

Coastline College Research
Fifth Annual Graduate Petitioner Exit Survey
 Jerry Rudmann
 November 19, 2006

Background

In the fall of 2001, the Research Advisory Committee developed a student awareness and satisfaction survey. The survey includes 48 items designed to capture students' knowledge of and satisfaction with a variety of services and resources available at Coastline. The survey's final section provides space for students to write comments. More specifically, the survey asks student 1) how they first learned about Coastline College, 2) factors that influenced their decision to attend Coastline, and 3) if they have any comments (e.g., satisfaction, complaints, and suggestions) based upon their experiences while attending Coastline. The results of the first annual survey were reported on May 16, 2002.

The Research Office continues to administer the survey to students applying for graduation. Since these students have spent considerable time attending Coastline, they constitute an excellent information resource. The survey is an important tool for assessing Coastline's effectiveness, and is part of the College's Institutional Effectiveness assessment plan.

Two hundred thirty-one students completed this year's survey. Some students did not answer every question on the survey, so item-by-item statistics do not always total 231.

Acknowledgement

It is important to recognize Rachel Cervantes, Admissions Office Assistant, who faithfully distributed the surveys as students came to apply for graduation. Thank you Rachel for another job well done!

Results

Because this was the 5th annual survey, some results of the past surveys are presented together for identifying trends.

Participant Demographics

Citizenship status

Citizenship Status	2001-02	2002-03	2003-04	2004-05	2005-06
Yes	85.9%	90.1%	90.4%	88.6%	93.2%
No	14.5%	9.9%	9.6%	7.3%	6.8%
N	60	223	239	210	219

Gender

Gender	2001-02	2002-03	2003-04	2004-05	2005-06
Male	30.1%	35.1%	37.3%	40.2%	43.3%
Female	67.1%	64.9%	62.7%	56.6%	56.7%
N	71	228	236	212	224

Married

Marital Status	2001-02	2002-03	2003-04	2004-05	2005-06
Married	53.5%	NA	50.2%	47.5%	46.3%
N	71		236	219	231

Ethnic status

Ethnic	2001-02	2002-03	2003-04	2004-05	2005-06
African American	2.9%	3.9%	3.4%	5.9%	6.3%
Asian American	27.1%	25.5%	23.9%	21.0%	20.0%
Latino / Hispanic	18.5%	15.7%	10.1%	15.1%	15.9%
White	47.1%	48.9%	54.9%	48.4%	52.7%
Other	4.3%	4.8%	3.8%	4.1%	5.0%
N	70	226	233	219	231

Applying for AA

AA Applicant	2001-02	2002-03	2003-04	2004-05	2005-06
Yes	54.8%	59.0%	59.8%	70.3%	69.7%

Applying for a Certificate

	2001-02	2002-03	2003-04	2004-05	2005-06
Yes	43.8%	41.0%	36.2%	23.3%	22.5%

Most Prevalent Major (AA)

2001-02	2002-03	2003-04	2004-05	2005-06
Liberal Arts (9) Business Adm (5)	Liberal Arts (55) Business Adm (7)	Liberal Arts (43) Business Adm (13) Paralegal (6) Psychology (6)	Liberal Arts (63) Business Adm (19) Paralegal (9) Education (7)	Liberal Arts (70) Bus Adm (13) Bldg Inspect (7)

Most Prevalent Certificate

2001-02	2002-03	2003-04	2004-05	2005-06
Paralegal Studies (7) Computer Office Support (3) Travel Careers (6) Quality Assurance (5) Purchasing (4)	Paralegal Studies (21) Travel Careers (12) Electrical Maintenance (8) Building Inspection Technology (8)	Paralegal Studies (31) Supply Mgt (9) Computer Office Support Specialist (8) Building Inspection Technology (7)	Paralegal (28) Supply Mgt (6) Bldg Inspection Technology (4)	Paralegal (32) Bldg Insp (9) Gerontology (4) Real Estate (3)

Plan to Transfer

2001-02	2002-03	2003-04	2004-05	2005-06
47.9%	47.8%	51.2%	58.9%	56.3%

Summary of demographic trends noticed:

- A slight decrease in the percentage of Asian students applying for graduation accompanied by a slight increase in other ethnic groups.
- An increasing percentage of students have transfer plans.
- The percentage of students applying for the AA remains high, while there was a slight drop in the percentage of students applying for a certificate.

