



**May 10, 2010**  
**Counseling Department**  
**Program Review**

Tomorrow's College Today.



# Presenter

## Ailene Nguyen

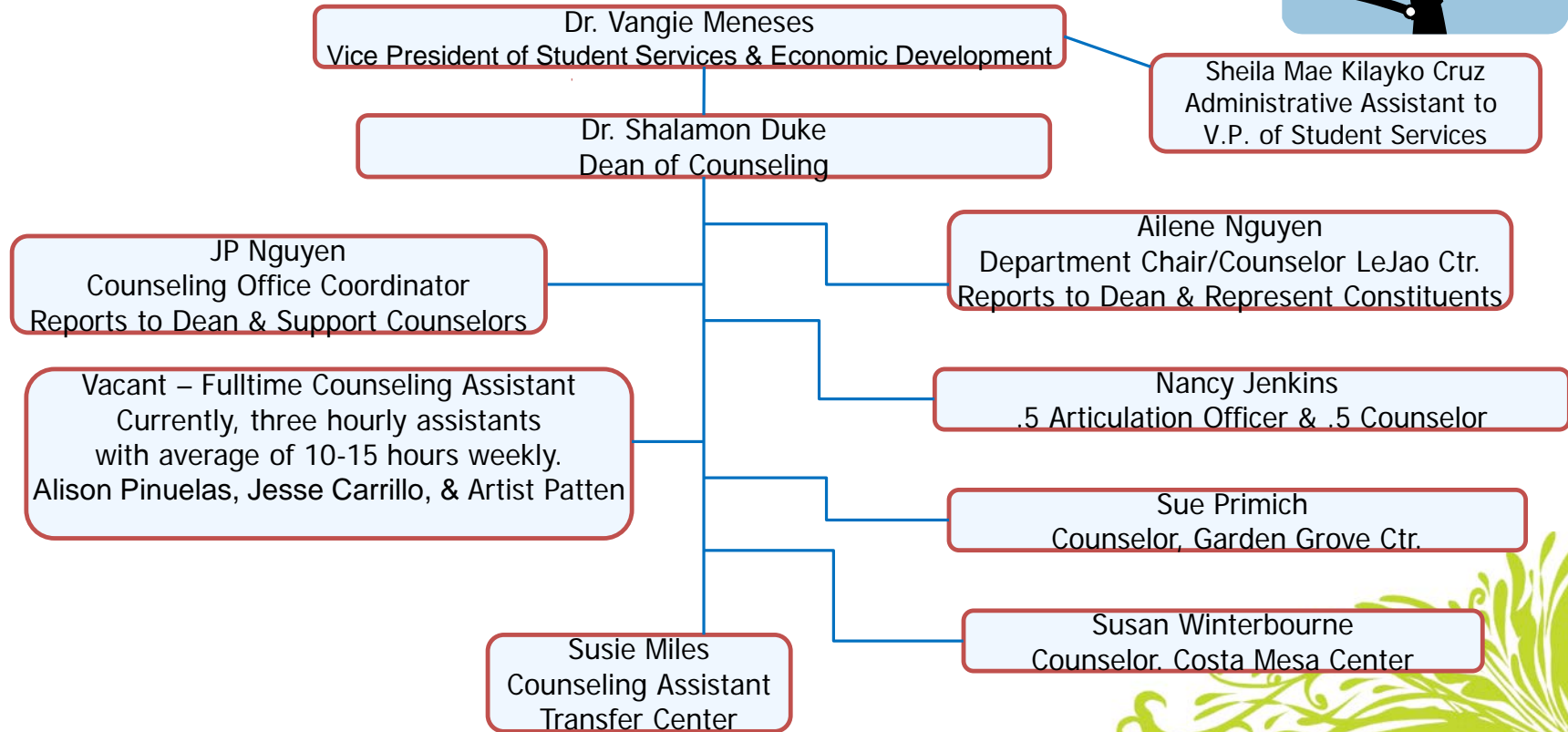
- General Counselor at LeJao Center
- Instructor
- Department Chair

Counseling: provides personal and academic support so students can make informed decisions by learning about college policies, certificates, degrees and transfer requirements.

Advocate      Referrals      Teach



# Who are the counselors?



# Counseling



rc0006 www.fotosearch.com

- 1. Monthly Meeting/Training**
- 2. Orientation**
- 3. Student Educational Plan**
- 4. Follow-up**
- 5. SARS (Scheduling & Reporting System)**
- 6. Counseling Courses**
- 7. Transfer Center**



# Counselor Training

- 1. 2008 hired 5 new part-timer counselors and provided training with resources and binder.***
- 2. Monthly meeting to update counseling information and share in discussion regarding the counseling department. All counselors are encourage to attend.***
  - 1. Not many part-timer come to the monthly meeting*
  - 2. Attendance are paid at non-instructional rate!*
- 3. Professional Development – All counselors are encourage to attend workshops and conferences.***



# Orientation (Matriculation)

Orientation is designed to provide information about student services, academic options, registration procedures, college policies, academic expectations, and student activities.

- 1. Counseling 105 courses**
- 2. International Students Programs**
- 3. ESL Bridge Cohort**

*5,047 students received orientation since July 1, 2008 to April 1, 2010 from COUNS 105*

1. numerous complaints that students cannot access
2. inaccessibility of logging into the orientation
3. commitment of the college to provide technological infrastructure to support website and advanced cyber security software
4. implement in-person group orientation for senior high school graduates from the Early College Program by offering a one day orientation, provide in-person orientation
5. accurate data collection for online orientation



# Individual Counseling (Matriculation)

## *SEP (Student Educational Plan)*

1. the counselor would discuss with the student about his or her educational goals and refer to other services such as assessment and orientation.
2. crucial to the student to have as much information
3. build good rapport with the counselor for future follow-up purposes.
4. Devise the student educational plan according to the student's major and goals.

eAdvising	852
eChat	318
Progress Probation	284
Orientation	5,047 *derived from counseling 105 courses
International Students	150
Orientation	*derived from Linda Maynard, International Student Advisor
Follow Up	756
Appointments	5,786
Walk in	792.5

See page 3 for  
Number of Student  
Appointments  
Served



# Follow Up Counseling (Matriculation)

Create a sincere & trusting environment.

Assistance in: academic probation/disqualification, career exploration, changing major personal, assistance in financial and scholarship, graduation process and appeal, etc.

## Challenges/Needs: .

- Lack of a fulltime counseling clerical support position to call and follow up with students
- Create an effective follow-up service that entails calling specific students to attend specialized workshops for allied health (nursing or medical coding specialist), math preparation, math anxiety, interview skills, transfer to CSU/UC system, financial aid application, scholarship application and etc.





# Counseling Service Outcomes

## EXPECTED OUTCOMES

1. As a result of the counseling process, student is able to define his/her educational goal.
2. As a result of the counseling process, students will be able to identify steps, options and available resources that will help them achieve their academic goals.
3. As a result of the counseling process, students will be able to identify general education courses and major courses required for Certificate, A.A. Degree and/or transfer to a four-year college or university.
4. As a result of the counseling process, students placed on academic/progress probation will have understanding of their academic standing and the process for returning to good standing.
5. Students who utilize Counseling Services will demonstrate knowledge of the matriculation process.



# Transfer Center

1. Assistance with Transfer
2. Research schools that offer your major
3. CSU, UC, Private or Out-of-State University Transfer
4. College Application Assistance
5. Eureka Software (career exploration)
6. Workshops
7. University Representatives

***931 students served in 2008-2009***

***848 students served in 2009-April 5, 2010***

***See page 4***



# Counseling Courses

**Counseling 100** – Career/Life Planning (1.0 unit): This course is designed to introduce students to a career decision making process which includes self-evaluation activities such as identification of personality/temperament, interests, skills, goals and values. Career search activities are utilized to examine the world of work. This course is transferable to CSU and is A.A. degree applicable.

**Counseling 105** – Succeeding in College (3.0 units): The course offers specially designed curriculum to meet the broad psycho-social needs of our diverse student population. It provides a gateway to understanding the programs and services offered at Coastline Community College. Course curriculum addresses the issues of transition to college, educational planning, college success, transfer, career exploration and decision making, student responsibility, and educational goal setting. Also, it includes information on learning styles and strategies; time management, memory techniques; note-taking; test-taking; and other college success techniques.

Two additional counseling courses are offered less frequently:

- COUNS 101 Helping Theories and Intervention Skills (Same as Human Services 101)
- COUNS 120 Job Search Strategies



# Counseling 105 (recommendations)

The Counseling Department Chair will work with the Articulation Office to prepare the COUNS 100 and COUNS 120 course outline and student learning outcomes for course submission to the Curriculum Committee in fall 2010.

1. Increase training opportunities for part-time and fulltime faculty. An annual training schedule should be developed, implemented, and maintained as a departmental priority.
2. Provide reassigned time or compensation to a full-time counselor for coordinating/leading the instructional program by helping to implement the recommendations.
3. Include part-time counseling instructors to participate in curriculum and program development
4. Implement mandatory part-time instructors to attend counseling instruction meeting beginning of each semester to acquire updated student services information and knowledge of course-level outcomes in order to disseminate accurate information to the students.
5. Develop more online and hybrid courses to include COUNS 100 & COUNS 120



# 2005 Program Review Recommendations

## **1. *Implement Online Advising***

- eChat, eAdvise, eSARS
- <http://www.coastline.edu/departments/counseling/page.cfm?LinkID=355>

## **2. *Provide Counseling Services @ Costa Mesa Center***

## **3. *Coordinate Crisis Intervention Plan***

## **4. *Liaison with Instructional Departments***



# Enrollment Population

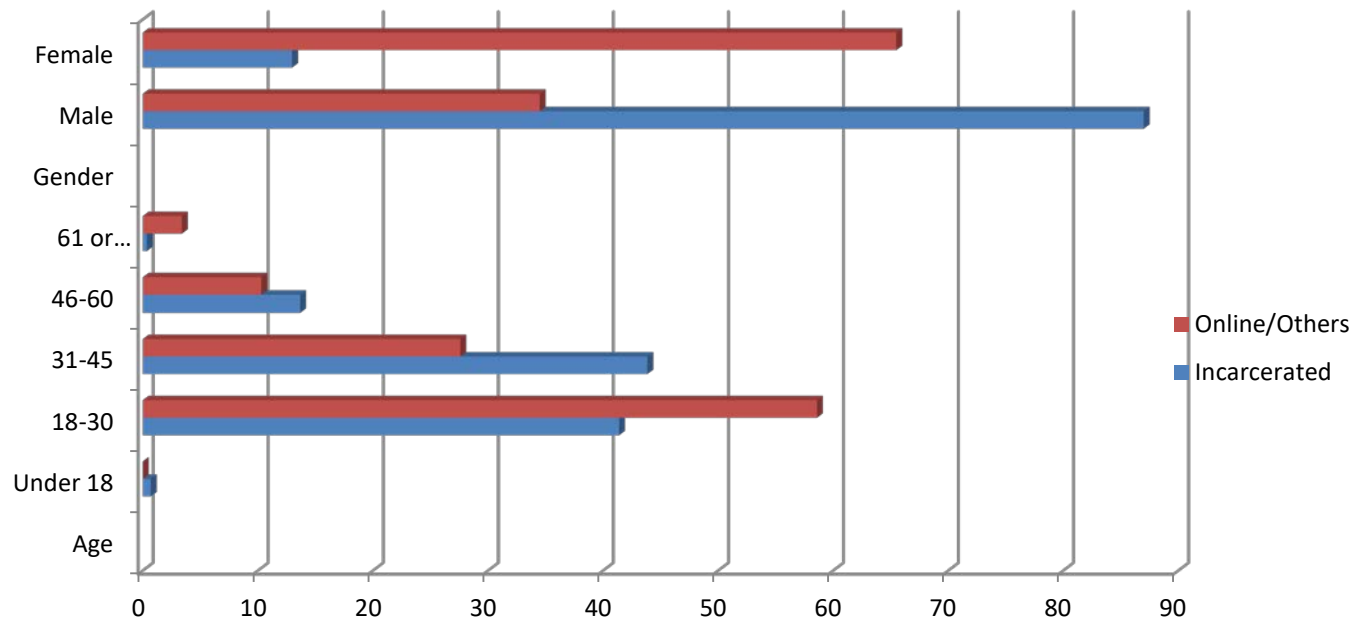
Counseling 105 Student's Comparison Table - Languages & Highest Level of Education

<i>Primary Language</i>	<b>Incarcerated</b>	<b>Online/Others</b>
English	94.46%	100%
Spanish	7.12%	0
Vietnamese	0.71%	0
Other	0.71%	0
<b>Total Respondents:</b>	281	27

<i>Highest Level of Education</i>	<b>Incarcerated</b>	<b>Online/Others</b>
Less than high school completion	1.73%	0
High school diploma (or GED)	95.5%	79.3%
Associate of Arts degree	2.77%	20.7%
<b>Total Respondents:</b>	289	29



# Enrollment Population



Inserted page 21



# Counseling Goals Accomplished from 2005 Program Review

- *Counselor Training Session*
- *Online Orientation*
- *Expand Transfer Center webpage*
- *Increased enrollment for COUNS 105*
- *COUNS 105 is 3 units*
- *Enforce English & math tests*

*See page 11 for more details*





# New 5-Year Goals

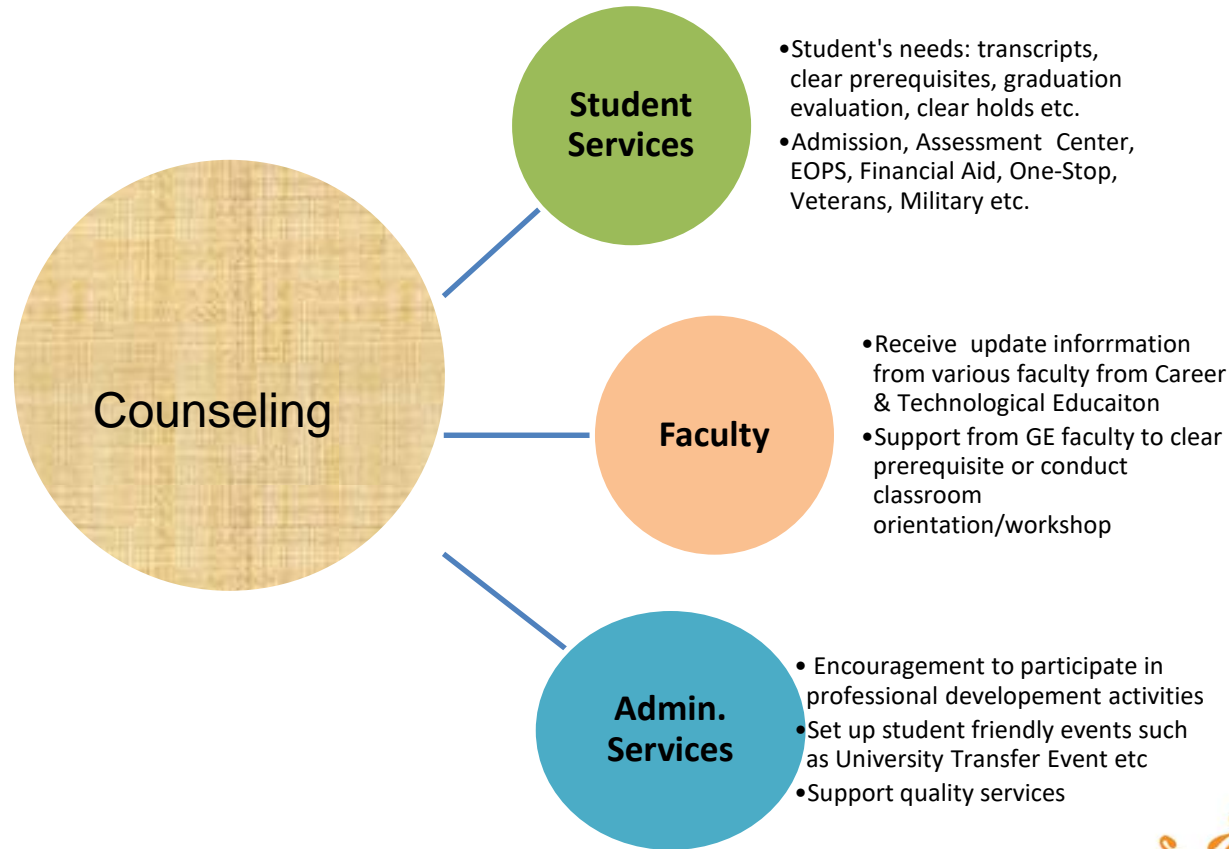


1. Implement & sustain service approach that is student-centered, integrated, technologically-driven, systems-oriented, and contributes to student learning outcomes
2. Assure adequate counseling staff & physical resources to support counseling, articulation, matriculation, outreach and other services
3. Obtain a full-time counseling clerical support position
4. Implement consistency & accuracy for SARS
5. Improve vitality of the counseling curriculum
6. Improve Online Orientation

See page ii

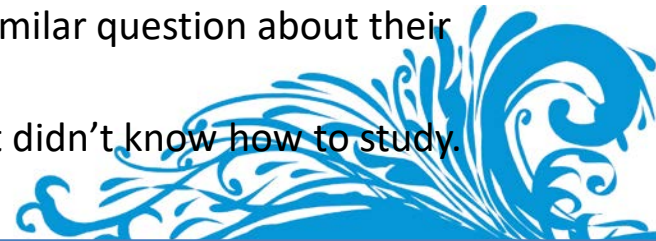


# Integration & Coordination



# Student's Comments


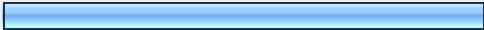
1. My Most Positive Counseling Experience I thought I needed ALL of the classes in an area for a certificate but she showed me I only needed some of them. Now I'm eligible for 3 certificates!!!
2. My counselor looked at my transcript and was able to use what I had to put together a plan for me to get my A.A. and transfer. She also offered me options as far as majors I could choose based on my completed classes and my interests/abilities.
3. My first counselor I saw when I decided to go back to Coastline. She was great! She took all my transcripts and gave me a wonderful educational plan to help me with my career goals. We even accessed what types of jobs I would like and she encouraged me in my interest in the Human Services field. Then the second counselor I had just last week that wrote up another academic plan was also very helpful and accurate.
4. With a wonderful advice from counselor in generally, I do understand all fields that will lead me to get my goal in the future. I do appreciate our counselors.
5. Incarcerated students enrolled in Counseling 105 were asked a similar question about their experiences in the counseling class.
6. For me, this class has taught me that I'm not stupid or slow. I just didn't know how to study.
7. The whole class is positive.


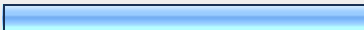









*Thank you, especially to Pat Arlington.  
We look forward to serving you and Coastline  
students!*



## Counseling Program Review Counselors Survey

1. Which best describes your position?			Response Percent	Response Count
Full-time counselor			33.3%	4
Part-time counselor			66.7%	8
			<b>answered question</b>	12
			<b>skipped question</b>	0


2. Do you teach any counseling courses (Coun 085, 100, 101, 105, or 120)?			Response Percent	Response Count
Yes			50.0%	6
No			50.0%	6
			<b>answered question</b>	12
			<b>skipped question</b>	0

3. At which location or in which delivery mode are you currently teaching classes in this program. <i>(Mark all that apply, including Military Program classes.)</i>			Response Percent	Response Count
Coastline Costa Mesa Center			16.7%	1
Coastline Garden Grove Center			0.0%	0
Coastline Le-Jao Center			33.3%	2
Costa Mesa High School			0.0%	0
Estancia High School			16.7%	1
Fountain Valley High School			0.0%	0
Online			33.3%	2
Telecourse/Cable/Video			33.3%	2
 view Other (please specify)			16.7%	1
			<b>answered question</b>	6

**skipped question**

6


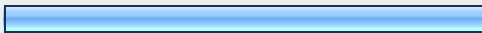
4. Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Currency of the curriculum (up-to-date in relation to transfer standards and SLOs)	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	6
Variety of classes	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	6
Delivery modes appropriate to student needs	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Relevance of classes to student needs	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Opportunity for faculty to participate in curriculum review and program development	33.3% (2)	33.3% (2)	33.3% (2)	0.0% (0)	6
Overall quality of content of counseling classes	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	6
If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns. 					4
<b>answered question</b>					6
<b>skipped question</b>					6

5. Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**


	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Adequacy of instructional facilities	0.0% (0)	100.0% (6)	0.0% (0)	0.0% (0)	6
Quality of general instructional equipment (audio-visual, instructor classroom computer and projector, etc.)	33.3% (2)	66.7% (4)	0.0% (0)	0.0% (0)	6
Support for the program and classes from Dean and support staff for your discipline	0.0% (0)	66.7% (4)	33.3% (2)	0.0% (0)	6
Support for you, your classes, and					

the program from your department chair	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	6
Responsiveness and helpfulness of Coastline's Distance Learning Department in meeting your needs as a DL instructor	80.0% (4)	20.0% (1)	0.0% (0)	0.0% (0)	5
Extent to which Seaport tools and options allow you to teach your class(es) in the way you want	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	6
Extent to which Scantron quizzes and midterm and final exam options meet your testing needs	0.0% (0)	100.0% (4)	0.0% (0)	0.0% (0)	4
If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns. <a href="#">view</a>					2
<b>answered question</b>					6
<b>skipped question</b>					6

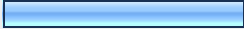

6. Do any of your classes serve incarcerated students?			Response Percent	Response Count
Yes			33.3%	2
No			66.7%	4
<b>answered question</b>				6
<b>skipped question</b>				6

7. Please indicate your level of satisfaction with each of the following items.					
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
The way in which you are able to deliver instruction for incarcerated students	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	2
The support you receive from the Incarcerated Service Support Team	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	2
Do you have any comments or concerns specifically related to this program's classes for incarcerated students.					0
<b>answered question</b>					2
<b>skipped question</b>					10

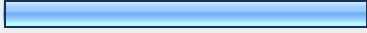

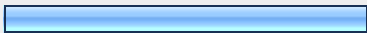
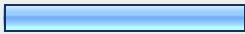


8. Please indicate the methods you most often use to measure/assess whether students are achieving the outcomes you expect in your course(s).

