

COASTLINE COMMUNITY COLLEGE

Real Estate Five Year Program Review Report

March 11, 2002

The quantitative data elements for the Real Estate Program over the past five years tell a story of slow growth after the decline in real estate markets during the late eighties and early nineties. With the decline of real estate market values came a complete restructuring of the real estate industry in California. Real estate boards were largely eliminated and replaced by real estate associations, which were the result of several mergers of real estate boards. Orange County's real estate associations are about one third of the number of boards that existed seven years ago. Too, the computer revolutionized the multiple listing monopoly of realtors and brought new efficiency to real estate office administration meaning that fewer real estate professionals could handle far more transactions.

FTES, sections scheduled, and seat counts show a pattern of steady growth. With the exception of fall '97, there is a clear pattern of slow growth, FTES were 11.83 in fall '96 and 28.18 in fall 2001; program sections went from 9 to 11 and seat counts grew from 119 to 311. Slow growth shows up well in the seat counts while the number of sections has remained relatively constant. This was an intentional direction--to limit real estate offerings in order to grow enrollments within sections. The low class cancellation rates support progress in this area. The addition of the Garden Grove Center assisted this strategy since we were able to use room 122 for RE 100, Real Estate Principles

accommodating larger numbers. As a percentage of the College's overall enrollment, Real Estate grew from .8% to 1.7%.

Attrition presents a perplexing picture but the latest figures are encouraging. The Real Estate Program tracked the College's attrition rate up to fall '98 and the jumped five points above the average six semesters through spring 2001. Fall 2001 data show the Program is three points under the College average. We can think of no explanation but hope the trend continues.

Student Goals--

Data indicate that while 33% of the students are seeking a real estate license, only 17% are seeking a Real Estate Certificate from the College. This disparity results from the difference between the State's minimum requirements and the College's certificate which represents an ideal program of preparation. Thirty percent of the students reported taking courses for personal reasons and that is consistent with the 25-year history of enrollments. It seems that all Californians have at least an amateur interest in real estate and its economic leverage.

Occupational goals reveal a more consistent and expected division amongst real estate sales (25%) and real estate broker (31%). There is a growing interest in real estate finance (13%) largely due to the lowering of interest rates and the powerful growth in the real estate loan industry.

Primary Language--

Data show that 72% of the students have English as their primary language but a growing (20%) indicate Vietnamese as the primary language. Only 2% of the real estate students report Spanish as their native language.

Concurrent Enrollment--

Concurrent enrollment in real estate is quite high; 16% indicate taking classes at Golden West for Orange Coast, over 5% take classes at Santa Ana College. Students apparently put schedules together that meet their needs regardless of the institution involved. At Coastline, the Garden Grove Center is the preferred location (51%) but the large numbers in real estate principles skews this figure.

Cost Elements--

Real Estate is a relatively low cost program utilizing standard classrooms and adjunct faculty. Recently, a course was created that uses a computer lab but it is only offered once every three semesters.

Qualitative Questions

Level of Need--

There is a moderate level of need for the Real Estate Certificate Program as the steady five-year growth in enrollment displays. Competition from other community colleges and proprietary distance learning organizations will continue to impact Coastline's enrollments in real estate. The general trend in real estate certifications and continuing education has been to weaken regulations and provide more flexibility in how to meet requirements. Fewer students now take the standard "broker" classes since there are now many other ways to maintain a license through continuing education.

Student Level of Satisfaction--

Data show that there is a high general level of satisfaction with the Real Estate Program at Coastline Community College. Ninety-two percent of the students indicate that they are very satisfied or satisfied with the quality of instruction. When asked about

the variety of classes, schedules, course sequencing, course relevance, and the helpfulness of staff, all the data indicate a level of satisfaction ranging from 85% to 89%. Student representatives on the Advisory Committee also report high levels of satisfaction with the classes.

Use of Partnerships--

We have a solid partnership with the One Stop Center in Costa Mesa and offer classes there regularly such as Computers in Real Estate. Also, the real estate associations supply Advisory Committee members but no longer have real estate education committees, which is a loss to Coastline's program. There are no other partnerships at this time. In the early days of the program, we offered training in real estate offices but this declined with the decline in the number of real estate offices. Consolidation and cost efficiencies have been hallmarks of the real estate industry over the past ten years.

Program Faculty Satisfaction--

All data elements show high satisfaction within the small group of faculty, six members. One faculty member consistently reported less satisfaction, though interviews have not turned up who the dissenting member is.

Program Faculty Professional Development--

The picture is mixed on this data element in the faculty survey; three or four of the six instructors reported moderate satisfaction regarding their "voice" in the program or the College's responsiveness to new course ideas. Professional development is excellent among the faculty, as they are required to do 45 hours of continuing education in order to renew their licenses.

Use of Technology--

Fifty percent of the faculty now uses PowerPoint for their lectures and our lead faculty member now incorporates the use of computers in real estate training. The advent of the *Smart Podium* has impacted how courses are taught, particularly Real Estate Principles at the Garden Grove Center.

Diversity--

Diverse students are relatively new to real estate but growing fast. Vietnamese students will need to be accommodated by caring faculty and some occasional tutoring support, though none has been requested as yet.

Five Year Goals--

- Survey the industry to ascertain the need for web based classes in real estate
- Create a closer partnership with our sister colleges to coordinate schedules
- Continue to support the steady growth in the program by experimenting with classes at new locations
- Work with Vietnamese Chamber of Commerce to learn about special training needs for this population in the field of real estate.

REAL ESTATE PROGRAM (including Banking and Escrow)
Five and a Half-Year Summary of Enrollments and FTES

PROGRAM AND COLLEGE DATA	1996-97		1997-98		1998-99		1999-00		2000-01		2001-02
	FALL 962	SPRING 963	FALL 972	SPRING 973	FALL 982	SPRING 983	FALL 992	SPRING 993	FALL 002	SPRING 003	FALL* 012
FTES											
Program	11.83	12.77	23.67	17.74	22.49	21.56	29.18	17.01	19.89	21.92	28.18
College	1535.12	1473.89	1628.05	1568.21	1608.48	1591.14	1636.13	1618.98	1698.32	1673.35	1731.86
Program as % of College	0.8%	0.9%	1.5%	1.1%	1.4%	1.4%	1.8%	1.1%	1.2%	1.3%	1.6%
Program Sections											
Total Sections Scheduled	9	7	11	9	7	7	15	11	9	11	11
Sections Cancelled	2	0	0	0	0	0	1	4	0	0	1
Sections (adjusted to deduct Work Exp. and canc.)	5	5	9	7	5	5	10	4	7	9	8
Avg. Enroll. All Classes	24	25	26	26	45	43	27	41	33	27	39
Seat Count at Census											
Program	119	127	240	188	229	225	301	166	235	249	311
College	14,955	14,210	15,989	17,045	17,860	17,585	17,816	17,444	17,491	16,858	16,015
Program as % of College	0.8%	0.9%	1.5%	1.1%	1.3%	1.3%	1.7%	0.9%	1.3%	1.4%	1.7%
Seat Count at Semester End											
Program	99	108	194	153	172	165	220	130	182	204	271
College	12,377	12,063	13,076	14,052	14,803	14,684	14,699	14,334	14,336	14,582	13,508
Program as % of College	0.8%	0.9%	1.5%	1.1%	1.2%	1.1%	1.5%	0.9%	1.3%	1.4%	2.0%
Attrition (Cens. to End Seats)											
Program	16.8%	15.0%	19.2%	18.6%	24.9%	26.7%	26.9%	21.7%	22.6%	18.1%	12.9%
College	17.2%	15.1%	18.2%	17.6%	19.1%	17.6%	17.5%	17.8%	18.0%	13.5%	15.7%

Differential Fee for Bachelor's Degree In Effect: Spring 1993-Spring 1995

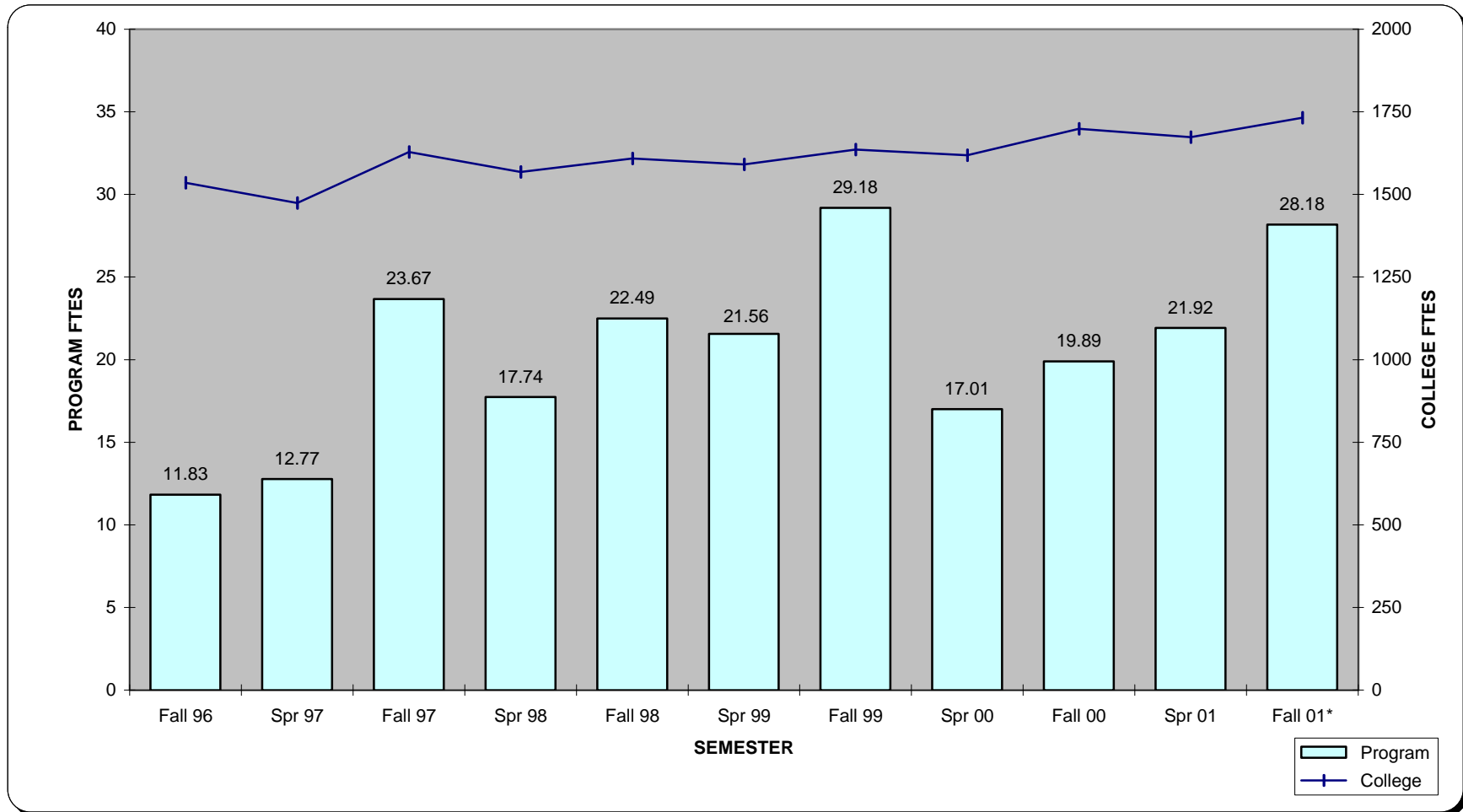
Source: ADATERM reports

*Fall 2001 data incomplete; FTES and enrollments represent projections

REAL ESTATE PROGRAM (including Banking and Escrow)

Five and a Half-Year Summary of FTES

FTES	Fall 96	Spr 97	Fall 97	Spr 98	Fall 98	Spr 99	Fall 99	Spr 00	Fall 00	Spr 01	Fall 01*
Program	11.83	12.77	23.67	17.74	22.49	21.56	29.18	17.01	19.89	21.92	28.18
College	1535.12	1473.89	1628.05	1568.21	1608.48	1591.14	1636.13	1618.98	1698.32	1673.35	1731.86
% of College	0.8%	0.9%	1.5%	1.1%	1.4%	1.4%	1.8%	1.1%	1.2%	1.3%	1.6%



*Fall 2001 figures are projections

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Job Market--Cumulative Count/Percent

Real Estate Program Review--Business Survey

	Count	Percent	Cumulative Count	Cumulative Percent
How would you rate the current local job market for graduates of this program?				
Strong	2	40.00 %	2	40.00 %
Moderate	1	20.00 %	3	60.00 %
Don't know	2	40.00 %	5	100.00 %
Total Responses	5	100%	5	100%

What do you anticipate that the job market in this field will be like five years from now?				
Strong	2	40.00 %	2	40.00 %
Moderate	2	40.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

To the best of your knowledge, what is the pay range in this field for individuals with a community college vocational certificate or an associate in arts degree?				
\$30,000-39,999	1	20.00 %	1	20.00 %
\$50,000 and over	1	20.00 %	2	40.00 %
Don't know	3	60.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Required Worker Skills--Cumulative Count/Percent Real Estate Program Review--Business Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Table 1 Required Skill Levels - Job-specific skills				
High	3	60.00 %	3	60.00 %
Moderate	1	20.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Ability to follow directions				
High	2	40.00 %	2	40.00 %
Moderate	2	40.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Problem-solving skills				
High	2	40.00 %	2	40.00 %
Moderate	2	40.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Ability to work independently				
High	2	40.00 %	2	40.00 %
Moderate	2	40.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - General computer skills				
Moderate	4	80.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Interpersonal communication skills				
High	3	60.00 %	3	60.00 %
Moderate	1	20.00 %	4	80.00 %
Don't know	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Reading ability				
High	2	50.00 %	2	50.00 %
Moderate	2	50.00 %	4	100.00 %
Total Responses	4	100%	4	100%

Table 1 Required Skill Levels - English proficiency (spoken language)				
High	5	100.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Required Worker Skills--Cumulative Count/Percent

Real Estate Program Review--Business Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Table 1 Required Skill Levels - English proficiency (written language)				
High	3	60.00 %	3	60.00 %
Moderate	2	40.00 %	5	100.00 %
Total Responses	5	100%	5	100%

Table 1 Required Skill Levels - Other				
Don't know	1	100.00 %	1	100.00 %
Total Responses	1	100%	1	100%

Text and Paragraph Responses by Question

Real Estate Program Review--Business Survey

Question: Are there other courses in real estate, banking, or escrow that you believe Coastline College should offer?

Real Estate Office Management and Real Estate Economics

Students should be able to make more field trips.

I believe Coastline should offer all of the above classes, the mortgage, escrow, ect are wide open with many fields to pick from. It is sometimes hard getting into these business without any exp, we need these classes to help step right in to the work place

Question: What, in your opinion, could the college do to better meet the needs of workers and employers in this field and of students preparing to enter the field?

Offer more times and days for the classes>

Provide consistent availability of courses required to obtain Real Estate Broker's license. Real Estate Economics is required, and Real Estate Office Management is an elective course to fulfill the Broker's License criteria. Due to erratic and infrequent availability of these classes, I will be taking them through correspondence courses in order to complete my Broker's License requirements quickly. I suggest outreach program to create internships or part-time jobs or on-the job real world training, experience and interaction in the field to assist the student in moving toward actually earning an income in the field.

Introduce the students to the employers and let them work in the employer's office and learn and develop the skills needed to use in the real working world.

Text and Paragraph Responses by Question

Real Estate Program Review--Business Survey

Question: Do you have any other comments or recommendations?

The classes that I took were very helpful and I would recommend them to others.

Buzz Chambers and the instructor for Loan Processing and Loan Underwriting were fabulous in that they kept our attention, and brought the current marketplace into the classroom, which made it possible for me to step over the threshold to actually earn money with what I learned in their class. Both were week-end college courses, very intense, but very productive. However, 2 [other] classes (RE Principles and RE Practice) I had with [another instructor] dragged on endlessly (or so it seemed), and his constant whining tone were torture. I wouldn't take another class with him. Also, the Appraisal class with [another instructor] moved very slow with too much irrelevant personal chitchat. Those 3 classes were all 16 weeks--my attention span is 6-8 weeks MAX, after which I have difficulty staying focused. I need to support myself financially with house payments and all the rest, and the 16-week courses are a huge time commitment when you consider the commute time plus class time plus 4 months of my schedule being tied up. I much prefer the intense 4 weekend courses because there is no wasted time, the material stays fresh for the entire term of the class, the students are focused on the job at hand, and it is over in a relatively short period of time. My biggest complaint is that I wanted to get my Appraisal License right away and therefore took the Appraisal class. However, there seemed to be no plan or path or get from that one class to obtaining the license. I spoke with someone in Guidance, and was told I needed some (?) real estate classes and could get my license. So again I have to go outside Coastline to get the job done, and will be taking my USPAP with Real Estate Trainers, as well as their appraisal license test prep class. They have a clear system for beginner students to get their license within a few months--and of course it is more money, but it is fast, and that's what I need---to get the skills I need to earn a living. I also inquired with Allied Schools, which also has an excellent fast program to get from A-Z in short order, but the cost is about \$685 for all the courses including books, materials, and computer exams, and since I already have many of the courses completed elsewhere, I didn't want to pay for the same thing twice. An Associate Degree is nice, but the bottom line is to get the skills I need as quickly as possible to earn a living.

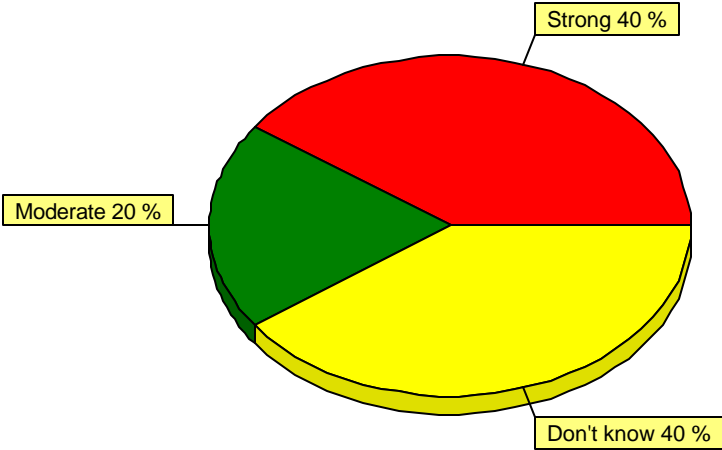
I had a very nice experience. I became really interested in learning. All the instructors I had were caring and helped me achieve my goals. They were good role models in achieving success. Thanks!

Keep Buzz Chambers & Jeff Williams on staff they are a great team & they make the class time fly by. They really understand how the mortgage, real estate world works.

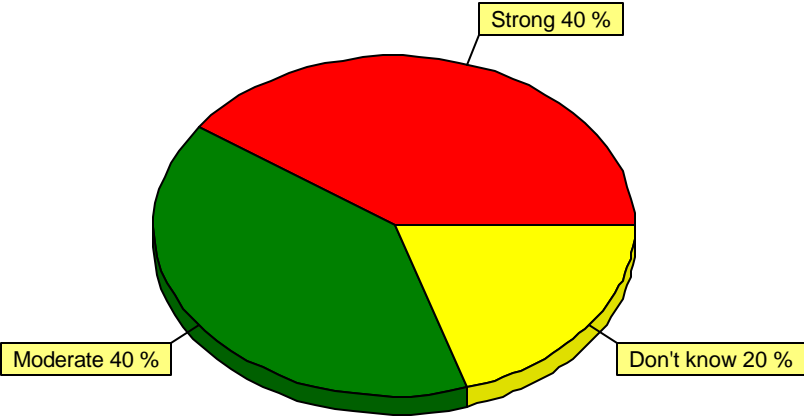
Job Market--Pie Charts

Real Estate Program Review--Business Survey

How would you rate the current local job market for graduates of this program?



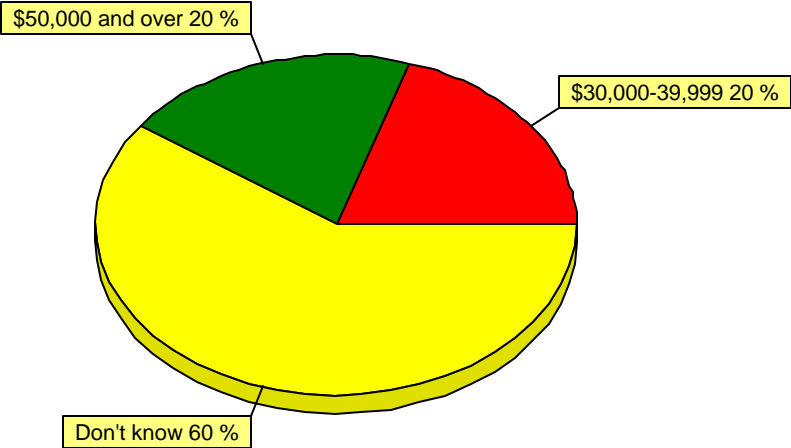
What do you anticipate that the job market in this field will be like five years from now?



Job Market--Pie Charts

Real Estate Program Review--Business Survey

To the best of your knowledge, what is the pay range in this field for individuals with a community college vocational certificate or an associate in arts degree?



Required Skills--Bar Graphs

Real Estate Program Review--Business Survey

Table 1 Required Skill Levels - Job-specific skills

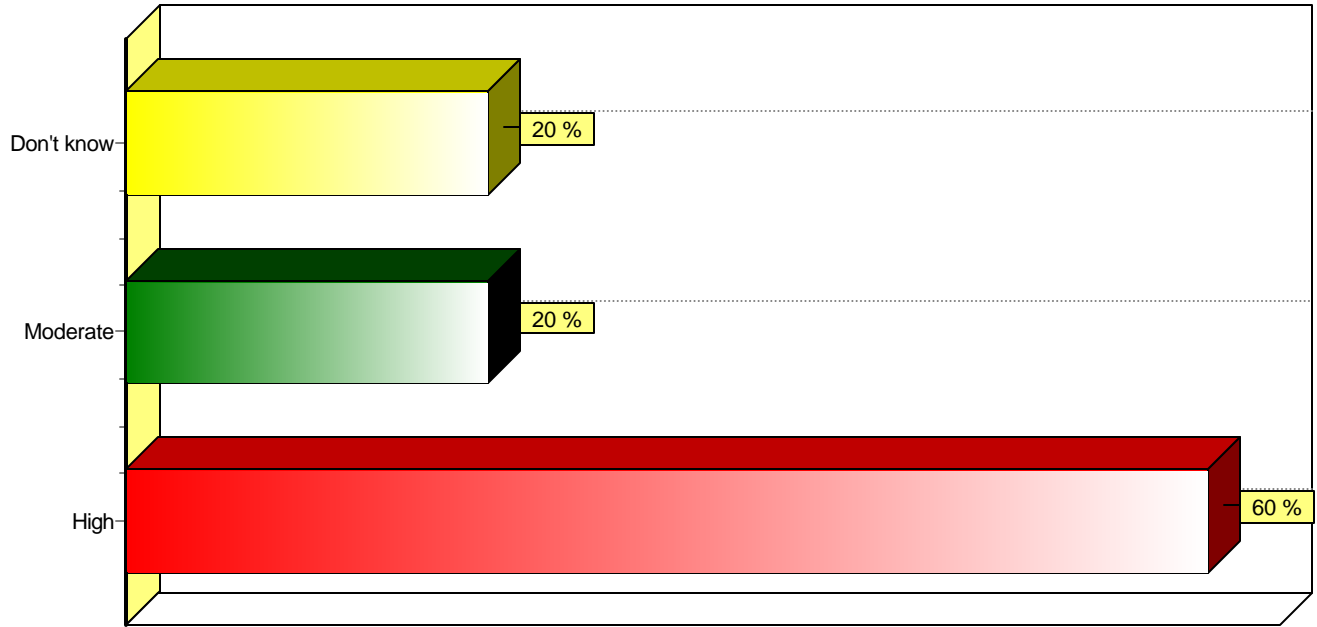
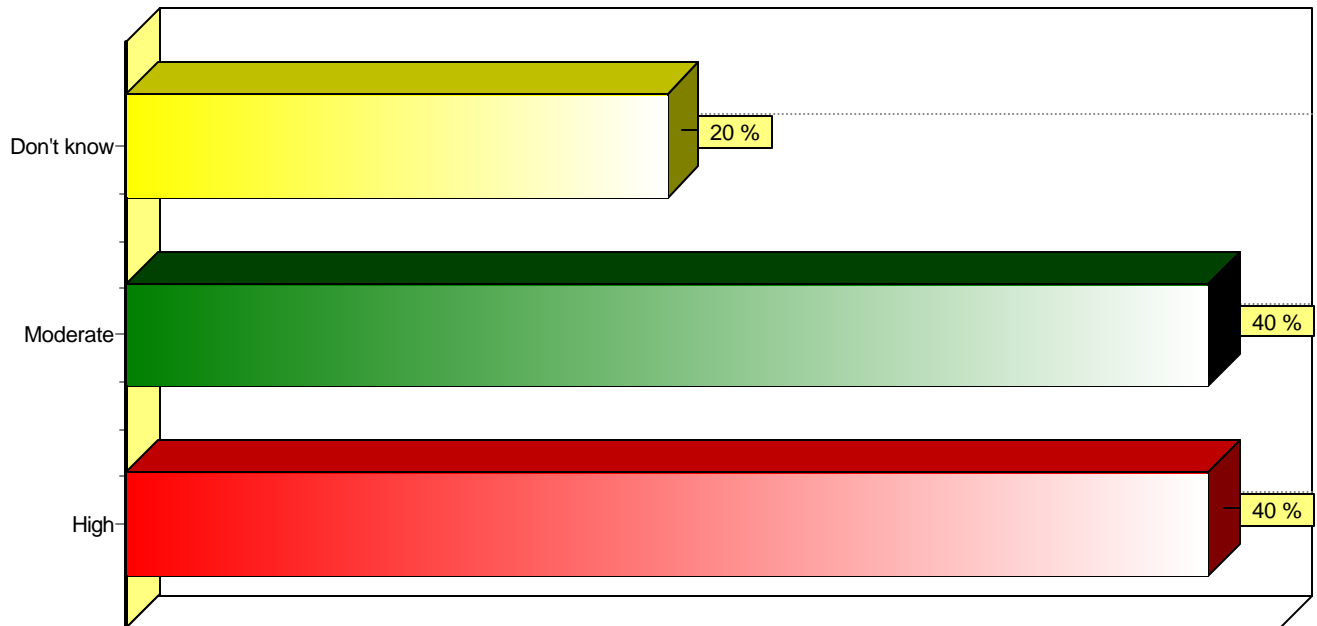


Table 1 Required Skill Levels - Ability to follow directions



Required Skills--Bar Graphs

Real Estate Program Review--Business Survey

Table 1 Required Skill Levels - Problem-solving skills

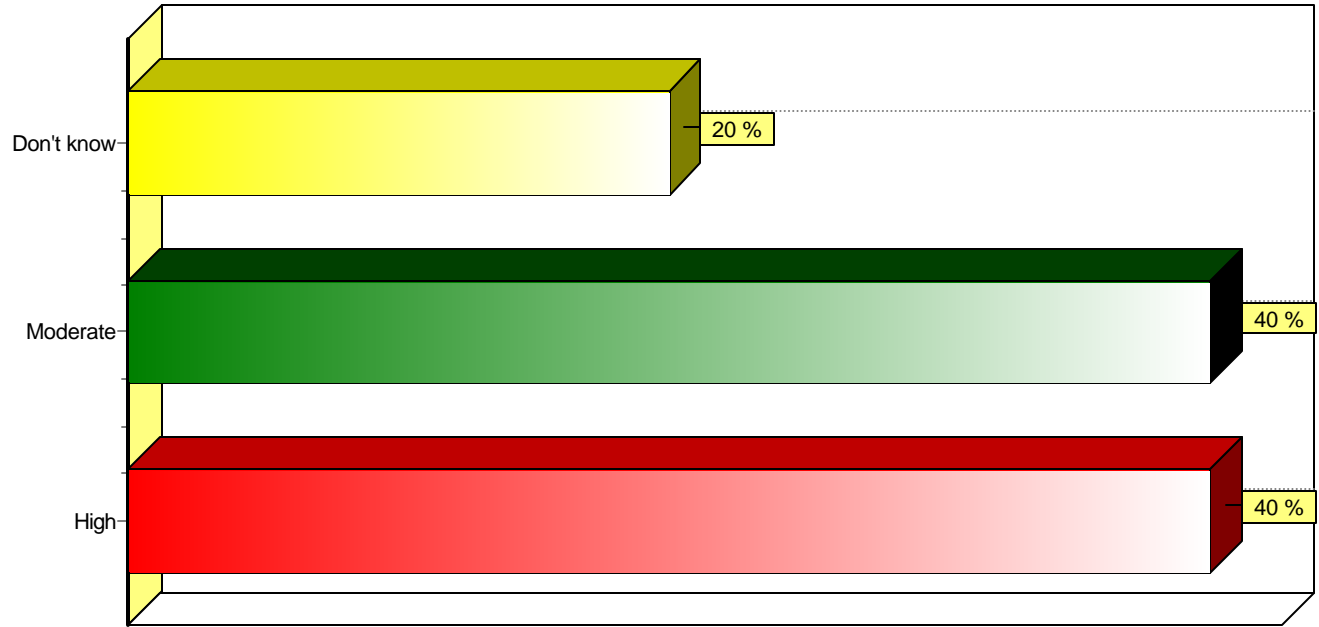
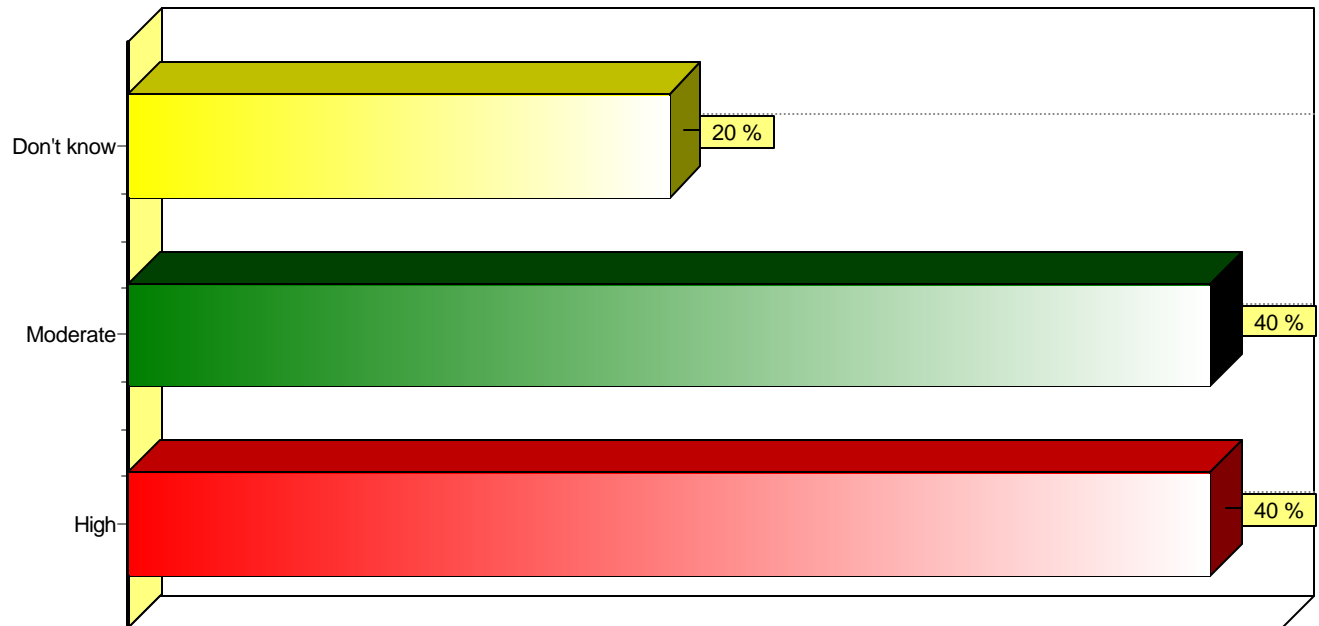


