment, and Counseling services at Coastline are convenient and helpful to me.	Oct 10, 2013 10:52 PM
74	I have never spoken with a counselor.	Oct 10, 2013 5:47 PM
75	I have a counseling appt. next Wednesday which is after taking this survey, so I have no comments to give as far as any counseling sessions. In the past the office staff for counseling were not very helpful when wanting to make an appt. or speak with a counselor.	Oct 10, 2013 4:06 PM
76	I am a distance learning student and live in Yorba Linda, California. The staff that I have spoken to on occasion have been rude, impatient, and condescending. I wish they had more patience for students that are adjusting to college life. I wanted to feel reassured, and informed for the best college career, but I was not. I can not say everyone was that way but for the few times I contacted the school that was usually my experience. Thank you for your time.	Oct 10, 2013 1:01 PM
77	Walk-in/Resource counseling is not helpful, the Walk-in/Resource needs to be treated as a regular appointment instead of a general question. The front desk for counseling appointments should be as knowledgeable/up to par with the type of information a Walk-in/Resource counselor would give. This would eliminate a lot of time and confusion students have going into to see a Walk-in/Resource counselor.	Oct 10, 2013 9:40 AM
78	I am a WIA student all was well with the enrollment. I do have a complaint. One of my classes was cancelled which forces me to take 5 classes next semester to finish the WIA program by May 2014	Oct 9, 2013 5:51 PM
79	I don't like that I've been a student at CCC all summer and fall and have not received any help with getting my books. To this date I still don't have books October 8, 2013. I still do the work and get good grades as much work as that is	Oct 9, 2013 4:53 PM

Page 5, Q6. 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.)

	possible without books . But if i had my books i could pull in A's instead of B's .	
80	I am always pleased.	Oct 9, 2013 4:39 PM
81	I have not had any counseling services from this college.	Oct 9, 2013 1:58 PM
82	Ms. Zunega and Mrs. McLucas have been a tremendous help!	Oct 9, 2013 10:22 AM
83	Financial aid "process" is lacking. They look at your file late, tell you what you need a piece at a time and I missed the first disbursement because I had no time to complete everything, that is why I dropped out in favor of other institutions that put financial aid a little closer to the top of their priorities.	Oct 9, 2013 8:22 AM
84	I started taking classes at Coastline College due to the convenience of the online registration because I was behind for signing up my first semester; and I never attended an orientation and didn't see a counselor until I was nearly finished with my degree. I have found the resources available for students very helpful online such as the Degree Works and AA/AS/transfer requirements through the Coastline website. I have ran into a problem a few times through the MyCCC website when trying to sign up for classes it will ask for a User ID and password for a Coast colleges feature that I don't believe is part of Coastline. I can't recall the name (starport / something port?(not seaport)) but it blocks me from registering and I have to refresh the page sometimes or wait another day to try again.	Oct 9, 2013 1:40 AM
85	The school is great on everything that they do. Everyone is very helpful and I am very satisfied.	Oct 9, 2013 1:02 AM
86	I accompanied my spouse to his counseling appointment a couple years ago. We were both very disappointed and discouraged. When I registered, I made sure I did not get the same woman. He said he would not go to her again, either. We both like and appreciate Christy Nguyen. I am so glad she is my counselor. She is caring about the individual as both student and person. Christy is an asset to CCC.	Oct 9, 2013 12:12 AM
87	difficult to make an appointment with a counselor . They're always busy, are they ? So, they're always full, or they will work until the time is over.	Oct 8, 2013 11:17 PM
88	Every experience with the counselors were great. Very helpful!!	Oct 8, 2013 9:52 PM
89	Placement tests should have more evening hours, as there are significant number of students that work during the day and go to school in the evening. Online advising is ok, but students should be encouraged to do in person counseling.	Oct 8, 2013 9:40 PM
90	my counseling was within distance learning by correspondence.	Oct 8, 2013 8:42 PM
91	Teachers need to learn English in math	Oct 8, 2013 8:37 PM
92	I think it would be good if the counselors help me to identify careers in the particular area of interest. For instance, I may say that I want to be a nurse or doctor, but I am not sure. I am wondering if there is a way to help me identify what I am good at.	Oct 8, 2013 8:02 PM

Page 5, Q6. 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.)

93	I received counseling at OCC, not CCC.	Oct 8, 2013 7:40 PM
94	I feel that I was misled by Coastline Admissions and Counselor. They should have told me about the policy not to allow FAFSA or Student Loans to students who had records of Withdrawals that are 40-years old. And during which period I never received FAFSA-so how is that applicable to my assessed needs in 2013-14. It is reasonably understood that a process could bear merit and be retroactive up to a 7-year period in which all debts are usually invalid in regards to bankrupt filing guidelines. It seems that Coastline accepted FAFSA on my behalf and then withheld it from me as they made me disqualified. That's not helping me at all. I'm disabled, over 40-years old, going to graduate-this is my last semester there. I should have been advised by the counselor there to enroll in a 4-year university or college to receive the FAFSA I am eligible for. I was intentionally misled by Coastline Community College.	Oct 8, 2013 7:40 PM
95	The counselor service was amazingly helpful and understanding. I am a working adult that failed to go to my appointments but they called me and rescheduled every time. I have never had such great help! They are so wonderful.	Oct 8, 2013 6:54 PM
96	i previously took classes at CSUF so i didnt need placement exams	Oct 8, 2013 5:57 PM
97	I registered in all distance learning classes so did not have a counselor or the option to have one. Regardless, registration and admissions were very easy online, and when I had questions I would call the Coastline number and someone would always help me.	Oct 8, 2013 5:26 PM
98	I have not contacted a counselor and a counselor has not contacted me.	Oct 8, 2013 4:13 PM
99	really impressed with the range of staff available to help	Oct 8, 2013 2:04 PM
100	Counselor was a little rude at times and not patient. I felt a little rushed	Oct 8, 2013 1:50 PM
101	I have had several counselors help me with my academic plan. I would like to praise the diligent efforts of Mrs. Powell and Deserie. They were both extremely helpful and offered me some great pathways to complete my general education goals. On the other hand I had several experiences with Christy Nguyn and if she was the only academic counselor available at Coastline College I would have transferred to another college. I was actually hoping that one day I could bring this to the Coastline Community College staff but was not to sure on how to go about doing so.	Oct 8, 2013 1:07 PM
102	Thrank my counselor both then,most to Bryan	Oct 8, 2013 11:54 AM
103	When I'm a new student,the Counselors ' Wesminster help me for orientation ,admission ,registration . All Teacher follow-up my learning I thank you very much Counselor and my Teachers.Now ,I 'm studing English very good.Thank you.	Oct 8, 2013 10:50 AM
104	I found more personable attention when I was in the office opposed to on the phone. Expected, but it was noticeable.	Oct 8, 2013 10:34 AM
105	CCC Financial Aid in Fountain Valley is Administration school system that I could	Oct 8, 2013 10:25 AM

Page 5, Q6. 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.)

not never imagine happening in this United State country crossed US law from what those people did to me. My Financial Aid was fund in last Summer for Accounting Certificate Program But my Financial Aid in this current Fall 2013 was denied because they require me official transcript from University Phoenix that I sent my written statement to indicate that I could not provide it because I am having balance with it. I submitted this in last Summer that they accepted it but why they denied my financial aid in this current fall 2013. My program is Certificate that is not transfer with AA degree program. They played this stupid game with impressive craps about this issue. Janette Mouton who works in Financial Aid is the one played this foolish game to me. Linda Tran

106	As a STAR student, I have a GuideU mentor and he has been incredibly helpful.	Oct 8, 2013 9:34 AM
107	I was contacted by a coastline counselor by e-mail and really wanted to get to know more and meet with her, but I never followed through.	Oct 8, 2013 8:39 AM
108	Embedded tutors need to be sure they let people know if their schedule changes.	Oct 8, 2013 8:21 AM
109	I am sorry, I am an on line student, and I have not had a need to contact a counselor until yesterday and I have not received feedback as of yet. So I can not comment on these questions. I do want to state that Coastline does have one of the easiest programs for navigating the class search. Thank you for taking the time to ask for my feedback.	Oct 8, 2013 6:46 AM
110	for people with jobs the hours the assessment center is open are NOT convenient.	Oct 8, 2013 1:25 AM
111	Admission office staffs are horrible	Oct 8, 2013 12:25 AM
112	Love Helen from GGC's Transfer Center	Oct 7, 2013 11:07 PM
113	I did my counseling and ordination at occ.	Oct 7, 2013 10:30 PM
114	I'm not sure if this is addressed later in this survey, but I got all of my financial aid paperwork in by mid July, it is now a few days short of mid Oct....I am yet to see any of my Pell Grant. I know it was granted, I am taking units, I have maintained a very high gpa, there is no reason for me to have not received one cent of this grant as of yet. I am very close to visiting the Presidents office, & contacting FASFA regarding this. It seems the school has already received my funds, but are holding them. When I call, I get no answer. In fact today, the woman said to me 'what do you want'? Hello...I just would like to know approximately when I can see these funds. I have made a commitment to school, but at this time, I am in a very bad position, and need to go to work! I am sure this is not the way things are supposed to go. Last year I attended COD in Palm Desert, they knew and were able to tell me the exact status of my Pell, and I received it on time. Bigger school, more students. Way more together! Your new 'policy' is not doing justice to your students	Oct 7, 2013 9:59 PM
115	I am someone who is proactive in my academic experience. Some other students I have spoken to in my classes have not spoken with a counselor and aren't aware that they should. The orientation for the Paralegal program is a	Oct 7, 2013 8:43 PM

Page 5, Q6. 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.)

requirement for graduation yet this isn't something that appears to be required. It should be listed in the course requirements so students understand they can't graduate without this. I was lucky to have gone to the orientation prior to taking classes. The orientation really helped me understand the best progression of classes for someone inexperienced with the legal field. The need for counseling should be better emphasized.

