



Executive Summary:

The Admissions and Records Office (A&R) provides a comprehensive service to our customers, students, faculty, staff, and community. Services to our students include assisting with their application, class registration while updating, and maintaining student records. Students have access to iPad stations and technical support.

Services to faculty include assisting faculty in maintaining rosters, grade input or changes, incomplete grade contracts, processing academic renewals, accessing transcripts, and running various reports. The A & R Office has an open door policy for faculty and staff to meet with A&R personnel for assistance. Other departments, such as counseling and financial aid, depend on timely and accurate data from A&R to be efficient in their work.

As the record repository, the A&R staff ensure that records are accurate and documents are gathered in compliance with Title V regulations. This often involves contacting students and faculty to verify personal and class information.

The A&R Office is responsible for implementing processes that adhere to Title V, KCCD Board Policy, and best practices. While the Banner database is the official repository record for students, many processes are labor intensive before entering the data in Banner. Examples of these processes are residency determination, late add to classes, withdrawal request, awarding diplomas and certificates, concurrent enrollment, third party contracts, and transcript processing.

The A&R office strengths include quick, efficient customer service and an extensive knowledge of Banner-based processes. When a request for assistance comes to the A&R staff, they tenaciously take on the task with prompt service. It is common for challenges to arise when using Banner while implementing new procedures and programs. The A&R staff's extensive experience with Banner processes is vitally important as these procedures are implemented. A&R identifies problems with proposed processes, present possible solutions increasing efficient implementation.

The A&R Office does not have a current "Policy and Procedure Manual." Each Technician has their own notes containing directions for processes accumulated over years of experience. The need for a collaborative manual is crucial to provide consistency. This need is reflected in our action plan.

The A&R Office helps educate students on navigating through the college environment. It is essential that students are involved in that process becoming efficient in completing applications, updates, changes and managing their education to increase the student's experience and success. The implementation of "Navigate", a software program by the Education Advisory Board, will provide step by step instructions for students.



Part 1 Relevance

1. Department Mission

Mission:

The A&R Office supports the Cerro Coso Community College (CCCC) mission by providing comprehensive services to our customers, students, faculty, staff, and community. Services include helping students complete their application and registration, maintaining student records, and implementing processes that adhere to Title V, KCCD Board Policy, and best practices. This service is characterized as respectful, accurate, efficient, equitable, and effective.

Relationship to College Mission and Strategic Goals:

The A&R Office is often the first student experience with Cerro Coso Community College and supports the following Cerro Coso Community College Strategic Goals.

- 1.) Maximizing student success through sustained continual quality improvement of student services.
 - Assist all students, with special focus on potential and first year students, during the application and enrollment process.
 - Teach students specific skills and knowledge necessary to navigate and thrive in the community college environment.
 - Provide prompt service to transcript request, graduation evaluations, grade changes and information request for students, faculty and staff.
 - Collaborate with other college offices such as Financial Aid and Counseling while helping students make the best decisions to accomplish their educational goals.
- 2.) Continuing quality improvement for improving institutional effectiveness.
 - Elicit student input on services provided with surveys and suggestion boxes.
 - Automate tasks as applicable to ensure consistency, increase effectiveness and increase time for staff to spend with students.
 - Provide tools for students to navigate successfully in the college environment.

2. Department History and Description

The A&R Office has been the historical official repository for the confidential keeping of student records for CCCC using the district-wide Banner database as the official data center for permanent records



beginning in 1987. The district Information Technology (IT) department provides the basic support for Banner functions, working closely with the A&R Directors on those processes. The A&R office is located at the main campus in Ridgecrest (IWV). This office provides support for all Cerro Coso Community College sites. Mammoth Lakes, Bishop, Kern River Valley, and East Kern have staff members assigned to help students in an A&R front desk capacity with the IWV A&R Technician's support. The A&R technicians lend support for the sites via telephone, on-site trainings, and in-person during peak times such as open house events.

In 2012, the A&R Offices district-wide began talk of centralizing processes to prepare for decreased funding if Prop 30 did not pass. Cerro Coso Community College had a reduction of staff and combined the A&R Director position with the Financial Aid (FA) Director position. Once Prop 30 passed and budgets remained stable, Porterville College and Bakersfield College took centralization off the table. The change in staff without a shift in duties resulted in tasks not being completed in a timely manner as noted in the annual planning for 2013-14. A new technician for the IWV office hired in Summer 2014 will help address the staff shortage.

The A&R Director position became a shared Director position with FA in Summer 2012. Although these two departments have specific functions, the shared Director has created a cohesive team providing a "one stop" environment between Financial Aid and A&R for the students. FA requirements often involve student academic and personal records that are accessed by A&R.

The use of paper forms continues to decrease as technology increases. The front desk was exclusively equipped with iPads in Summer 2014. The technology was tested by leaving an existing computer Kiosk as an option. The computer Kiosk was used by very few students and the use was due to an iPad not being available. This touch technology proved to be familiar to our students of all ages and reduced technical issues experienced with the limited function of the Kiosk.

The A&R Office helps students take responsibility for their education by assisting the student in learning technology that will help the student become self-sufficient and self-reliant. An ADA compliant computer station set up at the A&R front desk in Summer 2014 increased accessibility to all customers. Before this station, a technician would come out of the office and often enter the information for the student that could not reach the counter or students were often sent to the ACCESS office to use their ADA compliant computer stations.

The Veterans Affairs' office combined with the A&R office space in Spring 2013 when the physical space was reconstructed to include the FA office in a swing space preparing for upcoming renovations. The A&R Director has historically been the main veterans representative on campus and solely responsible for certifying veterans. This limited the service that veteran students were receiving. With the hiring of a



additional A&R Technician, 25% of that technician's duties is dedicated to our veteran students. The college now has 2 certifying officers resulting in consistent services for veterans.

Part 2- Appropriateness

1. Organizational Chart (see attachments)

2. Determination of Student or Service Recipient Needs

The A&R Office is represented on numerous advisory groups making decisions that have operational impact. The Director is a member of the Student Services Executive Committee, Enrollment Management Task Force, Student Support and Success Council, and the Administrative Cabinet. Recipient needs are identified during these committee meetings and brought back to the department for evaluation and improvement.

The A&R Office took part in the student success focus groups that interpreted student data provided by district institutional research. Gaps in students success were identified and used to create goals for the annual planning of the department. One gap identified was the lower completion rate among our Hispanic student population. Also noted in this research was the growth of the Hispanic student population. The A&R Office identified an increase need for materials in Spanish.

Through the involvement in the student success council, the need for a navigational tool became apparent as work groups identified weaknesses and gaps in the intake process. The A&R Office will take a lead role in the college's implementation of an intake system, "Navigate", designed by the Education Advisory Board. This system will guide students through a clear, defined path that helps maintain student momentum to completion.

Trainings that include all A&R Office staff, site staff and managers along with the Director are conducted twice each semester and as needed. These trainings are an opportunity to provide information on new regulations and improvement in processes, and to confront challenges of serving students at all sites. The sites serve students by helping with application and registration, intake of forms needed, and general information. Students that need additional help are referred to the A&R Technicians at IWV. Technicians at IWV are immediately available for support staff by telephone or email. The staff members have the individual Technicians numbers so they do not have to call the general population line.

The A&R Director is part of the Student Services Executive Council. This council consists of the directors and managers in all student services departments at all CCCC sites. The input from this group informs



the A&R Office of specific needs related to all students, staff and faculty including specific needs for individual sites. One support need identified in this meeting was training on A&R tasks at the sites to provide consistency across all sites. The on-site trainings, previously discontinued due to budget constraints, were put back on the calendar. Requested training has been provided during these meetings. Recent trainings include policies such as AB540, residency, and special admit students.

The A&R Office becomes aware of college needs through participation in the Administrative Cabinet. This cabinet has a broader membership that includes representation of all college departments and sites. This is an opportunity for all departments to have a dialogue on department updates and needs to serve students. These updates and needs are brought back to the A&R Office. Often students, staff and faculty go to other departments with concerns that involve the A&R Office. Many processes impact several departments. For example, when a student is dropped, this could impact attendance reporting, financial aid received, and veterans benefits.

A student services survey and a graduation survey are alternated each year. The information gathered helps determine and measure the outcomes for the department's planning. Over the last three years, the student services survey was conducted twice. The questions were revised in 2012 to provide consistent information to help in our continued annual planning. A need for student input on each process is lacking and will be addressed with point of contact student surveys at the A&R window, by telephone, and following Live Chat assistance. This information will be used to keep a pulse on how the students are using and understanding the new systems. Data gathered and questions asked will help identify future needs for improvement.

3. Department Function

Services:

The services provided by the A&R Office are a vital part of enrollment management and recording student academic progress. While general A&R assistance is delivered to students at all sites, the major recording, problem solving, and data input is referred to the IWV A&R Office in Ridgecrest.

A&R technicians are assigned specific tasks. Historically, the task assigned to the A&R technician was delayed when the technician was out. Currently, cross-training is underway that will prevent any task from being delayed due to a technician's unavailability. This cross-training continues to improve the functionality of the department. The department is assigned student workers to assist with filing and scanning. Student workers become actively engaged with the college and other students as they assist students at the front desk.

An important function of the A&R Office is direct assistance to students trying to apply or register for classes. The majority of the requests from students come from phone calls. The first point of assistance



is the district help desk. If the help desk is unable to assist the student, then the student is referred to the A&R Office. The A&R Office has identified specific times with low traffic to dedicate to returning phone calls. This has decreased the call back time from 78 hrs noted in Fall 2012 to our current 24-48 hours. A new phone system was put in the office that provides all technicians access to the main A&R phone line at their desk. It also provides a log of student messages to show trends in students needs.

The office was rearranged in 2012 to create an open, inviting atmosphere for students, faculty and staff walking in for help. The technicians are facing the front counter and customer service is the first priority. Our customers that walk up to the front counter are recognized and offered assistance. There are occasions when paperwork gets behind and the A&R Office is allowed to close the window for a short period to catch up on this important work.

The A&R Office does not have a complete written policies and procedures manual. Each technician has a binder of their processes that include hand-written Banner instructions. This is a goal of the current unit plan and will be a goal for this review. Several policies have been clarified over the last 3 years with written procedures and clear instructions on the A&R Office webpage. Two examples are the residency determination policy and Veteran's benefit requirements. With continual changes in regulations, it is vital to have clear understanding of these changes and new processes to comply with regulation.

Changes are disseminated to the staff through the Director's reporting and annual conference attendance along with memos from the CA Chancelors Office. The A&R Director is an active participant of the Region IX Admissions and Records Administration Association. This group became active in 2014 and will be a resource for information in the future. The A&R Directors are often the first to be informed of changes in Title V regulations. The A&R Directors district-wide work together on implementing these changes.

The monthly KCCD District A&R Directors meetings consist of the A & R Directors from the three colleges, District IT, along with counseling and vice president representation as needed. The A&R Directors make board policy change recommendations to the Vice Presidents to meet new regulations and to ensure current policy is compliant with Title V.

4. Department Relationships and Impact

The A&R Office coordinates closely with other student service offices and faculty in regards to a number of student and institutional processes. Other departments have many processes that are completed by the A&R Office with evaluation and data entry. Below are examples of this coordination:

- Coordinating with FA in identifying students on the drop for nonpayment list that are eligible for the Board of Governors Fee Waiver.
- Coordinating with FA to complete enrollment status for the Return to Title IV funds process.



- Assisting with SSN verification for FA eligibility.
- Coordinating with Counseling to finalize graduation evaluations, repeat petitions, and grade replacement petitions.
- Coordinating with the Curriculum and Instruction Office to facilitate the cancellation of classes, the opening of new sections, and the reporting of class rosters for CTE programs.
- Taking payments on behalf of the Business Office.
- Assist Faculty with rosters, grade reporting and rolling grades to student accounts.
- Processing and tracking incomplete grade request from Faculty.
- Coordinating with other A&R directors in the district to create, revise and implement consistent policies across the district.

Communication between departments is essential to maintain best practices and work efficiently. Employees from other offices frequently come in the A&R office to ask questions or get assistance. Identifying overlaps in processes is continually addressed by meeting with the department that has the overlap and collaborating on how to best complete the process without duplicating work. The procedures for student complaints and disputes were an area identified as duplicate work. As students were calling several offices with their concerns, the offices were researching the same information to assist the students. Better understanding and clear procedures have been put in place to ensure consistent information is given to the student and work is not duplicated. The Drop for Non-Payment procedure carried out by A&R was having an impact on other departments that students were involved with such as FA and Access Programs. The A&R Office provided a solution by giving students a week's notice of the drop affording them the opportunity to contact the departments tied to their funding. The notice was also given to the Academic Affairs office as it impacts enrollment and courses offered in the given semester.

5. Service Recipients

The A&R Office serves all current, past, and potential CCCC students, faculty, and staff. Service is also provided to meet community needs by forming partnerships with outside entities to provide comprehensive services for students. The target population for CCCC is spread over 18,000 square miles in addition to our distant, online population. The identified needs of the population change as the student demographic changes. There is a need for online tutorials to help students prohibited from coming into the office due to distance. To serve our growing Hispanic population, there is the need for an increase in materials/guides in Spanish that is currently not provided.

The A&R Office receives third party contracts from the Owens Valley Career Development Center, the Kern County Sheriff's Department, two military bases, and the Veterans Administration. The students on these contracts are identified in Banner, tracked throughout the semester and reported at the end of the semester to the agency.



The A&R Office coordinates the sending and receiving of electronic transcripts with Credentials, Inc. Credentials, Inc. processes requests and payments for transcripts beyond the first two free transcripts provided to students. The transcripts that cannot be sent electronically are sent to A&R for manual printing and mailing. This service will increase in Fall 2015 to include enrollment and degree verifications.

The A&R Office regularly reports enrollment status and graduation of students to the National Student Loan Clearinghouse (NSLC) for accurate student loan deferment data. The NSLC reports our student attendance to the state. The A&R Office and the District Office work with NSLC to ensure the information submitted on student enrollment and programs is accurate.

6. Usage and Satisfaction Data

Usage data:

Since every student at CCCC uses A&R functions, the following unduplicated headcount of enrollment documents the trend of A&R usage.

UNDUPLICATED HEADCOUNT over time

	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014
CC Online	7,099	6,410	5,448	5,343	5,037
Ridgcrest	4,377	3,189	3,023	3,383	3,673
Kern River Valley	1,075	981	681	588	692
East Kern	94	123	87	111	165
ESCC Bishop	551	425	536	436	422
ESCC Mammoth Lakes	542	577	395	463	466
Total Enrollment	13,738	11,705	10,170	10,324	10,455

Student full time equivalency (FTE) over time

	Fall 2010	Fall 2011	Fall 2012	Fall 2013	Fall 2014
CC Online	727.3	663.9	560.1	545.1	520.4
Ridgcrest	526.9	526.3	411.5	494.7	470.9
Kern River Valley	137.4	122.8	89.3	71.9	87.8
East Kern	13.1	18.6	11.5	6	23.3
ESCC Bishop	78.4	80.7	86.3	57.2	66.5
ESCC Mammoth Lakes	72.8	52.4	53.8	67.7	66.7
Total Enrollment	1556.5	1464.6	1213.1	1242.6	1231.3



There was a sharp decline in headcount from fall 2010 to fall 2012. Since 2012, the unduplicated headcount is steadily increasing while the total enrollment full time equivalency (FTE) is still decreasing slightly each semester. This means that while we increase in our student population, the students are taking fewer units. The majority of our students take 9 units or less based on trend data provided by KCCD Institutional Researchers July 2013. [See Appendix]

The following chart is a specific usage count for 2013-14. This reflects the number of times each task was performed by the A&R Office. These tasks all require some amount of manual processing. The bolded tasks indicate areas that are projected to be automated or otherwise removed from the A&R Office's responsibility.

Academic Renewal petitions	25
Applications review	223
Audit	26
Cal Grant GPA verifications	30
Certificates	168
Concurrent Enrollments	341
Course Conflict	45
Diplomas	515
Exception Petitions	45
General updates	508
Grade Changes	550
Grades posted to military site	65
Grades rolled to student accounts	Fall 419- all
	CRNs
Health Career enrollment	102
Holds placed on student accounts	205
Honors add	60
In School Deferment request	27
Instructor withdrawal request	41
Job Skills Certs	60
Late Add Appeals	193
Nursing Authorization	102
Pass/No Pass input	43
Petition for Re-admission	45
Pre Req. Drop	71
Pre-req. challenge	36
Registration Authorizations	218
Repeat Forms	72
Request to Repeat	72
Residency Determination	190
Residency verifications	178
Return to Title IV input	321



Sheriffs Training enrollment	804
Temporary parking permits	528
Third Party Contracts	1596
Transcripts	7724
Tutoring enrollment	222
Verification/Authorizations	1060
Welding Accelerated enrollment	59
Withdrawal exceptions	45

What this chart does not indicate is the amount of time spent on each task or the many hours of one-on-one service with students, staff, and faculty.

Satisfaction Data:

Student Experience Survey: Student experience surveys were administered to CCCC students in Spring 2012 and Spring 2015. While the survey included questions about student behavior and characteristics, the primary focus was to provide assessment information for student services programs.

Survey method:

The survey method in 2012 differed from the method in 2015.

Method: Spring 2012

A random sample of 1,500 students taking on ground classes were selected from all CCCC sites. These 1,500 students were mailed a paper survey with a paid return envelope and a cover letter describing the purpose of the survey. 216 surveys were returned (14.4% response rate) from the on-ground population of students.

All 6040 online students registered in the Spring 2012 term were emailed the cover letter describing the purpose of the survey and provided a link to take the survey online via Survey Monkey. 474 surveys were returned (7.8%) from the online population of students.

Method: Spring 2015

All 9070 students registered in the Spring 2015 term were emailed the cover letter describing the purpose of the survey and provided a link to take the survey online via Survey Monkey. 524 surveys were returned which is a 5.8% response rate.

Interpretation:

The survey, although taken from a small percentage of students, was helpful in identifying student satisfaction and areas needing improvement. The Spring 2012 online and on-ground survey results were combined to compare with the Spring 2015 survey results. Surveys included six questions regarding A&R



Office's service with the N/A option available for students who did not use the service. This option prevented students from randomly answering the questions without regards to services received.

After the 2012 survey, measures of improvement were taken to address the dissatisfied students. The college application was updated with improved clarity and the CCCC webpage was redesigned for easier access to information. The dissatisfaction with the timeliness of service was believed to be directly related to the inconsistency of returning phone calls that was addressed in Fall 2012. Upon further inquiry after the 2012 survey, it was discovered that once the registration period ended, the 100+ phone messages were deleted assuming that the students need with registration was no longer valid. This is no longer a practice in the A&R Office and the calls are returned in a timely manner. The students dissatisfied with the timeliness of service went down from 12.78% in 2012 to 5.56% in 2015. The satisfied and very satisfied students went up from 72.45% in 2012 to 81.04%.

The 2015 survey results reflected an increase in satisfaction of students and a decrease in dissatisfied students on all 6 questions addressing the A&R Office as reflected on the administrative outcomes (AUO) in Part 4 of this document.

It is recognized that to get a true representation of the students served, the survey would have to have a larger return.

7. Department Costs

A&R costs runs off the general unrestricted funding of the college. There are minimum monies received from Credentials, Inc. for transcripts ordered and Veterans Administration to help offset cost of serving veterans.

The non-labor budget has increased from \$8494.00 actual in 2010-11 to a projected \$12,900.00 for 2014-15. There are two main accounts that have increased. The travel account which supports professional development by funding training at conferences and training at the sites. In the past this was discontinued due to budget constraints. This has once again become a priority as inconsistencies have been addressed. Training across all sties is vital for the A&R Office to provide consistent, up-to-date services.

The next area with increased funding is paper supplies. The awarding of degrees and certificates has increased and with the implementation of all students receiving degrees and certifications unless they opt out, this cost is projected to continually increase. Another increase in printing costs is for transcripts. The use of Credentials, Inc. for online transcripts has eliminated the burden of students requesting transcripts in person, but has had little effect on the printing of transcripts. The majority of transcripts are still printed in the A&R Office and sent to students and/or institutions. This is due to two factors.



First, Credentials, Inc. cannot offer free transcripts and our students get their first 2 transcripts free. Next, many institutions do not accept electronic transcripts which is the mode of transcript provided by Credentials, Inc. In 2013-14, approximately 7700 transcripts were ordered and only 500 were electronically sent by credentials.

The labor cost has significantly decreased due to the split director position. The director labor and benefit cost is funded approximately 40% on the A&R budget and 60% on the FA budget.

Part 3 Currency

1. Staffing

Current staffing in Admissions and Records:

Ridgecrest Campus: 2 Admissions and Records Technician II, 1 Admissions and Records Technician I, Director of Admissions and Records/ Financial Aid

Kern River Valley Campus: Program Manager responsible for A&R Office Functions

Bishop Campus: Department Assistant II for A&R functions along with other duties.

Mammoth Lakes Campus: Department Assistant II for A&Roffice functions along with other duties.

East Kern Campus: Program Manager responsible for A&R Office Functions along with other duties.

Analysis:

The staffing decreased in 2012 under the expectation of centralizing A&R Office functions across the district. When the centralizations were no longer an option, the decreased A&R Office staff were insufficient to perform tasks in a timely manner. In 2014, a Technician I was hired at the Ridgecrest campus to meet the increasing demands in the A&R office including support for our veteran population. The responsibility of certifying and disseminating information to veterans that was solely the Director's duty is now assigned to an A&R Technician I with the Director as back-up support.

Serving the multiple sites continues to be a challenge. With limited intake personnel at the sites, there are times that the front desk service is closed due to breaks or absences. The employees at the sites are not directly under A&R supervision but are under the Site Managers. During closures, the IWV A&R Office is available via telephone or email for students.

The increase in incoming transcripts and Sherriff's Department in-service classes has increased manual duties in the A&R Office over the last two years. The use of e-transcripts has not decreased the amount of manual processes as projected. This will be monitored along with other tasks that result in an



increase of workload for the A&R Office. If this increased workload does not balance out with the automation of other processes, there will be a need for additional staff in the A&R Department.

2. Professional Development

The opportunity for professional development has increased over the last 3 years in the A&R department with consistent meetings of all staff involved in A&R functions. Staff have indicated that these meetings have been very helpful in their day to day operations. Training not only includes A&R duties, but has also covered general financial aid and counseling processes so the intake personnel at each site can better serve their students.

The college's professional development webpage, iStream and Lynda.com are underutilized in the A&R Department. The employees need to be better informed of these opportunities and have suggested topics given to them by the Director with time set aside in their workday to alternate employees attendance.

Additional opportunities for professional development are as follows:

Conferences:

The A&R Office staff attend the annual CA Association of Community College Registrars and Admissions Officers (CACRAO) conference that highlights best practices and Title V changes, updates and compliance issues. Recent sessions have focused on residency, priority enrollment, FERPA, veteran benefits, and new Board of Governors waiver requirement changes. This conference provides the opportunity for dialogue among peers from other CA community colleges.

The A&R certifying officials and counseling staff attend the Western Association of Veterans Education (WAVES) annual conference. This conference provides up to date information on veteran education benefits, resources for veterans and resources for those who serve veterans.

Staff meetings/trainings:

Staff meetings that include all staff responsible for A&R functions at all sites are conducted at least two times each semester. This is an opportunity for staff to request items for discussion and additional training. Input from the Cerro Coso sites resulted in additional training and assistance on Mammoth Lakes, Bishop and KRV campuses.

Site Training (Mammoth Lakes, Bishop and KRV)

The A&R technicians travel to the Cerro Coso Community College sites to train the department assistants per request on A&R functions.



Support Services Training:

A&R takes part in Student Services all staff meetings with training geared toward common current issues identified by administration and staff. This coordinated series of professional development opportunities focused on equity and diversity while providing excellent students service in 2013-14.

iStream/Lynda.com are additional professional development resources for all employees. A&R Technicians have taken advantage of these resources for additional training in computer software.

3. Physical Resources

The A&R Office has equipment that falls under the IT and Maintenance/Facilities departments. The computers are upgraded on a rotating cycle as determined by IT.

Other equipment under IT, such as printers, copiers and fax machines are replaced or upgraded when deemed necessary for improved service. Upgrades have included replacing individual desktop printers with shared department printers saving cost on the purchase of toner vs print cartridges. Toner replacement is now under the IT Department and reflected in their budget. This was a cost saving for the college since departments use the same type of toners that can be ordered in bulk. The IT department has been prompt in responding to A&R requests.

During the reorganization of the A&R physical space, the Director of Maintenance and A&R Director collaborated together on the best "fit" to meet the staff and ADA compliance needs. The future building modernization will include a "one stop" service center for students. Recent improvements to the A&R office included an ADA-compliant computer station for students and counter upgrades.

The current desk and tables in the A&R Office are not optimal for creating a sufficient workspace. Requests have been made for new desk to be included in the renovations.

Analysis:

The physical space in the A&R Office was reduced to create a swing space for the FA Office until the completion of the main building renovations. There have been challenges in placing all needed furniture and equipment in the space provided while maintaining ADA compliance. This change was an opportunity for the office to evaluate the needs of the Department. During this process, there was a clarification of document retention according to Board Policy. Duplicate equipment was also identified to unencumber space for furniture. The purging of documents and identifying multiple use for equipment has helped increase efficiency.

4. Technology



Technology that is up to date, efficient, and adequate for the current student population is vital for A&R Office operations. The main computer system we use is Banner, which is upgraded as new versions are available. With the upgrades, there is a need for increased and continual training on using all the functions available. At this time, once you complete the initial Banner training to gain access, there is no further formal training available. The next Banner upgrade will include a new online student graduation request process that can be utilized.

Other technology is being implemented to help meet state and federal mandates. Degree Works is scheduled to be fully implemented in fall 2015. This will assist in completing degree audits. Training continues with A&R Office technicians and counselors who will be using Degree Works. This training needs to increase to include faculty once the program is implemented.

We have partnered with the Education Advisory Board (EAB) in the implementation of a software system that will improve the intake process creating a clear pathway for students to navigate the college systems. This decision is part of the Student Success Initiative.

The college website was changed to create a consistency between pages and increase ease of use for students and staff. InsideCC allows students to register and pay for classes / fees and update their personal information. This is vital technology for our college's increasing online population. Having these processes available online also ensures access for all our students.

Analysis:

The use of technology has increased over the past 6 years. Each Banner upgrade brings in new technology that meets the demands of new requirements. The Director began attending the Ellucian conference in 2014. Ellucian is the company that produces and supports Banner. This conference will be essential each year to understand the use of and to implement technology to meet current and increasing regulatory requirements.

5. Marketing

Marketing for the A&R Office is primarily conducted through the college website. The website has instructions on using the A&R office functions such as ordering transcripts, applying to the college, and registering for classes. The website has a banner scroll for student and potential students reminding them of registration dates. Improvements in the website include a transcript request link on the front page, detailed instructions for using veteran benefits, and clarified residency determination requirements. These were identified as areas that students were having difficulty understanding.



All student services will be launching a customer service campaign with “Ask Me” buttons that will identify specific staff and subjects for easy identification for students or potential students. This will be especially useful during high traffic times such as the first two weeks of the semester and during the Cerro Coso Community College open houses.

With new programs such as Degree Works and Navigate, there will need to be large scale campaigns to market these programs. Materials explaining processes such as resetting passwords are continually being created in A&R. There is a need for increased navigational help on the website to include screen shots of processes.

Part 4- Achievement of Administrative Unit Outcomes

Administrative Unit Outcomes on last Program Review- the first two AUO are from the last program review. Due to changes in processes, both of these AUO have significant changes due to automation of processes.

1.) AUO- Students will be satisfied in ordering and receiving transcripts

Conditions of Outcome

Results of Student Experience survey will provide direct student feedback regarding their individual satisfaction on the process of ordering and receiving transcripts

Target Performance

90% of students would not have difficulty in processing transcripts

Achievement

Electronic transcripts-2010- this process has expedited the responsiveness of students request. Express transcripts are meeting the deadline of 24 hours processing time. The volume of transcripts has increased. Students no longer have to submit a written request. Transcripts requested in 2008-2009 was 6641. In 2013-14 the request for transcripts was at 7724 indicating a 16% increase. Out of the 7724, only 500 were processed and delivered solely through e-transcripts requiring no manual steps in the A&R Office. One reason that number is low is because a student receives their first 2 transcripts free and Credentials, Inc. cannot process free transcripts. Credentials, Inc. sending out transcripts is limited to Institutions who accept electronic transmission; therefore, a large number of transcripts are ordered and paid through Credentials, Inc. and subsequently printed and sent by the A&R office. The web redesign in 2012 lays out specific steps in ordering transcripts. The order transcript icon was put under the student tab on the CC website so students do not have to click on several places to order transcripts.

Assessment:



The use of Credentials, Inc. e-transcripts has provided students with an easier, more efficient way to order transcripts. Transcripts are accessible to all our students improving services for our distant, online students. The limited ability to transmit transcripts electronically and allowing student 2 free transcripts does continue to create manual work that is increasing in A&R as transcript request increase. This was not initially considered as expectations were to decrease the workload of manual tasks in the A&R Office. Continued exploration on solutions with Credentials, Inc. will be explored.

2.) AUO- Increase Student notification of being in class

Target Performance:

50% of problems in notifying students about being in a class will go away once the waitlist is implemented.

Achievement: Cerro Coso implemented a waitlist in 2012. This eliminated the need for students to crash classes and submit add forms. On the first day of class, after the instructor drops students that do not show up for class, the students on the waitlist are automatically put in the class as seats are opened. New programs have been implemented to send students reminders of these and other important information. The newest program is a phone app, Grad Guru, that sends students notification of important dates on their electronic devices. Other notifications are automatic at time of registration, sent out by faculty before class, and through CC Alert.

Assessment:

The instructions and notifications for students has increased dramatically in the last 5 years to keep up to date with technology students are using. Using a systematic process such as the waitlist changes the enrollment environment causing students to be more responsible and thoughtful of the classes they sign up for. Students can no longer crash classes without having registered for the class. One problem that has been identified is when a student tries to enroll in a full class, a notification comes up stating there is a waitlist. If a student does not continue to “submit” their enrollment on the waitlist, they are not automatically put on the list. The A&R Office has received phone calls from students who thought they were on the waitlist but did not submit. There has not been sufficient data collected to identify how many students had problems with this process. A continued goal is to gather student input on all A&R Process by having students give surveys after completing processes.

The following AUO were created beginning with the 2012 unit plan.

3.) AUO-Students will report that Admissions and Records services were delivered in a timely way

Conditions of Outcome



Results of Student Experience survey will provide student feedback on the timeliness and helpfulness of the A&R office services.

Target Performance Level

90% of students will report Satisfied to Very Satisfied on the timeliness and helpfulness of A&R services

Assessment Tool/Scoring Method (see student survey Q19)

The Student Experience Survey was developed through collaboration between all student services departments and the VP of Student Services. Students were asked if they used the A&R office followed by a series of areas to rate experience. Two of the areas address the two AUOs, timeliness and helpfulness of service.

The survey had 5 possible answers in 8 areas of A&R services. The possible answers were very satisfied, satisfied, dissatisfied, very dissatisfied and n/a.

Gaps Identified

The survey, although taken from a small percentage of students, was helpful in identifying student satisfaction. The application and registration process is an online process. The application was updated and improved and the complete Cerro Coso Community College webpage was redesigned. This is expected to increase satisfaction among our users. There was a notable difference between satisfaction of onground students and online students

Achievement

The Admissions and Records technicians identified mornings from 7:30am-8:00am and evenings from 5:30pm-6:00pm as slow times to catch up on phone calls. The technicians felt closing for shorter times more often would be more efficient in ensuring calls are answered within 48 hours. Also, calls are no longer erased after registration periods. After catching up on calls using the time periods identified and with additional training to student workers to assist with answering general questions, phone calls are returned within 48 hours. During Fall 2013, additional phone calls were encountered due to the inability of students to log into their classes on the first day due to computer outages. In addition to computer issues, phone systems were down for several days during the first two weeks of registration. Due to these unforeseen circumstances, measurement of student satisfaction with 48 hour response time was not accurate. Currently, phone messages are documented on paper which is also time consuming.

Assessment:

The dissatisfaction with the timeliness of service is believed to be directly related to the inconsistency of returning phone calls that was addressed in Fall 2012. Upon further inquiry after this survey, it was discovered that once the registration period ended, the 100+ phone messages were deleted assuming



that the students needed help with registration. This would be the main mode of communication for our online students. This is no longer a practice in A&R and the calls are returned in a timely manner. The survey had changes in 2012 that made an assessment over time problematic. The Spring 2015 survey will mirror the 2012 for comparison. In addition, there needs to be more opportunities for students to give input at time of service to help give useful information for improvement.

4.) AUO: Students will report that Admissions and Records service was helpful to very helpful

Conditions of Outcome

Results of Student Experience survey will provide student feedback on the timeliness and helpfulness of the A&R office services.

Target Performance Level

90% of students will report Satisfied to Very Satisfied on the helpfulness of A&R services

Assessment Tool/Scoring Method (see student survey Q19)

The Student Experience Survey was developed through collaboration between all student services departments and the VP of Student Services. Students were asked if they used the A&R office followed by a series of areas to rate experience. Two of the areas address the two AUOs, timeliness and helpfulness of service.

The survey had 5 possible answers in 8 areas of A&R services. The possible answers were very satisfied, satisfied, dissatisfied, very dissatisfied and n/a.

Goal : Ensure accuracy, consistency and currency of Admissions and Records processes, functions and information.