Table 1 Required Skill Levels - Ability to work independently



Required Skills--Bar Graphs

Real Estate Program Review--Business Survey

Table 1 Required Skill Levels - General computer skills

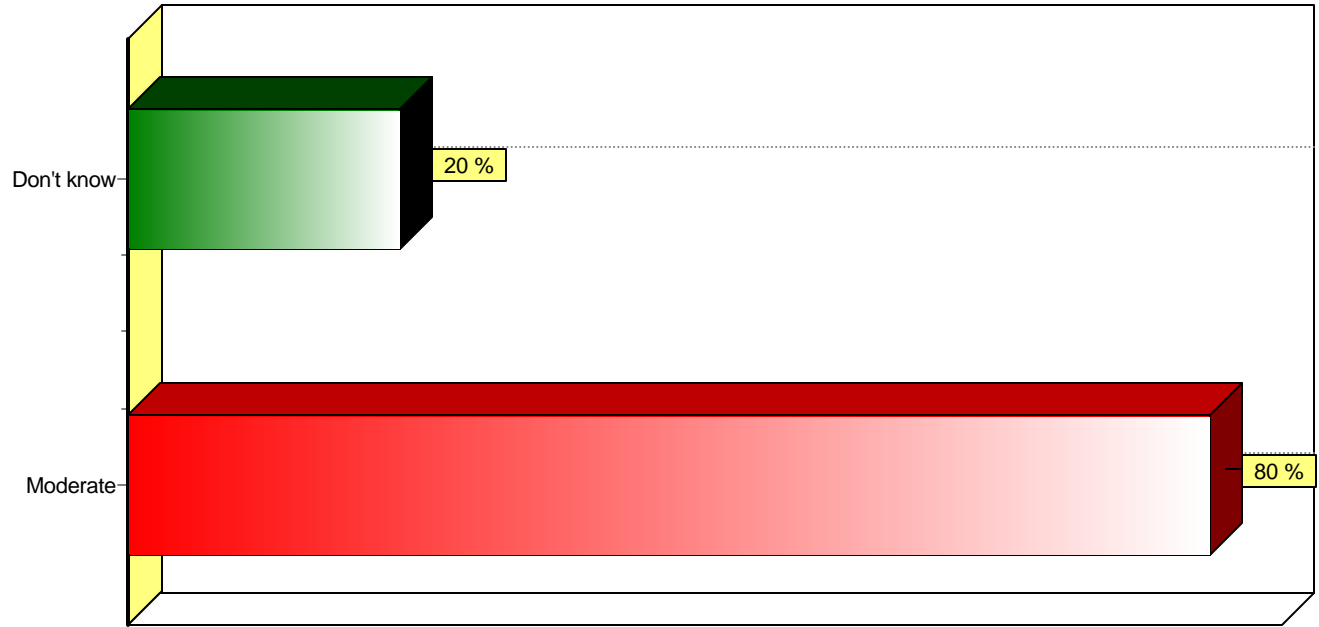
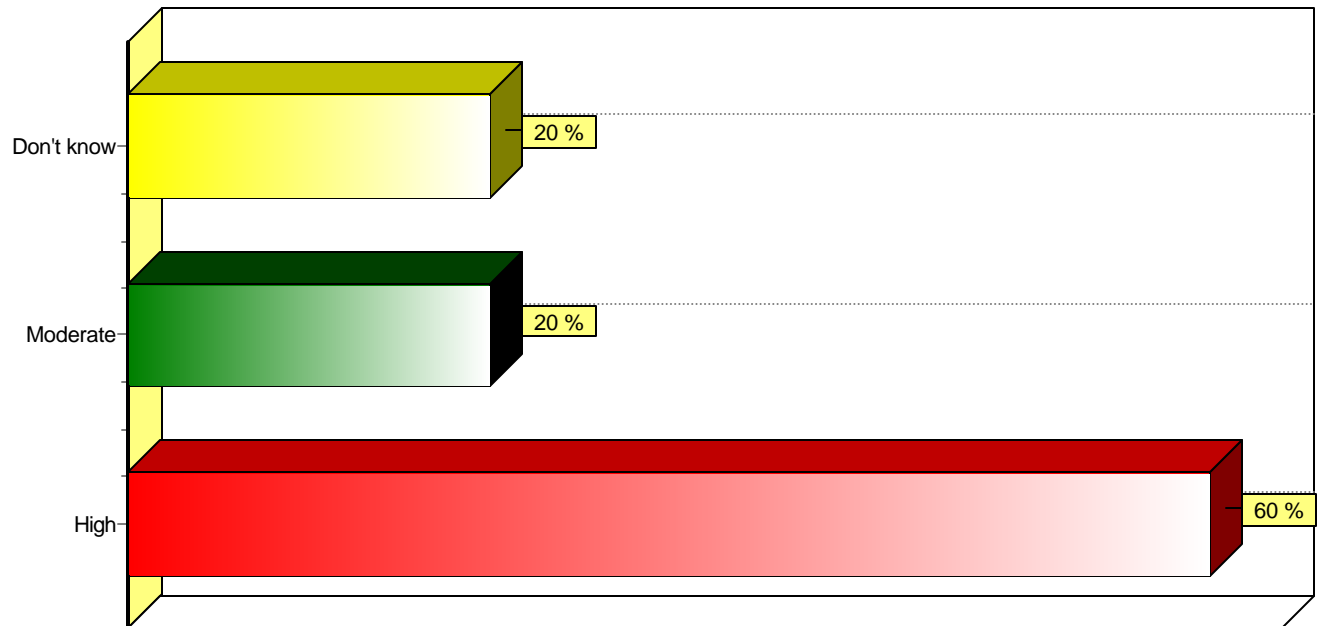


Table 1 Required Skill Levels - Interpersonal communication skills



Required Skills--Bar Graphs

Real Estate Program Review--Business Survey

Table 1 Required Skill Levels - Reading ability

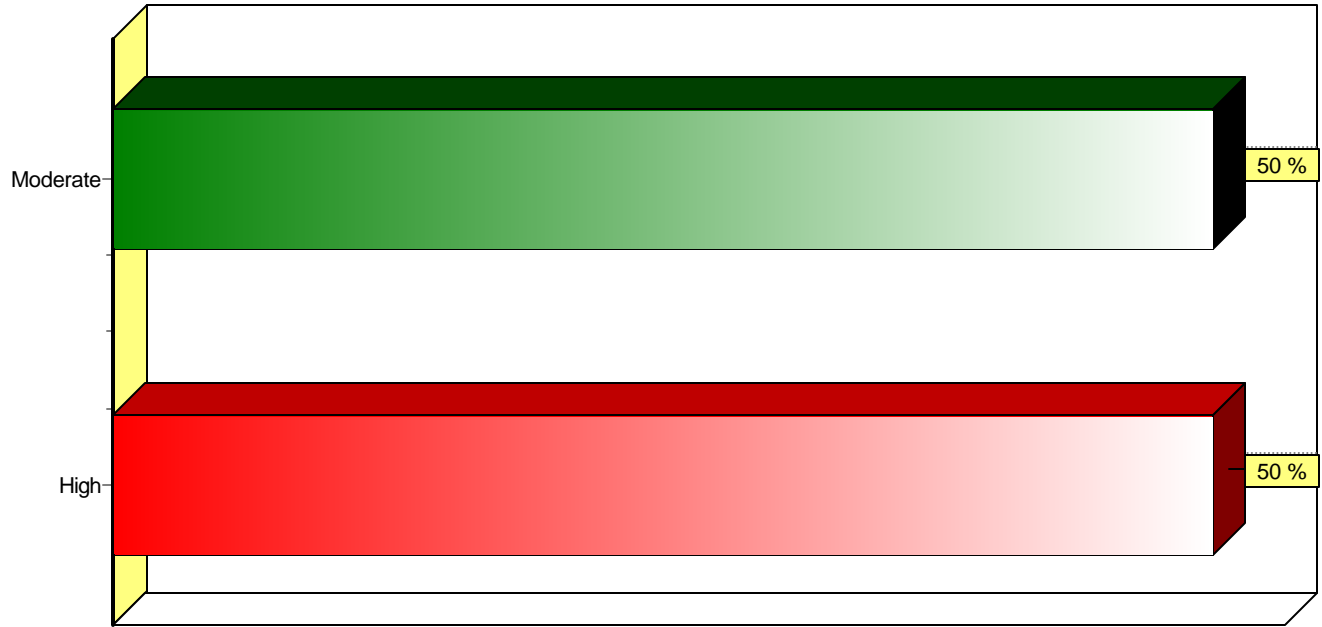
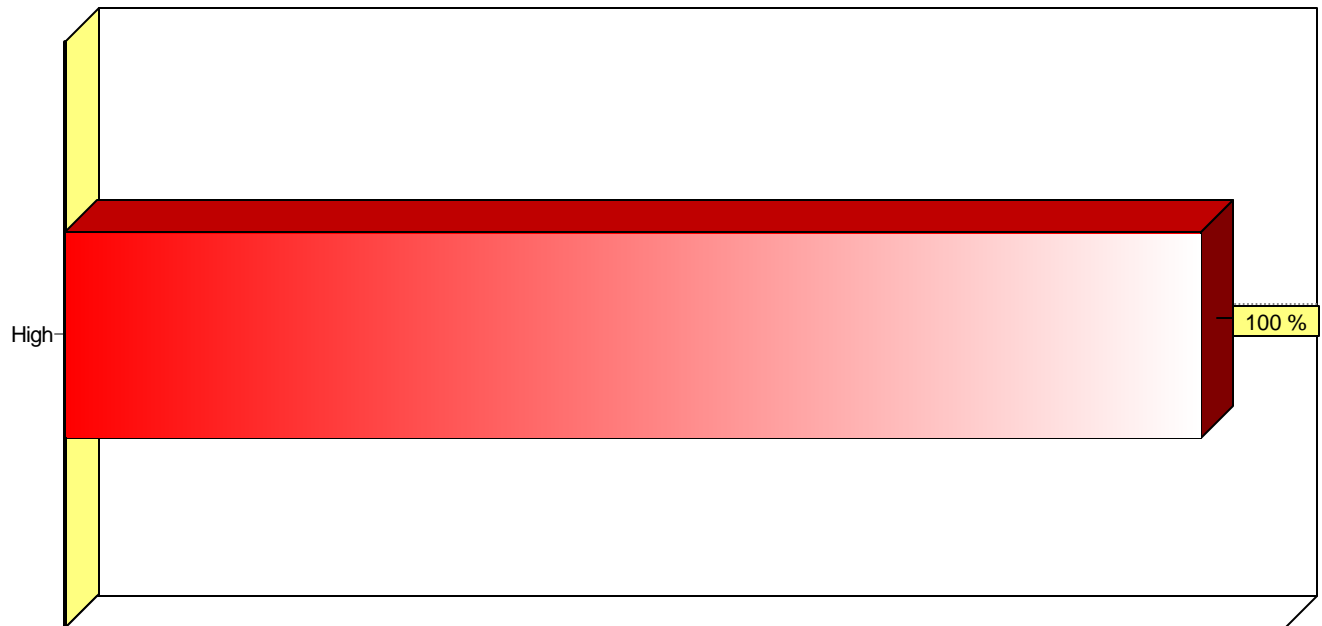


Table 1 Required Skill Levels - English proficiency (spoken language)



Required Skills--Bar Graphs

Real Estate Program Review--Business Survey

Table 1 Required Skill Levels - English proficiency (written language)

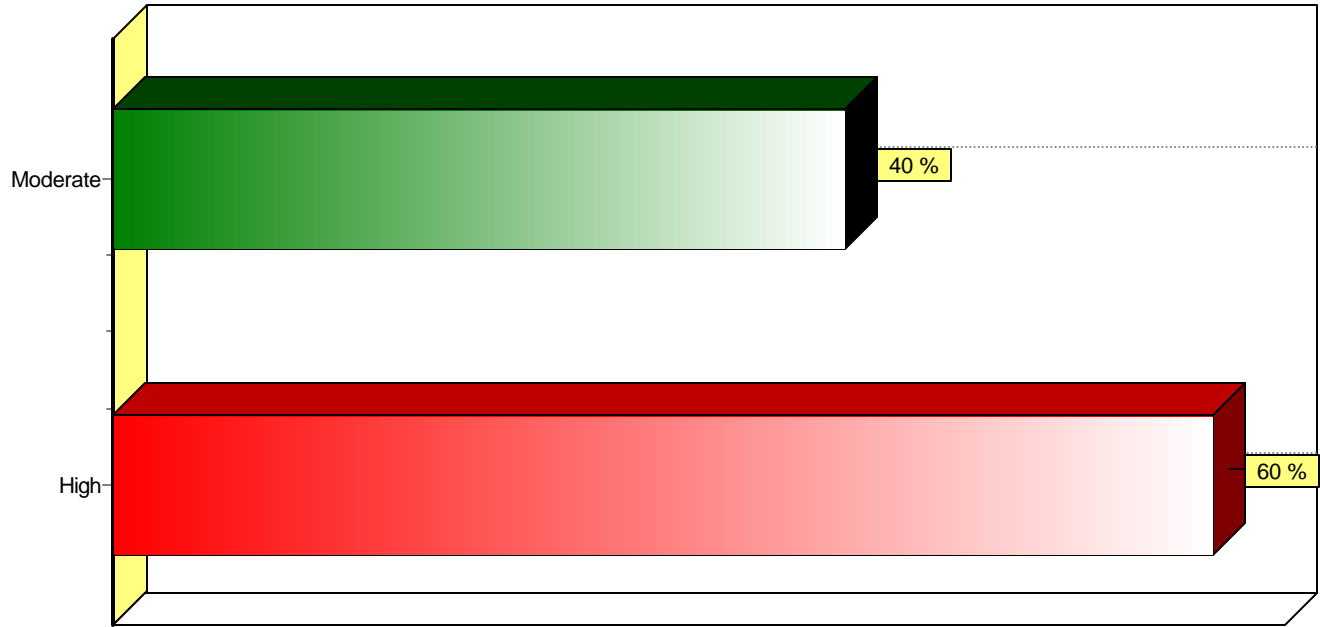


Table 1 Required Skill Levels - Other _____

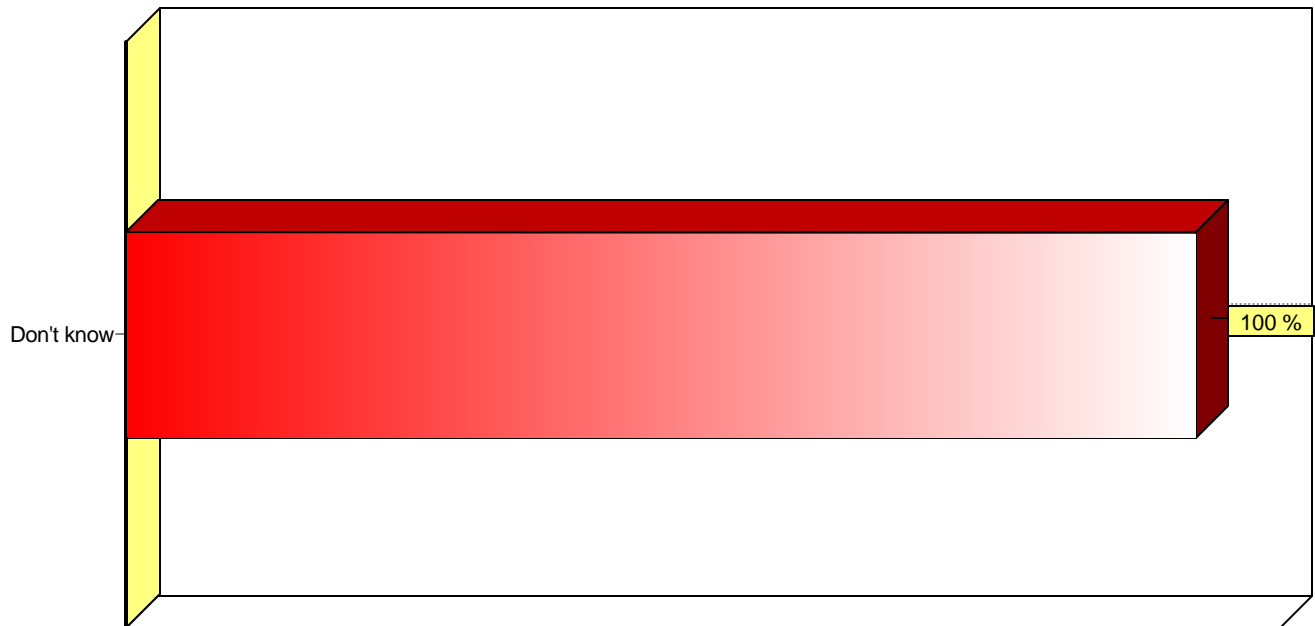


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Cumulative Count and Percent Real Estate Program Review--Faculty Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Relevancy of courses to vocational, academic, or personal needs of students				
Very Satisfied	5	83.33 %	5	83.33 %
Somewhat Satisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Scheduling of classes (time of day, length of class sessions, days of week)				
Very Satisfied	2	33.33 %	2	33.33 %
Somewhat Satisfied	3	50.00 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Scheduling of classes in sequence (e.g., time/ date of next class: A to B or Beg. to Inter.)				
Very Satisfied	1	16.67 %	1	16.67 %
Somewhat Satisfied	4	66.67 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Quality of VCRs and other audio-visual equipment				
Very Satisfied	1	16.67 %	1	16.67 %
Neutral	4	66.67 %	5	83.33 %
Very Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Quality of whiteboards or chalkboards in classroom				
Very Satisfied	2	33.33 %	2	33.33 %
Somewhat Satisfied	2	33.33 %	4	66.67 %
Somewhat Dissatisfied	1	16.67 %	5	83.33 %
Very Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Quality of TV monitors in classroom				
Very Satisfied	1	16.67 %	1	16.67 %
Neutral	5	83.33 %	6	100.00 %
Total Responses	6	100%	6	100%
Quality of classroom computers				
Very Satisfied	2	33.33 %	2	33.33 %
Somewhat Satisfied	1	16.67 %	3	50.00 %
Neutral	2	33.33 %	5	83.33 %
Very Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%

Cumulative Count and Percent Real Estate Program Review--Faculty Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Availability of instructional equipment				
Very Satisfied	4	66.67 %	4	66.67 %
Somewhat Satisfied	1	16.67 %	5	83.33 %
Neutral	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Adequacy of lighting in classrooms				
Very Satisfied	5	83.33 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Quality of computers for faculty use				
Very Satisfied	3	50.00 %	3	50.00 %
Neutral	2	33.33 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Availability of computers for faculty use				
Very Satisfied	3	50.00 %	3	50.00 %
Neutral	2	33.33 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Extent to which the program uses technology to enhance teaching and learning				
Very Satisfied	2	33.33 %	2	33.33 %
Somewhat Satisfied	2	33.33 %	4	66.67 %
Neutral	1	16.67 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Staff support for the program and classes in terms of staff availability				
Very Satisfied	3	50.00 %	3	50.00 %
Somewhat Satisfied	2	33.33 %	5	83.33 %
Neutral	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Staff support for the program and classes in terms of staff responsiveness				
Very Satisfied	4	66.67 %	4	66.67 %
Somewhat Satisfied	2	33.33 %	6	100.00 %
Total Responses	6	100%	6	100%
Sensitivity of faculty and staff to the needs of students from different cultures				
Very Satisfied	2	33.33 %	2	33.33 %
Neutral	3	50.00 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%

Cumulative Count and Percent Real Estate Program Review--Faculty Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Extent to which faculty and staff meet the needs of non-traditional students				
Very Satisfied	2	33.33 %	2	33.33 %
Somewhat Satisfied	1	16.67 %	3	50.00 %
Neutral	3	50.00 %	6	100.00 %
Total Responses	6	100%	6	100%
Opportunities for you to participate in curriculum review and program development				
Very Satisfied	1	16.67 %	1	16.67 %
Somewhat Satisfied	2	33.33 %	3	50.00 %
Neutral	2	33.33 %	5	83.33 %
Somewhat Dissatisfied	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Opportunities for you to suggest new courses				
Very Satisfied	1	16.67 %	1	16.67 %
Somewhat Satisfied	4	66.67 %	5	83.33 %
Neutral	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Prerequisite knowledge in discipline				
Very well prepared	1	16.67 %	1	16.67 %
Somewhat prepared	4	66.67 %	5	83.33 %
Not prepared	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
English proficiency (spoken)				
Very well prepared	2	33.33 %	2	33.33 %
Somewhat prepared	4	66.67 %	6	100.00 %
Total Responses	6	100%	6	100%
English proficiency (written)				
Very well prepared	2	33.33 %	2	33.33 %
Somewhat prepared	3	50.00 %	5	83.33 %
Not prepared	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
English proficiency (comprehension)				
Very well prepared	1	16.67 %	1	16.67 %
Somewhat prepared	4	66.67 %	5	83.33 %
Not prepared	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%

Cumulative Count and Percent Real Estate Program Review--Faculty Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Reading level				
Very well prepared	1	20.00 %	1	20.00 %
Somewhat prepared	3	60.00 %	4	80.00 %
Not prepared	1	20.00 %	5	100.00 %
Total Responses	5	100%	5	100%
Critical thinking skills				
Very well prepared	2	33.33 %	2	33.33 %
Somewhat prepared	3	50.00 %	5	83.33 %
Not prepared	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%
Study skills				
Very well prepared	2	33.33 %	2	33.33 %
Somewhat prepared	3	50.00 %	5	83.33 %
Not prepared	1	16.67 %	6	100.00 %
Total Responses	6	100%	6	100%

Count and Percent

Real Estate Program Review--Faculty Survey

Count Percent

At which location(s) or in which distance delivery mode(s) are you currently teaching within this program? (Mark all that apply.)

Respondents: 6

Coastline Costa Mesa Center	4	66.67 %
Coastline Garden Grove Center	4	66.67 %
Estancia High School	1	16.67 %
Other	3	50.00 %

Total Responses 12 100%

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

Respondents: 4

Professional conferences	1	25.00 %
Other classes	1	25.00 %
Professional training	1	25.00 %
Technology-related reading	1	25.00 %
None of the above	3	75.00 %

Total Responses 7 100%

Listing of "other" Responses by Question

Real Estate Program Review--Faculty Survey

Question: At which location(s) or in which distance delivery mode(s) are you currently teaching within this program? (Mark all that apply.)

One-Stop Center

Text and Paragraph Responses by Question

Real Estate Program Review--Faculty Survey

Question: Are there any courses or course outlines within this program that you feel need to be modified, updated, or deleted? If so, which ones?

No.

Processing should be a pre-requisite to underwriting.

Processing, Mortgage Brokering, Underwriting--course materials could be modified and updated to incorporate more visual aids and technology to enhance the learning and retention process to accommodate visual and kinetic learners.

Question: Are there other courses in this program or related to the program that you would like Coastline College to offer?

No.

Escrow; R.E. Finance Advanced

Escrow

Question: If you marked "Somewhat Dissatisfied" or "Very Dissatisfied" to any of the items on the first page, please explain your concerns.

Concern about students whose native language is not English.

Do not have enough computers for Real Estate programs.

I would prefer white boards in all classrooms. Not critical, but I sneeze a lot!

Use of technology to enhance learning--Could be modified to include more visual aids regarding completing forms with transparencies or completing forms using software.

Sensitivity to students of different cultures--This was rated lower not because faculty or staff was insensitive, but that the school could offer support via flyer/seminar to faculty on how to handle such situations.

Equipment doesn't always work.

Question: Do you have any other comments or recommendations?

None.

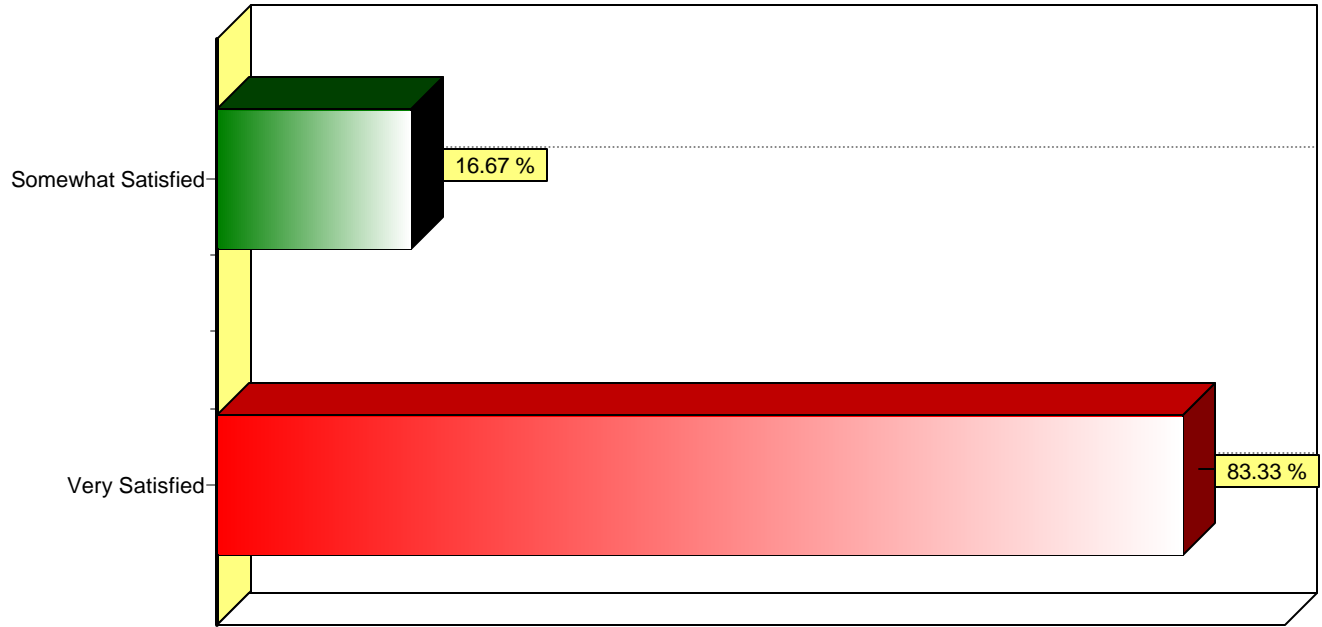
There is a lot of information to be absorbed in a concentrated short period of time. Add another week or 2 and offset or shorten the time spent in class now.

The classes I have participated in and the faculty I have worked with are vital and very knowledgeable in their respective areas. I have heard nothing but positive responses about both. I appreciate being given the opportunity to teach at CCC.

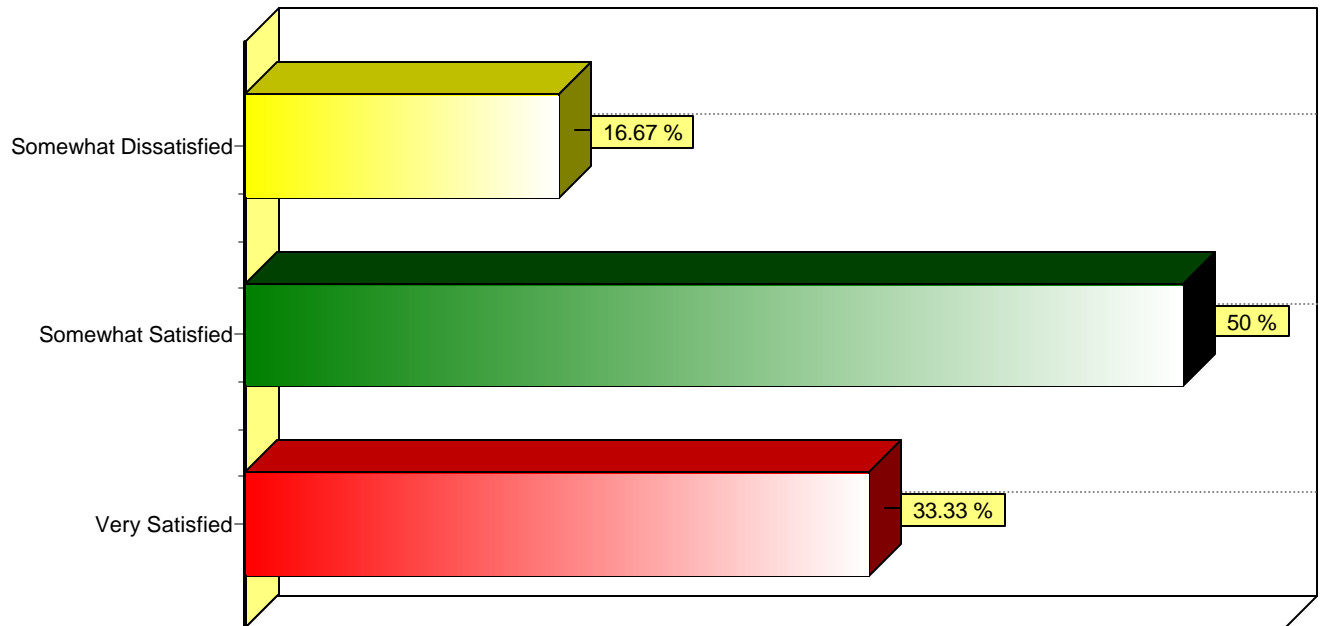
Bar Graphs

Real Estate Program Review--Faculty Survey

Relevancy of courses to vocational, academic, or personal needs of students



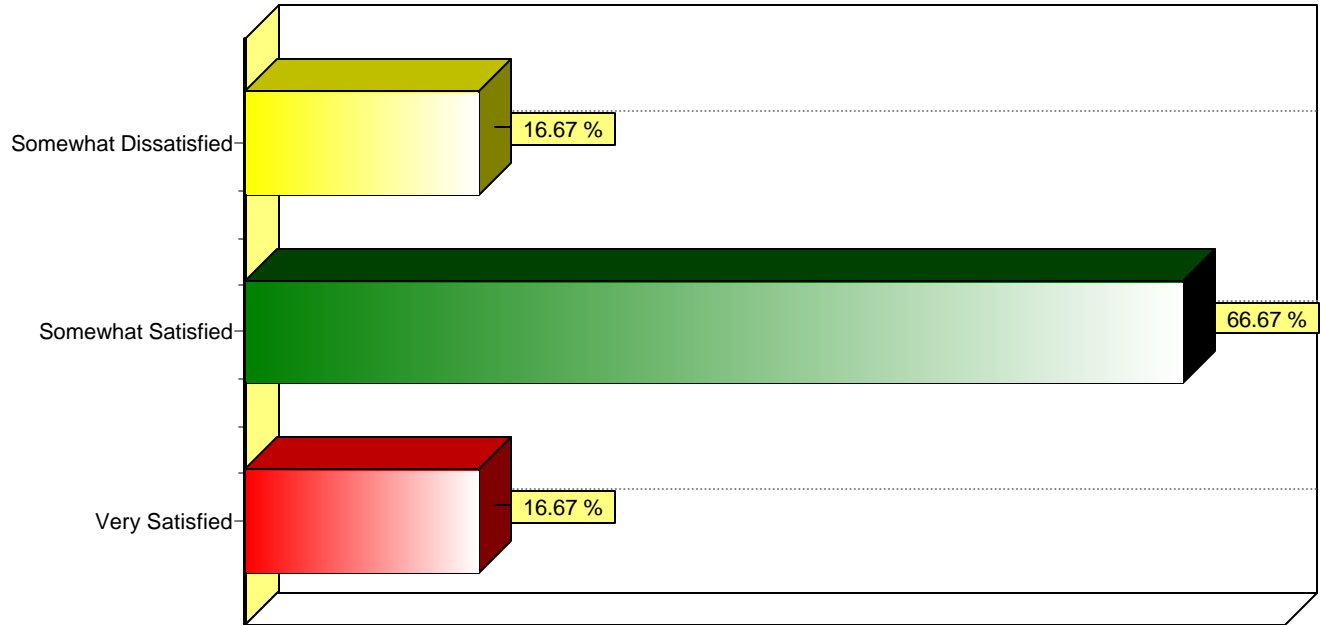
Scheduling of classes (time of day, length of class sessions, days of week)



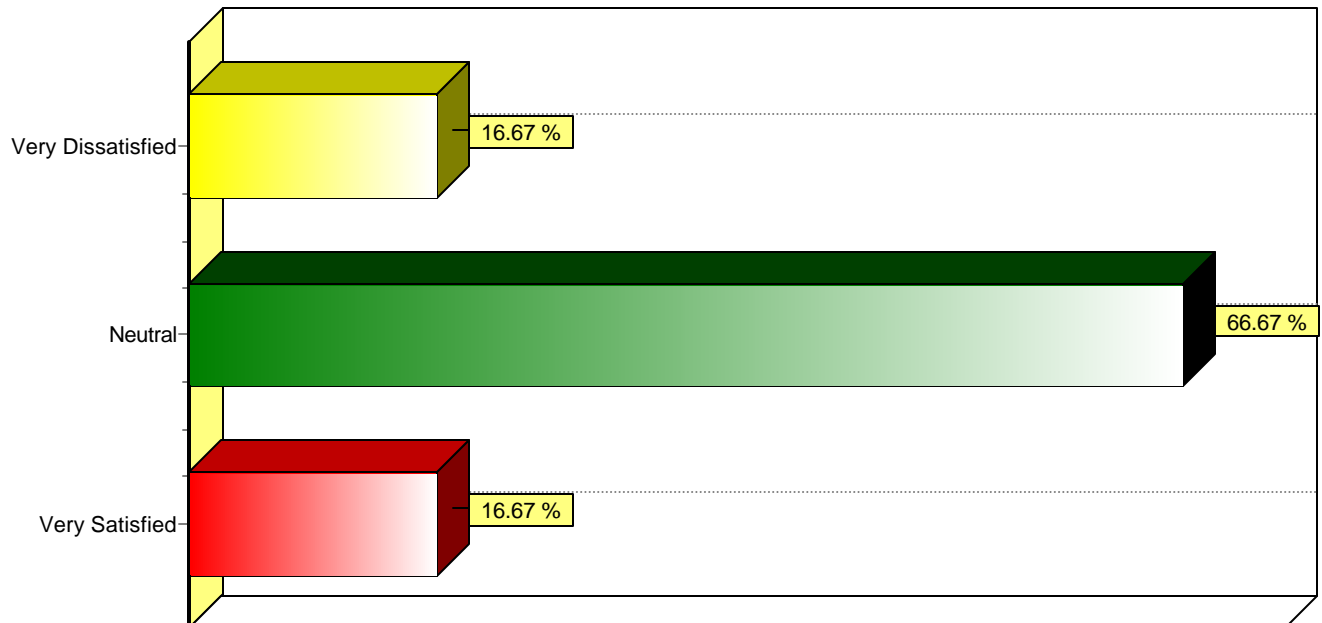
Bar Graphs

Real Estate Program Review--Faculty Survey

Scheduling of classes in sequence (e.g., time/ date of next class: A to B or Beg. to Inter.)