116	I have been to a counselor at least once a semester for the past few years to make sure that I am on course for graduation. Sometimes preferred appointment times are filled. I did not know until now that there was a counselor at the Newport Beach office, so that will be a nice and convenient improvement for scheduling appointments.	Oct 7, 2013 8:42 PM
117	I'm an online (out of the area) student. It was somewhat difficult to enroll and make Counseling office appts. over the phone. I suppose I expected the experience to be easier--but it wasn't.	Oct 7, 2013 7:28 PM
118	I thought there were many strengths within the Assessment and Counseling Services. The Assessment staff and online system for making an appointment was very helpful. I didn't fully understand the course progression of math and what my placement test allowed me to take. That was a little confusing. I did my counseling via phone, as I live a bit of a distance away. It was very informative and helpful - and the follow up email with my individual education plan was very appreciated. Registration was very convenient, with the exception of the difficulty in navigating the course catalog. Admissions was very straight forward. The only problem I encountered in this area was changing my residency determination. Although it was eventually resolved, I felt very distrusted throughout the process. I was seeking a more personal touch, but I do understand the residency requirements are mandated by law, so perhaps that isn't reasonable. I had a unique situation and didn't feel as supported as I would have liked.	Oct 7, 2013 7:26 PM
119	Eric in Counseling Dept.. is super, very helpful	Oct 7, 2013 7:21 PM
120	since i have been at coastline, it has been a great experience for me and i hope to reach all of my goals as planned at outlined	Oct 7, 2013 7:13 PM
121	Can't find online advising	Oct 7, 2013 6:49 PM
122	didn't use any of these services	Oct 7, 2013 6:41 PM
123	I went and got a interview. I feel that what they did could be managed online now. The computer can show me what I need to take, what Ive taken, and if I click a school it can then show me what classes to take. To make an appointment and have a counselor do that seems like a waste of time at this point (driving, traffic, fuel etc...)	Oct 7, 2013 6:34 PM
124	I know it's all about technology, & doing things online, but a computer can't answer your questions. A user friendly website should be in place if you want people to do the whole process online, & avoid the phone calls coming into admissions	Oct 7, 2013 6:31 PM

Page 5, Q6. 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.)

125	Counseling session at Newport Center set and instructions were not clear on where counseling department was, so I had to call for clarification. I was approximately 10 minutes late, looking for the room (and walking up and down many flights of stairs). Counselor was not prepared and I had to wait another 10-15 minutes before beginning our meeting. Counselor showed me official transcripts sent over for credit transfer request, and showed me the "not transferable" notes. I did not get an explanation as to why my credits were not transferred, nor further direction on what to do. Counselor went over sheet, piece by piece, and did not answer my questions about what courses I should take next. She simply said that the assessment would define my English and Math class placements, but advised me to wait a bit before taking assessment. I left our meeting (which was approximately 10 minutes) feeling as though I really could have just gotten a copy of the Student Success Plan and reviewed my classes myself.	Oct 7, 2013 6:30 PM
126	The one time I went to the admission office to try and turn something in for my husband, the first Question I was asked by the very rude person at the front desk was "Why are you bringing that for him, is he in jail?" Um, NO...He just works 50 hrs a week on top of taking 2 classes. I was very offended by this and her continued rudeness!	Oct 7, 2013 5:58 PM
127	It would be so much easier for working students to be able to file their Educational Plan online via online counseling.	Oct 7, 2013 5:38 PM
128	Christina Nguyen has been an extremely caring and informative counselor to me this semester! Even though I missed my scheduled appointment, she offered to counsel me over the phone and gave me exactly the information I needed. She also replies to my emails when I need further advice, even though I do not have an appointment with her. Coastline offers convenient and accessible counseling services at all their locations.	Oct 7, 2013 5:34 PM
129	I have not been able to schedule an appointment with a counselor because there are no times that work with my schedule. I feel that my schedule is similar to a lot of distance learning students. I work Monday through Friday from 8 am until 6 pm. I tried to email a counselor for help, but was told it was not an appropriate way to get help and was told I had to go into the office. I would LOVE to be able to sit down with a counselor and figure out a plan for my continuing classes, but am unable to do so without taking a day off of work. More counseling appointment times and days would be very helpful to many students.	Oct 7, 2013 5:26 PM
130	Did not realize there is walk-in/resource counseling available.	Oct 7, 2013 5:24 PM
131	The Admissions Staff at the Main Office are often rude. It depends on who you get, but a couple of them appeared bored and unconcerned with my questions.	Oct 7, 2013 5:11 PM

Page 6, Q7. 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.)

1	sir/maam, I really need my financial aid :(im so scared im going to fail due to not having books....thats my only complaint. i dont have the money.	Oct 27, 2013 4:36 PM
2	I didn't know that there is a virtual library. That would be useful for me I think.	Oct 25, 2013 12:47 PM
3	Maryann Chang is a great tutor, She helps me alot in my accounting 101 class	Oct 20, 2013 8:54 PM
4	never heard of virtual library but why is need not an option ?	Oct 18, 2013 9:53 PM
5	A lot of the resources that are provided for students at CCC are not clearly adveritized for the students that take courses online.	Oct 18, 2013 12:02 AM
6	I am a distance student, once again I must say that on the rare occasions that I have been able to reach a live person, information is confusing and I am left to feel frustrated. Email response is negligible and quite unsatisfying.	Oct 17, 2013 9:22 PM
7	Your online application does not work well, you should change your contract provider or allow paper or word documents to be submitted, I spent hours and never was actually able to complete it fully or well.Total waste of my time.	Oct 17, 2013 7:30 AM
8	I have never heard of most of those.	Oct 17, 2013 6:50 AM
9	Alot of people I know had trouble obtaining their scholarships and financial aid. I personally had received emails saying my financial aid was on the way and spoke to financial aid only come to find out after I borrowed the money for my books that after further review I was not eligible. Had I known I was not going to receive financial I would not have taken my class because it was a financial burden on me because I was depending on the money the emails said I was going to receive. Now I have no way of paying the people back the money I had borrowed from them.	Oct 16, 2013 3:51 PM
10	Bookstore lost my order. Was handed off to several people over three days before supervisor resent my order. Books were sent next day mail (good) however, that arrived at the end of the second week of the semesters (bad). The only order that I received on time was the E-textbook, which I would utilize again for future classes.	Oct 16, 2013 11:06 AM
11	please continue working hard	Oct 16, 2013 7:46 AM
12	I've never heard of the Textbook Reserve Library or the Virtual Library.	Oct 15, 2013 4:35 PM
13	It doesn't seem clear what can and can't be downloaded for free from the virtual library, and it's difficult to find things with it, so I don't use it. I'm an online student, so I don't have access to most everything listed on this page (i.e I can't go to the student success center because I can't drive to southern California/move there). Some things available online to use, like the bookstore or library, are too expensive; I get my needed materials elsewhere at more accessible and affordable prices. But the online bookstore is very useful to figure out/plan which books I'll need to buy for courses I desire to take. It's nice and organized, just too highly priced. As far as the library, it's difficult to ascertain what's available and how, so I don't use it because it takes too long to navigate when I can find what I need to learn/buy from sources like Barnes&Nobles.	Oct 15, 2013 1:35 PM

Page 6, Q7. 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.)