	Frequently	Sometimes	Rarely	Not at all	Response Count
Participation	66.7% (4)	16.7% (1)	16.7% (1)	0.0% (0)	6
Objective tests (multiple choice, true/false, short answer, etc.)	83.3% (5)	16.7% (1)	0.0% (0)	0.0% (0)	6
Written assignments	100.0% (6)	0.0% (0)	0.0% (0)	0.0% (0)	6
Essay tests	40.0% (2)	0.0% (0)	20.0% (1)	40.0% (2)	5
Skill demonstration	50.0% (3)	33.3% (2)	16.7% (1)	0.0% (0)	6
Case studies	20.0% (1)	60.0% (3)	0.0% (0)	20.0% (1)	5
Individual projects	50.0% (3)	50.0% (3)	0.0% (0)	0.0% (0)	6
Group projects	16.7% (1)	33.3% (2)	33.3% (2)	16.7% (1)	6
Student self-report of application of knowledge/skill to daily life	83.3% (5)	16.7% (1)	0.0% (0)	0.0% (0)	6
Pre and post tests of abilities	66.7% (4)	33.3% (2)	0.0% (0)	0.0% (0)	6
Portfolios	40.0% (2)	20.0% (1)	0.0% (0)	40.0% (2)	5
Grading rubrics for assignments/observations	50.0% (3)	33.3% (2)	0.0% (0)	16.7% (1)	6
Are there any other methods you use to assess student learning outcomes?					1
<b>answered question</b>					6
<b>skipped question</b>					6

9. What steps, if any, have you taken to incorporate student learning outcomes (SLOs) into your course? **(Mark all that apply.)**

	Response Percent	Response Count
I haven't yet identified expected student learning outcomes.	0.0%	0
I am attempting to identify expected SLOs but need some assistance. 	33.3%	2
I am working with other faculty in my discipline to identify expected SLOs. 	16.7%	1




I have identified expected SLOs.		50.0%	3
My course outline has been updated by me or someone else to include expected SLOs.		50.0%	3
I have developed a plan for assessing SLOs.		50.0%	3
I assess students on expected SLOs no less than once a year.		33.3%	2
I use results from SLO assessments to modify my instruction.		33.3%	2
I discuss results from SLO assessments with other faculty in my department so that we can make decisions about teaching and assessment, needed resources, planning, and budgeting based on actual learning outcomes.		16.7%	1
<b>answered question</b>			6
<b>skipped question</b>			6

10. Which best describes your use of Coastline's Virtual Library?

	Response Percent	Response Count
I use the Virtual Library myself and/or give my students regular or extra credit assignments that require use of the Virtual Library.	16.7%	1
I neither use the Virtual Library nor require my students to use the Virtual Library.	83.3%	5
<b>answered question</b>		6
<b>skipped question</b>		6


11. Please rank the reasons that either you do not use the Virtual Library or that you do not require your students to use it. Select "1" for the primary reason, "2" for the secondary, etc. **Note: You can use each ranking number only once.**

Response
----------


	1	2	3	4	5	6	7	8	Count
I didn't know Coastline had a Virtual Library.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	1
I don't know how to access the Virtual Library.	25.0% (1)	50.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	25.0% (1)	4
The log-in procedure is too complicated.	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	2
I don't understand the organization of content in the Virtual Library.	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	0.0% (0)	50.0% (1)	0.0% (0)	2
I can't remember my log-in and password.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	1
I do not require research assignments in my classes.	100.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	3
I don't have time to review/grade library assignments/research papers.	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	50.0% (1)	50.0% (1)	0.0% (0)	0.0% (0)	2
Other	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1
If you indicate "Other," please specify. 									2
<b>answered question</b>									5
<b>skipped question</b>									7

12. Please indicate the extent of your satisfaction with each of the following items as related to counseling.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Availability of counselors to see students	41.7% (5)	58.3% (7)	0.0% (0)	0.0% (0)	12
Adequacy of the physical facilities to provide counseling services	25.0% (3)	58.3% (7)	16.7% (2)	0.0% (0)	12
Success of e-advising in responding to student needs	44.4% (4)	55.6% (5)	0.0% (0)	0.0% (0)	9
Success of e-chat in responding to student needs	40.0% (4)	60.0% (6)	0.0% (0)	0.0% (0)	10
Reliability of the technology used to delivery e-advising and e-chat services	20.0% (2)	50.0% (5)	10.0% (1)	20.0% (2)	10
Adequacy of support and services					



provided by counseling clerical/support staff	16.7% (2)	58.3% (7)	16.7% (2)	8.3% (1)	12
Adequacy of support and services provided by admissions and records staff	8.3% (1)	66.7% (8)	25.0% (3)	0.0% (0)	12
Extent to which counseling services fulfill mandates of matriculation	9.1% (1)	72.7% (8)	18.2% (2)	0.0% (0)	11
Articulation of majors with four-year universities	8.3% (1)	58.3% (7)	25.0% (3)	8.3% (1)	12
Adequacy of services provided by Coastline's Transfer Center	9.1% (1)	81.8% (9)	9.1% (1)	0.0% (0)	11
Extent to which faculty and staff meet the needs of culturally diverse students	54.5% (6)	36.4% (4)	9.1% (1)	0.0% (0)	11
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	41.7% (5)	33.3% (4)	25.0% (3)	0.0% (0)	12
Overall quality of the counseling program and services	16.7% (2)	83.3% (10)	0.0% (0)	0.0% (0)	12
If you indicated that you are Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns. 					6
<b>answered question</b>					12
<b>skipped question</b>					0

13. Please rate the importance of each of the following student services. <b>Skip any item if you don't know.</b>					
	Very Important	Important	Less Important	Not Important	Response Count
Orientation to Coastline College prior to registration	91.7% (11)	8.3% (1)	0.0% (0)	0.0% (0)	12
Academic advising (selecting classes)	100.0% (12)	0.0% (0)	0.0% (0)	0.0% (0)	12
Early Alert	60.0% (6)	40.0% (4)	0.0% (0)	0.0% (0)	10
Coastline graduation requirement counseling	100.0% (12)	0.0% (0)	0.0% (0)	0.0% (0)	12
Assistance understanding transfer requirements to universities	100.0% (12)	0.0% (0)	0.0% (0)	0.0% (0)	12
Career planning assistance					


(selecting a major/career)	83.3% (10)	16.7% (2)	0.0% (0)	0.0% (0)	12
Referrals to other Coastline College services and programs	75.0% (9)	25.0% (3)	0.0% (0)	0.0% (0)	12
Referrals to employment services	54.5% (6)	45.5% (5)	0.0% (0)	0.0% (0)	11
Referrals to financial aid assistance	83.3% (10)	16.7% (2)	0.0% (0)	0.0% (0)	12
Assistance with decision making, values clarification, or building self-esteem	83.3% (10)	16.7% (2)	0.0% (0)	0.0% (0)	12
Are there other services that you believe are important to helping students achieve their educational goals?					4
<b>answered question</b>					12
<b>skipped question</b>					0

14. In which of the following professional development activities have you participated within the past two years? **(Mark all that apply.)**


	Response Percent	Response Count
CCC All-College Meeting in Fall and Spring	100.0%	11
Discipline-related workshops	45.5%	5
Coastline Summer Technology Institute	27.3%	3
Other technology-related workshops	36.4%	4
Student learning outcomes workshops/training	36.4%	4
Other workshops	45.5%	5
Membership in professional associations	36.4%	4
Professional conferences	100.0%	11
Graduate classes/program	27.3%	3
Other classes	0.0%	0
Professional training, including certification programs	27.3%	3
Discipline-related reading	54.5%	6

Technology-related reading		27.3%	3
None of the above		0.0%	0
Other		18.2%	2
<b>answered question</b>			11
<b>skipped question</b>			1


15. Please list any awards, honors, and/or grants you have received in the past three years.

		Response Count
	 view	2
<b>answered question</b>		2
<b>skipped question</b>		10

16. List the college, district, statewide, and/or professional committees on which you have served during the past three years.


		Response Count
	 view	7
<b>answered question</b>		7
<b>skipped question</b>		5

17. What specific types of training or guidance, if any, do you believe would help you to improve the quality of your counseling or instruction so that you could better help students achieve desired goals and learning outcomes?


		Response Count
	 view	10
<b>answered question</b>		10
<b>skipped question</b>		2

18. Are there other services or courses in this program that you would like Coastline to offer?

	Response Count
--	----------------

	 view	8
	<b>answered question</b>	8
	<b>skipped question</b>	4

19. As part of this review, the program will be identifying new five-year goals for the program. Please suggest one or more goals that you believe would be important for the program to pursue.

	Response Count
	 view
	10
	<b>answered question</b>
	10
	<b>skipped question</b>
	2

20. Do you have any other comments or suggestions for improving the program?

	Response Count
	 view
	4
	<b>answered question</b>
	4
	<b>skipped question</b>
	8

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At which location or in which delivery mode are you currently teaching classes in this program. **(Mark all that apply, including Military Program classes.)**

#	Response Date	Other (please specify)
1	May 3, 2010 6:36 AM	Newport Harbor High School - Credits for College program

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Please rate your level of satisfaction with each of the following as related to this program. <b>(Skip any item that is not applicable to you.)</b>		
#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.
1	Mar 23, 2010 3:52 PM	Need to offer variety of classes such as career/life planning, personal growth, and lifelong understanding/self development
2	Mar 23, 2010 6:08 PM	I would like to see Cousneling 100 and 120 offer to students too.
3	Mar 24, 2010 11:03 PM	I don't believe the opportunity has been offered to part-time counselors to participate in curriculum review or program development
4	May 4, 2010 5:24 AM	As adjunct faculty, I have never been asked to participate in curriculum review or program development. I would be nice if I would be given the opportunity to grow from this experience.



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Please rate your level of satisfaction with each of the following as related to this program. **(Skip any item that is not applicable to you.)**

#	Response Date	If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.
1	Apr 1, 2010 1:00 AM	Not enough support/advocacy.
2	May 4, 2010 5:29 AM	Our department is not always the friendliest, to students or to staff and this is very disapointing given our order of business. I also feel very little support from the full time counselors and the counseling department staff. I do not feel confortable asking simple program or procedure related questions without the fear of backlash.

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Please indicate the methods you most often use to measure/assess whether students are achieving the outcomes you expect in your course(s).

#	Response Date	Are there any other methods you use to assess student learning outcomes?
1	May 4, 2010 5:31 AM	Peer to peer evaluation.

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Please rank the reasons that either you do not use the Virtual Library or that you do not require your students to use it. Select "1" for the primary reason, "2" for the secondary, etc. **Note: You can use each ranking number only once.**

#	Response Date	If you indicate "Other," please specify.
1	Mar 24, 2010 11:05 PM	They are introduced to the library log-in page, but many of the assignments don't require them to utilize the library resources.
2	Apr 1, 2010 1:04 AM	The majority of the students are incarcerated and unable to access the Virtual Library.

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Please indicate the extent of your satisfaction with each of the following items as related to counseling.		
#	Response Date	If you indicated that you are Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.
1	Mar 24, 2010 11:05 PM	We don't have as many articulation agreements with as many schools as our sister colleges, and many times I refer students to fulfill their major prep requirements at either OCC or GWC if we don't offer the course.
2	Mar 25, 2010 10:34 PM	F.V. needs an office space for a full time counselor as well as two offices designated for part time counselors. A student friendly waiting area is also needed. C.M. counseling office space is too small to provide high quality service. Technology for e advising and e chat is practically non existent. Updates and changes are not done in a timely manner, requests for items to serve students are not completed, New Student Orientation cannot be accessed. This site needs improvement. Support staff at FV is not responsive to counselors' needs. We do not seem to be operating as a team to help students reach their goals. We receive a lot of complaints from students about how they are treated when they go to the FV Admissions and Counseling Offices. Regarding the graduation process, there also seems to be lacking an environment that is promoting students completing their degrees and certificates. Students seem to be denied graduation without any communication with the counselors who have prepared their ed plans and counseled them.. Communication needs to be improved between A&R and the counselors. Veterans' services are lacking in terms of their military evaluations being done correctly and in a timely manner. The process needs to be revamped and be as efficient in serving this populations needs by utilizing contract education staff who are very well trained in the area of military evaluation.
3	Apr 1, 2010 1:16 AM	Need more offices at C.M Center & F.V. Centers for counseling. Technology is unreliable for e-advising and e-chat services, getting things updated, corrected, and/or changed is extremely difficult. So, there are mistakes & out-dated materials for students on our website. This is not acceptable. F.V. support staff not helpful for students and counselors. At area sites, staff is very helpful and friendly. Difficult to reach A & R staff. Don't seem supportive of students. Problem with lack of provision of orientation for students. Need more articulation of courses/majors at more colleges/universities. Problem with counseling military students in general counseling. Lack of effective procedures in place for evaluation of transcripts, etc. Students aren't being served adequately. Need more availability of military counselor for students.
4	May 3, 2010 5:51 PM	Need spanish speakers, in all area's Site offices, student services and specially in Fin.Aid ofc. Transfer center. Area Le- Jao needs a spanish counselor. Nancy is to busy doing articulation to be counseling students, she is a fine counselor and articulation officer
5	May 4, 2010 5:38 AM	I honestly believe that the counseling & admission staff need to do a much better job at being much more student friendly and need to develop welcoming customer service skills.
6	May 4, 2010 6:40 PM	As far as articulation is concerned, we do not have articulation with a lot of universities. It is frustrating for me to send students to other colleges because we have articulation and we don't.

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Please rate the importance of each of the following student services. <b><i>Skip any item if you don't know.</i></b>		
#	Response Date	Are there other services that you believe are important to helping students achieve their educational goals?
1	Mar 24, 2010 11:05 PM	Not only graduation counseling or transfer counseling, but also counseling to help students understand our certificates and associate degrees.
2	Mar 25, 2010 10:34 PM	Tutoring, Child care assistance,
3	Apr 1, 2010 1:19 AM	Personal counseling to support students in overcoming their barriers to achieving their academic/career/personal goals. Referrals to websites to facilitate the educational process.
4	May 4, 2010 6:40 PM	One of the things that I have seen work at other community colleges is personal counseling services. At OCC they have 10 sessions for students that need help dealing with issues. It would help a lot of our students if we had these services.

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Please list any awards, honors, and/or grants you have received in the past three years.

#	Response Date	Response Text
1	Mar 23, 2010 6:15 PM	Leadership 2010
2	May 4, 2010 5:45 AM	Was one of two counselors selected to implement the counseling component of the STEM grant last year.

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List the college, district, statewide, and/or professional committees on which you have served during the past three years.

#	Response Date	Response Text
1	Mar 23, 2010 4:07 PM	Academic Senate, Matriculation, Basic Skills, Marketing and Recruitment, Student Success, Diversity, and CARE (off-campus)
2	Mar 23, 2010 6:15 PM	Academic Senate, Scholarship, Grants,
3	Mar 24, 2010 11:05 PM	Latino Youth Leadership Conference committee
4	Mar 25, 2010 10:35 PM	Matriculation, Equivalency, Career and Technical, Academic Senate substitute, Student Services Planning, Instructional Student Services Council, Facilities, many counseling department task forces
5	Apr 1, 2010 1:33 AM	Academic Senate, Curriculum, Web Steering, Equivalency, Policies and Procedures, Probation and Disqualification, Region 8 Online Counseling Consortium, Full Time Counselor, Counseling, Veteran's Committee, Department Chairs, Instruction/Student Services Council, Student Services Planning Team, Transfer Advisory Committee, Accreditation, Banner, Banner Mentor, SLO, and Matriculation. I am a member of a professional counseling group, the Adlerian Society of Southern California (ASSC). A wide variety of counseling topics are presented and the meetings serve as an opportunity to learn, participate, network, and mentor. I have given numerous presentations to the members and guests. I am also a member of California Association of Marriage and Therapists (CAMFT).
6	May 3, 2010 6:50 PM	Academic Senate, A.S. social committee and The Latino Leadership Conference
7	May 4, 2010 5:45 AM	Participated in the Leadership Academy at Coastline.

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What specific types of training or guidance, if any, do you believe would help you to improve the quality of your counseling or instruction so that you could better help students achieve desired goals and learning outcomes?

#	Response Date	Response Text
1	Mar 23, 2010 4:07 PM	Monthly Counseling Meeting, attending CSU/UC and Ensuring Transfer Success, career-related, student success conferences/workshops/trainings.
2	Mar 23, 2010 6:15 PM	Provide more group activity training for the Student Success Class.
3	Mar 24, 2010 11:05 PM	Have a training/brainstorming session to discuss best practices we use in the classroom. If possible, hold (yearly?) training sessions for all counselors so we can review and discuss the ever-changing requirements of our Certificates, Associate Degrees, and Transfer information. And also hold the training sessions to make sure we are all on the "same page" with policies and procedures.
4	Mar 25, 2010 10:35 PM	There is a huge amount of information about transfer requirements which constantly changes. Without funding to attend the annual UC and CSU conferences, it is impossible to keep current on the campus changes and updates. The training provided to counselors by Dean McGowan and CTE professors was very helpful and should be done yearly. Since CCC counselors are generalists, we have to be current on all majors and programs and need time to allocate to training and update sessions in transfer, CTE and articulation.
5	Apr 1, 2010 1:33 AM	Continuing to update knowledge of academic requirements and programs at 4-year colleges and universities through conferences. Workshops on dealing with student barriers. Professional counseling workshops off campus. Using technology effectively--tips and tricks relating to counseling. More online counseling training so we can become better and better! SLO assessment workshops. Since we're all so busy, perhaps an online video would be practical. A series of short online videos would be useful in disseminating information to faculty. Training on making your online/telecourse more effective.
6	May 3, 2010 6:51 AM	How to better instruct students of various types of backgrounds/populations. For example, E.L.L. students or high school students.
7	May 3, 2010 6:50 PM	scholarships to be able to attend conferences at colleges and Universities
8	May 3, 2010 6:53 PM	Articulation-related training, the passalong process, the course substitution process
9	May 4, 2010 5:45 AM	Provide a more friendly enviroment where counselors dont feel intimidated or are challenged when they have questions. I believe we would all be much better people and would be a lot more productive in our work if we could acutally count on each other for support.
10	May 11, 2010 5:01 PM	Given that all the counselors are at different locations, sometime it is hard to ask questions and find answers right away.



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Are there other services or courses in this program that you would like Coastline to offer?		
#	Response Date	Response Text
1	Mar 23, 2010 4:13 PM	Offer more online career related, personal growth, life planning classes
2	Mar 23, 2010 6:24 PM	Provide accessible online orientation that meets all areas of students need such as ADD compliance, second language learner, first generation etc.
3	Mar 24, 2010 11:05 PM	Holding workshops for students - application workshops, UC TAG workshops, matriculation workshops (explaining what their scores mean and orienting them to Coastline)
4	Mar 25, 2010 10:36 PM	I would like to see Counseling 100 offered in an on line format. Students need more tutoring options. International students need more counseling support services and a counselor should be assigned to work specifically with this population.
5	Apr 1, 2010 1:50 AM	More counseling classes and more of a variety.
6	May 3, 2010 6:52 PM	There are 80,000 Arab Americans living in Orange County. In Irvine. I would like to see more programs that they are interested in ,offered here. May be a survey could be sent out to Irvine? We need a English C100 course on line as well as a Speech C100or C110 on line. Courses on Mental Health. We need more courses by were students could complete more Majors to transfer .
7	May 3, 2010 6:58 PM	University application workshops, more opportunities for students to meet with representatives from four-year institutions, career and life planning workshops/courses
8	May 4, 2010 5:48 AM	An opportunity for all faculty's voices to be heard and considered in the decision making process.

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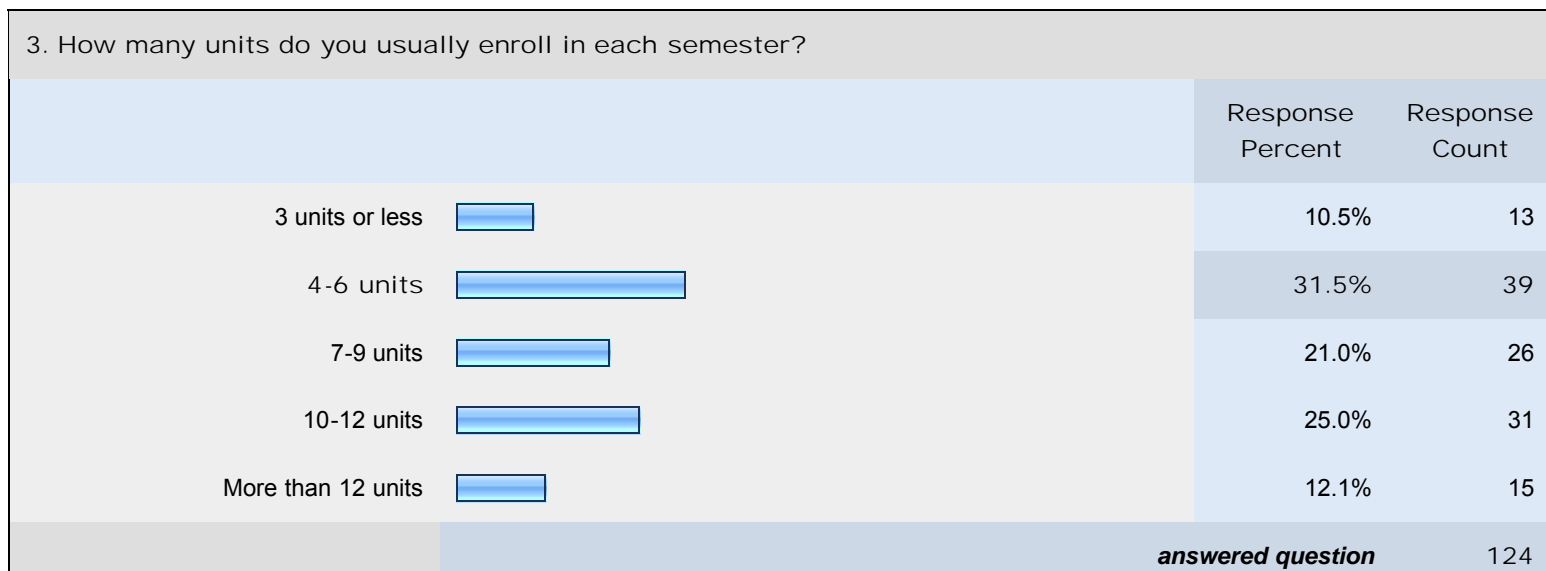
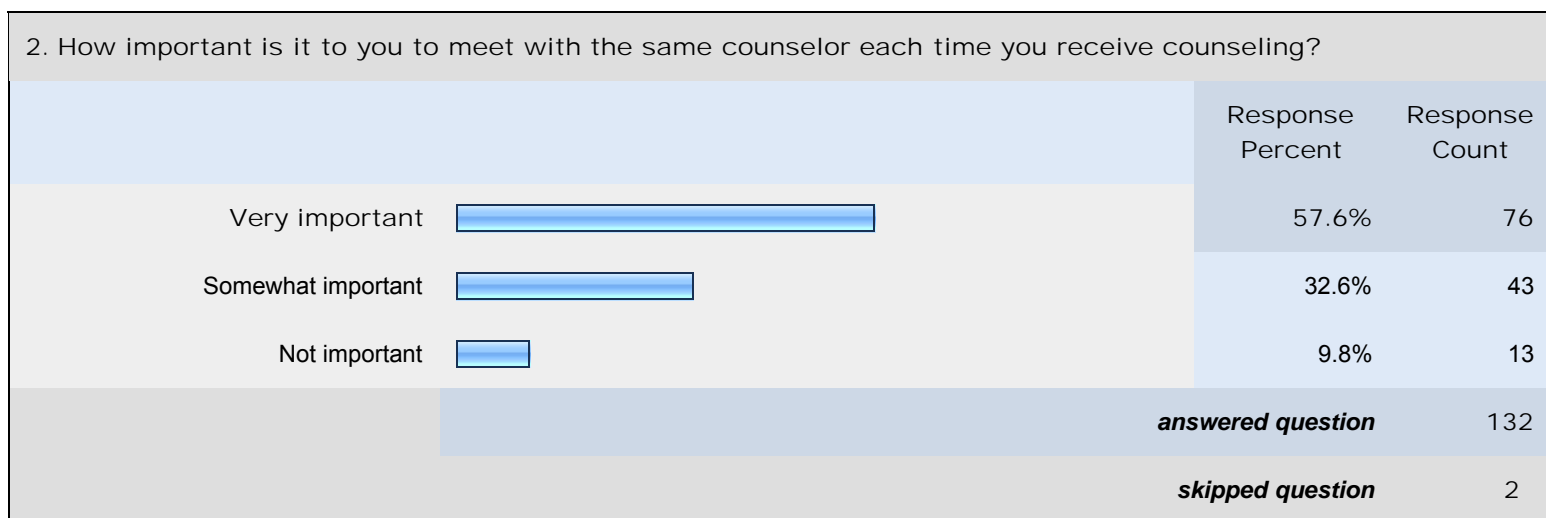
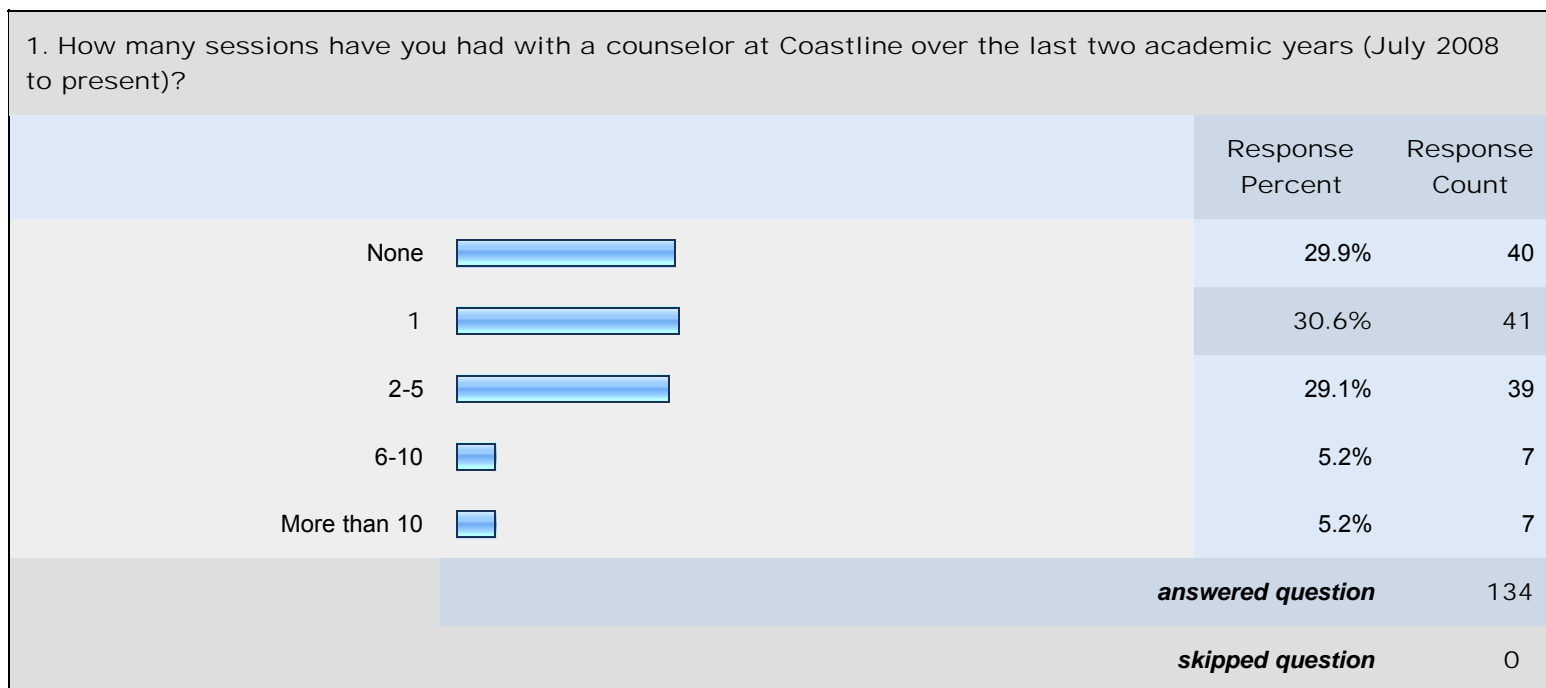
As part of this review, the program will be identifying new five-year goals for the program. Please suggest one or more goals that you believe would be important for the program to pursue.