Achievement:

Procedures for residency determination, drop for non-payment, and duplicate IDs including SSNs have been established to meet board policy and Title V. In Fall 2014, the A&R Office began sending emails to students on the drop list giving them an extra 3-5 days to clear up their charges. This resulted in a decrease of approximately 33% less drops for that semester.

A&R Director in conjunction with Counseling Department reviewed and updated processes to counsel and certify enrollment for student veterans. The veteran webpage was updated with step by step instructions on applying for benefits and using benefits at Cerro Coso Community College.



A&R Director’s monthly meetings are attended at the district for clearer communication and increased opportunity to work with essential district staff on implementation of processes. CCCACRO is attended by the Director and at least one technician.

Petitions for Residency- In Spring 2013, all petitions are determined by the A&R Director to create a consistency in requirements. Residency determination form was changed to clearly define Title 5 regulations of intent and physical presence reducing the request of students not meeting residency therefore reducing the denied request. In Fall 2014 an A&R Technician was trained on Residency Determination and is now processing these forms. The A&R Director still receives decisions on forms with conflicting information.

Computer stations were upgraded with iPads and an ADA station increasing technology and accessibility to students.

Assessment:

The Spring 2015 student survey reflected a significant increase in student satisfaction with timeliness of services. The survey had a low number of return therefore not a reflection of the entire student body.

Several processes as indicated above have been clarified to provide consistency in serving students. A written policy and procedure manual is a current goal and an A&R Technician has been assigned to lead this project. The A&R Directors throughout the district are focusing on improving efficiencies through the automation of current manual tasks. This will increase staff time for direct student contact.

Revised and Updated Administrative Unit Outcomes

Department	Service	AUO	Improvements to Be Made	Reassessment
A&R	Provide timeliness of service to all students	90% of students reporting using services will be very satisfied or satisfied with timeliness of service.	Implementation of navigational software to assist students in A&R processes. Continue identifying automation of process to increase time for student contacts Take on the spot surveys at time of service to gather more information on specific areas.	Student Surveys: 2012/85.23% 2015/94% 2016-Results from on the spot surveys



A&R	Provide useful, clear information to all students	90% of students reporting the use of services will be very satisfied or satisfied with information being useful and clear.	Implementation of navigational software that assist student in navigating the college environment. Implement online tutorials providing information on completing A&R processes such as registration, drop/add, residency determination. Create current written policies and procedures for consistency of information.	Student Surveys: 2012/85.23% 2015/94%.
A&R	Provide quality assistance to customers	95% of students reporting use of services will be very satisfied or satisfied with the assistance from staff	Implement online tutorials providing information on completing A&R processes. Take on the spot surveys at time of service to gather more information on specific areas.	Student Surveys: 2012/83.85% 2016-Results from on the spot surveys 015/91.13%
A&R	Provide incoming transcript information on student record in Banner.	All incoming transcripts will be on student record for counseling, veteran and Financial Aid office to meet compliance.	District training with A&R Technicians on the articulation process. Evaluation of current staffing and time needed to process transcripts Update program to input electronic transcripts Past transcripts as needed and current transcripts will be put on student accounts.	Fall 2015- Evaluation of time and staff Spring 2016- Transcripts on student records

Part 5- Future Needs and Planning

Effectiveness and Efficiency:

Measuring the effectiveness and efficiency of service is a continual challenge for the A&R Office. A&R has not historically used SARS and uses hand-written messages for phone calls. There is discussion in the department on how we can better determine student satisfaction each time a student is served. It is also planned to integrate a comment opportunity for all students that use A&R services. This would be in the form of a comment box at the window and a couple of questions or follow up email for call-in students.



Achieving the Dream data indicated the Hispanic population has increased over the last 3 years. A&R will need to address the specific needs of this growing population. A&R plans to acquire student input from the new Latino club on campus. This input will drive future strategies for A&R.

Current Strength:

Customer service is a strength in the A&R Department. Strong collaboration with other departments exist between financial aid, counseling, academic affairs, and faculty. Continued focus on customer service while regulations and paperwork increases will be a challenge. We will need to continue to improve processes including identifying manual tasks that can be automated to free up the technicians' time for students at the counter or on the phone. With the implementation of iPads, the efficiency has increased especially during high traffic enrollment.

We have improved student return calls from 7 days turnover to 2 days turnover. We have dedicated times and a technician to return messages each day. A technician has been assigned to stay up to date on veterans benefits and programs to provide information to our veterans

It is common for challenges to arise when using Banner or implementing new procedures and programs. A&R staff have extensive experience with Banner processes. This experience is vitally important as changes are implemented. The staff identify problems with proposed processes while providing solutions for those problems to create best practices in our policies. As the record repository, the A&R staff ensure that records are accurate and documents are gathered in compliance with Title V regulations.

Improvements Needed:

Processing Incoming Transcripts - scanning incoming transcripts into laserfiche is time-consuming, averaging approximately 5-10 minutes per transcript. The process involves matching the student in our data to the student on the transcript that often does not provide personal identification information such as SSN. Once the information is matched with a student record, the scanner can take 5-7 minutes to scan one transcript. An imaging system would improve this process with the goal of having the incoming transcript reflected on the student record when received by the college. Laserfiche stores the transcript allowing the counselors to access for educational planning but does not put the transcript on the students record. To meet Title IV and Veterans benefit regulations, previous transcripts need to be on the students record to count towards satisfactory progress.

Written Policies and procedures- The Admissions and Records Office has made progress on formalizing processes and practices and putting them in writing for accuracy and consistency in implementing Title V and Board Policies. While progress has been made, this work will continue, as there is still work to be completed in this area. Accuracy and consistency cannot be verified without written policy



implementation and procedures. The types of problems and issues communicated by students have highlighted areas where there is a lack of clear information provided to student and some insufficiency in communication to students and/or faculty.

Student Involvement- A clear path for navigating through the college environment from application to graduation is not provided. Students are assisted with individual processes in different departments often causing confusion to the student. With the implementation of navigational tools and Degree Works, students will be active participants in managing their education and successfully completing their goals. Finding the balance between the desire to assist students while encouraging students to take responsibility for their education can be a challenge. The A&R Department helps educate students on navigating through the college environment. It is essential that students are involved in that process becoming efficient in completing applications, updates, changes and managing their education to increase the student’s experience and success.

1. Response to Previous Action Plans

Action Plans on Previous program review:

Action Plan	Progress
Class registration and transcripts- clearer messages need to appear on the website that point students to the Student Services link where registration and transcript processing are identified.	2013- Web design upgraded, user friendly design was implemented in 2013. Registration and Transcripts visible on the front page during appropriate times. When the order transcript or register icon is selected, the student is link to step by step instructions on the process.
The transcript request page will be re-written for clarity and understandability to aid students; also additional surveys will be conducted to assess the helpfulness of these changes.	2013- Web design upgrade The Transcript page was last re-written during the web design process. The transcript web page has step by step instructions and additional information for students
A&R will continue to work with counseling to maintain a seamless process for the graduation process and to be responsive to student graduation request.	Graduation request are being processed in a timely manner. The errors on the graduation evaluation forms are sent back to counseling for corrections which were once corrected by the A&R The Director of Counseling and the A&R Director have worked with A&R staff and Counseling on the process
Cerro Coso needs a system to expedite transfer articulation that begins with an imaging system that integrates with Banner. With the increased usage of	Not completed – An imaging system that integrates with banner is being explored by District IT. Transcripts



CCCTrans, uploading of received transcripts in various formats needs to be explored.	continue to be time consuming and articulation is not currently done beyond the graduation evaluation.
Cerro Coso will be championing the implementation of Degree Works as another tool in the service that can be used for the benefit of students.	In Progress- 2013- 5 years of catalog scribing completed Spring 2014-Soft rollout for testing Scheduled for full implementation in Fall 2015. 5 years of catalog scribing has been completed which will help with graduation evaluations.
Training for A&R personnel, either in changes to Title V, CCCTrans, or new program implementations will be an ongoing strategic goal for all A&R personnel.	Completed- 2013 and ongoing- Training has increased with regular all staff meetings, conference attendance and technicians going to CC sites to satisfy specific training requests.

2. Three-Year Department Goals

❖ Goal: Increase degrees and certificates awarded to students

This goal connects to the college’s strategic goal #1: Maximizing Student Success. Providing real time information to students, counselors and faculty on student’s progress and needs will help support students in completing their educational goals. Degree Works also provides a “what if” scenario for students wanting to change their program and will provide the information needed to identify students who have completed degrees or certificates.

Action:

- Fully implement Degree Works
- Implement “Opt Out” policy on degrees and certificates- students will be awarded all certificates and degrees completed unless the students opts out of receiving such award

Responsible: A&R Technicians, A&R Director, Counseling staff

Resources: No Additional resources

Timeline: Soft roll out Spring 2015, Training for students in orientation
Fall 2015, grad evals complete for spring 2016

❖ Goal: Increase the number of students that follow through with enrollment after submitting an application.

This goal connects to the college’s strategic goal #1: Maximizing Student Success. Providing just-in-time communication to students will help students navigate through the college environment and connect to essential student services.

Action:



- Implementation of software program “Navigate” by the Educational Advisory Board
- Create video tutorials with screenshots to assist students with enrollment
- Communicate by email to students with applications that have not enrolled

Responsible: A&R Technicians, A&R Director, all student services departments

Resources: Navigate software- purchased

Timeline:

- Fall 2015- create messages for students
- Fall 2015- test EAB with students and staff
- Spring 2016- roll out EAB for students

❖ Goal: Increase materials for spanish speaking students

This goal connects to the college’s strategic goal #2: Advance Student Equity Measures. Providing help materials/guides in Spanish will help narrow the gaps in access for the underrepresented Hispanic students.

Action:

- 80% of in house forms will be translated into spanish

Responsible: A&R Director, A&R Technicians

Resources: Spanish translator services

Timeline:

- Spring 2016- Technicians identify most used documents needing translation
- Summer 2016- A&R Director identifies translator or services to use
- Fall 2016- 50% of documents identified translated
- Spring 2017- remaining documents identified translated

3. Six-Year Department Goals

❖ Goal: Transferred units on student Banner record within one semester after receiving transcript

This goal supports the college’s strategic goal #1: Maximize Student Success. Transfer units in Banner is necessary for accuracy in Degree Works, awarding veteran benefits and determining financial aid eligibility.

Action:

- Train staff on transcript evaluation
- Increase staff to evaluate transcripts and input dat

Responsible: A&R Technician, A&R Director



Resources: Additional A&R staff may be needed

Timeline:

- Fall 2015-District training for evaluating transcripts
- Fall 2015- After training evaluate time and additional staff needed
- Spring 2016- begin process with new transcripts coming in for Financial Aid and Veteran students
- Spring 2017- increase staff as needed
- Fall 2017-begin process on all new transcripts received

- ❖ Goal: Written policies and procedures manual for A&R Office

This goal supports the college's strategic goal #5: Strengthen Organizational Effectiveness. Written policies and procedures will increase consistency in serving students and a training tool for new employees.

Action:

- Establish written policies and procedures for office processes and implementation of Title V and Board Policy
- Have process of keeping manual up to date

Responsible: A&R Technicians, A&R Director

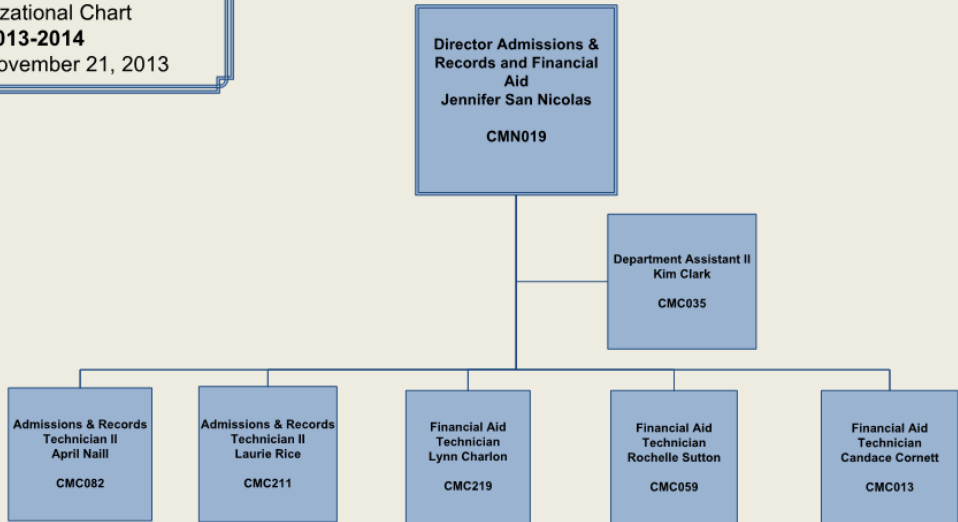
Resources: No additional resources

Timeline:

- Summer 2015- oversight of manual assigned to one Technician
- Fall 2015- List of processes to include in manual
- Spring 2015- Initial draft of manual
- Fall 2017- Complete manual- ongoing update responsibility to primary Technician assigned to specific process
- Fall 2018- Manual reviewed each Fall semester for accuracy and updates

A&R/FA ORGANIZATIONAL CHART

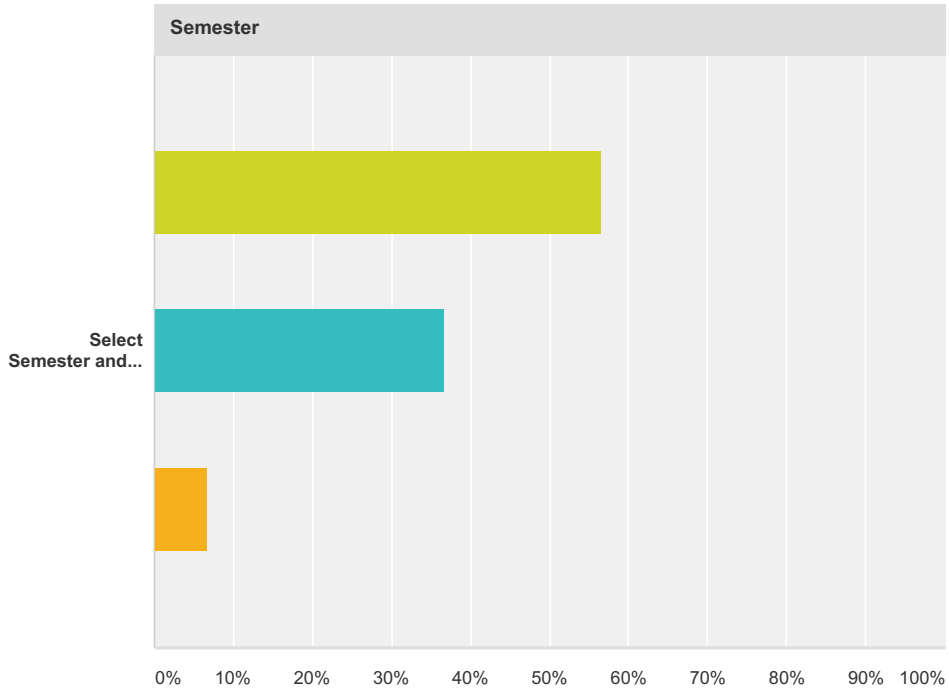
Cerro Coso Community College
Student Services
A&R and Financial Aid
Organizational Chart
2013-2014
updated November 21, 2013



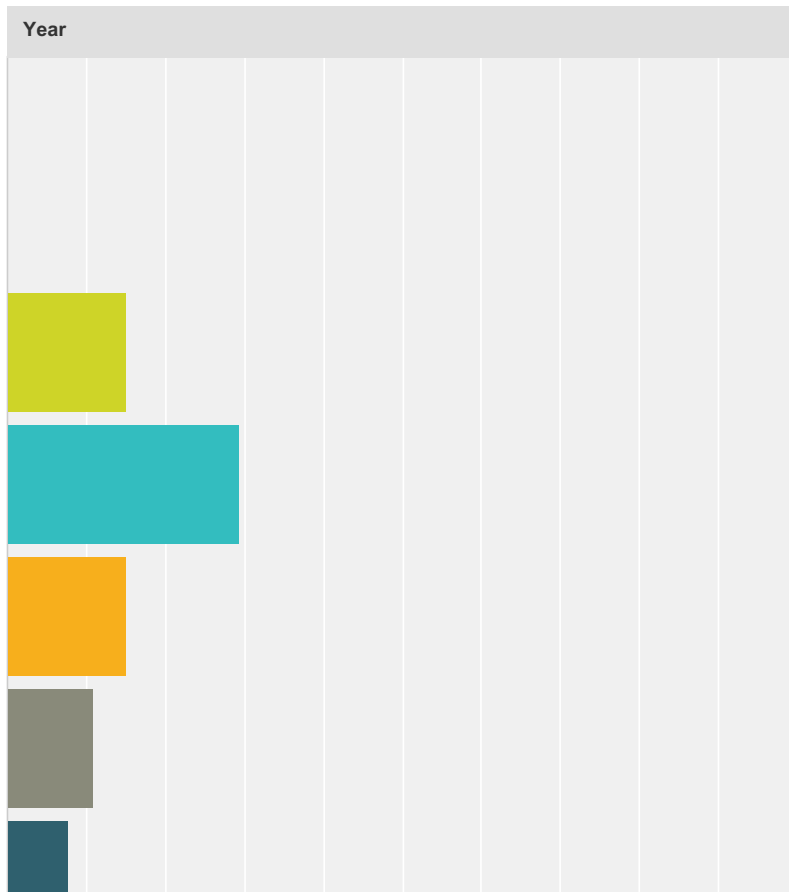
HAndEntry Student Experience Survey

Q1 When was your FIRST semester at Cerro Coso Community College?

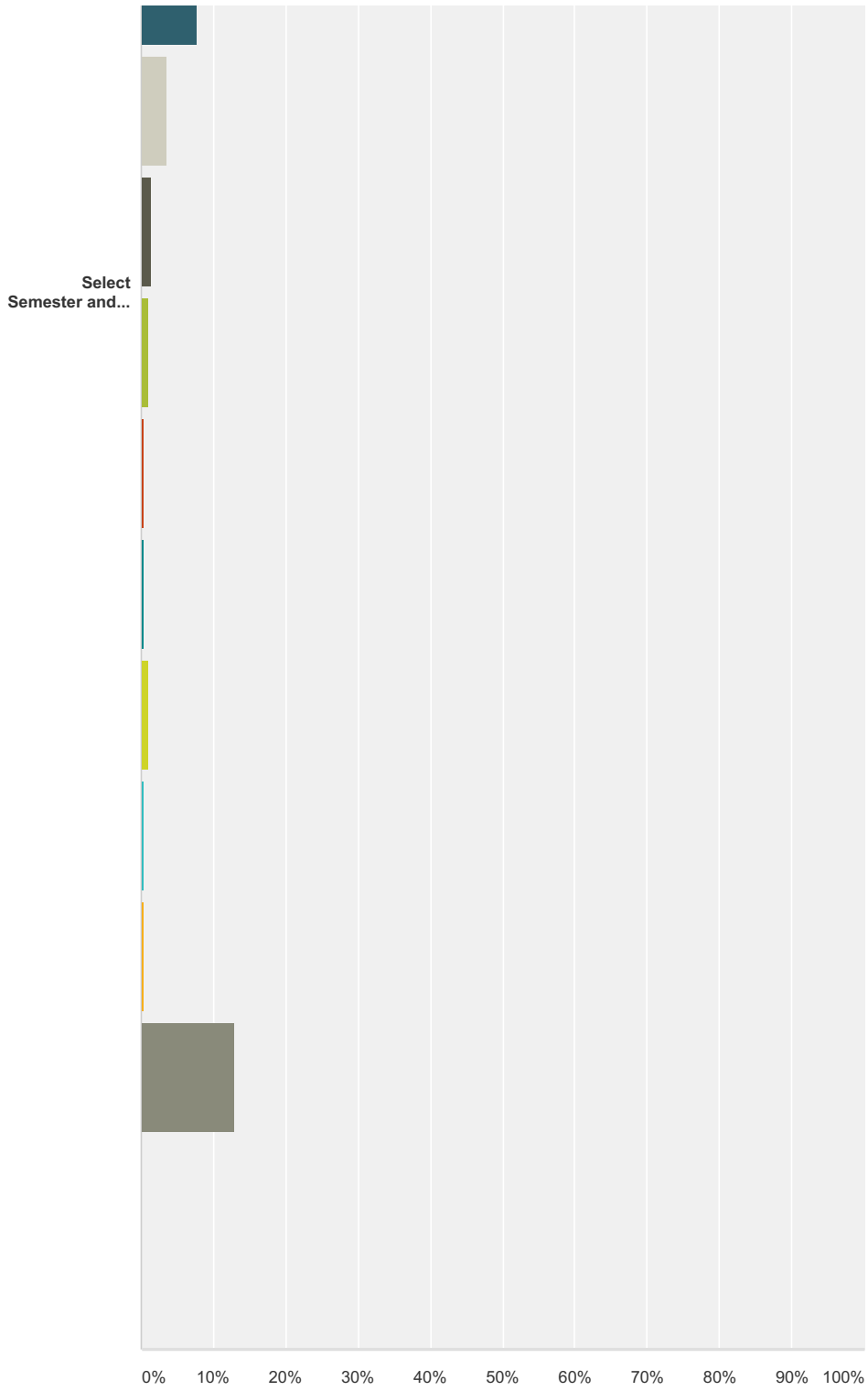
Answered: 213 Skipped: 3



Legend: Fall (yellow-green), Spring (teal), Summer (orange)



HAndEntry Student Experience Survey



- 2012
- 2011
- 2010
- 2009
- 2008
- 2007
- 2006
- 2005
- 2004
- 2003
- 2002
- 2001
- 2000
- 1999 or earlier

Semester				
	Fall	Spring	Summer	Total
Select Semester and Year	56.52% 117	36.71% 76	6.76% 14	207

HAndEntry Student Experience Survey

Year															
	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999 or earlier	Total
Select Semester and Year	14.95% 29	29.38% 57	14.95% 29	10.82% 21	7.73% 15	3.61% 7	1.55% 3	1.03% 2	0.52% 1	0.52% 1	1.03% 2	0.52% 1	0.52% 1	12.89% 25	194

HAndEntry Student Experience Survey

Q2 What is your current Major? (if more than one, enter the one you most identify with)

Answered: 189 Skipped: 27

#	Responses	Date
1	Nursing	4/26/2012 7:50 AM
2	Undeclared	4/16/2012 8:57 AM
3	Nursing/LVN	4/12/2012 8:20 AM
4	Business	4/11/2012 4:23 PM
5	Math	4/11/2012 4:15 PM
6	Art	4/10/2012 8:06 AM
7	Arts & Humanities	4/9/2012 12:18 PM
8	Business	4/5/2012 5:12 PM
9	Science	4/5/2012 5:00 PM
10	General Education	4/5/2012 7:54 AM
11	Welding and Mechanic	4/5/2012 7:43 AM
12	Nursing	4/5/2012 7:32 AM
13	Paralegal	4/3/2012 8:53 AM
14	Accounting/Business	4/2/2012 1:16 PM
15	Welding Technology	3/28/2012 9:32 AM
16	Business Administration	3/28/2012 9:20 AM
17	Business	3/28/2012 9:13 AM
18	Liberal Arts/Social & Behavioral	3/28/2012 9:07 AM
19	NA	3/28/2012 8:28 AM
20	Liberal Arts	3/27/2012 10:07 AM
21	Business Office Technology	3/27/2012 10:00 AM
22	Industrial Technology	3/26/2012 9:28 AM
23	Computer Science	3/22/2012 8:23 AM
24	Welding Technology	3/22/2012 8:18 AM
25	Liberal Arts	3/22/2012 8:12 AM
26	none	3/22/2012 7:58 AM
27	One class only - Beginning Excel	3/19/2012 5:17 PM
28	Engineering	3/16/2012 9:00 AM
29	Liberal Arts w/emphasis on Math & Science	3/15/2012 12:45 PM
30	Child Development	3/15/2012 12:29 PM
31	Computer Info Systems	3/15/2012 12:24 PM
32	General Education	3/15/2012 12:19 PM
33	Nursing	3/15/2012 12:13 PM
34	Nursing	3/15/2012 12:07 PM
35	Social Sciences	3/15/2012 12:01 PM

HAndEntry Student Experience Survey

36	HCRS/LA	3/15/2012 11:49 AM
37	Business	3/15/2012 11:44 AM
38	NA	3/15/2012 11:08 AM
39	Welding Technology	3/15/2012 10:58 AM
40	Engineering	3/15/2012 10:24 AM
41	none	3/15/2012 10:15 AM
42	Health	3/15/2012 10:04 AM
43	Paralegal	3/15/2012 9:53 AM
44	Nursing	3/15/2012 9:44 AM
45	Computers	3/15/2012 9:39 AM
46	Liberal Arts	3/15/2012 9:29 AM
47	Nursing	3/15/2012 9:23 AM
48	Undecided	3/15/2012 8:29 AM
49	Concurrent student	3/15/2012 8:18 AM
50	Engineering	3/15/2012 8:08 AM
51	Life-long learning	3/15/2012 7:53 AM
52	Welding Technology	3/14/2012 5:05 PM
53	Liberal Arts	3/14/2012 4:57 PM
54	Curriculum & Instruction	3/14/2012 4:51 PM
55	Business	3/14/2012 4:29 PM
56	Industrial Technology	3/14/2012 3:37 PM
57	Nursing	3/14/2012 3:31 PM
58	Humanities	3/14/2012 3:24 PM
59	Criminal Justice	3/14/2012 3:10 PM
60	Behavioral Sciences	3/14/2012 2:56 PM
61	Unidentified	3/14/2012 2:49 PM
62	Theatre	3/14/2012 2:37 PM
63	Fire Technology	3/14/2012 2:36 PM
64	Computer Info Systems	3/14/2012 2:36 PM
65	Business/Communications	3/14/2012 2:34 PM
66	Music	3/14/2012 2:34 PM
67	Nursing	3/14/2012 2:32 PM
68	Business	3/14/2012 2:32 PM
69	Human Services	3/14/2012 2:31 PM
70	General Education	3/14/2012 2:31 PM
71	Liberal Arts	3/13/2012 11:50 AM
72	Art	3/13/2012 11:43 AM
73	Engineering	3/13/2012 11:33 AM
74	Business Management	3/13/2012 11:27 AM
75	Computer Engineering	3/13/2012 11:19 AM
76	Nursing	3/13/2012 11:09 AM
77	Welding Technology	3/13/2012 11:01 AM

HAndEntry Student Experience Survey

78	Nursing	3/13/2012 10:50 AM
79	Art	3/13/2012 10:17 AM
80	Tech	3/13/2012 10:11 AM
81	Art	3/13/2012 10:06 AM
82	Liberal Arts w/emphasis on Math & Science	3/13/2012 10:00 AM
83	Human Services	3/13/2012 9:47 AM
84	Liberal Arts	3/13/2012 9:22 AM
85	Human Services	3/13/2012 9:16 AM
86	Art	3/13/2012 9:10 AM
87	NA	3/13/2012 9:05 AM
88	Nursing	3/13/2012 9:00 AM
89	Medical Assistant	3/13/2012 8:53 AM
90	Criminal Justice	3/13/2012 8:46 AM
91	Math/Science	3/13/2012 8:33 AM
92	Liberal Arts	3/13/2012 8:26 AM
93	Child Development	3/13/2012 8:20 AM
94	Business	3/13/2012 8:08 AM
95	Medical Billing	3/13/2012 7:57 AM
96	Human Services	3/12/2012 5:27 PM
97	NA	3/12/2012 5:22 PM
98	Human Services	3/12/2012 5:17 PM
99	General Education	3/12/2012 3:34 PM
100	Liberal Arts	3/12/2012 3:29 PM
101	Music	3/12/2012 3:23 PM
102	Health	3/7/2012 1:28 PM
103	Business and Paralegal	3/7/2012 1:23 PM
104	Math/Science	3/7/2012 1:13 PM
105	Math	3/7/2012 1:07 PM
106	Liberal Arts	3/7/2012 12:51 PM
107	Microbiology	3/7/2012 12:44 PM
108	Nursing	3/7/2012 12:36 PM
109	Art	3/7/2012 12:24 PM
110	Behavioral Sciences	3/7/2012 12:17 PM
111	Welding Tech	3/7/2012 12:09 PM
112	Human Services	3/7/2012 12:01 PM
113	Liberal Arts	3/7/2012 11:54 AM
114	Undeclared	3/7/2012 11:34 AM
115	Natural Resource Management	3/7/2012 11:25 AM
116	Communications	3/7/2012 11:12 AM
117	None	3/7/2012 11:06 AM
118	Nursing	3/7/2012 10:58 AM
119	Business Administration	3/7/2012 10:50 AM

HAndEntry Student Experience Survey

120	None	3/7/2012 10:30 AM
121	Human Services	3/6/2012 5:25 PM
122	General Sciences	3/6/2012 5:20 PM
123	Business Office Technology	3/6/2012 5:14 PM
124	Liberal Arts	3/6/2012 5:09 PM
125	Math/Science	3/6/2012 5:04 PM
126	General Education	3/6/2012 4:54 PM
127	Human Services	3/6/2012 4:48 PM
128	Liberal Arts	3/6/2012 4:26 PM
129	Computer Science	3/6/2012 4:22 PM
130	Chemistry	3/6/2012 4:15 PM
131	Engineering	3/6/2012 4:10 PM
132	Administration of Justice	3/6/2012 4:05 PM
133	Welding Tech	3/6/2012 4:00 PM
134	Welding Tech	3/6/2012 3:55 PM
135	Undecided	3/6/2012 3:48 PM
136	Business Office Technology	3/6/2012 3:38 PM
137	Post Grad/self improvement	3/6/2012 3:33 PM
138	Biology	3/6/2012 3:28 PM
139	Occupational Safety and Health	3/6/2012 3:01 PM
140	NA	3/6/2012 1:32 PM
141	Administration of Justice	3/6/2012 1:26 PM
142	Child Development	3/6/2012 1:19 PM
143	Engineering	3/6/2012 1:13 PM
144	Human Services	3/6/2012 1:07 PM
145	Business	3/6/2012 1:02 PM
146	Human Services	3/6/2012 12:43 PM
147	Criminal Justice	3/6/2012 12:38 PM
148	Medical Assistant	3/6/2012 12:33 PM
149	Human Services	3/6/2012 12:28 PM
150	Liberal Arts & Humanity	3/6/2012 12:22 PM
151	Administration of Justice	3/6/2012 12:11 PM
152	Correctional	3/6/2012 12:05 PM
153	None	3/6/2012 12:00 PM
154	Child Development	3/6/2012 11:54 AM
155	Math/Science	3/6/2012 11:50 AM
156	Web Design	3/6/2012 11:43 AM
157	Liberal Arts	3/6/2012 11:36 AM
158	Engineering	3/6/2012 11:31 AM
159	NA	3/6/2012 11:26 AM
160	Nursing	3/6/2012 11:17 AM
161	Business Office Technology	3/6/2012 10:31 AM

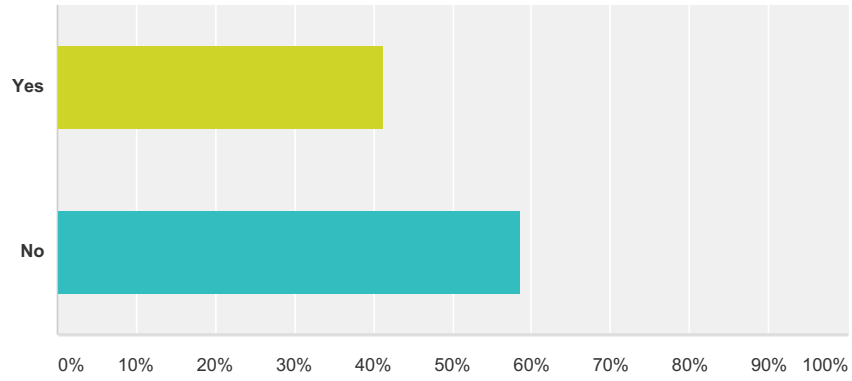
HAndEntry Student Experience Survey

162	AA	3/6/2012 10:26 AM
163	Human Services	3/6/2012 10:18 AM
164	Fine Arts	3/6/2012 10:12 AM
165	Business Administration	3/6/2012 10:05 AM
166	Art	3/6/2012 9:45 AM
167	Liberal Arts	3/6/2012 9:39 AM
168	Nursing	3/6/2012 9:34 AM
169	Welding Tech	3/6/2012 9:28 AM
170	Liberal Art/Business Administration	3/6/2012 9:18 AM
171	Fine Arts	3/6/2012 9:03 AM
172	Fire Science	3/6/2012 8:18 AM
173	AA	3/6/2012 8:11 AM
174	Nursing	3/6/2012 8:03 AM
175	Undecided	3/6/2012 7:55 AM
176	General Education	3/5/2012 5:22 PM
177	Art	3/5/2012 3:53 PM
178	Nursing LVN/RN	3/5/2012 3:47 PM
179	NA	3/5/2012 1:57 PM
180	Psychology	3/5/2012 1:51 PM
181	Business	3/5/2012 1:43 PM
182	Information Technology	3/5/2012 1:35 PM
183	Child Development	3/5/2012 1:29 PM
184	Business Administration	3/5/2012 1:21 PM
185	Unspecified	3/5/2012 1:13 PM
186	CNA	3/5/2012 1:08 PM
187	General Education	3/5/2012 1:01 PM
188	CCAF	3/5/2012 12:53 PM
189	Liberal Arts	3/5/2012 12:00 PM

HAndEntry Student Experience Survey

Q3 Have you attended college elsewhere?