14	It is so to get a hold of someone in financial aid office. Phone gets picked up then I'm put on hold for over 45 minutes. There is no assigned financial aid adviser to a student!	Oct 15, 2013 12:58 PM
15	Love the Virtual Library.	Oct 15, 2013 12:50 PM
16	It would be better if tutoring schedules were more publicized.	Oct 15, 2013 12:14 PM
17	how about another option: "never heard of / may need"	Oct 15, 2013 7:53 AM
18	The financial aid office is terrible online it is only good if you go in. What is up with this since a great deal of people use everything online?	Oct 15, 2013 12:54 AM
19	N/A	Oct 15, 2013 12:04 AM
20	You need a column for heard of but haven't used yet.	Oct 14, 2013 9:00 PM
21	Fin aid is helpful	Oct 14, 2013 7:11 PM
22	It is very hard to access the Virtual Library. How can I get help in using this resource?	Oct 14, 2013 6:39 PM
23	Again never needed so I never looked into most of this stuff	Oct 14, 2013 3:59 PM
24	Just realizing how Coastline is not an "active" college, and not informative. Not involved.	Oct 14, 2013 3:40 PM
25	I'm an online student	Oct 14, 2013 3:35 PM
26	Very satisfied with Coastline	Oct 14, 2013 3:21 PM
27	I'm not satisfied with a lot of the services because I have not recieved my financial aid and I been a student there since june 17, 2013 so I c an do my homework . I know I can bring in A's instead of B's and C's if I had my books .	Oct 14, 2013 2:19 PM
28	One thing for sure is financial aid papers need to be requested all at once. Its not efficient to request 2 papers on week, then 3 papers, the next week, then 1 paper two weeks after, then find out you have one more item need to complete our file a month later. This pushes financial aid disbursement further and further. Its best to know what you need from the student before hand.	Oct 14, 2013 1:55 PM
29	The people working at the financial aid office give mixed information. I have had to call a few times to get the same question answered and received multiple answers.	Oct 14, 2013 1:11 PM
30	Book Stores need to keep more books in stoke, not satisfied with the services. I order a dictionary for my English class two weeks ago and just recently receive it but was the wrong dictionary. I am really disappointed with their service. :(Oct 14, 2013 1:10 PM
31	I am enrolled in the VRAP program and the Veterans Resource Center has been very helpful in terms of answering questions and getting issues resolved. Rachael Cervantes is doing an excellent job!	Oct 14, 2013 12:47 PM

Page 6, Q7. 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.)

32	I have not utilized these resources	Oct 14, 2013 12:46 PM
33	Online library seems to have old books and content. Its scattered into different places.	Oct 14, 2013 12:25 PM
34	I had order the supply kit for my Microbiology course and had been waiting for three week to receive it. They were usually missing something. Thank you.	Oct 14, 2013 11:57 AM
35	There was a virtual library?	Oct 13, 2013 4:35 PM
36	Some of these answers I marked "Heard of/ Don't need". I really mean that I have just heard of them, but I have yet to use these resources.	Oct 12, 2013 1:57 PM
37	I don't use all the services, but I'm familiar with the college homepage and I know that if I ever need any of these services, I would know where to go.	Oct 12, 2013 12:20 AM
38	I have heard of the transfer center, and I am sure it is useful, but so far I have been able to learn what I needed to about transferring and college procedures through my counseling class taught by Eric Garcia, and my personal counseling sessions to set up an educational plan.	Oct 11, 2013 7:07 PM
39	I was a tutor at the SSC in Newport Beach!	Oct 11, 2013 12:28 PM
40	The answers were "never heard of" Books are outrageously expensive and there are no other options for used books for online classes. At least that is what I believe because I was not given any other information. With the cost of the class and the books, I had to spend close almost \$500 for Geology and Geology Lab.	Oct 11, 2013 11:00 AM
41	I am now wondering about two services provided (from above). One would be the Student Success Center (Newport Beach), what is this? And also, scholarships . . . would this be for transfer purposes, if I wanted to apply for scholarships to National University or some other 4 year program? THANKS!	Oct 11, 2013 9:04 AM
42	I would like more information on the Health services provided; Extended Opportunities Program; Special Programs and Services for the Disabled (I do have a disability), need more information on Student Success Center in Garden Grove, and would like more information on Virtual Library. Is Virtual Library help with increasing reading, reading comprehension, math skills, etc.?	Oct 10, 2013 10:06 PM
43	I never needed to use most of the services.	Oct 10, 2013 4:09 PM
44	Financial aid needs to be able to give the students accurate information. They need to be more nice over the phone with less attitude. They need to be able to help students with many information about their financial status and loans. I do understand they are busy but giving the students bad attitudes gives the school bad reputation. Le Jao SSC are very helpful, Patricia Garcia very helpful lady and always caring for students. Very dedicated to her job to help students and the center.	Oct 9, 2013 4:38 PM
45	Bullet options are a little vague here with /Don't need under 2 and for a topic such as Financial Aid I would expect another option of Heard Of/Not applicable	Oct 9, 2013 1:40 AM

Page 6, Q7. 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.)

46	the Financial Aid Office is very difficult to contact, and doesn't acknowledge receipt of or answer emails sent to it. It would be better to shorten the hours each day and take care of the students M-F than to be closed on such and such days which are very inconvenient for the students. It needs to be open and available to the students all 5 days of the week.	Oct 9, 2013 12:17 AM
47	financial aid office doesn't help students as much as they can . Students always go to EOPS ask for help , and they're very very patient, and helpful. They help student as their pleasure.	Oct 8, 2013 11:27 PM
48	Anthony Pham (math tutor) at the Student success Center at the Newport Beach location was so helpful!!!	Oct 8, 2013 10:53 PM
49	some of these have not been used. I did not have the option to tell you that.	Oct 8, 2013 10:51 PM
50	Half the library website links don't work. I luckily am attending other CCCD schools and was able to use their services. I was never even able to access textbook reserves. Bookstore never had what I needed. I had better luck ordering online, but it still took long through eFollett.	Oct 8, 2013 9:42 PM
51	vet center is awesome, so is tutoring center; highly recommend, both	Oct 8, 2013 9:20 PM
52	Programs at Coastline are very helpful	Oct 8, 2013 8:15 PM
53	Financial Aide officers need to be more accomodating to non-Vietnamese natives/speakers.	Oct 8, 2013 12:27 PM
54	Heard of haven't used.	Oct 8, 2013 11:06 AM
55	LE JAO is the small school but all student are learning successful .	Oct 8, 2013 11:00 AM
56	Financial Aid in Fountain Valley that is worst student service center that I can not imagine. Janette Mouton who works in Financial Aid _Fountain Valley should be questioned about her conduct	Oct 8, 2013 10:36 AM
57	There should be a response available that includes Unaware of and/or May be interested in.	Oct 8, 2013 10:02 AM
58	I would like to see a STAR student Facebook page.	Oct 8, 2013 9:36 AM
59	Great resources!	Oct 8, 2013 12:18 AM
60	The personnel at the Veterans Resource Center were extremely helpful and attentive, even when I asked questions and requested assistance outside of their area of responsibility.	Oct 7, 2013 11:44 PM
61	I need Financial Aid and it's severely delayed! I do not even know what is going on!	Oct 7, 2013 11:20 PM
62	Coastline's Social Media Sites are dead.	Oct 7, 2013 11:09 PM
63	I am an on line student.	Oct 7, 2013 8:56 PM

Page 6, Q7. 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.)

64	Love the virtual library! Mr. Barnes had us use this for an assignment. What a wonderful resource. If students aren't using this, they probably don't know about it!	Oct 7, 2013 8:47 PM
65	I have emailed ASG to join but never heard back last year. Love the tutoring at Fountain Valley and Newport Beach campus. Great staffing!	Oct 7, 2013 8:45 PM
66	This survey is flawed. What if I've Heard Of/Need? I would like to know more about scholarships, but because of this survey, you won't know that.	Oct 7, 2013 8:08 PM
67	Coastline's online students are clearly out-of-the-loop for most of these services. I'd suggest Coastline focus on their significant enrollment of online students (...like the SUNY system does) to remain competitive. Coastline, for example, doesn't even accept a regionally-accredited BA degree as meeting all General Ed requirements for an AA degree (...most contemporary CA community colleges do: think Santa Rosa, Los Rios, etc; for example). Presently, a "graduate student" (BA or higher) enrolling in a Coastline AA degree program, is forced to comply with Coastline's obtuse "new-student" Gen-ED requirements. Coastline's current requirements alienate older students who possess regionally-accredited "graduate degrees" --by requiring them to take unnecessary, costly, and mundane additional coursework to simply obtain an AA degree.	Oct 7, 2013 7:44 PM
68	I have not utilized some of the services, such as Transfer Center, yet - as it is still a little early in my class completion. I really like the library!	Oct 7, 2013 7:29 PM
69	coastline is a great school and i would certainly recomend it to a friend or family member.	Oct 7, 2013 7:16 PM
70	phone app doesn't work when signing in and the main school website refuses to work ON campus on personal computers	Oct 7, 2013 6:51 PM
71	I'm disappointed in the Virtual Library, where paralegal students don't have access to WestLaw or Lexis, to perform proper research, whereas learning these online search engines is a skill that is pertinent to actually working in the legal field. Knowing that this resource is not at my disposal while I'm in school (and comparing the resources of the program at CCC to other college ABA approved Paralegal programs in the area, and their resources) I'm not comforted in being sure that I will have learned the necessary skills at CCC to prepare me for a real-life job scenario in the legal field.	Oct 7, 2013 6:37 PM
72	The bookstore had items for my class listed as required when they were already provided on the Internet for free. It wasted my money. The financial aid process has been a nightmare. When meeting with the counselor, she also was confused why so many students are coming in to see a counselor because of the financial aid new requirements. The district has poor communication and it's affecting the students.	Oct 7, 2013 6:08 PM
73	Financial Aid office is a disasater; despite new regs. put into place for federal financial aid, staffing was inadequate for the increased demand and it too forever to get anything done.	Oct 7, 2013 5:40 PM
74	The Newport Beach Student Success Center is extremely helpful and provides a	Oct 7, 2013 5:38 PM