#	Response Date	Response Text
1	Mar 23, 2010 4:13 PM	Offer more counseling classes via online, tv, and hybrid. Provide longer echat and eadvising counseling hours.
2	Mar 23, 2010 6:24 PM	Counselors to work with Admissions to provide a thorough manual of policies and procedures pertaining to Student Services. Provide Orientation online for students to access. More investing in online techonlogy to keep the server fast, accesible and prevent screen freezing.
3	Mar 24, 2010 11:05 PM	Increasing the number of articulation agreements with the UC/CSU's, increasing the number of students to a 4-year university, increasing the number of students obtaining an AA/AS/Certificate
4	Mar 25, 2010 10:36 PM	Improve the updating of the on line site. Evaluate the effectiveness of new part time instructors teaching Counseling 105. Develop a systems check for all students denied graduation and certificates,
5	Apr 1, 2010 1:50 AM	Streamline delivery of services and develop procedures for students with military training/experience. Improve counseling support services for students and faculty. Administer regular surveys to students to improve counseling and student services. Develop task force/committee consisting of students, counselors, and staff with the goal of improving departmental services. Hire experienced and qualified counselors to provide quality counseling and teaching to students. Incorporate new technology into counseling services. Increase staff in department to coordinate, implement, update technology.
6	May 3, 2010 6:52 PM	We need to help the Incarcerated students complete their education goals with us. Or at least help them to connect to some other colleges that are continuing a Incarcerated program.
7	May 3, 2010 6:58 PM	-Increase the number of students transferring to four-year institutions -Increase student awareness of career counseling resources, including career assessments
8	May 4, 2010 5:48 AM	It would be so helpful if there was a formal training program for new counselors at Coastline. They exist at other campuses and they make the difference in the world in the quality of our counseling sessions.
9	May 4, 2010 6:41 PM	Articulation with more colleges!
10	May 11, 2010 5:05 PM	I believe one of the goal we should have is to increase the resources necessary to ensure the quality of the advising and in assisting our students.

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Do you have any other comments or suggestions for improving the program?		
#	Response Date	Response Text
1	Mar 25, 2010 10:36 PM	I think we are providing a lot of services to students with a very small department. We offer sufficient counseling time in the appointments with students to give them a comprehensive evaluation of their credits and assist them with their educational planning. Students often come to CCC from OCC because they cannot get an appointment with a counselor and they often comment when they do see a counselor, there is never adequate time to address their needs. With the budget crunch, we need to work hard at finding ways to maintain that same level of service. There also needs to be more coordination between A& R and counseling so that we better serve students. Clerical support staff for counselors would improve services to students.
2	Apr 1, 2010 1:50 AM	Improve quality of online counseling technology support.
3	May 3, 2010 6:52 PM	Improve moral and be more inclusive and open. Only four full-time counselors meet every monday with the dept-chair. Why couldent all coueselor meet to be able to get the same information and know what is going on. Where we are with articulation? Our catalogs our schedule. Any changes that are coming down the pike. If that is to much time away from counseling then make the Monthly counselor meeting longer. That is the meeting that the part-time counselors get to attend and get paid \$29.47 to attend. Not our regular salary. Also would like and appreciate a more timely information as to our work schedule. Here it is May. Almost the end of Spring semester and we do not have our work schedule for the summer session let alone our Fall work schedule. It is hard to plan a vaccation with family .
4	May 11, 2010 5:05 PM	None at this time. Thank you!

## Counseling Services Student Survey 2010


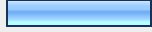
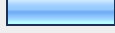

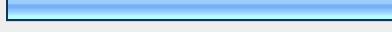


<b>skipped question</b>	10
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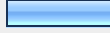
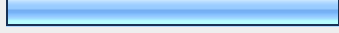

4. Please tell us about the number of units you have taken to date.




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

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

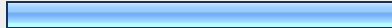






	Response Percent	Response Count
Vocational Certificate 	12.9%	15
Associate's Degree 	19.8%	23
Bachelor's Degree 	14.7%	17
Graduate Degree 	4.3%	5
None of the above 	53.4%	62
<b>answered question</b>		116
<b>skipped question</b>		18

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

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


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

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

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

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

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

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


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


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

information and assistance.		
	<b>answered question</b>	96
	<b>skipped question</b>	38

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



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

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

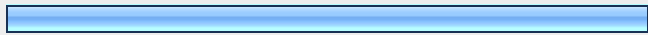



12. Age			
		Response Percent	Response Count
Under 18		2.8%	3
18-19		3.7%	4
20-29		40.7%	44
30-39		15.7%	17
40-49		24.1%	26
50-59		9.3%	10
60 or older		3.7%	4
<b>answered question</b>			108
<b>skipped question</b>			26

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

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

Other (please specify) 	9
<b>answered question</b>	102
<b>skipped question</b>	32


15. Primary Language


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

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

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

# Counseling Classes Program Review Student Survey

## Introduction

Coastline Community College's Counseling Program is currently undergoing a regularly-scheduled five-year review. Student input is an important part of this process. Please assist us by completing this brief survey. Answer each question as it applies specifically to the Counseling class(es) you have taken at Coastline.

At what location or in what delivery mode are you taking your current class(es) in this specific program? *(Mark all that apply.)*

- Coastline Costa Mesa Center
- Coastline Garden Grove Center
- Coastline Le-Jao Center
- Estancia High School
- Fountain Valley High School
- Hybrid (part online and part in classroom)
- Online
- Telecourse/Cable
- Other (please specify)



# Counseling Classes Program Review Student Survey

## Reasons and Expectations

Please rank up to three reasons why you are taking Counseling classes at Coastline.

	1st Reason	2nd Reason	3rd Reason
To satisfy A.A. degree requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To satisfy transfer requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To earn a certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To prepare for a new job or improve job skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For personal interest	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To what extent does the Counseling class you are taking meet your expectations?

The class is even better than I expected

The class is pretty much what I expected

The class is not as good as I expected

If you indicated that the class is not as good as you expected, please describe your concerns.

# Counseling Classes Program Review Student Survey

## Associate in Arts Degree Areas of Emphasis and Majors

Please indicate your status or interest in each of the following A.A. degree Areas of Emphasis.

	Presently working on	Interested but haven't started yet	Not interested
American Studies	jn	jn	jn
Arts and Humanities	jn	jn	jn
Communications	jn	jn	jn
Physical Education and Health	jn	jn	jn
Science and Math	jn	jn	jn
Social and Behavioral Sciences	jn	jn	jn

Please indicate your status or interest in each of the following A.A. degree Majors.

	Presently working on	Interested but haven't started yet	Not interested
Art	jn	jn	jn
Business Administration	jn	jn	jn
Economics	jn	jn	jn
English	jn	jn	jn
French	jn	jn	jn
Gerontology	jn	jn	jn
Health and Fitness	jn	jn	jn
History	jn	jn	jn
Human Services	jn	jn	jn
Liberal Studies (for Teaching)	jn	jn	jn
Mathematics	jn	jn	jn
Psychology	jn	jn	jn
Spanish	jn	jn	jn
Sociology	jn	jn	jn

Other (please specify)

# Counseling Classes Program Review Student Survey

## General Satisfaction

Please rate your level of satisfaction with each of the following as related to Counseling classes. *(Skip any items that are not applicable to you.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Quality of instruction	jn	jn	jn	jn
Variety of classes	jn	jn	jn	jn
Relevance of classes to your academic or vocational needs	jn	jn	jn	jn
Relevance of assignments and exams to the course material you are studying	jn	jn	jn	jn
Extent to which the class has helped prepare me to be a better student	jn	jn	jn	jn
Clarity and comprehensiveness of the instructions for completing assignments	jn	jn	jn	jn
Adequacy of instructional facilities	jn	jn	jn	jn
Staff support for the program and classes	jn	jn	jn	jn
Extent to which faculty and staff meet the needs of culturally diverse students	jn	jn	jn	jn
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	jn	jn	jn	jn
Overall quality of the program	jn	jn	jn	jn
Your own success in the program	jn	jn	jn	jn

If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

# Counseling Classes Program Review Student Survey

## Distance Learning Status

Are you taking one or more classes in this program in a distance learning or hybrid format?

Yes

No

# Counseling Classes Program Review Student Survey

## Distance Learning

If you are taking a class in this program in a distance learning or hybrid format, please indicate the extent of your satisfaction with each of the following distance learning elements. *(Skip any items that are not applicable to you.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Quality of instruction in my distance learning course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of interaction with other students in the class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of interaction with the instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed with which the instructor responds to questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of feedback on quizzes, assignments, and/or exams	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of the technology used to deliver the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy/functionality of the online quiz system in Seaport	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adequacy/functionality of Scantron quizzes (if used in your class)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of technical support, if needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you answered that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe the reasons for your dissatisfaction.

# Counseling Classes Program Review Student Survey

## Student Demographics

The following demographic questions are asked so that we may gain a better understanding of the extent to which we are meeting the needs of all of our students.

### Age

- Under 18
- 18-30
- 31-45
- 46-60
- 61 or older

### Gender

- Male
- Female

### Ethnicity

- African-American
- American Indian/Native Alaskan
- White
- Hispanic
- Vietnamese
- Other Asian
- Decline to State
- Other (please specify)

### Primary Language

- English
- Spanish
- Vietnamese
- Other (please specify)

# Counseling Classes Program Review Student Survey

## Demographics (cont.)

Are you in high school?

Yes

No

Are you active duty military?

Yes

No

# Counseling Classes Program Review Student Survey

## Employment and Education

What is your current employment status?

- Not working outside the home
- Working as a volunteer (non-paid position)
- Working 20 hours or less per week
- Working between 21-30 hours per week
- Working full-time

What is your highest level of education?

- Less than high school completion
- High school diploma (or GED)
- Associate in Arts degree
- Bachelor's degree
- Master's degree
- Doctorate

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

- |   |  |
|---|--|
| <input type="checkbox"/> No: Enrolled only at Coastline | <input type="checkbox"/> Santa Ana College                 |
| <input type="checkbox"/> Golden West College            | <input type="checkbox"/> Santiago Canyon College           |
| <input type="checkbox"/> Irvine Valley College          | <input type="checkbox"/> Other community college           |
| <input type="checkbox"/> Orange Coast College           | <input type="checkbox"/> A four-year college or university |
| <input type="checkbox"/> Saddleback College             |  |



# Counseling Classes Program Review Student Survey

## Comments About the Program

In your own words, please tell us what you most want to learn or accomplish from taking a Counseling course at Coastline?

Please tell us what your most positive experience has been in the Counseling class you have taken.

Are there other courses or degree programs that you would like Coastline to offer?

Do you have any comments or suggestions for improving Counseling classes at Coastline?

Thank you for taking the time to complete our Program Review survey. Please click the Done button to submit your responses.

Questions about this survey? Please contact Pat Arlington, Instructor/Coordinator, Instructional Research, Coastline College Email: [parlington@coastline.edu](mailto:parlington@coastline.edu) Phone: 714.241.6173

# Counseling Classes Program Review Student Survey

# Counseling Program Review Counselors Survey

## Introduction

Coastline College's Counseling Program (including classes for the military and incarcerated students) is currently conducting a regularly-scheduled five-year review. Counselor input is an important part of this process. Please assist us by completing this brief survey about the program.

Which best describes your position?

Full-time counselor

Part-time counselor

Do you teach any counseling courses (Coun 085, 100, 101, 105, or 120)?

Yes

No

# Counseling Program Review Counselors Survey

## Teaching Location or Delivery Mode

At which location or in which delivery mode are you currently teaching classes in this program. *(Mark all that apply, including Military Program classes.)*

- Coastline Costa Mesa Center
- Coastline Garden Grove Center
- Coastline Le-Jao Center
- Costa Mesa High School
- Estancia High School
- Fountain Valley High School
- Online
- Telecourse/Cable/Video
- Other (please specify)

# Counseling Program Review Counselors Survey

## General Satisfaction: Counseling Classes

Please rate your level of satisfaction with each of the following as related to this program. *(Skip any item that is not applicable to you.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Currency of the curriculum (up-to-date in relation to transfer standards and SLOs)	jn	jn	jn	jn
Variety of classes	jn	jn	jn	jn
Delivery modes appropriate to student needs	jn	jn	jn	jn
Relevance of classes to student needs	jn	jn	jn	jn
Opportunity for faculty to participate in curriculum review and program development	jn	jn	jn	jn
Overall quality of content of counseling classes	jn	jn	jn	jn

If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.

# Counseling Program Review Counselors Survey

## Satisfaction with Instructional Resources

Please rate your level of satisfaction with each of the following as related to this program. *(Skip any item that is not applicable to you.)*

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Adequacy of instructional facilities	jn	jn	jn	jn
Quality of general instructional equipment (audio-visual, instructor classroom computer and projector, etc.)	jn	jn	jn	jn
Support for the program and classes from Dean and support staff for your discipline	jn	jn	jn	jn
Support for you, your classes, and the program from your department chair	jn	jn	jn	jn
Responsiveness and helpfulness of Coastline's Distance Learning Department in meeting your needs as a DL instructor	jn	jn	jn	jn
Extent to which Seaport tools and options allow you to teach your class(es) in the way you want	jn	jn	jn	jn
Extent to which Scantron quizzes and midterm and final exam options meet your testing needs	jn	jn	jn	jn

If you indicated that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.

# Counseling Program Review Counselors Survey

## Incarcerated

Do any of your classes serve incarcerated students?

Yes

No

# Counseling Program Review Counselors Survey

## Classes for Incarcerated Students

The questions on this page are being asked because you indicated that you teach classes that serve incarcerated students. *If you do not teach classes for incarcerated students, please skip this page.*

Please indicate your level of satisfaction with each of the following items.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The way in which you are able to deliver instruction for incarcerated students	jñ	jñ	jñ	jñ
The support you receive from the Incarcerated Service Support Team	jñ	jñ	jñ	jñ

Do you have any comments or concerns specifically related to this program's classes for incarcerated students.



# Counseling Program Review Counselors Survey

## Assessment Methods

Please indicate the methods you most often use to measure/assess whether students are achieving the outcomes you expect in your course(s).

	Frequently	Sometimes	Rarely	Not at all
Participation	jn	jn	jn	jn
Objective tests (multiple choice, true/false, short answer, etc.)	jn	jn	jn	jn
Written assignments	jn	jn	jn	jn
Essay tests	jn	jn	jn	jn
Skill demonstration	jn	jn	jn	jn
Case studies	jn	jn	jn	jn
Individual projects	jn	jn	jn	jn
Group projects	jn	jn	jn	jn
Student self-report of application of knowledge/skill to daily life	jn	jn	jn	jn
Pre and post tests of abilities	jn	jn	jn	jn
Portfolios	jn	jn	jn	jn
Grading rubrics for assignments/observations	jn	jn	jn	jn

Are there any other methods you use to assess student learning outcomes?

# Counseling Program Review Counselors Survey

## Student Learning Outcomes

What steps, if any, have you taken to incorporate student learning outcomes (SLOs) into your course? *(Mark all that apply.)*

- I haven't yet identified expected student learning outcomes.
- I am attempting to identify expected SLOs but need some assistance.
- I am working with other faculty in my discipline to identify expected SLOs.
- I have identified expected SLOs.
- My course outline has been updated by me or someone else to include expected SLOs.
- I have developed a plan for assessing SLOs.
- I assess students on expected SLOs no less than once a year.
- I use results from SLO assessments to modify my instruction.
- I discuss results from SLO assessments with other faculty in my department so that we can make decisions about teaching and assessment, needed resources, planning, and budgeting based on actual learning outcomes.

# Counseling Program Review Counselors Survey

## Virtual Library

Which best describes your use of Coastline's Virtual Library?

I use the Virtual Library myself and/or give my students regular or extra credit assignments that require use of the Virtual Library.

I neither use the Virtual Library nor require my students to use the Virtual Library.

# Counseling Program Review Counselors Survey

## Virtual Library Use

Please rank the reasons that either you do not use the Virtual Library or that you do not require your students to use it. Select "1" for the primary reason, "2" for the secondary, etc. *Note: You can use each ranking number only once.*

	1	2	3	4	5	6	7	8
I didn't know Coastline had a Virtual Library.	jn	jn	jn	jn	jn	jn	jn	jn
I don't know how to access the Virtual Library.	jn	jn	jn	jn	jn	jn	jn	jn
The log-in procedure is too complicated.	jn	jn	jn	jn	jn	jn	jn	jn
I don't understand the organization of content in the Virtual Library.	jn	jn	jn	jn	jn	jn	jn	jn
I can't remember my log-in and password.	jn	jn	jn	jn	jn	jn	jn	jn
I do not require research assignments in my classes.	jn	jn	jn	jn	jn	jn	jn	jn
I don't have time to review/grade library assignments/research papers.	jn	jn	jn	jn	jn	jn	jn	jn
Other	jn	jn	jn	jn	jn	jn	jn	jn

If you indicate "Other," please specify.

# Counseling Program Review Counselors Survey

## General Satisfaction: Counseling Services

Please indicate the extent of your satisfaction with each of the following items as related to counseling.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Availability of counselors to see students	jn	jn	jn	jn
Adequacy of the physical facilities to provide counseling services	jn	jn	jn	jn
Success of e-advising in responding to student needs	jn	jn	jn	jn
Success of e-chat in responding to student needs	jn	jn	jn	jn
Reliability of the technology used to delivery e-advising and e-chat services	jn	jn	jn	jn
Adequacy of support and services provided by counseling clerical/support staff	jn	jn	jn	jn
Adequacy of support and services provided by admissions and records staff	jn	jn	jn	jn
Extent to which counseling services fulfill mandates of matriculation	jn	jn	jn	jn
Articulation of majors with four-year universities	jn	jn	jn	jn
Adequacy of services provided by Coastline's Transfer Center	jn	jn	jn	jn
Extent to which faculty and staff meet the needs of culturally diverse students	jn	jn	jn	jn
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	jn	jn	jn	jn
Overall quality of the counseling program and services	jn	jn	jn	jn

If you indicated that you are Dissatisfied or Very Dissatisfied with any of the above items, please describe your concerns.

# Counseling Program Review Counselors Survey

## Importance of Services

Please rate the importance of each of the following student services. *Skip any item if you don't know.*

	Very Important	Important	Less Important	Not Important
Orientation to Coastline College prior to registration	jn	jn	jn	jn
Academic advising (selecting classes)	jn	jn	jn	jn
Early Alert	jn	jn	jn	jn
Coastline graduation requirement counseling	jn	jn	jn	jn
Assistance understanding transfer requirements to universities	jn	jn	jn	jn
Career planning assistance (selecting a major/career)	jn	jn	jn	jn
Referrals to other Coastline College services and programs	jn	jn	jn	jn
Referrals to employment services	jn	jn	jn	jn
Referrals to financial aid assistance	jn	jn	jn	jn
Assistance with decision making, values clarification, or building self-esteem	jn	jn	jn	jn

Are there other services that you believe are important to helping students achieve their educational goals?

# Counseling Program Review Counselors Survey

## Professional Development

In which of the following professional development activities have you participated within the past two years? *(Mark all that apply.)*

- |   |  |
|---|--|
| <input type="checkbox"/> CCC All-College Meeting in Fall and Spring   | <input type="checkbox"/> Graduate classes/program                                |
| <input type="checkbox"/> Discipline-related workshops                 | <input type="checkbox"/> Other classes   |
| <input type="checkbox"/> Coastline Summer Technology Institute        | <input type="checkbox"/> Professional training, including certification programs |
| <input type="checkbox"/> Other technology-related workshops           | <input type="checkbox"/> Discipline-related reading                              |
| <input type="checkbox"/> Student learning outcomes workshops/training | <input type="checkbox"/> Technology-related reading                              |
| <input type="checkbox"/> Other workshops                              | <input type="checkbox"/> None of the above                                       |
| <input type="checkbox"/> Membership in professional associations      | <input type="checkbox"/> Other   |
| <input type="checkbox"/> Professional conferences                     |  |

Please list any awards, honors, and/or grants you have received in the past three years.

	5
	6

List the college, district, statewide, and/or professional committees on which you have served during the past three years.

	5
	6

What specific types of training or guidance, if any, do you believe would help you to improve the quality of your counseling or instruction so that you could better help students achieve desired goals and learning outcomes?

	5
	6

# Counseling Program Review Counselors Survey

## Comments

Are there other services or courses in this program that you would like Coastline to offer?

As part of this review, the program will be identifying new five-year goals for the program. Please suggest one or more goals that you believe would be important for the program to pursue.

Do you have any other comments or suggestions for improving the program?

Thank you for taking the time to complete the Program Review Survey. Please click the Done button to submit your responses.

Questions about this survey? Please contact Pat Arlington, Instructor/Coordinator, Instructional Research, Coastline Community College. Email: [parlington@coastline.edu](mailto:parlington@coastline.edu) Phone: 714.241.6173



# Counseling Program Review Counselors Survey

# Counseling Services Student Survey 2010

## Contacting a Counselor

How many sessions have you had with a counselor at Coastline over the last two academic years (July 2008 to present)?

None

6-10

1

More than 10

2-5

How important is it to you to meet with the same counselor each time you receive counseling?

Very important

Somewhat important

Not important



# Counseling Services Student Survey 2010

## Goals and Enrollment

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

- Vocational Certificate
- Associate's Degree
- Bachelor's Degree
- Graduate Degree
- None of the above

Which, if any, are you presently working on?

- Vocational Certificate
- Associate's Degree
- Transfer Requirements
- Bachelor's Degree (ONLY mark if presently enrolled at a 4-year college)
- Graduate Degree (ONLY mark if presently enrolled in a graduate program)
- None of the above

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

- No: Enrolled only at Coastline
- Golden West College
- Irvine Valley College
- Orange Coast College
- Saddleback College
- Santa Ana College
- Santiago Canyon College
- Other community college
- A four-year college or university

# Counseling Services Student Survey 2010

## Counseling Location

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

	First Choice	Second Choice	Third Choice
In person at the Coastline College Center in Fountain Valley (not including EOPS or Financial Aid)	jn	jn	jn
In person at the Coastline Costa Mesa Center (not including Special Programs)	jn	jn	jn
In person at the Coastline Garden Grove Center	jn	jn	jn
In person at Coastline Le-Jao Center in Westminster	jn	jn	jn
By telephone	jn	jn	jn
By e-mail	jn	jn	jn
Via online chat (real time)	jn	jn	jn
Via e-advising (submitting questions through the college website)	jn	jn	jn
From the Extended Opportunity Programs and Services (EOPS) Office	jn	jn	jn
From the Financial Aid Office	jn	jn	jn
From the Special Programs Office (Disabled Students Programs and Services)	jn	jn	jn

Other (please specify)

# Counseling Services Student Survey 2010

## Counselor Attributes

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

	Strongly Agree	Agree	Disagree	Strongly Disagree
My counselor assists me in exploring vocational/career options.	jn	jn	jn	jn
My counselor advises me of alternatives and assists me in understanding requirements for graduation, transfer, or certificate programs.	jn	jn	jn	jn
My counselor shows concern for me and the decisions I am making.	jn	jn	jn	jn
My counselor seems informed about regulations and course offerings.	jn	jn	jn	jn
If needed, my counselor refers me to other sources for additional information and assistance.	jn	jn	jn	jn

# Counseling Services Student Survey 2010

## Counseling Services

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

	Satisfied	Dissatisfied
Ease of scheduling a counseling appointment	jn	jn
Helpfulness and courteousness of the staff who scheduled your appointment	jn	jn
Availability of counselors to answer your questions	jn	jn
Availability of appointment times that were convenient to you	jn	jn
Length of time you had to wait before receiving your appointment/service	jn	jn
Convenience of geographic location where you received counseling services	jn	jn
Courteousness of the support staff at the center where you attended your counseling appointment	jn	jn
Length of time you had with your counselor	jn	jn
Clarity of information provided by your counselor	jn	jn
Value of information provided by your counselor	jn	jn
Extent to which the counselor made you feel comfortable and supported	jn	jn
Usefulness of online orientation	jn	jn
Usefulness of Coastline's Transfer Handbook	jn	jn
Availability and adequacy of Coastline's student scholarships	jn	jn

If you indicated that you were Dissatisfied, please describe your concerns. If your dissatisfaction related to services at a specific location, please tell us which location.