Answered: 211 Skipped: 5



Answer Choices	Responses
Yes	41.23% 87
No	58.77% 124
Total	211

HAndEntry Student Experience Survey

Q4 If yes, what currently is your primary college (where you mostly attend or will get a certificate or degree from)?

Answered: 0 Skipped: 216

! No matching responses.

Answer Choices	Responses
Bakersfield College	0.00% 0
Cerro Coso Community College	0.00% 0
Porterville College	0.00% 0
Other (please specify)	0.00% 0
Total	0

#	Other (please specify)	Date
	There are no responses.	

HAndEntry Student Experience Survey

Q5 At the beginning of this semester, how many units/credits did you start with?

Answered: 216 Skipped: 0

#	Responses	Date
1	0	4/26/2012 7:50 AM
2	1	4/16/2012 8:57 AM
3	16	4/12/2012 8:20 AM
4	12	4/11/2012 4:23 PM
5	12	4/11/2012 4:15 PM
6	18	4/10/2012 8:06 AM
7	141	4/9/2012 12:18 PM
8	4	4/5/2012 5:12 PM
9	15	4/5/2012 5:05 PM
10	165	4/5/2012 7:54 AM
11	9	4/5/2012 7:43 AM
12	30	4/5/2012 7:33 AM
13	250+	4/4/2012 8:51 AM
14	.5	4/3/2012 8:54 AM
15	12	4/3/2012 8:46 AM
16	13	4/2/2012 1:16 PM
17	12	3/28/2012 9:32 AM
18	8	3/28/2012 9:21 AM
19	7	3/28/2012 9:13 AM
20	50	3/28/2012 9:07 AM
21	6	3/28/2012 8:28 AM
22	39	3/27/2012 10:07 AM
23	0	3/27/2012 10:00 AM
24	0	3/26/2012 9:28 AM
25	12	3/22/2012 8:29 AM
26	4	3/22/2012 8:23 AM
27	6	3/22/2012 8:18 AM
28	30	3/22/2012 8:12 AM
29	11	3/22/2012 8:04 AM
30	34	3/22/2012 7:59 AM
31	0	3/19/2012 5:18 PM
32	0	3/16/2012 9:12 AM
33	90	3/16/2012 9:00 AM
34	78	3/15/2012 12:45 PM
35	12	3/15/2012 12:29 PM
36	130	3/15/2012 12:24 PM

HAndEntry Student Experience Survey

37	3	3/15/2012 12:19 PM
38	0	3/15/2012 12:13 PM
39	30.5	3/15/2012 12:07 PM
40	43	3/15/2012 12:01 PM
41	63	3/15/2012 11:49 AM
42	40	3/15/2012 11:44 AM
43	0	3/15/2012 11:39 AM
44	no response	3/15/2012 11:26 AM
45	5	3/15/2012 11:09 AM
46	12	3/15/2012 10:59 AM
47	149	3/15/2012 10:25 AM
48	168	3/15/2012 10:15 AM
49	45	3/15/2012 10:04 AM
50	12	3/15/2012 9:58 AM
51	51	3/15/2012 9:53 AM
52	16	3/15/2012 9:44 AM
53	10	3/15/2012 9:39 AM
54	1	3/15/2012 9:29 AM
55	17	3/15/2012 9:23 AM
56	9	3/15/2012 8:29 AM
57	3	3/15/2012 8:18 AM
58	17	3/15/2012 8:09 AM
59	170	3/15/2012 8:02 AM
60	0	3/15/2012 7:54 AM
61	117	3/14/2012 5:06 PM
62	14	3/14/2012 4:57 PM
63	220	3/14/2012 4:51 PM
64	0	3/14/2012 4:29 PM
65	0	3/14/2012 3:37 PM
66	10	3/14/2012 3:31 PM
67	42	3/14/2012 3:25 PM
68	7	3/14/2012 3:10 PM
69	4	3/14/2012 2:56 PM
70	3	3/14/2012 2:49 PM
71	0	3/14/2012 2:43 PM
72	8	3/14/2012 2:38 PM
73	65	3/14/2012 2:37 PM
74	0	3/14/2012 2:36 PM
75	12	3/14/2012 2:36 PM
76	3	3/14/2012 2:35 PM
77	12	3/14/2012 2:34 PM
78	0	3/14/2012 2:34 PM

HAndEntry Student Experience Survey

79	12	3/14/2012 2:34 PM
80	6	3/14/2012 2:33 PM
81	8	3/14/2012 2:32 PM
82	77	3/14/2012 2:32 PM
83	90	3/14/2012 2:31 PM
84	11	3/14/2012 2:31 PM
85	N/A	3/14/2012 2:25 PM
86	3	3/13/2012 11:50 AM
87	112+	3/13/2012 11:43 AM
88	10	3/13/2012 11:38 AM
89	63	3/13/2012 11:33 AM
90	128	3/13/2012 11:27 AM
91	14	3/13/2012 11:20 AM
92	0	3/13/2012 11:09 AM
93	14	3/13/2012 11:01 AM
94	1	3/13/2012 10:50 AM
95	19	3/13/2012 10:17 AM
96	2	3/13/2012 10:11 AM
97	0	3/13/2012 10:06 AM
98	0	3/13/2012 10:00 AM
99	92	3/13/2012 9:47 AM
100	12	3/13/2012 9:22 AM
101	16	3/13/2012 9:17 AM
102	12	3/13/2012 9:10 AM
103	NA	3/13/2012 9:05 AM
104	8	3/13/2012 9:00 AM
105	6	3/13/2012 8:53 AM
106	?	3/13/2012 8:46 AM
107	14	3/13/2012 8:35 AM
108	14	3/13/2012 8:26 AM
109	1	3/13/2012 8:20 AM
110	3	3/13/2012 8:08 AM
111	23	3/13/2012 7:57 AM
112	31	3/12/2012 5:27 PM
113	13	3/12/2012 5:22 PM
114	12	3/12/2012 5:17 PM
115	1	3/12/2012 5:05 PM
116	16	3/12/2012 3:34 PM
117	15	3/12/2012 3:29 PM
118	1	3/12/2012 3:23 PM
119	0	3/7/2012 1:28 PM
120	10	3/7/2012 1:23 PM

HAndEntry Student Experience Survey

121	80	3/7/2012 1:13 PM
122	7	3/7/2012 1:07 PM
123	13	3/7/2012 1:01 PM
124	12	3/7/2012 12:51 PM
125	0	3/7/2012 12:44 PM
126	41	3/7/2012 12:37 PM
127	11	3/7/2012 12:30 PM
128	12	3/7/2012 12:24 PM
129	0	3/7/2012 12:17 PM
130	33.5	3/7/2012 12:09 PM
131	4	3/7/2012 12:01 PM
132	9	3/7/2012 11:54 AM
133	0	3/7/2012 11:47 AM
134	12	3/7/2012 11:40 AM
135	24	3/7/2012 11:34 AM
136	56	3/7/2012 11:25 AM
137	6	3/7/2012 11:20 AM
138	61	3/7/2012 11:12 AM
139	0	3/7/2012 11:06 AM
140	4	3/7/2012 10:59 AM
141	6	3/7/2012 10:50 AM
142	1	3/7/2012 10:30 AM
143	6	3/6/2012 5:25 PM
144	12	3/6/2012 5:20 PM
145	40	3/6/2012 5:14 PM
146	12	3/6/2012 5:09 PM
147	18	3/6/2012 5:04 PM
148	12	3/6/2012 4:59 PM
149	13	3/6/2012 4:54 PM
150	?	3/6/2012 4:48 PM
151	14	3/6/2012 4:27 PM
152	16	3/6/2012 4:22 PM
153	18	3/6/2012 4:16 PM
154	14	3/6/2012 4:10 PM
155	12	3/6/2012 4:05 PM
156	13	3/6/2012 4:00 PM
157	0	3/6/2012 3:55 PM
158	8	3/6/2012 3:48 PM
159	12	3/6/2012 3:38 PM
160	206	3/6/2012 3:33 PM
161	13	3/6/2012 3:28 PM
162	9	3/6/2012 3:02 PM

HAndEntry Student Experience Survey

163	135	3/6/2012 1:32 PM
164	5	3/6/2012 1:27 PM
165	12	3/6/2012 1:19 PM
166	11	3/6/2012 1:13 PM
167	0	3/6/2012 1:07 PM
168	0	3/6/2012 1:02 PM
169	9	3/6/2012 12:50 PM
170	14	3/6/2012 12:43 PM
171	12	3/6/2012 12:38 PM
172	9	3/6/2012 12:33 PM
173	120	3/6/2012 12:28 PM
174	10	3/6/2012 12:23 PM
175	14	3/6/2012 12:18 PM
176	12	3/6/2012 12:11 PM
177	4	3/6/2012 12:05 PM
178	4	3/6/2012 12:00 PM
179	11	3/6/2012 11:54 AM
180	12	3/6/2012 11:50 AM
181	12	3/6/2012 11:43 AM
182	120	3/6/2012 11:36 AM
183	14	3/6/2012 11:31 AM
184	25	3/6/2012 11:26 AM
185	26	3/6/2012 11:18 AM
186	0	3/6/2012 11:08 AM
187	0	3/6/2012 10:32 AM
188	4	3/6/2012 10:26 AM
189	11	3/6/2012 10:18 AM
190	0	3/6/2012 10:12 AM
191	3	3/6/2012 10:05 AM
192	51	3/6/2012 9:53 AM
193	18	3/6/2012 9:45 AM
194	3	3/6/2012 9:39 AM
195	4	3/6/2012 9:34 AM
196	4	3/6/2012 9:29 AM
197	7	3/6/2012 9:19 AM
198	4	3/6/2012 9:03 AM
199	0	3/6/2012 8:19 AM
200	5	3/6/2012 8:11 AM
201	12	3/6/2012 8:03 AM
202	42	3/6/2012 7:55 AM
203	12	3/5/2012 5:22 PM
204	17	3/5/2012 3:53 PM

HAndEntry Student Experience Survey

205	64	3/5/2012 3:47 PM
206	126	3/5/2012 1:57 PM
207	3	3/5/2012 1:51 PM
208	38	3/5/2012 1:43 PM
209	3	3/5/2012 1:35 PM
210	10	3/5/2012 1:29 PM
211	55	3/5/2012 1:21 PM
212	26	3/5/2012 1:13 PM
213	0	3/5/2012 1:08 PM
214	11	3/5/2012 1:01 PM
215	62	3/5/2012 12:53 PM
216	20	3/5/2012 12:00 PM

HAndEntry Student Experience Survey

Q6 Approximately how many total units/credits will you have at the END of this semester?

Answered: 186 Skipped: 30

#	Responses	Date
1	0	4/26/2012 7:51 AM
2	20	4/12/2012 8:21 AM
3	17	4/11/2012 4:24 PM
4	52	4/11/2012 4:15 PM
5	14	4/10/2012 8:06 AM
6	152	4/9/2012 12:18 PM
7	80	4/5/2012 5:12 PM
8	15	4/5/2012 5:05 PM
9	175	4/5/2012 7:55 AM
10	7	4/5/2012 7:43 AM
11	30	4/5/2012 7:33 AM
12	15	4/3/2012 8:54 AM
13	12	4/3/2012 8:46 AM
14	50	4/2/2012 1:17 PM
15	55	3/28/2012 9:33 AM
16	8	3/28/2012 9:21 AM
17	7	3/28/2012 9:14 AM
18	65	3/28/2012 9:08 AM
19	6	3/28/2012 8:48 AM
20	30	3/27/2012 10:07 AM
21	8	3/27/2012 10:01 AM
22	7	3/22/2012 8:30 AM
23	4	3/22/2012 8:23 AM
24	8	3/22/2012 8:18 AM
25	42	3/22/2012 8:13 AM
26	11	3/22/2012 8:05 AM
27	43	3/22/2012 7:59 AM
28	1	3/19/2012 5:18 PM
29	5	3/16/2012 9:13 AM
30	86	3/15/2012 12:45 PM
31	65	3/15/2012 12:30 PM
32	136	3/15/2012 12:24 PM
33	30	3/15/2012 12:19 PM
34	90	3/15/2012 12:07 PM
35	68	3/15/2012 12:02 PM

HAndEntry Student Experience Survey

36	6.5	3/15/2012 11:49 AM
37	50	3/15/2012 11:44 AM
38	0	3/15/2012 11:39 AM
39	no response	3/15/2012 11:27 AM
40	5	3/15/2012 11:09 AM
41	48	3/15/2012 10:59 AM
42	15	3/15/2012 10:25 AM
43	don't know	3/15/2012 10:15 AM
44	12	3/15/2012 10:05 AM
45	35	3/15/2012 9:59 AM
46	63	3/15/2012 9:53 AM
47	16	3/15/2012 9:45 AM
48	15	3/15/2012 9:39 AM
49	13	3/15/2012 9:29 AM
50	29	3/15/2012 9:24 AM
51	6	3/15/2012 8:30 AM
52	9	3/15/2012 8:19 AM
53	36	3/15/2012 8:09 AM
54	185	3/15/2012 8:02 AM
55	79	3/14/2012 4:58 PM
56	206	3/14/2012 4:52 PM
57	10	3/14/2012 4:29 PM
58	6	3/14/2012 3:37 PM
59	10	3/14/2012 3:32 PM
60	44	3/14/2012 3:25 PM
61	13	3/14/2012 3:12 PM
62	16	3/14/2012 2:57 PM
63	3	3/14/2012 2:50 PM
64	1	3/14/2012 2:43 PM
65	4	3/14/2012 2:38 PM
66	77	3/14/2012 2:37 PM
67	12	3/14/2012 2:36 PM
68	26	3/14/2012 2:36 PM
69	3	3/14/2012 2:35 PM
70	44	3/14/2012 2:34 PM
71	12	3/14/2012 2:34 PM
72	9	3/14/2012 2:33 PM
73	8	3/14/2012 2:32 PM
74	84	3/14/2012 2:32 PM
75	11	3/14/2012 2:31 PM
76	15	3/13/2012 11:50 AM
77	15	3/13/2012 11:44 AM

HAndEntry Student Experience Survey

78	3	3/13/2012 11:39 AM
79	7	3/13/2012 11:33 AM
80	136	3/13/2012 11:27 AM
81	14.5	3/13/2012 11:20 AM
82	5	3/13/2012 11:09 AM
83	12	3/13/2012 11:02 AM
84	2	3/13/2012 10:51 AM
85	19	3/13/2012 10:18 AM
86	159	3/13/2012 10:12 AM
87	27	3/13/2012 10:01 AM
88	101	3/13/2012 9:47 AM
89	50	3/13/2012 9:23 AM
90	NA	3/13/2012 9:05 AM
91	8	3/13/2012 9:00 AM
92	12	3/13/2012 8:53 AM
93	?	3/13/2012 8:47 AM
94	21	3/13/2012 8:35 AM
95	1	3/13/2012 8:20 AM
96	23	3/13/2012 8:09 AM
97	29	3/13/2012 7:58 AM
98	43	3/12/2012 5:28 PM
99	N/A	3/12/2012 5:22 PM
100	12	3/12/2012 5:17 PM
101	.50	3/12/2012 5:05 PM
102	28	3/12/2012 3:35 PM
103	30	3/12/2012 3:29 PM
104	2	3/12/2012 3:23 PM
105	5	3/7/2012 1:28 PM
106	10	3/7/2012 1:23 PM
107	85	3/7/2012 1:13 PM
108	35	3/7/2012 1:07 PM
109	13	3/7/2012 1:01 PM
110	13	3/7/2012 12:52 PM
111	40	3/7/2012 12:44 PM
112	51	3/7/2012 12:37 PM
113	19	3/7/2012 12:30 PM
114	70	3/7/2012 12:24 PM
115	10	3/7/2012 12:17 PM
116	36.5	3/7/2012 12:09 PM
117	3	3/7/2012 12:01 PM
118	100	3/7/2012 11:41 AM
119	27	3/7/2012 11:35 AM

HAndEntry Student Experience Survey

120	62	3/7/2012 11:26 AM
121	85	3/7/2012 11:13 AM
122	4	3/7/2012 11:00 AM
123	96	3/7/2012 10:51 AM
124	60	3/6/2012 5:26 PM
125	12	3/6/2012 5:20 PM
126	48	3/6/2012 5:15 PM
127	12	3/6/2012 4:59 PM
128	11	3/6/2012 4:54 PM
129	?	3/6/2012 4:48 PM
130	30	3/6/2012 4:27 PM
131	28	3/6/2012 4:22 PM
132	60	3/6/2012 4:16 PM
133	24	3/6/2012 4:11 PM
134	13	3/6/2012 4:01 PM
135	4	3/6/2012 3:55 PM
136	18	3/6/2012 3:49 PM
137	27	3/6/2012 3:38 PM
138	14.5	3/6/2012 3:02 PM
139	3	3/6/2012 1:33 PM
140	90+	3/6/2012 1:20 PM
141	46	3/6/2012 1:13 PM
142	0	3/6/2012 1:07 PM
143	6	3/6/2012 12:51 PM
144	50	3/6/2012 12:44 PM
145	43	3/6/2012 12:38 PM
146	9	3/6/2012 12:34 PM
147	132	3/6/2012 12:28 PM
148	15	3/6/2012 12:18 PM
149	26	3/6/2012 12:11 PM
150	8	3/6/2012 12:05 PM
151	4	3/6/2012 12:00 PM
152	11	3/6/2012 11:55 AM
153	27.5	3/6/2012 11:50 AM
154	24	3/6/2012 11:44 AM
155	not sure	3/6/2012 11:36 AM
156	28	3/6/2012 11:31 AM
157	27	3/6/2012 11:27 AM
158	41	3/6/2012 11:18 AM
159	2	3/6/2012 10:32 AM
160	12	3/6/2012 10:26 AM
161	16	3/6/2012 10:19 AM

HAndEntry Student Experience Survey

162	25	3/6/2012 10:13 AM
163	3	3/6/2012 10:05 AM
164	63	3/6/2012 9:53 AM
165	12	3/6/2012 9:45 AM
166	4	3/6/2012 9:39 AM
167	320	3/6/2012 9:34 AM
168	6	3/6/2012 9:29 AM
169	4	3/6/2012 9:20 AM
170	12	3/6/2012 9:03 AM
171	48	3/6/2012 8:19 AM
172	5	3/6/2012 8:12 AM
173	12	3/6/2012 8:04 AM
174	12	3/5/2012 5:23 PM
175	3	3/5/2012 3:53 PM
176	77	3/5/2012 3:47 PM
177	126	3/5/2012 1:57 PM
178	7	3/5/2012 1:52 PM
179	42	3/5/2012 1:44 PM
180	6	3/5/2012 1:35 PM
181	103	3/5/2012 1:29 PM
182	70	3/5/2012 1:22 PM
183	31	3/5/2012 1:14 PM
184	8	3/5/2012 1:01 PM
185	68	3/5/2012 12:53 PM
186	32	3/5/2012 12:00 PM

HAndEntry Student Experience Survey

Q7 How many units/credits did you drop/withdraw from? (feel free to use the last page to describe why)

Answered: 181 Skipped: 35

#	Responses	Date
1	0	4/26/2012 7:51 AM
2	0	4/16/2012 8:58 AM
3	0	4/12/2012 8:21 AM
4	0	4/11/2012 4:24 PM
5	0	4/11/2012 4:15 PM
6	4	4/10/2012 8:06 AM
7	8	4/9/2012 12:18 PM
8	0	4/5/2012 5:12 PM
9	0	4/5/2012 5:05 PM
10	3	4/5/2012 7:55 AM
11	1	4/5/2012 7:43 AM
12	11	4/5/2012 7:33 AM
13	0	4/3/2012 8:54 AM
14	0	4/3/2012 8:46 AM
15	7	4/2/2012 1:17 PM
16	0	3/28/2012 9:33 AM
17	0	3/28/2012 9:21 AM
18	0	3/28/2012 9:14 AM
19	0	3/28/2012 9:08 AM
20	0	3/28/2012 8:48 AM
21	21	3/27/2012 10:07 AM
22	1	3/27/2012 10:01 AM
23	4	3/22/2012 8:30 AM
24	0	3/22/2012 8:23 AM
25	6	3/22/2012 8:18 AM
26	0	3/22/2012 8:13 AM
27	0	3/22/2012 8:05 AM
28	4	3/22/2012 7:59 AM
29	0	3/19/2012 5:18 PM
30	6.5	3/16/2012 9:13 AM
31	13	3/15/2012 12:45 PM
32	8	3/15/2012 12:30 PM
33	10	3/15/2012 12:24 PM
34	0	3/15/2012 12:02 PM
35	0	3/15/2012 11:44 AM

HAndEntry Student Experience Survey

36	0	3/15/2012 11:39 AM
37	no response	3/15/2012 11:27 AM
38	0	3/15/2012 11:09 AM
39	0	3/15/2012 10:59 AM
40	3	3/15/2012 10:05 AM
41	0	3/15/2012 9:59 AM
42	3	3/15/2012 9:53 AM
43	0	3/15/2012 9:45 AM
44	3	3/15/2012 9:39 AM
45	3	3/15/2012 9:29 AM
46	0	3/15/2012 9:24 AM
47	3	3/15/2012 8:30 AM
48	0	3/15/2012 8:19 AM
49	7	3/15/2012 8:09 AM
50	0	3/15/2012 8:02 AM
51	0	3/14/2012 5:06 PM
52	8	3/14/2012 4:58 PM
53	20	3/14/2012 4:52 PM
54	0	3/14/2012 4:29 PM
55	0	3/14/2012 3:37 PM
56	0	3/14/2012 3:32 PM
57	0	3/14/2012 3:25 PM
58	0	3/14/2012 3:12 PM
59	0	3/14/2012 2:57 PM
60	0	3/14/2012 2:50 PM
61	0	3/14/2012 2:43 PM
62	4	3/14/2012 2:38 PM
63	0	3/14/2012 2:37 PM
64	0	3/14/2012 2:36 PM
65	0	3/14/2012 2:36 PM
66	0	3/14/2012 2:35 PM
67	5	3/14/2012 2:34 PM
68	0	3/14/2012 2:34 PM
69	0	3/14/2012 2:34 PM
70	5	3/14/2012 2:33 PM
71	0	3/14/2012 2:32 PM
72	3	3/14/2012 2:32 PM
73	0	3/14/2012 2:31 PM
74	0	3/14/2012 2:31 PM
75	3	3/13/2012 11:44 AM
76	7	3/13/2012 11:39 AM
77	0	3/13/2012 11:33 AM

HAndEntry Student Experience Survey

78	1	3/13/2012 11:27 AM
79	0.5	3/13/2012 11:20 AM
80	0	3/13/2012 11:09 AM
81	5	3/13/2012 11:02 AM
82	0	3/13/2012 10:51 AM
83	0	3/13/2012 10:18 AM
84	0	3/13/2012 10:12 AM
85	0	3/13/2012 10:06 AM
86	0	3/13/2012 10:01 AM
87	1	3/13/2012 9:47 AM
88	18	3/13/2012 9:23 AM
89	3	3/13/2012 9:17 AM
90	0	3/13/2012 8:53 AM
91	4	3/13/2012 8:47 AM
92	0	3/13/2012 8:35 AM
93	0	3/13/2012 8:27 AM
94	0	3/13/2012 8:20 AM
95	0	3/13/2012 8:09 AM
96	6	3/13/2012 7:58 AM
97	0	3/12/2012 5:17 PM
98	0	3/12/2012 3:35 PM
99	0	3/12/2012 3:29 PM
100	0	3/12/2012 3:23 PM
101	1	3/7/2012 1:28 PM
102	0	3/7/2012 1:23 PM
103	1	3/7/2012 1:13 PM
104	6	3/7/2012 1:07 PM
105	0	3/7/2012 1:01 PM
106	0	3/7/2012 12:52 PM
107	0	3/7/2012 12:37 PM
108	0	3/7/2012 12:30 PM
109	3	3/7/2012 12:17 PM
110	0	3/7/2012 12:09 PM
111	1	3/7/2012 12:01 PM
112	0	3/7/2012 11:47 AM
113	3	3/7/2012 11:41 AM
114	0	3/7/2012 11:35 AM
115	0	3/7/2012 11:26 AM
116	20	3/7/2012 11:13 AM
117	0	3/7/2012 11:00 AM
118	0	3/7/2012 10:31 AM
119	11	3/6/2012 5:26 PM

HAndEntry Student Experience Survey

120	0	3/6/2012 5:20 PM
121	0	3/6/2012 5:15 PM
122	0	3/6/2012 5:09 PM
123	0	3/6/2012 5:04 PM
124	1	3/6/2012 4:59 PM
125	2	3/6/2012 4:54 PM
126	2	3/6/2012 4:48 PM
127	0	3/6/2012 4:27 PM
128	0	3/6/2012 4:22 PM
129	0	3/6/2012 4:16 PM
130	3	3/6/2012 4:11 PM
131	1	3/6/2012 4:06 PM
132	0	3/6/2012 4:01 PM
133	0	3/6/2012 3:49 PM
134	0	3/6/2012 3:38 PM
135	200+	3/6/2012 3:34 PM
136	5	3/6/2012 3:28 PM
137	0	3/6/2012 3:02 PM
138	0	3/6/2012 1:33 PM
139	0	3/6/2012 1:27 PM
140	0	3/6/2012 1:13 PM
141	0	3/6/2012 1:07 PM
142	0	3/6/2012 1:02 PM
143	0	3/6/2012 12:44 PM
144	0	3/6/2012 12:34 PM
145	0	3/6/2012 12:28 PM
146	0	3/6/2012 12:18 PM
147	0	3/6/2012 12:11 PM
148	0	3/6/2012 12:05 PM
149	0	3/6/2012 12:00 PM
150	0	3/6/2012 11:55 AM
151	0	3/6/2012 11:50 AM
152	0	3/6/2012 11:44 AM
153	0	3/6/2012 11:36 AM
154	0	3/6/2012 11:31 AM
155	0	3/6/2012 11:27 AM
156	0	3/6/2012 10:32 AM
157	0	3/6/2012 10:26 AM
158	0	3/6/2012 10:13 AM
159	0	3/6/2012 10:05 AM
160	0	3/6/2012 9:53 AM
161	0	3/6/2012 9:45 AM

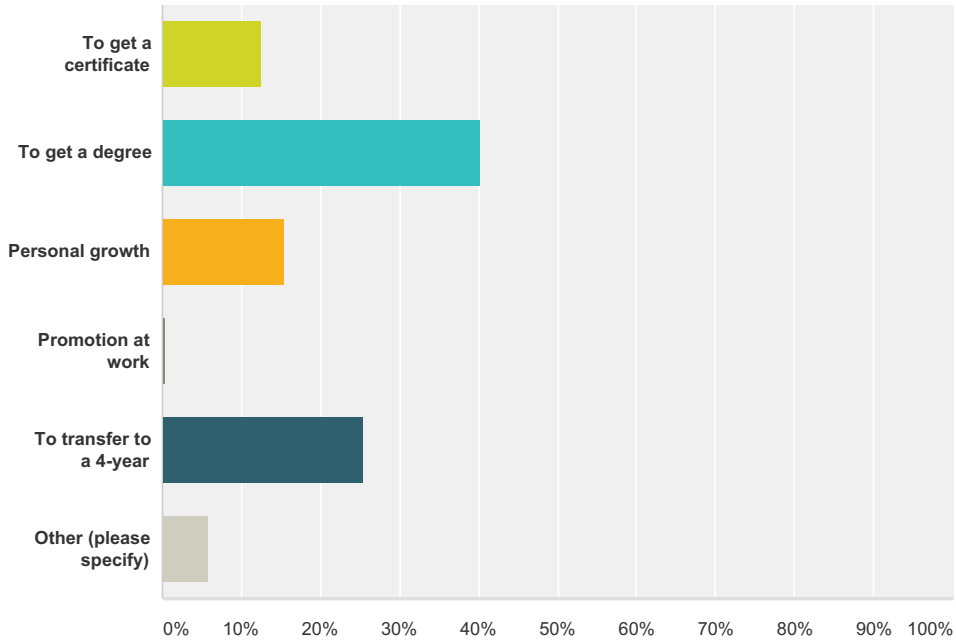
HAndEntry Student Experience Survey

162	3	3/6/2012 9:39 AM
163	0	3/6/2012 9:34 AM
164	0	3/6/2012 9:29 AM
165	3	3/6/2012 9:20 AM
166	3	3/6/2012 9:03 AM
167	0	3/6/2012 8:12 AM
168	0	3/6/2012 8:04 AM
169	0	3/5/2012 5:23 PM
170	0	3/5/2012 3:53 PM
171	9	3/5/2012 3:47 PM
172	1	3/5/2012 1:57 PM
173	0	3/5/2012 1:52 PM
174	10	3/5/2012 1:44 PM
175	0	3/5/2012 1:35 PM
176	9	3/5/2012 1:29 PM
177	7	3/5/2012 1:22 PM
178	0	3/5/2012 1:14 PM
179	0	3/5/2012 1:01 PM
180	1	3/5/2012 12:53 PM
181	1	3/5/2012 12:00 PM

HAndEntry Student Experience Survey

Q8 My educational goal is (select one):

Answered: 208 Skipped: 8



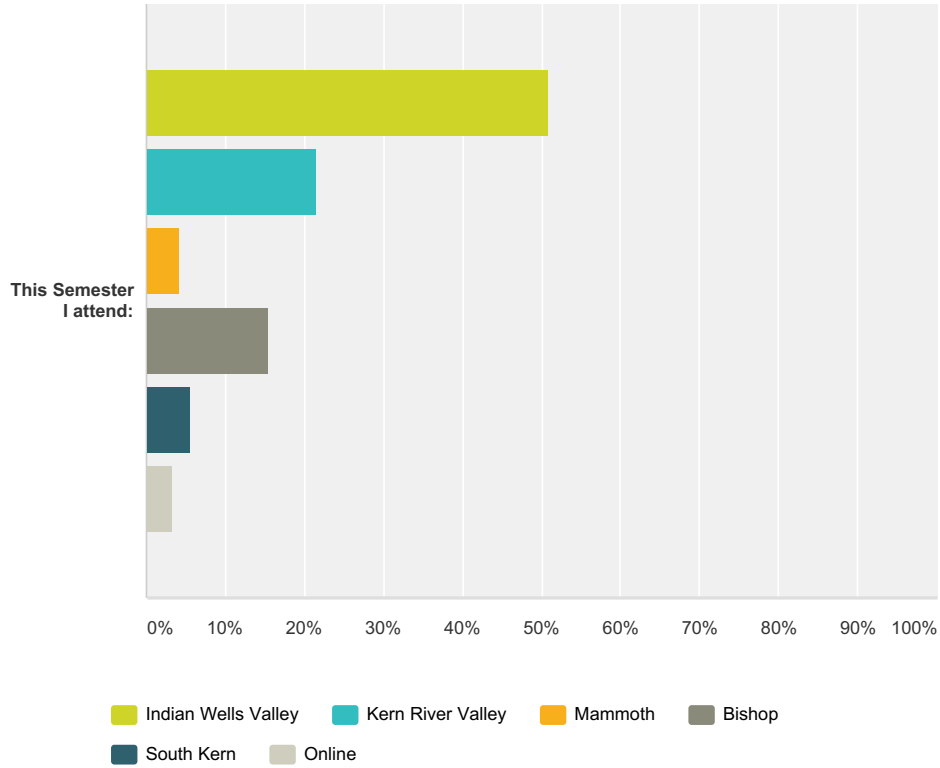
Answer Choices	Responses
To get a certificate	12.50% 26
To get a degree	40.38% 84
Personal growth	15.38% 32
Promotion at work	0.48% 1
To transfer to a 4-year	25.48% 53
Other (please specify)	5.77% 12
Total	208

#	Other (please specify)	Date
1	already got my PhD.	4/4/2012 8:52 AM
2	Use skills at work	3/19/2012 5:18 PM
3	to get 2nd degree/BSN	3/15/2012 9:45 AM
4	secondary Art credential	3/15/2012 8:02 AM
5	Health	3/13/2012 9:05 AM
6	Grad school prerequisites	3/7/2012 11:35 AM
7	Work with kids	3/7/2012 11:21 AM
8	To get education for a better job	3/6/2012 12:51 PM
9	Prereq for Grad School	3/6/2012 12:00 PM
10	No comment provided	3/6/2012 11:13 AM
11	Nursing or Medical School	3/6/2012 9:34 AM
12	Take highest level of math I can in Bishop	3/5/2012 1:14 PM

HAndEntry Student Experience Survey

Q9 Which Cerro Coso campus do you mostly attend THIS semester?(Choose those that apply this semester only)