Page 6, Q7. 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.)

	nice study environment. I would really like to see the same environment at the other Coastline campuses instead of having to go to the nearby local public library.	
75	Many of these I've heard of, and needed, but were not readily accessible in convenient means	Oct 7, 2013 5:31 PM
76	Did not realize there was a virtual library or tutoring services.	Oct 7, 2013 5:26 PM
77	I found it frustrating to receive an automated response from the Financial Aid center and no response to email questions I had. Poor representation of the college.	Oct 7, 2013 5:24 PM
78	Due to a time constraints I am not able to access all the help I need. So the above options do not accurately reflect my situation.	Oct 7, 2013 5:12 PM
79	I really like that I'm able to go to memorial at low cost if there is any at all. It is more convenient than a standard school health center. Longer hours and more services to offer.	Oct 7, 2013 5:11 PM
80	Veterans resource center is very helpful	Oct 7, 2013 5:10 PM

Page 7, Q8. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

1	It would be great if all the classes are available at each campus instead of being offered at only GWC, CCC, or OCC. I have one art class that i need to take in order to satisfy my AAA degree and my digital art degree, but that class is only offered at OCC. If that class is cancelled or taken away then my college career is screwed.	Oct 27, 2013 12:30 PM
2	I didn't realize that the certificate program had two fall registration times. First eight weeks and second eight weeks, so I missed signing up for another class this fall :(. My fault.	Oct 21, 2013 1:37 PM
3	These statements about programs, degree and certificate are offered in a manner that enable to me complete my entire program as announced. I am strongly agree	Oct 20, 2013 10:37 AM
4	Though there's been an AC leak in the law library at the Newport Beach location, which is a brand new building. Disappointing that a new building had a problem, taking the law library out of commission for a week---student were not allowed to use it because water was leaking into the room and soaking the carpet.	Oct 17, 2013 12:34 PM
5	Didn't know anything about support	Oct 17, 2013 10:35 AM
6	The book store is by far the worst place I have ever been to. Their complete lack of caring and customer service for college students is beyond comprehension and they do it with a blank face!!! It's like trying to get help from a wall. I once had the online book manager bluntly lie about canceling an order that was on back-order for 5 weeks and I had to reorder it. I had to take an online business class without the book. Worst place ever. I would not wish it upon any person.	Oct 17, 2013 9:43 AM
7	Most of the materials furnished by the publisher are rendered to make them not text or redacted for key words. The average PPT has 1000 plus not accessible things many of the screens are pictures in the accompanying text book that is supposed to be generated from some ALT text the same thinga has been redacted so you cannot find them.	Oct 17, 2013 7:36 AM
8	I am having alot of trouble with my online class and my teacher said to call tech support if I had a question and I also noticed some other people in my class were also having trouble.	Oct 16, 2013 3:58 PM
9	Certain courses that I need for my certificate have never been offered.	Oct 16, 2013 1:50 PM
10	more classes	Oct 16, 2013 7:47 AM
11	We are all aware we need more classes, I would love to see YOGA. The building program is all based on theory and lacks any hands on.	Oct 15, 2013 11:49 PM
12	Course availability fills up too fast, even when registering as soon as possible. As far as equipment goes, I'm an online student; I use my own resources (e.g. computer and internet access).	Oct 15, 2013 1:41 PM
13	I really appreciate the free printing services offered at the Garden Grove Center. I wish they have this at the other campuses too.	Oct 15, 2013 12:16 PM
14	The teachers assisting with Paralegal Certificate are EXTREMELY helpful, and	Oct 15, 2013 11:23 AM

Page 7, Q8. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

informative, you can also tell that they care.

15	8.a. I am a returning student and am not in a specific program. 8.b. In the courses that I have taken, even when support resources were available, the instructors either did not use them or were not adept at incorporating them into the course.	Oct 15, 2013 7:59 AM
16	N/A	Oct 15, 2013 12:05 AM
17	Wide array of classes	Oct 14, 2013 7:12 PM
18	I had an Illustrator 2 teacher that was very difficult to understand both in person and online. I couldn't understand the projects, the work was too demanding and time consuming for this level of class. I ended up dropping the class and not getting a refund. I have to take this class again in the spring and he is the only teacher available. It's the only class I will need to get my certificate, so I have to take it, but I don't want to. I have been looking at other schools to take that class if possible.	Oct 14, 2013 4:33 PM
19	I am taking an "online" chemistry course. "Online" shouldn't be a synonym for "teach myself chemistry" but in this case, it is.	Oct 14, 2013 4:33 PM
20	I asked if there was a computer lab and was told there was not one. Also, was not informed if there were any on any of the other campuses.	Oct 14, 2013 4:33 PM
21	Not a full range of classes on campus and most importantly not enough for the basic complete classes for your AA	Oct 14, 2013 3:43 PM
22	I love the programs and courses offered at Coastline Community Center. I took some courses at University of Phoenix and regret it tremendously. I am glad I no longer attend this school because I did not make any academic progress.	Oct 14, 2013 3:27 PM
23	Couldn't agree less, Good job Coastline	Oct 14, 2013 3:22 PM
24	Cant do much of my assignments without my financial aid so that I can purchase my books . I'm a smart person but can't do much work without books	Oct 14, 2013 2:27 PM
25	Not enough space in class sections, and when space opens up, professors deliberately ignore students and do not give our auth codes.	Oct 14, 2013 2:24 PM
26	I am a stay at home mom with a Bachelors degree in Science from India. I wanted to start a career and went over the classes offered by Coastline community College. I started classes with coastline with the intension of completing a Certificate course in Biological Laboratory Technician. When, I went in for counseling before signing in for the classes, everything seemed fine. I was encouraged. Even before the end of that semester, I came to know that the whole Certificate course was no longer available. I wish your catalogues were updated, and the counsellors were made aware of what is currently included and out of your programmes. It has been most harrowing trying to pick classes related to Biotechnical field. I persisted and took up a few biology and chemistry courses. I did a Work Based Biology class last semester. It was for 5 hours per week. I was given to understand both from the professor in charge and the	Oct 14, 2013 1:34 PM

Page 7, Q8. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

	course catalogue on the college website that I could enroll again for the same class, but for a longer stint of 10 hours per week. When it was time to register for the class this fall, I could not find the 10 hr course of Work Based Biology. Why are classes just removed like that? I had to again compromise. At this rate, it doesn't seem like I will be able to start a career anytime soon. And all my time and money invested with CCC seems a big waste!	
27	Some classes could be added to the online course curriculum	Oct 14, 2013 1:15 PM
28	In terms of user friendliness, Seaport is below the standard in which I have experienced at other colleges/universities.	Oct 14, 2013 11:25 AM
29	resources are not advertised well enough	Oct 14, 2013 11:15 AM
30	Not only are certain courses that are REQUIRED to complete my certificate NEVER offered, but my written inquiries to the department have gone 100% UNANSWERED. But what are my options, especially when I must consider the consequences of "rocking the boat"?	Oct 12, 2013 11:27 PM
31	I only signed up for distance learning	Oct 12, 2013 4:45 PM
32	Too many courses are schedule on the same day, making it difficult to pick a class.	Oct 12, 2013 2:18 PM
33	I am in the STAR program, and it is a great program.	Oct 11, 2013 7:09 PM
34	I need Tutoring in Medical Coding - I am NOT getting the help I NEED!	Oct 11, 2013 3:09 PM
35	It would be nice if Coastline started offering more classes that transfer to UC's for Computer Science!	Oct 11, 2013 12:29 PM
36	The online teachers are not always prepared. My geology lab teacher did not have the course available on the day it was supposed to be. Also the links were incorrect and the teacher was not helpful in getting them fixed.	Oct 11, 2013 11:13 AM
37	Satisfied with the programs of Coastline.	Oct 10, 2013 11:16 PM
38	There are many lack of materials during science lab that we could not complete the experiments but the instructors did not care and let us solve and find our ways to finish it up	Oct 10, 2013 1:01 PM
39	Depending on where you are in the registration queue, you risk not being able to get classes	Oct 9, 2013 10:06 AM
40	would be nice if the offer the network class at school instead of online.	Oct 9, 2013 8:59 AM
41	So far lab equipment has seemed great and I would like if courses/ more courses would be added at more times / different days for certain classes. Such as most CST classes are at the same time on the same day as most CST majors so you can't take a major and a required course at the same time making it take longer. Not sure if understaffed in some departments due to budget cuts etc., but it can deter other students from taking courses I would believe.	Oct 9, 2013 1:40 AM