5

6

# Counseling Services Student Survey 2010

## Counseling Services

Which of the following counseling services have you used?

	Have Used	Have Not Used but Might Use in Future	Don't Need
Orientation to Coastline College prior to registration	jn	jn	jn
English and/or Math Placement Testing	jn	jn	jn
Academic advising (selecting classes)	jn	jn	jn
Follow up from a counselor before, during, or after the semester	jn	jn	jn
Assistance in understanding graduation and/or transfer requirements	jn	jn	jn
Career planning counseling (selecting a major/career)	jn	jn	jn
Referral to other Coastline College services and programs	jn	jn	jn
Referral to employment services	jn	jn	jn
Referral to financial aid assistance	jn	jn	jn
Referral to One-Stop Center for career assessment or services	jn	jn	jn
Assistance with decision making, values clarification, or building self-esteem	jn	jn	jn

Are there other services that would be important to you?



# Counseling Services Student Survey 2010

## Student Demographics

The following demographic questions are asked so that we may gain a better understanding of the extent to which we are meeting the needs of all of our students.

### Age

- Under 18
- 18-19
- 20-29
- 30-39
- 40-49
- 50-59
- 60 or older

### Gender

- Male
- Female

### Ethnicity

- African-American
- American Indian/Native Alaskan
- White
- Hispanic
- Vietnamese
- Asian Other
- Decline to State

Other (please specify)

### Primary Language

- English
- Spanish
- Vietnamese

Other (please specify)

# Counseling Services Student Survey 2010

## Service Outcomes

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

	No change; I could do this before.	I have gained this skill.	I am still developing this skill.
Identify or clarify my educational goal	jn	jn	jn
Independently locate and access college services and resources to assist me in reaching my educational goal	jn	jn	jn
Understand certificate or degree requirements	jn	jn	jn
Select appropriate courses to satisfy certificate or degree requirements	jn	jn	jn
Petition for graduation	jn	jn	jn
Complete the college application and registration process	jn	jn	jn
Locate and access needed career resources related to career decisions or finding a job	jn	jn	jn

# Counseling Services Student Survey 2010

## Comments

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

Do you have any comments or suggestions for improving counseling services at Coastline?




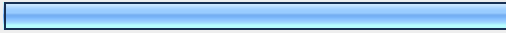
Thank you for taking the time to complete our Program Review survey. Please click the Done button to submit your responses.

*Questions about this survey? Please contact Pat Arlington, Instructor/Coordinator, Instructional Research, Coastline College Email: [parlington@coastline.edu](mailto:parlington@coastline.edu) Phone: 714.241.6173*

# Counseling Services Student Survey 2010

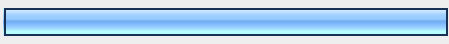
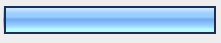

## Counseling Classes Program Review Student Survey

1. At what location or in what delivery mode are you taking your current class(es) in this specific program? **(Mark all that apply.)**

	Response Percent	Response Count
Coastline Costa Mesa Center 	27.3%	9
Coastline Garden Grove Center	0.0%	0
Coastline Le-Jao Center 	3.0%	1
Estancia High School	0.0%	0
Fountain Valley High School	0.0%	0
Hybrid (part online and part in classroom) 	6.1%	2
Online 	69.7%	23
Telecourse/Cable	0.0%	0
Other (please specify)	0.0%	0
<b>answered question</b>		<b>33</b>
<b>skipped question</b>		<b>0</b>


2. Please rank up to three reasons why you are taking Counseling classes at Coastline.

	1st Reason	2nd Reason	3rd Reason	Response Count
To satisfy A.A. degree requirements	70.0% (14)	20.0% (4)	10.0% (2)	20
To satisfy transfer requirements	30.4% (7)	60.9% (14)	8.7% (2)	23
To earn a certificate	33.3% (1)	33.3% (1)	33.3% (1)	3
To prepare for a new job or improve job skills	57.1% (4)	14.3% (1)	28.6% (2)	7
For personal interest	17.6% (3)	29.4% (5)	52.9% (9)	17
Convenience	14.3% (2)	35.7% (5)	50.0% (7)	14
Other	0.0% (0)	25.0% (1)	75.0% (3)	4
<b>answered question</b>				<b>31</b>
<b>skipped question</b>				<b>2</b>

3. To what extent does the Counseling class you are taking meet your expectations?			Response Percent	Response Count
The class is even better than I expected			61.3%	19
The class is pretty much what I expected			29.0%	9
The class is not as good as I expected			9.7%	3
If you indicated that the class is not as good as you expected, please describe your concerns. <a href="#">view</a>				5
<b>answered question</b>				31
<b>skipped question</b>				2


4. Please indicate your status or interest in each of the following A.A. degree Areas of Emphasis.				
	Presently working on	Interested but haven't started yet	Not interested	Response Count
American Studies	14.3% (4)	10.7% (3)	75.0% (21)	28
Arts and Humanities	11.1% (3)	25.9% (7)	63.0% (17)	27
Communications	14.8% (4)	22.2% (6)	63.0% (17)	27
Physical Education and Health	7.4% (2)	22.2% (6)	70.4% (19)	27
Science and Math	13.8% (4)	20.7% (6)	65.5% (19)	29
Social and Behavioral Sciences	28.6% (8)	32.1% (9)	39.3% (11)	28
<b>answered question</b>				30
<b>skipped question</b>				3

5. Please indicate your status or interest in each of the following A.A. degree Majors.				
	Presently working on	Interested but haven't started yet	Not interested	Response Count
Art	15.4% (4)	19.2% (5)	65.4% (17)	26
Business Administration	19.2% (5)	23.1% (6)	57.7% (15)	26
Economics	4.0% (1)	20.0% (5)	76.0% (19)	25


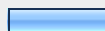
English	20.8% (5)	0.0% (0)	79.2% (19)	24
French	4.2% (1)	0.0% (0)	95.8% (23)	24
Gerontology	16.0% (4)	4.0% (1)	80.0% (20)	25
Health and Fitness	4.2% (1)	33.3% (8)	62.5% (15)	24
History	12.5% (3)	12.5% (3)	75.0% (18)	24
Human Services	8.3% (2)	12.5% (3)	79.2% (19)	24
Liberal Studies (for Teaching)	8.7% (2)	13.0% (3)	78.3% (18)	23
Mathematics	8.0% (2)	12.0% (3)	80.0% (20)	25
Psychology	11.1% (3)	44.4% (12)	44.4% (12)	27
Spanish	0.0% (0)	17.4% (4)	82.6% (19)	23
Sociology	12.5% (3)	37.5% (9)	50.0% (12)	24
Other (please specify)			 view	3
<b>answered question</b>				29
<b>skipped question</b>				4

6. Please rate your level of satisfaction with each of the following as related to Counseling classes. **(Skip any items that are not applicable to you.)**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Quality of instruction	48.1% (13)	37.0% (10)	11.1% (3)	3.7% (1)	27
Variety of classes	40.9% (9)	54.5% (12)	4.5% (1)	0.0% (0)	22
Relevance of classes to your academic or vocational needs	48.1% (13)	37.0% (10)	14.8% (4)	0.0% (0)	27
Relevance of assignments and exams to the course material you are studying	44.0% (11)	52.0% (13)	4.0% (1)	0.0% (0)	25
Extent to which the class has helped prepare me to be a better student	51.9% (14)	37.0% (10)	11.1% (3)	0.0% (0)	27
Clarity and comprehensiveness of the instructions for completing assignments	48.1% (13)	44.4% (12)	3.7% (1)	3.7% (1)	27
Adequacy of instructional facilities	52.4% (11)	47.6% (10)	0.0% (0)	0.0% (0)	21
Staff support for the program and	50.0% (13)	50.0% (13)	0.0% (0)	0.0% (0)	26

classes					
Extent to which faculty and staff meet the needs of culturally diverse students	57.1% (12)	42.9% (9)	0.0% (0)	0.0% (0)	21
Extent to which faculty and staff meet the needs of non-traditional students (e.g., older adults, working adults, active duty military, etc.)	57.1% (12)	38.1% (8)	4.8% (1)	0.0% (0)	21
Overall quality of the program	51.7% (15)	31.0% (9)	17.2% (5)	0.0% (0)	29
Your own success in the program	53.8% (14)	38.5% (10)	3.8% (1)	3.8% (1)	26
If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns. 					5
<b>answered question</b>					29
<b>skipped question</b>					4

7. Are you taking one or more classes in this program in a distance learning or hybrid format?

		Response Percent	Response Count
Yes		86.2%	25
No		13.8%	4
<b>answered question</b>			29
<b>skipped question</b>			4

8. If you are taking a class in this program in a distance learning or hybrid format, please indicate the extent of your satisfaction with each of the following distance learning elements. **(Skip any items that are not applicable to you.)**

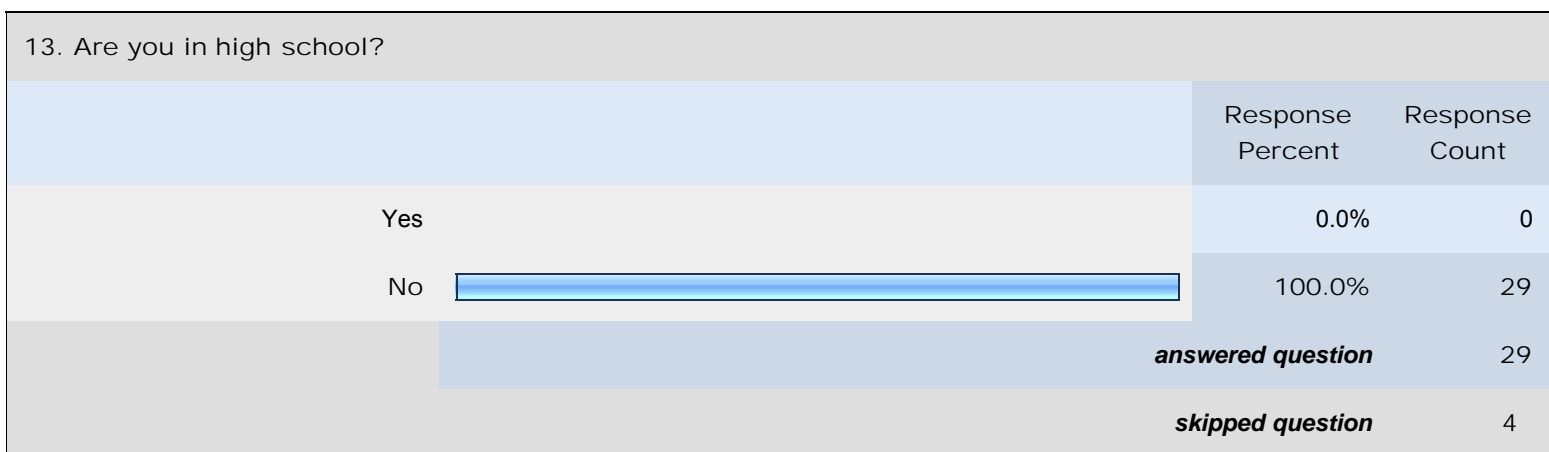
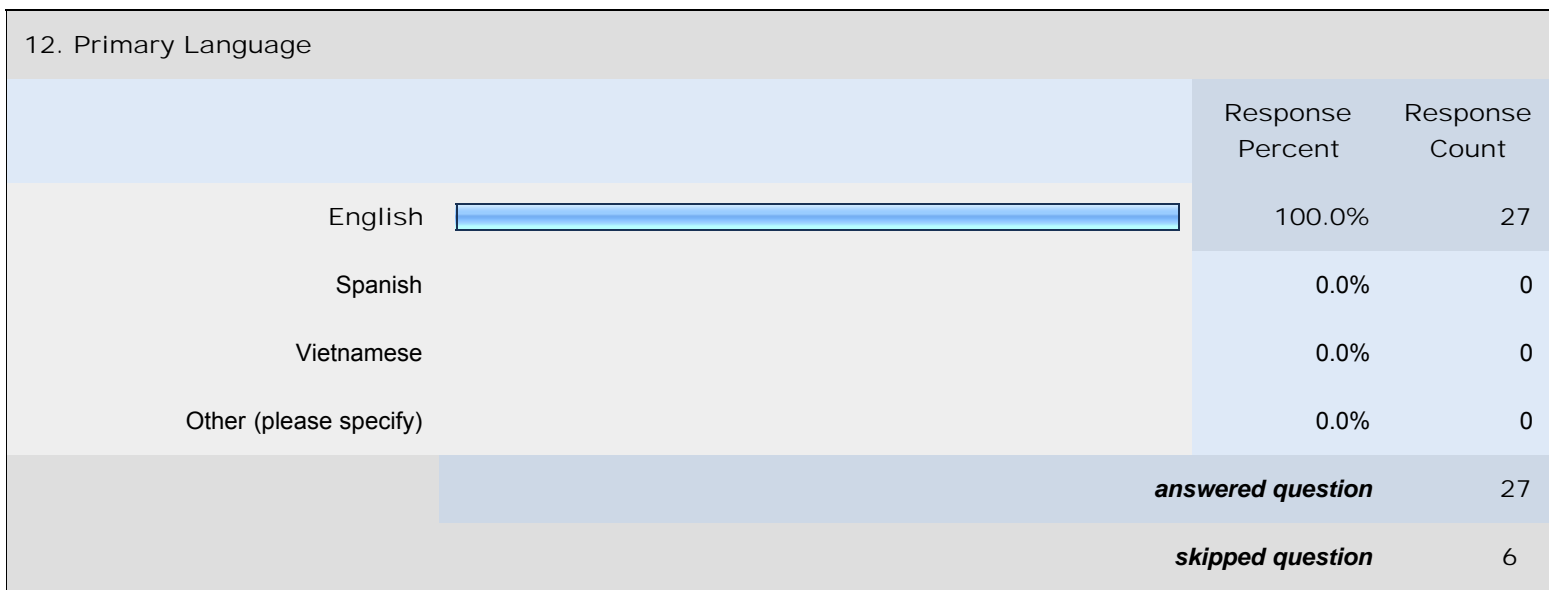
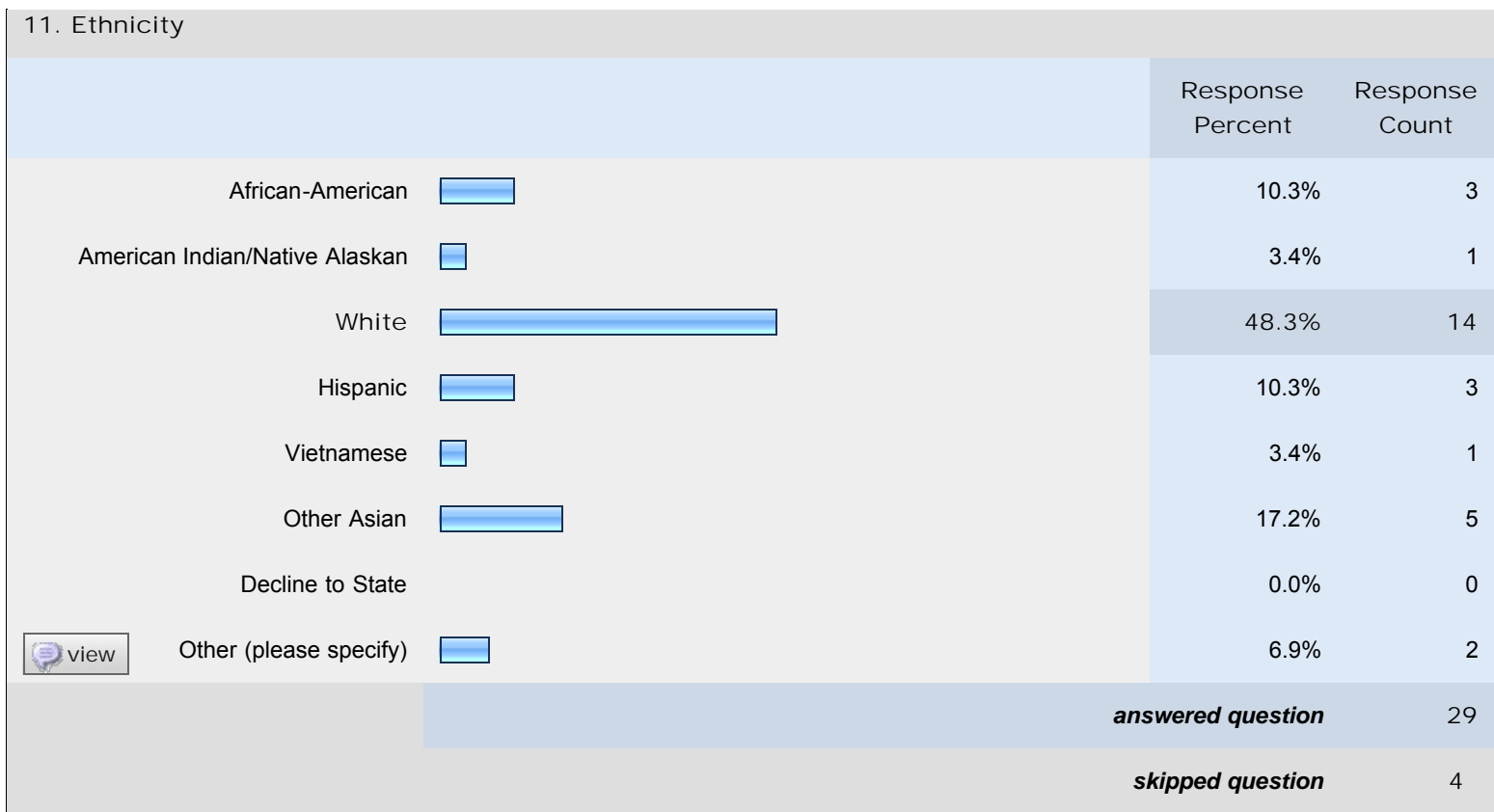
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Response Count
Quality of instruction in my distance learning course	54.2% (13)	37.5% (9)	8.3% (2)	0.0% (0)	24
Amount of interaction with other students in the class	36.4% (8)	45.5% (10)	4.5% (1)	13.6% (3)	22
Amount of interaction with the instructor	28.6% (6)	61.9% (13)	4.8% (1)	4.8% (1)	21
Speed with which the instructor responds to questions	40.0% (10)	52.0% (13)	8.0% (2)	0.0% (0)	25
Helpfulness of feedback on quizzes, assignments, and/or exams	50.0% (12)	45.8% (11)	4.2% (1)	0.0% (0)	24

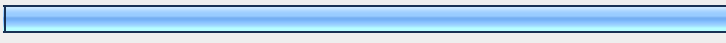


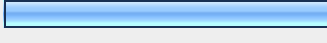

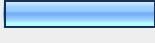

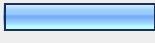
Reliability of the technology used to deliver the course	45.8% (11)	50.0% (12)	4.2% (1)	0.0% (0)	24
Adequacy/functionality of the online quiz system in Seaport	54.2% (13)	41.7% (10)	0.0% (0)	4.2% (1)	24
Adequacy/functionality of Scantron quizzes (if used in your class)	40.0% (6)	60.0% (9)	0.0% (0)	0.0% (0)	15
Availability of technical support, if needed	42.9% (9)	52.4% (11)	4.8% (1)	0.0% (0)	21
If you answered that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe the reasons for your dissatisfaction. <a href="#">view</a>					4
<b>answered question</b>					25
<b>skipped question</b>					8

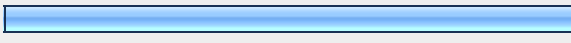
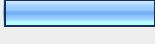
9. Age			Response Percent	Response Count
Under 18			0.0%	0
18-30			58.6%	17
31-45			27.6%	8
46-60			10.3%	3
61 or older			3.4%	1
<b>answered question</b>				29
<b>skipped question</b>				4

10. Gender			Response Percent	Response Count
Male			34.5%	10
Female			65.5%	19
<b>answered question</b>				29
<b>skipped question</b>				4




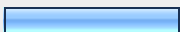





14. Are you active duty military?		
	Response Percent	Response Count
Yes	0.0%	0
No 	100.0%	29
<b>answered question</b>		29
<b>skipped question</b>		4

15. What is your current employment status?		
	Response Percent	Response Count
Not working outside the home 	44.8%	13
Working as a volunteer (non-paid position) 	6.9%	2
Working 20 hours or less per week 	20.7%	6
Working between 21-30 hours per week 	6.9%	2
Working full-time 	20.7%	6
<b>answered question</b>		29
<b>skipped question</b>		4


16. What is your highest level of education?		
	Response Percent	Response Count
Less than high school completion	0.0%	0
High school diploma (or GED) 	79.3%	23
Associate in Arts degree 	20.7%	6
Bachelor's degree	0.0%	0
Master's degree	0.0%	0
Doctorate	0.0%	0

<b>answered question</b>	29
<b>skipped question</b>	4


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

	Response Percent	Response Count
No: Enrolled only at Coastline 	34.5%	10
Golden West College 	24.1%	7
Irvine Valley College	0.0%	0
Orange Coast College 	37.9%	11
Saddleback College 	6.9%	2
Santa Ana College 	3.4%	1
Santiago Canyon College	0.0%	0
Other community college 	6.9%	2
A four-year college or university 	3.4%	1
<b>answered question</b>		29
<b>skipped question</b>		4


18. In your own words, please tell us what you most want to learn or accomplish from taking a Counseling course at Coastline?


	Response Count
 view	24
<b>answered question</b>	24
<b>skipped question</b>	9

19. Please tell us what your most positive experience has been in the Counseling class you have taken.

	Response Count
 view	24
<b>answered question</b>	24

<b>skipped question</b>	9
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20. Are there other courses or degree programs that you would like Coastline to offer?	
	Response Count
 view	24
<b>answered question</b>	24
<b>skipped question</b>	9

21. Do you have any comments or suggestions for improving Counseling classes at Coastline?	
	Response Count
 view	23
<b>answered question</b>	23
<b>skipped question</b>	10

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To what extent does the Counseling class you are taking meet your expectations?		
#	Response Date	If you indicated that the class is not as good as you expected, please describe your concerns.
1	Dec 12, 2009 7:44 PM	The fact that the instructor had to put together this class at the last minute due to changes in the scheduling, I believe, have impacted the content of the class. However, the book is very good, but, I think there could be a better methodology in the presentation of the class. I guess I am saying that the class needs some fine tuning from an instruction point-of-view.
2	Dec 13, 2009 6:12 PM	I feel the class is geared more towards high school students with no life experience
3	Dec 15, 2009 11:13 PM	I think that this class has a lot of valuable information that is not being conveyed in a effective manner. [REDACTED] class lectures consist of her taking notes on the textbook, putting them on powerpoint and then read straight from the powerpoint. This is boring to me because I rather takes notes on my own from the book and get the benefit of being involved in the process. I will have to say that her classroom discussions are better than her lectures. Perhaps it's because the students are more involved?
4	Apr 30, 2010 6:34 PM	Learned a lot of skills that I was not aware of before.
5	May 4, 2010 5:20 PM	This class requires a lot of fieldwork that doesn't allow time for learning and comprehension

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Please indicate your status or interest in each of the following A.A. degree Majors.

#	Response Date	Other (please specify)
1	Dec 12, 2009 7:46 PM	Religious Studies
2	May 1, 2010 7:26 AM	ASL Interpreting
3	May 4, 2010 6:50 AM	Theater Art

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Please rate your level of satisfaction with each of the following as related to Counseling classes. ***(Skip any items that are not applicable to you.)***

#	Response Date	If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.
1	Dec 12, 2009 7:50 PM	As stated in my prior notation, the instructional methodology needs some improvement insofar as the classes instruction was presented by way of the teacher reading Power Point slides in class which I don't find to be an effective means of teaching and/or learning.
2	Dec 15, 2009 11:50 PM	My concern is that the instructor is not really instructing! Lectures consist of reading powerpoint presentations verbatimly with little involvement from the students. The teacher does not involve the students enough in her lectures. I will have to say that the class discussions have more involvement from students however, there is a lot left to be desired for. I also find the teacher being inconsistent. In a nutshell, our instructor is asking us to be punctual about our assignments and yet she is not punctual about having them graded in a timely manner. I find this annoying because her time is not anymore valuable than mine or any of the other students. Let me explain. Our instructor expects us to have our assignments turned in on time or we get dock points for late assignments. This is not unreasonable of course. We also get docked points if we miss class due to sickness (think swine flu) or if we are running late because we hit traffic coming to class. Which is fine. It's her prerogative. Other instructors are a bit more understanding and gracious about the fact that life happens, especially if we communicate with them about our situation. Yet, when we turn in our assignments on time (like I have), there is an unreasonable amount of time that passes by from the time we turn in our assignments to the time we receive our grades for the assignments.
3	May 2, 2010 4:59 AM	I have not performed anywhere near as well as I would have liked.
4	May 3, 2010 4:37 PM	I know it is a short class, but it would be helpful to know in advance that we had a grace period for assignments. Some weeks are more hectic than others when you are working and have a family. I felt rushed to do assignments some weeks, just to find that the assignments would have been accepted at a later date (although it was stated "no late work accepted").
5	May 4, 2010 5:23 PM	There is too much busy work to cover in this short amount of time.