Answered: 214 Skipped: 2

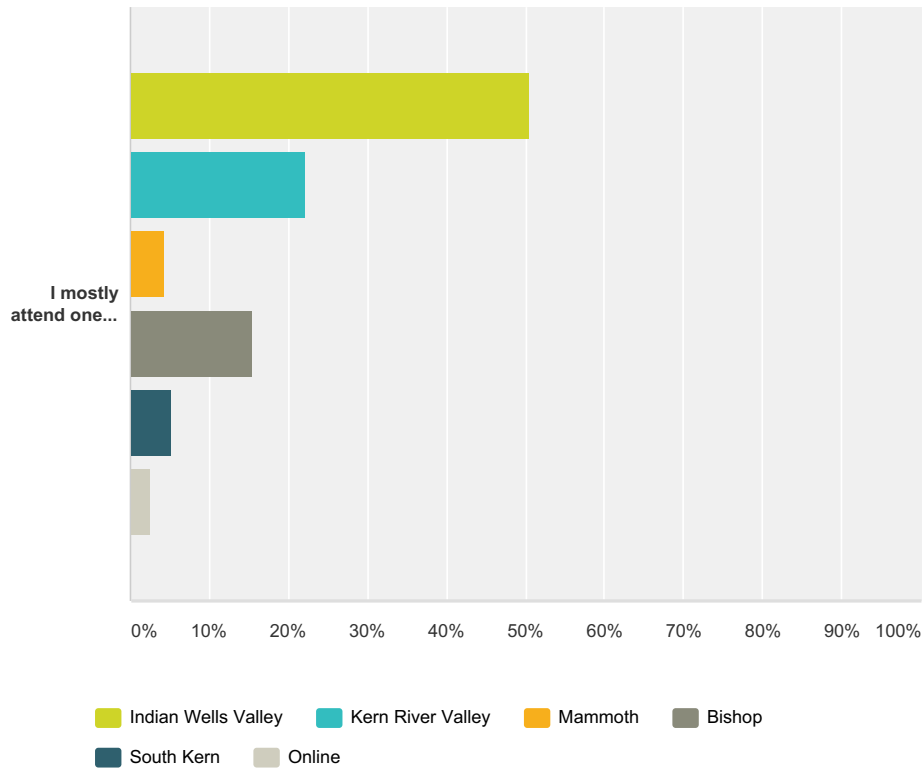


	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	Total Respondents
This Semester I attend:	50.93% 109	21.50% 46	4.21% 9	15.42% 33	5.61% 12	3.27% 7	214

HAndEntry Student Experience Survey

Q10 Please mark the one that most closely matches your overall attendance at Cerro Coso Community College:

Answered: 208 Skipped: 8

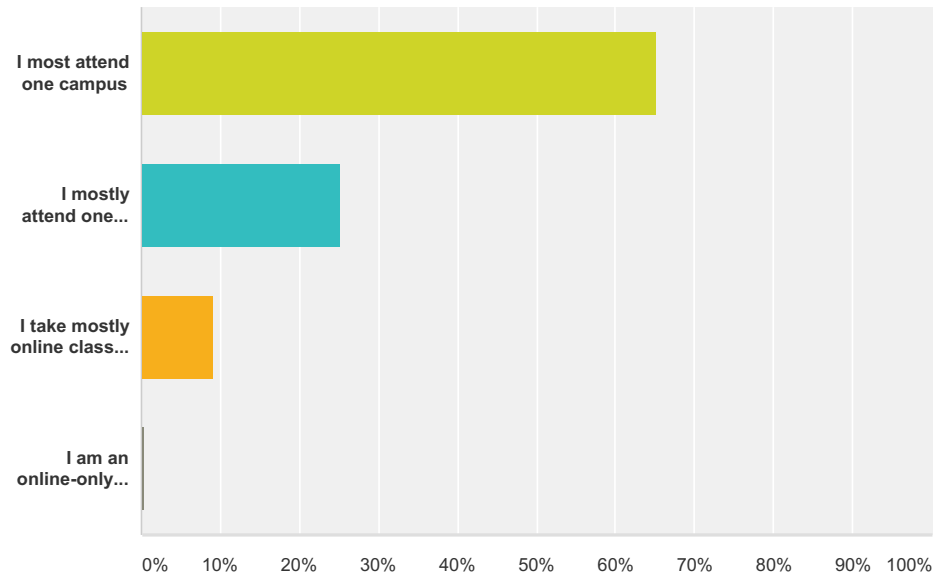


	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	Total
I mostly attend one campus:	50.48%	22.12%	4.33%	15.38%	5.29%	2.40%	208
	105	46	9	32	11	5	

HAndEntry Student Experience Survey

Q11 Please select the the one that most closely matches your overall attendance at Cerro Coso Community College:

Answered: 206 Skipped: 10

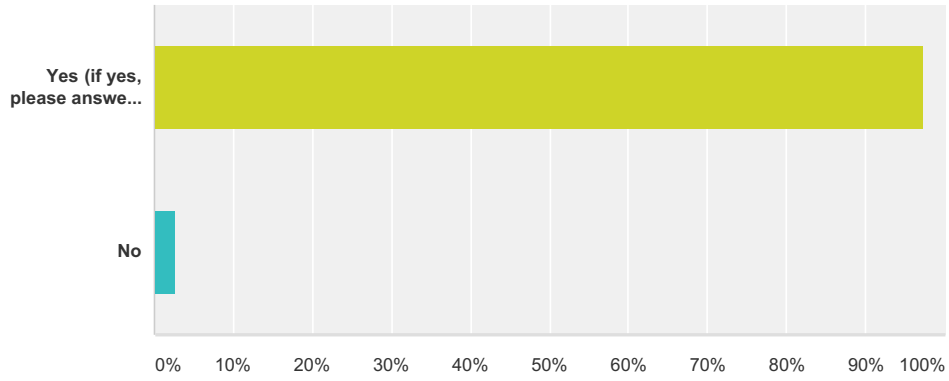


Answer Choices	Responses
I most attend one campus	65.05% 134
I mostly attend one campus but take some online classes	25.24% 52
I take mostly online classes but take some classes on the ground (face-to-face)	9.22% 19
I am an online-only student at Cerro Coso	0.49% 1
Total	206

HAndEntry Student Experience Survey

Q12 Do you have access to a computer?

Answered: 215 Skipped: 1

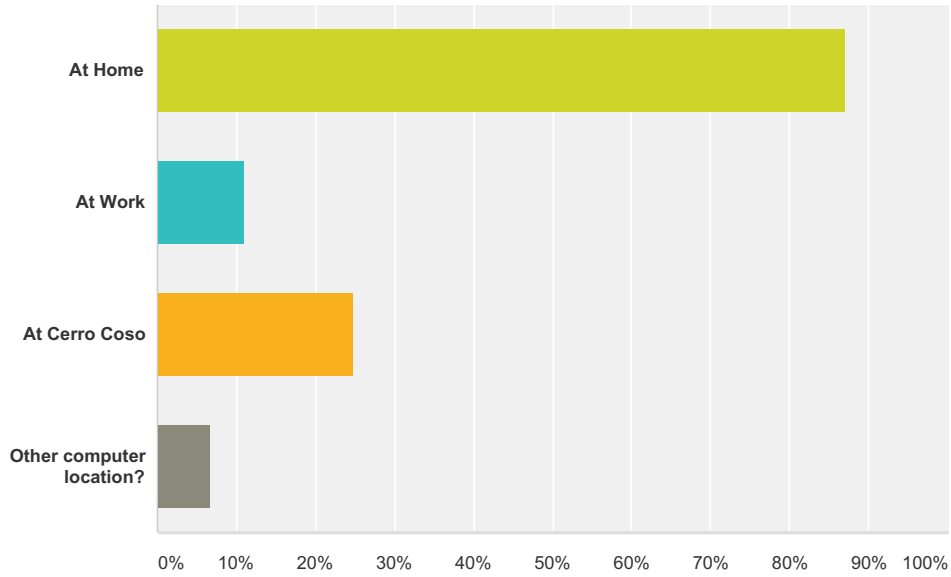


Answer Choices	Responses
Yes (if yes, please answer questions below)	97.21% 209
No	2.79% 6
Total	215

HAndEntry Student Experience Survey

Q13 Where does that computer reside?

Answered: 209 Skipped: 7



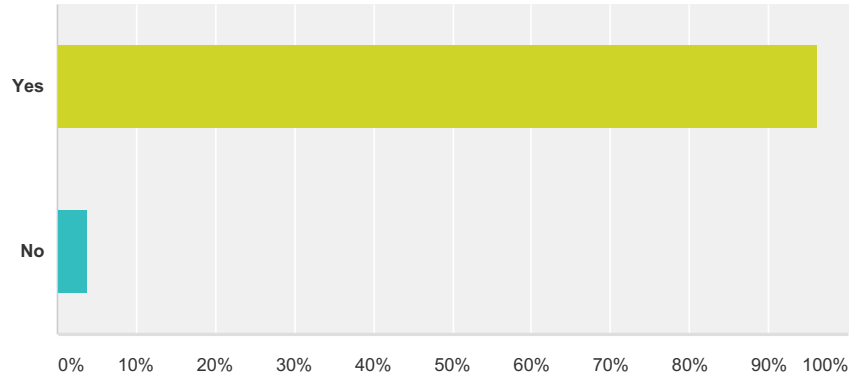
Answer Choices	Responses
At Home	87.08% 182
At Work	11.00% 23
At Cerro Coso	24.88% 52
Other computer location?	6.70% 14
Total Respondents: 209	

#	Other computer location?	Date
1	laptop	4/5/2012 7:56 AM
2	Owens Valley Career Development Center	3/28/2012 9:15 AM
3	at friend's house	3/16/2012 9:13 AM
4	mobile laptop	3/15/2012 7:55 AM
5	Owens Valley Career Development Center	3/14/2012 3:38 PM
6	County library	3/13/2012 11:51 AM
7	laptop with me	3/13/2012 11:21 AM
8	no response provided	3/13/2012 9:11 AM
9	Anywhere with laptop	3/12/2012 3:36 PM
10	sister's	3/7/2012 12:25 PM
11	no reponse	3/7/2012 11:48 AM
12	relative	3/6/2012 5:10 PM
13	no response provided	3/6/2012 3:56 PM
14	Laptop (everywhere)	3/6/2012 10:06 AM

HAndEntry Student Experience Survey

Q14 Does this computer have reliable internet access?

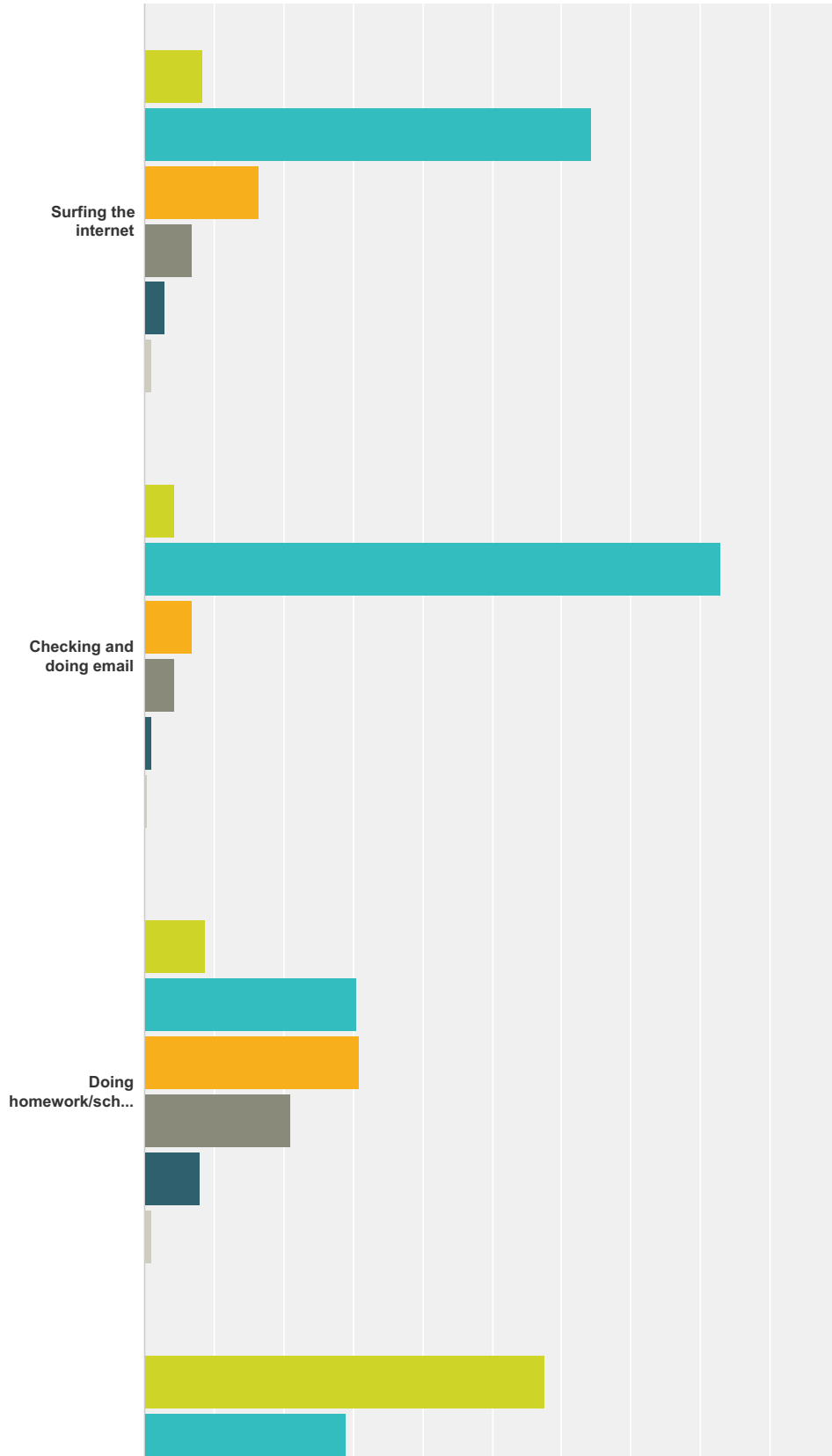
Answered: 191 Skipped: 25



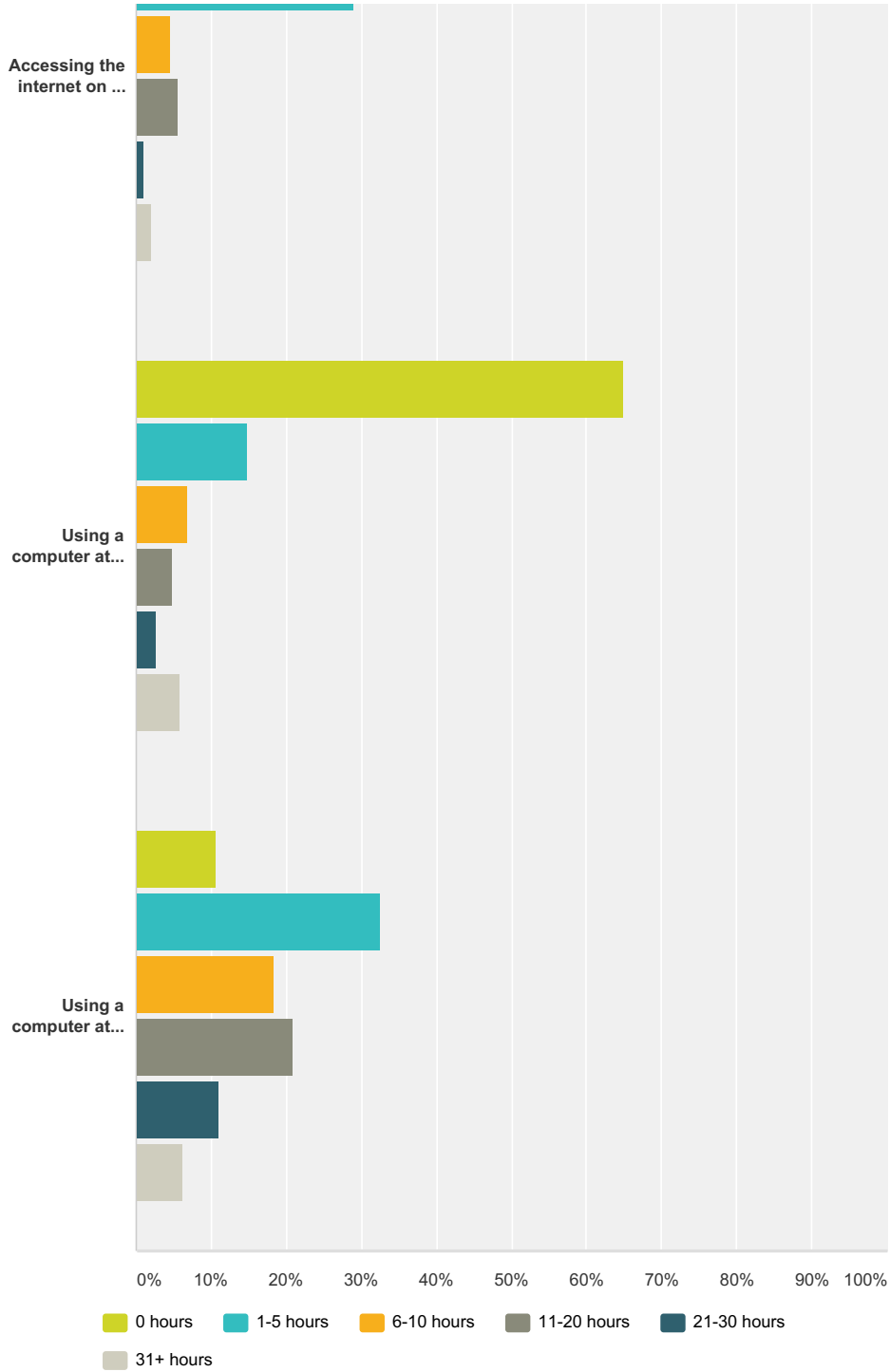
Answer Choices	Responses	
Yes	96.34%	184
No	3.66%	7
Total		191

Q15 In a typical 7-day week, how many hours do you spend on the following activities:

Answered: 209 Skipped: 7



HAndEntry Student Experience Survey



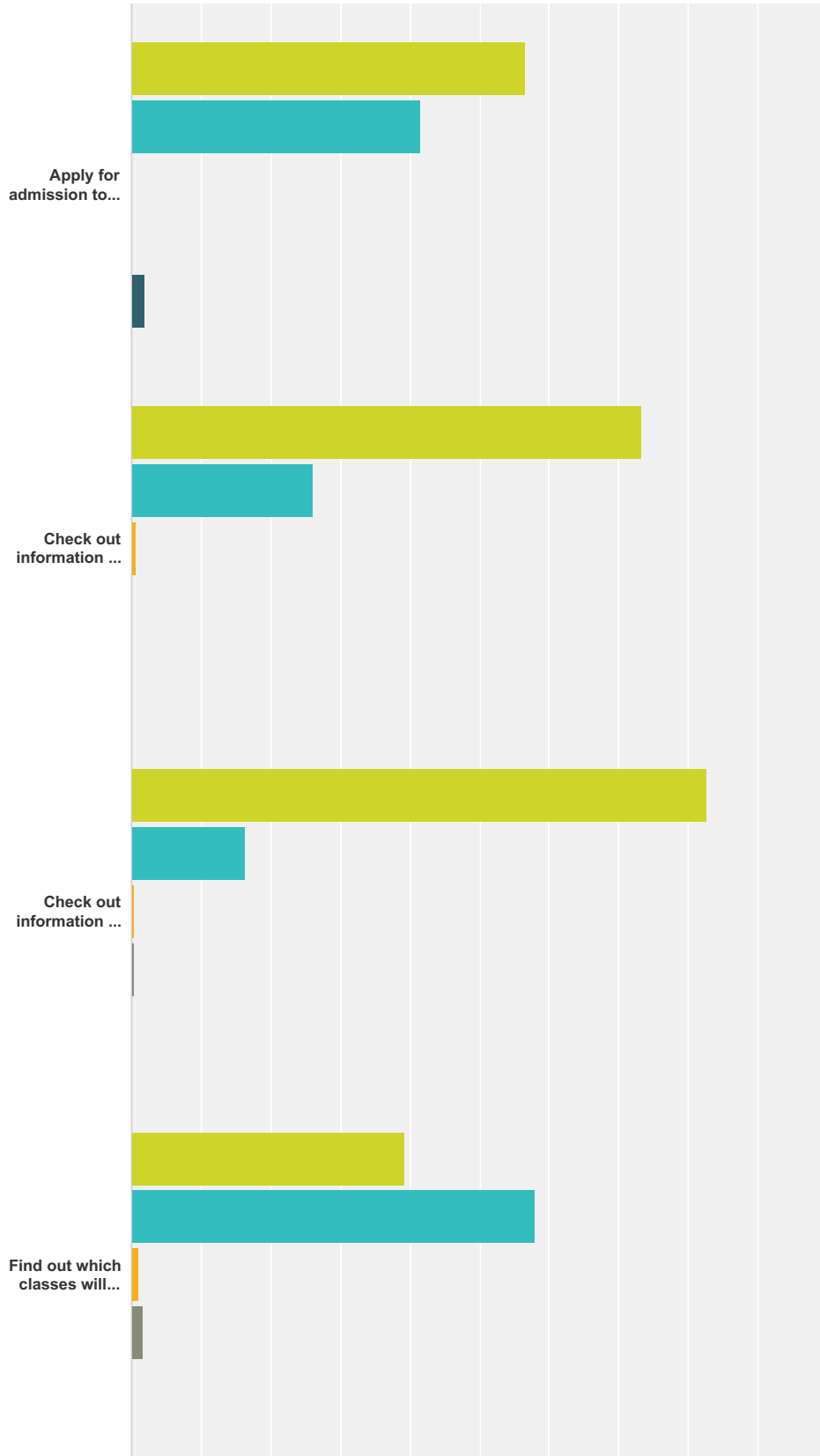
	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31+ hours	Total
Surfing the internet	8.29% 17	64.39% 132	16.59% 34	6.83% 14	2.93% 6	0.98% 2	205
Checking and doing email	4.39% 9	82.93% 170	6.83% 14	4.39% 9	0.98% 2	0.49% 1	205
Doing homework/school projects	8.82% 18	30.39% 62	30.88% 63	21.08% 43	7.84% 16	0.98% 2	204
Accessing the internet on my smart phone	57.65% 113	29.08% 57	4.59% 9	5.61% 11	1.02% 2	2.04% 4	196

HAndEntry Student Experience Survey

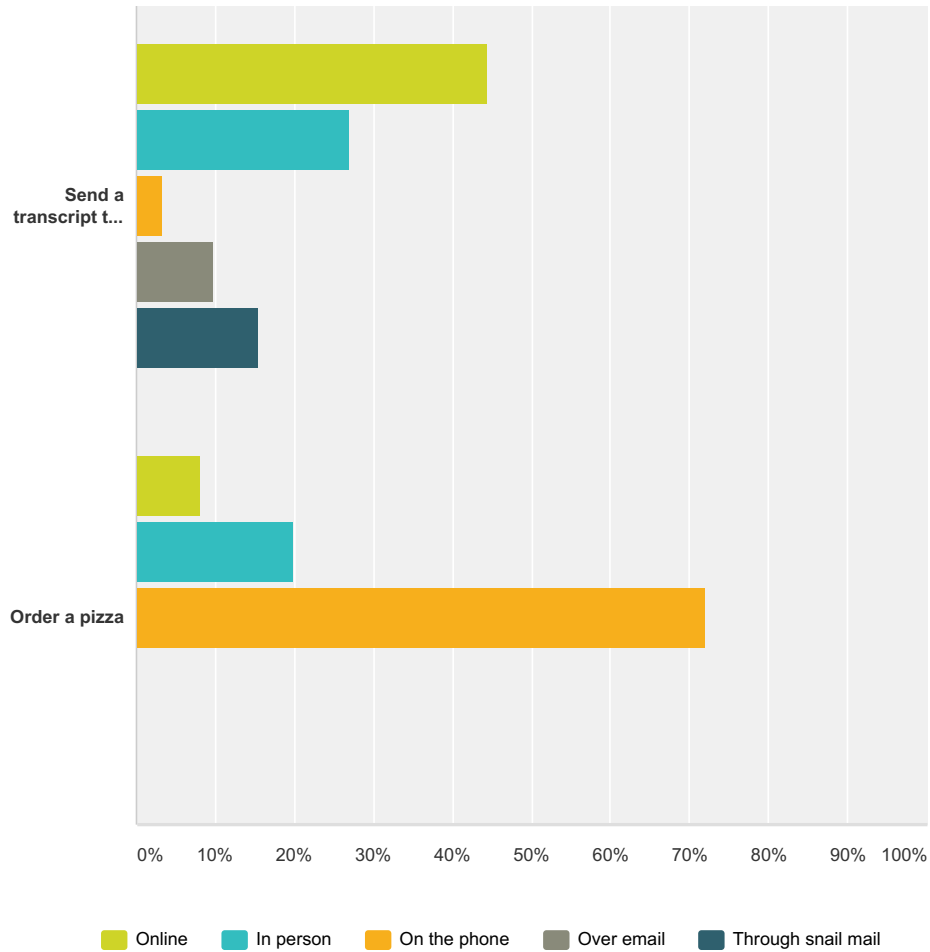
Using a computer at work	64.89% 122	14.89% 28	6.91% 13	4.79% 9	2.66% 5	5.85% 11	188
Using a computer at home	10.68% 22	32.52% 67	18.45% 38	20.87% 43	11.17% 23	6.31% 13	206

Q16 When you do the activities below, what mode/ method would you most likely use to perform this:

Answered: 211 Skipped: 5



HAndEntry Student Experience Survey

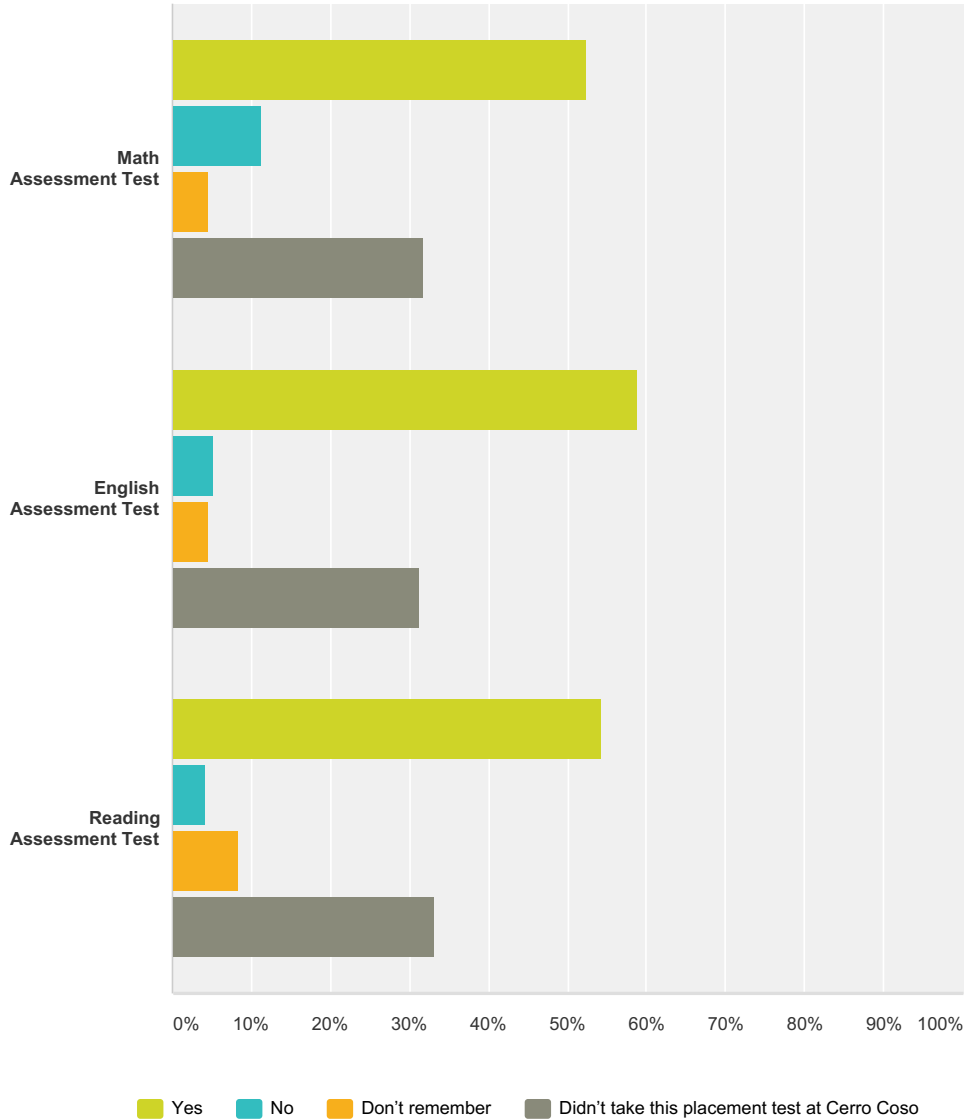


	Online	In person	On the phone	Over email	Through snail mail	Total
Apply for admission to college	56.52% 117	41.55% 86	0.00% 0	0.00% 0	1.93% 4	207
Check out information on my financial aid	73.37% 135	26.09% 48	0.54% 1	0.00% 0	0.00% 0	184
Check out information on my classes	82.74% 163	16.24% 32	0.51% 1	0.51% 1	0.00% 0	197
Find out which classes will apply to my degree/certificate	39.25% 73	58.06% 108	1.08% 2	1.61% 3	0.00% 0	186
Send a transcript to another college to transfer there	44.57% 78	26.86% 47	3.43% 6	9.71% 17	15.43% 27	175
Order a pizza	8.06% 15	19.89% 37	72.04% 134	0.00% 0	0.00% 0	186

HAndEntry Student Experience Survey

Q17 For any of the following assessment tests you've taken at Cerro Coso, do you feel you were placed into the appropriate level course?