Transfer Plans

Transfer intention summary:	2001-02	2002-03	2003-04	2004-05	2005-06
CSU System	24	81	93	87	87
UC System	3	3	1	6	13
Privates and Out-of-states	5	24	24	21	18
Undecided	2	3	11	24	17
<i>Total</i>	34	111	129	138	135

Transfer Institution Students Hope to Attend (Alpha Sort)	2001-02	2002-03	2003-04	2004-05	2005-06
Abilene Christian University	0	0	1	0	0
Bellevue University	0	0	1	0	0
Biola	0	0	1	1	0
Brigham Young U	0	0	0	0	1
Cal Baptist	0	0	1	0	0
Cal Poly Pomona	3	1	2	2	4
Chapman University	1	1	3	3	0
Charter Oaks State University	0	0	0	0	1
Chicago	0	0	1	0	0
Columbia College	0	0	0	0	1
Concordia	0	0	1	3	1
CSU (campus not specified)	0	0	8	1	0
CSU Chico	0	0	3	3	2
CSU Dominguez Hills	1	1	6	7	4
CSU Fullerton	15	32	34	37	43
CSU Hayward	0	0	0	1	0
CSU Los Angeles	0	0	0	2	4
CSU Long Beach	4	33	36	32	29
CSU Northridge	0	0	0	0	1
CSU Sacramento	0	0	1	0	0
CSU San Bernardino	0	0	2	1	2
CSU San Diego	0	1	0	1	1
San Francisco State U	0	0	0	0	1
San Jose State	0	0	0	0	1
CSU Stanislaus	0	0	1	0	0
DePaul University (Illinois)	0	0	1	0	0
Devry	0	0	0	0	1
Excelsor	0	0	0	1	2
Hunter College, NY City	0	0	0	1	0
Kaplan College	0	0	1	0	0
Mt. St. Marys	0	0	0	0	1
National	0	0	5	1	1
Paris Graduate School of Management	0	0	1	0	0
Pepperdine	0	0	1	0	1
Phoenix	0	5	2	4	2
Southern Illinois	0	0	1	1	0
UC Berkeley	0	0	0	0	1
UC Irvine	1	2	1	4	2
UCLA	0	2	0	0	4
UCSC	0	0	0	0	4
UCSD	0	0	0	1	0

Undecided	0	0	11	25	17
University of Colorado	0	0	0	0	1
University of Eastern Oregon	0	0	0	0	1
University of Maryland	0	0	0	0	2
University of N. Florida	0	0	1	0	0
University of Redlands	0	1	0	0	1
University Washington	0	2	0	0	0
Upper Iowa St.	0	0	0	1	0
USC	0	0	1	1	0
Vanguard University	1	3	1	0	1
Totals	26	84	129	130	135

Most Frequently Mentioned Transfer Institution	Number of Transfers	Sort	2001 02	2002 03	2003 04	2004 05	2005 06
CSU Long Beach			4	33	36	32	29
CSU Fullerton			15	32	34	37	43
Undecided			0	0	11	25	17

Plan to use AA/Certificate to advance in current job

	2001 02	2002 03	2003 04	2004 05	2005 06
Yes	28.8	20.5%	24.0%	20.5%	25.1%
N	21	51	59	45	58

Plan to use AA/Certificate to find a new job

	2001 02	2002 03	2003 04	2004 05	2005 06
Yes	19.2%	20.9%	19.1%	16.4%	9.5%
N	14	52	47	36	22

When took classes at Coastline

	2001 02	2002 03	2003 04	2004 05	2005 06
Days only	5.1%	0.01%	3.3%	5.0%	3.0%
Evenings only	33.2%	31.3%	34.6%	37.4%	31.6%
Both	46.8%	58.7%	49.2%	42.9%	46.3%
Weekend College	17.7%	13.0%	17.5%	23.7%	16.9%

Satisfaction with various aspects of Coastline College

Adequacy of classrooms and facilities

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	48	20.8	20.9	20.9
	Very Satisfied	91	39.4	39.6	60.4
	Satisfied	80	34.6	34.8	95.2
	Dissatisfied	7	3.0	3.0	98.3
	Very Dissatisfied	4	1.7	1.7	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Adequacy of training equipment (PCs, etc.)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	61	26.4	26.5	26.5
	Very Satisfied	84	36.4	36.5	63.0
	Satisfied	78	33.8	33.9	97.0
	Dissatisfied	4	1.7	1.7	98.7
	Very Dissatisfied	3	1.3	1.3	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Personal security/safety at Coastline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	55	23.8	23.9	23.9
	Very Satisfied	90	39.0	39.1	63.0
	Satisfied	78	33.8	33.9	97.0
	Dissatisfied	4	1.7	1.7	98.7
	Very Dissatisfied	3	1.3	1.3	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Quality of instruction

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	10	4.3	4.4	4.4
	Very Satisfied	141	61.0	61.6	65.9
	Satisfied	69	29.9	30.1	96.1
	Dissatisfied	4	1.7	1.7	97.8
	Very Dissatisfied	5	2.2	2.2	100.0
	Total	229	99.1	100.0	
Missing		2	.9		
Total		231	100.0		