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If you are taking a class in this program in a distance learning or hybrid format, please indicate the extent of your satisfaction with each of the following distance learning elements. ***(Skip any items that are not applicable to you.)***

#	Response Date	If you answered that you were Dissatisfied or Very Dissatisfied with any of the above items, please describe the reasons for your dissatisfaction.
1	Dec 12, 2009 7:56 PM	See prior notatiolns re quality of instruction; very little interaction with other students as we were only in class 1 1/2 hours per week. A suggestion was made to form study groups with other students but because of the other student's schedules, i.e. work schedules, family obligations, and lack of understanding by the other students about the subject matter, that suggestion proved to be unworkable. Interaction with instructor was limited to class time as email communications were not responded to in a timely fashion. Also, grades from quizzes were not posted to "Check My Scores" timely. I do believe a lot of this was due to the fact that this was the first time this instructor has taught at Coastline and she may be unfamiliar with procedures, etc.
2	May 3, 2010 1:50 AM	No way to contact classmates except on discussion forum and many don't check that often.
3	May 3, 2010 6:28 AM	I needed to take a Midterm, and the technical support were not much of a help at all.
4	May 4, 2010 5:25 PM	The online quizzes and exams would time out on the server. While the countdown clock on the current quiz would be keep counting time and the page would freeze so that I couldn't advance to the next page of questions.

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Ethnicity		
#	Response Date	Other (please specify)
1	May 3, 2010 1:50 AM	Pacific Islander
2	May 3, 2010 4:38 PM	white/hispanic

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In your own words, please tell us what you most want to learn or accomplish from taking a Counseling course at Coastline?

#	Response Date	Response Text
1	Dec 13, 2009 12:31 AM	I would like to more fully learn about those topics that are in the text. As I stated prviously, I like the text, but don't think we learned very much of what we could have from the text.
2	Dec 15, 2009 11:58 PM	How to bette deal with people
3	Dec 16, 2009 5:58 PM	I wanted to utilize the star program.
4	Apr 30, 2010 6:38 PM	To better study skills
5	Apr 30, 2010 10:53 PM	Learning how to become a better student.
6	Apr 30, 2010 11:15 PM	How to be a better student.
7	May 1, 2010 7:40 AM	I want to learn how to become a Master Student so that I will be successful in completing the courses with the highest possible grade. This will enable me to be the best that I can be in the course that I am pursuing.
8	May 2, 2010 5:03 AM	How to become a more succesfull dilligent and well managed student.
9	May 2, 2010 5:36 PM	to be more comftorable reading text books, taking tests and learning
10	May 3, 2010 1:53 AM	Nothing. Using it to boost GPA.
11	May 3, 2010 4:42 AM	I want to new and useful skills and knowledge that I can use in my career as well as my future colleges and universities.
12	May 3, 2010 4:45 AM	I want to learn how to better myself.
13	May 3, 2010 5:03 AM	To better myself.
14	May 3, 2010 6:32 AM	I want to develop skills that will help me be a sucessful college student overall. I am transferring to UCI in the fall, and I think this counseling class will give me many ideas from notetaking to studying for exams to be a bright student.
15	May 3, 2010 6:41 AM	I want the counseling class to help me prepare for my future endeavors in life as well as when i go to UCI in the fall. All the skills from note-taking to ways to prvent procrastination will help me be a overall better student.
16	May 3, 2010 10:55 AM	I want to learn how I can be a better student.
17	May 3, 2010 4:43 PM	I want to meet my AA requirements. The counselor I met with when starting Coastline advised me to take this Counseling course.
18	May 4, 2010 5:00 AM	I do like the fact this course makes you see the insides of the school and how everything works. You can not say, "I did not know that."

Comment Summary

19	May 4, 2010 5:30 PM	Practical tools that I can use to help benefit my study time and test preparation techniques.
20	May 4, 2010 6:53 PM	The qualifications for my new career.
21	May 4, 2010 7:32 PM	How to be successful with my classes and with myself, which it is meeting my needs and I am totally enjoying it!
22	May 5, 2010 1:03 AM	I want to finish up my lower level education as quickly and painlessly as possible. This had been a step in that direction and am graduating in three weeks because of it.
23	May 5, 2010 6:26 AM	discipline
24	May 7, 2010 1:25 AM	math

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Please tell us what your most positive experience has been in the Counseling class you have taken.		
#	Response Date	Response Text
1	Dec 13, 2009 12:31 AM	The most positive experience has been in doing the Journaling assignments because writing the journals has helped me clarify some goals and steps necessary to accomplish goals. Also, it has helped me clarify my major and really think about which college or university I will attend to complete my Bachelors insofar as which one would offer me the best program based on my personality, my personal learning methods, my values, etc.
2	Dec 15, 2009 11:58 PM	Some of the classroom discussions have been lively. We need more of it.
3	Dec 16, 2009 5:58 PM	Learning how to study and take notes.
4	Apr 30, 2010 6:38 PM	Self test exercise
5	Apr 30, 2010 10:53 PM	Learning new studying skills.
6	Apr 30, 2010 11:15 PM	Does not apply to me.
7	May 1, 2010 7:40 AM	Well, I have learned how to study and some of the best methods of studying in order to be successful in my Classes.
8	May 2, 2010 5:03 AM	Opened me up to ideas i had not yet considered
9	May 2, 2010 5:36 PM	very informational and a good review
10	May 3, 2010 1:53 AM	Not having to come into a classroom to do things that can be more efficiently done at home.
11	May 3, 2010 4:42 AM	Learning about different ways that i can use my time, different ways that take better notes in my classes, and learning different ways to act in different locations and etc.
12	May 3, 2010 4:45 AM	I enjoy the text BAMS.
13	May 3, 2010 5:03 AM	I enjoy the book BAMS.
14	May 3, 2010 6:32 AM	I have had positive experience from this class. The teacher is very helpful and always responds right away via email if we have any questions or concerns regarding the class.
15	May 3, 2010 6:41 AM	I have received positive feedback from this online class I have taken. The instructor is extremely helpful and responds back right away. The homework load was just right for an eight week course as well. I am satisfied and feel I have received my money's worth.
16	May 3, 2010 10:55 AM	In my online counseling 105 class, we get homework assignments that help us to learn about ourselves, and I like that. We don't just get "busy work" assignments.
17	May 3, 2010 4:43 PM	I like that the class is offered on-line. The material being taught is helpful for my future studies.
18	May 4, 2010 5:00 AM	The teacher is pleasant and works with me (a 60 hour or more a week working person) on my lack of time. However, this class has opened my eyes to my procrastination problem.

Comment Summary

19	May 4, 2010 5:30 PM	The ability to identify my own personal study habits and to learn what works best for me.
20	May 4, 2010 6:53 PM	Does not apply to me.
21	May 4, 2010 7:32 PM	The teacher, Mrs, Nguyen, has been very helpful and is there to answer any questions I have and helps me with whatever I need. She has been very informative.
22	May 5, 2010 1:03 AM	Not having to worry about going to class or impressing the teacher. Getting a grade solely based off of the student's abilities is a wonderful thing.
23	May 5, 2010 6:26 AM	ease of access
24	May 7, 2010 1:25 AM	learn to take test

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Are there other courses or degree programs that you would like Coastline to offer?		
#	Response Date	Response Text
1	Dec 13, 2009 12:31 AM	I would love to take a course in Religious Studies.
2	Dec 15, 2009 11:58 PM	Can't think of any the moment
3	Dec 16, 2009 5:58 PM	Not that I know of.
4	Apr 30, 2010 6:38 PM	More health realated fields
5	Apr 30, 2010 10:53 PM	More sociology, psychology, women studies classes.
6	Apr 30, 2010 11:15 PM	Does not apply to me.
7	May 1, 2010 7:40 AM	Medical Program.
8	May 2, 2010 5:03 AM	At the present time none that i can think of
9	May 2, 2010 5:36 PM	entapenour
10	May 3, 2010 1:53 AM	Fashion Merchandising. I want to major in apparel design.
11	May 3, 2010 4:42 AM	Yes, I would love it if Coastline offered Early Children hood Education.
12	May 3, 2010 4:45 AM	No.
13	May 3, 2010 5:03 AM	NO
14	May 3, 2010 6:32 AM	I think Coastline is giving a sufficient amount of online degree programs that helps us with our needs.
15	May 3, 2010 6:41 AM	I feel Coastline offers a sufficient amount of course and degree programs. If I were to have to choose, I would choose the school to have a florist program
16	May 3, 2010 10:55 AM	No.
17	May 3, 2010 4:43 PM	Religious Studies
18	May 4, 2010 5:00 AM	No
19	May 4, 2010 5:30 PM	Yes some online computer science courses would be lovely.
20	May 4, 2010 6:53 PM	Does not apply to me.
21	May 4, 2010 7:32 PM	not that i can think of.
22	May 5, 2010 1:03 AM	No.
23	May 5, 2010 6:26 AM	gerentology

Comment Summary

24	May 7, 2010 1:25 AM	no
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Do you have any comments or suggestions for improving Counseling classes at Coastline?		
#	Response Date	Response Text
1	Dec 13, 2009 12:31 AM	Perhaps an instructor who was more animated and excited about the subject matter. there wasn't really much enthusiasm displayed by the instructor for the topic which made it more difficult to get through.
2	Dec 15, 2009 11:58 PM	More classroom discussions and have lectures where the teacher involves the students more. Of course the students has to make a conscience effort to participate as well.
3	Dec 16, 2009 5:58 PM	no.
4	Apr 30, 2010 6:38 PM	Good class.
5	Apr 30, 2010 11:15 PM	Keep up the good work.
6	May 1, 2010 7:40 AM	None
7	May 2, 2010 5:03 AM	No
8	May 2, 2010 5:36 PM	no
9	May 3, 2010 1:53 AM	No.
10	May 3, 2010 4:42 AM	No, the class is prefect the way it is.
11	May 3, 2010 4:45 AM	No.
12	May 3, 2010 5:03 AM	NO
13	May 3, 2010 6:32 AM	I feel the class gives the right amount of homework and attention needed for an online counseling course. I would rank it a 8/10.
14	May 3, 2010 6:41 AM	I love Coastline community College, and I will miss it dearly when I transfer to UCI in the fall. It has helped me a ton and has been extremely convient.
15	May 3, 2010 10:55 AM	No, I think it's good just the way it is.
16	May 3, 2010 4:43 PM	No
17	May 4, 2010 5:00 AM	No, they have been great.
18	May 4, 2010 5:30 PM	It is a little confusing being the first-time student on the seaport web page. Can we keep the quiz info tab and the course quiz tab all in the same place?
19	May 4, 2010 6:53 PM	Keep up the good work.
20	May 4, 2010 7:32 PM	no
21	May 5, 2010 1:03 AM	No.

## Comment Summary

22	May 5, 2010 6:26 AM	great overall
23	May 7, 2010 1:25 AM	no everything is good

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# Count and Percent

## CCC Incarcerated 2009 Counseling

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	Count	Percent
<b>Quality of instruction</b>	Respondents: 290	
Very Satisfied	90	31.03 %
Satisfied	177	61.03 %
Dissatisfied	18	6.21 %
Very Dissatisfied	5	1.72 %
<b>Total Responses</b>	<b>290</b>	<b>100 %</b>

<b>Variety of classes</b>	Respondents: 280	
Very Satisfied	49	17.50 %
Satisfied	206	73.57 %
Dissatisfied	20	7.14 %
Very Dissatisfied	5	1.79 %
<b>Total Responses</b>	<b>280</b>	<b>100 %</b>

<b>Relevance of classes to your academic or vocational needs</b>	Respondents: 284	
Very Satisfied	57	20.07 %
Satisfied	205	72.18 %
Dissatisfied	21	7.39 %
Very Dissatisfied	1	0.35 %
<b>Total Responses</b>	<b>284</b>	<b>100 %</b>

<b>Speed with which the instructor responds to questions</b>	Respondents: 258	
Very Satisfied	61	23.64 %
Satisfied	155	60.08 %
Dissatisfied	27	10.47 %
Very Dissatisfied	15	5.81 %
<b>Total Responses</b>	<b>258</b>	<b>100 %</b>

<b>Helpfulness of feedback on quizzes, assignments, and/or exams</b>	Respondents: 275	
Very Satisfied	52	18.91 %
Satisfied	162	58.91 %
Dissatisfied	45	16.36 %
Very Dissatisfied	16	5.82 %
<b>Total Responses</b>	<b>275</b>	<b>100 %</b>

# Count and Percent

## CCC Incarcerated 2009 Counseling

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	Count	Percent
<b>Relevance of assignments and exams to the course material you are studying</b>	Respondents: 285	
Very Satisfied	66	23.16 %
Satisfied	200	70.18 %
Dissatisfied	16	5.61 %
Very Dissatisfied	3	1.05 %
<b>Total Responses</b>	<b>285</b>	<b>100 %</b>

<b>Clarity and comprehensiveness of the instructions for completing assignments</b>	Respondents: 286	
Very Satisfied	76	26.57 %
Satisfied	194	67.83 %
Dissatisfied	13	4.55 %
Very Dissatisfied	3	1.05 %
<b>Total Responses</b>	<b>286</b>	<b>100 %</b>

<b>Responsiveness of Coastline's Incarcerated Service Support Team</b>	Respondents: 283	
Very Satisfied	77	27.21 %
Satisfied	161	56.89 %
Dissatisfied	34	12.01 %
Very Dissatisfied	11	3.89 %
<b>Total Responses</b>	<b>283</b>	<b>100 %</b>

<b>Extent to which faculty and staff are meeting your needs</b>	Respondents: 278	
Very Satisfied	73	26.26 %
Satisfied	173	62.23 %
Dissatisfied	28	10.07 %
Very Dissatisfied	4	1.44 %
<b>Total Responses</b>	<b>278</b>	<b>100 %</b>

<b>Overall quality of the program</b>	Respondents: 291	
Very Satisfied	98	33.68 %
Satisfied	179	61.51 %
Dissatisfied	10	3.44 %
Very Dissatisfied	4	1.37 %
<b>Total Responses</b>	<b>291</b>	<b>100 %</b>

# Count and Percent

## CCC Incarcerated 2009 Counseling

	Count	Percent
<b>Your own success in the program</b>	Respondents: 293	
Very Satisfied	77	26.28 %
Satisfied	187	63.82 %
Dissatisfied	24	8.19 %
Very Dissatisfied	5	1.71 %
<b>Total Responses</b>	<b>293</b>	<b>100 %</b>

<b>To satisfy A.A. degree requirements</b>	Respondents: 253	
1st Reason	184	72.73 %
2nd Reason	51	20.16 %
3rd Reason	18	7.11 %
<b>Total Responses</b>	<b>253</b>	<b>100 %</b>

<b>To satisfy transfer requirements</b>	Respondents: 156	
1st Reason	49	31.41 %
2nd Reason	54	34.62 %
3rd Reason	53	33.97 %
<b>Total Responses</b>	<b>156</b>	<b>100 %</b>

<b>To earn a certificate</b>	Respondents: 151	
1st Reason	64	42.38 %
2nd Reason	47	31.13 %
3rd Reason	40	26.49 %
<b>Total Responses</b>	<b>151</b>	<b>100 %</b>

<b>To prepare for a new job or improve job skills</b>	Respondents: 214	
1st Reason	107	50.00 %
2nd Reason	57	26.64 %
3rd Reason	50	23.36 %
<b>Total Responses</b>	<b>214</b>	<b>100 %</b>

<b>For personal interest</b>	Respondents: 204	
1st Reason	82	40.20 %
2nd Reason	54	26.47 %
3rd Reason	68	33.33 %
<b>Total Responses</b>	<b>204</b>	<b>100 %</b>

# Count and Percent

## CCC Incarcerated 2009 Counseling

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	Count	Percent
<b>Convenience</b>	Respondents: 106	
1st Reason	22	20.75 %
2nd Reason	28	26.42 %
3rd Reason	56	52.83 %
<b>Total Responses</b>	<b>106</b>	<b>100 %</b>

<b>Other</b>	Respondents: 77	
1st Reason	17	22.08 %
2nd Reason	12	15.58 %
3rd Reason	48	62.34 %
<b>Total Responses</b>	<b>77</b>	<b>100 %</b>

<b>To what extent do the classes you are taking in this program meet your expectations?</b>	Respondents: 278	
The classes are even better than I expected	107	38.49 %
The classes are pretty much what I expected	153	55.04 %
The classes are not as good as I expected	18	6.47 %
<b>Total Responses</b>	<b>278</b>	<b>100 %</b>

<b>Age</b>	Respondents: 285	
Under 18	2	0.70 %
18-30	118	41.40 %
31-45	125	43.86 %
46-60	39	13.68 %
61 or older	1	0.35 %
<b>Total Responses</b>	<b>285</b>	<b>100 %</b>

<b>Gender</b>	Respondents: 285	
Male	248	87.02 %
Female	37	12.98 %
<b>Total Responses</b>	<b>285</b>	<b>100 %</b>

# Count and Percent

## CCC Incarcerated 2009 Counseling

	Count	Percent
<b>Ethnicity</b>	Respondents: 276	
African-American	69	25.00 %
American Indian/Native Alaskan	11	3.99 %
White	84	30.43 %
Hispanic	83	30.07 %
Vietnamese	5	1.81 %
Asian Other	6	2.17 %
Decline to State	3	1.09 %
Other	16	5.80 %
<b>Total Responses</b>	<b>277</b>	<b>100%</b>

	Count	Percent
<b>Primary Language</b>	Respondents: 281	
English	257	91.46 %
Spanish	20	7.12 %
Vietnamese	2	0.71 %
Other	2	0.71 %
<b>Total Responses</b>	<b>281</b>	<b>100%</b>

	Count	Percent
<b>What is your highest level of education?</b>	Respondents: 289	
Less than high school completion	5	1.73 %
High school diploma (or GED)	276	95.50 %
Associate in Arts degree	8	2.77 %
<b>Total Responses</b>	<b>289</b>	<b>100%</b>

	Count	Percent
<b>How interested would you be in taking half-unit basic skills courses to improve your spelling, vocabulary, or writing?</b>	Respondents: 269	
Very Interested	133	49.44 %
Somewhat Interested	88	32.71 %
Not Interested	48	17.84 %
<b>Total Responses</b>	<b>269</b>	<b>100%</b>



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* Describe your concerns

\*  
Expanding Not closing  
The courses in widening  
Test questions did  
Not seem to line up with  
Review materials  
No resource to call  
& follow up on questions  
It has great merit

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

RECEIVED VERY LITTLE, IF ANY,  
FEEDBACK. HAVE NOT EVEN  
RECEIVED ALL QUIZ RESULTS.

\*

MY CONCERNS WITH HELPLESSNESS  
OF FEEDBACK ON QUIZZES,  
ASSIGNMENTS, AND EXAMS ARE  
THAT I'M NOT GETTING  
THEM BACK IN TIME TO STUDY  
FOR THE NEXT EXAM.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I didn't get  
my assignments graded  
& scores returned  
quick enough

\*

I wish there was an  
English class

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

The speed in which we receive our Handbooks and graded quizzes is terrible slow. The Bookstore did not give me my handbooks and text-books until my midterms. This is not a good class experience.

\*

Difficult to communicate with instructors due to inability to email

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

In regards to my grade & quiz  
I wrote to ~~my~~ and never received  
any type of response.

\*

There are not a lot of  
classes offered. The free staff  
here or proctors are wonderful  
They do all they can. I did  
not know that I could contact  
the teacher. It would have  
been nice to communicate  
w/ her. There was no feedback  
from teachers

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* *Very Dissatisfied*

The videos are outdated, making it difficult to finish work.

\*

I answered dissatisfied to some of the above items, because I did not receive any feedback of my work, before my final exams was due

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I TRIED TO DESIGNATE A PERSON WHO COULD CALL, OBTAIN INFO, AND COMMUNICATE WITH THE SCHOOL ON MY BEHALF SINCE I DON'T EVEN HAVE A PHONE. MY REQUEST WAS WRITTEN - WOULD LIKE A FORM THAT WOULD ALLOW ME TO DESIGNATE SOMEONE TO HELP ME TO COMMUNICATE WHILE ALSO RELIEVING THE SCHOOL OF LEGAL OBLIGATIONS AS IT CONCERNS PRIVACY. . .

\*

response times!

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

My work assignment  
book was different from  
my text book.

\*

you need more  
variety of classes



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

Coastline doesn't  
doesn't respond fast  
enough.

\*

It's hard to get  
a speedy response  
on test grades

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I've been out on parole for 2 years  
in school + would get to  
back to college and **Retaining**  
this knowledge, Hopefully  
I pass and it starts  
all coming back.

\*

Extent to which faculty and  
staff are meeting your  
goals (Prison faculty staff)

The college books are  
not being passed out in  
a timely manner by the  
mail room, forcing inmates  
to "cram" for exams/quizzes  
and or drop out of the class  
to avoid a failed grade.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

Business 150  
was hard and  
The questions were  
Based to trick you  
Not a good way to  
Learn the material

\*

Because being incarcerated  
we have to teach ourselves and  
even with a pre written  
assignment sheet. We still don't  
know if what we're learning  
is correct. over 60% of  
the exams don't match up  
with the quizzes or assignments  
instructed to do.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

\* describe your concerns

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

It took too long to  
receive any type of  
service support from  
Coastline. Response  
time is very  
poor.

\*

Next up had  
a wider variety  
of classes to  
choose from

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I would like to enroll  
in a class about  
organic farming and  
or small farming.  
Agriculture.

\*

Classes offered are  
for specific majors  
only. I can't through  
varied selection major  
in my own area of  
choice

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

There were several areas in my reading assignment, where I had to use the old "Master Student book" in order to find the answer to quiz questions.

\*

1. COUNSELING 105 WAS DISSATISFYING AS MUCH OF THE TESTING MATERIAL CENTERED ON COMMUNICATION AND PUBLIC SPEAKING (SPEECH LESSONS, INSTEAD OF PREPATORY SKILLS FOR LEARNING).
2. RESPONSIVENESS BY FACULTY

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

The proctors are very helpful.  
The class choices are very limited, There is no "Support Team" that I am aware of. There is no "Feedback on quizzes assignments" None that I know of  
- I have not been able to ask instructors any questions.  
Is that even possible?!

\*

Because of the distance & where I'm at I sometimes can't get the help I need.



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* 10/10/09

only program material  
has been mailed late  
fast not on time, respond  
Request for grades. We  
have not been answered,  
probably problem on this  
end with CCC staff and  
not college

\*

My quizzes haven't been  
graded correctly and it's  
taking a long time for  
Coastline to get back to me  
on that

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

There are times where I needed some questions answered, and I wasn't able to get an answer.

When some of the instructors weren't clear, I had to do what I thought was right.

\*

Instructor never responded to questions

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I was accused of cheating on final exam. I responded with a proctor and I still got on response. Please let me know what's going on.

\*

I would have liked to have had copies of tests sent to me so I could study the material more effectively, and to have gotten my quiz results back sooner so I had more time to study the correct material for my mid-term and Final Exams.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* **Q10. I am satisfied with my class materials.**

I believe my problem may be self created. I Am not reviewing my class materials on time. This is my family's doing. when I write the INSTRUCTORS there is NO response. This is DISCOURAGING. I want to go INTO THE CRIMINAL LAW/BUSINESS/ENTERTAINMENT LAW profession. And there are very few classes for this.

\* **Q11. I am satisfied with my instructor's response to my questions.**

ITS NOT SO MUCH THE SCHOOL BUT MY OWN RESPONSE TO studying etc. etc. I could do better.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

more classes gives us  
more opportunities

A response to a  
question takes way  
to long I'll just  
won't ask

\*

more classes  
more opportunities  
more classes  
more opportunities  
more classes  
more opportunities  
more classes  
more opportunities

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I FEEL that there are not enough  
STAFF here to help the incarcerated  
student, therefore there is no good  
feedback, and not enough support.

\*

Describe your concerns

Ø

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

DUE TO MY INCARCERATION IT SEEMS MY REQUESTS (LETTERS) TO MY INSTRUCTORS FALL IN BETWEEN THE CRACKS. NO RESPONSE(S).

\*

WOULD LIKE TO KNOW WHERE I WANT MY NEXT EXPERIENCE SO I CAN DO SOMETHING OF MYSELF, REFERRING TO SYMPTOMS.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

The Books are not  
the same with the  
assignment booklet wrong  
pages to look at for the  
reading.

\*

It take too long to  
get back quiz results  
to find out if your  
applying incorrect info  
before mid terms,  
papers assignments  
sometimes get lost often



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

NEVER GOT ANY  
FEEDBACK FROM  
INST.

\*

I would like to take  
some courses in the  
construction field.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* **1. The process of counseling**

The quizzes take too long to grade and mail back the results.

I had to write in twice to hear back from a counselor/academic advisers.