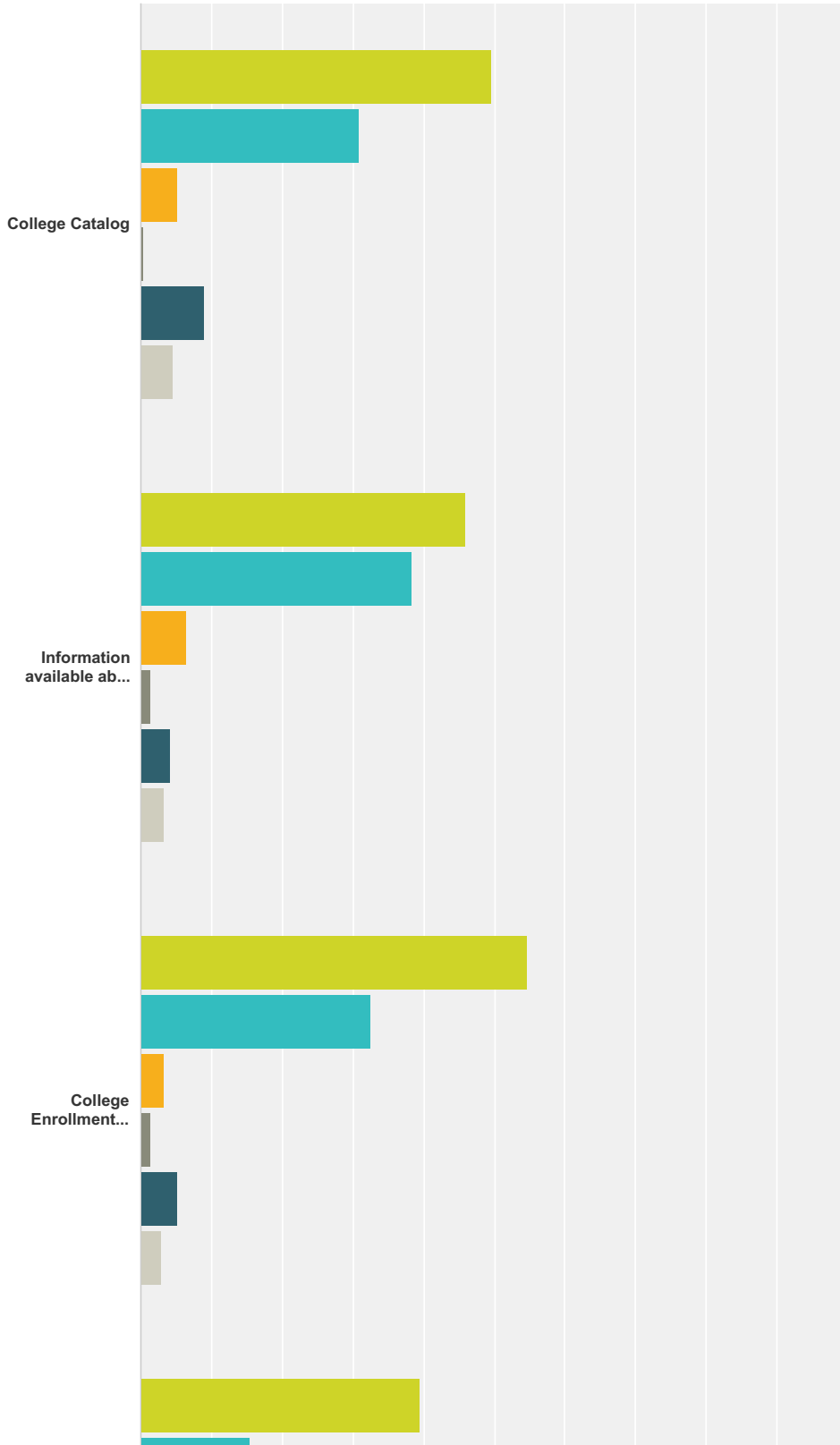
Answered: 214 Skipped: 2



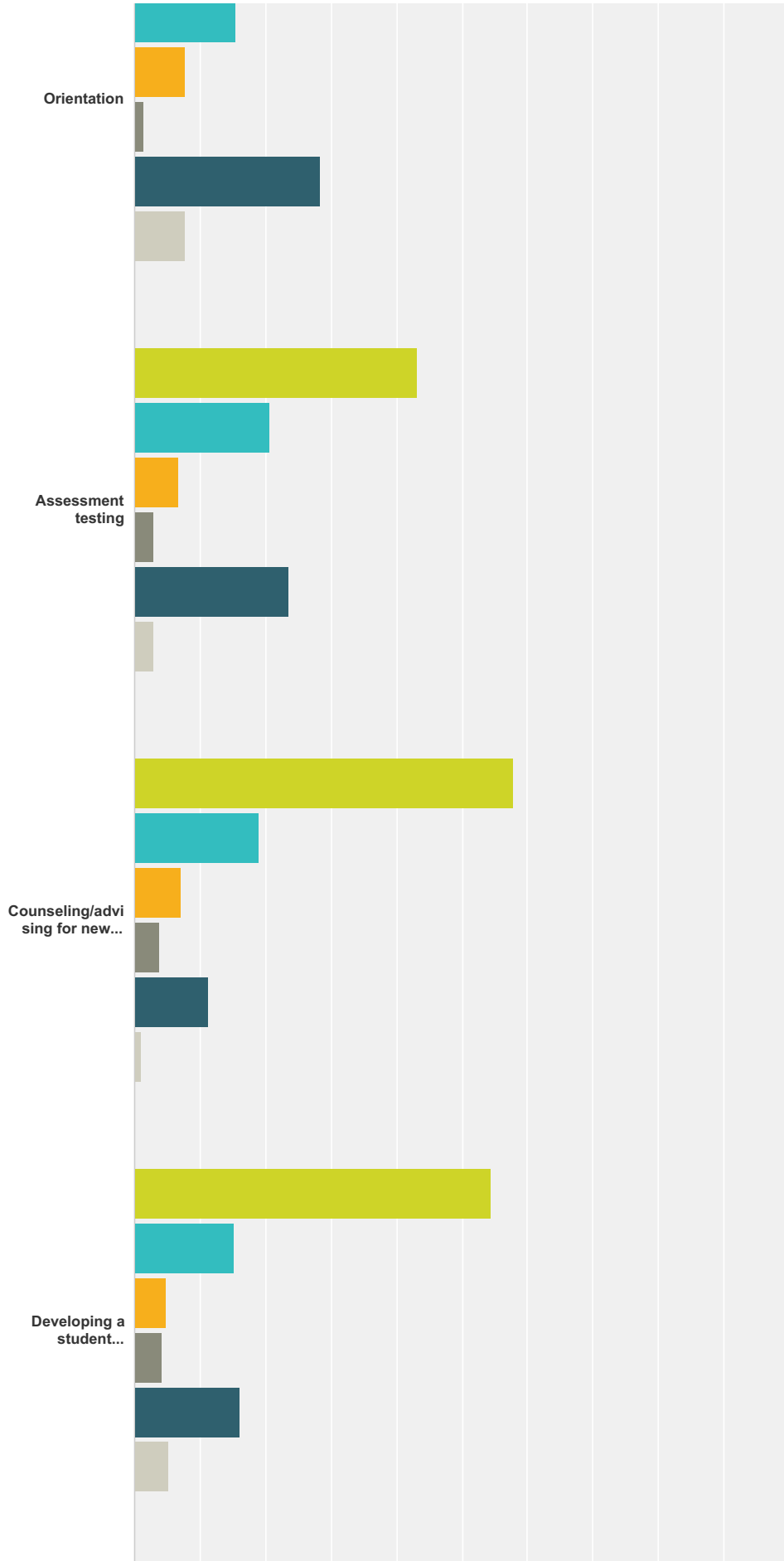
	Yes	No	Don't remember	Didn't take this placement test at Cerro Coso	Total
Math Assessment Test	52.34% 112	11.21% 24	4.67% 10	31.78% 68	214
English Assessment Test	58.88% 126	5.14% 11	4.67% 10	31.31% 67	214
Reading Assessment Test	54.21% 116	4.21% 9	8.41% 18	33.18% 71	214

Q18 Please reflect back on becoming a student here at Cerro Coso and indicate the helpfulness of the following enrollment tools/steps:

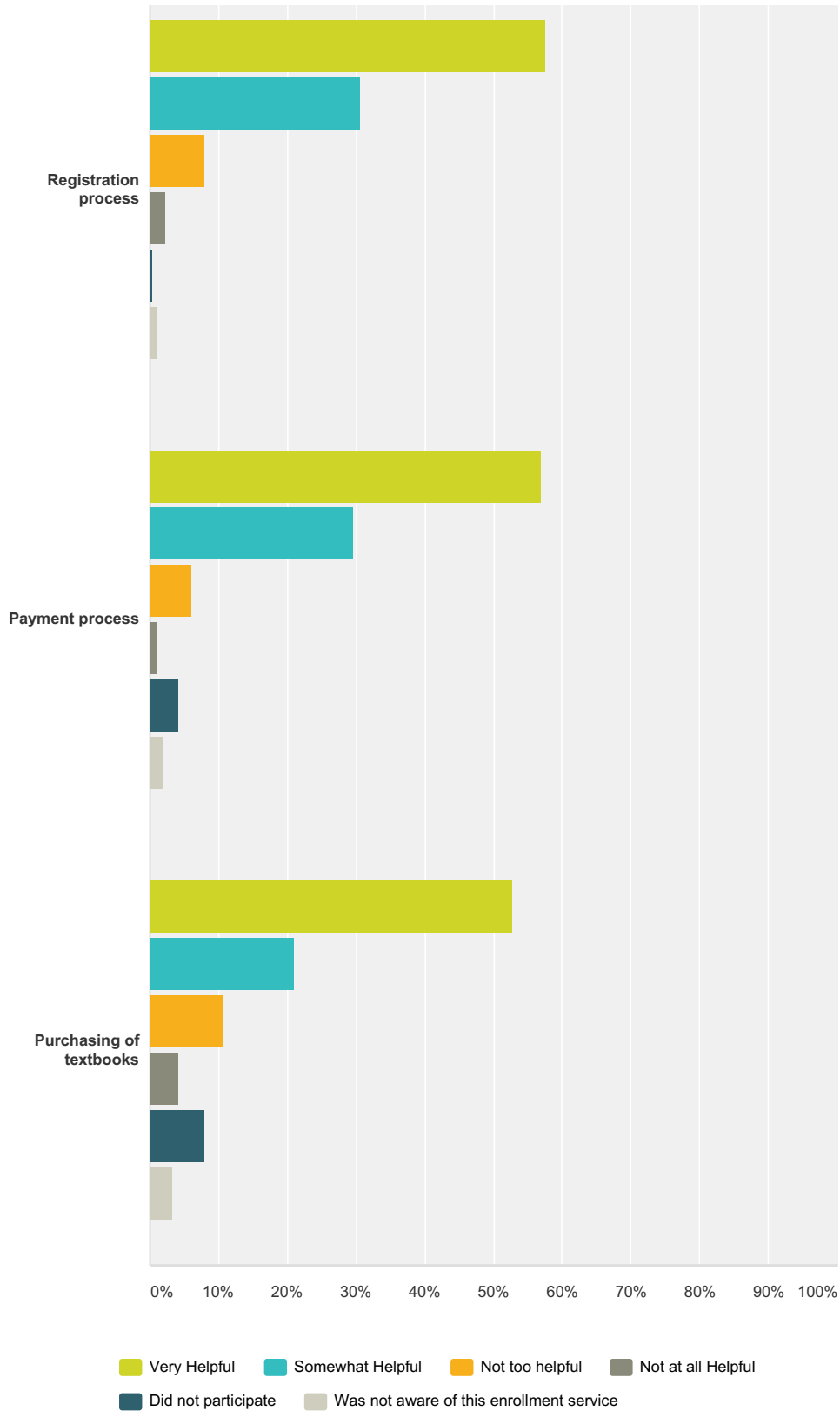
Answered: 215 Skipped: 1



HAndEntry Student Experience Survey



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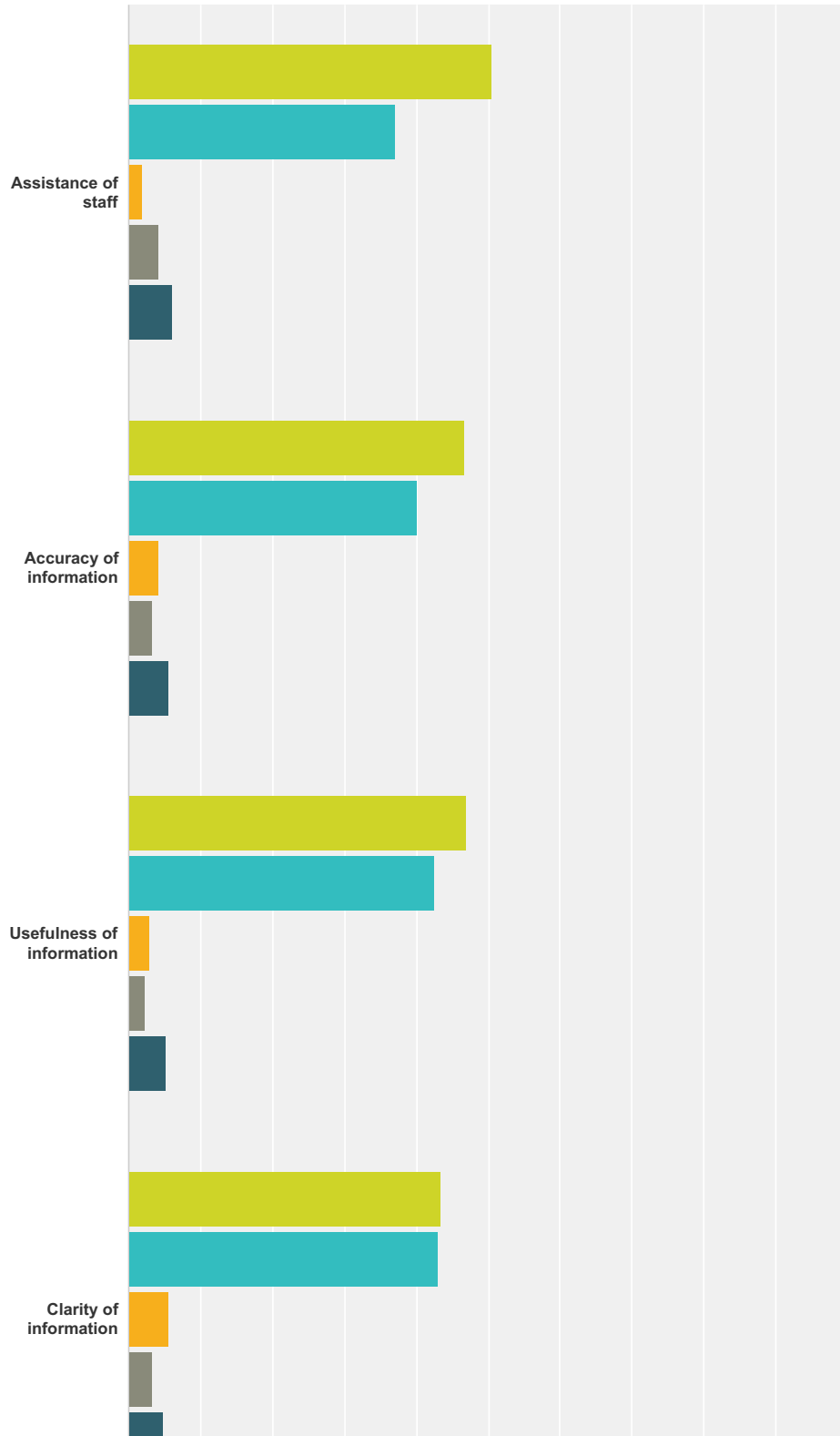
	Very Helpful	Somewhat Helpful	Not too helpful	Not at all Helpful	Did not participate	Was not aware of this enrollment service	Total
College Catalog	49.77% 106	30.99% 66	5.16% 11	0.47% 1	8.92% 19	4.69% 10	213

HAndEntry Student Experience Survey

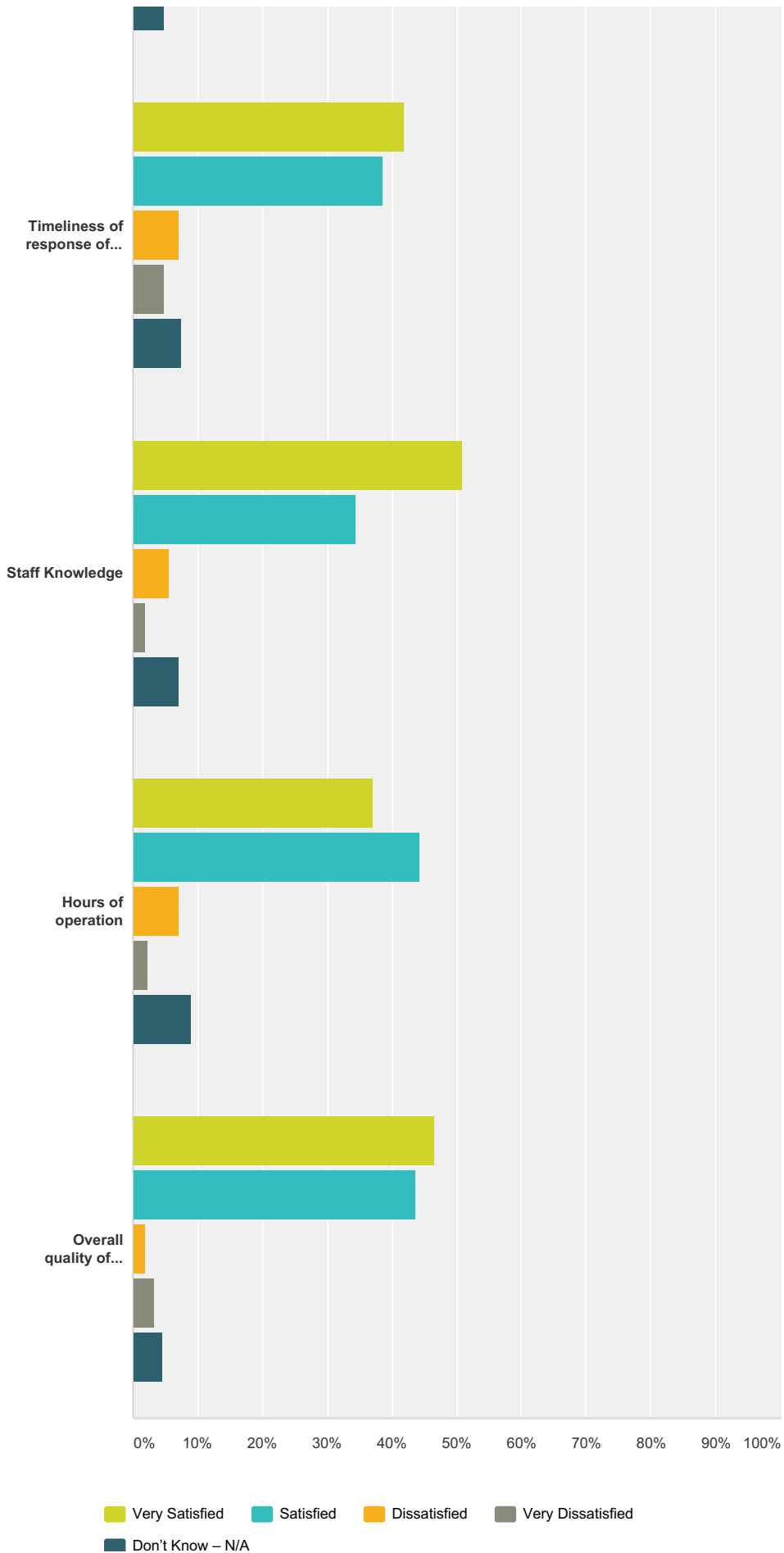
Information available about programs, classes	46.01% 98	38.50% 82	6.57% 14	1.41% 3	4.23% 9	3.29% 7	213
College Enrollment Application	54.72% 116	32.55% 69	3.30% 7	1.42% 3	5.19% 11	2.83% 6	212
Orientation	39.42% 82	15.38% 32	7.69% 16	1.44% 3	28.37% 59	7.69% 16	208
Assessment testing	43.27% 90	20.67% 43	6.73% 14	2.88% 6	23.56% 49	2.88% 6	208
Counseling/advising for new students	57.82% 122	18.96% 40	7.11% 15	3.79% 8	11.37% 24	0.95% 2	211
Developing a student education plan	54.50% 115	15.17% 32	4.74% 10	4.27% 9	16.11% 34	5.21% 11	211
Registration process	57.55% 122	30.66% 65	8.02% 17	2.36% 5	0.47% 1	0.94% 2	212
Payment process	57.08% 121	29.72% 63	6.13% 13	0.94% 2	4.25% 9	1.89% 4	212
Purchasing of textbooks	52.80% 113	21.03% 45	10.75% 23	4.21% 9	7.94% 17	3.27% 7	214

Q19 Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with the processes of Admissions and Records:

Answered: 214 Skipped: 2



HAndEntry Student Experience Survey

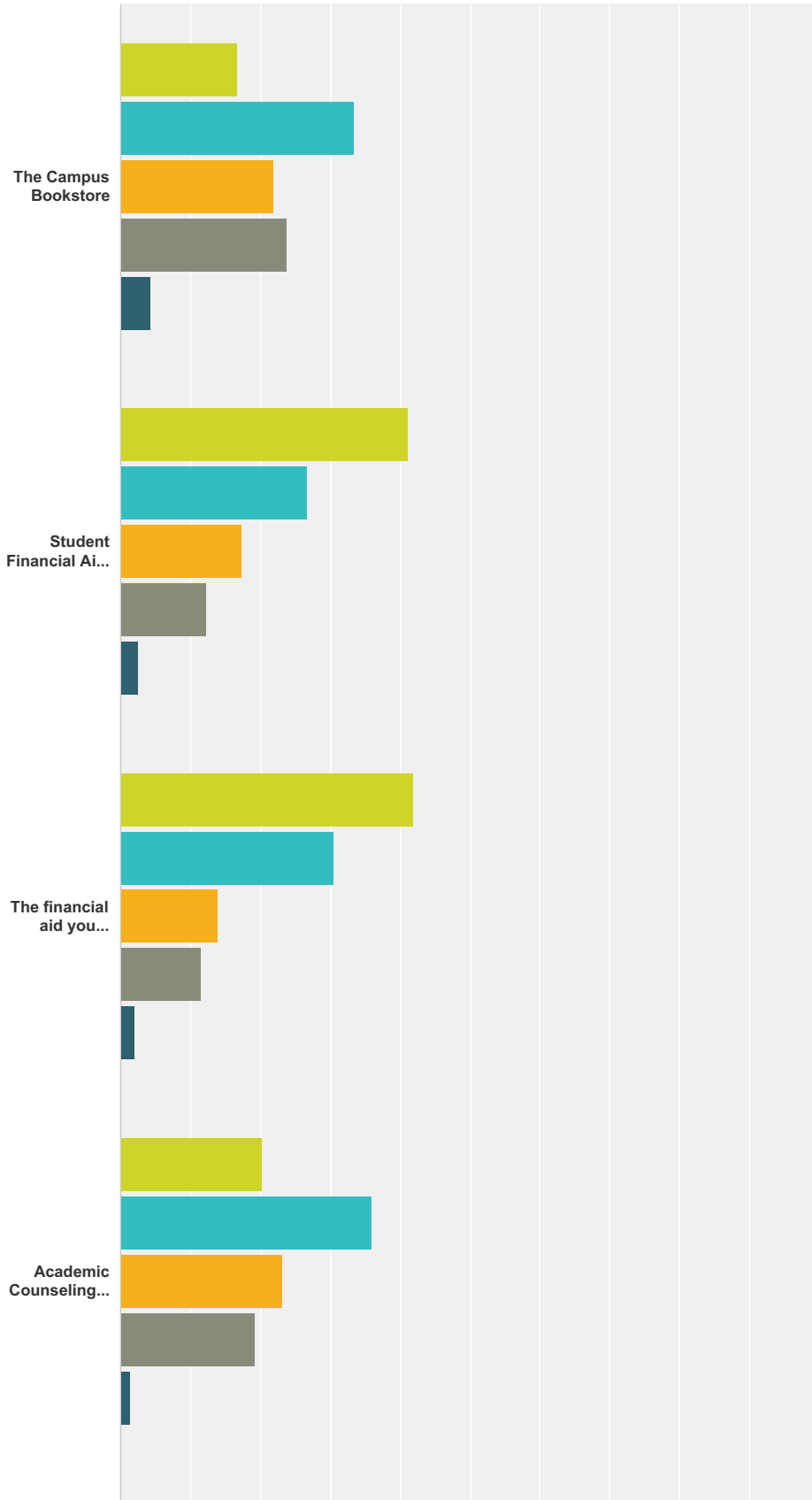


HAndEntry Student Experience Survey

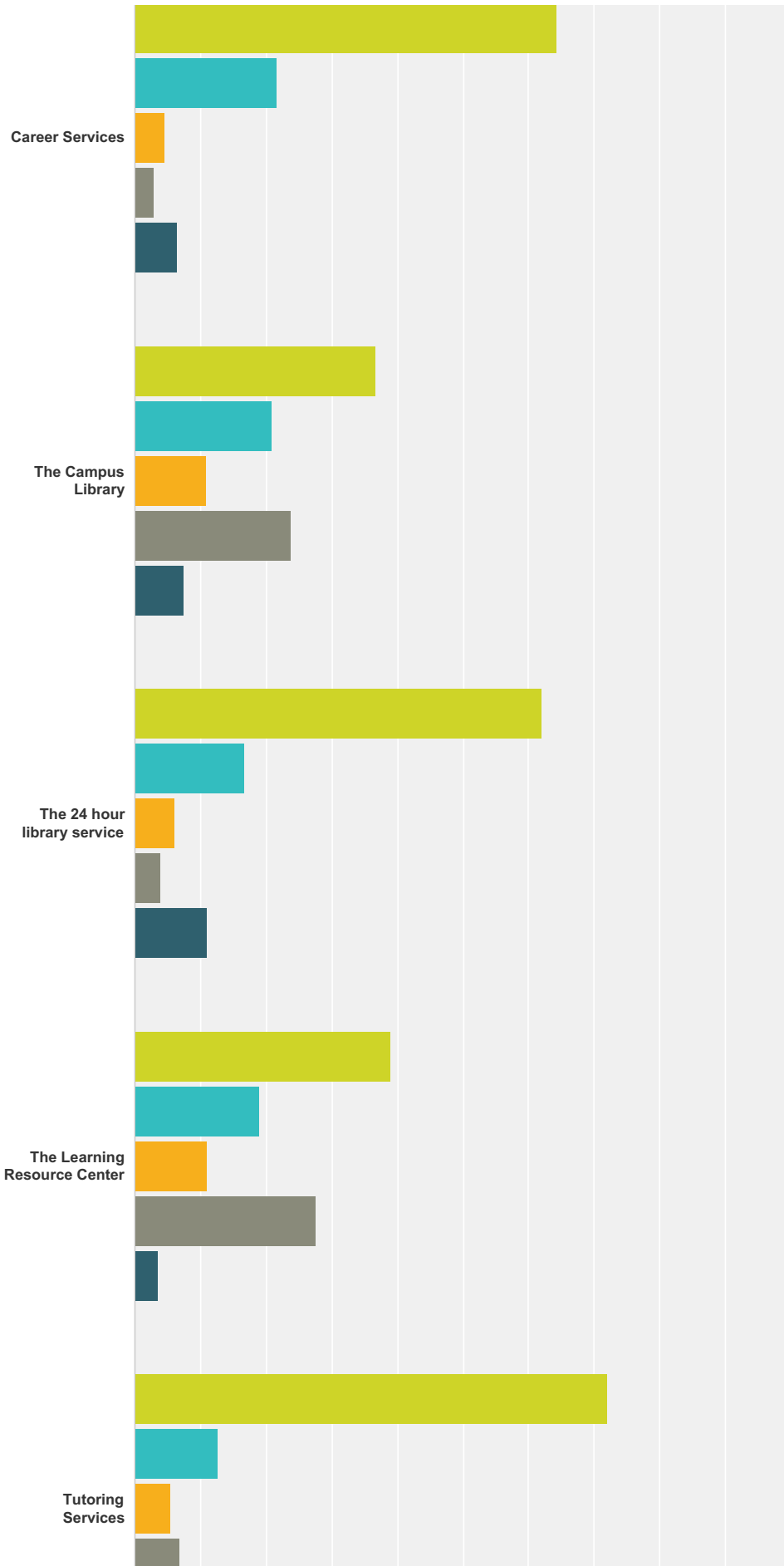
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know – N/A	Total
Assistance of staff	50.47% 107	37.26% 79	1.89% 4	4.25% 9	6.13% 13	212
Accuracy of information	46.70% 99	40.09% 85	4.25% 9	3.30% 7	5.66% 12	212
Usefulness of information	46.92% 99	42.65% 90	2.84% 6	2.37% 5	5.21% 11	211
Clarity of information	43.40% 92	42.92% 91	5.66% 12	3.30% 7	4.72% 10	212
Timeliness of response of information	41.98% 89	38.68% 82	7.08% 15	4.72% 10	7.55% 16	212
Staff Knowledge	50.94% 108	34.43% 73	5.66% 12	1.89% 4	7.08% 15	212
Hours of operation	37.26% 79	44.34% 94	7.08% 15	2.36% 5	8.96% 19	212
Overall quality of services	46.48% 99	43.66% 93	1.88% 4	3.29% 7	4.69% 10	213

Q20 How often have you used the following services?

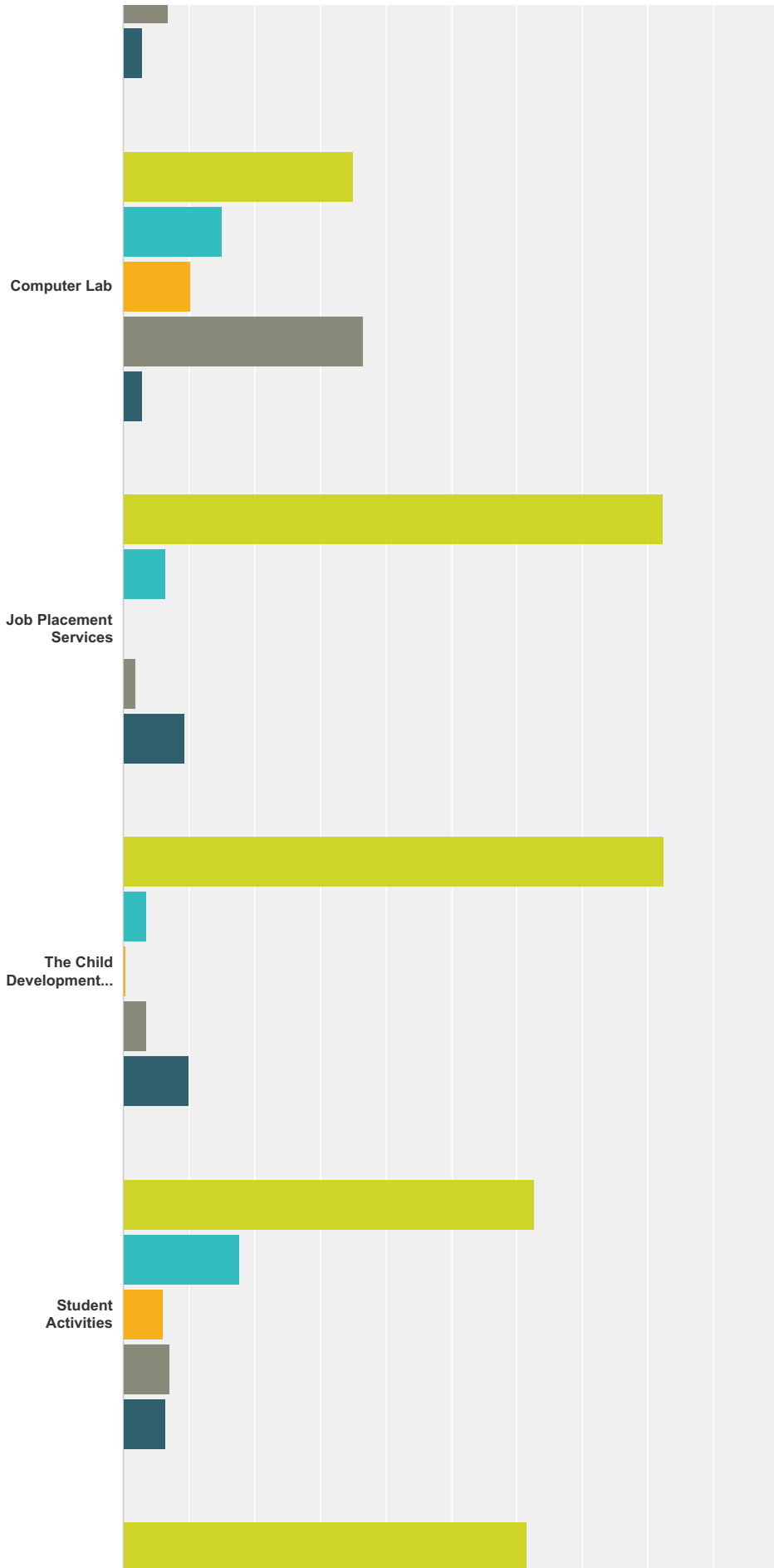
Answered: 212 Skipped: 4



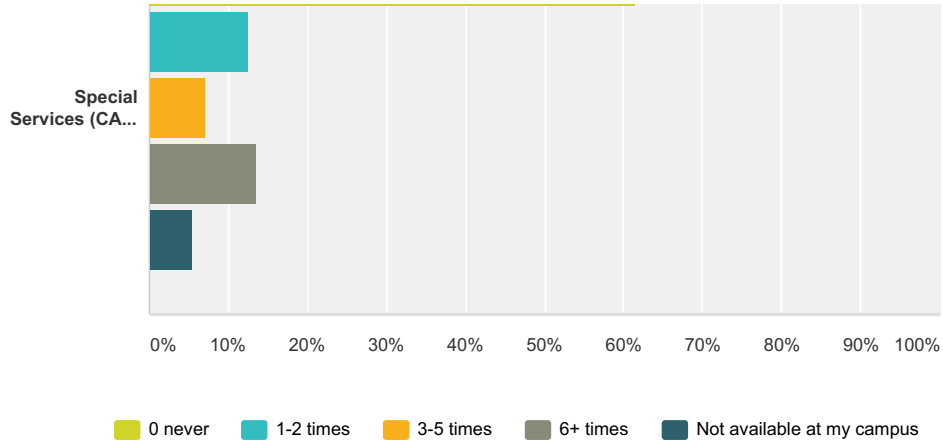
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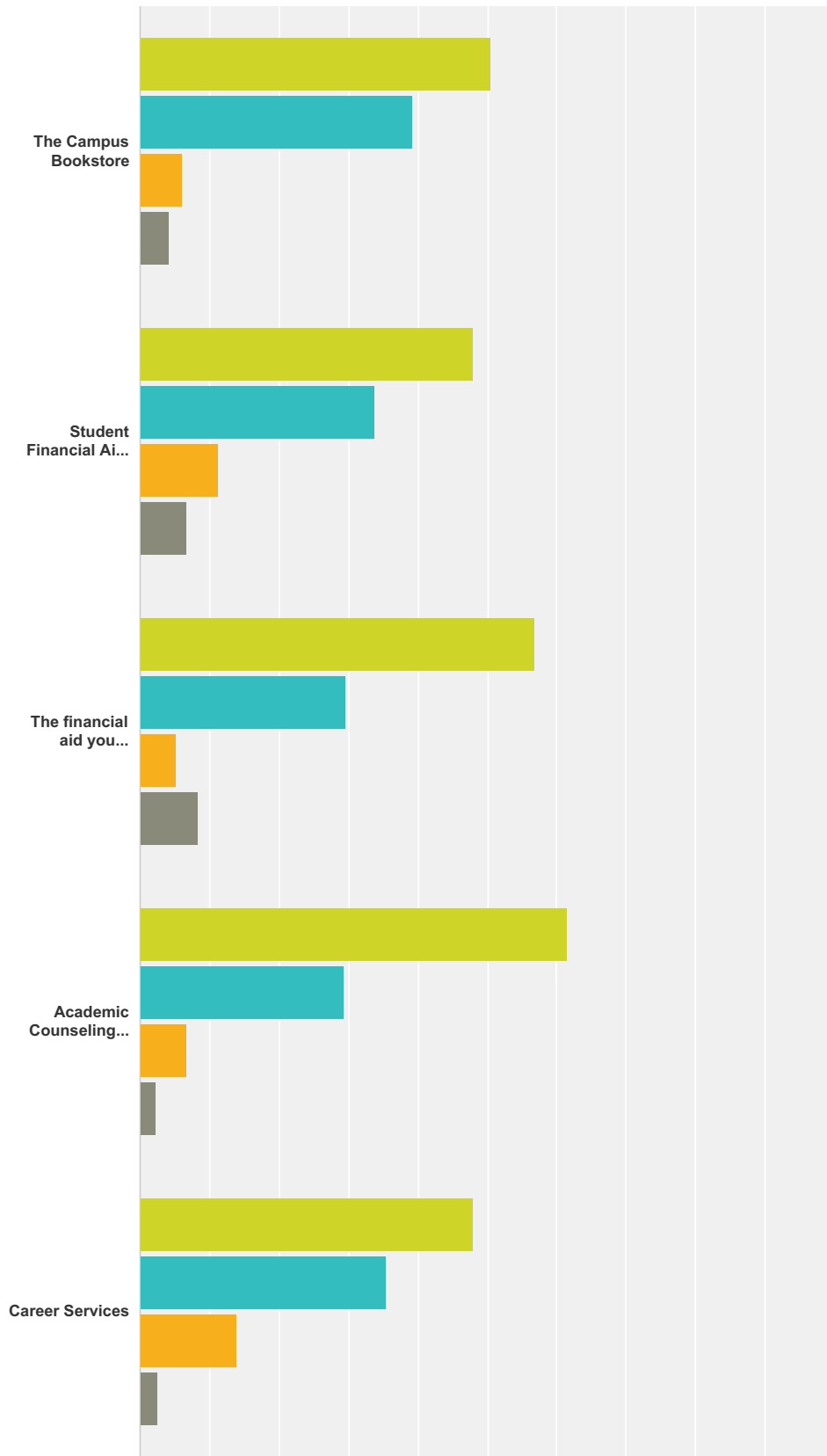
HAndEntry Student Experience Survey