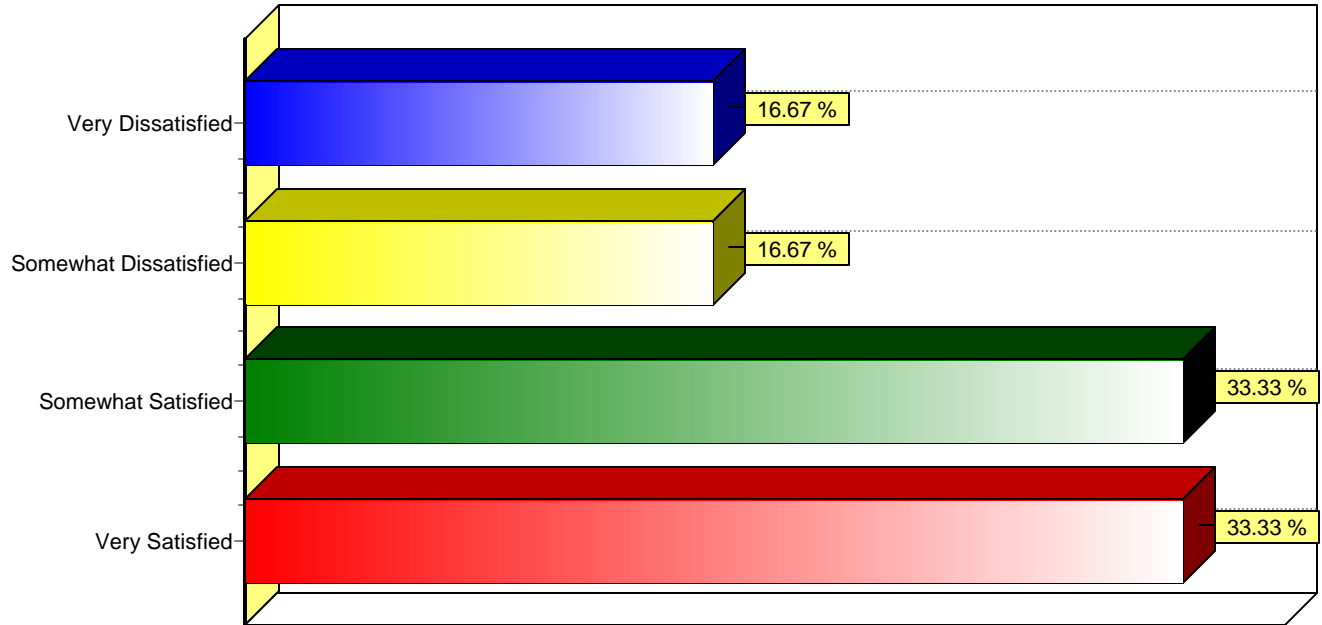
Quality of VCRs and other audio-visual equipment



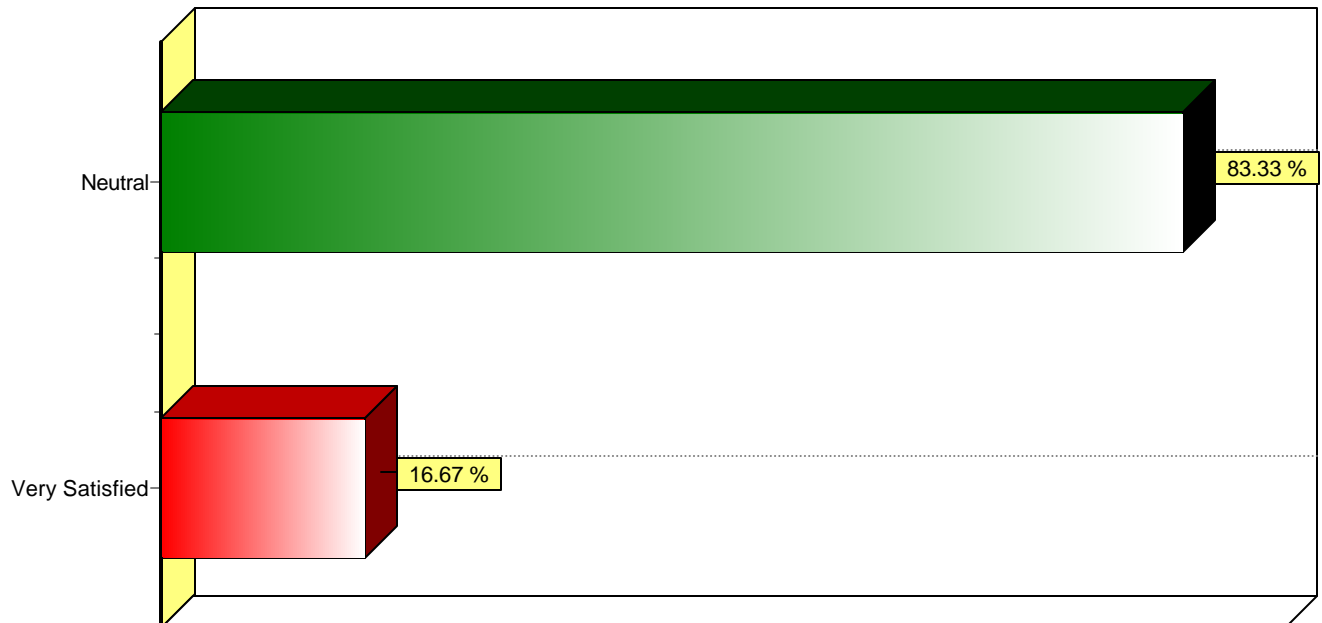
Bar Graphs

Real Estate Program Review--Faculty Survey

Quality of whiteboards or chalkboards in classroom



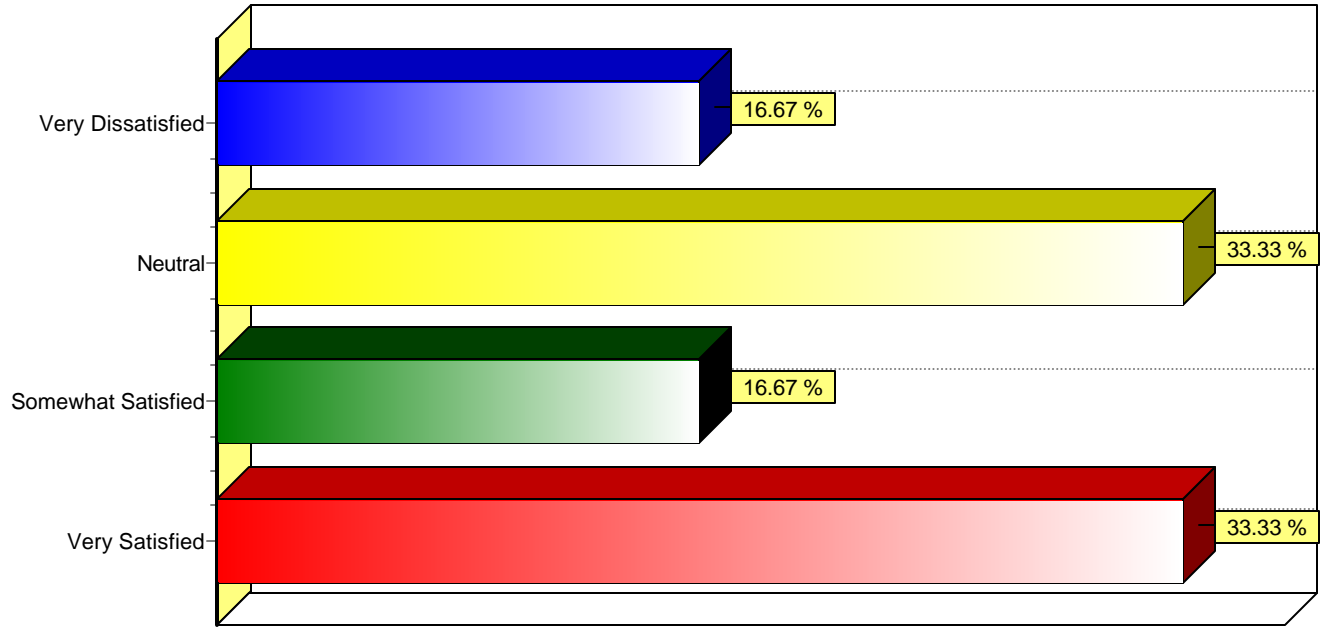
Quality of TV monitors in classroom



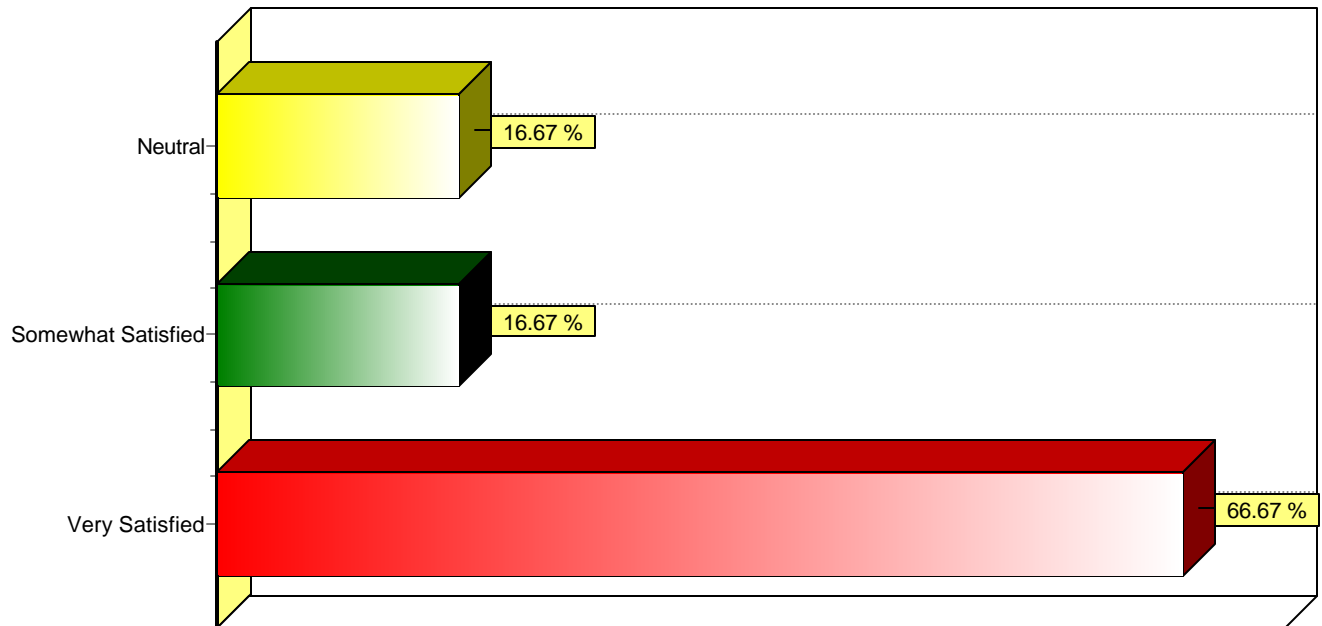
Bar Graphs

Real Estate Program Review--Faculty Survey

Quality of classroom computers



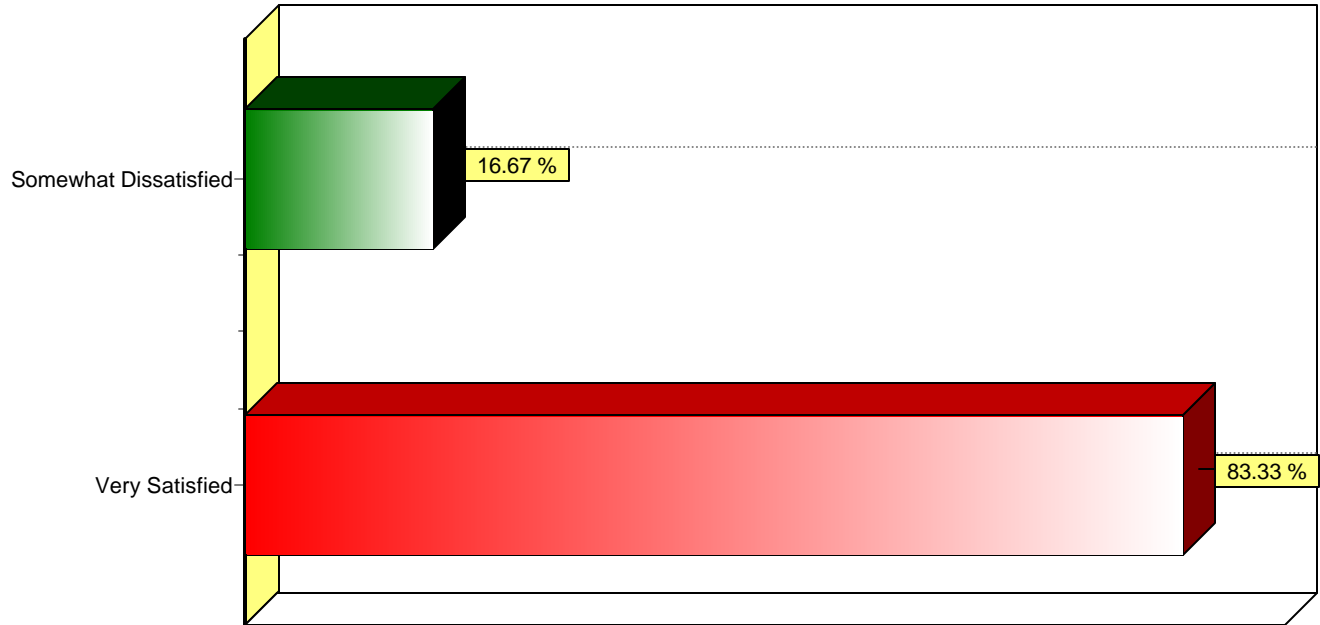
Availability of instructional equipment



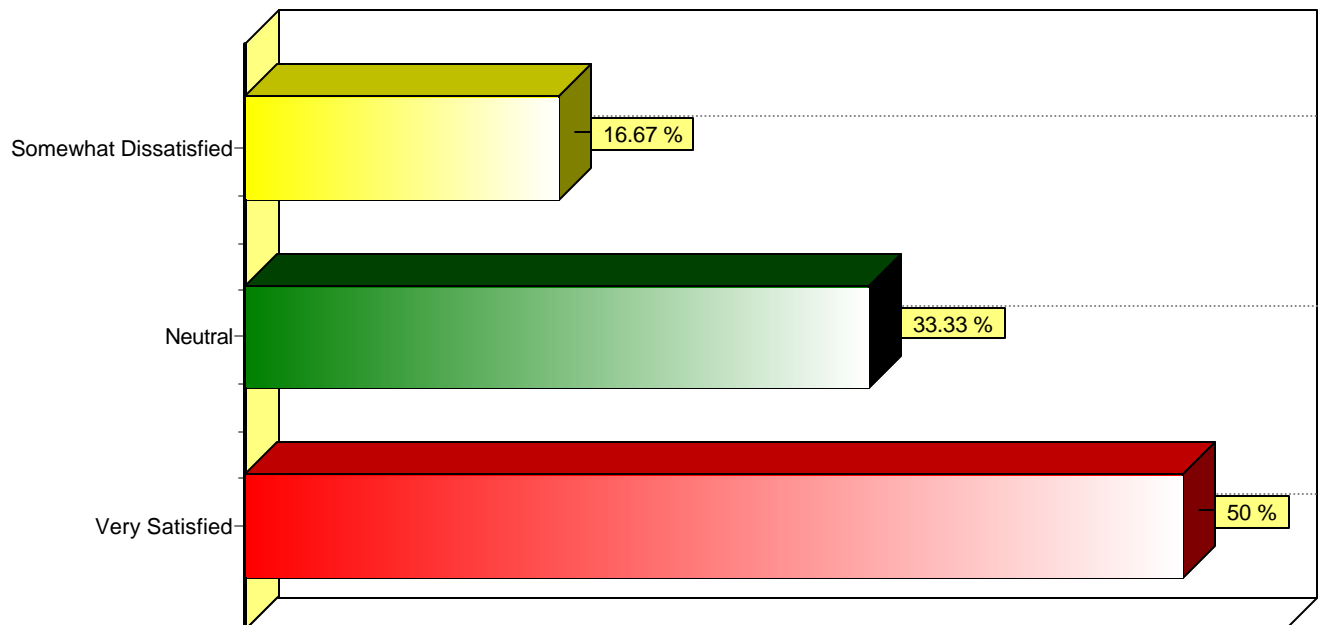
Bar Graphs

Real Estate Program Review--Faculty Survey

Adequacy of lighting in classrooms



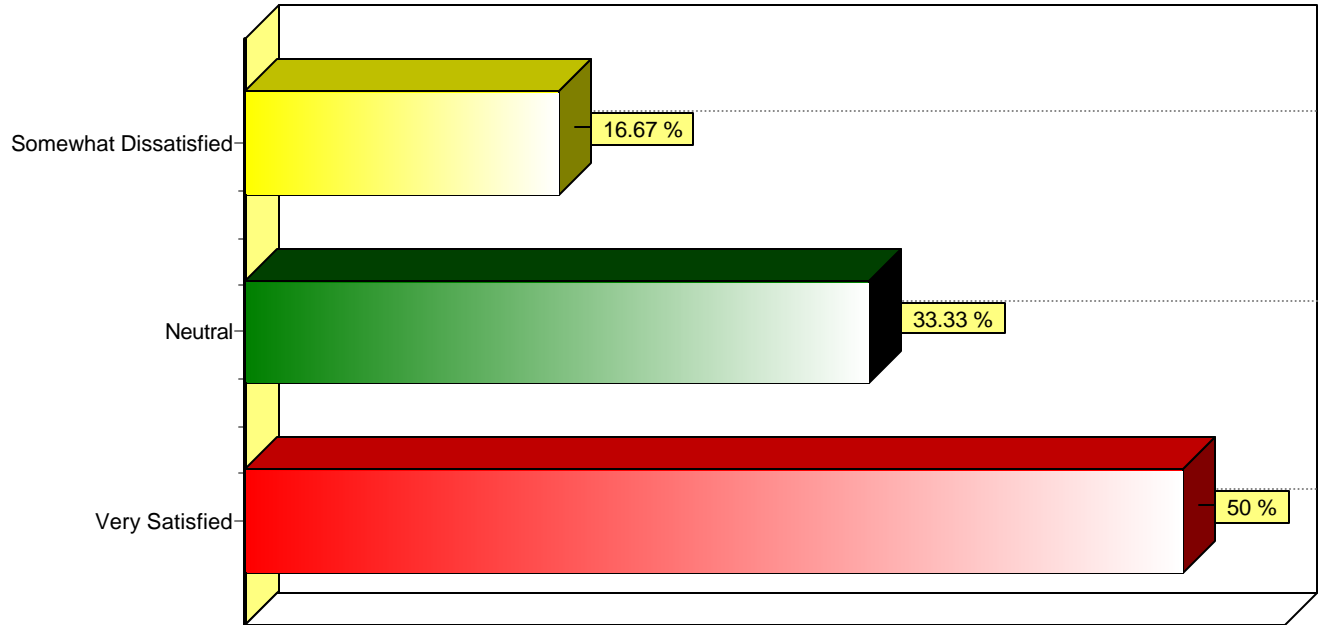
Quality of computers for faculty use



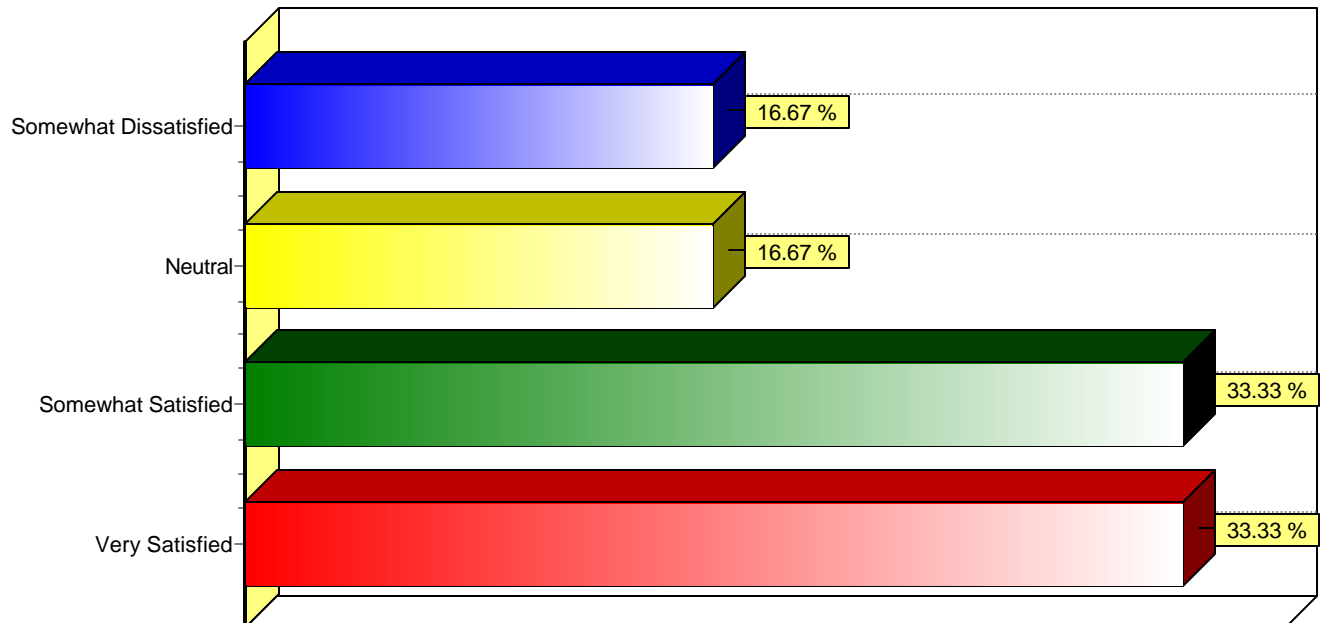
Bar Graphs

Real Estate Program Review--Faculty Survey

Availability of computers for faculty use



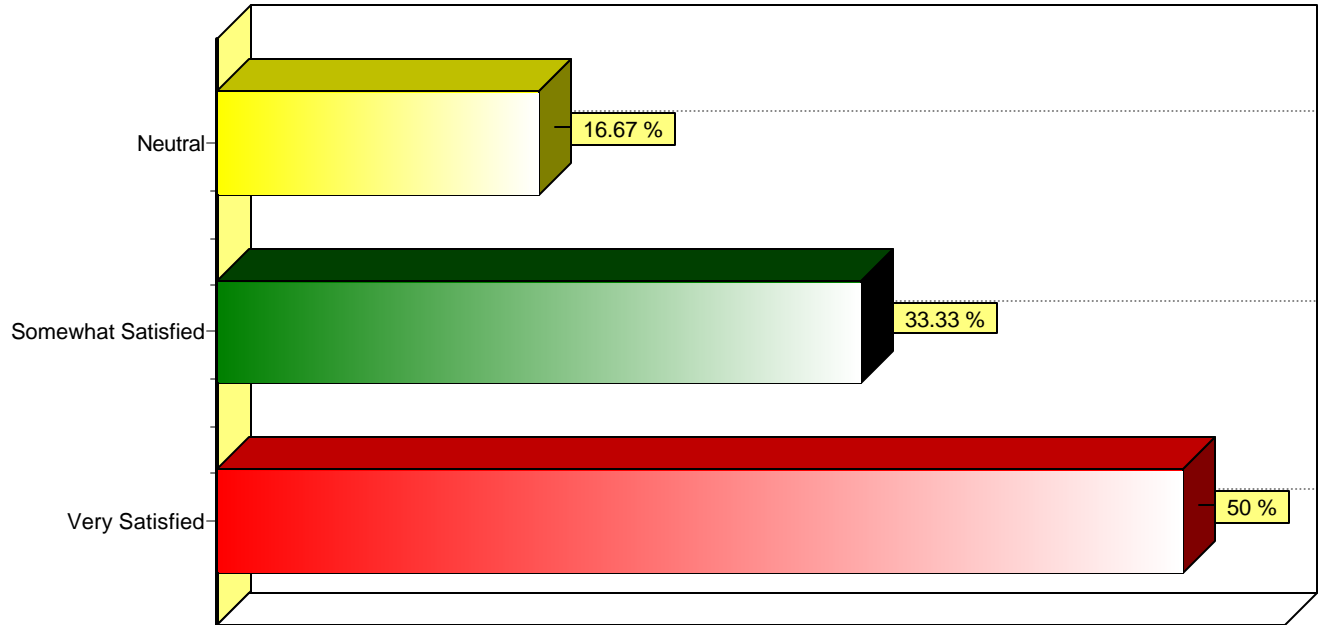
Extent to which the program uses technology to enhance teaching and learning



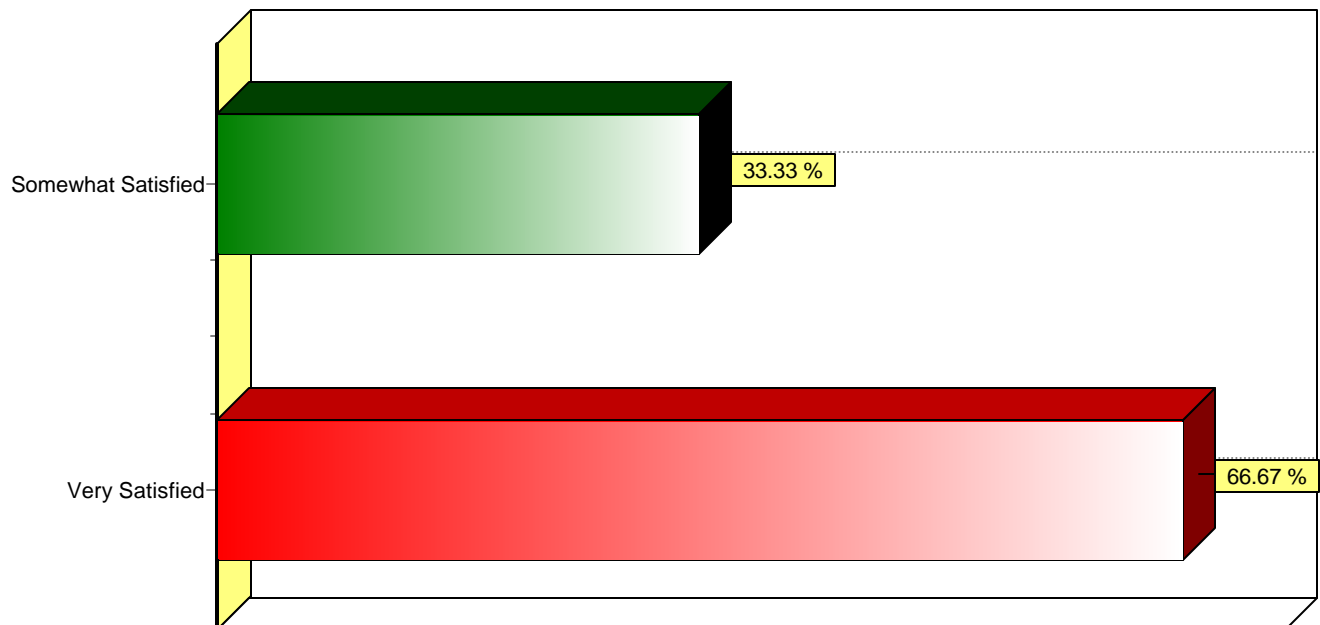
Bar Graphs

Real Estate Program Review--Faculty Survey

Staff support for the program and classes in terms of staff availability



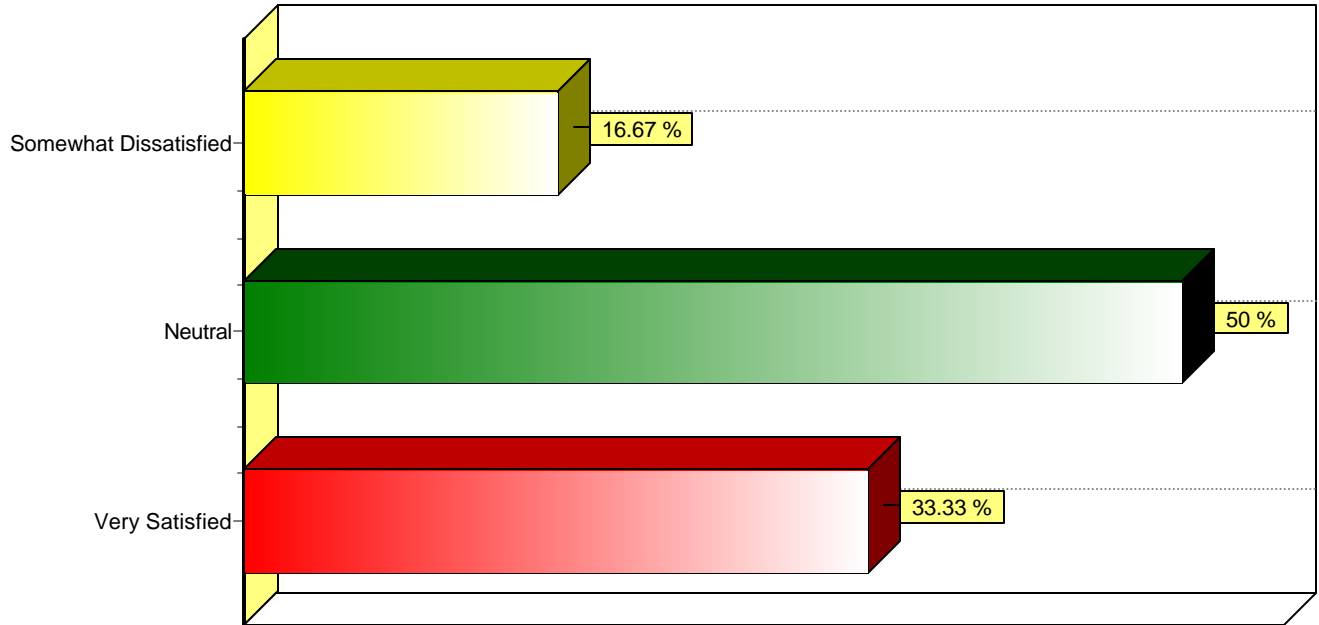
Staff support for the program and classes in terms of staff responsiveness