Out-of-class availability of instructors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	60	26.0	26.7	26.7
	Very Satisfied	76	32.9	33.8	60.4
	Satisfied	78	33.8	34.7	95.1
	Dissatisfied	8	3.5	3.6	98.7
	Very Dissatisfied	3	1.3	1.3	100.0
	Total	225	97.4	100.0	
Missing		6	2.6		
Total		231	100.0		

Accessibilty of DE instructors

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	27	11.7	11.9	11.9
	Very Satisfied	106	45.9	46.7	58.6
	Satisfied	76	32.9	33.5	92.1
	Dissatisfied	14	6.1	6.2	98.2
	Very Dissatisfied	4	1.7	1.8	100.0
	Total	227	98.3	100.0	
Missing		4	1.7		
Total		231	100.0		

Concern/interest in students shown by faculty

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	17	7.4	7.4	7.4
	Very Satisfied	114	49.4	49.8	57.2
	Satisfied	86	37.2	37.6	94.8
	Dissatisfied	6	2.6	2.6	97.4
	Very Dissatisfied	6	2.6	2.6	100.0
	Total	229	99.1	100.0	
Missing		2	.9		
Total		231	100.0		

Accuracy of info given by college staff

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	10	4.3	4.3	4.3
	Very Satisfied	115	49.8	50.0	54.3
	Satisfied	91	39.4	39.6	93.9
	Dissatisfied	6	2.6	2.6	96.5
	Very Dissatisfied	8	3.5	3.5	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Value of information provided by your counselor

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	17	7.4	7.4	7.4
	Very Satisfied	140	60.6	61.1	68.6
	Satisfied	59	25.5	25.8	94.3
	Dissatisfied	7	3.0	3.1	97.4
	Very Dissatisfied	6	2.6	2.6	100.0
	Total	229	99.1	100.0	
Missing		2	.9		
Total		231	100.0		

General registration procedures

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	2	.9	.9	.9
	Very Satisfied	142	61.5	61.7	62.6
	Satisfied	76	32.9	33.0	95.7
	Dissatisfied	4	1.7	1.7	97.4
	Very Dissatisfied	6	2.6	2.6	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Billing and fee payment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	7	3.0	3.0	3.0
	Very Satisfied	128	55.4	55.7	58.7
	Satisfied	83	35.9	36.1	94.8
	Dissatisfied	6	2.6	2.6	97.4
	Very Dissatisfied	6	2.6	2.6	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Variety of courses offered

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	2	.9	.9	.9
	Very Satisfied	105	45.5	45.9	46.7
	Satisfied	93	40.3	40.6	87.3
	Dissatisfied	22	9.5	9.6	96.9
	Very Dissatisfied	7	3.0	3.1	100.0
	Total	229	99.1	100.0	
Missing		2	.9		
Total		231	100.0		

Availability of courses at time can take them

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	7	3.0	3.0	3.0
	Very Satisfied	109	47.2	47.4	50.4
	Satisfied	90	39.0	39.1	89.6
	Dissatisfied	16	6.9	7.0	96.5
	Very Dissatisfied	8	3.5	3.5	100.0
	Total	230	99.6	100.0	
Missing		1	.4		
Total		231	100.0		

Academic probation policies

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	NA or No Opin	111	48.1	49.1	49.1
	Very Satisfied	57	24.7	25.2	74.3
	Satisfied	54	23.4	23.9	98.2
	Dissatisfied	1	.4	.4	98.7
	Very Dissatisfied	3	1.3	1.3	100.0
	Total	226	97.8	100.0	
Missing		5	2.2		
Total		231	100.0		

Observation: There was a high level of satisfaction among the respondents.

The following survey questions, number 16 through 48, provided two kinds of information: 1) the extent to which students knew about various services and resources, and 2) the level of satisfaction with the various services and resources. A subsequent section shows satisfaction figures recalculated for just those who reported having actually used the service.

Observations: The following table summarizes the extent to which the surveyed students were NOT familiar with some of the services and resources available at Coastline.