Page 7, Q8. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

42	I am not clear some programs and courses are offered in a manner, and omit it	Oct 8, 2013 11:43 PM
43	I AM AN ONLINE STUDENT DUE TO TRAVEL SCHEDULE AT WORK. ONLINE IS THE ONLY OPPORTUNITY FOR ME TO GAIN HIGHER EDUCATION. IT IS VERY HELPFUL WHEN THE ONLINE CLASS HAS AN AUDIO/VISUAL SUPPORT SYSTEM. SOME CLASSES HAVE YOU TUBE VIDEO AND OTHERS AUDIO POWER POINTS. VERY IMPORTANT COMPONENT TO ONLINE SUCCESS.	Oct 8, 2013 10:55 PM
44	I have only been taking a couple class each semester but so far so good!	Oct 8, 2013 9:56 PM
45	Coastline has gave me all the resources I needed.	Oct 8, 2013 8:18 PM
46	I really like Coastline, but some of the classes that I need are not offered at Coastline. I would have to take the classes elsewhere. It would be good if the classes are offered at Coastline and not only at its sister school like GWC or OCC.	Oct 8, 2013 8:05 PM
47	The Professors really help me to learn and to apply what I've learned towards helping others. I appreciate having Professors who care about what they do and direct learning to earning what is needed to progress and make a stable future for oneself.	Oct 8, 2013 7:51 PM
48	BCT courses are few and not offered very often.	Oct 8, 2013 4:16 PM
49	would like to see more online classes	Oct 8, 2013 12:22 PM
50	Programs and courses make easier my studies english	Oct 8, 2013 11:17 AM
51	I constantly have issue with Seaport 3 software for distance learning.	Oct 8, 2013 10:39 AM
52	Almost all courses were not even articulated for UC schools.	Oct 8, 2013 8:51 AM
53	I absolutely love the new Degree Works program, made it so easy to see what I really need to be focusing on to get where I want in college.	Oct 8, 2013 8:42 AM
54	the cst cisco lab has definitely helped me pass my certifications. wish it was open everyday	Oct 8, 2013 1:28 AM
55	Everything is very convenient.	Oct 8, 2013 12:21 AM
56	Was enrolled in STAR Program for my first year of school (August 2012 - May 2013). Director of the program seemed more interested retaining my enrollment in the program than about my actual needs (I wanted to transfer to a UC, but she kept pushing for me to graduate with STAR program. STAR Program sets you up for anything but UCs. It became very cumbersome sticking with STAR while trying to fulfill IGETC requirements.	Oct 7, 2013 11:16 PM
57	Yes but at an additional cost. Seaport is ridiculous, so some classes have a separate site for the class. In my math, you paid for units, book, and a site subscription. The site was another \$100.	Oct 7, 2013 10:06 PM
58	Financial aid is horrible, see previous comment	Oct 7, 2013 10:02 PM

Page 7, Q8. Please indicate how strongly you agree or disagree with these statements about programs, degrees, and certificates at Coastline:

59	What a wonderful program for adult learning. I am so glad I found this program! I love the new Newport Beach campus. Great classes and great views!	Oct 7, 2013 8:57 PM
60	My Stats Lab, Seaport, and Coastline are comprehensive, easy to use programs for this online learner.	Oct 7, 2013 8:52 PM
61	Math lab was great.	Oct 7, 2013 8:16 PM
62	need more 3d art classes	Oct 7, 2013 7:54 PM
63	very user friendly school. everything is right there for the asking. Ive never had a bad experience.	Oct 7, 2013 7:20 PM
64	Programs and courses are not explained to allow a student to be able to proceed getting the courses that are pre-reqs or enabling the student to acquire the courses for their major.	Oct 7, 2013 6:58 PM
65	Professor Long answers questions so promptly, it's the only reason why I stuck with my classes. The online course has been extensive, & I'm grateful for her advice.	Oct 7, 2013 6:37 PM
66	I wish online learning was offered through a single site such as Blackboard. One of my courses uses Moodle and the other uses Pearson Education, which requires having to set up more user accounts and passwords.	Oct 7, 2013 5:26 PM
67	I have repeatedly heard that the lab kit that I purchased was hardly used by previous students. I have since dropped online Chemistry as it became apparent to me that there would not be enough communication with the instructor for me to succeed. I will have to see if I can sell the kit next semester or I may donate it to EOPS. I am perplexed why it is a required purchase when 90% of the contents remain unused at the completion of the course.	Oct 7, 2013 5:16 PM

Page 7, Q9. Please indicate how strongly you agree or disagree with these statements about Coastline's Web site and publications:

1	Sometimes there are horrendous typos in the website. Also, the quizzes/exams sections are labelled alphabetically, not in chronological order which may result in students, like myself, in taking mid-term exams instead of quizzes 1-3.	Oct 27, 2013 12:30 PM
2	As a distance learning student, I felt it is difficult to find the 'schedule an alternate test date' site. It needs to be easily accessible on the first page.	Oct 21, 2013 12:25 PM
3	degree programs are hard to find online. I was only able to find the ones offered to your military program.	Oct 18, 2013 9:03 AM
4	Some areas of website are easy reading, but in all honesty it is a challenge to navigate and find resources.	Oct 17, 2013 9:24 PM
5	I find the website difficult to navigate. It always takes me a lot of time to find what I am looking for.	Oct 17, 2013 12:28 PM
6	Sometimes I get lost in the way the website is structured. I find OCC's website easier to navigate.	Oct 16, 2013 4:23 PM
7	There is only the online schedule and it is difficult to use. I very much miss the printed schedule that was mailed out or available at school.	Oct 16, 2013 3:58 PM
8	n/a	Oct 16, 2013 7:47 AM
9	Sometimes it's hard to find what your looking for on the website.	Oct 15, 2013 4:36 PM
10	Finding links is a bit difficult, seems like it's hidden by all the graphics -- the large pictures are nice, but a bit of a distraction.	Oct 15, 2013 12:16 PM
11	N/A	Oct 15, 2013 12:05 AM
12	Online classes are good	Oct 14, 2013 7:12 PM
13	Too many weird updates that exclude internet browsers and a lot of lag. Hence, don't always support every internet browser with updates. Also	Oct 14, 2013 3:43 PM
14	Couldn't agree less, Good job Coastline	Oct 14, 2013 3:22 PM
15	I need my books in order to complete my assignments	Oct 14, 2013 2:27 PM
16	The website was redone but it still lacks functionality. There is a distant feel to it like it is a robot, especially when trying to find contact information about departments, tech support, and professors.	Oct 14, 2013 2:24 PM
17	Not for Graphic Design classes. All the Graphic Design classes that are online should say for experienced graphic design students only because you cannot receive help when you get stuck.	Oct 14, 2013 1:58 PM
18	When searching for financial aid on the website, it's difficult. So instead I just google search Coastline Community College financial aid and that takes me directly to where I need to go	Oct 14, 2013 1:15 PM
19	I would like to see more instructional "video" from Coastline's instructors	Oct 14, 2013 1:12 PM

Page 7, Q9. Please indicate how strongly you agree or disagree with these statements about Coastline's Web site and publications:

	incorporated into the online curriculums.	
20	GWC is user friendly	Oct 14, 2013 12:07 PM
21	I think the website is a little jumbled. Could use some streamlining.	Oct 14, 2013 11:32 AM
22	after the website changed.. I believe it was earlier this year, the search function became very dysfunctional as many of Coastline's web pages made address changes. I still have difficulty finding things I need, because the search is still dysfunctional.	Oct 14, 2013 11:29 AM
23	I had difficulty managing the website	Oct 14, 2013 11:15 AM
24	Navigation during classes can be unnecessarily repetitive, redundant and unclear.	Oct 12, 2013 11:27 PM
25	I really like the college page, and I really think it is easy to use.	Oct 12, 2013 12:20 AM
26	Not all classes are properly detailed	Oct 11, 2013 3:09 PM
27	Several of the links are broken when you click on them.	Oct 11, 2013 11:20 AM
28	I do not utilize any Coastline print materials, so can't comment on this. Coastline has been easy for me. In the past, I was discouraged from applying to school or an online program because the complicated (appearing to be) website. Coastline is the first school whose site I found it easy to navigate and am now able to complete my education.	Oct 11, 2013 9:07 AM
29	it is a bit confusing having so many different websites to have to deal with and keep track of.	Oct 9, 2013 10:25 AM
30	too much stuff on home page.	Oct 9, 2013 8:37 AM
31	many difficult words and many steps need to read through.	Oct 8, 2013 11:43 PM
32	Sometime it gets a little confusing but it may be me.	Oct 8, 2013 9:56 PM
33	great website # 1 in nation	Oct 8, 2013 9:21 PM
34	i had issues getting online.	Oct 8, 2013 8:46 PM
35	Coastline's Website makes it easy for me to access my Seaport.	Oct 8, 2013 8:18 PM
36	I really like the teachers at Coastline.	Oct 8, 2013 8:05 PM
37	Fruitful. .	Oct 8, 2013 11:17 AM
38	R	Oct 8, 2013 11:06 AM
39	In the beginning, when I needed help navigating the website, the person I called was snippy.	Oct 8, 2013 8:01 AM
40	Great website!	Oct 8, 2013 12:21 AM