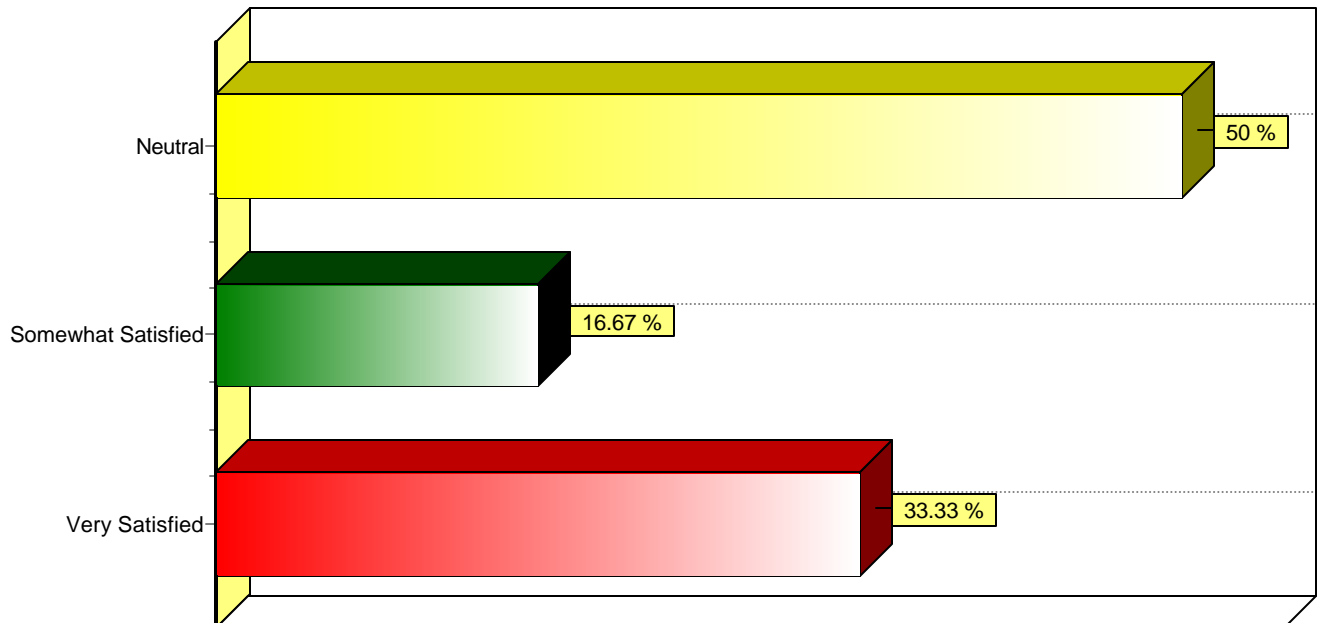
Bar Graphs

Real Estate Program Review--Faculty Survey

Sensitivity of faculty and staff to the needs of students from different cultures



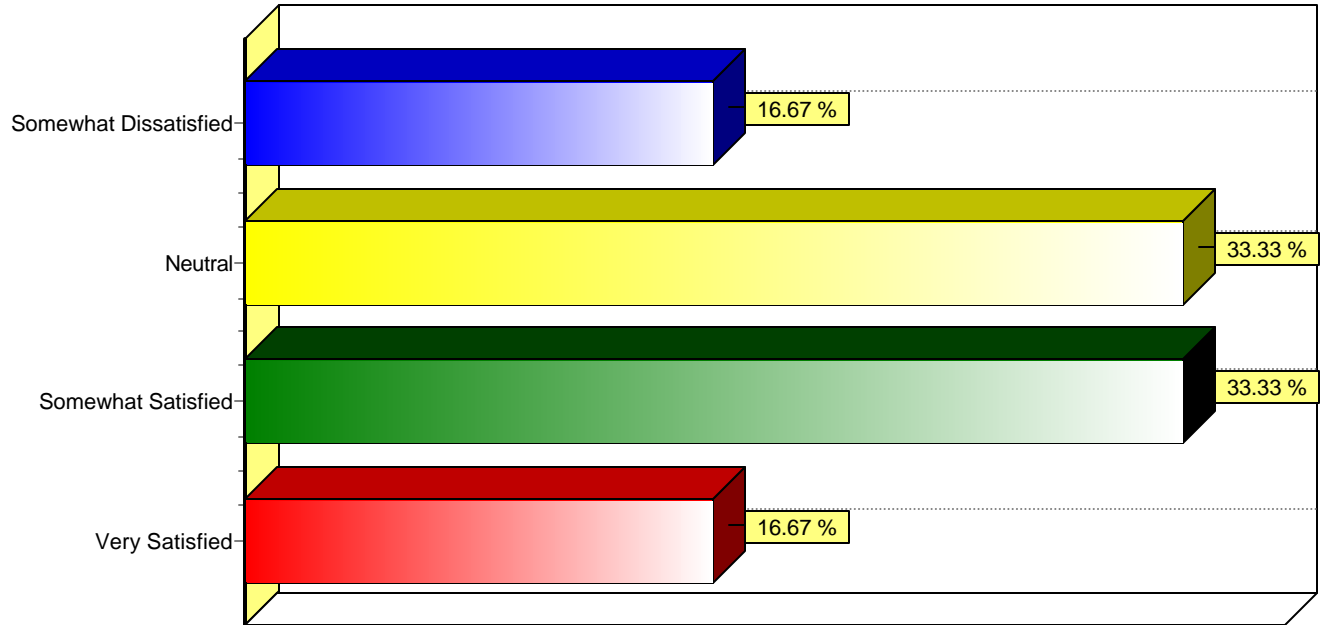
Extent to which faculty and staff meet the needs of non-traditional students



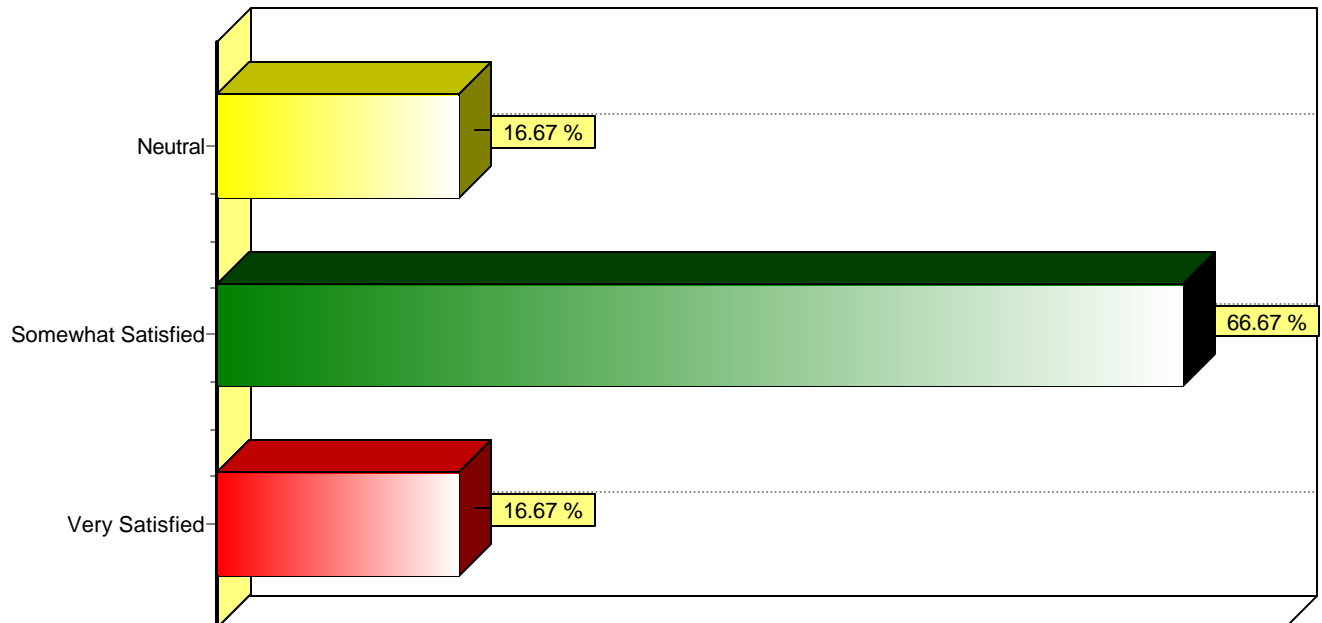
Bar Graphs

Real Estate Program Review--Faculty Survey

Opportunities for you to participate in curriculum review and program development



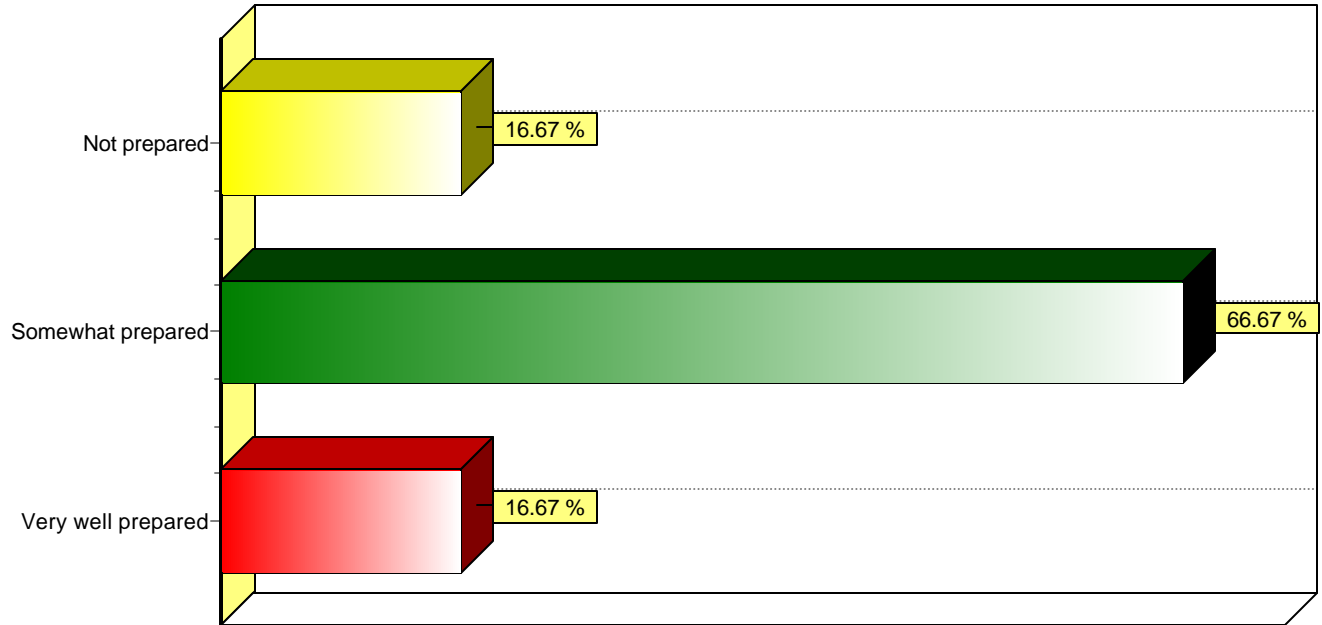
Opportunities for you to suggest new courses



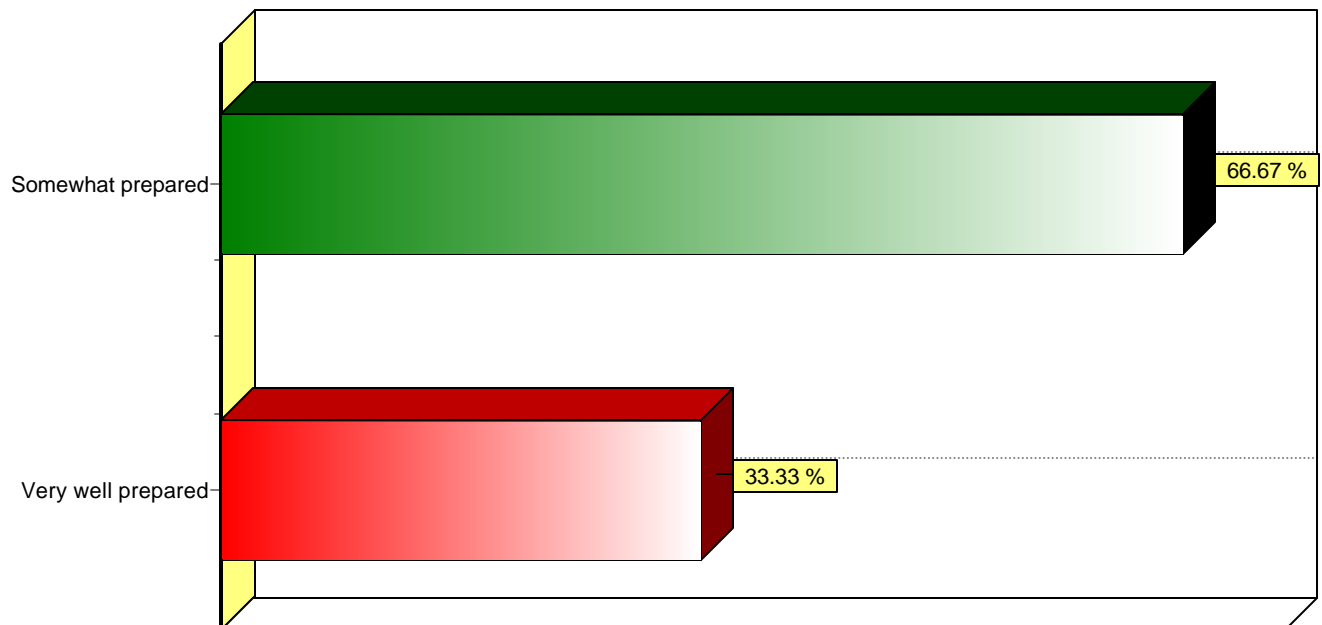
Bar Graphs

Real Estate Program Review--Faculty Survey

Prerequisite knowledge in discipline



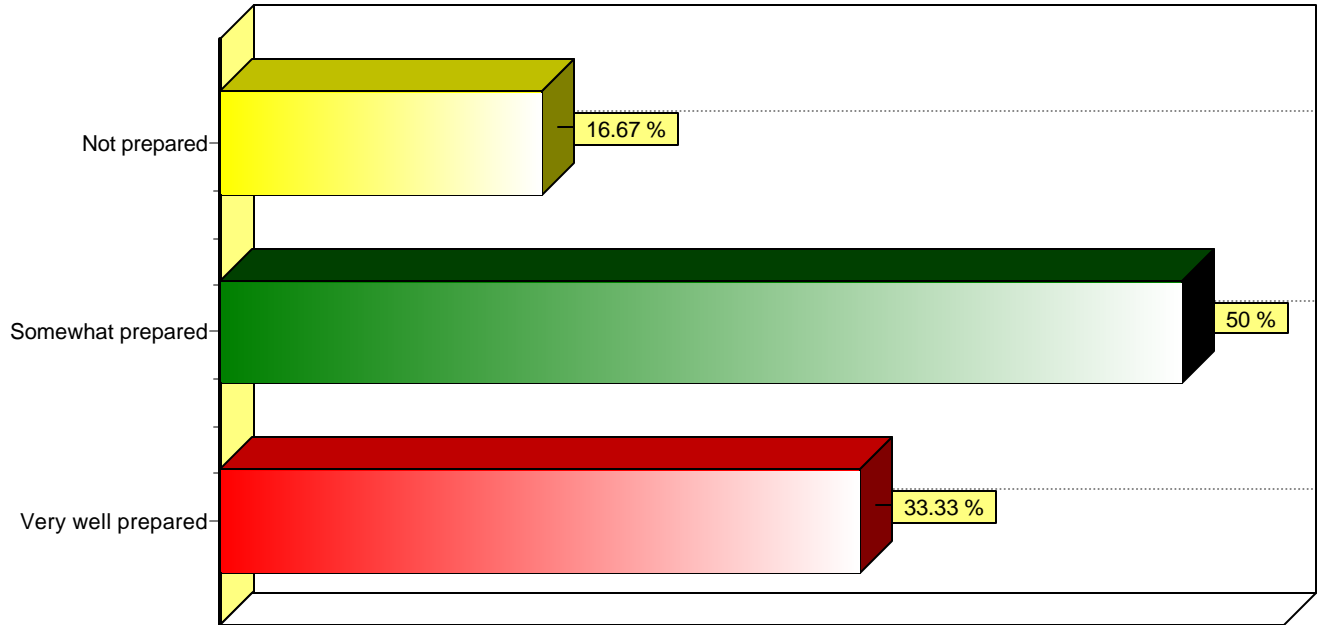
English proficiency (spoken)



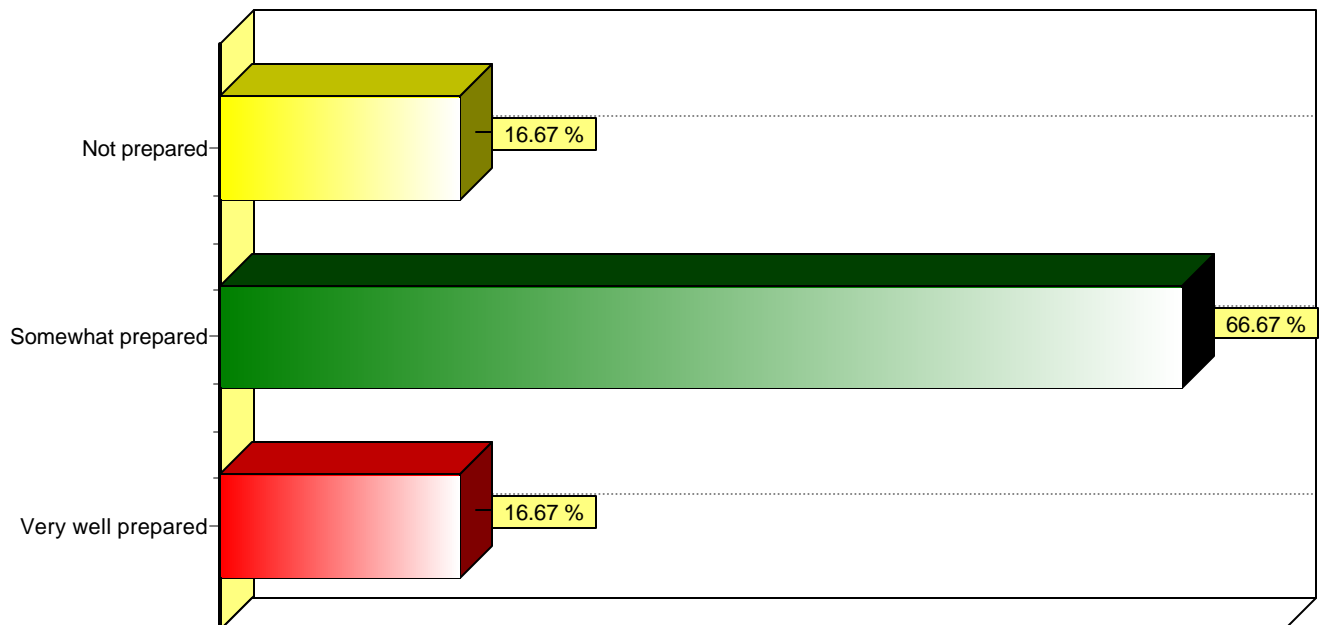
Bar Graphs

Real Estate Program Review--Faculty Survey

English proficiency (written)



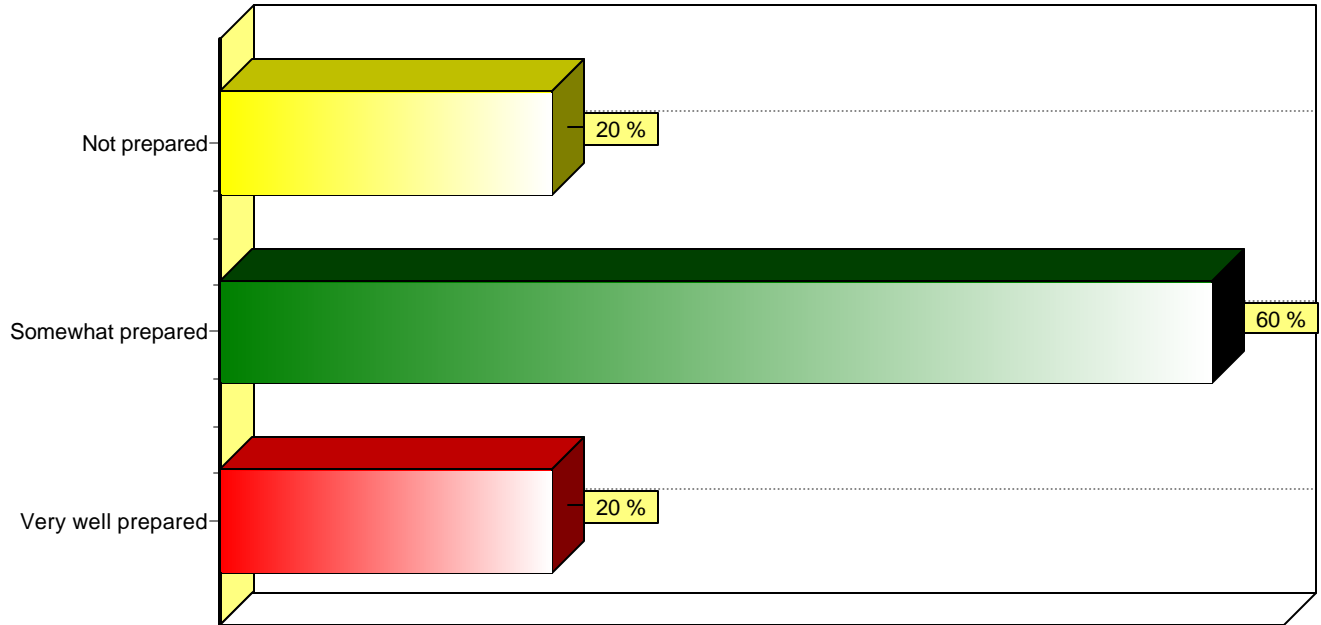
English proficiency (comprehension)