Service / Resource	Percentage Saying "Never Heard of It"				
	2001 02	2004 05	2002 03	2003 04	2005 06
Progress Follow Up (probation procedures)	42.9	23.7	41.6	45.9	14.8
One Stop Center	37.1	44.1	36.4	45.0	48.8
Disabled Students Office (DSP&S)	33.8	37.4	30.1	34.9	30.8
½ Unit Basics Skills Courses	30.4	25.2	33.8	19.4	25.9
www.CoastlineStudentGuide.com	27.5	12.9	26.6	3.9	1.4
Legal Clinic	26.1	37.4	30.0	41.4	38.4
C Tools Tutoring	24.3	26.1	27.8	20.7	28.5
Student Success Center	23.9	16.8	21.2	24.6	24.1
Extended Opportunities Programs & Services (EOPS)	21.7	22.2	23.8	30.3	25.8
Student Advisory Council (SAC)	18.5	32.7	27.3	31.4	27.4
On line Library at Coastline	17.4	10.9	15.4	19.2	18.5
Self Study CD ROM courses	15.9	18.7	19.8	30.4	29.7
Career and Transfer Center	15.7	10.3	12.8	15.9	12.3
Orientation to College	14.3	24.3	10.6	30.5	27.1
Availability of Scholarships	14.3	23.1	22.6	31.4	33.0
Area Offices at the Instructional Sites	13.0	8.6	6.6	11.2	17.0
Live Interactive Cable TV Courses	10.3	6.2	11.4	2.6	4.5
Math Tutoring	10.0	14.1	17.2	13.3	14.4
ESL	8.7	14.8	13.2	13.5	17.1
Cooperative Work Experience	8.5	13.7	19.4	22.6	18.4
Admissions and Records	8.5	5.6	1.8	0.4	0.4
Health Center Services	7.1	13.2	17.5	16.4	10.0
Assessment (Placement into Math, English)	5.8	6.6	6.2	6.4	6.6
Tele courses	5.7	9.6	7.0	16.6	13.2
Financial Aid Office	5.7	5.2	7.9	6.5	8.6
Weekend College	5.6	15.9	10.6	18.8	15.2
Bookstore	4.2	0.5	2.2	0.9	1.4
Internet Courses	2.9	9.6	5.8	9.7	7.2
Counseling	1.4	3.3	4.4	1.3	3.2

Observation: Generally speaking, these percentages can serve as benchmarks for future years. More students knew about the Health Center Services than in most prior years. Nearly half the graduate petitioners were not familiar with the One Stop Centers, and about 1/3 (a growing percentage) didn't know about scholarships. Some units may want to brainstorm strategies for increasing student awareness of their services.

Item 49 asked students to report the leading resource they used for selecting classes and planning their education. Counseling was cited most frequently, followed by instructors and EOPS.

Resource/service used to select classes,plan education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Counseling	108	46.8	49.8	49.8
	EOPS office	33	14.3	15.2	65.0
	Instructors	20	8.7	9.2	74.2
	Other	29	12.6	13.4	87.6
	None	27	11.7	12.4	100.0
	Total	217	93.9	100.0	
Missing *		5	2.2		
	Total	9	3.9		
Total		231	100.0		

Overall Rating of Coastline College

The final two survey items asked students to reflect on their overall experience and opinion of Coastline College. These results speak favorably for the college.

Overall rating of experience at Coastline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Excellent	136	58.9	59.6	59.6
	Good	85	36.8	37.3	96.9
	Average	6	2.6	2.6	99.6
	Poor	1	.4	.4	100.0
	Total	228	98.7	100.0	
Missing		3	1.3		
Total		231	100.0		

Observation: 96.9% (compared to 98.2% last year) of the respondents rated Coastline good to excellent!

If to do over, select Coastline College again?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Definitely yes	161	69.7	70.9	70.9
	Probably yes	50	21.6	22.0	93.0
	Uncertain	14	6.1	6.2	99.1
	Probably not	1	.4	.4	99.6
	Definitely no	1	.4	.4	100.0
Total		227	98.3	100.0	
Missing		4	1.7		
Total		231	100.0		

Observation: 92.9% probably or definitely would attend Coastline if they had it to do over again.

User satisfaction with resources and services

The following tables present information on our graduating students' satisfaction with Coastline's Services. Data are restricted to those saying they had actually used the service. As can be seen, satisfaction was high. Dissatisfaction was minimal.

Assessment for English and Math placement

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it VERY useful	72	51.8	51.8	51.8
	Used it; found it helpful	64	46.0	46.0	97.8
	Used it; but NOT satisfied	3	2.2	2.2	100.0
Total		139	100.0	100.0	

Admissions & Records

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	113	54.1	54.1	54.1
	Used it; found it helpful	95	45.5	45.5	99.5
	Used it; but Not satisfied	1	.5	.5	100.0
Total		209	100.0	100.0	

Area Offices at Instructional Sites

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	75	54.3	54.3	54.3
	Used it; found it helpful	63	45.7	45.7	100.0
	Total	138	100.0	100.0	

Student Success Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	43	64.2	64.2	64.2
	Used it; found it helpful	22	32.8	32.8	97.0
	Used it; but Not satisfied	2	3.0	3.0	100.0
	Total	67	100.0	100.0	

Bookstore

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	112	54.9	54.9	54.9
	Used it; found it helpful	87	42.6	42.6	97.5
	Used it; but Not satisfied	5	2.5	2.5	100.0
	Total	204	100.0	100.0	