\* **2. The quality of instruction**

FOR LOTS A INMATE IN THE IN AND IT'S HARD TO GET SOME THINGS TURNED IN ON TIME IS TO THE FACT THAT WE GO ON BETWEEN FROM TIME TO TIME SO I WISH THE INSTRUCTOR'S WOULD BE MORE UNDERSTANDING ON THAT, AND WHEN WE WRITE OUR INSTRUCTOR THEY SHOULD WRITE US BACK.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* QUESTION ID: 1770

It takes a very long time to get test results & such in some classes.

\* QUESTION ID: 1770

I GOT A COPY OF MY QUIZ BACK AND THE ANSWERS BUT TEACHER SAY I GOT B WRONG BUT ON PAPER & SCANTRON THE CORRECT ANSWERS MATCH THE SCANTRON I SENT IN. I GOT NO ANSWER TO WHY THAT IS. 1ST QUIZ & 2ND QUIZ I SHOULD HAVE 30/30

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I feel there's not enough resources available.

\*

I would just like to see more classes available to the incarcerated ~~students~~ students. I feel left limited to what I can learn, and understand the difficulty of dealing with the Dept. of Corrections, still, would love to see more classes so I can continue to pursue my goal of education.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I do not get feedback  
or grades back in a  
timely manner. Takes  
too long.

\* describe your concern:

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

By the time we receive results to quizzes, exams, or reports the mid-term or final has been completed  
would like my classes on health and fitness

\*

There are not many courses to choose from and responses take to long.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I never got assignments

\* Dissatisfied with comments

first time and  
I need to learn how  
to go to college

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

Question: If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I HAVNT BEEN ABLE TO WATCH  
THE VIDEOS OR ATTEND CLASS  
FOR ABOUT A MONTH AND  
A HALF AND WAS TOLD  
THAT WE ARE NOT  
HAVING FINALS SO  
I STOPPED STUDYING  
THE SCHOOL HAS NOT  
BEEN FUNCTIONING THAT  
AS YOU SEE I TOOK THE  
TEST ... 12-15-09

\*

I did NOT receive my  
3 quiz, nor my assign-  
ment conclusion or  
RESPONSES. I did NOT  
get to view ALL the  
videos do to this  
CDC Administration.



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\* **Communication**

No communication from  
the instructors.

Very little access to  
video courses.

Enrollment is only  
every semester.

\* **Program**

MORE CLASSES.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

Unfortunately there is no instructor in which just would not be used at all.

\*

it took too long for the quizzes to get back to me and for feed back also. but just for CIS 105 for History 170 everything was at time.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

There seems to  
be no contact w/  
Inmates. I don't even  
know who is "Constantine  
Incarcerated Service  
Support Team."

\* description of concern

NOT enough one on one help

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

it took a couple of months before I received any feedback  
THIS IS after I had completed the quizzes, assignments, tests, etc.

\*

I do not see the relevance of the class I am currently enrolled in. Counseling is  
It is a required course though.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

The dissatisfaction I have is with Coastline providing a resource for incarcerated students to obtain donated textbooks.

\*

Is there any possible the school add a landscaping class?

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

- Need a wider variety of classes, maybe more depth too.
- What feedback??
- It was my 1st semester, two classes, dropped one, that's only 50%.

\*

N/A

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

The instructors dont teach. Theres no contact they dont answer questions.

\*

It is hard to get the material on time

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

There isn't much communication with the Instructor here. Actually, I have not received anything from her.

\*

I DIDN'T LIKE IT THAT BY THE TIME THE MID TERMS CAME, I STILL DIDN'T HAVE EXAM RESULTS.



# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

My instructor never responded to any of my concerns or questions so it seemed as if there wasn't a point to ask questions on anything anymore throughout the rest of the course when I'd get stuck, have questions or serious concerns,

\*

you changed the text book but did not properly change the quizzes and Tests to reflect the text. Your Answer keys are often wrong resulting in a poor grade. I can't get any type of response to my letters and when you do write you include me / for other students.

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I wish there could  
be a class I could  
attend or have a  
better communication  
with my teacher

\*

None

# Reasons for Dissatisfaction

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered Dissatisfied or Very Dissatisfied to any of the above items, please describe your concerns.

\*

I WRITE MY INSTRUCTOR INREGARDS OF  
A QUIZ AND NEVER GET A RESPONSE  
BACK

IM ALSO NOT TO SATISFIED WITH  
MY OWN SUCCESS BECAUSE IM STILL  
STRUGGLING WITH UNDERSTANDING  
MATERIALS.

- \* Well, I am aiming to work in the machine shop field. Some assignments aren't available at this institution material wise.
- \* Need more variety of classes for a semester
- \* It's my own problem. I got sick and lost track of times so now I'm going to fail a class.
- \* The books are always changing and I don't have the money to buy different books every semester so I borrow old books. I suggest that every class stick to a book and stop changing it.
- \* I think that the response to sending the quizzes back to us could be sooner.
- \* The problems I have had are with getting my test and assignment results back and on obtaining current textbooks.
- \* Not enough classes
- \* Getting no help or feedback on assignments or exams. Quiz results not returned in timely manner.

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

NONE YET.

\* What is your major?

None at the moment

\* What is your major?

Business

\* What is your major?

Undecided

\* What is your major? ~~WATER~~

Business/Advertising

\* What is your major?

MECHANICAL ENGINEERING

\* What is your major?

BUSINESS

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

UNdecided

\* what is your major?

N/A

\* What is your major?

General  
Education

\* what is your major?

Business

\* what is your major?

Cosmetology

\* what is your major?

Physical Therapy

\* what is your major?

N/A

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

N/A

\* What is your major?

Social & Behavioral  
Science

\* What is your major?

Undecided

\* What is your major?

BUSINESS

\* What is your major?

\* What is your major?

undecided

\* What is your major?

Undecided

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major:

Psychology

\* what is your major:

\* what is your major:

Graphic Design

\* what is your major:

N/A

\* What is your major:

\* What is your major:

\* what is your major:

Business Mgmt

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Political Science

\* What is your major?

UNDECLARED AT  
THIS TIME

\* What is your major?

General ED

\* What is your major?

undecided

\* What is your major?

Business

\* What is your major?

Sociology

\* What is your major?



# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

\* What is your major?

COUNSELING/105

\* What is your major?

UNDETERMINED

\* What is your major?

Dont have any yet!

\* What is your major?

\* What is your major?

DEPT/ARTS of  
COUNSELING

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Psychology

\* What is your major?

Behavioral  
Sciences

\* What is your major?

undeclared

\* What is your major?

Law

\* What is your major?

Art therapy

\* What is your major?

Business

\* What is your major?

american studies

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

Counseling / Physical  
Fitness

\* What is your major?

Business  
Management

\* What is your major?

Arts and Humanities

\* What is your major?

Business AIA

\* What is your major?

Business

\* What is your major?

Counseling

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

undecided

\* What is your major?

\* What is your major?

undecided

\* What is your major?

(para arts)

\* What is your major?

UNDECIDED

\* what is your major?

Business Admin

\* What is your major?

AA Emphasis in  
Human Behavior

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

Business

\* What is your major?

\* What is your major?

\* What is your major?

\* What is your major?

Business

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

BUSINESS

\* what is your major?

BUSINESS

\* what is your major?

UNKNOWN

\* what is your major?

BUSINESS/ACCOUNTING

\* What is your major?

RECORDS

\* what is your major?

\* What is your major?

SMALL BUSINESS

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

UNKNOWN

\* What is your major?

FINANCE

\* what is your major? ~~FINANCE~~

BUSINESS

\* What is your major?

\* What is your major?

\* what is your major?

Medical

\* what is your major?

2009

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

undecided

\* What is your major?

math

\* What is your major?

\* What is your major?

wildlife biology

\* What is your major?

undeclared

\* What is your major?

Animal Science

\* What is your major?

SOCIAL / BEHAVIORAL  
SCIENCES



# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

MORTUARY  
SCIENCE

\* What is your major?

Business

\* What is your major?

Counseling

\* What is your major?

Business

\* What is your major?

UNDECLARED

\* What is your major?

Business and admin strat

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Business

\* What is your major?

Subten Abuse  
Consular

\* What is your major?

none at this time

\* What is your major?

BUSINESS

\* what is your major?

I AM unable to chose a  
major AT THIS TIME

\* what is your major?

N/A

\* What is your major?

Psychology

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

?

\* what is your major?

None of the above

\* what is your major?

Counseling

\* what is your major?

Business Administration

\* what is your major?

Undecided

\* What is your major?

\* what is your major?

None of the above

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

BUSINESS and counseling

\* What is your major?

SOCIAL : Behavioral  
SCIENCE / BUSINESS

\* What is your major?

Undecided

\* What is your major?

SOCIAL + BEHAVIORAL  
SCIENCES

\* What is your major?

N/A

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Engineering

\* What is your major?

Science Math

\* What is your major?

\* What is your major?

BUSINESS

\* What is your major?

COMMUNICATION

\* What is your major?

OPEN

\* What is your major?

BUSINESS MATH.

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

I would like a business major

\* What is your major?

business

\* What is your major?

Counselor

\* What is your major?

Counseling 105

\* What is your major?

N/A

\* What is your major?

N/A

\* What is your major?

BUSINESS

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Unknown

\* What is your major?

general Ed.

\* What is your major?

\* What is your major?

PSYCHOLOGY

\* What is your major?

NOT SURE

\* What is your major?

psychology

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

Business  
Administration

\* What is your major?

\* What is your major?

Undecided

\* What is your major?

Marketing/Business

\* What is your major?

Administration of  
Justice  
Criminal Justice

\* What is your major?

Behavioral Sciences



# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

*BUSINESS Management*  
*MATH*

\*

*N/A*

\* What is your major?

*BUSINESS*

\* What is your major?

*Social & behavioral*  
*Science*

\* What is your major?

*SCIENCE & MATH*

\* What is your major?

*Undecided*

\* what is your major?

*math/science*

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

\* What is your major?

UNDECLARED

\* What is your major?

\* what is your major?

ARTS

\* What is your major?

BUSINESS  
CONCENTRATION IN MY  
^ ^

\* what is your major?

\* what is your major?

Undeclared

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

In doubt

\* What is your major?

N/A

\* What is your major?

\* What is your major?

\* What is your major?

Counselor

\* What is your major?

Unknown

\* What is your major?

Psychology  
Criminal Law

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

I do not have one yet.

\* What is your major?

\* What is your major?

\* What is your major?

N/A

\* What is your major?

UNKNOWN

\* What is your major?

NONE

\* What is your major?

N/A

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Psychology

\* What is your major?

\* What is your major?

Psychology

\* What is your major?

LIBERAL ARTS

\* What is your major?

Physical Education / Health

\* What is your major?

undecided

\* What is your major?

N/A

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Psychology

\* What is your major?

Have not Decided

\* What is your major?

Sociology

\* What is your major?

\* What is your major?

\* What is your major?

\* What is your major?

STILL SURCHING

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

not sure

\* What is your major?

COUN 105

\* What is your major?

Math & Science

\* What is your major?

\* What is your major?

\* What is your major?

\* What is your major?

Business

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Sociology

\* What is your major?

.....

\* What is your major?

AMERICAN  
Studies

\* What is your major?

??  
??

\* What is your major?

Social and  
Behavioral Sciences

\* What is your major?

ELECTRONICS

\* What is your major?

UND



# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

*BUSINESS*

\* What is your major?

*Business*

\* What is your major?

*Math.*

\* what is your major?

*Drug and Alcohol  
Counseling*

\* What is your major?

*Drug + Alcohol*

\* What is your major?

\* What is your major?

*Business*

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

Electrical Engineering

\* what is your major?

A/A

\* what is your major?

Psychology

\* What is your major?

Accounting

\* what is your major?

American  
Studies

\* what is your major?

Communications

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Business

\* What is your major?

\* What is your major?

\* What is your major?

Business

\* What is your major?

\* What is your major?

N/A

\* What is your major?

Business Management

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* What is your major?

Business  
Marketing

\* what is your major?

Sci

\* What is your major?

General  
Education

\* What is your major?

Business!

\* what is your major?

Most Likely Marketing

\* what is your major?

General Ed.  
Counselor

\* What is your major?

N/A

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

undecided

\* What is your major?

AA transferable credit

\* what is your major?

Food & Nutrition

\* what is your major?

Undecided

\* what is your major?

BUSINESS

\* what is your major?

Liberal Arts

\* What is your major?

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

UNKNOWN AT THIS  
TIME

\* what is your major?

NOT THERE YET

\* what is your major?

Social Behavioral Sci.

\* what is your major?

undecided

\* what is your major?

~~Fashion Des.~~  
T. Taylor Des.

\* what is your major?

U/D

\* what is your major?

BUSINESS 100

# Major

## CCC Incarcerated 2009 Counseling

---

Question: What is your major?

\* what is your major?

\* what is your major?

\* what is your major?

Psychology

\* CNC Programmer

\* RN (registered nurse)

\* Teacher or nursing

\* IDK

\* Undecided

\* ?

\* Undecided

\* Undecided

\* Unknown

\* Social behavior

\* Unknown

\* Social and Behavioral Sciences

# Major

## CCC Incarcerated 2009 Counseling

---

**Question:** What is your major?

\* Business

\* Social/Behavioral Sciences

\* Business

\* Business

\* ?

\* Social and Behavioral Sciences

\* Medicine

\* Business administration



# Expectations

## CCC Incarcerated 2009 Counseling

---

Question: If you answered that the class is not as good as you expected, please describe your concerns.

\*

N/A

\*

I have not had the opportunity to do more classes I wish to continue & evaluate but college is over for now

\*

N/A

\*

Previously stated on front page of survey

\*

I did at times I  
need more help from teacher

# Expectations

## CCC Incarcerated 2009 Counseling

---

Question: If you answered that the class is not as good as you expected, please describe your concerns.

\*

N/A

\*

Some of the material was ambiguous

\*

WHILE MOST CLASSES IN COASTLINE WERE EXCELLENT IN CONTENT, COUNSELING 105 WAS RIDICULOUS AND LACKED SUBSTANCE... WHAT PURPOSE COULD KNOWING "COLORS" AND THEIR RELATI

\*

I expected some sort of access to the instructors. There was none  
Communication with the school is obsolete.

\*

|

# Expectations

## CCC Incarcerated 2009 Counseling

---

Question: If you answered that the class is not as good as you expected, please describe your concerns.

\*  
Classes were late, problems with getting materials on time, wrote letters that were not returned. Don't want to complain.

\*  
The Books were already used, and I only received copies of the assignments instead of a workbook

\*

0

\*



\*

N/A

# Expectations

## CCC Incarcerated 2009 Counseling

---

Question: If you answered that the class is not as good as you expected, please describe your concerns.

\* Its just the book and the booklet assignment problem i had i dont re

\* I think you should have more classes

\*



\*

N/A

\*

N/A

# Expectations

## CCC Incarcerated 2009 Counseling

---

Question: If you answered that the class is not as good as you expected, please describe your concerns.

- \* nothing was really provided  
I should have put more  
into it than I did
- \* The Questions on the Quiz and exams  
are too broad and are also more  
difficult than they should be
- \* N/A
- \* The instructors don't teach.
- \* I already told you Plus you  
didn't send my test on time and  
you sent a test for a class I was  
never enrolled in.

# Expectations

## CCC Incarcerated 2009 Counseling

---

**Question:** If you answered that the class is not as good as you expected, please describe your concerns.

\* I'm concerned that I'm not doing my work right or that all I'm doing is wrong.

\* I really enjoy hands on and majority was bookwork.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

want to save class for my A.A degree, then  
later see if I can get my B.A.

I want to better myself in every aspect of my life,  
I want to make it possible for my future transfer  
and business success.

To further my GE requirements for transfer to Uyo Univ.

I want to learn how to learn and in what  
direction I need to go to improve my education.

at Coastline?

I want to get closer to attaining my A.A.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

at Coastline?

To help myself retain what I have learned

Entrepreneurial / business / advertising  
money skills / philanthropy / Motivational  
Speaking

I WANT AN EDUCATION TO BE ABLE TO SUCCEED IN LIFE

I AM LOOKING TO OBTAIN MY A.A. DEGREE IN BUSINESS

TO PREPARE FOR A BA DEGREE.



# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I would like to receive my A+ Degree.

I've learned a lot in business and what it takes to operate a business.

How to be a better college student.

Getting closer to achieving my A+.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

TO LEARN NEW THINGS.

I want to learn in all the fields of education that I am taking

at Coastline?

A handwritten signature consisting of several vertical lines and a small circle at the top, possibly representing the initials 'AAO'.

\* To improve my cognitive development and improve my educational abilities.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

A degree.

My B.A. or M.A. degree

I would like to take a few courses to find out what is most interesting to me to head in that direction.

\* I want to see how far I can go and also because I want to have a good life in the future.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

STUDENT

To transfer to a University.

STUDENT

what I would most want to learn or accomplish from taking courses in this particular program is to succeed in life.

What I want accomplished from taking this course is become a better student.

STUDENT

GET A BETTER JOB

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to learn as much as I can in psychology

I learned what my goals in life are

Better study skills & habits along with communication skills.

DEVELOP SKILLS THAT THE PAROLE BOARD WILL SEE AS MARKETABLE AND SO ALLOW ME TO GO HOME AND, MORE IMPORTANT PERSONALLY, TO LEARN SKILLS THAT WILL ENABLE ME TO CONTRIBUTE TO FAMILY BUSINESS.

Business

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

QUESTION

General education, for now.

ANSWER

I intend on earning my AA degree.

QUESTION

I want to receive a Business Certificate then work my way up to an A.A.

ANSWER

I intend to gain the knowledge to better prepare myself for future college courses.

QUESTION

I wanted to learn about college.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

QUESTION

To improve skills

my AA degree and to further my education

ANSWER

WHAT I WANT TO ACCOMPLISH IS MY AA TO FIND OUT THAT I AM CAPABLE OF DOING WHAT I SET MY MIND ON.

QUESTION

TO ESTABLISH MYSELF IN HIGHER EDUCATION AND IMPROVE MY KNOWLEDGE, ESTEEM, AND CONFIDENCE WHILE LIVING UP TO MY POTENTIAL IN WHAT I KNOW I AM ABLE TO ACHIEVE.

# Goals

## CCC Incarcerated 2009 Counseling

---

Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to further my education

at Coastline

I would like to finish my education.

To accomplish my goal of becoming a drug & alcohol counselor

To learn more about the world

I want to learn how to write, think as well as learn the different objectives of others



# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

about myself

I would like to leave prison with a AA degree.

Need this course as a prerequisite

I would like to learn how to learn to own and succeed in business fields.

I am a free inmate in prison. I would rather educate myself than do another year, maybe one day I will go home and utilize this education.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

a solid study habit and get a higher education

I WANT TO BE ABLE TO BECOME A BETTER PERSON WITH A CAREER AND A FUTURE.

I WANT TO LEARN THE SUBJECT TO USE IN A CAREER THAT WILL HAVE ME STABLE WHERE I CAN HELP MY FAMILY. AND LEARN BETTER COMMUNICATION SKILLS WITH VARIOUS ETHNIC BACKGROUNDS.

I want to learn skills that will better prepare/equip me to re-enter society's workplace one day.

# Goals

## CCC Incarcerated 2009 Counseling

---

Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I would like to target a career, and be able to become successful

To better myself, to educate, and become a better person

I would like to earn my degree in Business Management.

at Coastline?

How I can become a better educated man, and also change a better society

To get my Degree and for personal growth

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I WANT TO ACCOMPLISH getting my AA degree before I get out of prison AND hopefully continue on to higher education when I get out?

I would like to get a certificate

To be a better student

A-A. DEGREE

to learn as much as possible about business

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

QUESTION

working AS A TEACHER - COUNSELOR , GETTING A 1 DEGREE  
to start

ANSWER

I would like to earn my AA and hopefully work toward a  
BA

QUESTION

MATH - ALGEBRA

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

A A

I'd like to receive a A.A. degree in Business

Knowledge that will help me in getting a job.

I am going to need to take more courses in order to help me get a better job once I go home

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I AM TAKING AS MANY CLASSES AS I CAN WHILE INCARCERATED TO APPLY UNITS FOR  
A BS IN BUSINESS

I WOULD LIKE TO MEET REQUIREMENTS AND  
RECEIVE INFORMATION AND ASSISTANCE TO  
TRANSFER TO A UNIVERSITY.

AA Degree

A A Degree

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

1. 10/1/09

at Coastline?

Small Business. I want to learn everything that this program has to offer to help me run a successful and socially responsible organic small farm.

at Coastline?

0. I want to learn architecture or something that's art based or even mechanical (ie. Auto, electrical)

I want to attain a business certificate and a A.A. degree

With Counseling, I expected preparatory skills for succeeding in college. As I took this class after completing my AA, I found that it wasn't sound in principle in the tools needed.



# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to accomplish the ability to apply what I learn from college into all areas of my life.

Earn transfer credits/units to go to a four year university

I want to get a degree and most of all become a more intelligent individual.

I want to bring me (enrich) and motivate to work p'time. So that I can obtain that my 2nd chance and to push for my Bachelor's degree in business

I WANT TO REALIZE MY POTENTIAL, SELF IMPROVEMENT

# Goals

## CCC Incarcerated 2009 Counseling

---

Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

To become a better person and learn new things.

Just general education value of it learn more things a. & broaden my education.

I want to receive my associates degree before I parole

I want to learn better time management skills & how to be able to better communicate w/ people in the working world

the science I learned was to stay motivated, keep up the good work.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to learn the dynamics of psychology/sociology to assist me further in understanding behaviors, underlying causes in environment & upbringing that may lead or cause substance abuse or criminality. In the end I hope to attain my A.A in the aforementioned field.

To get my Generals out of the way

GENERAL EDUCATION

That I can achieve and learn no matter where I'm and it's been a great start to finish and I have enjoyed it.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to learn how to manage a business.

I WANT TO BE SMARTER THEN A 5<sup>TH</sup> GRADER.

I want to learn how it feels to receive a higher education.

I want to get a A.A. degree so that I can transfer to a four year college

# Goals

## CCC Incarcerated 2009 Counseling

---

Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

- units -

at Coastline:

I liked the class, I am just in a stressful environment, so it made things a little more difficult to study.

How to be a better student, so I can reach my goals.  
An A.A. degree in Business.

An A.A. Degree and acceptance into a good school

I UNDERSTAND THAT A MAJOR IS HARD TO GET THROUGH THIS PROGRAM SO I'M JUST TRYING TO LEARN FROM ALL ASPECTS TO IDENTIFY WHAT I TRULY WANT TO DO

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

how to succeed in college.

I want to be able to get a job that I will be able to implement in my everyday life.

I would like to find something I would like to do for a career, and also achieve a higher education.

\* I want a higher education. I want to have fun in learning a career. I want to be successful. I want to put an end to my money worries.

I want to complete my AS in business administration so that I can open up my own business.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

TO GET A COLLEGE DEGREE

a special skill

HOW TO START, OWN, AND SUCCEED IN OWNING MY OWN BUSINESS.

I got back into the learning cycle and began exercising my brain on applying myself to a set of new learning tasks. It's helped me to manage time and begin the process of attaining higher education.

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

Basic skills in test-taking and doing homework

What course?

I WOULD LIKE TO OBTAIN AN A.A. DEGREE IN SOCIAL AND BEHAVIORAL SCIENCES WITH AN OPTION TO FURTHER MOVE ON TO A 4 YEAR COLLEGE. I BELIEVE IT WILL MOVE ME FURTHER IN UNDERSTANDING MYSELF, OTHERS AND THE COMMUNITY I LIVE IN.

To better myself

I would like to learn about business marketing.

I would like to learn how to develop as many new skills as possible and accomplish the goals I set when I first enrolled in this course at Coastline.



# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to be a member of the academic community.

Obtain a A.A degree

- to improve in my over all education skills personal and profession

I want to get a Bachelors degree

# Goals

## CCC Incarcerated 2009 Counseling

---

**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

at Coastline?

TO COMPLETE THE REQUIREMENTS FOR A DEGREE, WHILE SHARPENING MY SKILLS.

at Coastline?

AS AN INCARCERATED STUDENT, THIS PROGRAM WILL ALLOW ME THE EDUCATIONAL FOUNDATION TO SUCCEED IN LIFE.

at Coastline?

I WOULD LIKE TO EARN AN AA DEGREE THEN TRANSFER TO A UNIVERSITY TO EARN A BACHELOR OR MASTERS

at Coastline?

I WANT TO LEARN ABOUT THE WORLD AND HOW TO LIVE. I WANT TO BE A GOOD PERSON AND TO BE ABLE TO GET A JOB AS EASY AS POSSIBLE. I WANT TO BE A GOOD PERSON AND TO BE ABLE TO GET A JOB AS EASY AS POSSIBLE.

I WOULD LIKE TO BECOME A COURSE AND LEARN ABOUT MY CAREER PATH

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

To have better communication skills, as well as counseling skills

UNDERSTANDING MY STRENGTHS & WEAKNESSES

Study Skills

at Coastline?

at Coastline?