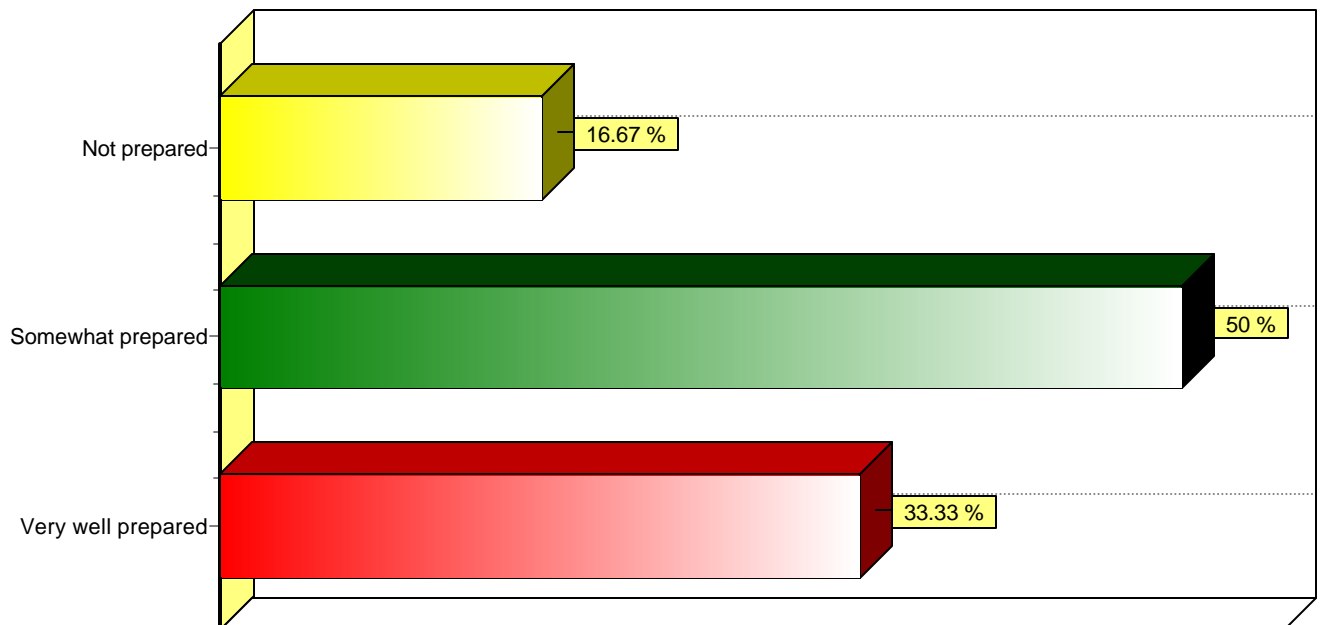
Bar Graphs

Real Estate Program Review--Faculty Survey

Reading level



Critical thinking skills



Bar Graphs

Real Estate Program Review--Faculty Survey

Study skills

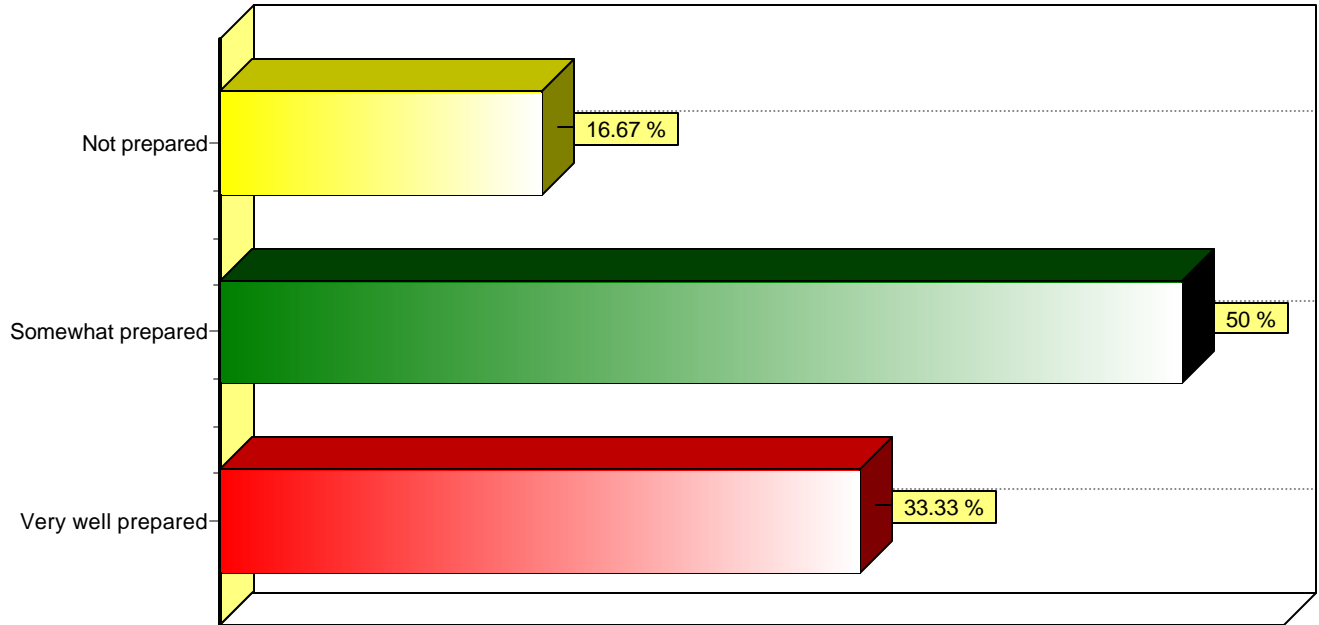


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Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Quality of instruction				
Very Satisfied	69	70.41 %	69	70.41 %
Somewhat Satisfied	21	21.43 %	90	91.84 %
Neutral	4	4.08 %	94	95.92 %
Somewhat Dissatisfied	2	2.04 %	96	97.96 %
Very Dissatisfied	2	2.04 %	98	100.00 %
Total Responses	98	100%	98	100%
Variety of classes				
Very Satisfied	51	55.43 %	51	55.43 %
Somewhat Satisfied	30	32.61 %	81	88.04 %
Neutral	8	8.70 %	89	96.74 %
Somewhat Dissatisfied	3	3.26 %	92	100.00 %
Total Responses	92	100%	92	100%
Scheduling of classes (time of day, length of class sessions, days of week)				
Very Satisfied	59	62.11 %	59	62.11 %
Somewhat Satisfied	21	22.11 %	80	84.21 %
Neutral	8	8.42 %	88	92.63 %
Somewhat Dissatisfied	5	5.26 %	93	97.89 %
Very Dissatisfied	2	2.11 %	95	100.00 %
Total Responses	95	100%	95	100%
Scheduling sequence of classes within the program				
Very Satisfied	53	55.21 %	53	55.21 %
Somewhat Satisfied	28	29.17 %	81	84.38 %
Neutral	13	13.54 %	94	97.92 %
Somewhat Dissatisfied	1	1.04 %	95	98.96 %
Very Dissatisfied	1	1.04 %	96	100.00 %
Total Responses	96	100%	96	100%
Relevance of classes to your vocational or academic needs or personal interests				
Very Satisfied	65	68.42 %	65	68.42 %
Somewhat Satisfied	20	21.05 %	85	89.47 %
Neutral	8	8.42 %	93	97.89 %
Very Dissatisfied	2	2.11 %	95	100.00 %
Total Responses	95	100%	95	100%
Availability of staff to answer questions				
Very Satisfied	65	68.42 %	65	68.42 %
Somewhat Satisfied	18	18.95 %	83	87.37 %
Neutral	9	9.47 %	92	96.84 %
Somewhat Dissatisfied	1	1.05 %	93	97.89 %
Very Dissatisfied	2	2.11 %	95	100.00 %
Total Responses	95	100%	95	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Helpfulness of faculty and staff				
Very Satisfied	68	70.83 %	68	70.83 %
Somewhat Satisfied	15	15.63 %	83	86.46 %
Neutral	10	10.42 %	93	96.88 %
Somewhat Dissatisfied	1	1.04 %	94	97.92 %
Very Dissatisfied	2	2.08 %	96	100.00 %
Total Responses	96	100%	96	100%
Sensitivity of faculty and staff to the needs of students from different cultures				
Very Satisfied	49	53.85 %	49	53.85 %
Somewhat Satisfied	19	20.88 %	68	74.73 %
Neutral	19	20.88 %	87	95.60 %
Very Dissatisfied	4	4.40 %	91	100.00 %
Total Responses	91	100%	91	100%
Extent to which the special needs of non-traditional students are met				
Very Satisfied	46	52.87 %	46	52.87 %
Somewhat Satisfied	17	19.54 %	63	72.41 %
Neutral	21	24.14 %	84	96.55 %
Very Dissatisfied	3	3.45 %	87	100.00 %
Total Responses	87	100%	87	100%
Overall quality of the program				
Very Satisfied	62	65.26 %	62	65.26 %
Somewhat Satisfied	23	24.21 %	85	89.47 %
Neutral	6	6.32 %	91	95.79 %
Somewhat Dissatisfied	2	2.11 %	93	97.89 %
Very Dissatisfied	2	2.11 %	95	100.00 %
Total Responses	95	100%	95	100%
Your own success in the program				
Very Satisfied	47	47.96 %	47	47.96 %
Somewhat Satisfied	32	32.65 %	79	80.61 %
Neutral	15	15.31 %	94	95.92 %
Somewhat Dissatisfied	1	1.02 %	95	96.94 %
Very Dissatisfied	3	3.06 %	98	100.00 %
Total Responses	98	100%	98	100%
Quality/comfort of classrooms chairs				
Very Satisfied	29	29.90 %	29	29.90 %
Somewhat Satisfied	44	45.36 %	73	75.26 %
Neutral	17	17.53 %	90	92.78 %
Somewhat Dissatisfied	5	5.15 %	95	97.94 %
Very Dissatisfied	2	2.06 %	97	100.00 %
Total Responses	97	100%	97	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Quality/comfort of desks				
Very Satisfied	33	34.02 %	33	34.02 %
Somewhat Satisfied	42	43.30 %	75	77.32 %
Neutral	15	15.46 %	90	92.78 %
Somewhat Dissatisfied	5	5.15 %	95	97.94 %
Very Dissatisfied	2	2.06 %	97	100.00 %
Total Responses	97	100%	97	100%
Quality of VCRs and/or other audio-visual equipment				
Very Satisfied	19	22.89 %	19	22.89 %
Somewhat Satisfied	27	32.53 %	46	55.42 %
Neutral	29	34.94 %	75	90.36 %
Somewhat Dissatisfied	5	6.02 %	80	96.39 %
Very Dissatisfied	3	3.61 %	83	100.00 %
Total Responses	83	100%	83	100%
Quality of whiteboards or chalkboards in classroom				
Very Satisfied	32	33.68 %	32	33.68 %
Somewhat Satisfied	36	37.89 %	68	71.58 %
Neutral	21	22.11 %	89	93.68 %
Somewhat Dissatisfied	3	3.16 %	92	96.84 %
Very Dissatisfied	3	3.16 %	95	100.00 %
Total Responses	95	100%	95	100%
Quality of TV monitors in classroom				
Very Satisfied	16	20.00 %	16	20.00 %
Somewhat Satisfied	27	33.75 %	43	53.75 %
Neutral	32	40.00 %	75	93.75 %
Somewhat Dissatisfied	2	2.50 %	77	96.25 %
Very Dissatisfied	3	3.75 %	80	100.00 %
Total Responses	80	100%	80	100%
Availability of instructional equipment				
Very Satisfied	32	35.96 %	32	35.96 %
Somewhat Satisfied	26	29.21 %	58	65.17 %
Neutral	25	28.09 %	83	93.26 %
Somewhat Dissatisfied	4	4.49 %	87	97.75 %
Very Dissatisfied	2	2.25 %	89	100.00 %
Total Responses	89	100%	89	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
What is the primary reason you are taking classes in this program at Coastline? (Mark only one.)				
Personal interest	33	30.00 %	33	30.00 %
To earn R.E. license	36	32.73 %	69	62.73 %
Continuing education requirement for license	7	6.36 %	76	69.09 %
To earn a Certificate	19	17.27 %	95	86.36 %
To earn an A.A. degree	3	2.73 %	98	89.09 %
To transfer to a 4-year college	5	4.55 %	103	93.64 %
Other	7	6.36 %	110	100.00 %
Total Responses	110	100%	110	100%
Which best describes your occupational goal?				
Real Estate Sales	22	25.00 %	22	25.00 %
Real Estate Broker	27	30.68 %	49	55.68 %
Real Estate Finance	11	12.50 %	60	68.18 %
Real Estate Appraiser	1	1.14 %	61	69.32 %
Escrow Officer	1	1.14 %	62	70.45 %
Other	26	29.55 %	88	100.00 %
Total Responses	88	100%	88	100%
Are you currently enrolled at another college in addition to your Coastline classes? (Mark all that apply.)				
Golden West College	8	8.51 %	8	8.51 %
Orange Coast College	8	8.51 %	16	17.02 %
Saddleback College	2	2.13 %	18	19.15 %
Santa Ana College	5	5.32 %	23	24.47 %
Other community college	5	5.32 %	28	29.79 %
A four-year college	5	5.32 %	33	35.11 %
No: Enrolled only at Coastline	61	64.89 %	94	100.00 %
Total Responses	94	100%	94	100%
Once a week				
Strongly Prefer	50	66.67 %	50	66.67 %
Prefer	15	20.00 %	65	86.67 %
Dislike	6	8.00 %	71	94.67 %
Strongly Dislike	4	5.33 %	75	100.00 %
Total Responses	75	100%	75	100%
Twice a week				
Strongly Prefer	20	33.33 %	20	33.33 %
Prefer	19	31.67 %	39	65.00 %
Dislike	14	23.33 %	53	88.33 %
Strongly Dislike	7	11.67 %	60	100.00 %
Total Responses	60	100%	60	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Mornings				
Strongly Prefer	7	12.73 %	7	12.73 %
Prefer	5	9.09 %	12	21.82 %
Dislike	19	34.55 %	31	56.36 %
Strongly Dislike	24	43.64 %	55	100.00 %
Total Responses	55	100%	55	100%
Afternoons				
Strongly Prefer	5	9.80 %	5	9.80 %
Prefer	7	13.73 %	12	23.53 %
Dislike	21	41.18 %	33	64.71 %
Strongly Dislike	18	35.29 %	51	100.00 %
Total Responses	51	100%	51	100%
Evenings				
Strongly Prefer	55	69.62 %	55	69.62 %
Prefer	21	26.58 %	76	96.20 %
Dislike	2	2.53 %	78	98.73 %
Strongly Dislike	1	1.27 %	79	100.00 %
Total Responses	79	100%	79	100%
Weekends				
Strongly Prefer	39	60.94 %	39	60.94 %
Prefer	14	21.88 %	53	82.81 %
Dislike	7	10.94 %	60	93.75 %
Strongly Dislike	4	6.25 %	64	100.00 %
Total Responses	64	100%	64	100%
Four-week Intersession				
Strongly Prefer	35	54.69 %	35	54.69 %
Prefer	14	21.88 %	49	76.56 %
Dislike	8	12.50 %	57	89.06 %
Strongly Dislike	7	10.94 %	64	100.00 %
Total Responses	64	100%	64	100%
Telecourse				
Strongly Prefer	16	30.19 %	16	30.19 %
Prefer	11	20.75 %	27	50.94 %
Dislike	16	30.19 %	43	81.13 %
Strongly Dislike	10	18.87 %	53	100.00 %
Total Responses	53	100%	53	100%
WWW/Internet class				
Strongly Prefer	16	29.63 %	16	29.63 %
Prefer	13	24.07 %	29	53.70 %
Dislike	16	29.63 %	45	83.33 %
Strongly Dislike	9	16.67 %	54	100.00 %
Total Responses	54	100%	54	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Course combining Internet and classroom instruction				
Strongly Prefer	16	30.77 %	16	30.77 %
Prefer	20	38.46 %	36	69.23 %
Dislike	11	21.15 %	47	90.38 %
Strongly Dislike	5	9.62 %	52	100.00 %
Total Responses	52	100%	52	100%

Have you ever taken a telecourse, online course, or other distance learning course in this program? (Mark all that apply.)

Yes: Telecourse	12	13.33 %	12	13.33 %
Yes: Online Course	12	13.33 %	24	26.67 %
Yes: Other DL course	2	2.22 %	26	28.89 %
No	64	71.11 %	90	100.00 %
Total Responses	90	100%	90	100%

If you have Internet access, how do you most often connect to the Internet?

Dial-up phone line: 28kbs modem or slower	8	10.81 %	8	10.81 %
Dial-up phone line: 56kbs modem or faster	37	50.00 %	45	60.81 %
DSL	11	14.86 %	56	75.68 %
Cable modem	10	13.51 %	66	89.19 %
T1 or ISDN line	5	6.76 %	71	95.95 %
Other	3	4.05 %	74	100.00 %
Total Responses	74	100%	74	100%

Vocational Counseling

Very Interested	30	41.10 %	30	41.10 %
Somewhat Interested	21	28.77 %	51	69.86 %
Not so Interested	5	6.85 %	56	76.71 %
No Interest	17	23.29 %	73	100.00 %
Total Responses	73	100%	73	100%

Academic Counseling

Very Interested	22	30.14 %	22	30.14 %
Somewhat Interested	27	36.99 %	49	67.12 %
Not so Interested	6	8.22 %	55	75.34 %
No Interest	18	24.66 %	73	100.00 %
Total Responses	73	100%	73	100%

Tutorial Services

Very Interested	17	24.29 %	17	24.29 %
Somewhat Interested	22	31.43 %	39	55.71 %
Not so Interested	11	15.71 %	50	71.43 %
No Interest	20	28.57 %	70	100.00 %
Total Responses	70	100%	70	100%

Cumulative Count and Percent Real Estate Program Review--Student Survey

	Count	Percent	Cumulative Count	Cumulative Percent
Study Skills Training				
Very Interested	22	30.99 %	22	30.99 %
Somewhat Interested	17	23.94 %	39	54.93 %
Not so Interested	10	14.08 %	49	69.01 %
No Interest	22	30.99 %	71	100.00 %
Total Responses	71	100%	71	100%
Vocational ESL Classes				
Very Interested	8	12.12 %	8	12.12 %
Somewhat Interested	17	25.76 %	25	37.88 %
Not so Interested	9	13.64 %	34	51.52 %
No Interest	32	48.48 %	66	100.00 %
Total Responses	66	100%	66	100%
Job Placement Services				
Very Interested	52	64.20 %	52	64.20 %
Somewhat Interested	14	17.28 %	66	81.48 %
Not so Interested	2	2.47 %	68	83.95 %
No Interest	13	16.05 %	81	100.00 %
Total Responses	81	100%	81	100%
Other				
Very Interested	6	18.75 %	6	18.75 %
Somewhat Interested	5	15.63 %	11	34.38 %
Not so Interested	4	12.50 %	15	46.88 %
No Interest	17	53.13 %	32	100.00 %
Total Responses	32	100%	32	100%

Count and Percent

Real Estate Program Review--Student Survey

Count Percent

At which location does your current Real Estate, Banking, or Escrow class(es) meet? (Mark all that apply.)

Respondents: 96

(Not Answered)	5	5.21 %
Coastline Costa Mesa Center	33	34.38 %
Coastline Garden Grove Center	49	51.04 %
Coastline Huntington Westminster Center	3	3.13 %
Estancia High School	2	2.08 %
Fountain Valley High School	3	3.13 %
Harper Center	1	1.04 %
Telecourse, online, or other distance learning class	1	1.04 %
Other	17	17.71 %

Total Responses 114 100%

What is your primary language (the language you are most comfortable speaking, reading, or writing)?

Respondents: 95

English	68	71.58 %
Spanish	2	2.11 %
Vietnamese	19	20.00 %
Other	6	6.32 %

Total Responses 95 100%

What is your ethnicity?

Respondents: 95

(Not Answered)	5	5.26 %
African-American	4	4.21 %
Asian: Vietnamese	24	25.26 %
Asian: Other	9	9.47 %
Hispanic	23	24.21 %
White	24	25.26 %
Decline to state	1	1.05 %
Other	5	5.26 %

Total Responses 95 100%

Listing of "other" Responses by Question

Real Estate Program Review--Student Survey

Question: At which location does your current Real Estate, Banking, or Escrow class(es) meet?
(Mark all that apply.)

Fountain Valley
One-Stop Center

Question: What is the primary reason you are taking classes in this program at Coastline? (Mark only one.)

Investing
Job advancement
Knowledge
Loan Processor
To improve my grades.
To prepare for a new career

Question: Which best describes your occupational goal?

Loan Broker
Loan Officer
Loan Processor
Loan Processor
Loan Processor Underwriter
Loan underwriter
Management
Mortgage broker
Personal achievement
Processor
Property Manager
RE Investor
Undecide
Undecided
Underwriter

Question: What is your primary language (the language you are most comfortable speaking, reading, or writing)?

Armenian
Czech
Farsi
Filipino

Question: What is your ethnicity?

Middle Eastern
Multi

Question: If you have Internet access, how do you most often connect to the Internet?

Don't have one.

Text and Paragraph Responses by Question

Real Estate Program Review--Student Survey

Question: Are there other courses in Real Estate, Banking, or Escrow that you would like Coastline College to offer?

None

Computer class for loan processing.

I wish you would have the loan processing course over a 3 month period, instead of 1 month. I can't learn hard subjects under pressure.

Yes, Apartment Managing.

Real Estate Law (new spring) with a new teacher, the one Coastline have now sucks.

Investment Issues and Tax Treatment: I could teach these.

Buying Foreclosure Properties; Real Estate Investing

Mortgage Finance.

Do you offer Appraisal?

All the courses that are required in the Real Estate Field.

They offer a great variety now.

Real estate loan processor

I think CCC offers all of them now. I wish the classes were held during the day and shorter length. Maybe 5 weeks or the most 8 weeks per class.

I will support CCC and always bring mjore students to CCC.

Escrow, Broker

Telecourse in RE, Banking, Financing

Real Estate Development

Processing--working on solely calculations

Escrow classes. Advance Real Estate Loan class.

Real Estate Computers

Computer RE. Computer Loan.

Add Intermediate and Advanced courses in loan processing, underwriting, mortgage brokering and RE computer program.

Yes. Loan Process. Already I am registered for next semester.

Yes

Escrow. Advance Banking classes.

Computer course in Real Estate

Computer Real Estate

Real Estate Securities Certification Program for broikerage

Computers--Real Estate

Computers in Real Estate

Please continue these courses. Thank you.

Escrow

Very good selection of classes.

Text and Paragraph Responses by Question

Real Estate Program Review--Student Survey

Question: If you marked "Somewhat Dissatisfied" or "Very Dissatisfied" to any of the items on the first page, please explain your concerns.

16 week course--Lack of schedule attention to classes that fall on a holiday canceling classes.

Rooms too cold and visual aid machine not clear. There was no chalk board for instructor to write on.

I have over 600 units: Jr. colleges 100+; State Coll 300+; UCSD/UCI/UCLA 200+

A/V equipment should have been easier for our instructor to use .

Time devoted to overhead unjustified. Size of contrast always a problem.

Chairs

Professor Bouley seems to have no patience to certain students. Especially towards students who are of other cultures and have a hard time adjusting.

Chairs are hard and uncomfortable. They only LOOK padded.

The computer screen was difficult to see. Big screen overhead on wall.

Not every question answered. Slight arrogance. No sympathy for the poor.

Classroom chairs need cushion/desks not wide enough

I want to have a good text book. I do not like the handbook for this class.

Well, I don't like to have a class in Saturday.

It would be nice to have an overhead projector or PowerPoint presentation.

Instead of weekend sessions limited to Friday evenings (5 hrs!) and Saturday (8 hrs!) prefer shorter evening hours spread out during the week from Monday through Friday.

The book we bought was very expensive and actually it was not a book it was a copy of notes.

Some of the classes are necessary for the brokerage license but am not really interested in it.

I was very dissatisfied with the course and instructor. He was very disorganized and we took way too many breaks for the money I paid. I did NOT get my money's worth at all.

Gregg Williams and Buzz Chambers both are very experienced and are very knowledgeable in the finance field.

The class lacked organization and proper instruction.

Text and Paragraph Responses by Question

Real Estate Program Review--Student Survey

Question: Do you have any other comments or recommendations?

Please make some of the courses crammed into a month also available in a regular 3 month semester format.

Yes, put a chalk board in the classroom!

Find a new RE

Excellent class and instructors.

Staff--have coldblooded. Greg Willilams and Tina--great teachers.

Very entertaining class. Great intro to R.E. Thanks, Hal!!

Hal Bouley was an excellent instructor. I would enjoy taking more classes from him.

Hal Bouley is a good teacher of real estate.

Great teacher!!

Great school, good teachers. Thank you.

More classes during the day. Program to be 5-8 weeks long.

Great course. Great instructor.

Listen to your students.

[Would like] actual office experience.

More tables/room to place books and sit comfortably

I would like to see more classes available towards a Real Estate Broker's licenses. Also computer classes as the relate to Real Estate.

I would like to see Coastline A.A. degree in finance.

Everything is Okey, very good teachers.

Great instructors. Thank Buzz and Janine.

This course exceeded my expectations. The instructors were extremely knowledgable, helpful, and interesting. I'm so glad to have taken these courses.

The use of computer in R.E. is becoming more and more important. A course in computer in R.E. covering all the aspects, finance, processing, rental, etc...would be very useful.

Yes, next time have Buzz Chambers present the class he only showed up 1 day and I learned the most that day.

Let me completed major courses in Real Estate.

Start Sat. mornings later and/or finish Friday class sooner.

I enjoy learning. I like the classes I took but with work I get tired. So I don't think I got out of it as much as I would like. I'm a non-traditional student that works other job.

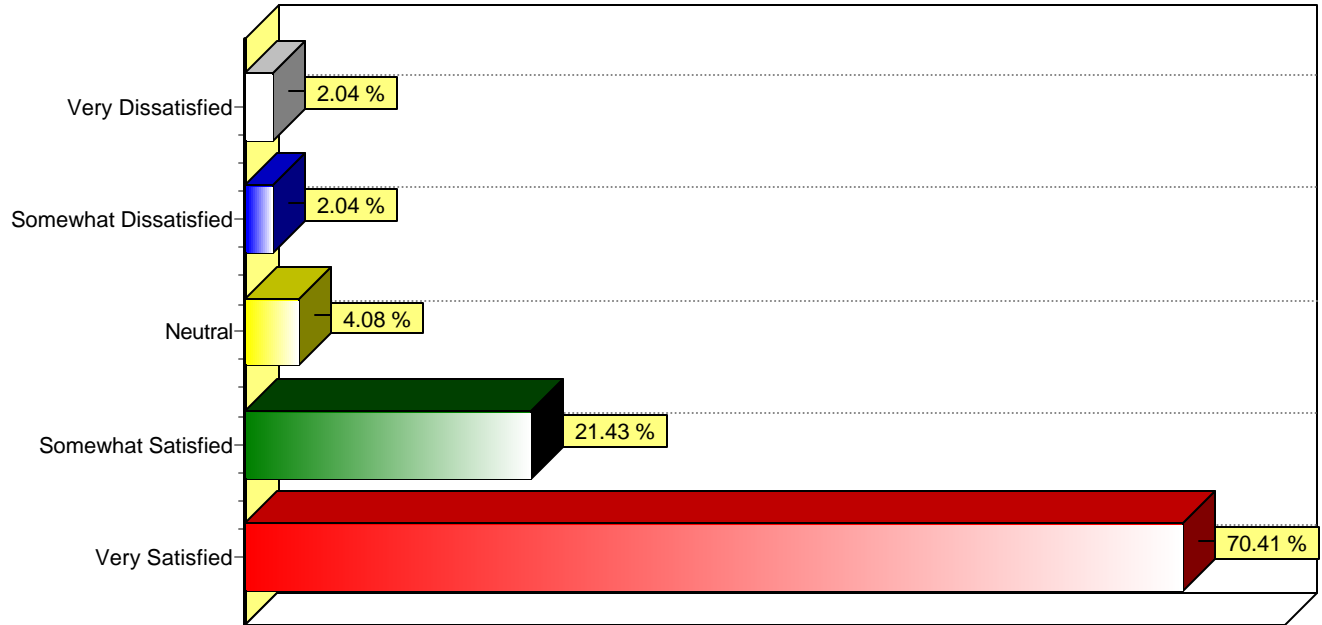
Insurance class in the future especial worker compensation.

Get better teachers.

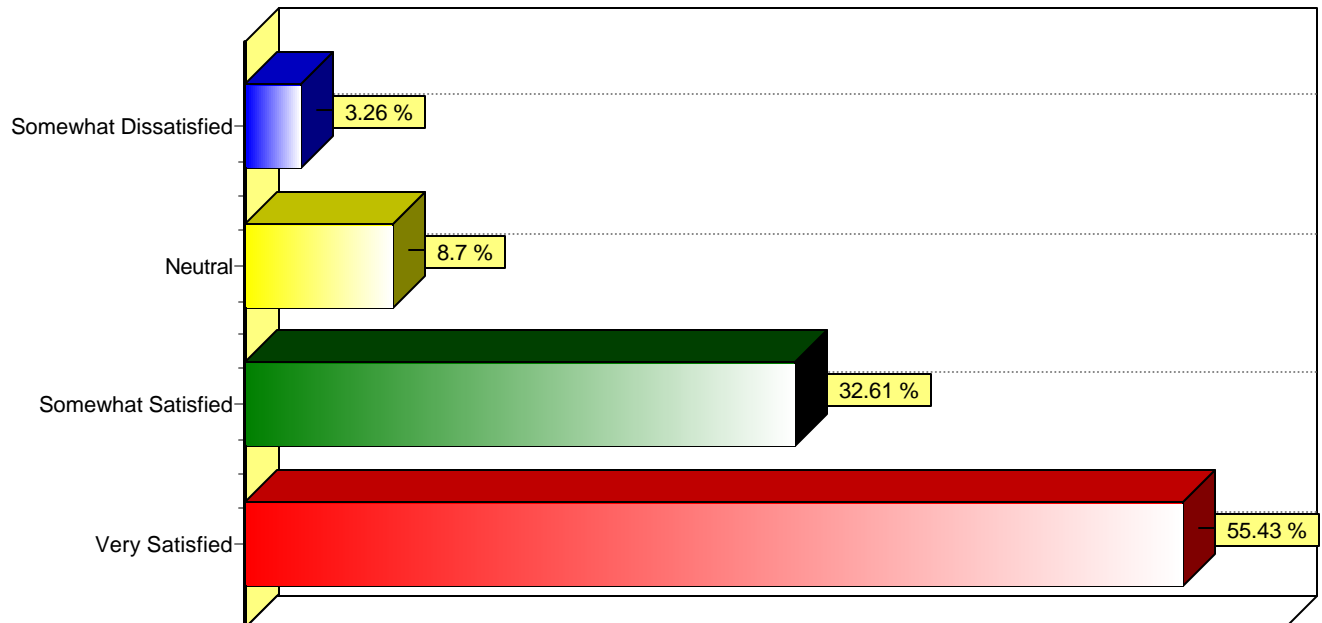
Bar Graphs

Real Estate Program Review--Student Survey

Quality of instruction



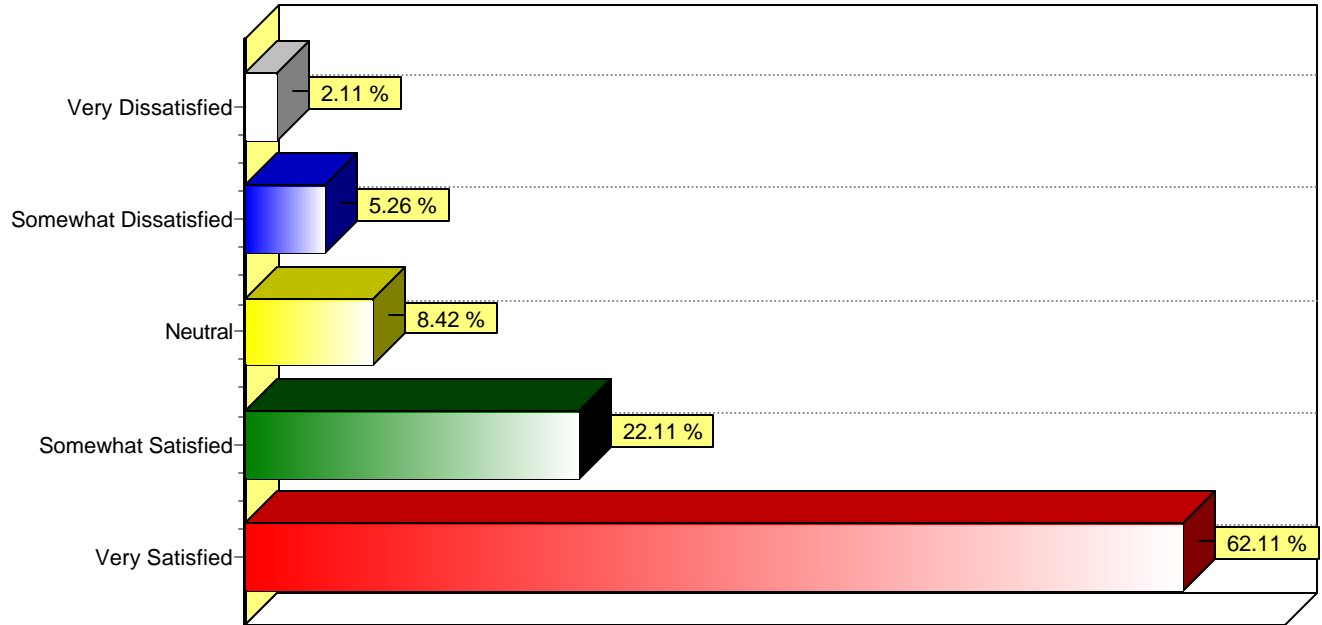
Variety of classes



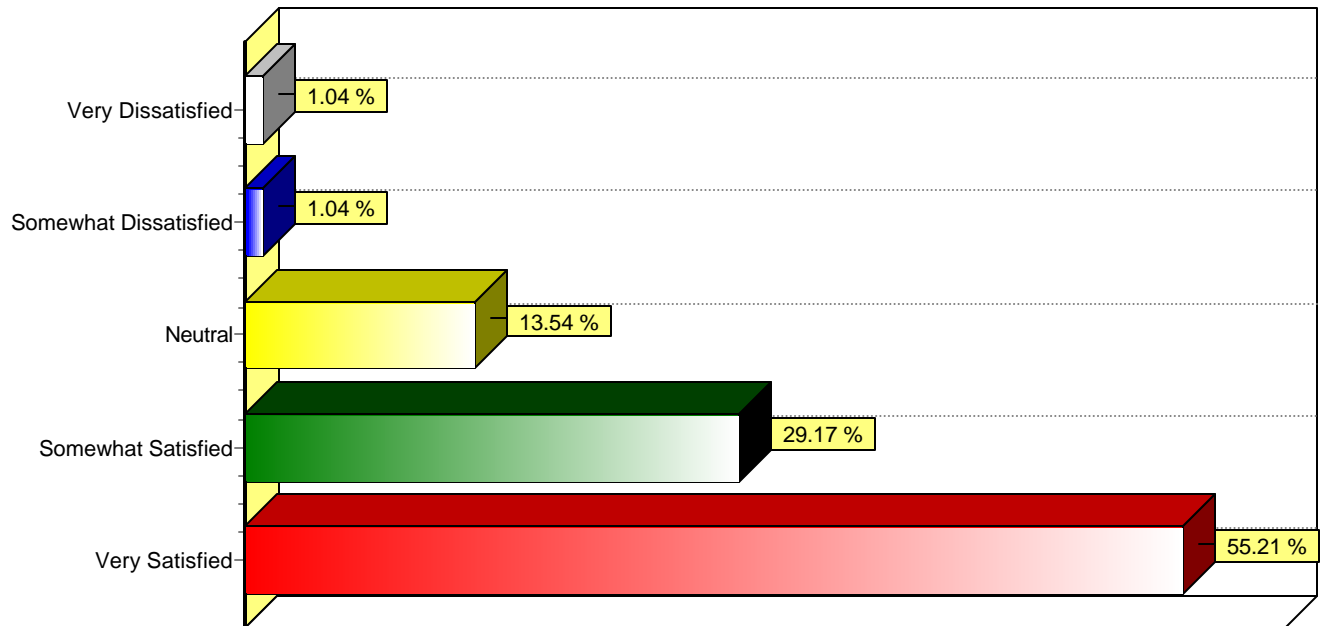
Bar Graphs

Real Estate Program Review--Student Survey

Scheduling of classes (time of day, length of class sessions, days of week)



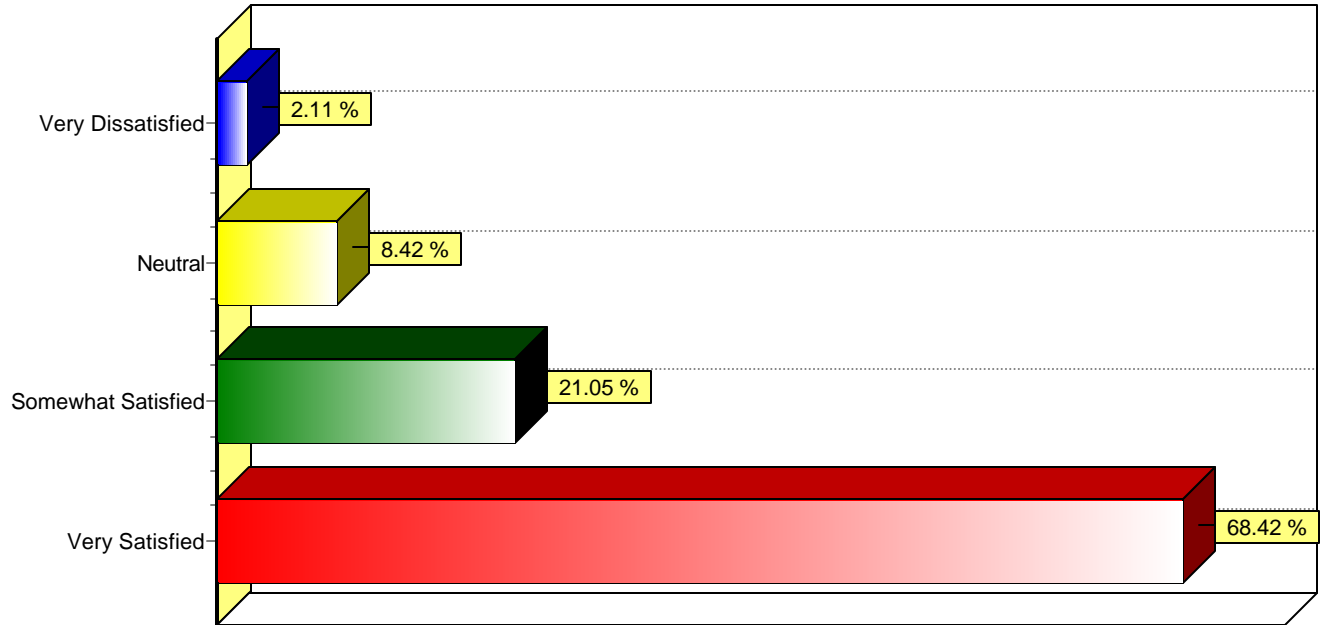
Scheduling sequence of classes within the program



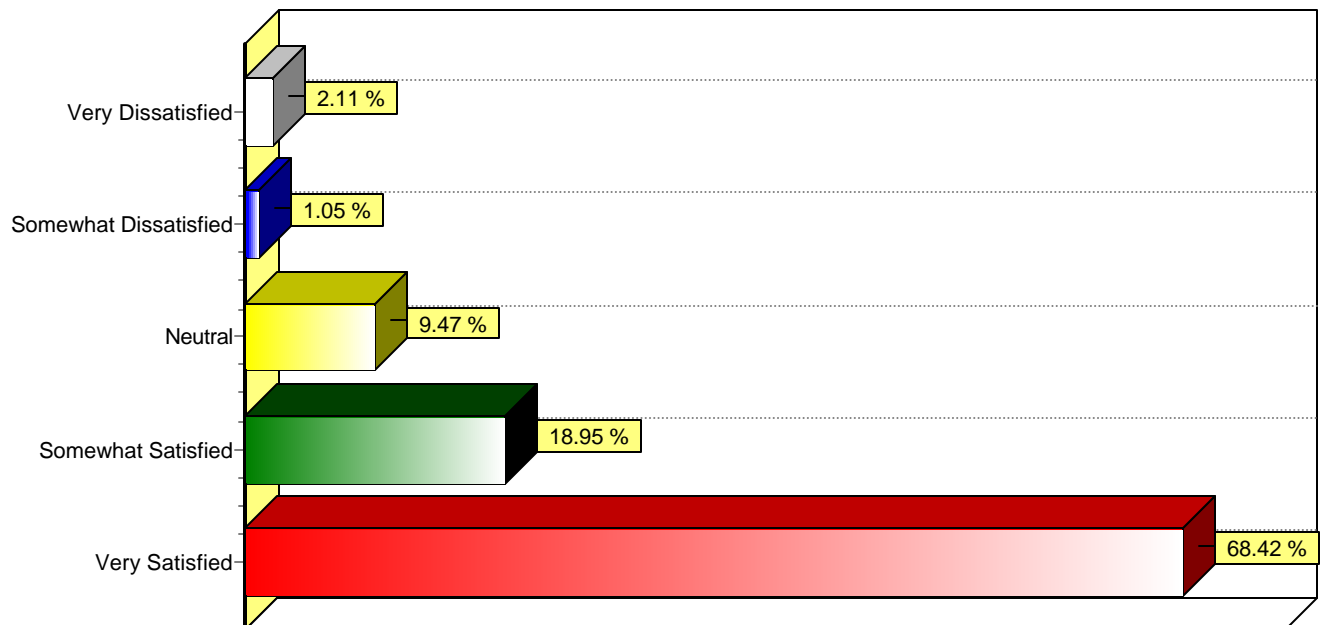
Bar Graphs

Real Estate Program Review--Student Survey

Relevance of classes to your vocational or academic needs or personal interests



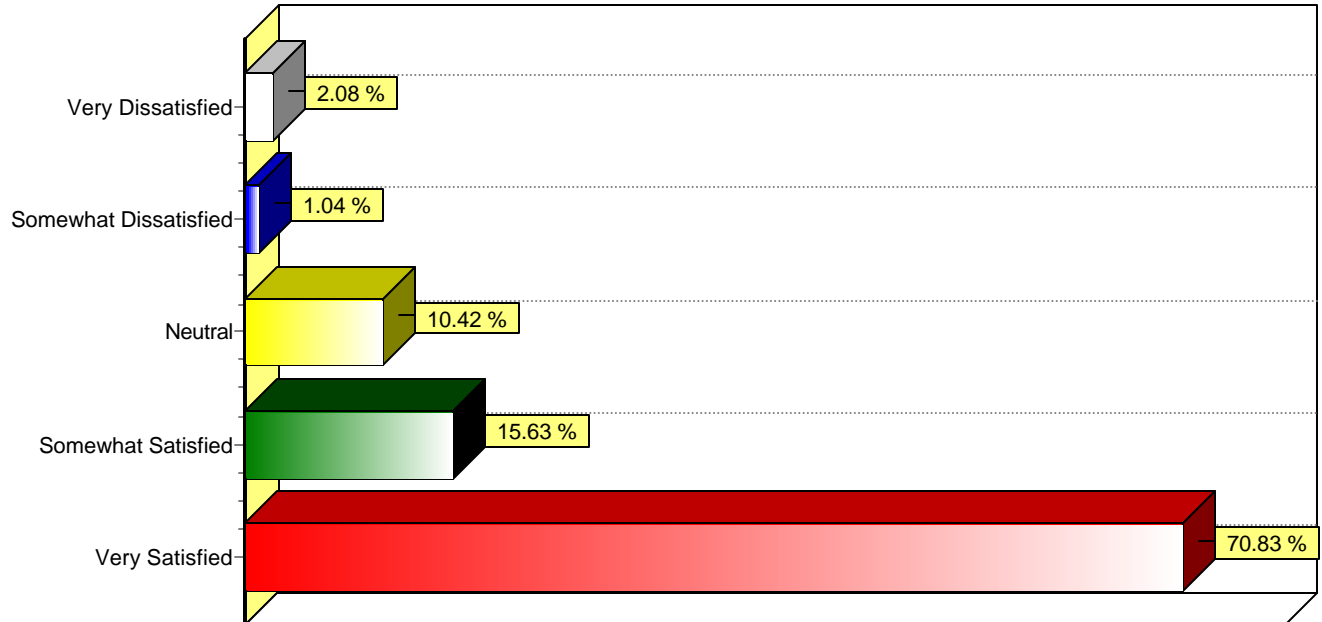
Availability of staff to answer questions