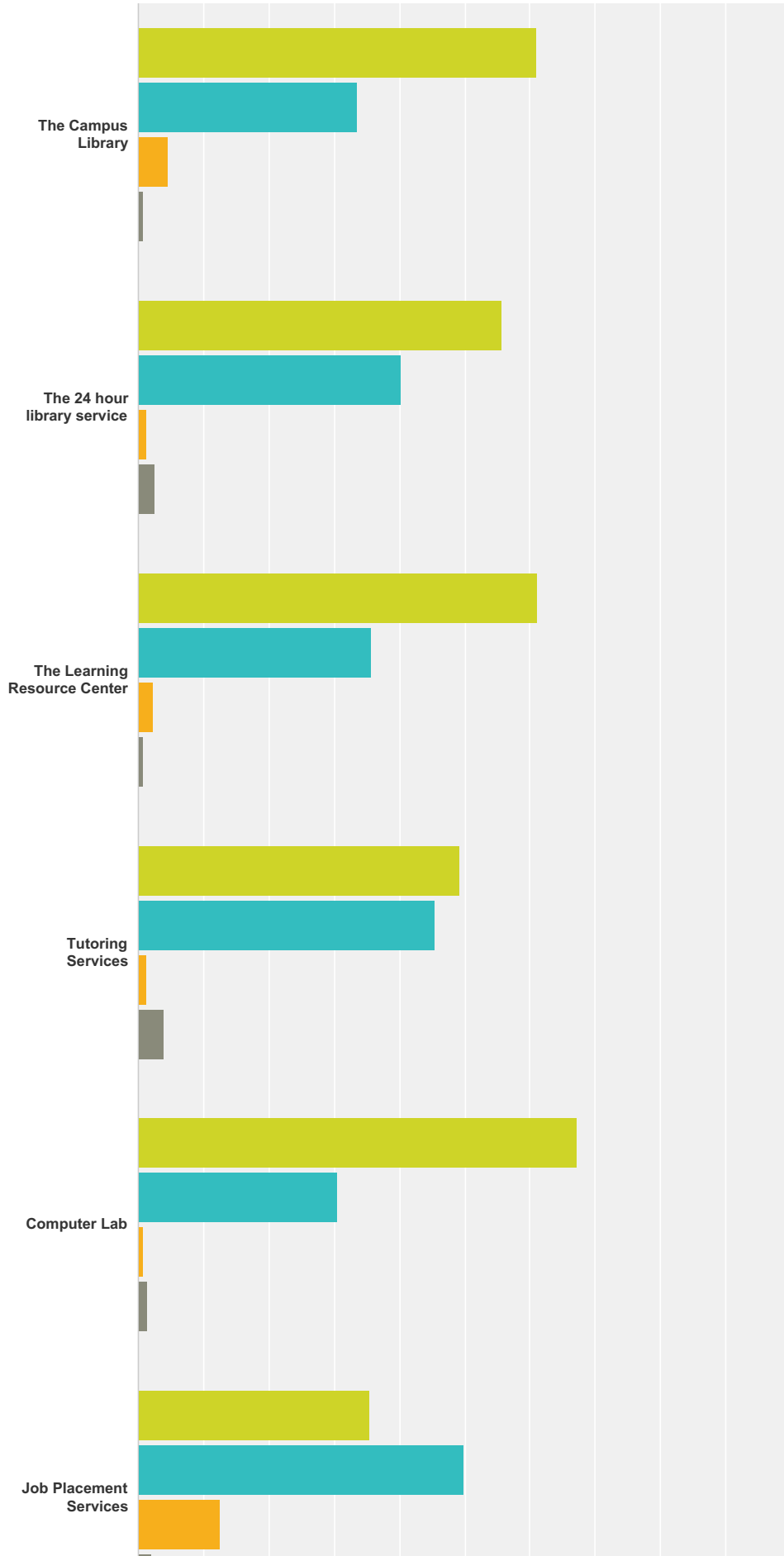
	0 never	1-2 times	3-5 times	6+ times	Not available at my campus	Total
The Campus Bookstore	16.67% 35	33.33% 70	21.90% 46	23.81% 50	4.29% 9	210
Student Financial Aid and Scholarships	41.09% 83	26.73% 54	17.33% 35	12.38% 25	2.48% 5	202
The financial aid you received	41.97% 81	30.57% 59	13.99% 27	11.40% 22	2.07% 4	193
Academic Counseling Services	20.20% 41	35.96% 73	23.15% 47	19.21% 39	1.48% 3	203
Career Services	64.32% 128	21.61% 43	4.52% 9	3.02% 6	6.53% 13	199
The Campus Library	36.82% 74	20.90% 42	10.95% 22	23.88% 48	7.46% 15	201
The 24 hour library service	61.93% 122	16.75% 33	6.09% 12	4.06% 8	11.17% 22	197
The Learning Resource Center	39.00% 78	19.00% 38	11.00% 22	27.50% 55	3.50% 7	200
Tutoring Services	71.92% 146	12.81% 26	5.42% 11	6.90% 14	2.96% 6	203
Computer Lab	35.12% 72	15.12% 31	10.24% 21	36.59% 75	2.93% 6	205
Job Placement Services	82.18% 166	6.44% 13	0.00% 0	1.98% 4	9.41% 19	202
The Child Development Center	82.50% 165	3.50% 7	0.50% 1	3.50% 7	10.00% 20	200
Student Activities	62.63% 124	17.68% 35	6.06% 12	7.07% 14	6.57% 13	198
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	61.50% 123	12.50% 25	7.00% 14	13.50% 27	5.50% 11	200

Q21 Please rate your satisfaction with the following services.(Rate your satisfaction only if you have used a particular service.)

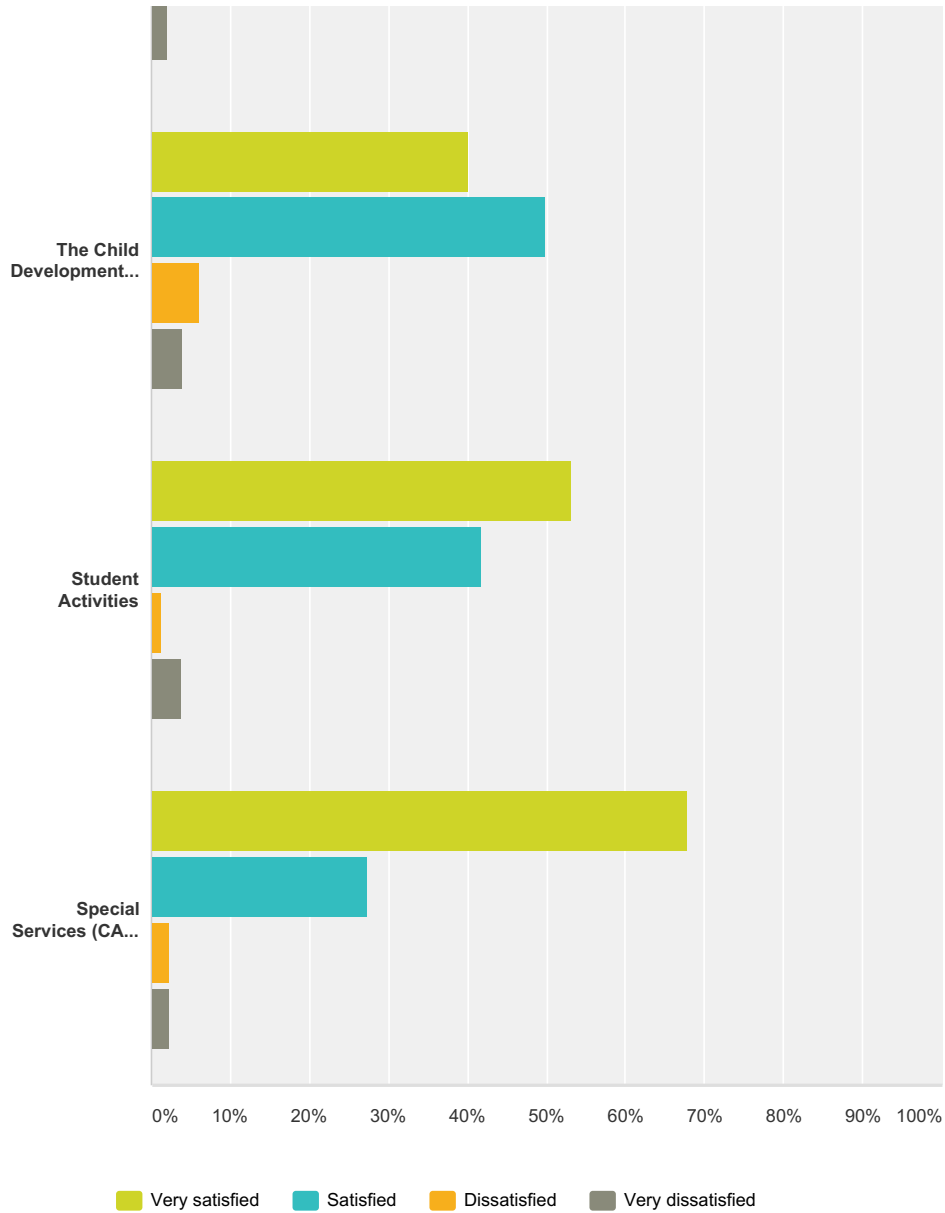
Answered: 203 Skipped: 13



HAndEntry Student Experience Survey



HAndEntry Student Experience Survey



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
The Campus Bookstore	50.60% 85	39.29% 66	5.95% 10	4.17% 7	168
Student Financial Aid and Scholarships	48.12% 64	33.83% 45	11.28% 15	6.77% 9	133
The financial aid you received	56.82% 75	29.55% 39	5.30% 7	8.33% 11	132
Academic Counseling Services	61.68% 103	29.34% 49	6.59% 11	2.40% 4	167
Career Services	48.10% 38	35.44% 28	13.92% 11	2.53% 2	79
The Campus Library	60.94% 78	33.59% 43	4.69% 6	0.78% 1	128
The 24 hour library service	55.84% 43	40.26% 31	1.30% 1	2.60% 2	77
The Learning Resource Center	61.11% 77	35.71% 45	2.38% 3	0.79% 1	126

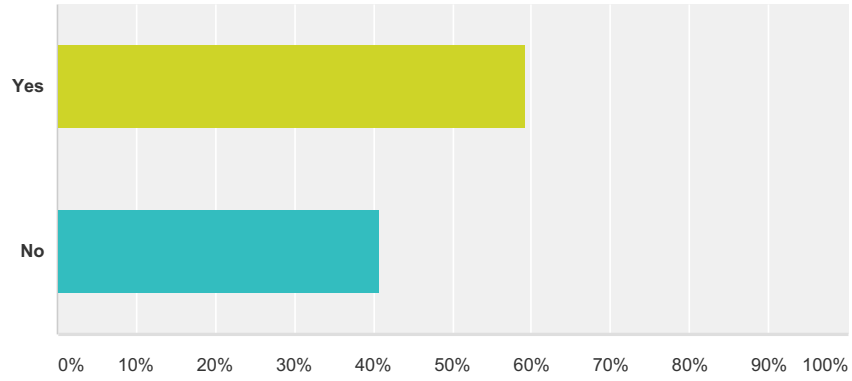
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Tutoring Services	49.35% 38	45.45% 35	1.30% 1	3.90% 3	77
Computer Lab	67.18% 88	30.53% 40	0.76% 1	1.53% 2	131
Job Placement Services	35.42% 17	50.00% 24	12.50% 6	2.08% 1	48
The Child Development Center	40.00% 20	50.00% 25	6.00% 3	4.00% 2	50
Student Activities	53.16% 42	41.77% 33	1.27% 1	3.80% 3	79
Special Services (CARE, EOPS, DSFS, CalWorks, etc)	67.86% 57	27.38% 23	2.38% 2	2.38% 2	84

HAndEntry Student Experience Survey

Q22 Have you ever applied for financial aid or scholarships at Cerro Coso?

Answered: 214 Skipped: 2

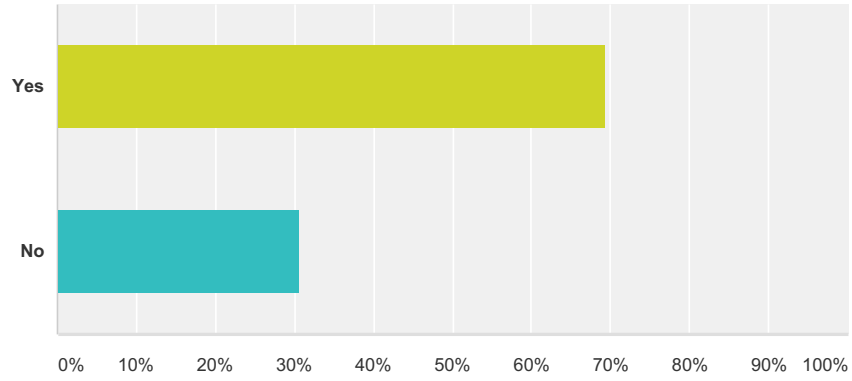


Answer Choices	Responses	
Yes	59.35%	127
No	40.65%	87
Total		214

HAndEntry Student Experience Survey

Q23 Have you ever filled out a FAFSA or BOG waiver?

Answered: 186 Skipped: 30

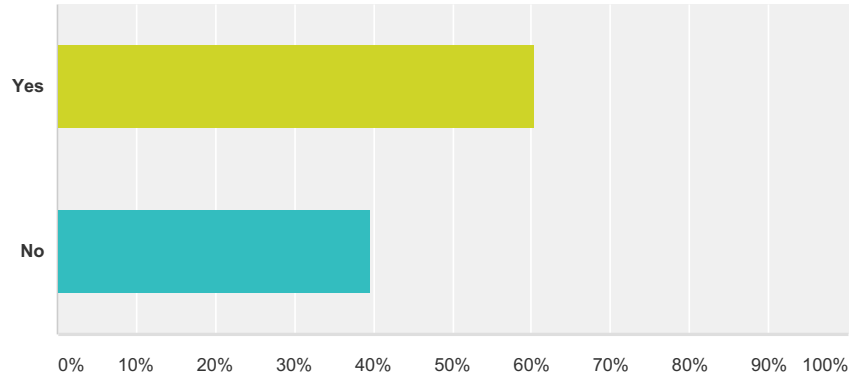


Answer Choices	Responses	
Yes	69.35%	129
No	30.65%	57
Total		186

HAndEntry Student Experience Survey

Q24 Have you ever received financial aid while attending Cerro Coso?

Answered: 189 Skipped: 27

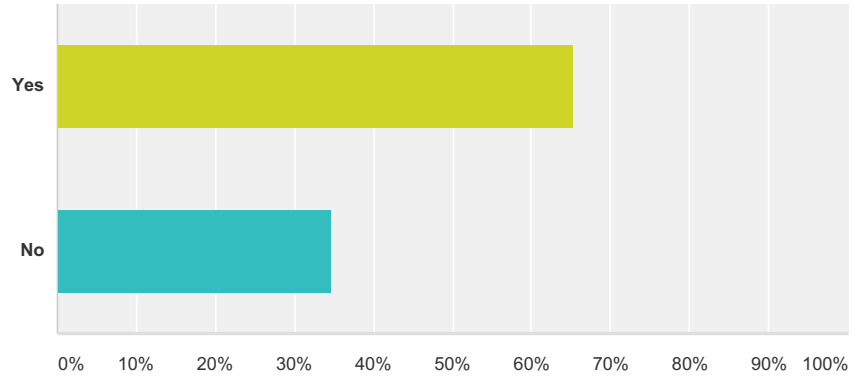


Answer Choices	Responses	
Yes	60.32%	114
No	39.68%	75
Total		189

HAndEntry Student Experience Survey

Q25 Have you ever gone to the Cerro Coso Financial Aid/Scholarships Office or website for information on financial aid or scholarships?

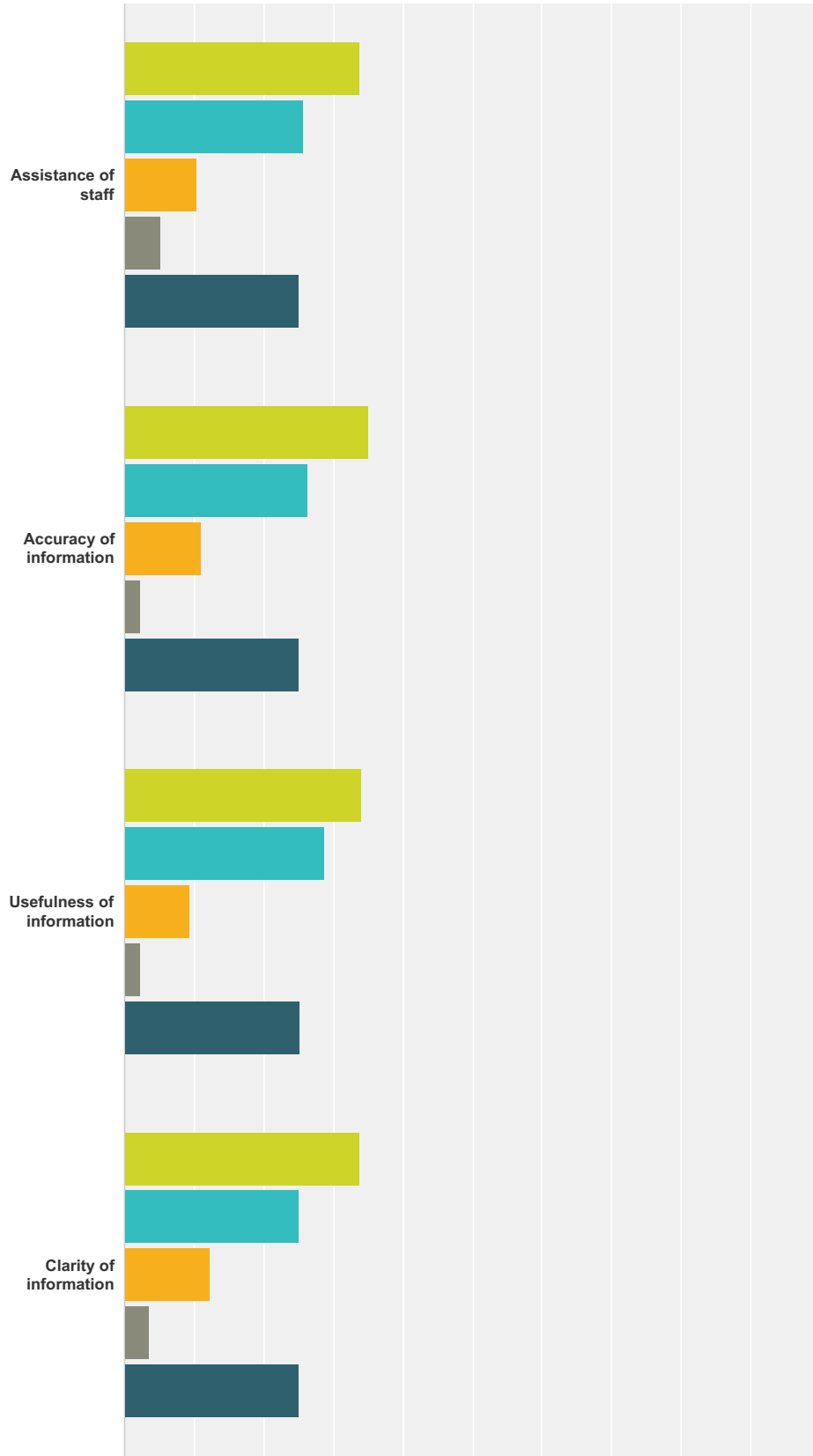
Answered: 188 Skipped: 28



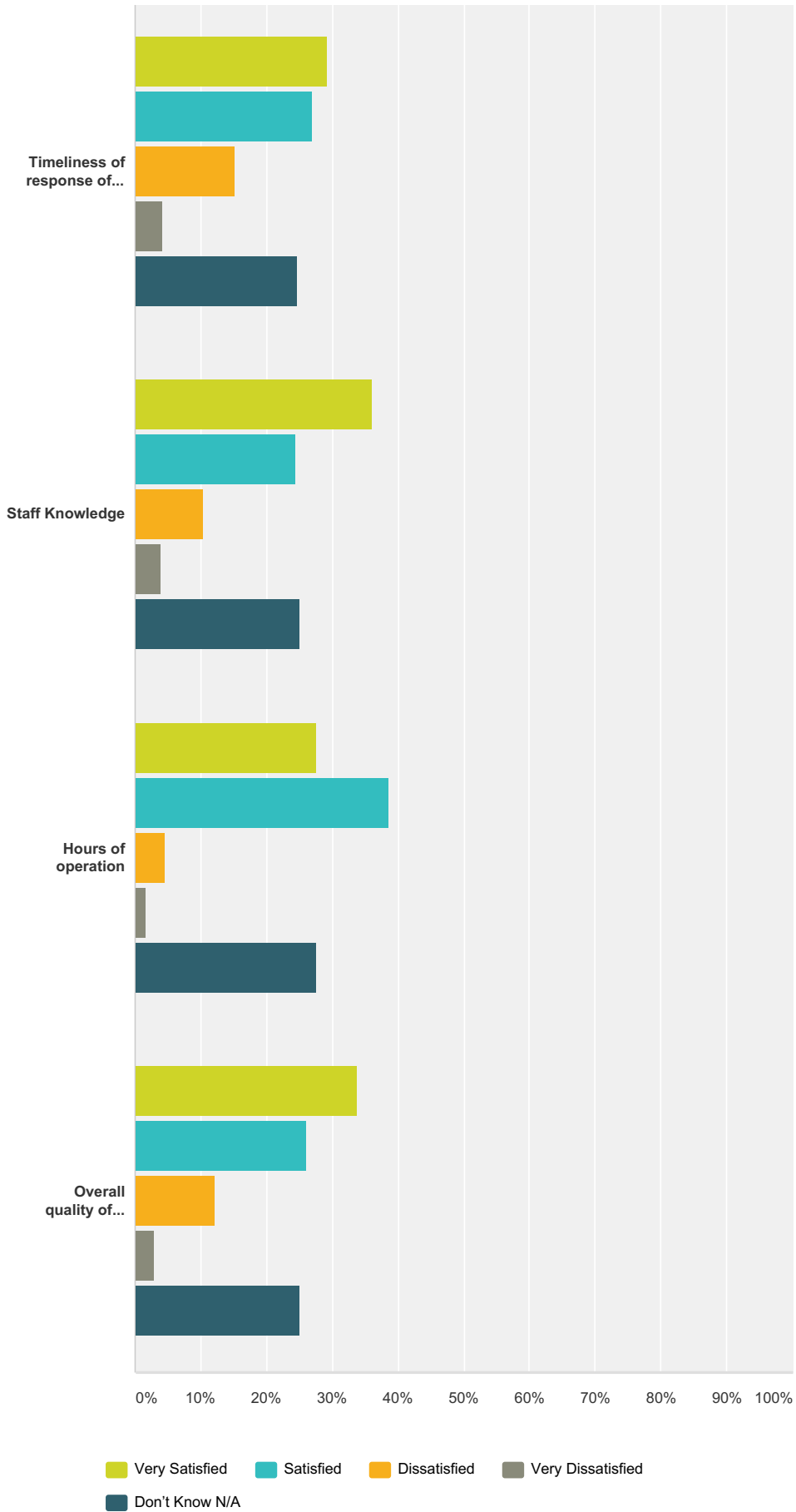
Answer Choices	Responses	
Yes	65.43%	123
No	34.57%	65
Total		188

Q26 At the Financial Aid/Scholarships Office, please indicate your level of satisfaction with the following:

Answered: 173 Skipped: 43



HAndEntry Student Experience Survey



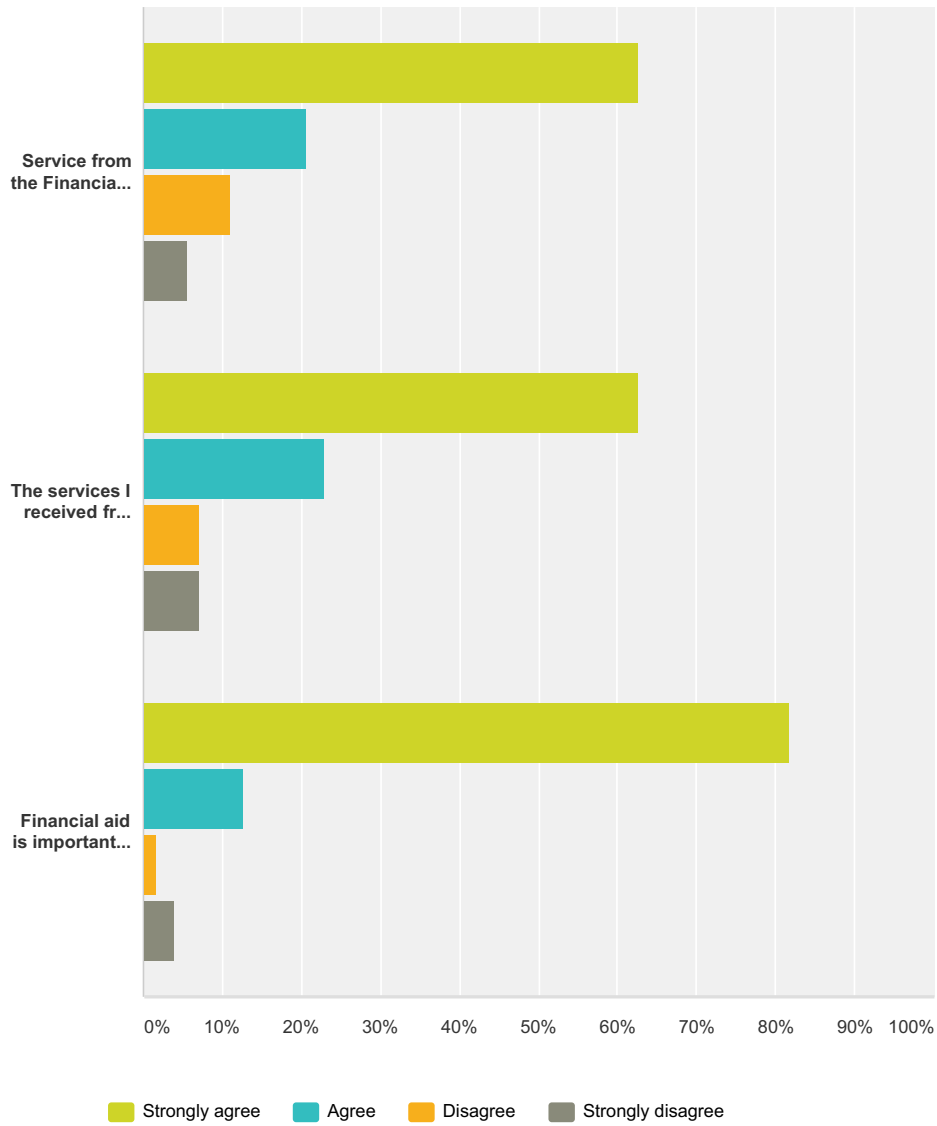
HAndEntry Student Experience Survey

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know N/A	Total
Assistance of staff	33.72% 58	25.58% 44	10.47% 18	5.23% 9	25.00% 43	172
Accuracy of information	35.09% 60	26.32% 45	11.11% 19	2.34% 4	25.15% 43	171
Usefulness of information	34.12% 58	28.82% 49	9.41% 16	2.35% 4	25.29% 43	170
Clarity of information	33.92% 58	25.15% 43	12.28% 21	3.51% 6	25.15% 43	171
Timeliness of response of information	29.24% 50	26.90% 46	15.20% 26	4.09% 7	24.56% 42	171
Staff Knowledge	36.05% 62	24.42% 42	10.47% 18	4.07% 7	25.00% 43	172
Hours of operation	27.49% 47	38.60% 66	4.68% 8	1.75% 3	27.49% 47	171
Overall quality of services	33.72% 58	26.16% 45	12.21% 21	2.91% 5	25.00% 43	172

HAndEntry Student Experience Survey

Q27 If you HAVE received Financial Aid/Scholarships Office services, please tell us if you agree/disagree with the following:

Answered: 128 Skipped: 88



	Strongly agree	Agree	Disagree	Strongly disagree	Total
Service from the Financial Aid/Scholarship Office helped me attend college at Cerro Coso	62.70% 79	20.63% 26	11.11% 14	5.56% 7	126
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	62.70% 79	23.02% 29	7.14% 9	7.14% 9	126
Financial aid is important to my ability to go or stay in college	81.75% 103	12.70% 16	1.59% 2	3.97% 5	126

HAndEntry Student Experience Survey

Q28 If you have NOT used any of Cerro Coso's Financial Aid/Scholarships Office services, please indicate your TWO most primary reasons. Rate your first and/or second most primary reasons in left column (use a "1" and "2").