Page 7, Q9. Please indicate how strongly you agree or disagree with these statements about Coastline's Web site and publications:

41	If you are lucky enough to find the info you need, then great. It's usually faster to google it.	Oct 7, 2013 10:06 PM
42	Financial aid is horrible...	Oct 7, 2013 10:02 PM
43	I don't think the website is intuitive for someone not computer/school savvy. It takes some time to figure out where to find information. I sometimes have to try numerous times to find something I'm looking for. It shouldn't be that hard. My daughter attends GWC and my experience with Coastline has helped her navigate the system. It shouldn't be so hard to find things.	Oct 7, 2013 8:57 PM
44	I always stop to look at the pamphlets in the elevators. Facebook is my preferred online reference for Coastline.	Oct 7, 2013 8:52 PM
45	I go to OCC's website for all my "needs".	Oct 7, 2013 8:35 PM
46	The website is a mess. Too many clicks to get to anything and it doesn't need to time out so quickly. I also don't know why my online classes open in another window. Such a pain to navigate between the class and the other tabs I'm using. It's outdated and not user-friendly.	Oct 7, 2013 8:10 PM
47	A lot of resources/pages on coastline.edu are dead.	Oct 7, 2013 7:43 PM
48	There are times that the website - and it's roll over into Seaport 3 are a little wonky, but it's more of a nuisance than a hinderance.	Oct 7, 2013 7:31 PM
49	To much reptition material that we don't need, that keeps repeating it over and over.	Oct 7, 2013 7:27 PM
50	The school has covered every angle in this department.	Oct 7, 2013 7:20 PM
51	most things hard to find, printed materials don't exist	Oct 7, 2013 6:52 PM
52	Took sometime to download the course schedule, but for some reason, I couldn't find my online courses? I found it under Distance learning??	Oct 7, 2013 6:37 PM
53	The calendar and important dates on the website are confusing. It would be nice to have everything in one place including drop deadlines, drop with the W deadlines, drop with/without refund, holidays, etc.	Oct 7, 2013 6:11 PM
54	It is difficult to find the most common links such as: Important dates and deadlines per registration/drops, and online class schedule. I believe coastline.edu could use an update; often times, I find this message after clicking a link "Oops..., I cannot find that page you are looking for, sorry... (Error 404)'	Oct 7, 2013 5:53 PM

Page 7, Q10. 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.)

1	i am basing this on online communication...so far they have been very kind.	Oct 27, 2013 4:38 PM
2	Goldenwest College is the only campus where I felt out of place. The staff didn't care about me and the teachers only want to get paid. In comparison to GWC, Coastline Community College is so much better. The guidance counselors were thorough and intuitive. The staff of CCC were not as intimidating or rude like at GWC.	Oct 27, 2013 12:30 PM
3	online student	Oct 21, 2013 9:41 PM
4	Online student	Oct 21, 2013 1:37 PM
5	I am distance student, not on campus. There are many programs available for ethnic communities of which I am not a part of..	Oct 17, 2013 9:24 PM
6	Not in your teaching staff they have a bias, because anything I ask them to do so they are compliant generates extra work...You also should not call some of them instructors since they have no formal training in subjects they are teaching..They are more like a proctor, or grade keeper.	Oct 17, 2013 7:36 AM
7	online bases	Oct 16, 2013 8:10 PM
8	There is hardly anyone every at the front desk in the fountain valley office.	Oct 16, 2013 3:58 PM
9	n/a	Oct 16, 2013 7:47 AM
10	I love the diversity of the student population.	Oct 15, 2013 11:49 PM
11	Great College and Professors. I wished they offered a lot more classes!	Oct 15, 2013 4:25 PM
12	Priority registration should be merit-based, in my opinion (i.e. whomever earned the highest grades/whomever is finishing their degree gets first pick at classes). Colleges are all over-crowded, so getting the right classes at the right times is essential for success in any program there are anywhere else. But courses fill up so fast that's very difficult to do, and in some cases nearly impossible to do on time.	Oct 15, 2013 1:41 PM
13	I have found Coastline (Newport and Westminster) campus to be the friendliest and most comfortable campus on the south coast. I love Coastline Community College!	Oct 15, 2013 12:52 PM
14	NOTE: I am an Asian. Diversity usually means some balance or good representation in student demographics, but I feel uncomfortable at CCC because the student population seems overwhelmingly Asian.	Oct 15, 2013 7:59 AM
15	N/A	Oct 15, 2013 12:05 AM
16	-It will be better if add more classes that have different time, thus student have more chance to attend classes. -On the Coastline website has listed some classes, but they have not appeared on MyCCC/Add classes.	Oct 14, 2013 10:02 PM
17	I have enjoyed my time as a student at Coastline Community College. It has been a very positive experience.	Oct 14, 2013 9:39 PM

Page 7, Q10. 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.)

18	Good environment	Oct 14, 2013 7:12 PM
19	I am an one-line student.	Oct 14, 2013 6:07 PM
20	I absolutely love the new Newport Beach location, it is nice and it is so close to my home.	Oct 14, 2013 4:26 PM
21	I like attending Coastline campuses because it foster an environment of diversity.	Oct 14, 2013 3:27 PM
22	Couldn't agree less, Good job Coastline	Oct 14, 2013 3:22 PM
23	Climate should be defined. However, I think the campus is diverse, but mostly Asian.	Oct 14, 2013 2:24 PM
24	Enrollment is easy. I heard it will change with the new rules coming 2014	Oct 14, 2013 1:58 PM
25	I don't like my math teacher's midterm and final in Math 104 and 106. I keep getting a D in class when I am usually a straight A and B student.	Oct 14, 2013 12:00 PM
26	I haven't spent very much time physically at Coastline, but I have found my online student body to be diverse and beneficial in this way. I've also found the Coastline campus comfortable when I've gone orientation, assessment, etc.	Oct 14, 2013 11:29 AM
27	I agree with the value of diversity and appreciate that Coastline embraces it. HOWEVER, I do NOT agree with hiring instructors who cannot create accurate tests due to their lack of adequate English language skills. Again, this problem is exacerbated when the dean NEVER responds to emails.	Oct 12, 2013 11:27 PM
28	There are certainly a mix of races at Coastline. I fee comfortable because of the very friendly and personable staff, and the students I have made friends with.	Oct 11, 2013 7:09 PM
29	I feel there is a level of Racial discrimination at Coastline College. The College tents to accommodate one ethic racial background of students over all other in my opinion. Especially with the Financial Aide office, Scholarships and EOPS. All students should be treated equally regardless of Race and or Ethnic background or native language. In fact I even thought about contacting the U.S. Department of Education over the matter but I never found the time. As I am too Busy	Oct 11, 2013 3:09 PM
30	I take online classes at costline	Oct 9, 2013 8:55 PM
31	I have taken all my classes online. The class I am currently taking, Math 120 (Thuey), is the most unorganized, un-user friendly class I have ever taken through this school. The instructor does not check e-mail or answer questions, and grades are not posted in a timely manner. Very frustrating!!!!!!!!!!!!	Oct 9, 2013 8:02 PM
32	Most of my classes are online to acomodate my schedule	Oct 9, 2013 10:06 AM
33	Very friendly staff. I have enjoyed many instructors who have made learning at Coastline Community College brilliant! (Dan Johnson, Michael Warner, Arthur Dawes, Scott Davis, and Deborah Henry)	Oct 9, 2013 1:40 AM
34	the chairs in the classroom make me scare, fell germ . They are not leather	Oct 8, 2013 11:43 PM

Page 7, Q10. 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.)

	which can be clean .	
35	good course selection.	Oct 8, 2013 8:46 PM
36	Everyone I have met seems to be nice.	Oct 8, 2013 8:18 PM
37	Coastline tells students with diverse background how they are welcome, then shows them that they're not welcome and disqualifies the needy students with disabilities and other sensitive criteria. When the college knows all too well which students need the most help, they take money from the FAFSA for themselves and don't pass it along to the students. I'm not a student who has ever received FAFSA or a Student Loan and abused the system. Yet, my extenuating circumstances are made by Coastline Community College to appear as though I am not in need nor am I worthy of assistance.	Oct 8, 2013 7:51 PM
38	loved my anatomy Professor: Jennifer Giancarlo	Oct 8, 2013 6:01 PM
39	Coastline assist my live.	Oct 8, 2013 11:17 AM
40	I really enjoy Coastline as a learning Facility!!!	Oct 8, 2013 10:41 AM
41	Financial aid is horrible!!!!!!!!!!!!!!!!!!!!	Oct 7, 2013 10:02 PM
42	Wonderful campuses and terrific instructors!	Oct 7, 2013 8:57 PM
43	There is a such diversity on these campuses. I have met some wonderful individuals that are enrolled in the special education program at the Newport Beach campus.	Oct 7, 2013 8:52 PM
44	The whole staff is very welcoming.	Oct 7, 2013 7:20 PM
45	I take Online courses only.	Oct 7, 2013 5:16 PM

Page 9, Q13. 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.)