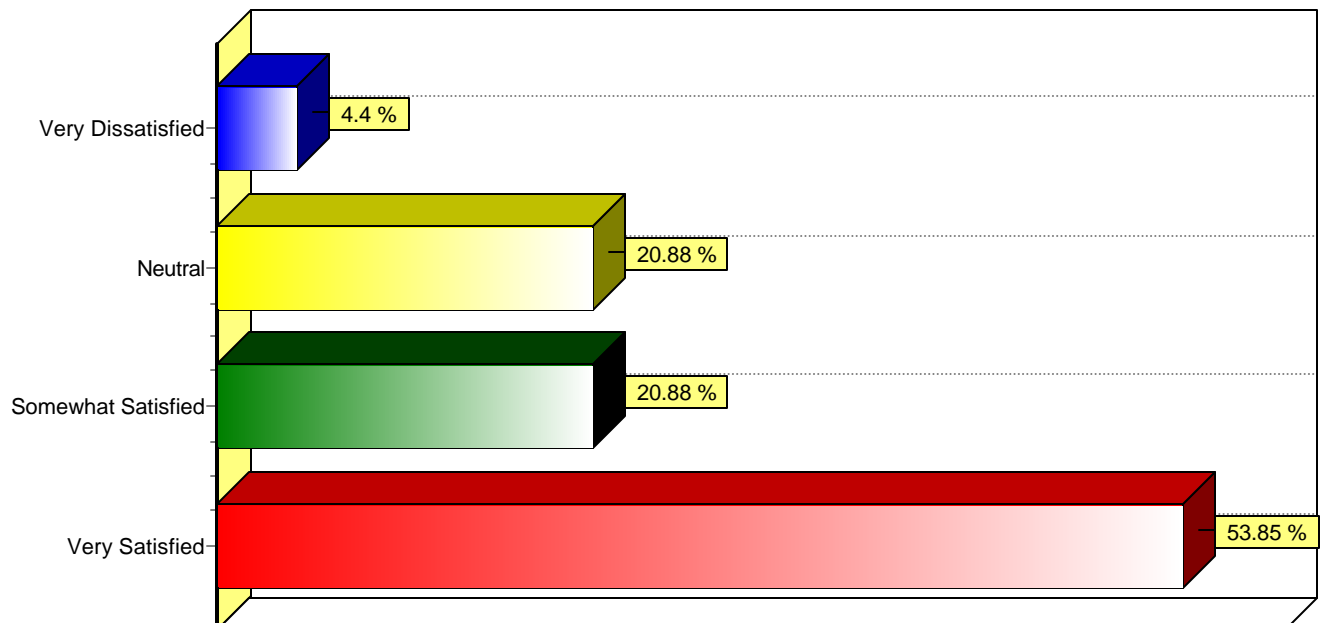
Bar Graphs

Real Estate Program Review--Student Survey

Helpfulness of faculty and staff



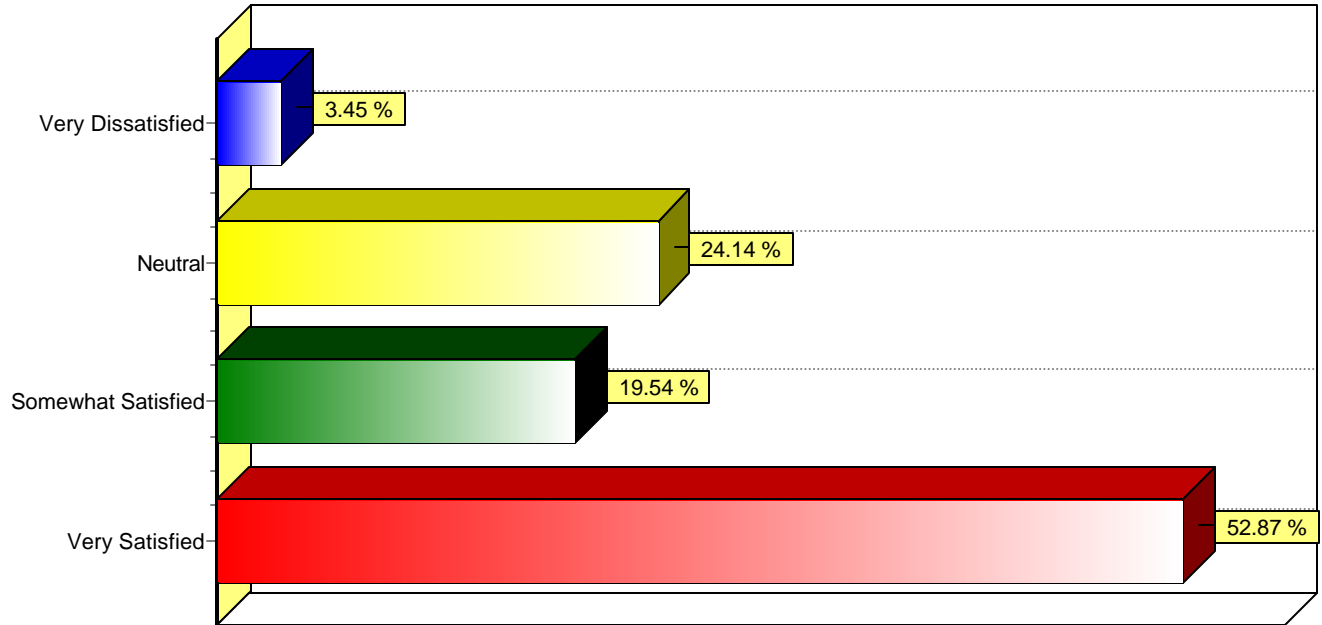
Sensitivity of faculty and staff to the needs of students from different cultures



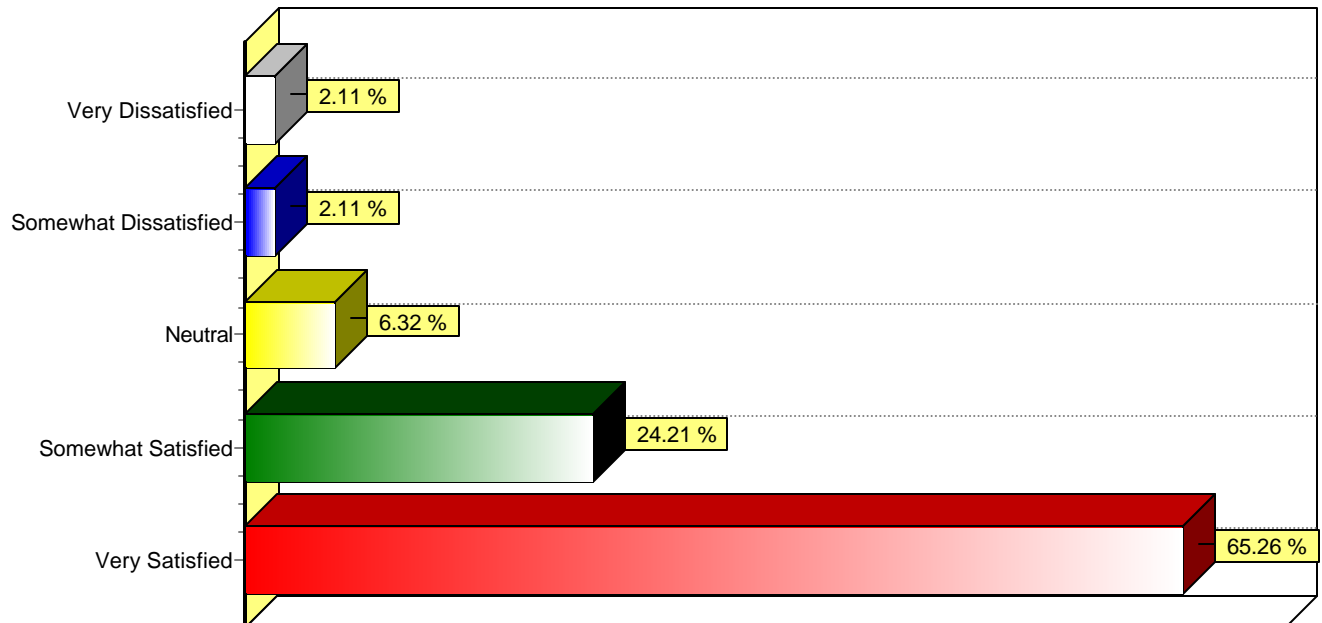
Bar Graphs

Real Estate Program Review--Student Survey

Extent to which the special needs of non-traditional students are met



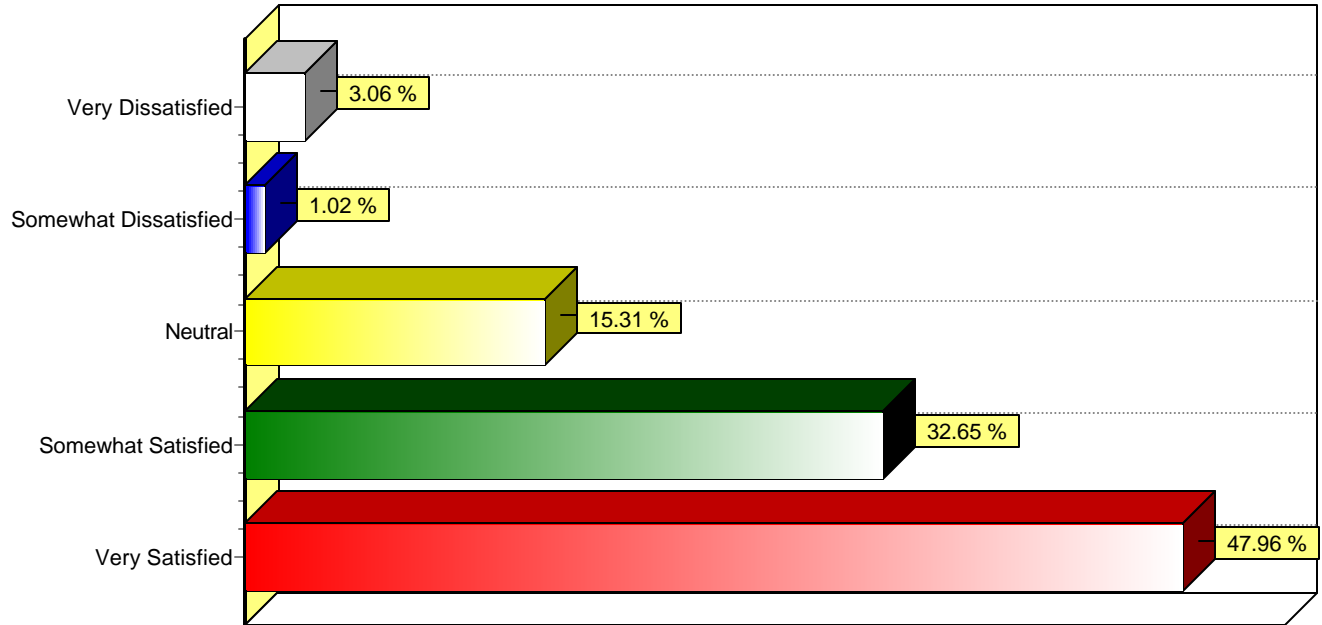
Overall quality of the program



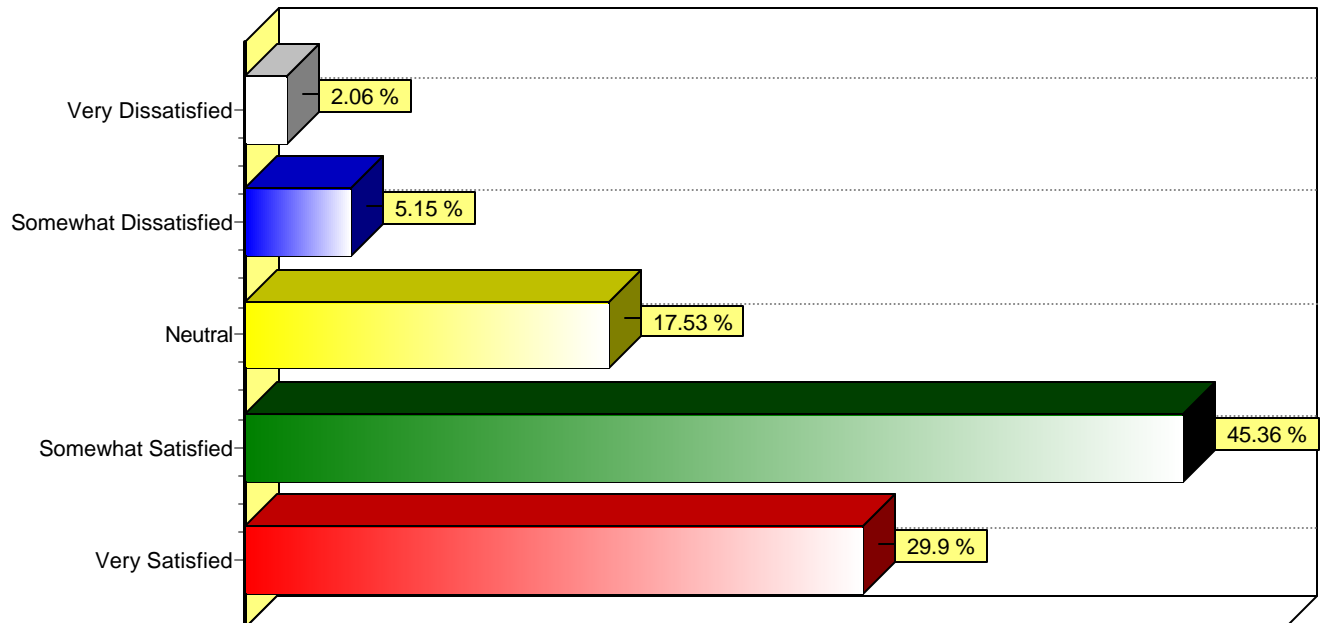
Bar Graphs

Real Estate Program Review--Student Survey

Your own success in the program



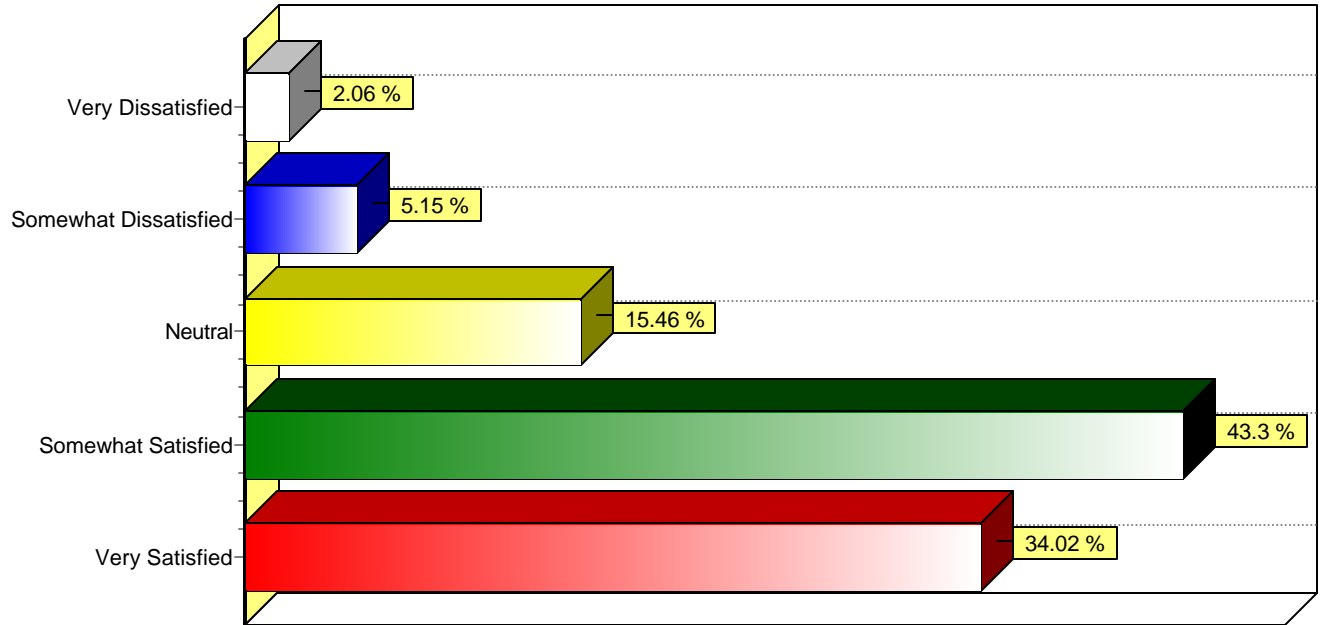
Quality/comfort of classrooms chairs



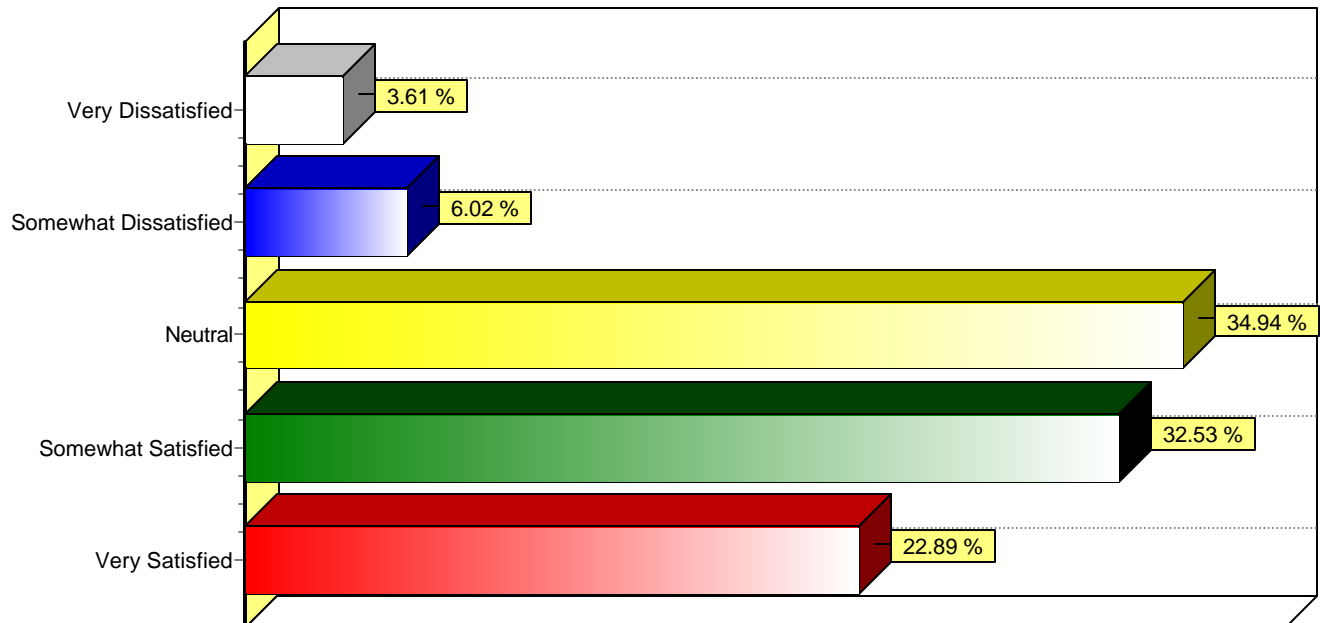
Bar Graphs

Real Estate Program Review--Student Survey

Quality/comfort of desks



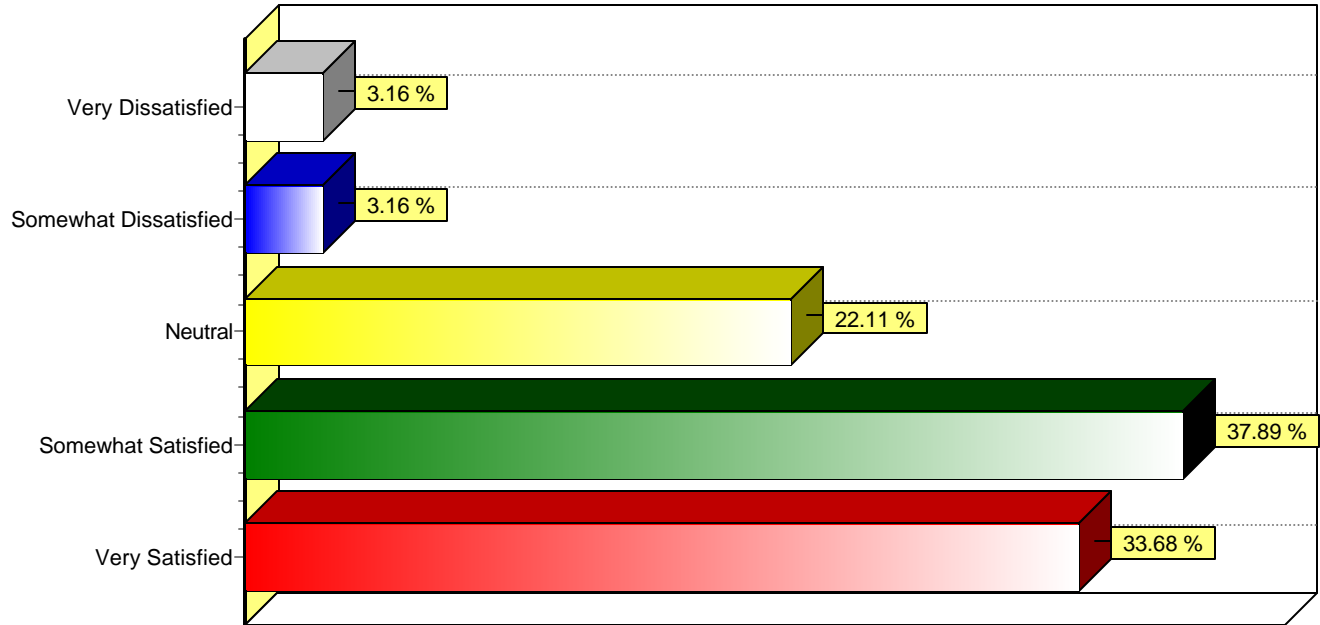
Quality of VCRs and/or other audio-visual equipment



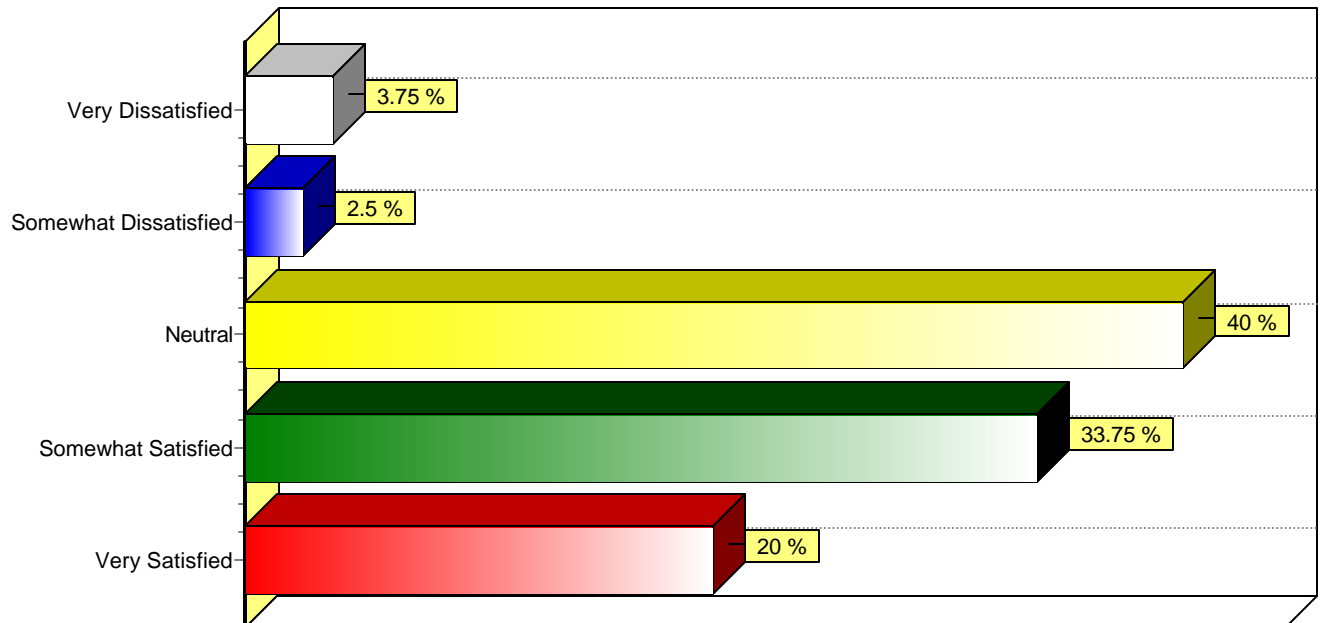
Bar Graphs

Real Estate Program Review--Student Survey

Quality of whiteboards or chalkboards in classroom



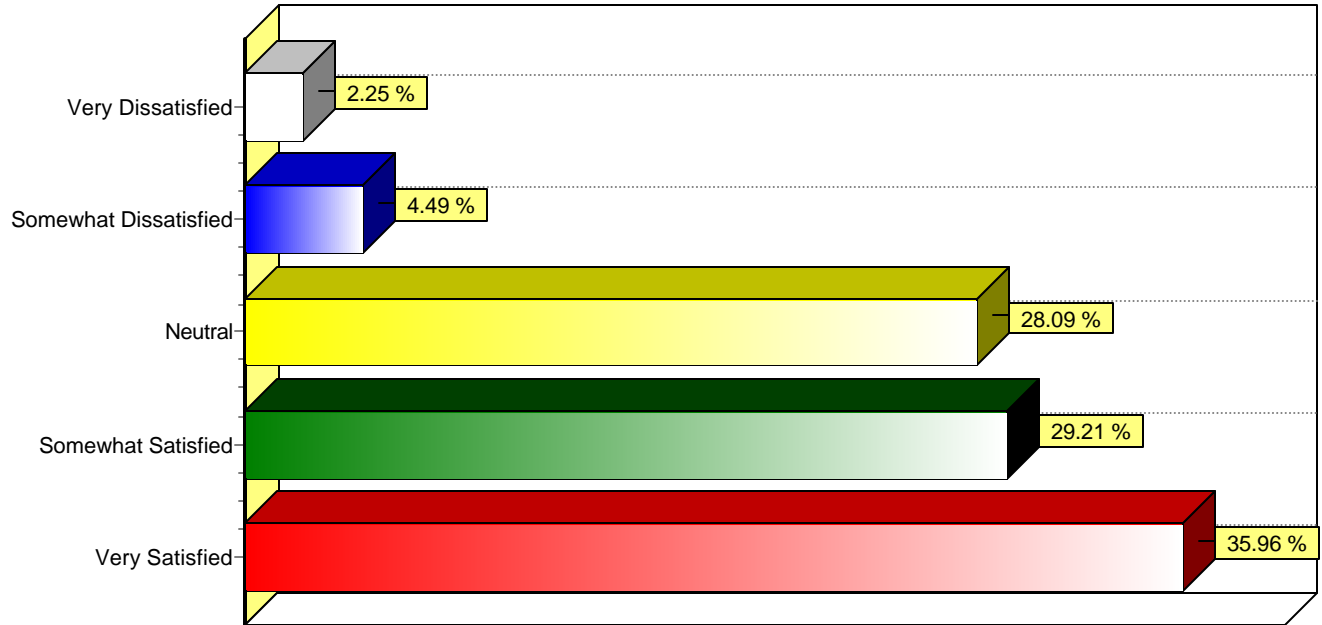
Quality of TV monitors in classroom



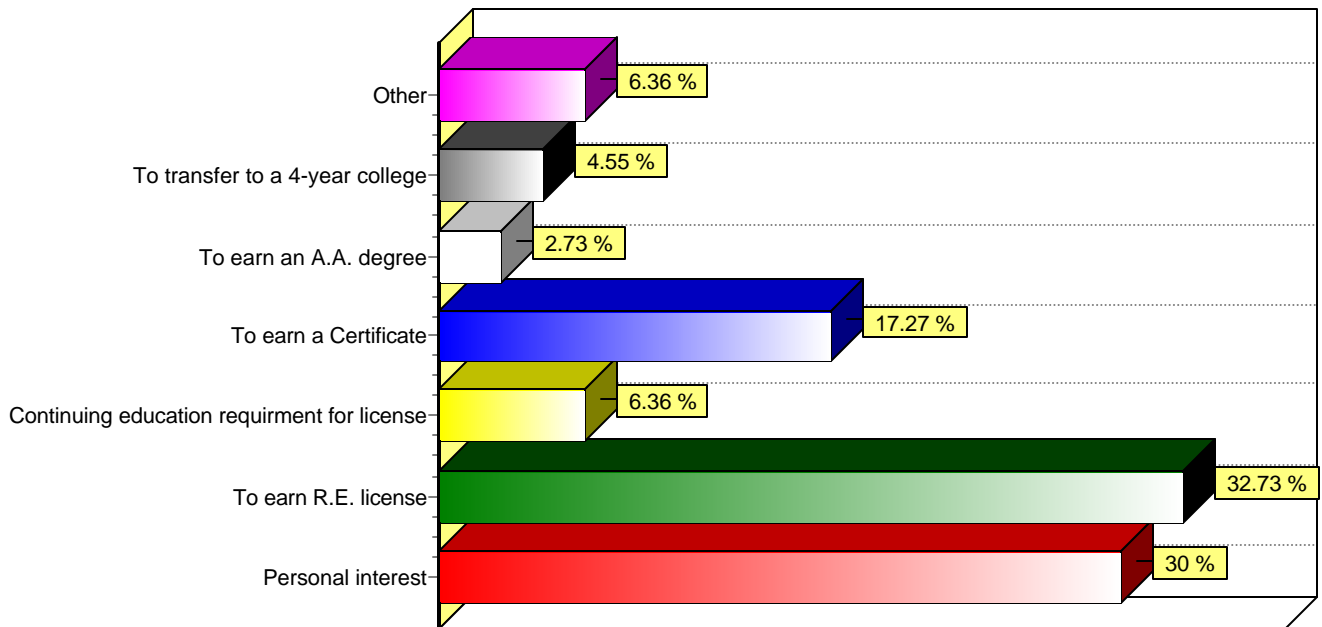
Bar Graphs

Real Estate Program Review--Student Survey

Availability of instructional equipment



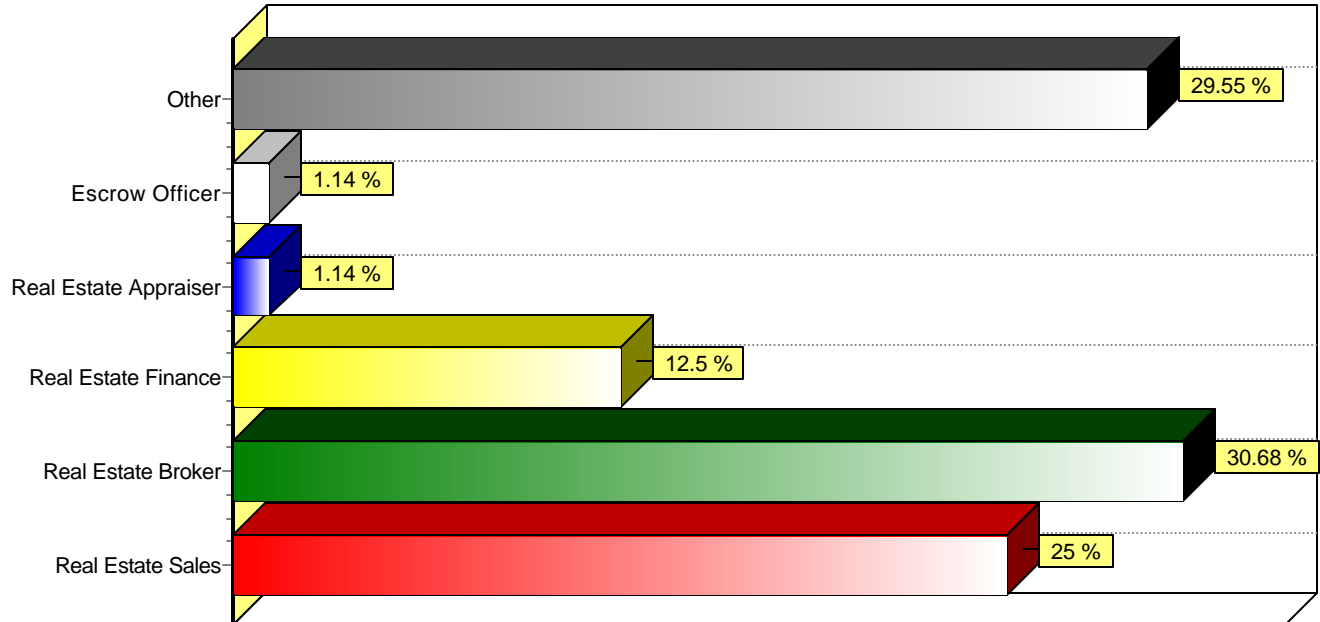
What is the primary reason you are taking classes in this program at Coastline? (Mark only one.)