AA

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I really wanted to learn Spanish, I took Counseling 105 though and learned many great things, gained confidence & am on my way to reaching goals - Including Spanish

Achieve a B.A degree that is applicable to my career

To prepare for a career and help other in the knowledge I've received.

TO RAISE MY EXPECTATION LEVEL AND SELF ESTEEM, TO IMPROVE MY LIFE THROUGH HIGHER EDUCATION, TO BECOME A MASTER STUDENT, TO ALSO USE MY LEARNING AS A VALUABLE LIFES EXPERIENCE

Further Education

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want To obtain A A Degree

HOW TO BE A GOOD COLLEGE STUDENT

I would like a degree in psychology with certificates in Business management

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

How to be a student.

I'm interested in obtaining a college degree

I would like to obtain a degree through your college I am happy with the english classes you are now offering.

I hope to be a better person, a problem solver, and just be able to make good decisions.

I want to earn my AA in Behavioral Sciences

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

11/10/09

skills that will help me with my career

I'm hoping to get a ~~better~~ a better life out of going to school and to build a career for myself in my family. I'm really good with people and I'm learn to be even better with people from this school.

11/10/09

I'm going to learn and accomplish everything needed for me in order to start my own business,

11/10/09

I want to have a better understanding of people & go into a field where I can use my own experiences to benefit other people.

I would like to accomplish my A.A to gain skills that I can use in a 4 year university

# Goals

## CCC Incarcerated 2009 Counseling

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Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to accomplish some kind of degree to help me with my future.

I want to improve my overall skills to give myself more opportunities in life.

How to improve on being a better person

I WANT TO LEARN AS MUCH AS I CAN, JUST BECAUSE I LOVE TO LEARN. I'M FASCINATED BY LEARNING. I ALSO WANT TO SET A GOOD EXAMPLE FOR MY SON, AND ACCOMPLISH SOMETHING DESPITE BEING INCARCERATED

Acquire a specific set of knowledge disciplines that will aid/assist in my endeavors to start a business upon my release. Eventually's plan or more than one business.



# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I WOULD LIKE TO GET AS MUCH EDUCATION TO BE SUCCESSFUL IN LIFE. I WOULD LIKE TO ATTAIN AN AA.

Self improvement, Gain High Marketability, various skills

I would like a recommendation of a course or two for the course that I need for an AA degree.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

JOB SKILLS

HAVE insight into other careers.

I MOSTLY want to learn more about myself & in going so I'm looking to advance my education.

\* I want to learn more history and try to get an A.A. degree.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

Christine?

I would like to achieve my A-A and credits towards my  
B A

Christine?

I would like to get a degree

To be able to own my business as well as to being  
able to have communication with others

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I intend on improving my learning skills and learning how to take on a college experience

KNOWLEDGE AND TO GET AN AA

\* I want to learn more ways to study. Also to better myself in future job skills.

Anything and everything I can

I would like to learn relevant information.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to finish my A.A. degree

at Coastline?

GETTING MY A.A. DEGREE, AND ENHANCING ON THE SKILLS THAT I ALREADY HAVE.

I am a Certified Personal Fitness Instructor and I would like to keep learning in this particular field to best help my clients

I want to finish my general ed for my A.A. degree.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

A.A. DEGREE some source of education to help me out

**I want to be able to understand the way people, earth and economy works?**

GET MY A.A. DEGREE

I want to gain the knowledge / tools that will help me be a productive and successful employee.

# Goals

## CCC Incarcerated 2009 Counseling

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Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I learned how to get ready for college and how important it is to get an higher education.

I want to learn the skills + tools I will need in the future in order to become an owner of my own small business.

I'M NOT SURE BUT I'M LEARNING A LOT AND I'M ENJOYING IT.

About myself

# Goals

## CCC Incarcerated 2009 Counseling

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Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

Broaden my Horizon

Stay active and engaged in thinking

I want to learn as much as possible. I want to become a better person.

To prepare for new job opportunities.

\* Basic education and how this will help me with my people skills and how to operate and run a business.



# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I would like to earn a Certificate in Business.

I Want My A.A. Degree

WANT TO gain my Associates in Arts degree.

everything I can

I WANT TO accomplish the education and the skills necessary to obtain a good job.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I would like to provide an employer marketable skills that would say "I need this man on my team".

IM WORKING ON SELF IMPROVEMENT AND AN AA DEGREE

I want to be a drug counselor That's what I thought this was.

becoming a profession in my career (artist), and having the knowledge in business to provide and sell my creativity.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

To further my education toward a four year degree in business in preparation of my release in 3 1/2 years.

I want to fulfill the requirements to get my J.A. degree

Transferability

I would like to find a major and continue with school

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I would like to receive an A.A degree.

Become a educated business man.

Satisfy transfer requirements to get my A.A

I want to expand my knowledge, and be aware of the different fields that are available for my future BIA and beyond.

THAT MY COGNATIVE ABILITY IS GOOD AND TO LEARN ABOUT SOCIAL BEHAVIORS IN SCIENCE.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

An A.A degree, and academic plan

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

Education

I want to earn an A.A.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I want to acquire skills I could use in life and in the academic field. I also want to get my A.A degree and transfer to a four year college.

The ability to study quicker & better efficiently

# Goals

## CCC Incarcerated 2009 Counseling

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Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

Increase my general education and explore areas to continue my education that I and others will most benefit.

I want to get a credit in something and get out of this place (Prison) a better person ready to be a better citizen and show others that people that have been in prison is not that bad as they think. Society sometime is very cruel.

I want me new some type of degree.

I'd like to obtain my AA degree.

Enough credits to satisfy entry requirements/lower division prereqs on my way to law school



# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

### TRANSFERABLE CREDIT

I want to obtain the skills to better communicate with the younger people. To learn the people skills in interacting with today's troubled youth.

I want to educate myself.

I want to learn better skills of communication.

I really want to take general ed classes, toward an AA degree, and decide on a major.

# Goals

## CCC Incarcerated 2009 Counseling

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Question: In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

I WOULD LIKE LEARN HOW TO RUN A BUSINESS.

UPWARD mobility with EDUCATIONAL BACKGROUND

WHAT I MOST WANT TO LEARN IS MORE ABOUT MYSELF, SO THAT I CAN BETTER MYSELF.

An education. I want to find direction in a major or a degree and for a possible career. But above all I want an education.

AS PREVIOUSLY MENTIONED SELF IMPROVEMENT, POSSIBLE A - A DEGREE, COMMUNICATIONAL SKILLS.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

NO

I want to learn better skills that will help me with my career choices.

my AA in Fashion Des. & Interior Des.

I want to further my education

I want to earn The Degree required For the Career I want so I can live a better life.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

BE ABLE TO TAKE NOTES WHILE LISTENING OR READING A LECTURE MORE BETTER,

I JUST WANT A GENERAL EDUCATION

I NEED TO LEARN MORE ABOUT LIFE, AND HOW TO LIVE A BETTER LIFE

TO GAIN KNOWLEDGE AND TO BE A SUCCESSFUL PERSON IN LIFE.

Art Degree for personal gain.

\* I want to get a better understanding of today employers and my A.A. so I could have a better chance at a good job in the machining field.

# Goals

## CCC Incarcerated 2009 Counseling

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**Question:** In your own words, please tell us what you most want to learn or accomplish from taking courses in this particular program at Coastline?

- \* I want to better my communication skills, and also I want to become a "Master Student."
- \* Being a master student
- \* 60 units. Expand my mind.
- \* Occupy my prison time productively, succeed in college, whereas I failed before and try to prepare for meaningful employment in the future.
- \* Not sure yet
- \* I want to earn an A.A. degree, and become better prepared to become a positive member of society.
- \* My A.A. or B.A.
- \* Certification and gain some knowledge as well.
- \* A.A. Degree
- \* A.A. Degree
- \* A.A. Degree--learn all I can--Accounting--Finance
- \* My A.A. Degree
- \* A degree
- \* I most want to learn how to understand and communicate with people better.
- \* How to make good money
- \* I want to learn about business and accomplish an A.A.
- \* Business and logic thinking
- \* Increased knowledge
- \* How to manage my time. My strengths and weaknesses.
- \* I want to get my A.A. and hopefully become a pastor someday.
- \* I want to earn A.A. degree in Social and Behavioral Science
- \* A.A. Degree

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

particular program?

The most positive experience has been during my first class, when I got to know my classmates and I was able to see that I was not alone.

particular program?

Learning about subjects that I had no knowledge in.

particular program?

for me this class has taught me that I'm not stupid or slow. I just didn't know how to study.

particular program?

THE WHOLE CLASS IS POSITIVE.

particular program?

different kind of learning about myself

# Most Positive Experience CCC Incarcerated 2009 Counseling

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Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

The Counseling 105 course is awesome

I've learned many ways to study, read, and write

The Business 120 course was excellent.

Particular program:

Psychology, Business & Counseling. Good!!

My most positive experience in Coastline has been the more I learn the easier the classes get - the more I understand.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

particular program?

I got a lot of help.

particular program?

Taking counseling 105

particular program?

N/A

particular program?

that if I want to get somewhere I can just strive for it

particular program?

3 credits

\* To see how social change is so complex and how I play a very important role.



# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Learning about the different philosophies of the different cultures throughout history

Yes Counseling 105

It is helping me to get back into studying to get prepared for taking other courses.  
(Counseling 105)

particular program?

\* That even though I wanted to quit, I never did. I kept pushing and pushing.

Coun 105 is a great class. Thank you.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

My most positive experience has been able to learn new ideas and ways to succeed in different areas of school.

I haven't had any.

Learned things about self.

The program works with you to its best ability.

Taking and passing my classes.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Most positive experience was learning about my own personality type and how it related to study habits.

I HAVE IMPROVED/HONED MY STUDY SKILLS IN A MEANINGFUL WAY THAT WILL POSITIVELY IMPACT MY LIKELIHOOD OF SUCCESS IN ALL FUTURE COURSES.

Gaining knowledge

The most positive experience has been, being exposed to so much new material and earning good grades. Also making my family happy through my positive actions.

I love Coastline.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I've attended classes on campus at Yuba college. However, the correspondent courses at Coastline provide the same education, and with the addition of convenience.

I like PSYCHOLOGY.

?

Reading the books to learn new Terminology

THAT MY FAMILY & FRIENDS LOOK AT ME DIFFERENT.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

DEDICATING MYSELF TO COMPLETION OF COURSES DESPITE ADVERSE CONDITIONS IN MY LIVING ARRANGEMENTS ALSO THE CONTENT OF WHICH I ABSORBED IN THOSE TWO PARTICULAR COURSES.

That I got a good grade.

preparing me for my future.

knowing that I still can accomplish  
something.

That I got a good grade.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I have realized that I can obtain anything that I strive to acquire with excellent grades.

My most positive experience is just coming in taking my quiz and passing; I am proud.

PASSING MY QUIZ

particular program?

True Colors - understanding different personalities and their importance to me

Teaching my twin how to learn or learn a lesson.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Prisoning is very enjoyable.

TAKING COUNSELING 105 HAS PROVIDED ME WITH MANY TOOLS AND IDEAS THAT WILL HELP ME INTO A POSITIVE AND CONSTRUCTIVE FUTURE.

KEEPING MYSELF FOCUS ON POSITIVE THINGS, WERE BEING IN CERTAIN LIVING ARRANGEMENTS MIGHT INCREASE ONE'S FOCUS POTENTIAL.

The sense of responsibility and accomplishment in an environment where these traits are uncommon. The skills that will stay with me for life that I learned in Counseling 105.

THAT IT'S NOT THAT HARD AFTER ALL.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Getting an A

It's widened my eyes on some of what's necessary to own, run and prosper as a business man.

The my first class which is my class

going to the review sessions really helped.

Just the helpful techniques that I gained in counseling 105 will help me in everyday life.



# Most Positive Experience CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

This is my first course. Coastline. But the Recovery wheels help me define who/what I am.

I've learned a lot

SATISFACTION

very informative classes,

working - Interacting with like-minded inmates students  
striving towards higher education

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Learning more about myself and my way of  
doing things.

UNDERSTANDING AND GRASPING THE INFORMATION  
COUNSELING 105- HAD TO OFFER

(continued)

The Interaction between others in some  
Class And the Adventure Into the Realm of  
Business

Realizing I can learn higher education just as people  
who are more fortunate can

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

It has helped me to prepare for doing some more courses & helped me learn more about myself

I HAVE JUST RECENTLY BEGUN TO TAKE CLASSES SO I'M JUST BEGINNING. EVERYTHING SO FAR IS FINE

THE COUNSELING COARSE HAS BEEN VERY MOTIVATIONAL AND INFORMATIONAL REGARDING MAKING DECISIONS ON BOTH EDUCATION & MY FUTURE.

Counseling 105

Rialaou

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

All experiences thus far I view as most positive. What you have to offer to upgrade educationally and personally make me feel good. The book, *The 7 Habits of Highly Effective People* and *Small Business Text* I've found to be very positive.

find out what I want as a career

well, this was a first step in what to do in the future and decision with the team

I really enjoyed most of the experience especially the business curriculum.

my first part of my life has been the first step of knowing when I really want to do it can.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

140,

I've learned alot and I know I'm going to have a good career awaiting.

I appreciated the instructor, James, and his class that was helpful to me in counseling 105. Giving me more tools to confidently get the most out of my studies.

FINDING OUT I AM NOT TOO OLD TO LEARN.

Learn how to be open minded to other cultural.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

The counseling has helped me to use different exercises to study and retain more things.

LEARNING about (biology)

The general opportunity

So many to list - marine sciences, you don't even know all the animals till since focus has changed from negative prison to school work and my further education. I'm already enrolled in Ashworth College for animal sciences.

I am fifty years old. The material in this course was quite helpful for a returning student. It covered many points in many fields.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Self Awareness

ACTUALLY COMPLETING A COURSE

I have enjoyed the classes and wish to continue in 2010 with 12 units. Looking to see what will take place here at CCC and that a instructor is

Learning things that I can use in my life

PATIENCE, UNDERSTANDING

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I learned how to become a better student, though my work hours conflicted with my school time, and affected my grade.

This is my first semester at Coastline and I don't have much experience.

HOW TO TAKE NOTES AND UNDERSTAND THE THINGS I READ BETTER.  
HOW TO GET THE MOST OUT OF ANY COURSES I TAKE.

My English 103 instructor responded to an inquisitive letter. It was very encouraging and full of positive feedback.

WELL'S TAUGHT DIFFERENT TECHNIQUES IN STUDYING.



# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Job experience

most positive experience has been the feeling of accomplishment.

I WOULD HAVE TO SAY THAT I'VE RETAINED QUITE A BIT OF WHAT I'VE LEARNED.

\* I've built self-confidence, and I have hope for a better future.

The instructor at CCC is starting college courses in the first place. The courses in general have enlightened me with new knowledge I was not aware of.

I would have to say that taking the course was the most positive experience.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

THE FEELING OF ACCOMPLISHMENT

This is my first time but I like the experience

How do you feel?

How to Dedicate and motivate myself.

What did you learn?

Learning more about myself. Skills I already have and also weaknesses. To be open and honest with myself and to take steps to improve

Finishing the program

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Particular program?

JUST GETTING THIS FIRST COURSE UNDER MY BELT, IT REMOVED THE FEARS I HAD ABOUT FAILING OR NOT DOING WELL.

getting decent grades.

Understanding my strong points and weak points study habits.

Particular program?

Realizing the potential of the skills and talents I already possess and learning how to develop work and overall give an actual name to each habit, work skill ext.

Learning about myself.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

- that I will apply all the skills that I gained, in my personal and professional life!

The most positive thing about taking a class at coastline.

The most positive aspect so far, has been scoring well on my quizzes and hopefully this final.

My professor, MR BILL IRWIN HONESTY AND TRUE COMMITMENT TO OUR INCARCERATED PROGRAM OF "HIGHER" EDUCATION.

It is easy to understand what is expected and even the curriculum

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

1. particular program

THE MOST POSITIVE EXPERIENCE I HAD WAS IN THE COUNSELING CLASS. I LEARNED A LOT ABOUT MYSELF AND HOW TO DEAL WITH MY FEELINGS AS WELL AS OTHERS.

2. particular program

I've found myself in my path of career.

3. particular program

I learned a lot concerning counseling skills

4. particular program

**EDUCATION**

5. particular program

I learned how to learn

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Its a good college experience and prepare you for college.

OPPORTUNITY TO BETTER MYSELF AS A PERSON THROUGH EDUCATION WHICH EMPOWERS-ME.

Only took one class, Coastline is officially gone, due the budget. The most positive experience, however, is the confidence I gained

Learning about my particular styles

Learning how to be a Master Student.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

THE 100% INTEREST OF MY INSTRUCTOR

N/A

I HAVE BEEN ABLE TO BETTER MYSELF

getting back into learning was positive for me

That I can do all things through christ.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

10/10/2009

I just completed the Counseling 105 course. Sure, the course we learned what colors are and how they affect my day today life and my future.

10/10/2009

I love to do a OT

10/10/2009

Working on being more studious, trying to improve my comprehension and concentration skills.

10/10/2009

The ease of learning and how closely related the tests and texts are.

10/10/2009

Learning all about my major



# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

IT'S WHEN I GOT MY MIDTERM BACK IN I GOT A 49% ON IT I FELT GOOD.

THE POSITIVE EXPERIENCE IVE HAD IN TAKING A COURSE AT COASTLINE IS TAKING THE COUNSELING 105 CLASS.

I have learned so much new information. I feel smarter already.

I have learned some valuable skills that I will use in my life time

My first class i take, but i do feel like i learned something new

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

My most positive experience was the success/accomplishments I have made in my classes. The reward of high grades for my efforts.

A lot of things

Particular program?

MY FAMILY BEING PROUD OF ME.

Developing study skills/habits that greatly enhance the learning experience as well as exposure to several blocks of information entirely new to me. Ability to have so many of my own suppositions, deductions and conclusions (made over the years), confirmed as correct.

I HAVE GAINED A LOT OF KNOWLEDGE FROM THE COURSES I HAVE TAKEN.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

(particular program?)

*The insight learned in Business Law*

*I feel that my own personal success to is last semester that I was able to attend and motivated myself to go on and obtain a degree.*

*BENIGN ABLE TO COME TO COLLEGE IN PRISON*

*EASY to understand, EASY to follow instructions.*

*I've gained a great deal as far as my learning ability.*

\* Learning about myself taking Counseling class.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

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**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Being able to study in my own time

That they are pretty much good for me

It has helped me in a lot of ways.

I've got to experience what it is like to be a college student and  
be able to pass. Taking up and taking that step to a higher education

INFORMATION IN TEXTBOOKS

\* This is my first class, and I'm thinking about taking more.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

NA

Finishing the fall semester

2009-2010

LEARN HOW TO STUDY BETTER AND HAVING A BETTER  
UNDERSTANDING ABOUT A CAREER

The Nutrition course. It was very helpful and I am able to use that  
knowledge to best help my clients

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I get to learn something new every day

a ... time ...

I learned to think critically.

I HAVE BEEN DEBATED IN THE FUTURE

learning new things and seeing exactly how they relate to my future

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Counseling 105

The most positive experience was learning how to change my behavior and the way I think.

The instructors are really helpful.

I've grown

Feeling Good about myself being able to complete courses.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I've learned alot

\* Just the learning of new ideas and info.

I found that I did well on my mid terms & final exams.

Succeeding Each Semester

Completing All required Business courses without could receive my Business Certificate.

achieving and reaching toward my goals



# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

Question: Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

I learned many learning styles, and I learned the different study techniques.

The ability of a school to reach out and believe that people can succeed when they are given a second chance

ALL POSITIVE.

the practice is a nice lady

Memorizing things, taking notes, & noticing how I perceive and process information

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

The personal knowledge and self discovery I gain

The DVDs were very helpful and nice to watch.

The quality of the program overall.

That I got an A on my Health test.

The knowledge that you learn about life and reading.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Counseling 105 helps understand how to be a better person & leader.

No positive experience in this class

I have learned a lot and applied what I learned from these courses into my everyday life.

THAT I CAN LEARN AND CHANGE THE DIRECTION OF MY LIFE.

Particular program?

what I've learned in psychology 100

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Completion

I learned that at my age I can still learn

I have learned a lot of useful technique in the counseling 105 course. This skill will help me a lot with my educational and occupational goals.

Learning new things

Increased personal awareness

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

This is something new for me, I am enjoying it and learning a lot. There is nothing like being in class with a teacher who is really interested.

I've learned many things

Counseling 105 Becoming a Master Student.

The Counseling 105 class helped get me back in the school groove after many years being away from it.

THE OPPORTUNITY OF ENROLLING & TAKING THE COURSE.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

The chance to apply myself and learn valuable habits that are better suited for society.

I learned tools to help me learn like the cornell format.

well that is my first

I really did enjoy the counseling 105 class, it has been really helpful in seeing myself more clearly.

THE MOST POSITIVE EXPERIENCE FOR ME HAS BEEN THAT A LOT OF THIS COMES EASY TO ME.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

Counseling class provides very profound study habit tips

IT HAS HELPED ME TO LEARN MORE ABOUT MY SELF AND MY POTENTIAL:

Though I had had experiences with this counseling course, overall this is a really really good course for anybody who is truly determined and committed in getting a higher education. The the 1st process experience is to be a positive and to know what you are against!

THE WHOLE COLLEGE COURSE EXPERIENCE (FIRST TIME) IS VERY REWARDING & HAS OPENED MY EYES TO FUTURE POSSIBILITIES

ND

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

being able to study at my own speed

I'm more egered to get my AA

I have to say the reading has been my most positive experience. I get more out of what I am reading.

learning how interested I was in philosophy and how easy what I read stays with me.

THE TV INFORMATION WAS VERY INTERESTING TO COME ACROSS.



# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

TO LEARN NEW

BEING MOTIVATED TO DOING SCHOOL WORK LIKE NEVER BEFORE

Proctors are extremely helpful.

- \* Well I learned how to better my note taking skills, and the purpose of journaling.
- \* How to present myself and also how to manage my time!
- \* Exceling in knowing I could pass
- \* Becoming a master student.
- \* Receiving the test feedback.
- \* Experience
- \* Finally enjoying learning. I was very interested in the psychology child growth and development
- \* Increasing in knowledge
- \* I've learned a lot about myself and my needs of how to stay focused.

# Most Positive Experience

## CCC Incarcerated 2009 Counseling

---

**Question:** Please tell us what your most positive experience has been in any of the Coastline classes you have taken in this particular program?

- \* Books are very expensive.
- \* Take college classes at this stage in my life
- \* The workbooks have so much information. Things I never thought of. I enjoy learning new things.
- \* Learning new things about notetaking and research writing
- \* The growth in my perspective, thinking of my life.
- \* I have achieved a small goal I set out to do.
- \* The DVD videos
- \* Counseling 105, learning how to learn lots of helpful tips.
- \* Logic thinking
- \* Success in completion of courses
- \* The most positive is that all the work we do has every thing to do with our daily life and can be used daily.
- \* Being able to better my education in a convenient way.
- \* I learned to be a Master student.
- \* Passing

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Just doing my requirement courses for my A.A.

nothing

More business classes

yes a special course for slow learners.

I WANT TO KEEP TAKING CLASSES B-T MRS LABARE ISNT GOING TO BE PROCTURING NEXT SEMESTER.

offer seminars

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

NO

CRIMINOLOGY

N/A

BUSINESS & SPANISH

NO

NOT AT THIS TIME

# Courses/Degrees CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

No

~~Yes~~

\* Yes, I would love to see some courses on religion and music, like music theory and religions in the world.

yes. Creative writing

Business 100

\* None that I can think of.

Medical Transcription. So that I may obtain work when I am released.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

NO.

Everything is good as can be

NO.

1. A PARALEGAL CERTIFICATE PROGRAM (DISTANCE/TV), OR AA;
2. A BUSINESS CERTIFICATE PROGRAM
3. WOULD LOVE A GERMAN LANGUAGE COURSE -

N/A

none that come to mind.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

N/A

Yes, I would like Coastline to offer English and more University, transferable courses.

Not sure

Fire Science

NA

ANYTHING THAT HELP SOME ONE IMPROVE THEIR LIVES IS GOOD  
THANK YOU!!!

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Preferential courses

YES! I WOULD LOOK INTO THEM IN THE FUTURE.

Other courses

Not at this time.

Degrees

BA + ALCOHOL + DRUGS + COUNSELING

Drug and alcohol counseling, small business and computer literacy

BA.

BA



# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Electrical Engineering.

NO

A paralegal or pre-law program/course.

YES, ACCOUNTING AND A COURSE IN HOW TO WRITE PROPOSALS FOR BANK GRANTS/LOANS.

YES. COURSES IN FINE ART AND THEOLOGY. THESE ARE TOPICS THAT MANY INMATES ARE DRAWN TO IN PRISON - EVEN OUTSIDE OF FORMAL ACADEMIC SETTINGS.

I DON'T KNOW YET BUT MOST LIKELY YES.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

ART classes

yes spanish.

yes of course - but would it be possible to have a certificate of completion

No

I'm not sure yet?