1	Le Jao center in westminister has parking problems. there is no private lot for the center. It is either street parking where there is never a spot or public parking across the street	Oct 25, 2013 11:28 AM
2	I go to the Main site in Fountain valley to take tests, so I'll give my inputs.	Oct 21, 2013 12:33 PM
3	I am very enjoying about every parking lot at Coastline. Coastline is the best when I can compare with other Cogelles	Oct 20, 2013 10:41 AM
4	They have some of the most none ergonomic seating possibly available, so taking a night class your almost a cripple after several hours of enjoying the chair.Or that awful stadium seating with the swivel seats that jam you against the table, so you have to use your legs to push yourself away causing back strain	Oct 17, 2013 7:41 AM
5	I am distance learner	Oct 16, 2013 8:11 PM
6	Parking at Newport Beach Center is Amazing ! I love it, However, Parking at Le Jao or Garden Grove is ALWAYS a problem, either its too packed and people don't know how to park of the parking spaces are way to small.	Oct 16, 2013 7:01 PM
7	Taking class online.	Oct 16, 2013 3:50 PM
8	n/a	Oct 16, 2013 7:48 AM
9	Safe and reliable parking spaces. I feel safe whenever I come out from my night classes.	Oct 15, 2013 4:26 PM
10	Always clean!	Oct 15, 2013 12:55 PM
11	I purchased a parking permit for the Le-Jao center only to discover that there is no parking lot. At no point in the purchase process was I advised that that particular campus does not require a parking permit.	Oct 15, 2013 10:02 AM
12	One of my classmate's car was broken into at the Garden Grove Center.	Oct 15, 2013 10:01 AM
13	I take online	Oct 14, 2013 7:13 PM
14	Because the Le-Jao Center opened rear doors which is near the road, there are strangers get into the student lounge to stole student's property (usually lunch boxes).	Oct 14, 2013 6:45 PM
15	I only visit the campus to take care of business. The parking is not that plentiful & since I visit during business hours I feel safe.	Oct 14, 2013 6:10 PM
16	I am taking classes online so these questions are not applicable. Everytime I do visit the campus parking is not a problem.	Oct 14, 2013 4:34 PM
17	Couldn't agree less, Good job Coastline	Oct 14, 2013 3:22 PM
18	Chemistry 180A classroom labs were understocked and very bare	Oct 14, 2013 2:35 PM
19	It's kind of scary to walk from the classes to the parking lots at night after class	Oct 14, 2013 2:30 PM

Page 9, Q13. 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.)

	end because there are hardly anyone around. I don't see any security around. I also think the lights in the parking lots are kind of dark. This just my opinion. Thank you.	
20	online only	Oct 14, 2013 1:46 PM
21	amazing campus. safe campus. TOP OF THE LINE!	Oct 14, 2013 11:22 AM
22	La Jao center is in a sketchy area. Before I was aware of the available extra parking, I had to walk through a run down area at night and alone.	Oct 14, 2013 11:17 AM
23	online classes only	Oct 13, 2013 10:35 AM
24	Facilities need to pay attention to seasonal time changes. I have arrived to find no lights on at night until almost time to go home. GG	Oct 12, 2013 11:31 PM
25	I have no idea where the Coastline Parking is at Le Jao.	Oct 12, 2013 2:00 PM
26	For the most part, the campus (Garden Grove) is clean and very functional. I often see small pieces of trash in the parking lot, and the faucets in the bathrooms are odd and dirty looking, but overall, the campus is pretty well maintained. The Newport center appears to be very clean.	Oct 11, 2013 7:12 PM
27	Parking at the Westminster learning center NEEDS to be improved badly	Oct 11, 2013 3:10 PM
28	I am currently taking a class at the Le Jao campus in Westminster and I am always a bit nervous to park there because of the location, as it is surrounded by court buildings. Some of the people walking/driving by the campus seem untrustworthy and make me nervous. I would never take a class at this campus if the hours went into the evenings/night, as I would feel very unsafe.	Oct 11, 2013 1:17 PM
29	Online student only. Long Distance student.	Oct 11, 2013 11:21 AM
30	I have never been to the campus to relate with questions	Oct 9, 2013 8:57 PM
31	Parking in Westminster sucks for lack of better word	Oct 9, 2013 6:16 PM
32	Parking fee is too much even for a day pass they increased it from \$1 to \$2 that's not right.	Oct 9, 2013 2:19 PM
33	I feel the Coastline location in Newport Beach is poorly lit. The area surrounding the campus is not a particularly safe neighborhood - and with the very dim lighting it makes it somewhat frightening returning to your car after an evening class.	Oct 9, 2013 10:53 AM
34	I took a class at le Joe and the parking was at the end of the block. Very dark and scary when I had to walk at the end of class in the dark	Oct 8, 2013 10:58 PM
35	It would be nice if meter parking was offered at the Newport Beach location.	Oct 8, 2013 10:55 PM
36	Coastline looks clean and modern	Oct 8, 2013 8:20 PM

Page 9, Q13. 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.)

37	Le jao parking is very confusing	Oct 8, 2013 11:09 AM
38	I feel so fortunate to be able to attend coastline at the Newport Beach center.	Oct 8, 2013 8:43 AM
39	Great college!	Oct 8, 2013 12:23 AM
40	I attend classes at the new Newport Beach campus. What a beautiful facility! Previous classes were at the old Costa Mesa site and even that was safe and clean. Coastline really cares about the safety and maintenance of their sites.	Oct 7, 2013 9:01 PM
41	I was wondering whether the Coastline Parking pass works for other schools within the Coast District, like GWC and OCC.	Oct 7, 2013 8:55 PM
42	At Newport Beach center, there is a guard, which is great as I take night class. At Le Jao you have a real parking problem and walking so far is scary.	Oct 7, 2013 8:19 PM
43	i have always felt safe in the parkinglots at the school.	Oct 7, 2013 7:21 PM
44	rooms too cold, no way to turn down when it's cold outside. trashbins covered in ants with an extensive ant trail along seating area on second floor. extra small toilet paper strewn hapazardly in each stall. where is the lab?? offices that are supposed to be open are not open when money gets stuck or the one printer in the law library runs out of paper.	Oct 7, 2013 6:56 PM
45	The Le Jao Center in Westminster has terrible terrible parking for staff & students.	Oct 7, 2013 6:13 PM

**Page 19, Q26. What is your level of agreement with the following statement about the Coastline Bookstore?
(Please provide only one response per item.)**

1	i tryed to get my art book that i was hoping to have lended to me,it wasnt possible.	Oct 27, 2013 4:48 PM
2	I don't know where it is located on the web.	Oct 25, 2013 12:52 PM
3	I used the online Bookstore and it said there were available book that I needed. However, when get onsite, there was none available and had to reserved the book.	Oct 21, 2013 12:45 PM
4	I have only use the online bookstore to purchase books and to find out what textbook is required for the course.	Oct 21, 2013 12:05 PM
5	they lost my transaction, i went in bought the book, and canceled rhe transaction. i got an email a week later that my book was ready for pickup	Oct 19, 2013 10:11 AM
6	I would have said strongly agree but I have found that the math course requirements are very difficult to understand. Many have the choice My Math Lab OR My Math Lab and the book. However, it's not clear that My Math Lab is included in most of the books. So I've seen many students by both My Math Lab and then the book bundle of My Math Lab & book. Once the packaging is open it can not be returned. These are very pricey items so it would be nice to have the information be clearer. And it's really tough on the ESL students.	Oct 17, 2013 12:33 PM
7	Had to but my book online - bookstore were not going to have the book in until after the 2nd week of class	Oct 17, 2013 10:41 AM
8	The book store is by far the worst place I have ever been to. Their complete lack of caring and customer service for college students is beyond comprehension and they do it with a blank face!!! It's like trying to get help from a wall. I once had the online book manager bluntly lie about canceling an order that was on back-order for 5 weeks and I had to reorder it. I had to take an online business class without the book. Worst place ever. I would not wish it upon any person.	Oct 17, 2013 9:48 AM
9	It is over priced	Oct 17, 2013 7:45 AM
10	The bookstore has been friendly and helpful.	Oct 17, 2013 6:57 AM
11	fast ,easy and reliable	Oct 16, 2013 7:51 AM
12	Rarely use the bookstore however, because renting through other sites is more cost effective for me.	Oct 15, 2013 4:41 PM
13	sometimes the books arent avaiable but say they are on the class website.	Oct 15, 2013 4:32 PM
14	Overall, Coastline is a enjoyable and comfortable experience. I've grown to love it's resources and the Professors who have done an incredibly job teaching the best they can. I've had nothing but good learning experiences.	Oct 15, 2013 4:29 PM
15	It's good for informational purposes, but it's too expensive to buy anything on.	Oct 15, 2013 1:45 PM
16	I have only used the Bookstore that in on site.	Oct 15, 2013 1:00 PM
17	Easy to navigate	Oct 15, 2013 12:09 AM