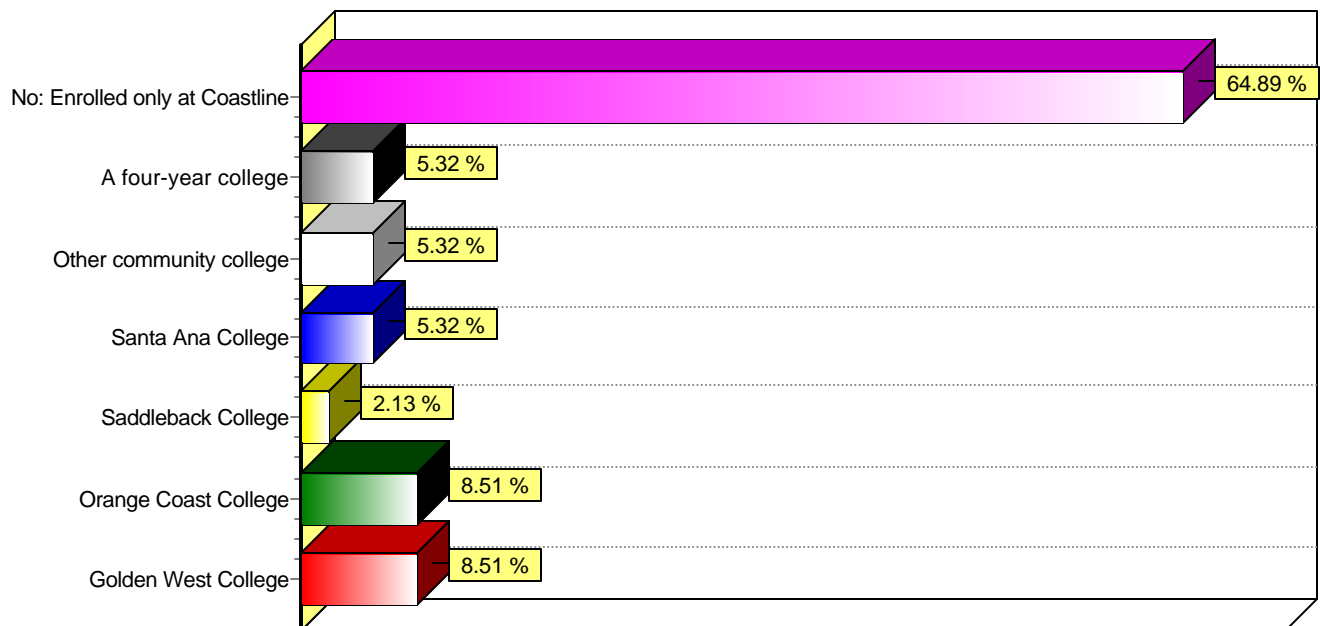
Bar Graphs

Real Estate Program Review--Student Survey

Which best describes your occupational goal?



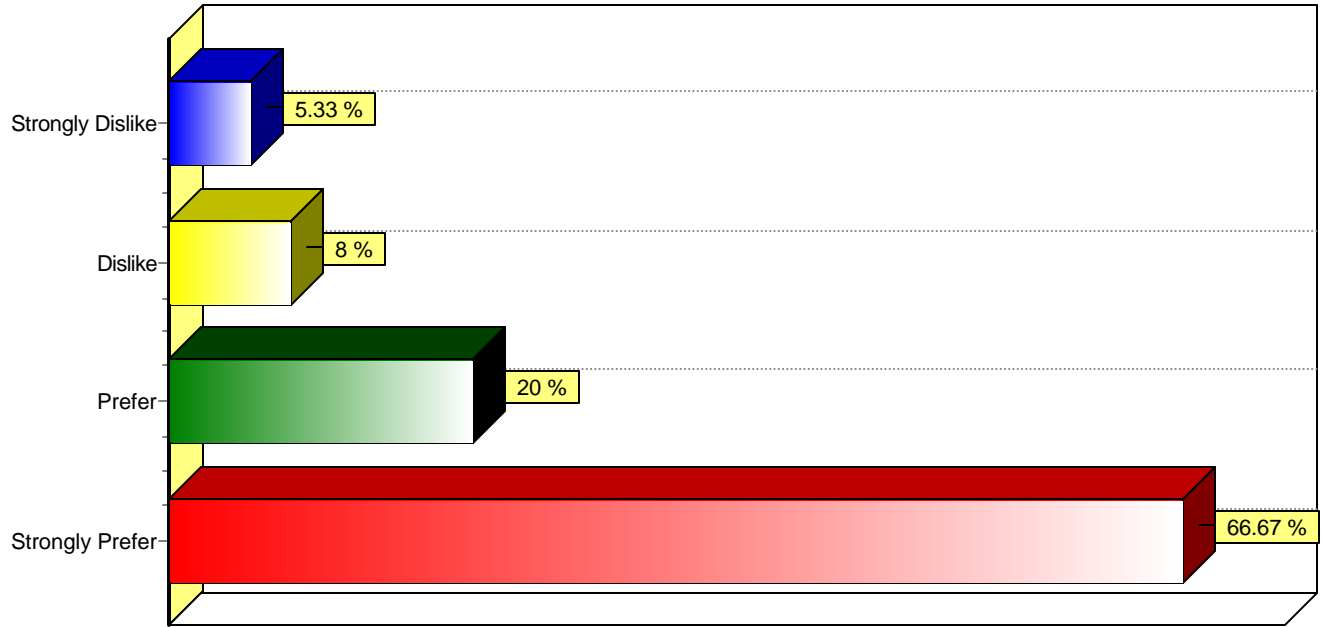
Are you currently enrolled at another college in addition to your Coastline classes?
(Mark all that apply.)



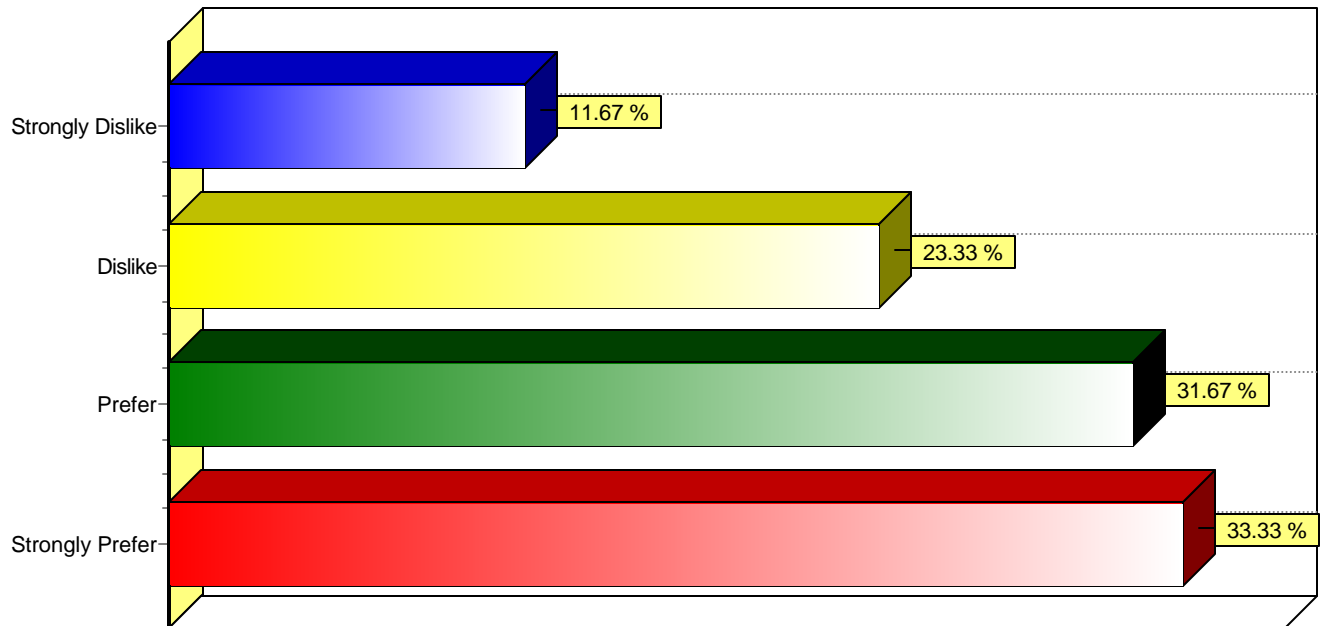
Bar Graphs

Real Estate Program Review--Student Survey

Once a week



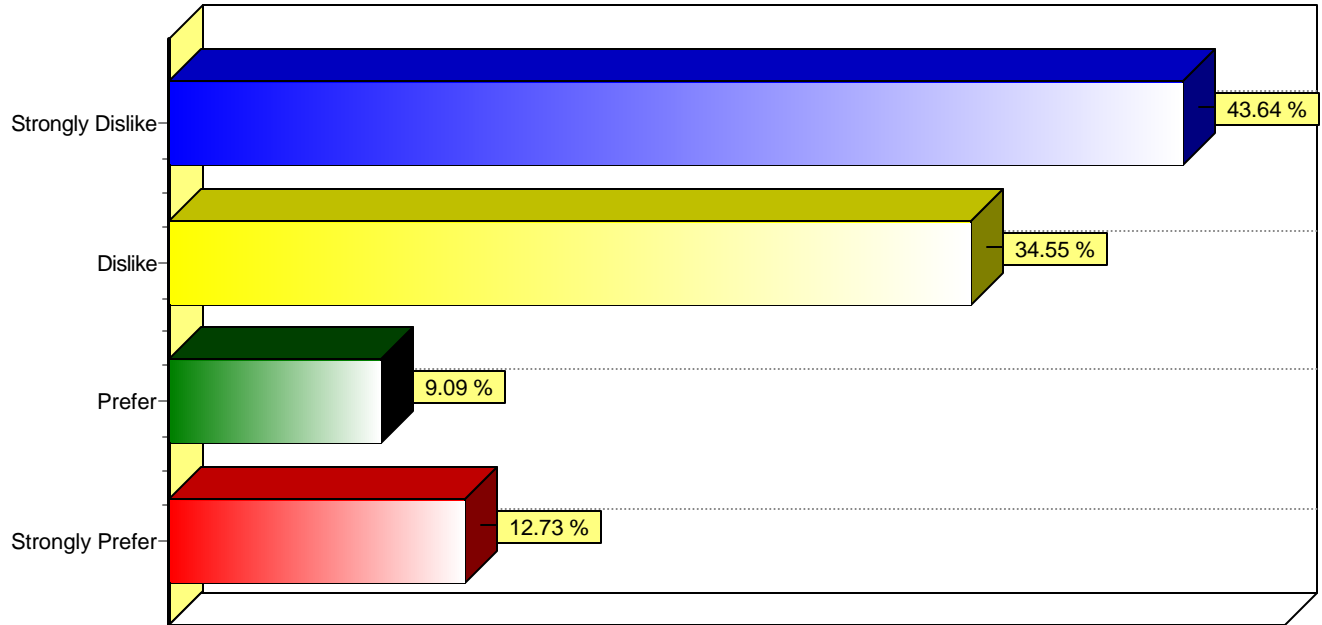
Twice a week



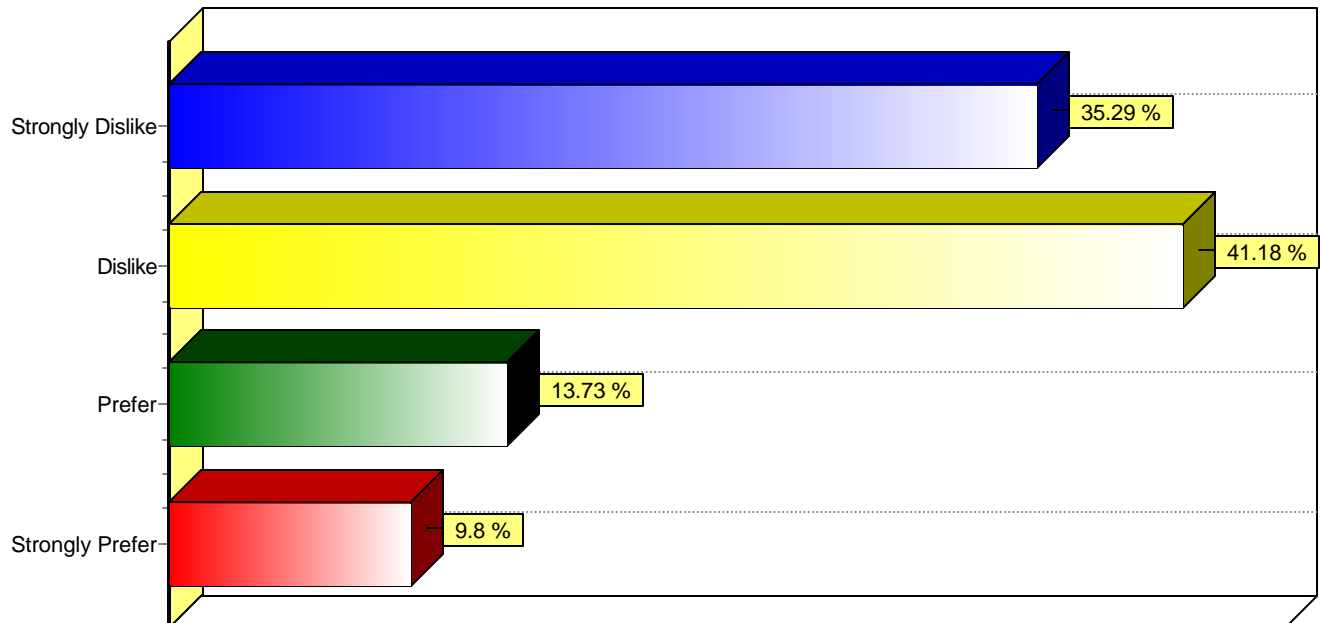
Bar Graphs

Real Estate Program Review--Student Survey

Mornings



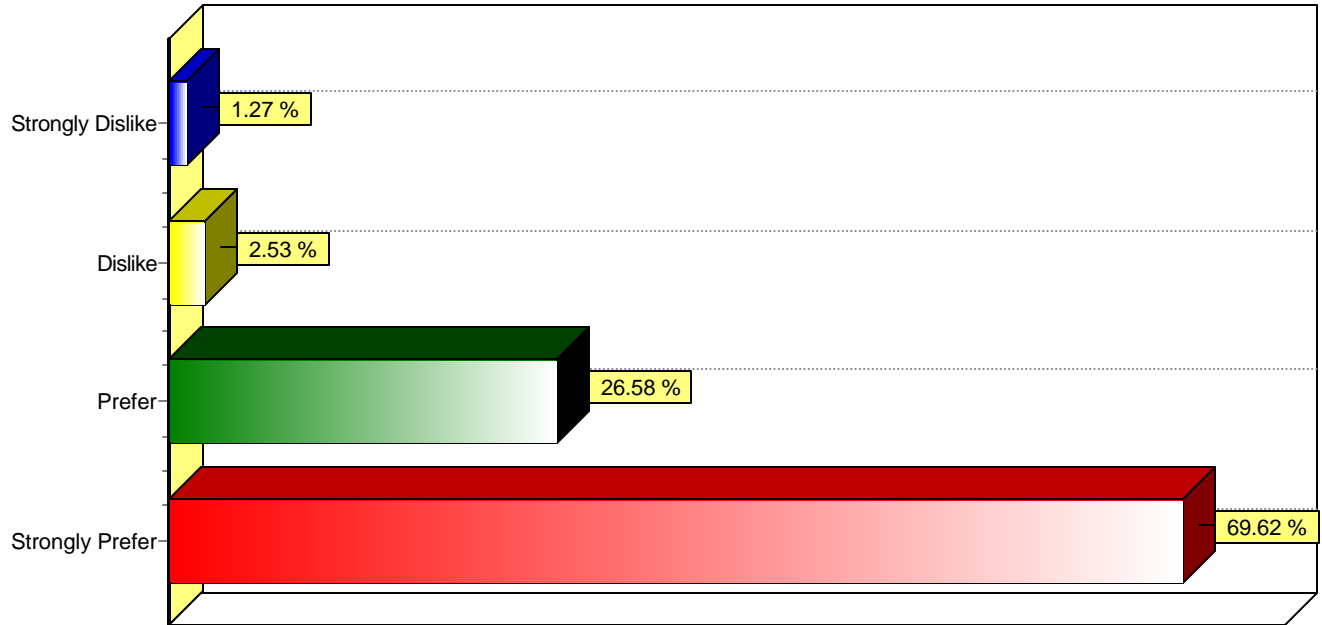
Afternoons



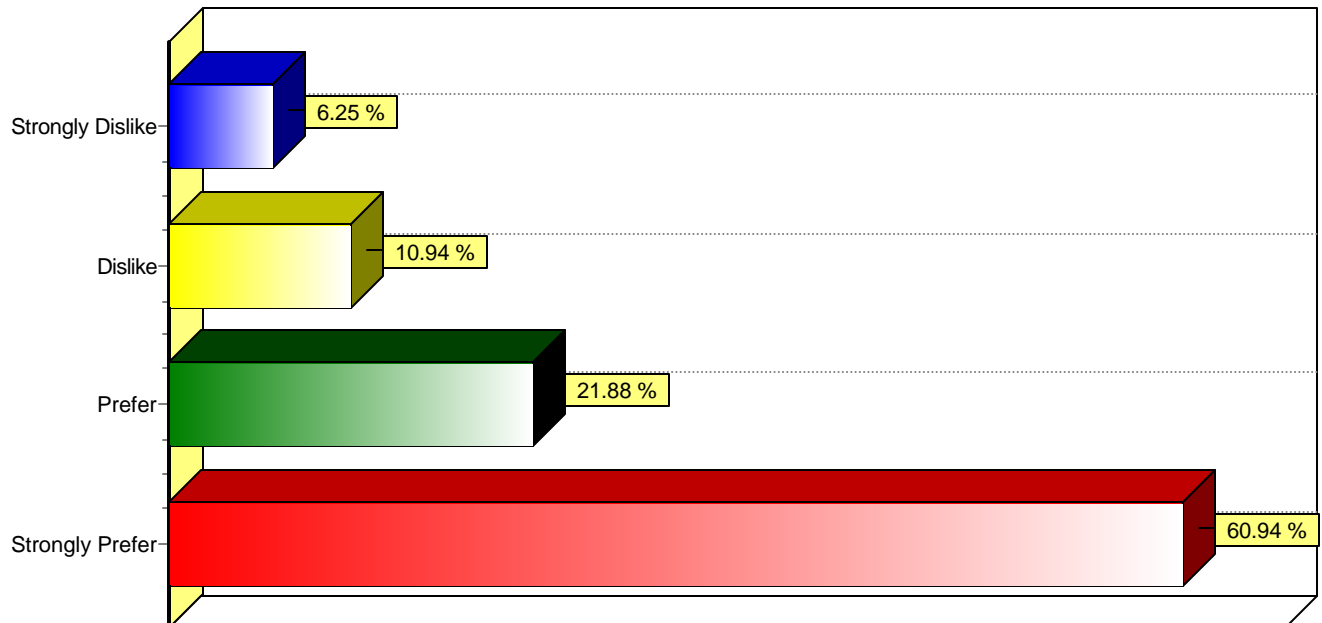
Bar Graphs

Real Estate Program Review--Student Survey

Evenings



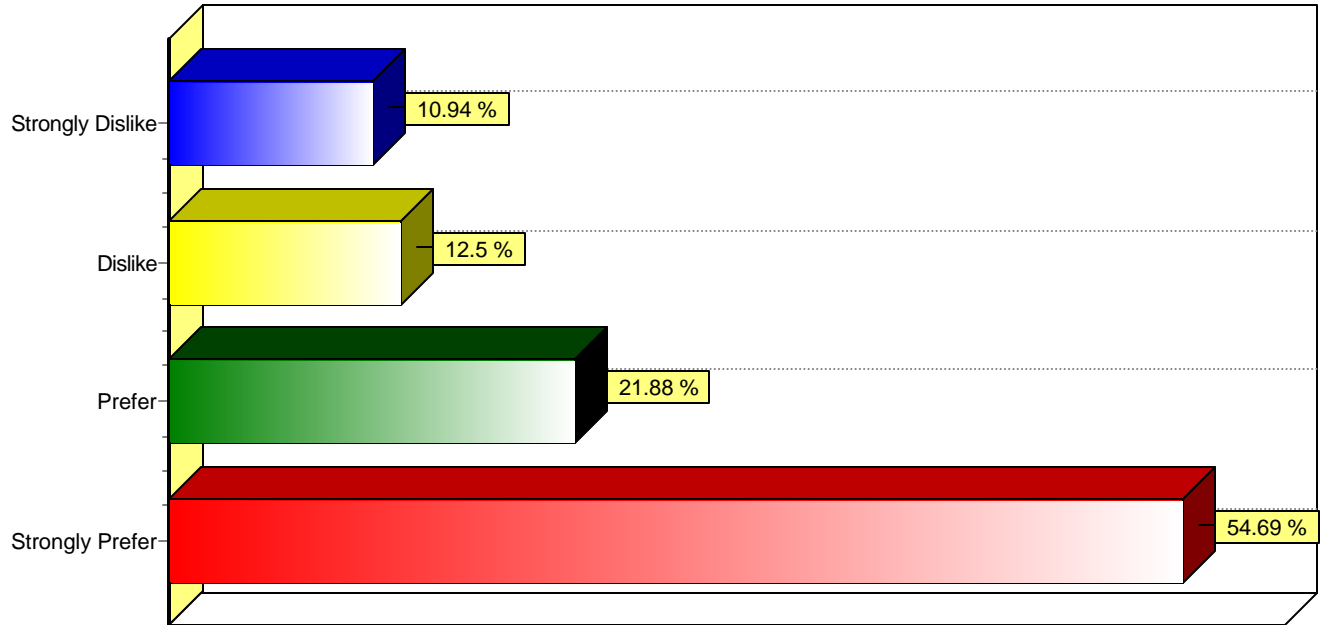
Weekends



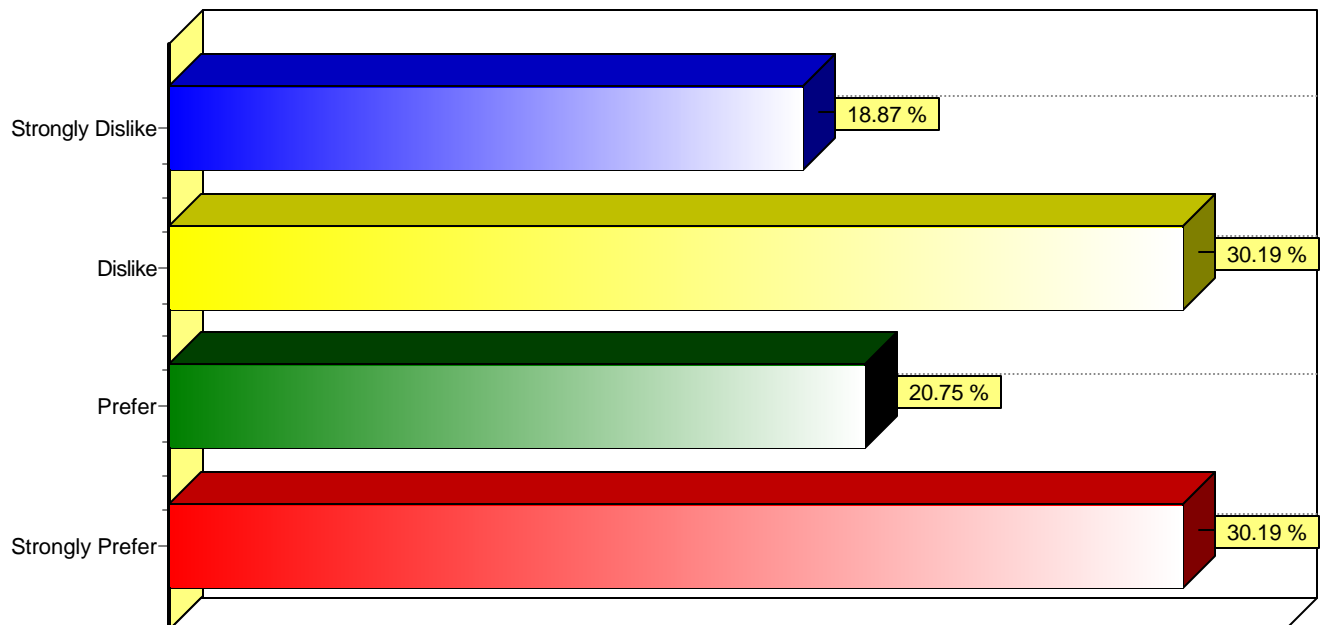
Bar Graphs

Real Estate Program Review--Student Survey

Four-week Intersession



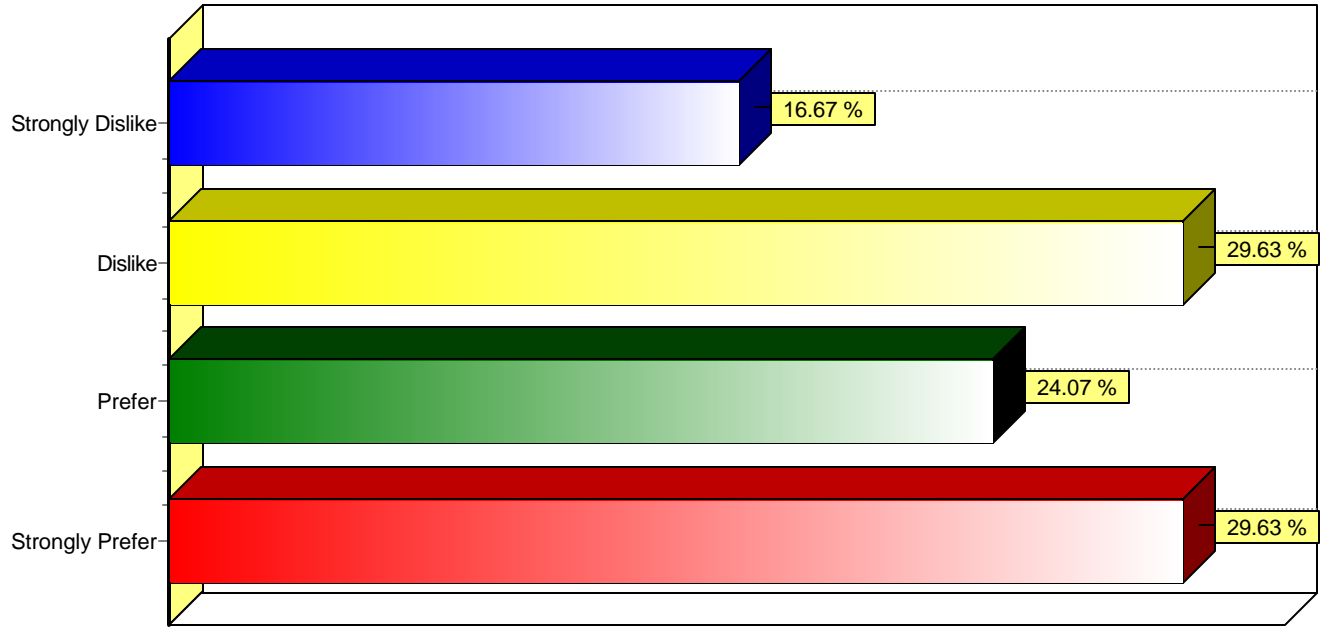
Telecourse



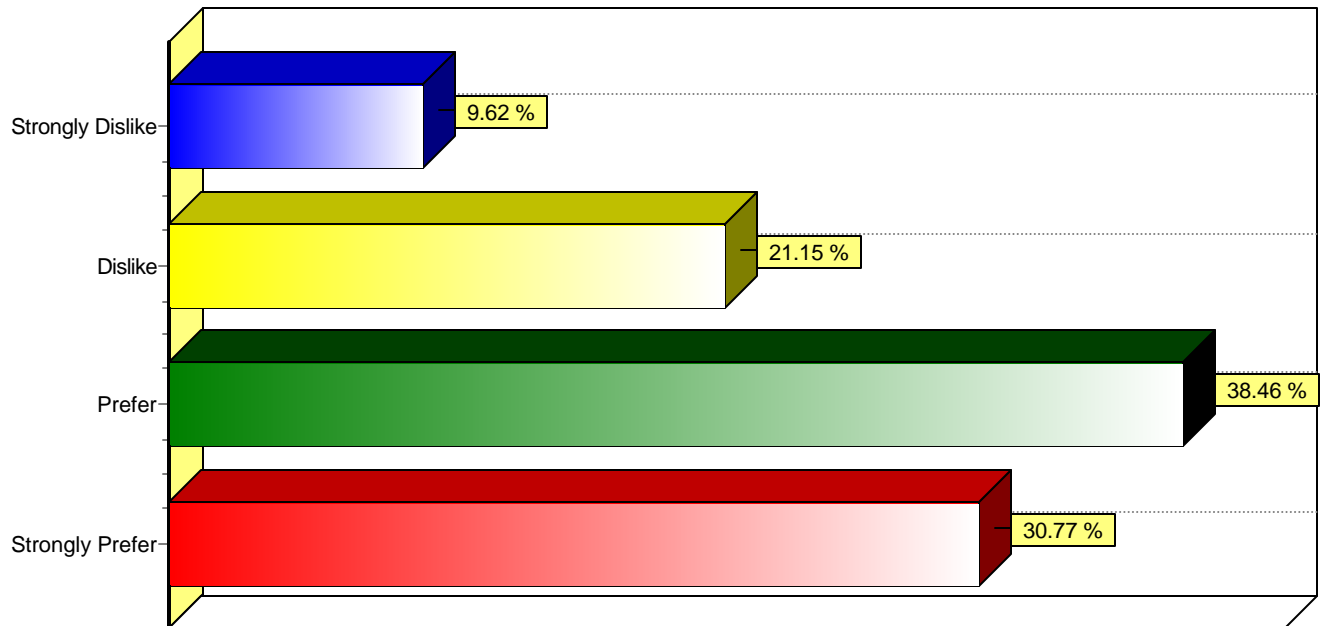
Bar Graphs

Real Estate Program Review--Student Survey

WWW/Internet class



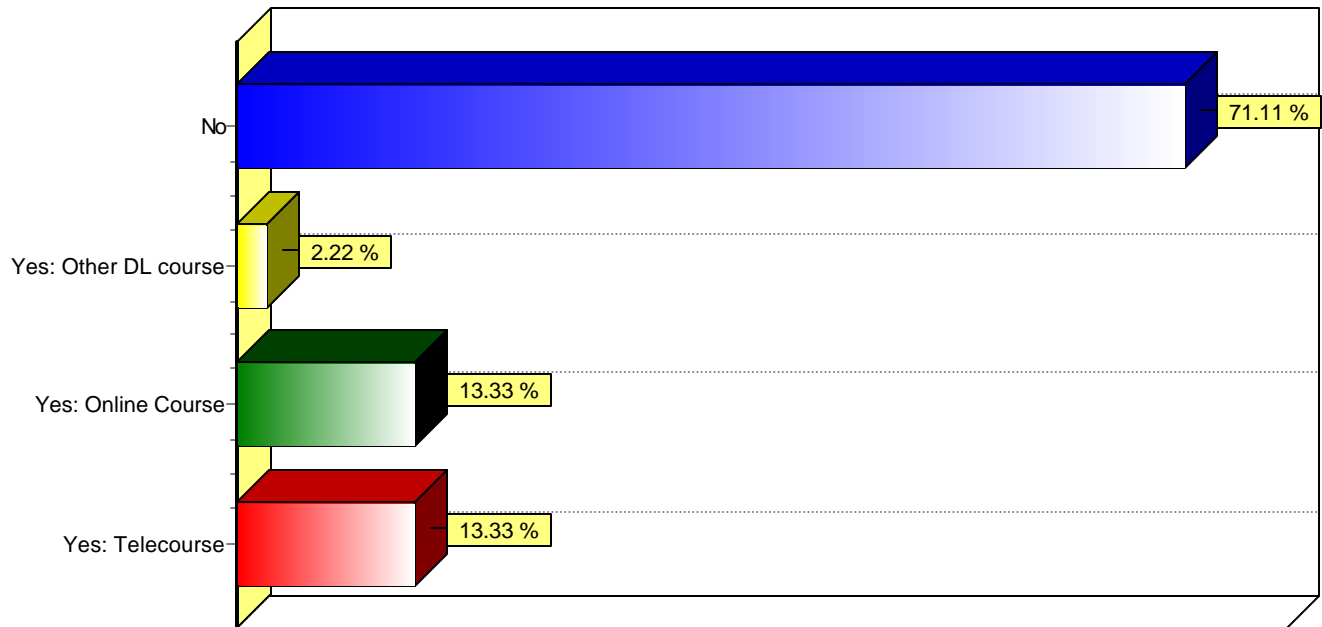
Course combining Internet and classroom instruction