Career & Transfer Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	41	56.2	56.2	56.2
	Used it; found it helpful	29	39.7	39.7	95.9
	Used it; but Not satisfied	3	4.1	4.1	100.0
	Total	73	100.0	100.0	

Cooperative Work Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	37	68.5	68.5	68.5
	Used it; found it helpful	17	31.5	31.5	100.0
	Total	54	100.0	100.0	

Counseling

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	115	64.2	64.2	64.2
	Used it; found it helpful	60	33.5	33.5	97.8
	Used it; but Not satisfied	4	2.2	2.2	100.0
	Total	179	100.0	100.0	

Disabled Students Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	8	40.0	40.0	40.0
	Used it; found it helpful	11	55.0	55.0	95.0
	Used it; but Not satisfied	1	5.0	5.0	100.0
	Total	20	100.0	100.0	

Cooperative Work Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	23	52.3	52.3	52.3
	Used it; found it helpful	21	47.7	47.7	100.0
	Total	44	100.0	100.0	

English as a Second Language

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	18	62.1	62.1	62.1
	Used it; found it helpful	11	37.9	37.9	100.0
	Total	29	100.0	100.0	

EOPS

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	40	78.4	78.4	78.4
	Used it; found it helpful	9	17.6	17.6	96.1
	Used it; but Not satisfied	2	3.9	3.9	100.0
	Total	51	100.0	100.0	

Financial Aid Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	64	66.7	66.7	66.7
	Used it; found it helpful	28	29.2	29.2	95.8
	Used it; but Not satisfied	4	4.2	4.2	100.0
	Total	96	100.0	100.0	

Parking Permit Sticker

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	19	55.9	55.9	55.9
	Used it; found it helpful	13	38.2	38.2	94.1
	Used it; but Not satisfied	2	5.9	5.9	100.0
	Total	34	100.0	100.0	

Progress Follow Up (Probation)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	19	59.4	59.4	59.4
	Used it; found it helpful	13	40.6	40.6	100.0
	Total	32	100.0	100.0	

Health Center Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	52	55.3	55.3	55.3
	Used it; found it helpful	35	37.2	37.2	92.6
	Used it; but Not satisfied	7	7.4	7.4	100.0
	Total	94	100.0	100.0	

On-Line Library at Coastline

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	28	66.7	66.7	66.7
	Used it; found it helpful	14	33.3	33.3	100.0
	Total	42	100.0	100.0	

WWW.CoastlineStudentGuide.com

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	115	74.2	74.2	74.2
	Used it; found it helpful	35	22.6	22.6	96.8
	Used it; but Not satisfied	5	3.2	3.2	100.0
	Total	155	100.0	100.0	

Internet courses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	76	70.4	70.4	70.4
	Used it; found it helpful	31	28.7	28.7	99.1
	Used it; but Not satisfied	1	.9	.9	100.0
	Total	108	100.0	100.0	

Live interactive cable-TV classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	114	72.2	72.2	72.2
	Used it; found it helpful	40	25.3	25.3	97.5
	Used it; but Not satisfied	4	2.5	2.5	100.0
	Total	158	100.0	100.0	

Telecourses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	56	68.3	68.3	68.3
	Used it; found it helpful	24	29.3	29.3	97.6
	Used it; but Not satisfied	2	2.4	2.4	100.0
	Total	82	100.0	100.0	

Self-Study CD-ROM classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	26	60.5	60.5	60.5
	Used it; found it helpful	15	34.9	34.9	95.3
	Used it; but Not satisfied	2	4.7	4.7	100.0
	Total	43	100.0	100.0	

One-Half Unit basic skills classes

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	39	75.0	75.0	75.0
	Used it; found it helpful	12	23.1	23.1	98.1
	Used it; but Not satisfied	1	1.9	1.9	100.0
	Total	52	100.0	100.0	

Availability of scholarships

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	22	59.5	59.5	59.5
	Used it; found it helpful	14	37.8	37.8	97.3
	Used it; but Not satisfied	1	2.7	2.7	100.0
	Total	37	100.0	100.0	

Legal clinic

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	14	53.8	53.8	53.8
	Used it; found it helpful	12	46.2	46.2	100.0
	Total	26	100.0	100.0	

One-Stop Center

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	14	60.9	60.9	60.9
	Used it; found it helpful	9	39.1	39.1	100.0
	Total	23	100.0	100.0	

C-Tools Tutoring Service

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	23	63.9	63.9	63.9
	Used it; found it helpful	10	27.8	27.8	91.7
	Used it; but Not satisfied	3	8.3	8.3	100.0
	Total	36	100.0	100.0	

Math tutoring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	38	73.1	73.1	73.1
	Used it; found it helpful	14	26.9	26.9	100.0
	Total	52	100.0	100.0	

Weekend College

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	35	58.3	58.3	58.3
	Used it; found it helpful	23	38.3	38.3	96.7
	Used it; but Not satisfied	2	3.3	3.3	100.0
	Total	60	100.0	100.0	

Orientation to college

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it VERY useful	18	66.7	66.7	66.7
	Used it; found it helpful	9	33.3	33.3	100.0
	Total	27	100.0	100.0	

SAC-Student Advisory Council

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Used it; found it Very helpful	8	50.0	50.0	50.0
	Used it; found it helpful	7	43.8	43.8	93.8
	Used it; but Not satisfied	1	6.3	6.3	100.0
	Total	16	100.0	100.0	

Observation: Satisfaction levels were high.