Answered: 98 Skipped: 118

Answer Choices	Responses
Hours of operation are inconvenient	5.10% 5
Not enough time in my schedule	14.29% 14
Unaware of services provides	17.35% 17
Don't know office location	5.10% 5
I do not understand how financial aid works or the process	19.39% 19
Do not need	48.98% 48
I don't think I'd qualify	56.12% 55
Other	26.53% 26

#	Hours of operation are inconvenient	Date
1	2	3/13/2012 8:30 AM
2	2	3/13/2012 8:02 AM
3	2	3/7/2012 11:43 AM
4	2	3/6/2012 8:15 AM
5	1	3/5/2012 11:56 AM
#	Not enough time in my schedule	Date
1	2	4/26/2012 7:51 AM
2	1	3/28/2012 9:36 AM
3	2	3/14/2012 3:15 PM
4	2	3/14/2012 2:37 PM
5	2	3/13/2012 11:06 AM
6	2	3/13/2012 8:30 AM
7	2	3/13/2012 8:02 AM
8	1	3/7/2012 12:06 PM
9	1	3/7/2012 11:43 AM
10	1	3/6/2012 12:13 PM
11	2	3/6/2012 8:15 AM
12	1	3/5/2012 1:10 PM
13	1	3/5/2012 12:44 PM
14	2	3/5/2012 11:56 AM
#	Unaware of services provides	Date
1	2	4/11/2012 4:27 PM

HAndEntry Student Experience Survey

2	1	4/3/2012 8:49 AM
3	2	3/28/2012 9:36 AM
4	2	3/16/2012 9:15 AM
5	2	3/16/2012 9:03 AM
6	1	3/15/2012 11:19 AM
7	1	3/15/2012 9:47 AM
8	1	3/13/2012 11:06 AM
9	2	3/13/2012 8:30 AM
10	1	3/13/2012 8:02 AM
11	1	3/7/2012 1:16 PM
12	2	3/6/2012 3:31 PM
13	2	3/6/2012 1:10 PM
14	2	3/6/2012 8:15 AM
15	1	3/6/2012 7:59 AM
16	2	3/5/2012 12:50 PM
17	1	3/5/2012 11:56 AM
#	Don't know office location	Date
1	1	3/13/2012 8:30 AM
2	2	3/13/2012 8:02 AM
3	2	3/6/2012 4:18 PM
4	2	3/6/2012 8:15 AM
5	1	3/5/2012 11:56 AM
#	I do not understand how financial aid works or the process	Date
1	2	4/5/2012 5:08 PM
2	1	4/5/2012 7:52 AM
3	1	3/16/2012 9:15 AM
4	2	3/15/2012 9:47 AM
5	1	3/14/2012 3:35 PM
6	2	3/13/2012 9:57 AM
7	2	3/13/2012 9:28 AM
8	2	3/13/2012 8:30 AM
9	1	3/13/2012 8:02 AM
10	1	3/12/2012 5:14 PM
11	1	3/7/2012 12:20 PM
12	2	3/7/2012 11:31 AM
13	2	3/6/2012 12:13 PM
14	2	3/6/2012 8:15 AM
15	2	3/5/2012 1:54 PM
16	2	3/5/2012 12:56 PM
17	1	3/5/2012 12:50 PM
18	2	3/5/2012 12:44 PM
19	1	3/5/2012 11:56 AM

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#	Do not need	Date
1	2	4/16/2012 9:05 AM
2	2	4/5/2012 5:15 PM
3	1	4/5/2012 7:59 AM
4	1	4/4/2012 8:54 AM
5	2	4/2/2012 1:21 PM
6	2	3/28/2012 9:29 AM
7	1	3/22/2012 8:26 AM
8	2	3/15/2012 10:27 AM
9	2	3/15/2012 10:22 AM
10	2	3/15/2012 10:01 AM
11	1	3/15/2012 9:33 AM
12	2	3/15/2012 8:24 AM
13	2	3/15/2012 7:57 AM
14	1	3/14/2012 3:15 PM
15	1	3/14/2012 2:27 PM
16	1	3/13/2012 11:17 AM
17	1	3/13/2012 10:57 AM
18	1	3/13/2012 10:13 AM
19	1	3/13/2012 10:08 AM
20	1	3/13/2012 9:07 AM
21	1	3/13/2012 9:02 AM
22	1	3/13/2012 8:02 AM
23	1	3/12/2012 3:26 PM
24	1	3/7/2012 12:34 PM
25	1	3/7/2012 12:13 PM
26	1	3/7/2012 11:38 AM
27	1	3/7/2012 11:09 AM
28	1	3/7/2012 10:33 AM
29	1	3/6/2012 4:18 PM
30	1	3/6/2012 3:36 PM
31	1	3/6/2012 3:07 PM
32	1	3/6/2012 1:29 PM
33	1	3/6/2012 1:05 PM
34	1	3/6/2012 12:20 PM
35	1	3/6/2012 12:02 PM
36	1	3/6/2012 11:57 AM
37	1	3/6/2012 11:39 AM
38	2	3/6/2012 10:09 AM
39	1	3/6/2012 9:31 AM
40	2	3/6/2012 8:33 AM
41	2	3/6/2012 8:15 AM

HAndEntry Student Experience Survey

42	1	3/5/2012 2:07 PM
43	1	3/5/2012 12:56 PM
44	1	3/5/2012 12:38 PM
45	2	3/5/2012 12:31 PM
46	2	3/5/2012 12:04 PM
47	2	3/5/2012 11:56 AM
48	1	3/5/2012 11:49 AM
#	I don't think I'd qualify	Date
1	1	4/26/2012 7:51 AM
2	1	4/16/2012 9:05 AM
3	1	4/11/2012 4:27 PM
4	1	4/5/2012 5:15 PM
5	11	4/5/2012 5:08 PM
6	2	4/5/2012 7:52 AM
7	1	4/2/2012 1:21 PM
8	1	3/28/2012 9:29 AM
9	1	3/28/2012 8:57 AM
10	1	3/16/2012 9:03 AM
11	2	3/15/2012 11:19 AM
12	1	3/15/2012 10:27 AM
13	1	3/15/2012 10:22 AM
14	2	3/15/2012 10:07 AM
15	1	3/15/2012 10:01 AM
16	2	3/15/2012 9:33 AM
17	1	3/15/2012 8:24 AM
18	1	3/15/2012 7:57 AM
19	1	3/14/2012 4:54 PM
20	2	3/14/2012 3:35 PM
21	1	3/14/2012 2:37 PM
22	1	3/13/2012 11:23 AM
23	2	3/13/2012 11:17 AM
24	1	3/13/2012 10:21 AM
25	2	3/13/2012 10:08 AM
26	1	3/13/2012 9:57 AM
27	1	3/13/2012 9:28 AM
28	2	3/13/2012 9:02 AM
29	1	3/13/2012 8:30 AM
30	1	3/13/2012 8:02 AM
31	2	3/12/2012 5:14 PM
32	1	3/7/2012 1:25 PM
33	2	3/7/2012 12:13 PM
34	2	3/7/2012 11:38 AM

HAndEntry Student Experience Survey

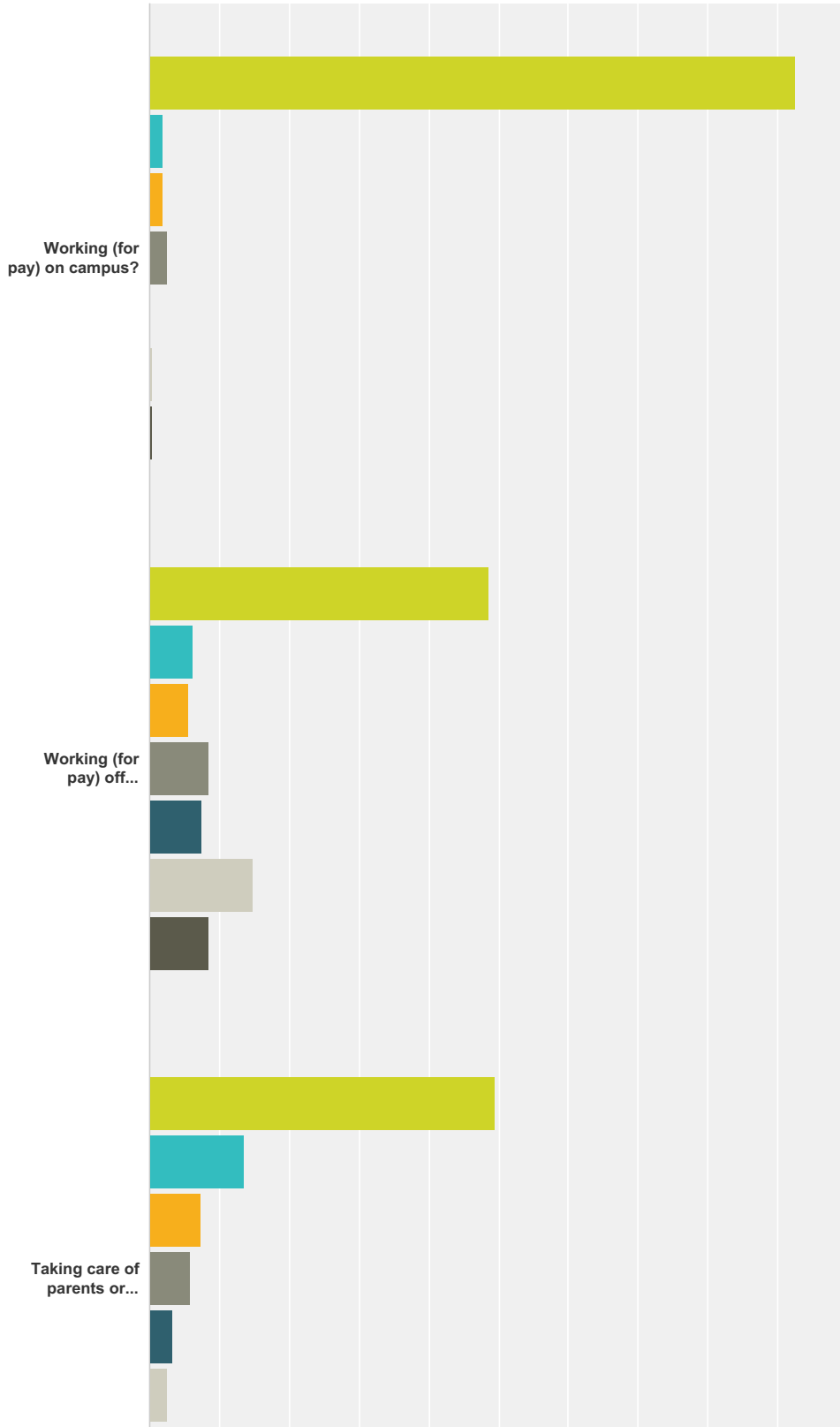
35	1	3/6/2012 4:24 PM
36	1	3/6/2012 3:52 PM
37	2	3/6/2012 3:36 PM
38	1	3/6/2012 3:31 PM
39	2	3/6/2012 3:07 PM
40	1	3/6/2012 1:10 PM
41	2	3/6/2012 1:05 PM
42	1	3/6/2012 12:31 PM
43	2	3/6/2012 12:02 PM
44	1	3/6/2012 10:34 AM
45	11	3/6/2012 10:29 AM
46	1	3/6/2012 9:37 AM
47	2	3/6/2012 9:31 AM
48	1	3/6/2012 8:33 AM
49	2	3/6/2012 8:15 AM
50	1	3/5/2012 1:54 PM
51	1	3/5/2012 1:48 PM
52	2	3/5/2012 1:10 PM
53	1	3/5/2012 12:31 PM
54	1	3/5/2012 12:04 PM
55	2	3/5/2012 11:56 AM
#	Other	Date
1	2	4/5/2012 7:59 AM
2	1	3/22/2012 8:33 AM
3	Don't understand this section	3/19/2012 5:21 PM
4	1	3/15/2012 10:07 AM
5	1	3/15/2012 9:55 AM
6	2	3/14/2012 4:54 PM
7	2	3/13/2012 10:57 AM
8	2	3/13/2012 8:30 AM
9	1	3/13/2012 8:13 AM
10	1	3/13/2012 8:02 AM
11	2	3/7/2012 1:25 PM
12	2	3/7/2012 1:16 PM
13	2	3/7/2012 12:34 PM
14	2	3/7/2012 12:20 PM
15	1	3/7/2012 11:31 AM
16	2	3/6/2012 1:29 PM
17	1	3/6/2012 12:36 PM
18	1	3/6/2012 12:07 PM
19	2	3/6/2012 11:57 AM
20	2	3/6/2012 11:39 AM

HAndEntry Student Experience Survey

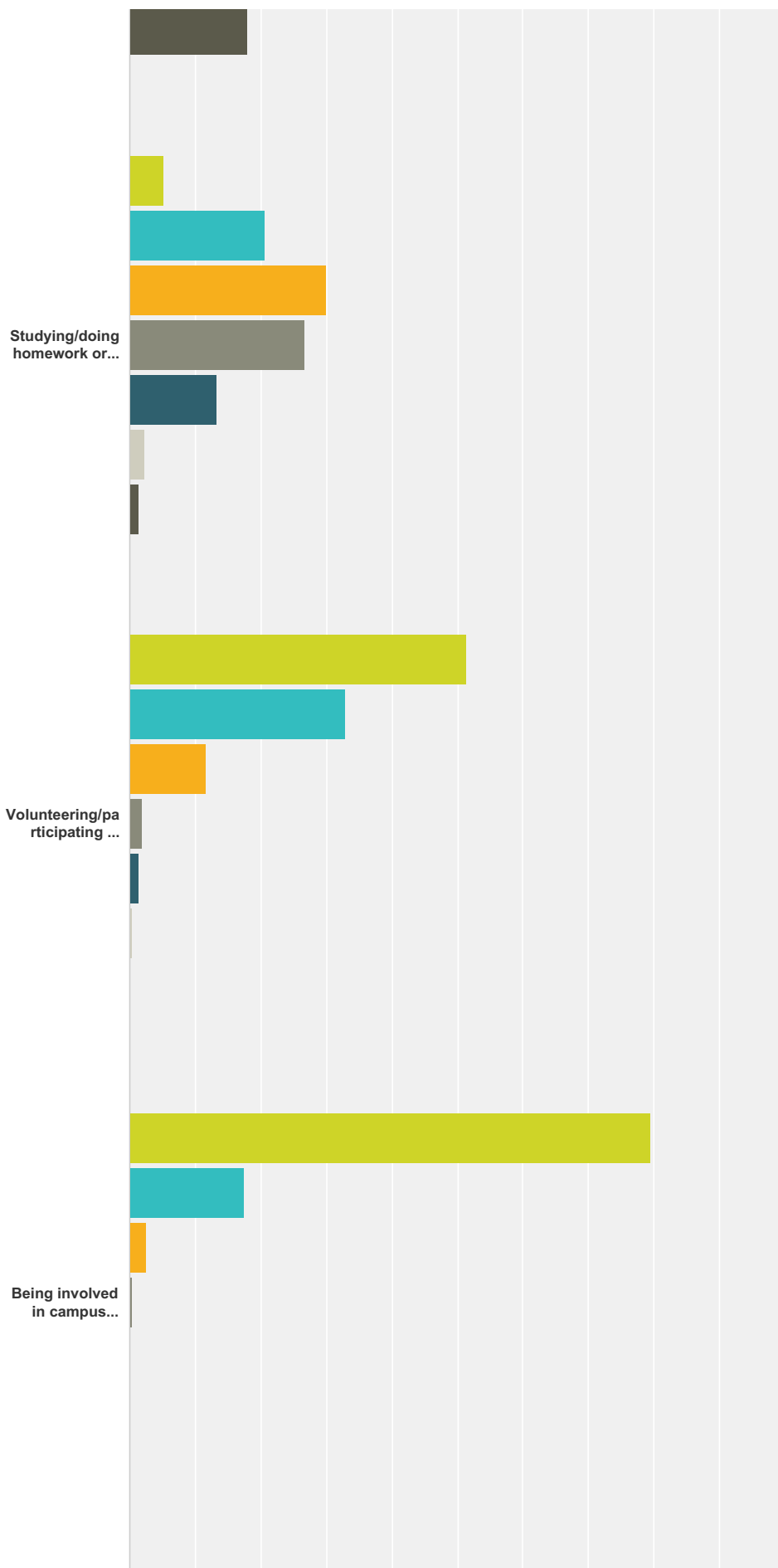
21	2	3/6/2012 10:34 AM
22	1	3/6/2012 10:09 AM
23	2	3/6/2012 8:15 AM
24	2	3/6/2012 7:59 AM
25	2	3/5/2012 1:48 PM
26	1	3/5/2012 1:41 PM

Q29 During this current semester, about how many hours do you spend in a typical 7-day week? (Mark the box at the right indicating hours for each row)

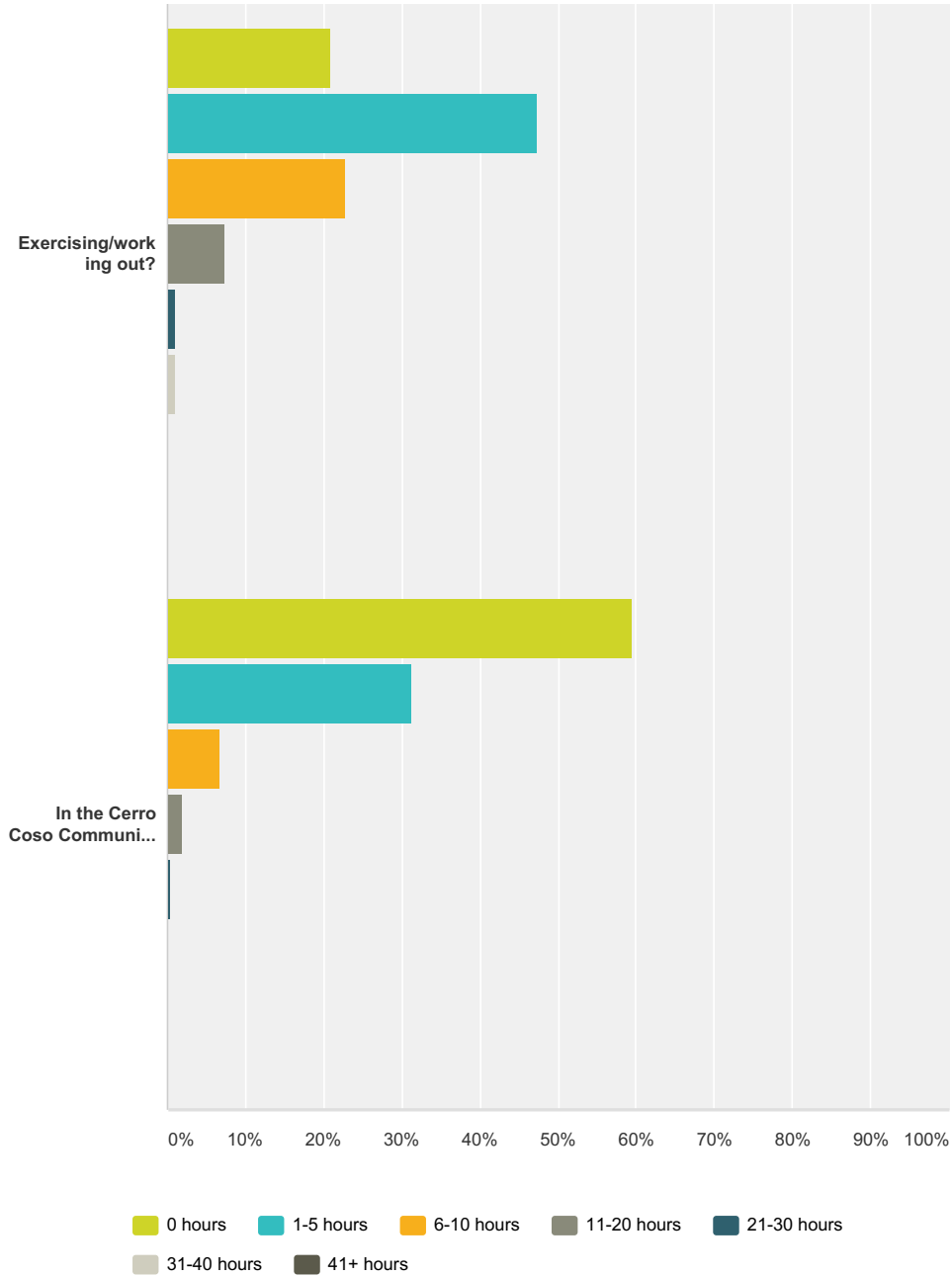
Answered: 213 Skipped: 3



HAndEntry Student Experience Survey



HANdEntry Student Experience Survey



	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31-40 hours	41+ hours	Total
Working (for pay) on campus?	92.57% 187	1.98% 4	1.98% 4	2.48% 5	0.00% 0	0.50% 1	0.50% 1	202
Working (for pay) off campus?	48.57% 102	6.19% 13	5.71% 12	8.57% 18	7.62% 16	14.76% 31	8.57% 18	210
Taking care of parents or children?	49.51% 102	13.59% 28	7.28% 15	5.83% 12	3.40% 7	2.43% 5	17.96% 37	206
Studying/doing homework or team projects outside of class?	5.26% 11	20.57% 43	30.14% 63	26.79% 56	13.40% 28	2.39% 5	1.44% 3	209
Volunteering/participating in community service?	51.46% 106	33.01% 68	11.65% 24	1.94% 4	1.46% 3	0.49% 1	0.00% 0	206
Being involved in campus sponsored activities?	79.51% 163	17.56% 36	2.44% 5	0.49% 1	0.00% 0	0.00% 0	0.00% 0	205

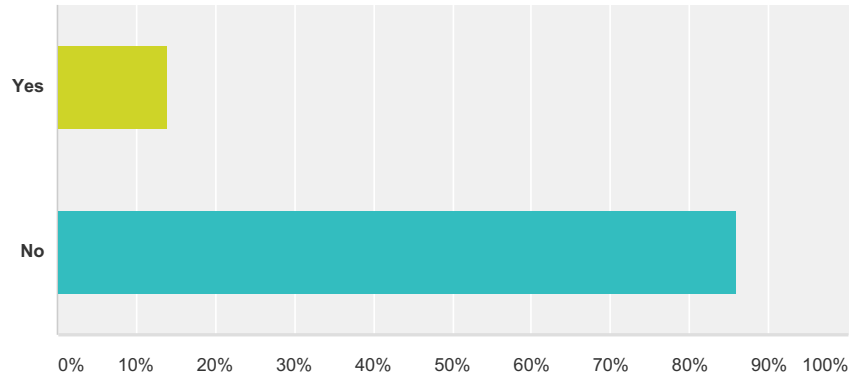
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Exercising/working out?	20.77% 43	47.34% 98	22.71% 47	7.25% 15	0.97% 2	0.97% 2	0.00% 0	207
In the Cerro Coso Community College Library?	59.42% 123	31.40% 65	6.76% 14	1.93% 4	0.48% 1	0.00% 0	0.00% 0	207

HAndEntry Student Experience Survey

Q30 Do you have a Coyote Card?

Answered: 208 Skipped: 8

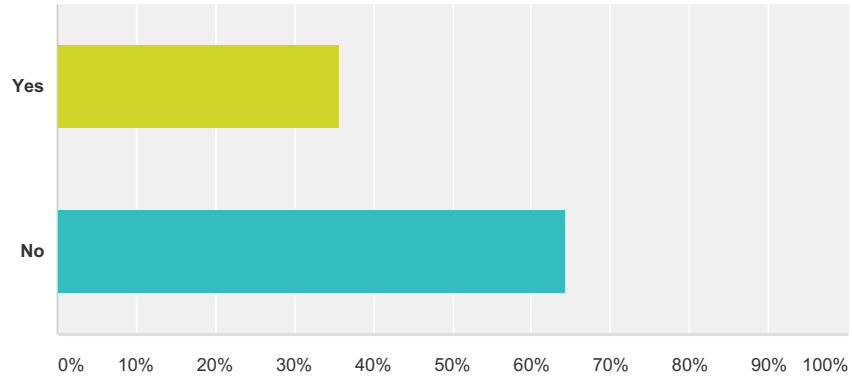


Answer Choices	Responses
Yes	13.94% 29
No	86.06% 179
Total	208

HAndEntry Student Experience Survey

Q31 Did you know you can use your Coyote Card as a discount card in town?

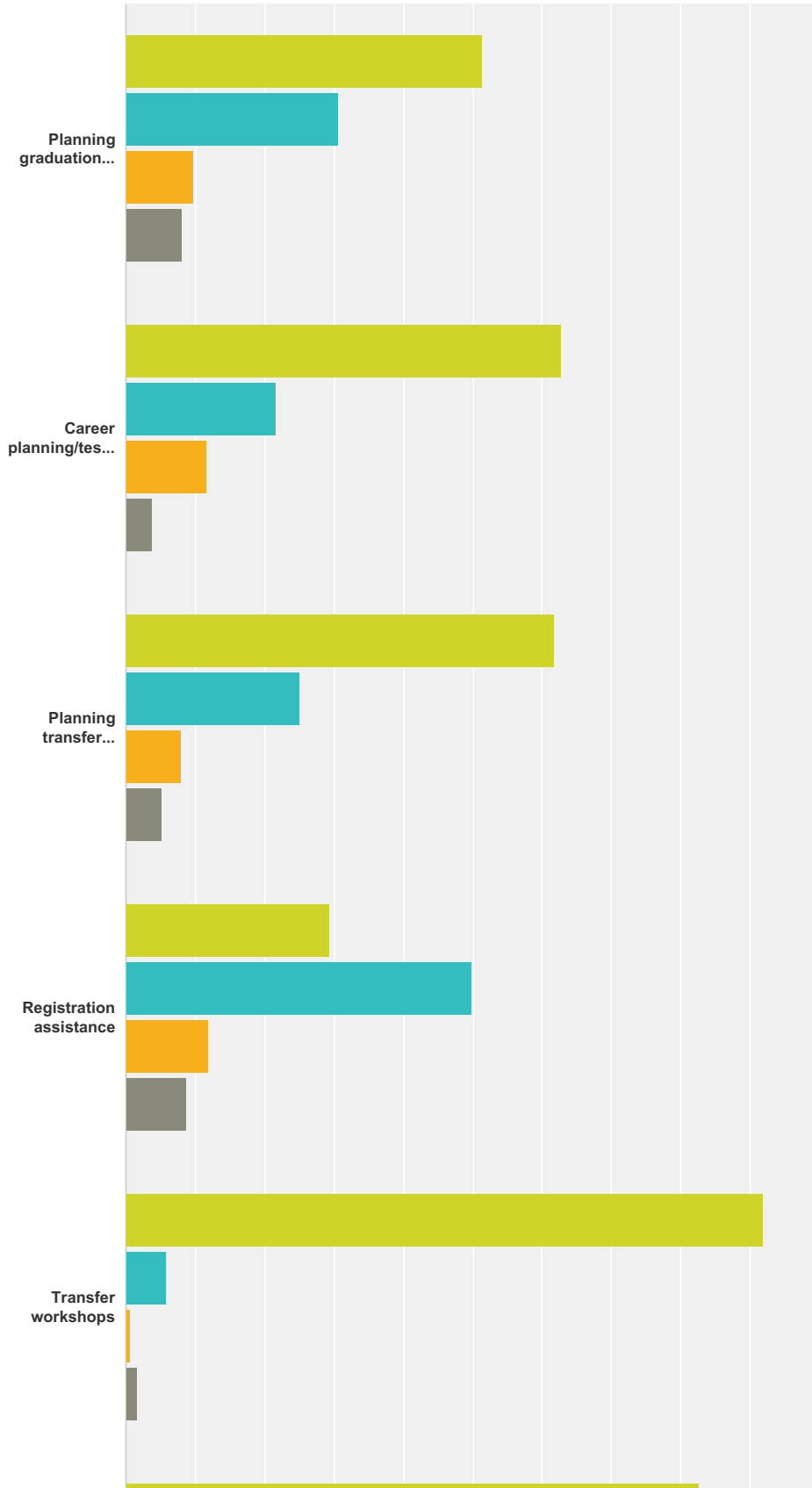
Answered: 205 Skipped: 11



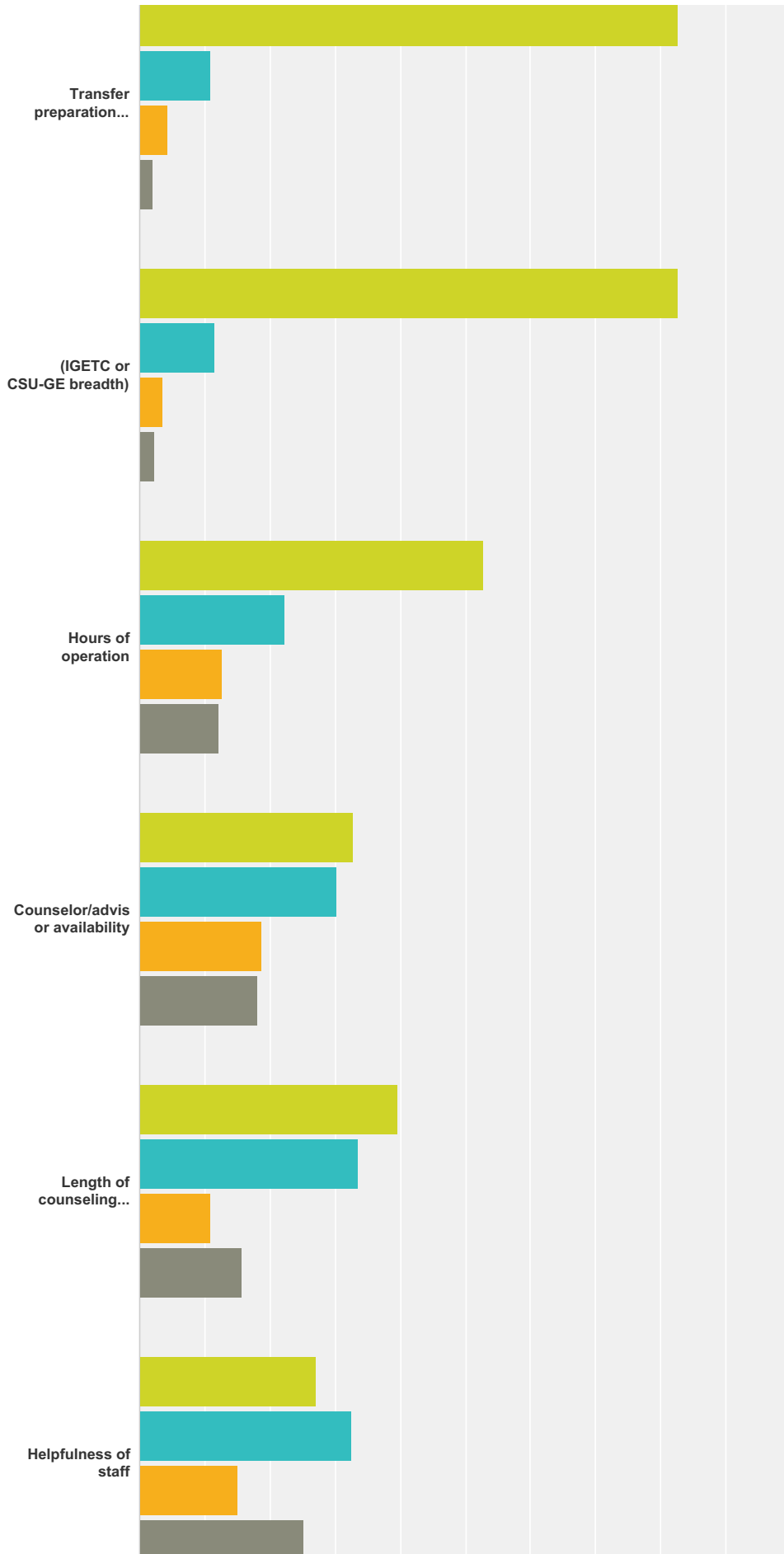
Answer Choices	Responses	
Yes	35.61%	73
No	64.39%	132
Total		205

Q32 How often have you used the following services in the Counseling Dept?

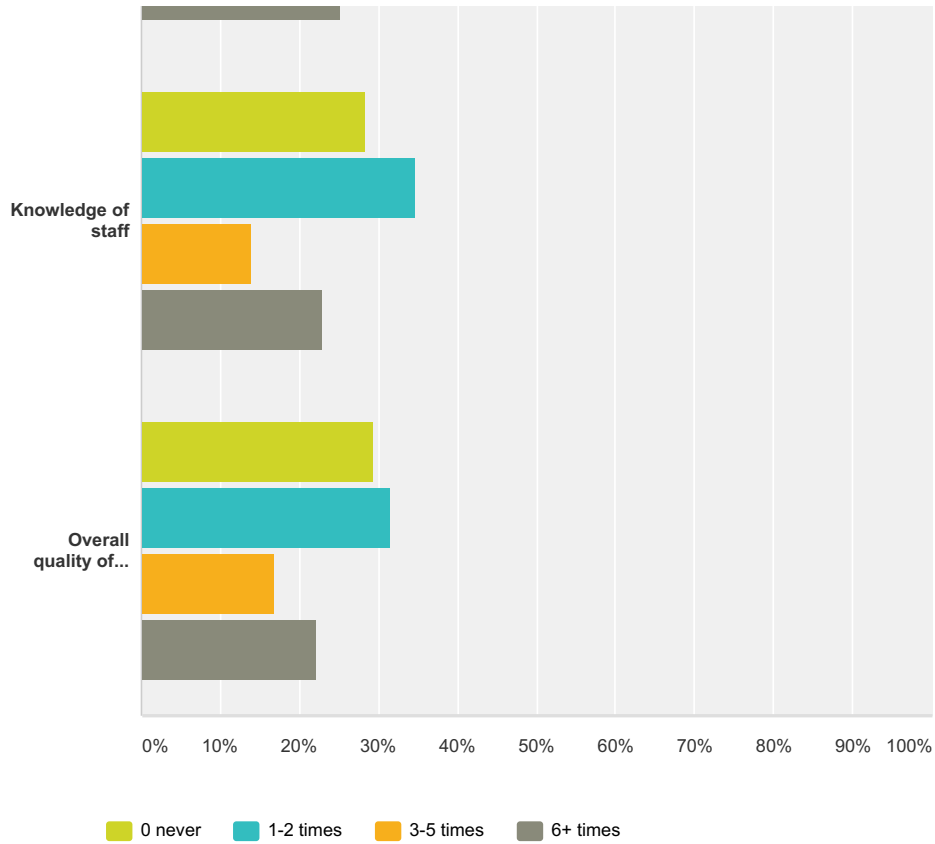
Answered: 201 Skipped: 15



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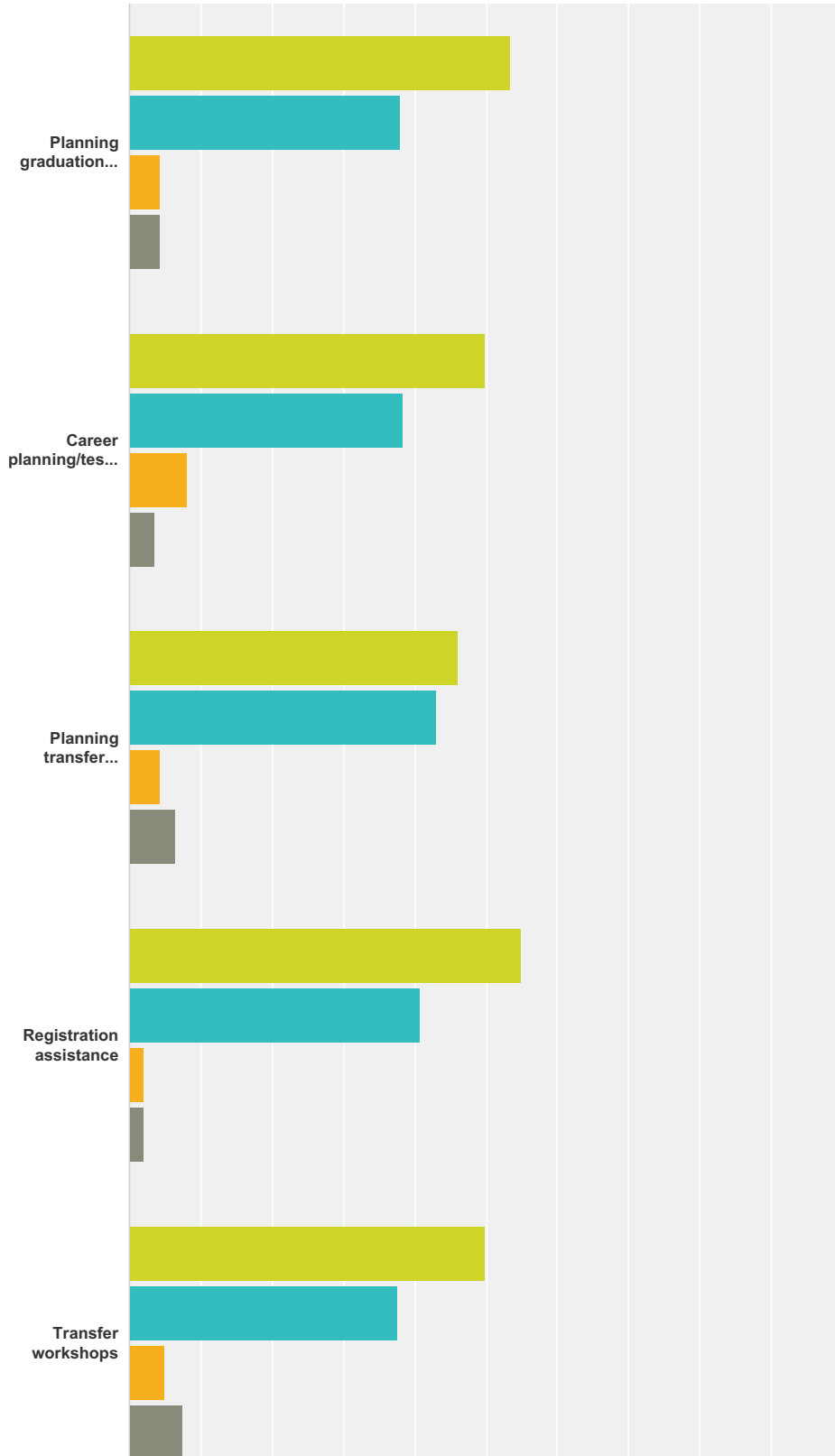
HAndEntry Student Experience Survey