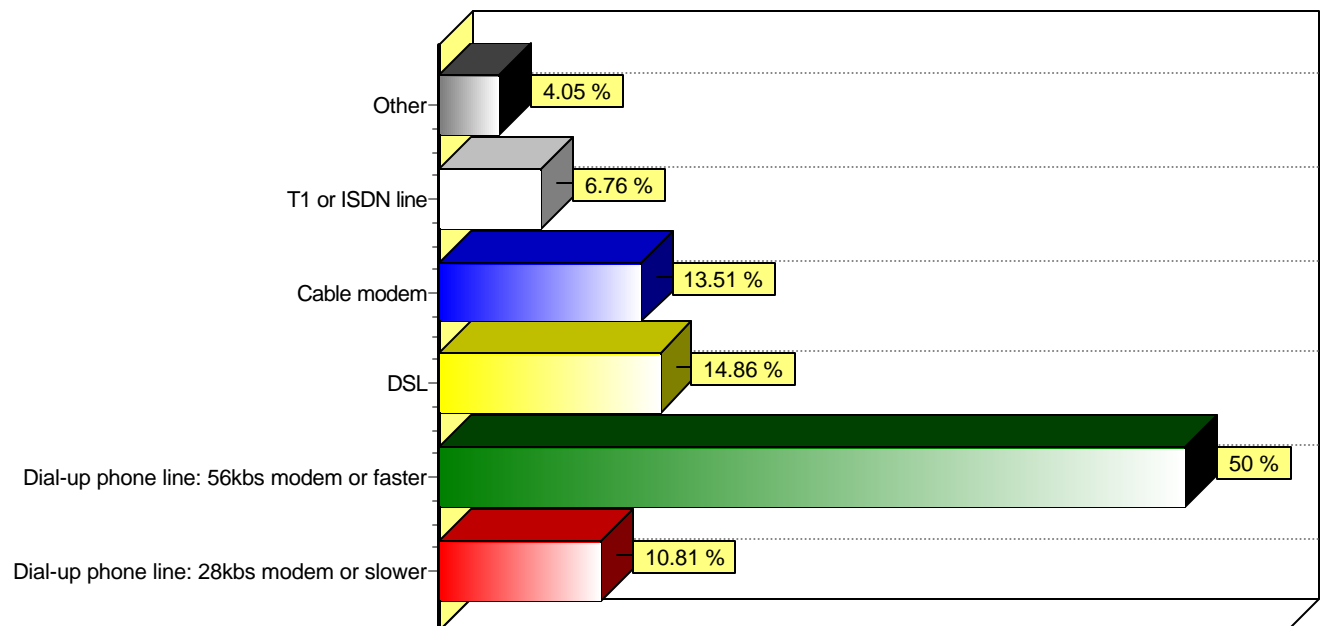
Bar Graphs

Real Estate Program Review--Student Survey

Have you ever taken a telecourse, online course, or other distance learning course in this program?
(Mark all that apply.)



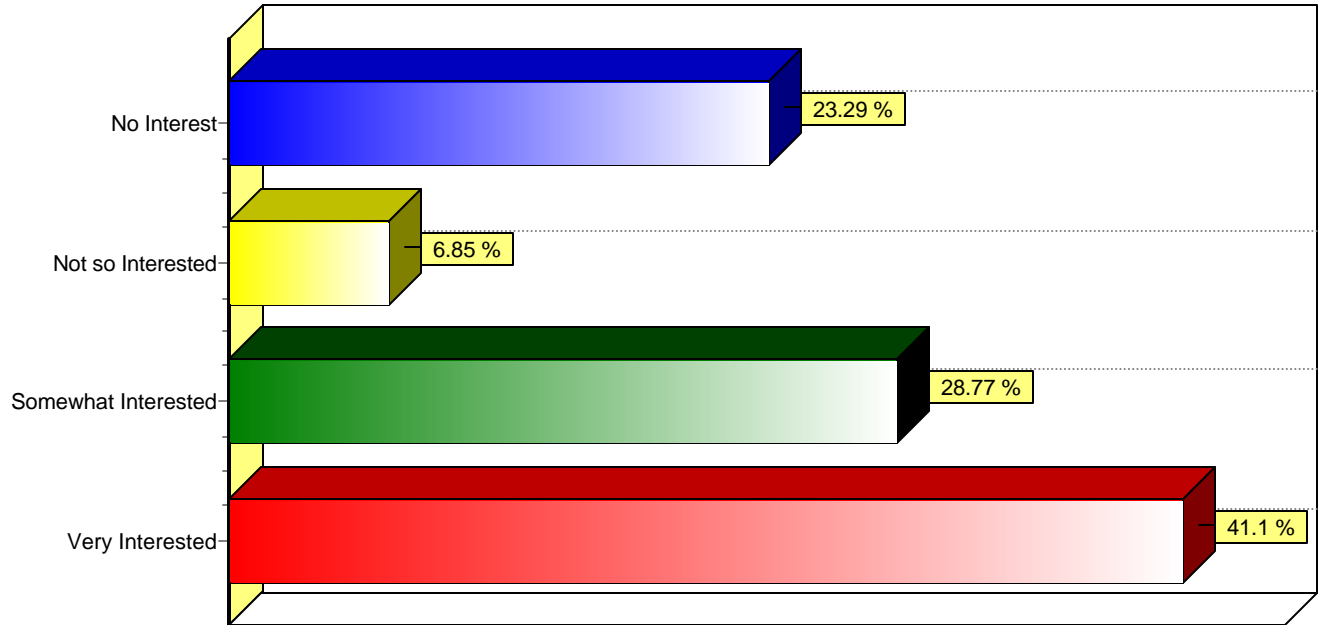
If you have Internet access, how do you most often connect to the Internet?



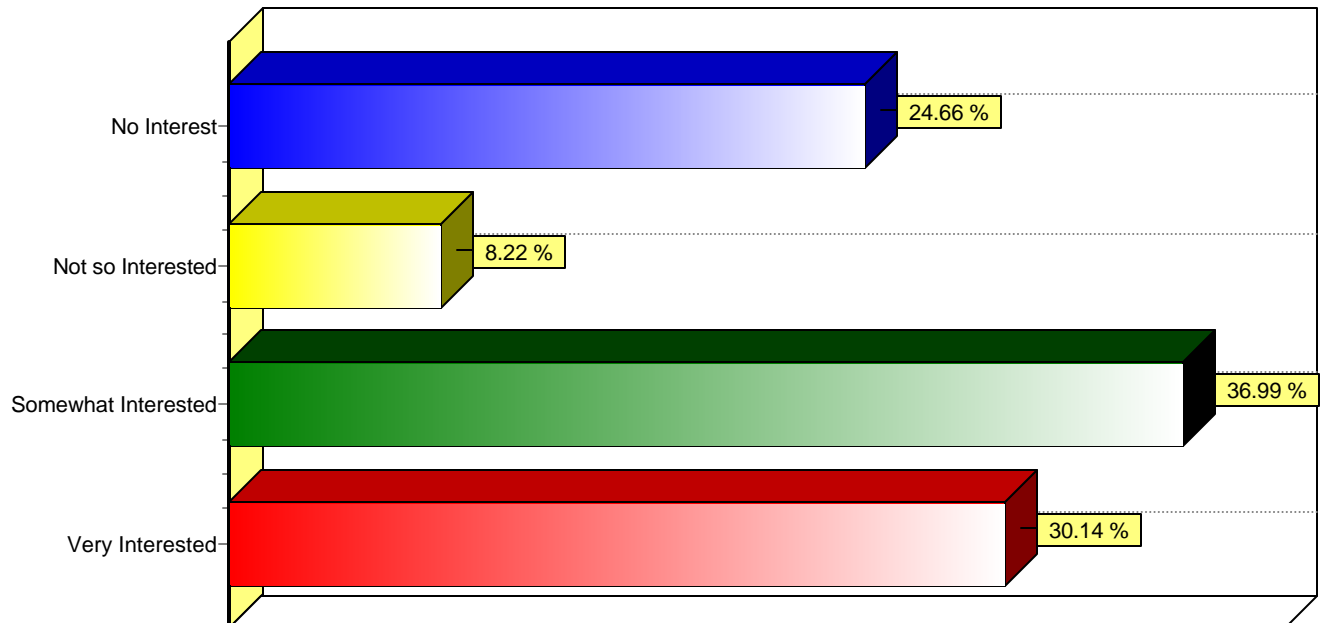
Bar Graphs

Real Estate Program Review--Student Survey

Vocational Counseling



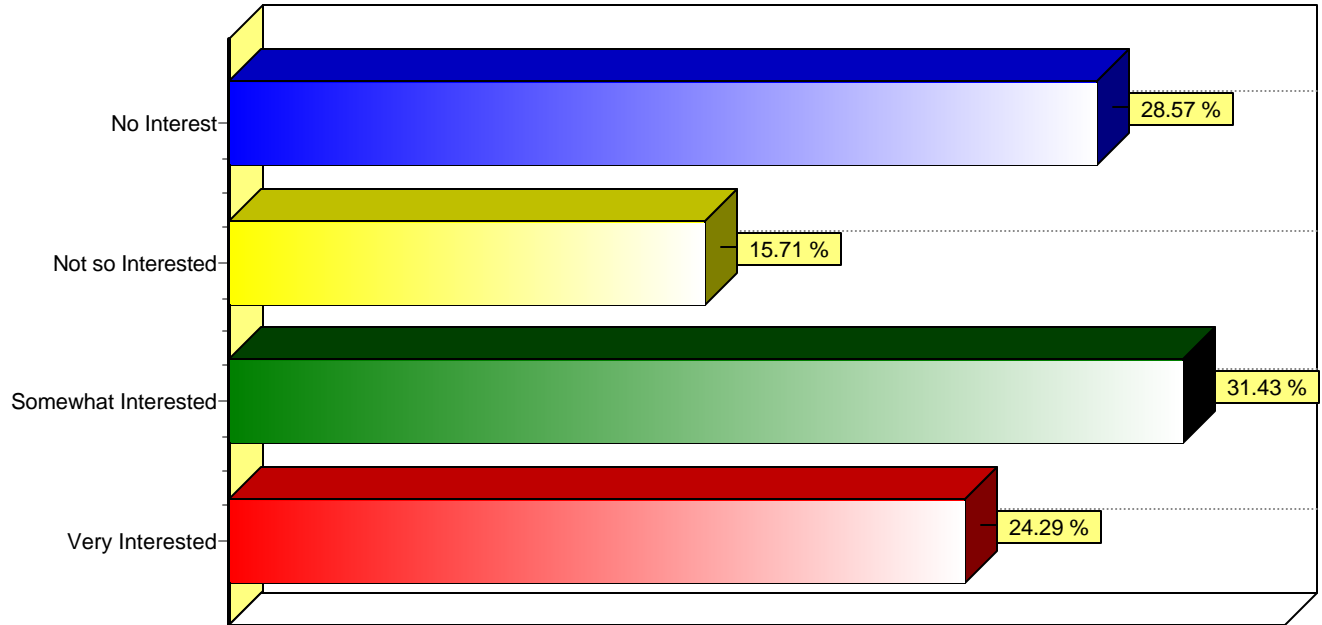
Academic Counseling



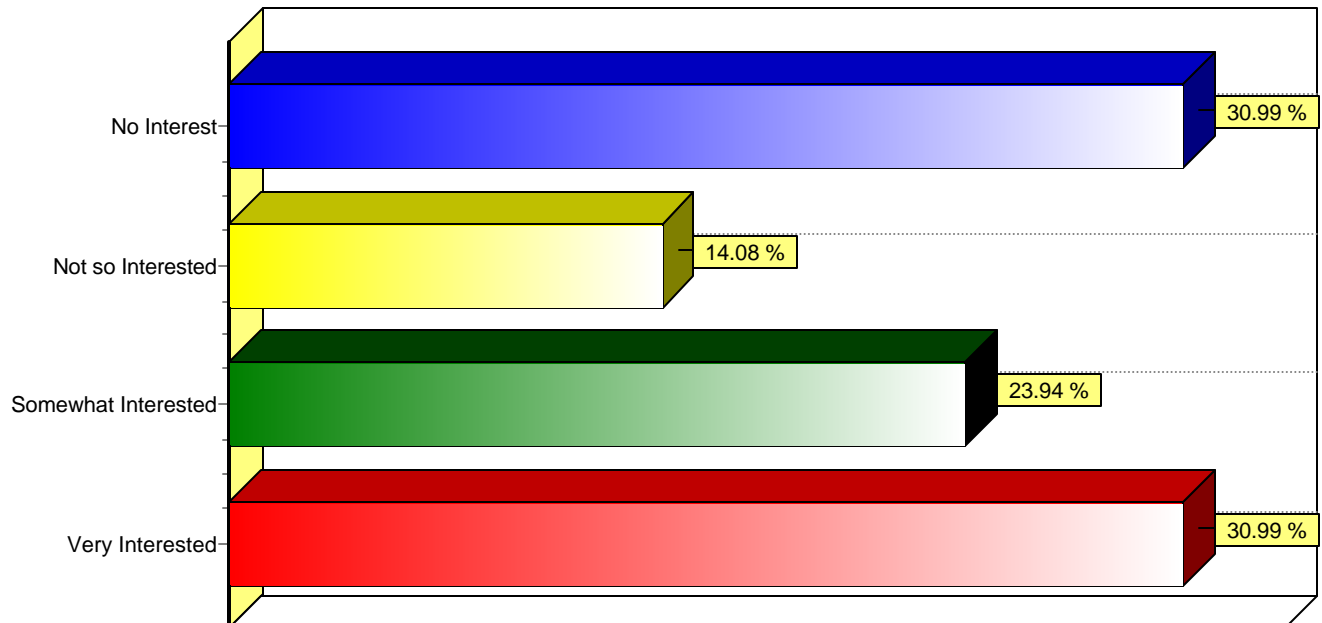
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Real Estate Program Review--Student Survey

Tutorial Services



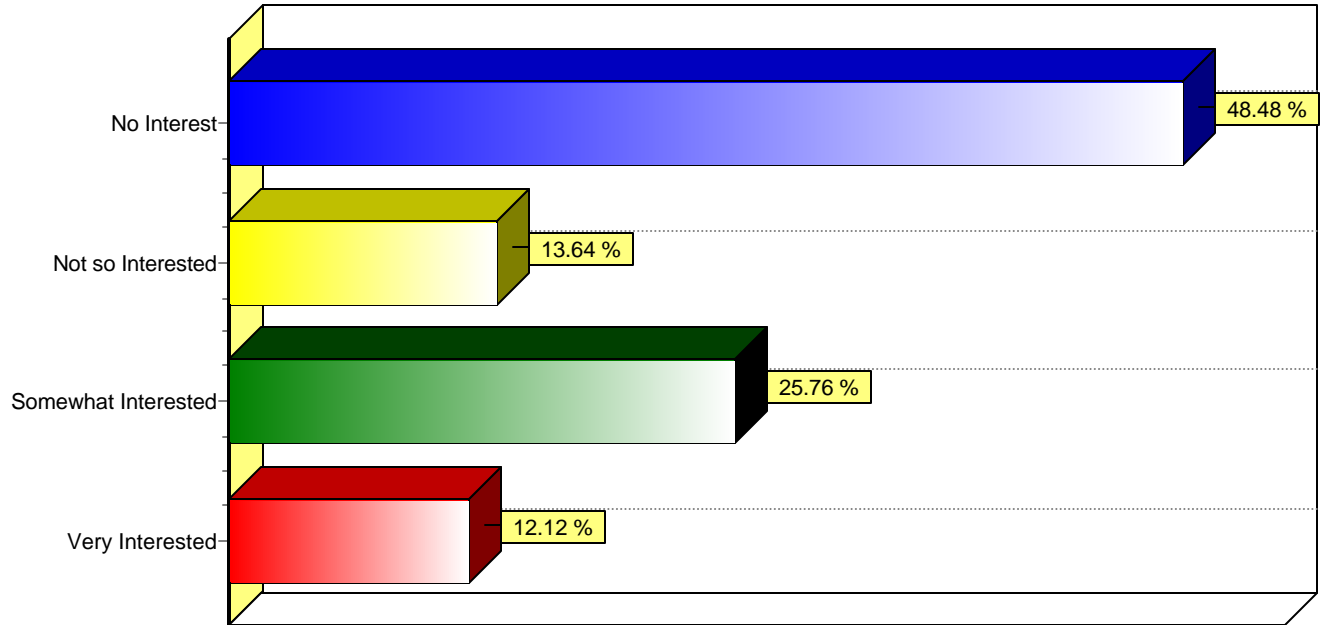
Study Skills Training



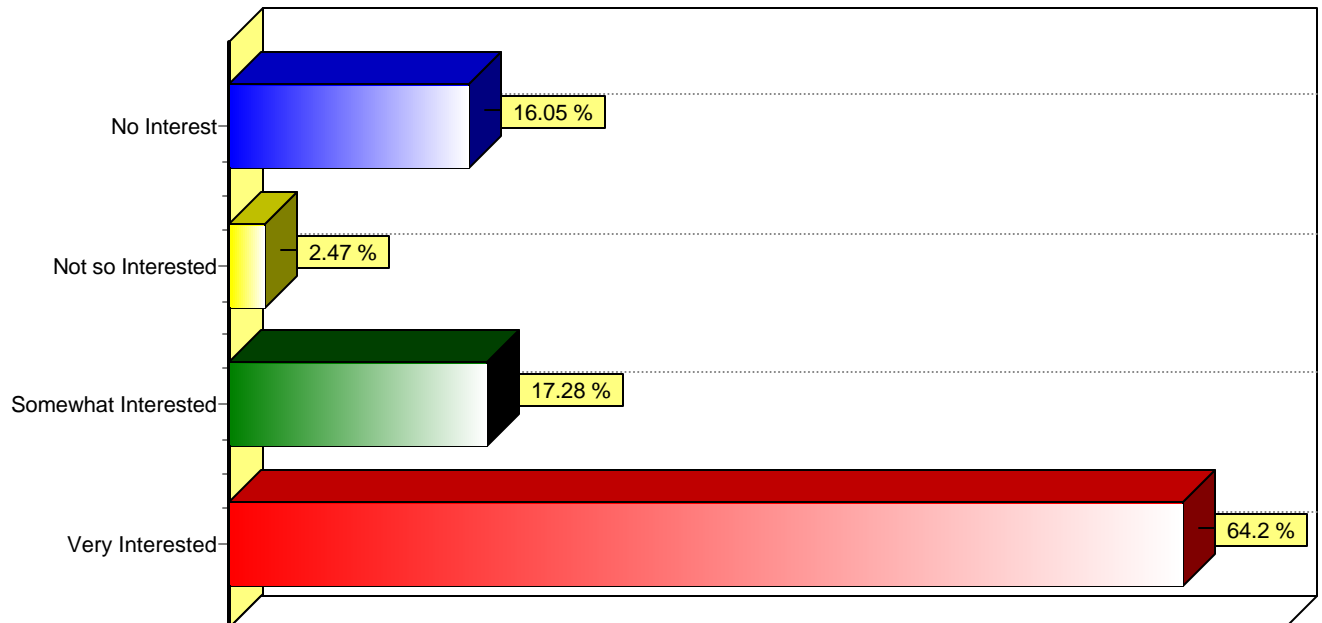
Bar Graphs

Real Estate Program Review--Student Survey

Vocational ESL Classes



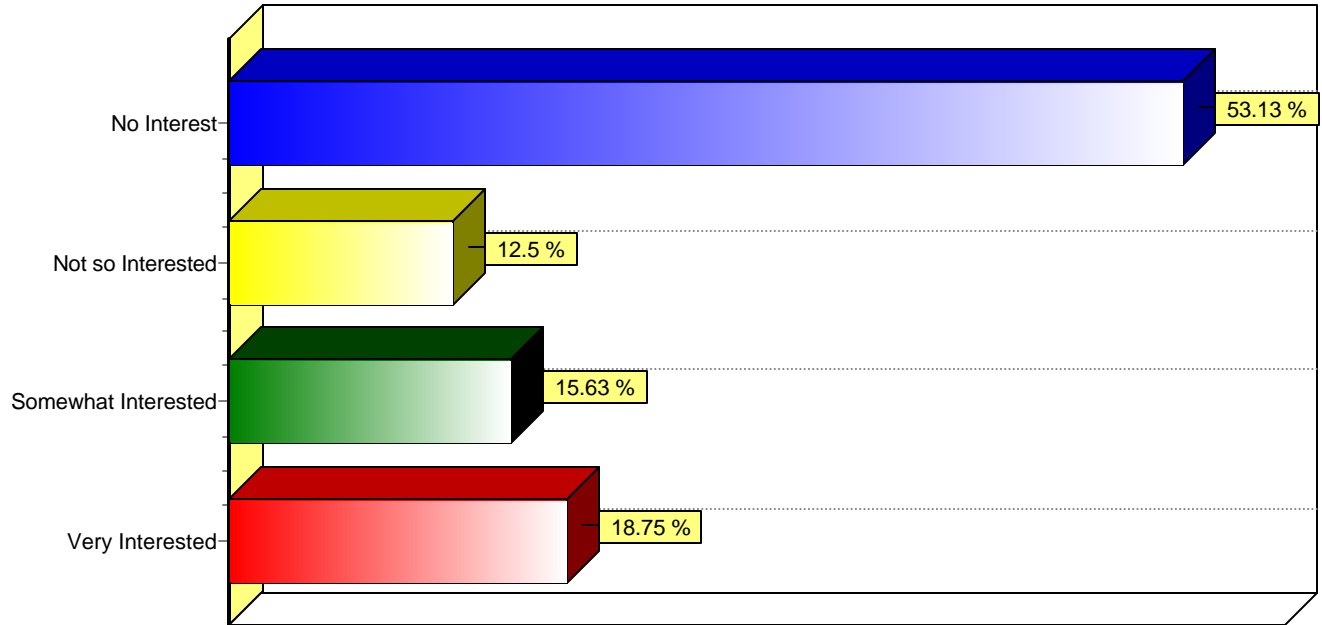
Job Placement Services



Bar Graphs

Real Estate Program Review--Student Survey

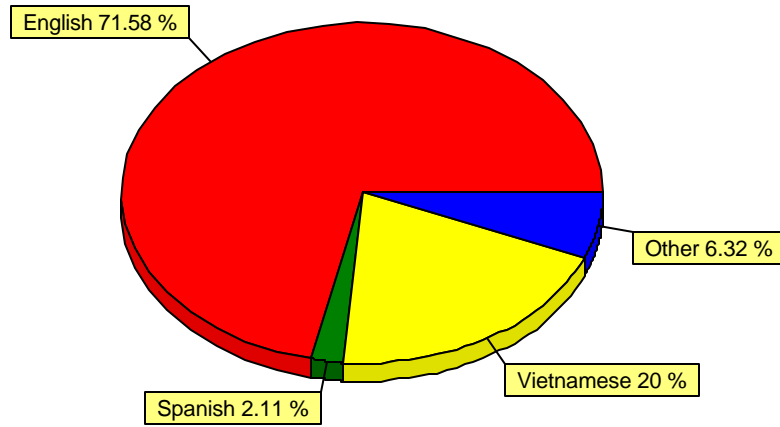
Other



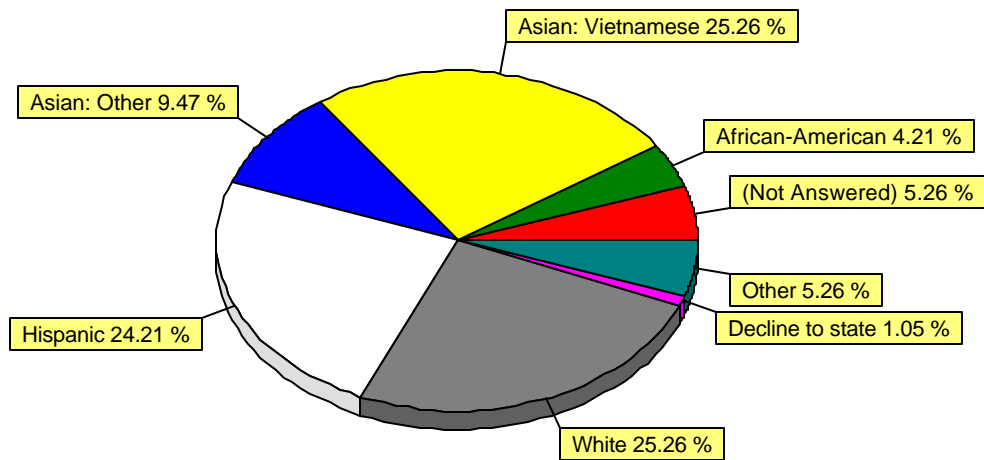
Pie Charts

Real Estate Program Review--Student Survey

What is your primary language (the language you are most comfortable speaking, reading, or writing)?



What is your ethnicity?



Coastline Community College
Program Review 2001-02
Validation Written Report

Real Estate Program

1. Has the program adequately addressed the topics delineated in the "Qualitative Questions for Five-Year Program Review" self-study guidelines?

Yes No

If no, note which topics were either omitted or not addressed clearly or substantially enough:

- A. Abstract
- B. How the report was undertaken – who did what, when?
- C. Needs compliance checklist
- D. Limited input was received from business community and RE Advisory Committee appears to be inactive.
- E. No mention of when curriculum was last reviewed and no discussion about the relation of Banking and Escrow
- F. Need more information about faculty load and costs

Does the data substantiate the conclusions and recommendations made?

Yes No

If no, note the areas and manner in which data does not match conclusions or recommendations.

- A. No industry data or survey to indicate need for changing demographics for Vietnamese and other diverse students
- B. Growth increases are not steady: Fall is much higher than Spring in general but numbers fluctuate widely. Why?
- C. Comment about Garden Grove being the preferred site may not be justified; question asked where students were taking classes.
- D. Percent for student goals are off; so results may be open to question.

2. List the most significant things (issues, trends, concerns, etc.) that are apparent from this report:
- A. Decline in certificate completers from past years; decline in general RE population aspiring to be a broker and taking on that liability.
 - B. Student selection of a college out of convenience rather than college loyalty.
 - C. Computerization of the industry changes how agents work.
 - D. Apparent slow growth in RE market after two decades of decline.
 - E. Apparent growing interest in the occupational goal of real estate finance
 - F. Garden Grove appears to be overwhelming preferred classroom site
 - G. Students are predominately English native speakers (72%), but representation of native Vietnamese speakers (20%) may be increasing.
 - H. The real estate association's elimination of real estate education committees from which we traditionally tapped practitioners for our RE advisory committee.
3. Are there any areas, which are unclear, or any significant points, which may have been overlooked?

Yes No

If yes, note these areas or points:

- A. Please clarify the grant explorations made by the program.
- B. Information regarding primary language of students should be accompanied by information regarding the ethnicity of survey respondents/students

Do the concerns noted above and/or in question number 1 warrant a written response to the Program Review Steering Committee?

Yes No

4. List any (realistic) suggestions the Steering Committee may have for the program based on information in the self-study.

- A. Explore how to better address the disconnect between certificate course package and courses desired.
 - B. Explore how to incorporate computerization in the industry into the curriculum.
 - C. Explore designing a VESL (vocat ESL) course as additional one-half or one or so units to drill on RE vocabulary, etc. as course supp.
 - D. Investigate other time and delivery packages.
 - E. Explore ways to provide diversity training for faculty to assist in curriculum modification and instructional delivery.
 - F. Work with Student Services and C-Tools (and possibly STAR faculty) to facilitate vocational, academic counseling, tutorial services, job placement services, and student skills training (each of which had interest levels on the student survey of 56-81%).
 - G. Develop more community partnerships and revitalize the advisory committee.
 - H. Recruit faculty with new and far-reaching future ideas on course revisions and creation.
 - G. Work with OCC and GWC as appropriate to reach more students.
 - I. Followup with students to determine how many go on to obtain license.
 - J. Continue to explore how to capture the RE continuing ed student.
 - K. Search out other appropriate agencies or associations with which to partner on endeavors of mutual interest.
 - L. Explore each of the four goals listed
 - M. Perhaps there are some new curriculum ideas to be gleaned by doing a phone and catalog survey of any other programs in LA & Orange counties.
 - N. As opportunities occur, try to expand staff diversity with hiring of Vietnamese and Hispanic instructors
5. Program accomplishments and commendations:
- A. Solid partnership with the Costa Mesa One Stop Center

- B. Degree of progress made without availability of leadership from a FT faculty or department chair position
- C. Significant growth since 1996-97 with an entirely adjunct faculty
- D. Improved productivity since 1997-98, as measured by average class size.
- E. Significant diversity in student population.
- F. High level of student satisfaction.
- G. Success with the Weekend College format.
- H. Involvement of Buzz Chambers and his concerns for value of the program and courses.

**Program Review Steering Committee
May 2002**