Summary of written responses to the question: How did you first learn about Coastline College? Below is a frequency distribution of responses.

<u>How First Heard of Coastline</u>	Freq 2005	Freq 2006
Friends	45	44
Schedule in mail	31	18
Internet	17	34
Live / work nearby	16	7
Family member	14	11
Literature while attending a sister college	12	11
Found while seeking the program I wanted	10	1
Current or former student	9	8

Co worker	7	2
Instructor / aca advisor at CSULB	6	3
Drove by	6	6
From Ed Department at my prison	5	13
High School instructor or Counselor	4	5
Employer	4	1
Instructor / counselor at sister 2 yr college	3	10
Local advertising	3	8
Employee Development Department	2	
TV	2	1
ROP instructor	1	
One Stop Center	1	1
Military	1	4
Welfare officer	1	

Most frequent responses to the question: What factors influenced your decision to attend Coastline College? Each “+” represents mention of that factor.

- Internet / Telecourse base Courses ++++++
- Opportunity for advance education / transfer options ++++++
- Convenience and classroom size ++++++
- Great schedule & Availability of internet, evening & weekend courses
+++++
- Location/flexibility/availability and Affordable
+++++
- Flexibility / Availability of the DL / Cable / TeleCourses
+++++
- Location ++++++
- Great opportunities for students who are working full time and/or have families
+++++
- The only college in the area that offered building inspection / Paralegal courses.
+++++
- Career Advancement ++++++
- ABA Approved ++++++
- STAR Program. Great experience ++++++
- Family and friends ++++++
- Great instructors and staff ++++++
- Only JC offered at the facility (incarcerated student) ++++++
- Personal Satisfaction ++++++
- Rehabilitation ++++
- The consistency in it's program ++++
- Accessibility through DL and the working relationship established between CCC and the institution ++++
- It's benefit such as; College fee, financial aid, counselor's advice and teacher's professional
- Great recommendation ++++
- Friendlier toward OLDER student +
- Courses availability and Financial assistance +
- Great for physical handicapped students (without going to campus) +
- All courses are “User friendly” +

- One Stop Center +
- Bridge Program +
- Certificate of Completion Program +
- Self Improvement +

Summary of written responses to the question: *If you have any comments about your experiences and satisfaction while attending Coastline College, please feel free to write them here.* The following is a sample of the written comments that were submitted.

Positive Comments

- It's great to earn your degree and working at the same time. ++++++
- LOVE the availability of On-line courses. +++
- I had a good experience while attending Coastline Community College; I would definitely recommend it to anyone. ++++++
- Great counselors ++++++
- I am working on my BA degree. Thanks to Coastline Community College.
- I am so proud and happy that I am a graduate of Coastline Community College. As a re-entry student, it's nice to be among other re-entry and older students.
- I have been very satisfied with Coastline Community College, it has allowed me to work and continue my goal to become a teacher.
- DL courses help out a lot. They're excellent! ++++++
- The Paralegal studies teachers really made my experience a lot better. They made the course interesting and entertaining.
- Thanks to Jim Baugh in the counseling office for working so hard.
- Expand DL-more advertising-Some people can't believe that I got most of my degree w/o going into the class room! That thought keeps people from trying.
- Coastline Community College is one of the few colleges which allowed prisoners the opportunity to better themselves prior to being re-intergraded back into society. This opportunity gives hope in the form of increased marketability of skills and the associated confidence of having successfully completed a college instructional program. I, no we, are truly thankful for the opportunity.
- Very satisfactory ++++++
- The on-line program has improved tremendously. ++++++
- I am extremely satisfied with Coastline Community College. Had I known about it earlier, I would have attended year ago!
- I appreciated the offerings in the Gerontology program-the scope of information covered-and the ease of the DL classes. All my instructors have been responsive. One-to-one attention, especially Ellis Waller, who is a great mentor. I couldn't have received more attention and answers at any other institution.
- Instructors and staffs are very helpful. A great service of knowledge. Thanks for all the help. +++
- I enjoyed my entire program and was very impressed with Margaret Lovig and all of the paralegal program instructors. I did, however, have a bad experience with David Fuller (instructor). He did not give good instruction, feedback or follow his syllabus. When I challenge my grade, he never responded.
- I learned a lot, great college, really enjoyed the courses. ++++++
- Coastline Community College is an excellent college. No bad experience.