**Page 19, Q26. What is your level of agreement with the following statement about the Coastline Bookstore?
(Please provide only one response per item.)**

18	Terrible experience. Prices are so much higher than on line stores. They use Coastline codes to coerce students to buy "coastline books" for books that are printed for the general education of all. They never tell you when your book will be available. I once didn't get my book until my Midterm week. They are rude, and very curt when you call.	Oct 14, 2013 9:11 PM
19	Ppl at coastline bookstore are rude and not helpful.	Oct 14, 2013 7:16 PM
20	The bookstore sent notice that my order was ready and it is not ready until two days later. When I came to get my order-driving there for a second time they could not find my order. It was easy to order on line but the store is not organized to deliver.	Oct 14, 2013 6:20 PM
21	The bookstore always, and I mean always, appears slow and doesn't know what they are doing. I have come in multiple times and walked right out because the line was through the book shelves. Also everyone leaves their upset or aggravated. They are also not informative and have a pist off upset attitude. The older 30+ employees. But the younger ones 30- still don't know what to do or what they are doing, One girl walked in and want to purchase a Coke and just asked if she could just give them a dollar for it and an old lady with reddish light light brown hair was so put off it was unbelievable and said "ya, i guess, i'll just have to ring it up later" and reluctantly extended here hand to take the dollar. And made it seem like the girl was the one being rude and lazy. Also, when you purchase a book and do in store pick up they literally make you wait for 20 minutes and you see one cashier taking their time actually now deciding to have some sort of customer interaction, with a line through the book isle(s). Is that a joke? Someone needs to put some fire behind the Financial Aid office and Bookstore Office's ass. Restaurants move faster. You move when there are lines period. They make no effort and are always broadcasting their upsetting and lazy dispositions. Absolutely no no no customer service skills. I don't need to say why customer service skills are important in general, let alone a College Campus do I? Thank you, Hope this is knowledgeable	Oct 14, 2013 3:57 PM
22	Thanks to the bookstore I have been able to obtain all my books I need for my courses. The bookstore have followed-up with me when books arrived on time for my courses. God Bless all the personnel for all their hard work in helping me archive my goals.	Oct 14, 2013 3:40 PM
23	I hate how you have to select a course section code in order to see books for a particular subject/class.	Oct 14, 2013 3:30 PM
24	Couldn't agree less, Good job Coastline. In my opinion the best community college in CA	Oct 14, 2013 3:24 PM
25	the books are still more expensive compare to other website	Oct 14, 2013 1:47 PM
26	Wasn't sure where to add this. But for online only classes I think it's very difficult for students when there are exams that need to be I site. Mostly when students are too far from any on site campus and need to get a Procter. That adds an unnecessary added expense. It needs to be changed to either let students know prior tone rolling that there will be an exam on campus or that all exams are online. That would really help students in choosing their classes!	Oct 14, 2013 1:26 PM

**Page 19, Q26. What is your level of agreement with the following statement about the Coastline Bookstore?
(Please provide only one response per item.)**

27	I would like to see more advanced online classes available in Digital Graphics & Web Technologies.	Oct 14, 2013 1:21 PM
28	The bookstore does a good job of offering the books necessary for classes and getting them to me in a timely manner. However, as is the case with many college bookstores, I can find a new or used version of the text online at various websites cheaper than I can at the bookstore. The college bookstore is very helpful in figuring out which book I need, but is definitely not my first choice for buying books.	Oct 11, 2013 7:18 PM
29	The online bookstore makes it very difficult to figure out what books you need for classes. If you are enrolled in many classes, especially, it is painstaking to remember and enter your course number and course ID for each set of books that you need. For that reason, I never use the Coastline bookstore. It would be more helpful if you listed the course subjects/titles, as opposed to the course numbers/IDs.	Oct 11, 2013 1:25 PM
30	For textbooks, It's easy and yet it's not easy. If you know the school dept and the CRN number for your class, then it should be easy as pie, but if you don't, you won't be able to as easily find it	Oct 10, 2013 12:29 AM
31	Telephone assistance with an ordering problem was very well handled, with follow up and resolving of problems within 24 hours.	Oct 9, 2013 8:49 PM
32	Often finding the correct section can be challenging, and on more than one occasion I or my appointee has been met with attitude. Because my schedule is variable, I have ordered my books online and requested another family member or friend to pick them up for me- I give all the necessary information, but it seems to be aggravation many times.	Oct 9, 2013 10:11 AM
33	Love it, very easy!	Oct 8, 2013 10:03 PM
34	The librarians are kind and helpful.	Oct 8, 2013 8:25 PM
35	I've been waiting, in my opinion, too long for financial aid to process SAP reports & receive my grant money to help w/ my urgent needs as a full-time student!!	Oct 8, 2013 4:49 PM
36	Still don't understand why instructors require students to buy new books/used/rented books from the bookstore? I have paid well over 100\$ for a text book for a class numerous times. I think there are plenty of books that offer the same required information out there that can be used to take a course of r a lot less money. It's flat out ridiculous.	Oct 8, 2013 1:22 PM
37	It was somewhat difficult at first location the online access code purchase for my online classes... and once I did find them... the price was almost twice as much as it was to buy directly from the publisher's website which is ridiculous.	Oct 8, 2013 12:23 PM
38	I can easily use.	Oct 8, 2013 11:34 AM
39	Seaport is way better than BlackBoard	Oct 8, 2013 11:12 AM
40	Sometimes	Oct 8, 2013 11:11 AM

**Page 19, Q26. What is your level of agreement with the following statement about the Coastline Bookstore?
(Please provide only one response per item.)**

41	Awesome!	Oct 8, 2013 12:32 AM
42	I would like to thank Coastline for your outstanding staff, all my instructors are very supportive and helpful, counselors are very helpful as well, thank you once more for the giving me opportunity to learn, totally appreciated.	Oct 7, 2013 11:11 PM
43	I use the OCC bookstore.	Oct 7, 2013 10:34 PM
44	FINANCIAL AID IS HORRIBLE !!!!!!!!!!!!!!!!!!!!!	Oct 7, 2013 10:05 PM
45	I tend to buy/rent my books online as the pricing is less than the bookstore. I use the bookstore to figure out what book (i.e. edition) is required for the course.	Oct 7, 2013 9:05 PM
46	The bookstore is extraordinarily expensive. The staff is very friendly and knowledgeable.	Oct 7, 2013 9:03 PM
47	I prefer to go to the bookstore	Oct 7, 2013 8:23 PM
48	Finding out if a book can be returned back to the bookstore is very difficult to determine. Plus, the bookstore employees use a log book of some sort to find pre-ordered books - very inefficient. I requested a used book for one of my classes and I knew they were available, but when my actual order was ready there were no used books left. The bookstore waited to pull my entire online order at once. It would have been cheaper and faster for me to get the book in the store itself rather than order it online.	Oct 7, 2013 8:16 PM
49	I had an issue with the bookstore, that was partially my fault, and partially employee error. I was very pleased with the manner in which my problem was effectively resolved.	Oct 7, 2013 7:35 PM
50	lack of accurate information on what is available	Oct 7, 2013 6:59 PM
51	Purchased my books on Amazon, because they were cheaper.	Oct 7, 2013 6:45 PM
52	I was disappointed in the buyback offer. I purchased the latest edition, but after only one semester, the bookstore was unable to offer me a buy back price because the teacher changed the edition for the next semester.	Oct 7, 2013 5:46 PM
53	Bookstore people were very helpful!	Oct 7, 2013 5:35 PM
54	It's hard to get the books. Sometimes they are not staffed either in-person or electronically. Additionally, there are many online textbook sites. It's hard to know which ones are the best, least cumbersome.	Oct 7, 2013 5:11 PM