I would like to have Spanish

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

no

ENGLISH COMPOSITION

International Business

---

no - my English preference -  
Really all - correct - course - Park -

no

Not sure

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

RIGHT NOW MY NEEDS ARE BEING SATISFIED WITH THE COURSES BEING OFFERED.

I DONT KNOW WHATS OUT THERE AVAILABLE THAT COASTLINE ISN'T OFFERING.

ESL OR ENGLISH

English

Yes. Something about organic farming (Green Market) possibly connected to horticulture

Mechanical (ie-Auto, electrical) courses and/or Art related courses

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

A larger variety of college courses - more courses geared to career development.

ACT / DISCOVERY PASSION

Medical Transcription Courses that will help in obtaining a job

English classes

anything to help with career development.

~ 0

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

not at this time

possibly a ASSOCIATE OF SCIENCE DEGREE

Ex. for incarcerated students vocational courses ours are closing

Legal Services/Paralegal

NO

Basically good selection, just make sure everything is done in a proper manner.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

I would like to offer a B.A. degree program

ASIAKONOMY

Business and accounting

I'd like them to offer more foreign language programs.

N/A

I'll get back to you on this question

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

YOU HAVE ALL OF THE THINGS I'M INTERESTED IN.

LAW CLASSES

NOT AT THIS MOMENT

Are there other courses that you would like to see at Coastline?

NO

PROBABLY BUT I'M STILL SEARCHING.

\* Hands on learning experience.



# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Yes.

yes. A Paralegal course.

no

AS MANY AS POSSIBLE. A VARIETY, AND MAYBE SOME TYPE OF  
MIX AND MATCH DEGREE (CUSTOMIZED).

Welding

N/A

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

yes, a parenting course and sex education course

am not sure at this time.

- I do not know at this moment!

Communication

Are there other courses or degree programs that you would like to offer?

Ø

YES, THE ABILITY FOR INCARCERATED STUDENT TO EARN B.A (OR HIGHER).

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

more of a class selection

Yes! Small Business courses

AUTO

yes more math options

English, Math

Arboriculture.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

NO

Not at the moment

ITS ALL COVERED!

NO

THE DRUG COUNSELING

Construction classes

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

more Business classes, more of a variety.

Business Courses, I need to contact the counseling department.

see that I can find it.

Accounting classes

YEAH SOME SPORTS CLASSES LIKE SPORTS SOCIETY AND OTHER'S.

NO. THEY ARE PERFECT

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

I am interested in computers and electronics, but am uncertain of the ability to teach such courses through distance learning.

NO

YES, BUT I'M NOT SURE WHAT WHAT THEY ARE RIGHT NOW.  
SORRY.

Expanded to include higher Degree's

more P.A. degree courses

JUST KEEP COLLEGE

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

yes, vocational trades

\* Law class.

None (at this time that I know of)

N/A

Something in the Criminal field

COMPUTERS

\* It would be nice to offer some electric classes and/or maybe some vocational classes.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

NA

Abnormal Psychology

Please bring back the Business Certification

yes!

construction.

NO. AS OF RIGHT NOW



# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

None that I can think of at the current moment

Economics

As of now I'm just taking it one step at a time so I'm going to stick with business courses.

Yes Vocational

Everything is fine the way it is.

B.A.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Bachelor's Degree for the incarcerated students.

Not currently

African American History

Yes, an AS program in substance and addiction counseling.

Ø

Yes. But I Failed the courses — Spanish —

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Art, Tailoring.

A four year degree for incarcerated students.

I would like to see some courses in drug and alcohol studies offered.

Not aware of any.

No-

NO

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

NO its okay for me.

SURE!

Yes bussiness A.A.

I would like the Astronomy Course offered to incarcerated students.

Business

Not at this time

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

Courses - do with Master's in Psychology

Yes I would like to get the health course

Not sure?

Landscaping

I'd like you to go up to B.A./B.S. level.  
Law degree would be nice to

COLLEGE COURSES FOR INMATES HAVE BEEN ELABORATED.

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

No.

Something along the Non-Profit business range.

math

Well, I am interested in Alcohol/Drug Counseling.

NO, WHAT COASTLINE OFFERS IS GOOD

CINEMA / Film classes

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

Question: Are there other courses or degree programs that you would like Coastline to offer?

writing courses

ART, GRAPHIC ARTS, SUBSTANCE ABUSE COUNSELING

No

YES.

NONE

NOT AT THIS POINT IN TIME

# Courses/Degrees

## CCC Incarcerated 2009 Counseling

---

**Question:** Are there other courses or degree programs that you would like Coastline to offer?

*Language variety.*

- \* CNC programming
- \* I don't know yet! I need to further look into it!
- \* Trades like plumbing, electation [sic]
- \* Yes, more variety is always welcome. I would especially like more math.
- \* Not sure
- \* Some sort of physical ed if possible
- \* Not as of now
- \* Yes.
- \* More classes and more less pricy books or used books.
- \* No
- \* Marketing or graphic design or electric training?
- \* Yes, astronomy and physics
- \* Not at this point
- \* Business degree. Music degree.
- \* More hands-on assignments.
- \* I'm satisfied.
- \* Yes
- \* More foreign language courses.



# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

No it's great the way it's run at the moment.

Do you have any comments or suggestions for

Provide a photo, because they plan on not letting us take our stuff out of the cell.

Do you have any comments or suggestions for

Do you have any comments or suggestions for

yes! there should be more classes like this one! If I would have had this class 20 years ago' man like I would have "EDUCATION" not better

Do you have any comments or suggestions for

Keep the program at TEHACHAPI PRISON RUNNING!

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

Keep doing what you are doing

Do you have any comments or suggestions for

Keep it going because Sacramento College is too valuable to cut

Do you have any comments or suggestions for

NO

Do you have any comments or suggestions for

Do you have any comments or suggestions for

HANDS ON EXPERIENCE WITH MATERIALS AND INSTRUCTORS.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for \_\_\_\_\_?

Get our QUIZES back quicker so we can better prepare the exams.

Do you have any comments or suggestions for \_\_\_\_\_?

Provide a way to get books for the inmates completely without any funds are outside help.

Do you have any comments or suggestions for \_\_\_\_\_?

NO

Do you have any comments or suggestions for improving this \_\_\_\_\_?

NO

Do you have any comments or suggestions for \_\_\_\_\_?

# Comments or Suggestions CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for improving this program?

N/A

2. Do you have any comments or suggestions for improving this program?

NO

3. Do you have any comments or suggestions for improving this program?

better response  
to students

4. Do you have any comments or suggestions for improving this program?

\* The process of grading and responses from the testing office needs to be improved. The Bookstore is too slow, and finding a cellphone in the books delayed everyone's books.

5. Do you have any comments or suggestions for improving this program?

NO

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

NO!

Do you have any comments or suggestions for improving this particular program?

NO, I am just beginning to get familiar with these courses.

Do you have any comments or suggestions for improving this particular program?

\* No

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Update the VIDEOS

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

N/A

Do you have any comments or suggestions for improving this particular program?

NO.

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

No

Do you have any comments or suggestions for improving this particular program?

NO

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for \_\_\_\_\_?

AS IT RELATES TO INCARCERATED STUDENTS, LEARNING TO THINK BEYOND A PERSONS EXPERIENCE, CULTURAL COURSES, AND SKILLS THAT CAN BE APPLIED TO FUTURE EMPLOYMENT WOULD BE HELPFUL -

Do you have any comments or suggestions for \_\_\_\_\_?

Do you have any comments or suggestions for \_\_\_\_\_?

Do you have any comments or suggestions for \_\_\_\_\_?

more writing assignments -

Do you have any comments or suggestions for \_\_\_\_\_?

n/a

# Comments or Suggestions CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

NO

Do you have any comments or suggestions for

Do you have any comments or suggestions for

Do you have any comments or suggestions for

Do you have any comments or suggestions for



# Comments or Suggestions CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

No

Do you have any comments or suggestions?

BY PROVIDING STUDENTS WITH PROPER INSTRUCTIONAL TEXTBOOKS  
BEFORE COURSE BEGINS. (COMMUNICATING BETTER WITH PRISON STAFF)  
- (COMMUNICATING BETTER WITH PRISON STAFF) -

Do you have any comments or suggestions?

Do you have any comments or suggestions?

I think you already do a great  
job.

Do you have any comments or suggestions?

No

# Comments or Suggestions CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions?

Please respond to me with the results.

Do you have any comments or suggestions?

Need to get back with quiz out comes  
FASTER.

Do you have any comments or suggestions?

NO

Do you have any comments or suggestions?

NO

Do you have any comments or suggestions?

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

CAN MORE HELP BE PROVIDED TO US INCARCERATED INMATES WHO ARE LOOKING TO CHANGE THEIR BEHAVIORS.

Do you have any comments or suggestions for

MAKE IT WHERE DISTANT LEARNING STUDENTS IN STATE PRISON CAN CONTINUE TO FURTHER THEIR EDUCATIONAL APPETITE.

Do you have any comments or suggestions for

Do you have any comments or suggestions for

To put more pressure on prison facilities that fail to effectively accommodate the student inmates. The problems are usually due to slow mail rooms, lock downs, and now the threat to discontinue state employees as proctors.

Do you have any comments or suggestions for

NO, IT'S GOOD JUST THE WAY IT IS ~ THE ONLY SUGGESTION IS THAT THE PROCTOR GET SOME KIND OF EXTRA HOUR PAY SINCE SHE HAS TO USE HER SPARE TIME ~

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for this program?

Having counselors come to the prison to help with tests or discuss educational needs.

2. Do you have any comments or suggestions for this program?

Just make the work more easily accessible and understandable for people that are trying to learn but are in environments which makes it difficult to...

3. Do you have any comments or suggestions for this program?

please god us not hard on learning with protection.

4. Do you have any comments or suggestions for this program?

None

5. Do you have any comments or suggestions for this program?

If there was a way us inmates could quickly communicate with the school staff would be nice?

# Comments or Suggestions CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

No.

Do you have any comments or suggestions for

No.

Do you have any comments or suggestions for

No

Do you have any comments or suggestions for

No

Do you have any comments or suggestions for

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for this program?

No

2. Do you have any comments or suggestions for this program?

3. Do you have any comments or suggestions for this program?

4. Do you have any comments or suggestions for this program?

Yes, continue to do what you are doing.

5. Do you have any comments or suggestions for this program?

Continue this program for those incarcerated. It keeps people off of problems and helps them think they can become something better than what they are.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions?

Do you have any comments or suggestions?

No just thank you very much for what you all do!

Do you have any comments or suggestions?

AT THIS TIME THIS PROGRAM IS WORKING GREAT FOR ME.

Do you have any comments or suggestions?

I DONT FEEL LIKE THE CLASSES ARE VERY PERSONAL. I WOULD LIKE TO SEE INSTRUCTOR COMMENTS ON ASSIGNMENTS AND REPORTS. I WOULD ALSO LIKE TO SEE AUNTIE PRA HAID ELIABLE AFTER GRADED

Do you have any comments or suggestions?

No.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions?

No Thank you

Do you have any comments or suggestions?

Do you have any comments or suggestions?

Better communication about the program itself, maybe newsletter, communicating more about Coastline Community College - Instructors, Courses, etc.

Do you have any comments or suggestions?

Response between Coastline staff and inmates could be more efficient.

Do you have any comments or suggestions?

When you decide to do a program with the books make sure the title with the author's name is covered.



# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

Imagine this... you are studying your materials for a final or mid-term to include your quiz questions in your student handbook; however, you don't know if the answers to quiz questions

Do you have any comments or suggestions for this program?

HAVE ALOT OF FAITH IN OUR COUNSELORS.

Do you have any comments or suggestions for this program?

This is my first experience in this. Better communication to the school, communication to the professors. Offer more courses.

Do you have any comments or suggestions for this program?

Keep your program running.

Do you have any comments or suggestions for this program?

Not at this time

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

---

Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this program?

no

Do you have any comments or suggestions for improving this program?

Do you have any comments or suggestions for improving this program?

Just thanks for even making this program possible.

Do you have any comments or suggestions for improving this program?

I would be really interested in taking a writing class so I can write better & send

Do you have any comments or suggestions for improving this program?

Thanks for believing in us & for all the help for us incarcerated folks who're trying to change.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

Let more students in and show videos on the close circuit T.V. in each housing unit

Do you have any comments or suggestions for

The text changes too frequently. I purchased my text book in Jan. 09 and the text was changed again BAM'10. I could not afford to purchase another text book, for the same year.

Do you have any comments or suggestions for

NO

Do you have any comments or suggestions for

Do you have any comments or suggestions for

That everything gets melted in time, and that we figure out what's going on next semester a lot of teachers here are being moved around and ensure that someone will

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for improving this program?

N/A

2. Do you have any comments or suggestions for improving this program?

NO

3. Do you have any comments or suggestions for improving this program?

Have someone check in to make sure we are given what is needed to succeed in this class.

4. Do you have any comments or suggestions for improving this program?

5. Do you have any comments or suggestions for improving this program?

To have the instructor's answer letters

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this program?

more Commutation between School and Student

Do you have any comments or suggestions for improving this program?

NO

Do you have any comments or suggestions for improving this program?

NONE AT THE MOMENT.

Do you have any comments or suggestions for improving this program?

YES. I will write a letter and send to the counseling MS instructor.

Do you have any comments or suggestions for improving this particular program?

NO

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for ...

NO

2. Do you have any comments or suggestions for ...

NO

3. Do you have any comments or suggestions for ...

NONE AT PRESENT

\* Make it available to us always. Keep us prisoners in mind. We need the education.

4. Do you have any comments or suggestions for ...

NO

5. Do you have any comments or suggestions for ...

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

no.

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

None.

Do you have any comments or suggestions for this program?

no

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for the "True Colors" program?

NOT AT THIS TIME. JUST WANT TO CONTINUE IT, THANKS.

2. Do you have any comments or suggestions for the "True Colors" program?

3. Do you have any comments or suggestions for the "True Colors" program?

To continue on having this program, because it's a very good program

4. Do you have any comments or suggestions for the "True Colors" program?

yes, maybe updating an earlier version of true colors. I found it very intriguing <sup>at first</sup> but my interest was not held (complex world) maybe more colors...

5. Do you have any comments or suggestions for the "True Colors" program?

No.



# Comments or Suggestions CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

- good as it is

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

N/A

Do you have any comments or suggestions for this program?

Ø

Do you have any comments or suggestions for this program?

COMMENT: PLEASE ALLOW THOSE OF US  
(PRISONERS), TO EDUCATE OURSELVES. AND OBTAIN  
THESE CRITICAL SKILLS FOR OUR FUTURE(S).

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for the *Self-Reflection* program?

AT THIS MOMENT NONE.

2. Do you have any comments or suggestions for the *Self-Reflection* program?

3. Do you have any comments or suggestions for the *Self-Reflection* program?

no. But I would like to thank you guys for everything that you guys do for me, and other incarcerated students. I'm grateful for your help. Thank you for your time, *amanda*!!

4. Do you have any comments or suggestions for the *Self-Reflection* program?

No

5. Do you have any comments or suggestions for the *Self-Reflection* program?

N/A

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this program?

Do you have any comments or suggestions for improving this program?

Do you have any comments or suggestions for improving this program?

It's perfectly fine - I wish it were free so I can take Spanish ~~and~~ Thanks for the ~~the~~ ~~thank~~!

Do you have any comments or suggestions for improving this program?

Focus more on the true colors  
Booklet

Do you have any comments or suggestions for improving this program?

No.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

MAYBE A QUICKER RESPONSE ON QUIZ GRADES/AND MID-TERM, SO I COULD STUDY WEAK AREAS PRIOR TO FINAL

Do you have any comments or suggestions for

No

Do you have any comments or suggestions for

Do you have any comments or suggestions for

Do you have any comments or suggestions for

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

NO

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

NO.

Do you have any comments or suggestions for improving this particular program?

My Psychology 100 class had no homework assignments other than watching the videos and reading the textbook. It was really hard to remember the information for the tests using this journal.

Do you have any comments or suggestions for improving this particular program?

I look forward to the change.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

This is my first class, it would be great if a counselor would come to this institution periodically.

Do you have any comments or suggestions for this program?

Speed up the grading or guess please.

Do you have any comments or suggestions for this program?

Little more variety in classes like accounting

Do you have any comments or suggestions for this program?

I ALREADY COMMENTED ON IT.

Do you have any comments or suggestions for this program?

DONT LET THE STATE TAKE COLLEGE AWAY FROM US WHO ARE INCARCERATED.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

Do you have any comments or suggestions for

NO. TEACHERS JUST NEED TO RESPOND TO THE "REQUEST FOR REVIEW" FORMS. NOT SEND A COPY OF THE TEST WITH NO RESPONSE TO WHAT ACTION NEEDS TO BE TAKEN

Do you have any comments or suggestions for

none.

Do you have any comments or suggestions for

The incarcerated student program generally only interacts through the prisons "college" coordinator. With the financial state of the prison system, that position may be removed. It would be beneficial to us if we could interact much like any other distance learned that is not incarcerated.

Do you have any comments or suggestions for

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

YOU'RE DOING FINE... AND THANK YOU!

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

CONTINUE SERVING THE INCARCERATED PRISONERS  
SO THAT WE CAN GET A HIGHER EDUCATION.

Do you have any comments or suggestions for this program?

Keep Doing what is working,  
Thank You.

Do you have any comments or suggestions for this program?



# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions?

KEEP COLLEGE

2. Do you have any comments or suggestions?

N/A

3. Do you have any comments or suggestions?

\* No

4. Do you have any comments or suggestions for the counseling program?

5. Do you have any comments or suggestions for the counseling program?

N/A

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions?

2. Do you have any comments or suggestions for this program?

3. Do you have any comments or suggestions for this program?

N/A

4. Do you have any comments or suggestions?

PLEASE KEEP THE "Counseling Center" Open for  
HOURS AND INCREASE THE STAFF

5. Do you have any comments or suggestions?

NO

\* None other than what was previously stated.

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

NA

Do you have any comments or suggestions for this program?

no

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

Yes I love it very much.

Do you have any comments or suggestions for this program?

Increased course availability and quicker return on all assignments.

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for this program?

NO!

2. Do you have any comments or suggestions for this program?

N/A

3. Do you have any comments or suggestions for this program?

4. Do you have any comments or suggestions for this program?

No

5. Do you have any comments or suggestions for this program?

Nothing comes to mind at the moment.

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1 Do you have any comments or suggestions?

2 Do you have any comments or suggestions?

*NO*

3 Do you have any comments or suggestions?

*No I do not, but will like to say thank you  
and keep up the good work.*

4 Do you have any comments or suggestions for improving this program?

*None*

5 Do you have any comments or suggestions for this program?

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Don't give up on us for our mistakes. Let us help ourselves to be a useful part of society and classes for us.

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Not for the time being

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for

Do you have any comments or suggestions for

Do you have any comments or suggestions for

No

Do you have any comments or suggestions for

No

Do you have any comments or suggestions for

No

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for improving this program?

Keep up the good work

2. Do you have any comments or suggestions for improving this program?

~~no~~

3. Do you have any comments or suggestions for improving this program?

no

4. Do you have any comments or suggestions for improving this program?

NO

5. Do you have any comments or suggestions for improving this program?

Be a little more proactive in helping us take full advantage of your courses as intended.



# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for improving this program?

✓

2. Do you have any comments or suggestions for improving this program?

No You have a good program.

3. Do you have any comments or suggestions for improving this program?

4. Do you have any comments or suggestions for improving this program?

No-

5. Do you have any comments or suggestions for improving this program?

No I love the program.

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions?

Do you have any comments or suggestions?

NO

Do you have any comments or suggestions?

just for the mail and instructors to be more involved with the incarcerated students like responding to questions we may have.

Do you have any comments or suggestions?

PLEASE DON'T CANCEL THIS PROGRAM. WE NEED THIS TO BETTER OUR LIVES.

Do you have any comments or suggestions?

# Comments or Suggestions CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

1. Do you have any comments or suggestions for improving this program?

2. Do you have any comments or suggestions for improving this program?

3. Do you have any comments or suggestions for improving this program?

4. Do you have any comments or suggestions for improving this program?

N/A

5. Do you have any comments or suggestions for improving this program?

No

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

I think it is a really good program overall.

Do you have any comments or suggestions for improving this particular program?

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

Runs good!

Do you have any comments or suggestions for this program?

to this point C.C.C doing an excellent job!  
CCC Rock Jude!

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions?

More feedback communication. Maybe even take the initiative in starting a student → teacher/school dialogue.

Do you have any comments or suggestions?

No.

Do you have any comments or suggestions?

Maybe, offer a few more options, but overall the program is excellent!

Do you have any comments or suggestions?

Yeah have a book share program  
And have the instructors do lectures on CD

Do you have any comments or suggestions?

None you're doing a great job, thanks

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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Question: Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

Unsure

Do you have any comments?

NO I DO NOT HAVE ANY COMMENTS FOR THIS AREA

Do you have any comments or suggestions for this program?

Keep up the good work !!

Do you have any comments or suggestions for this program?

The Quizzes and some parts in the Telecourse Student Handbook for Counseling 105 (2009 Fall Semester) didn't add up, I think the Student Handbook can be improved. The Coastline Distance Learning program has to consider that sometimes this is all we have

Do you have any comments or suggestions for this program?

BASICALLY JUST KEEPING THIS PROGRAM AVAILABLE & I APPRECIATE THE PATIENCE & EXTENSION OF TIME TO COMPLETE THIS COURSE

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for this program?

Fix your answer keys and adjust your tests to match the text. you consistently ask questions about material from previous text book that is not covered in new text.

Do you have any comments or suggestions for this program?

Just one, that Costline be more involved with their students.

Do you have any comments or suggestions for this program?

Do you have any comments or suggestions for this program?

None

Do you have any comments or suggestions for this program?



# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

Do you have any comments or suggestions for improving this particular program?

NO.

Do you have any comments or suggestions for improving this particular program?

no.

Do you have any comments or suggestions for improving this particular program?

*Not at the moment.*

- \* I [would like it if] the books here would relate better to the questions. Some seem to be outdated or the book is too new for the questions.
- \* For the instructor to be more understanding and more specific with the quizzes!
- \* I am VERY unhappy the prison is discontinuing this program.
- \* Thank you
- \* No

# Comments or Suggestions

## CCC Incarcerated 2009 Counseling

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**Question:** Do you have any comments or suggestions for improving this particular program?

\* No

\* No.

\* No

\* No

\* You should have more classes available.

\* For the incarcerated student program, it would be helpful if the quiz and assignment result were returned promptly so they can be of help for midterms and finals. Also more feedback on what we need to work on to improve.

\* No

\* Improve tutorial DVD box sets. Specifically F&N 170. Example: The Food and Nutrition DVD set spends way too much time on the lives of overweight people. I was falling asleep. Please upgrade to more scientific, biological activities of nutrients and how they function in the body and organs.

\* No.

\* It's fine.

\* Keep doing what you do!



## Program Review 2010-2011 Validation Report

### Counseling Program

1. Has the program adequately responded to the elements identified in the outline for instructional or student services programs (see appropriate checklist)?

Yes       No

2. List the most important things (issues, trends, concerns, etc.) that are apparent from this report:

- A. Students are generally satisfied with the overall quality of counseling services, the convenience and accessibility of counseling services, the clarity and value information provided by counselors, and the quality of counseling instruction.
- B. The counseling program suffers from the lack of full-time clerical support to assist the counselors with scheduling, accurate recording of critical data, and follow-up with students.
- C. There is a need to improve the technological tools available to the counseling program, including revisions to the SARS system to better track students and updating the computers, printers and copiers that the counselors use on a daily basis.
- D. Ability to create a robust online presence has been hampered by the lack of a webmaster and other college resources related to the college webpage.
- E. There is a need for improved communication and training within the Counseling department, particularly with regard to part-time counselors.

3. Does the data substantiate the conclusions and recommendations made?

Yes       No

- A. Needs evidence to support conclusion that Coastline has lowest ratio of counselors to students in California colleges with comparable student populations.
- B. Need better data to support conclusions on limitations of basic technology available to counseling program.
- C. In next program review cycle need to improve survey participation.

4. List any realistic suggestions the Steering Committee may have for the program based on information in the self-study.

- A. Find ways to better automate the tracking of students and scheduling of appointments, including improvements in the SARS system.
- B. Do inventory of current technology in the department and prepare a plan to acquire adequate basic technology, including computers, printers, and copiers.
- C. Seek increased clerical support for the counseling program.
- D. Improve communication with other areas of the college to ensure that student needs in terms of program offerings are being met.
- E. Improve communication and training opportunities within the department to further improve performance of counselors.
- F. Clarify long term goals.

5. List program accomplishments and aspects for which the program should be commended.
  - A. The results from the student's survey strongly indicate that they are satisfied with counselors and the skills they have acquired and many students who have seen the counselors continue to use the service.
  - B. Improvements in student orientations, including the development of online modules and sensitivity to needs of ESL students and other diverse groups within the student body.
  - C. Developed use of online counseling tools such as eChat, eAdvising and online appointment scheduling.