- Coastline Community College fit my needs very well with their DL courses. I could not have expected anything better from a Community College. Now I'm on my way to success at a University.
- I preferred Coastline Community College over OCC because it offered more mature friendships- Also; the Telecourses provided more freedom during weeknight's evenings.
- Great courses and staffs. ++++
- The programs were great!!!
- Excellent ...The staff provides good service and expresses great concern to help me achieve my educational goal.
- Highly recommended +++++++
- The courses availability and flexibility are great +++++
- I will be forever grateful to Coastline Community College
- I enjoyed the classes that I was able to participate in. The only thing I regret is not being more personally involved with the classes due to my status.
- I very much appreciated the counseling staff visiting the class with information. I received my scholarship because of their encouragement.
- Professor Leighton is an amazing and wonderful instructor.
- I am extremely please with the service that was offered by Coastline Community College.
- I am glad I found Coastline Community College. I am very satisfied with the help I received. The Incarcerated Student Program is a good thing.
- Fred Feldon is an excellent teacher. As a working professional, I could not have progressed with my education if it weren't for Coastline Community College.
- I had a wonderful teacher at Coastline Community College such as Holly Piscopo. They were all professionals and treated each student well. All the instructors I have had were knowledgeable of their field and made sure that students really understood the subject well. So far, I have a positive regard to the school and highly recommended it to anyone.
- I love the personal relationship between the instructor, their passion for teaching and the student. Also, the fact that my instructors were professionals in the legal field gave it a more realistic approach to learn.
- I wish to thank all of my instructors at Coastline Community College. They were all instrumental in providing the skills necessary to obtain this personal goal of obtaining the Gerontology Certification. I am so proud to be part of your program and thank you. Debra Mitchell
- Thank you for a challenge yet exciting experience!
- Coastline Community College always provided prompt and great service.
- Offer more On-line Courses
- Throughout the years I have attended LBCC, Saddleback, UCI and CCC. I have to honestly say that CCC has been extremely professional and helpful throughout the entire process. The staff has given me plenty service and has gone extra miles to assist me with my educational goal.
- Great College with a very experienced instructors, and very nice personnel.
- I found it wonderful that I could better myself and obtain an A.A. degree while in prison.
- Met a lot of great people through taken evening courses.
- Best JC ever attended!!!!
- I enjoyed and had a great time at Coastline Community College. +++
- EOPS was very helpful and caring.

- I was a part of a STAR Program and my experience was wonderful. The instructors were great and the way the program was designed; it allowed me to be both a full time student and a full time mom.
- Randall Warwick is an excellent instructor who made it very clear with his attention that he was truly interested in student success. Coastline Community College needs more instructors like Mr. Warwick.
- I'm very pleased with the overall experience, and I will pass on to others your great attitude. Thank you from the bottom of my heart, helping me reaches this goal (my AA degree).
- Classes and Instructors all contributed to my growth in art/graphic art. All instructors able and supportive.
- Rita Powell, in counseling made my experience at Coastline Community College very successful. She was helpful in pulling all my record from four different colleges together and guided me toward completion of my AA degree. After 30 years I am finally finishing what I started. Thank you for DL.
Margaret Lorig was very helpful and great to deal with. I am grateful that she is the one heading up the legal program.
- I love Coastline Community College and its instructors. The STAR Program is great. I've finished it and a friend is now taking it because of my recommendation!
- I have been more than satisfied with the paralegal program. All professors are very knowledgeable and always willing to help. They made class fun and learning easy.
- Good school w/ great instructors for ABA paralegal Program.
- I would like to utilize the career and transfer center, and make greater use at the counseling services offered. Overall, this has been a great experience and I would not trade for the world!
- I gain many benefits while attending Coastline Community College. First, Coastline Community College is my first school where I have studied ESL courses. I am happy and grateful all that I received from Coastline Community College; I got fee waivers and a good job as work study at ESL department. As a result, I learn a lot from my present job. Now I am a skilled worker with many office's duties. I wish I could get a BA degree at Coastline Community College!!!
- Susan Winterbourne, in the counseling department. Made piecing all of my units together very easy. She helped me see clearly what I needed to do to meet my education goals. She communicated with me and my family, taking the time, and was empathetic to my incarcerated needs.
- If I could start college again, I would choose to attend Coastline Community College.
- It took me 20 years to go back to college. STAR Program and instructors have given me confidence to achieve goal to transfer to Concordia to pursue teaching career!
- Coastline Community College always provided easy and flexible courses to complete G.E.
- I had taken classes at several colleges. Coastline Community College. Your college is the best.
- Coastline Community College is very flexible and organized.
- Thank you for making it possible to receive my AA while working full time!!!
- Coastline Community College is very "friendly user" on their On-line and DL Courses.
- I have found Coastline Community College and hope to continue to take courses that are offered at Coastline. The staff at GG Center is always pleasant and very

helpful. The classes that I have taken have filled the needs that I have for professional growth. Marg Taylor gave me the confidence to pursue this certificate and to get my AA. I've working hard on both.

- Being incarcerated I have a tremendous amount of gratitude to Coastline Community College for maintaining the DL program. I enjoyed most of my courses and the instructors are very helpful.
- I am very satisfied with the level of education from Coastline Community College.
- For prisoner, I think it's an excellent program, if this college can influence so many lives here at the facility, can help to change, challenge, and mold prisoners who want to fit into mainstream society, then Coastline Community College lives up to its name and has powerful effect on the community. CCC offers a window of opportunity for upward mobility and true rehabilitation. Thank you so much for everything! I plan to go on to a BA in Business Administration!

Criticisms and Recommendations

- Inspection Technology Program is directed to ICC/ICBO/HCD to the exclusion of actual construction inspector. The real job skills required the ability to read and understand plans and specifications are not addressed. It needs to address student requirements, to improve job skills, it needs a good plans class.
- Need to offer more **certified courses** for Incarcerated Student. +++
- Should have more program in **Healthcare** field ++++
- More choices in Language course PLEASE.
- Why is CHEMISTRY offered in **only one** semester?
- Some instructors were very influential and motivating to encourage students to continue in their studies. Other instructors should not be teaching they could not give answers in the field in which they work.
- I have encountered a couple of courses at the college where the instructors have put excessive hours for students to do both inside and outside work. The course indicating 1.5/2.0 credits. However, the workload & hours we spent on thing such as assignment or on-the-spot work are way too excessive. Not only I found those request are ridiculous but also it is hard to believe. In addition, evening class schedules **are not** supposed to interfere regular day to day working hours. I don't think that is right thing to say it is an evening class where the students are expected to be in class on/before 5 p.m.
- Attending Coastline Community College has been great!! Your incarcerated Program is perfect for those who wish to continue their education while in prison. Is there an "early registration" for incarcerated student? I like to order my textbook as early as I can, because it takes a LONG time for me to receive my textbook. It happened all the time; textbook would arrive approximate 3-4 weeks after first day of class.
- I received POOR grade due to malfunction on CD/DVD. Have your media items tested. +++
- Offer HIGHER math and English classes for telecourse so we don't have to be examined by credit. +++++
- The C.M. center is rundown and in disrepair. I don't think it's appropriate for a class room. There isn't any heating/air. Class rooms are usually crowded.
- Registration should be done on-line for students. Payment as well. Between certain period students should be able to drop a class online. More things should be electronic.

- Extend more advanced classes for students who need to complete the requirement before transferring to 4 years institutions. Those classes need to open as follows; PHYSICS, MATH and some ENGINEERING courses.
- Increase availability of Telecourses ++++++
- I found it very frustrating that no one could determine whether prior credits would be accepted prior to petitioning for graduation.
- The original BLDG. Brochure said that you offered Assistance and Internship Programs for BLDG. Inspection students. I did not find this to be true and it **definitely** should be a part of the program
- Offer more Regular instead of WWW or telecourse.
- History professor,XXXXXXstyle of testing was **VERY** difficult.
- The college needs some counselors who are sensitive to older students. Some that can understand issues faced with working full time, raising a family, and attending college full time.
- Need to market the STAR Program better. Reach out to local businesses within the community, partner with local governmental agencies to bring courses on to job sites.
- I hope Coastline Community College will have more research on job outlook throughout Orange-LA County and offer courses that can fill in the field that labor market needs.
- Coastline Community College should offer more Business courses through the telecourse option.
- The counseling office needs some counseling with practical up-to-date experience.
- The counseling at Coastline Community College is not very accurate. I met three different counselor, they all advised me differently which caused me to be delayed in attending all my needed classes.
- Lost my transcripts which forced me to graduate in spring rather than fall.
- Where is the security when we got off at 10 PM. The parking lot is not safe at that time!!!!
- I applied twice for SAC Scholarship, both I was denied. It would have been nice to know WHY rather than just receiving a letter.
- I am at sea for over 1/3 of the year. It's hard to know where I will be every month. I would like to enroll in Bio 100 and 101. It takes between 3 to 4 weeks to get mail on the ship and this is the normal time frame of delivering. Is there an "Early Registration" for military student?????
- Your incarcerated Education Program need to offer the classes needed to graduate (English and higher math).
- ___ in EOPS lied about having me tested for a learning disability. I almost dropped out of school because of her incompetence. Also, ___ at the C.M Center NEVER returned phone calls. They are terrible employees.