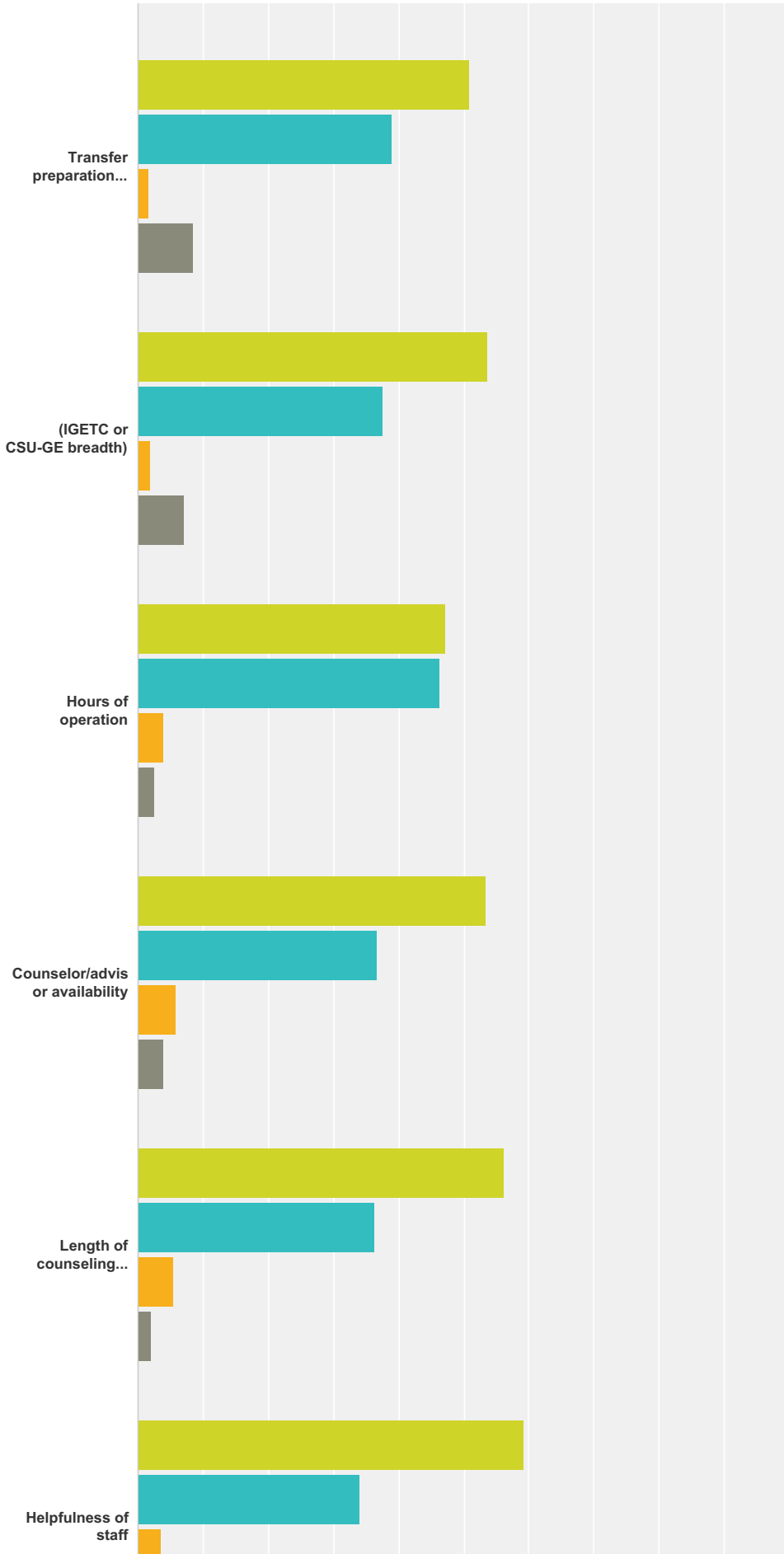
	0 never	1-2 times	3-5 times	6+ times	Total
Planning graduation requirements	51.28% 100	30.77% 60	9.74% 19	8.21% 16	195
Career planning/testing	62.77% 118	21.81% 41	11.70% 22	3.72% 7	188
Planning transfer courses	61.78% 118	25.13% 48	7.85% 15	5.24% 10	191
Registration assistance	29.38% 57	50.00% 97	11.86% 23	8.76% 17	194
Transfer workshops	91.89% 170	5.95% 11	0.54% 1	1.62% 3	185
Transfer preparation handouts	82.70% 153	10.81% 20	4.32% 8	2.16% 4	185
(IGETC or CSU-GE breadth)	82.76% 144	11.49% 20	3.45% 6	2.30% 4	174
Hours of operation	52.87% 83	22.29% 35	12.74% 20	12.10% 19	157
Counselor/advisor availability	32.70% 52	30.19% 48	18.87% 30	18.24% 29	159
Length of counseling session	39.73% 58	33.56% 49	10.96% 16	15.75% 23	146
Helpfulness of staff	27.21% 40	32.65% 48	14.97% 22	25.17% 37	147
Knowledge of staff	28.47% 41	34.72% 50	13.89% 20	22.92% 33	144
Overall quality of Counseling Center services	29.41% 40	31.62% 43	16.91% 23	22.06% 30	136

Q33 If you HAVE used the following services in the Counseling Dept, please rate your satisfaction. (Rate your satisfaction only if you have used a particular service.)

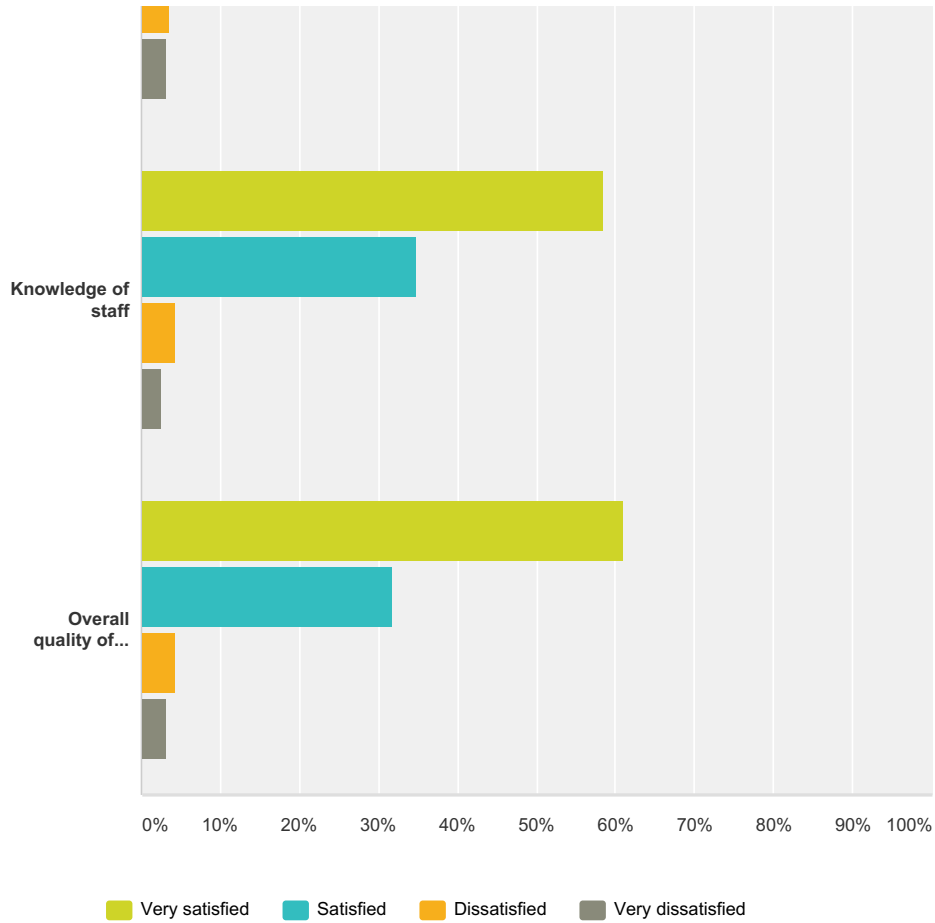
Answered: 179 Skipped: 37



HAndEntry Student Experience Survey



HAndEntry Student Experience Survey



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Planning graduation requirements	53.45% 62	37.93% 44	4.31% 5	4.31% 5	116
Career planning/testing	50.00% 43	38.37% 33	8.14% 7	3.49% 3	86
Planning transfer courses	46.24% 43	43.01% 40	4.30% 4	6.45% 6	93
Registration assistance	55.00% 77	40.71% 57	2.14% 3	2.14% 3	140
Transfer workshops	50.00% 20	37.50% 15	5.00% 2	7.50% 3	40
Transfer preparation handouts	50.85% 30	38.98% 23	1.69% 1	8.47% 5	59
(IGETC or CSU-GE breadth)	53.57% 30	37.50% 21	1.79% 1	7.14% 4	56
Hours of operation	47.15% 58	46.34% 57	4.07% 5	2.44% 3	123
Counselor/advisor availability	53.55% 83	36.77% 57	5.81% 9	3.87% 6	155
Length of counseling session	56.16% 82	36.30% 53	5.48% 8	2.05% 3	146
Helpfulness of staff	59.39% 98	33.94% 56	3.64% 6	3.03% 5	165
Knowledge of staff	58.39% 94	34.78% 56	4.35% 7	2.48% 4	161

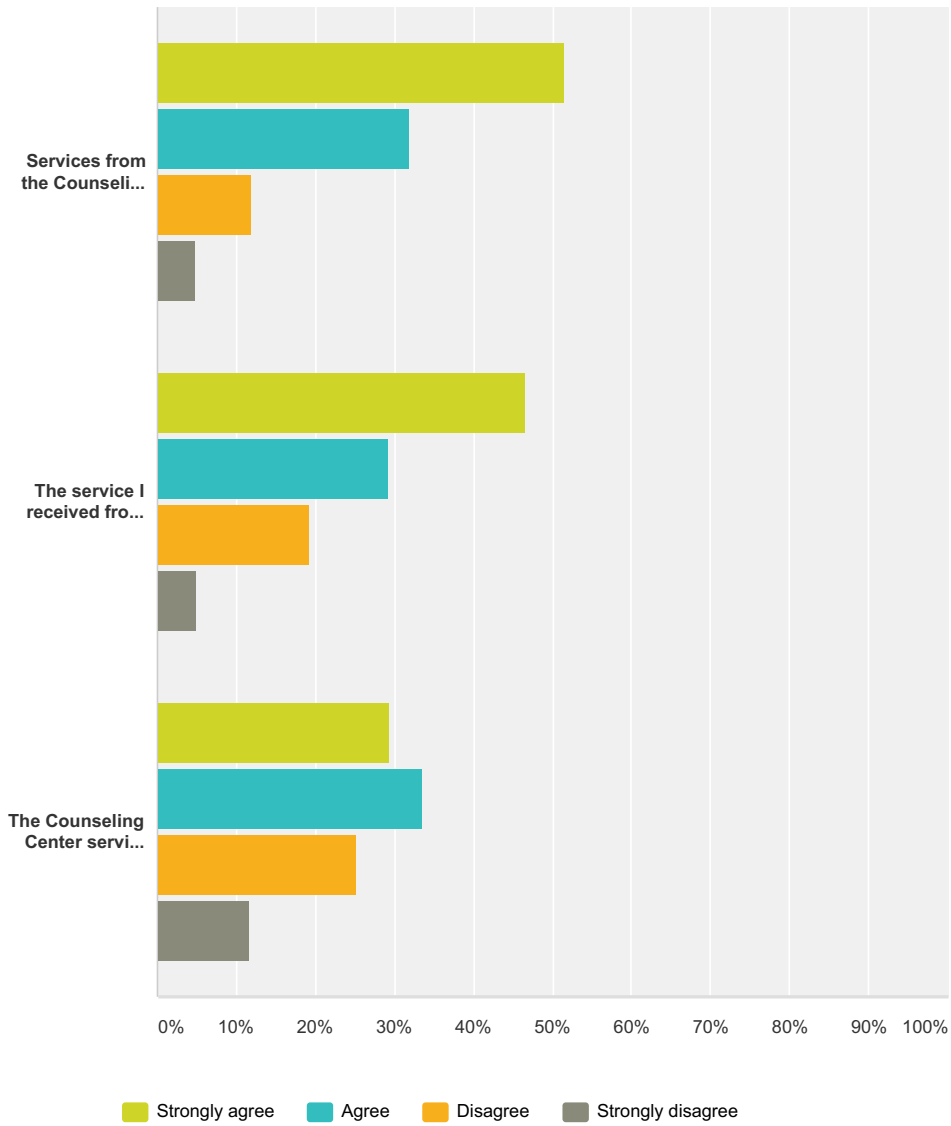
HAndEntry Student Experience Survey

Overall quality of Counseling Center services	60.87% 98	31.68% 51	4.35% 7	3.11% 5	161
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HAndEntry Student Experience Survey

Q34 If you HAVE received Counseling Center services, please tell us if you agree/disagree with the following:

Answered: 169 Skipped: 47

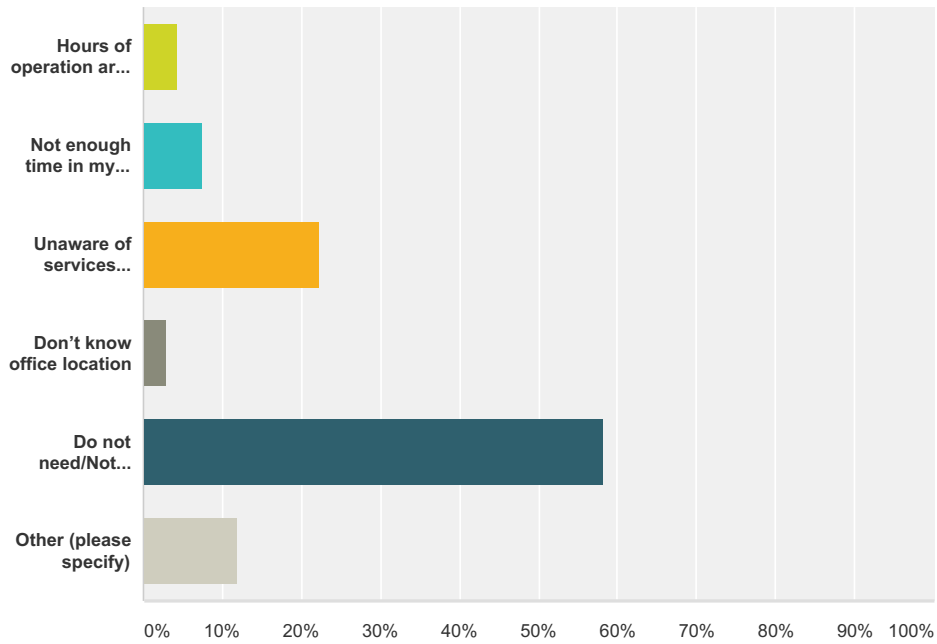


	Strongly agree	Agree	Disagree	Strongly disagree	Total
Services from the Counseling Center helped me attend college at Cerro Coso	51.48% 87	31.95% 54	11.83% 20	4.73% 8	169
The service I received from Counseling helps me stay in school	46.58% 75	29.19% 47	19.25% 31	4.97% 8	161
The Counseling Center services have helped me prepare for transfer to a four-year college	29.45% 43	33.56% 49	25.34% 37	11.64% 17	146

HAndEntry Student Experience Survey

Q35 If you have NOT used any of Cerro Coso's Counseling Center services, please indicate your primary reason.

Answered: 67 Skipped: 149



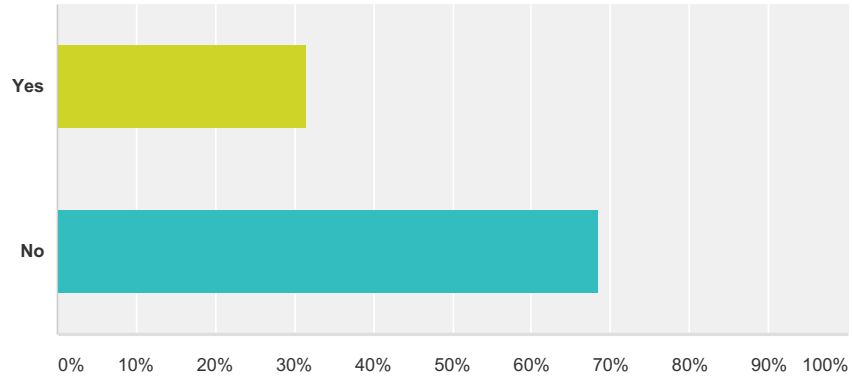
Answer Choices	Responses
Hours of operation are inconvenient	4.48% 3
Not enough time in my schedule	7.46% 5
Unaware of services provides	22.39% 15
Don't know office location	2.99% 2
Do not need/Not applicable	58.21% 39
Other (please specify)	11.94% 8
Total Respondents: 67	

#	Other (please specify)	Date
1	Use service, but feel its a waste of time.	4/3/2012 8:51 AM
2	I used counseling but did everything myself. Research, etc. I just need their signatures for approval of classes.	3/15/2012 9:49 AM
3	Haven't used yet.	3/13/2012 9:15 AM
4	I can't seem to get anyone to listen to me!	3/13/2012 8:04 AM
5	no response	3/7/2012 11:23 AM
6	Use it!	3/6/2012 5:02 PM
7	Not available at S. Kern	3/6/2012 11:21 AM
8	Use of Native American Programs	3/6/2012 10:10 AM

HAndEntry Student Experience Survey

Q36 Have you ever participated in student activities at Cerro Coso?

Answered: 200 Skipped: 16

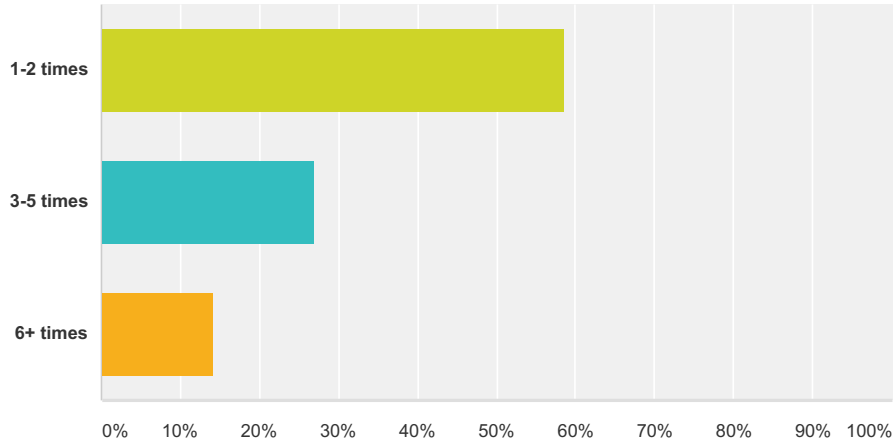


Answer Choices	Responses	
Yes	31.50%	63
No	68.50%	137
Total		200

HAndEntry Student Experience Survey

Q37 If yes, how frequently have you participated?

Answered: 63 Skipped: 153

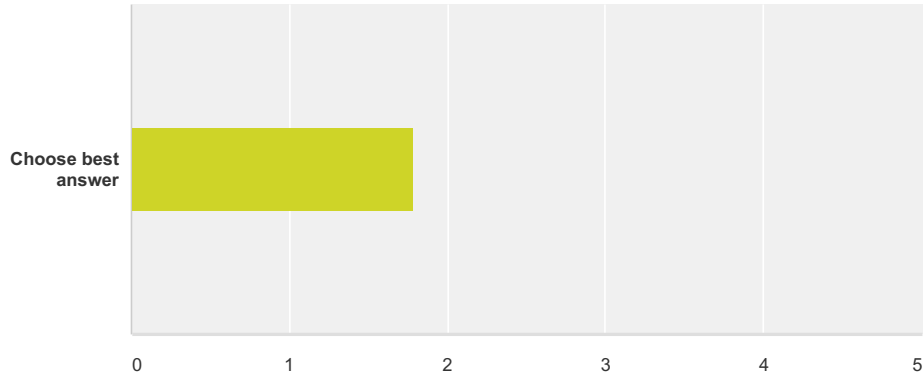


Answer Choices	Responses	
1-2 times	58.73%	37
3-5 times	26.98%	17
6+ times	14.29%	9
Total		63

HAndEntry Student Experience Survey

Q38 How satisfied are you with the student activities available at Cerro Coso?

Answered: 80 Skipped: 136



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N/A	Total	Average Rating
Choose best answer	32.50% 26	58.75% 47	6.25% 5	2.50% 2	0.00% 0	80	1.79

HAndEntry Student Experience Survey

Q39 Do you have suggestions for additional activities you would like to have available at Cerro Coso?

Answered: 41 Skipped: 175

#	Responses	Date
1	No, thank you.	4/11/2012 4:22 PM
2	Community service interaction - projects - cleanup, dramatic performances, music, concerts, tutor outreach to high school students.	4/5/2012 8:02 AM
3	If there are activities going on at the college on campus, maybe sending out emails would be nice.	3/28/2012 9:18 AM
4	Music classes (recording & vocal training) or possibly a choir.	3/22/2012 8:09 AM
5	Free coffee!!! or reduced cost during evening hours so nite students driving home can stay awake!	3/15/2012 12:34 PM
6	No	3/15/2012 11:07 AM
7	I would love to see short term community service classes in the KRV similar to the Levan Institute at BCC especially in the arts.	3/15/2012 10:23 AM
8	More career oriented activities--job fairs, training info, health, etc.	3/15/2012 9:50 AM
9	We should have activities at the Bishop campus as well. We also should have a Zumba class at the Bishop campus.	3/15/2012 9:28 AM
10	Have more activities, live competitions at functions, dances, and perhaps more sports related activities.	3/15/2012 8:16 AM
11	You could have an art display/show of best student works in hall.	3/15/2012 8:07 AM
12	gaming night, casino night, movies (in student center)	3/14/2012 5:02 PM
13	Eastern Sierra Chamber Orchestra should be continued!	3/14/2012 2:28 PM
14	Metal concert. Anything really.	3/13/2012 11:25 AM
15	Community garden and market.	3/13/2012 11:08 AM
16	No	3/13/2012 9:59 AM
17	Not at this time.	3/13/2012 9:15 AM
18	More dances.	3/13/2012 8:51 AM
19	I think the ASCC could be more patient and understanding with students.	3/13/2012 8:32 AM
20	A consoler that would help m e get my GPA straighten out so I an receive my aid! Help please!!	3/13/2012 8:05 AM
21	Clubs	3/12/2012 5:32 PM
22	More FUN activitys for students attending Bishop campus.	3/12/2012 3:41 PM
23	They should have something in Mammoth like ski team at least. No activities in Mammoth. LAME!	3/7/2012 1:20 PM
24	More college trips, like to UCSD	3/7/2012 12:49 PM
25	Advertise the activities more. For example, I did not know about the Masquarade (sorry, spelled that wrong) Ball until the day before it happened.	3/7/2012 12:22 PM
26	Having other sports at Cerro Coso.	3/7/2012 11:45 AM
27	Classes in California City (Labs)	3/7/2012 11:32 AM
28	I think the college would be better if it was bigger and have a dorm.	3/7/2012 11:24 AM
29	n/a	3/6/2012 5:13 PM
30	No activities are available at my campus.	3/6/2012 4:58 PM
31	MSR Groups	3/6/2012 3:54 PM
32	No	3/6/2012 12:47 PM
33	Not at this time.	3/6/2012 12:37 PM

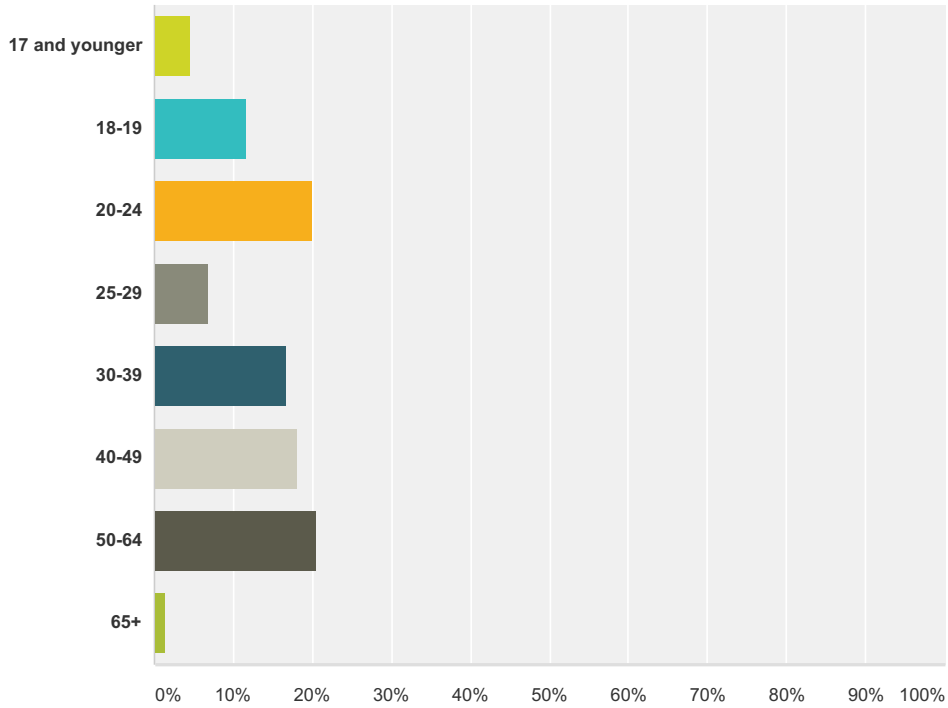
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34	I planned to join a club, but it doesn't fit my schedule this semester. I think that the online club was what I was going to join. I don't know of any better activities.	3/6/2012 12:16 PM
35	More art/literary events/activities. Individual film showings/screenings Higher visibility of volunteer opportunities both at Cerro Coso and in community.	3/6/2012 11:41 AM
36	Class for old people over 50+	3/6/2012 11:16 AM
37	I never attend, and the reason for tht is I was not aware of any.	3/6/2012 9:57 AM
38	ASL Deaf Community events--school garden.	3/6/2012 9:51 AM
39	Having activities would be great. No activities are currently available.	3/6/2012 9:44 AM
40	I'm not aware that there were many student activities here in Bishop.	3/5/2012 1:19 PM
41	No	3/5/2012 11:58 AM

HAndEntry Student Experience Survey

Q40 Indicate your Age:

Answered: 215 Skipped: 1

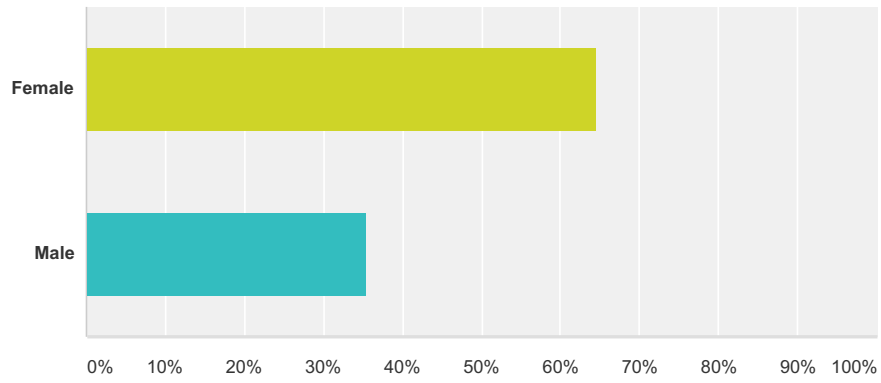


Answer Choices	Responses
17 and younger	4.65% 10
18-19	11.63% 25
20-24	20.00% 43
25-29	6.98% 15
30-39	16.74% 36
40-49	18.14% 39
50-64	20.47% 44
65+	1.40% 3
Total	215

HAndEntry Student Experience Survey

Q41 What is your gender?

Answered: 214 Skipped: 2

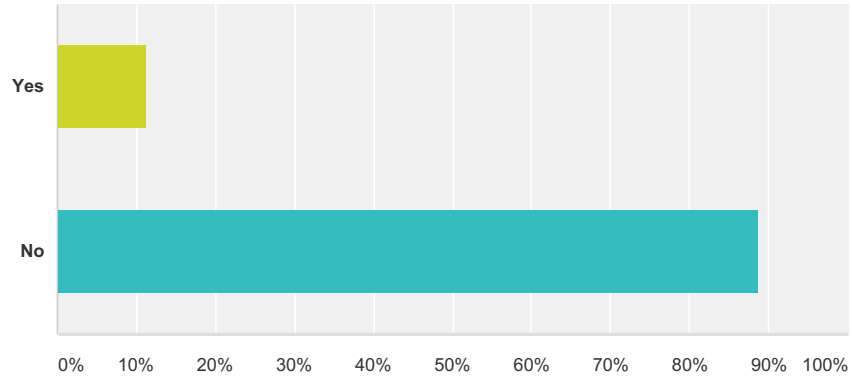


Answer Choices	Responses
Female	64.49% 138
Male	35.51% 76
Total	214

HAndEntry Student Experience Survey

Q42 Are you a Veteran of the U.S. Armed Forces?

Answered: 213 Skipped: 3

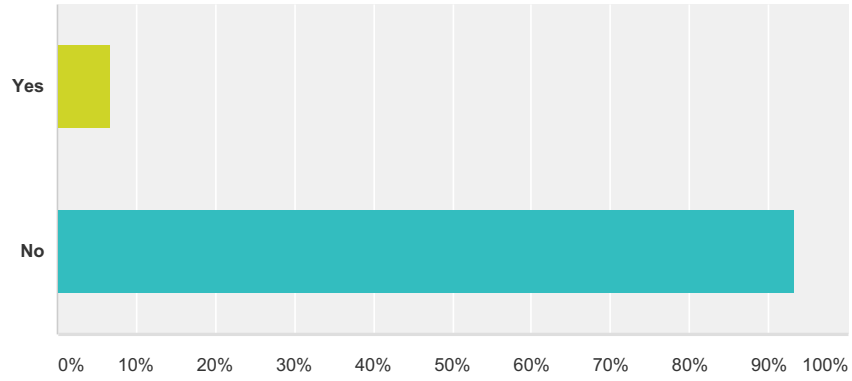


Answer Choices	Responses	
Yes	11.27%	24
No	88.73%	189
Total		213

HAndEntry Student Experience Survey

Q43 Do you receive veterans educational benefits?

Answered: 210 Skipped: 6

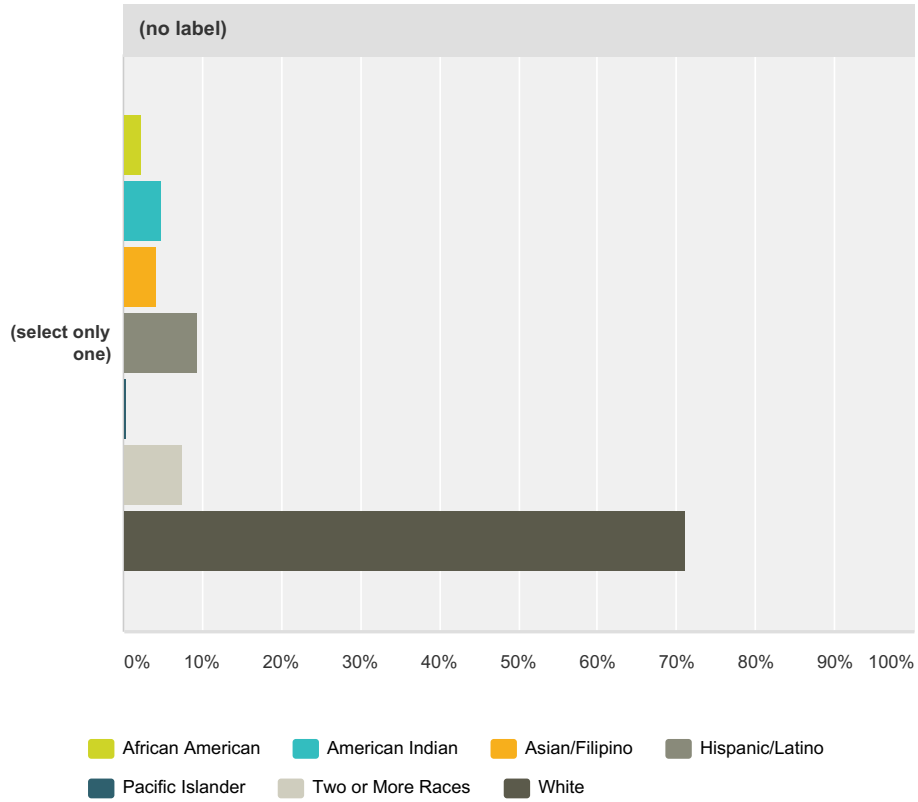


Answer Choices	Responses	
Yes	6.67%	14
No	93.33%	196
Total		210

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Q44 What is your ethnic identification?

Answered: 212 Skipped: 4

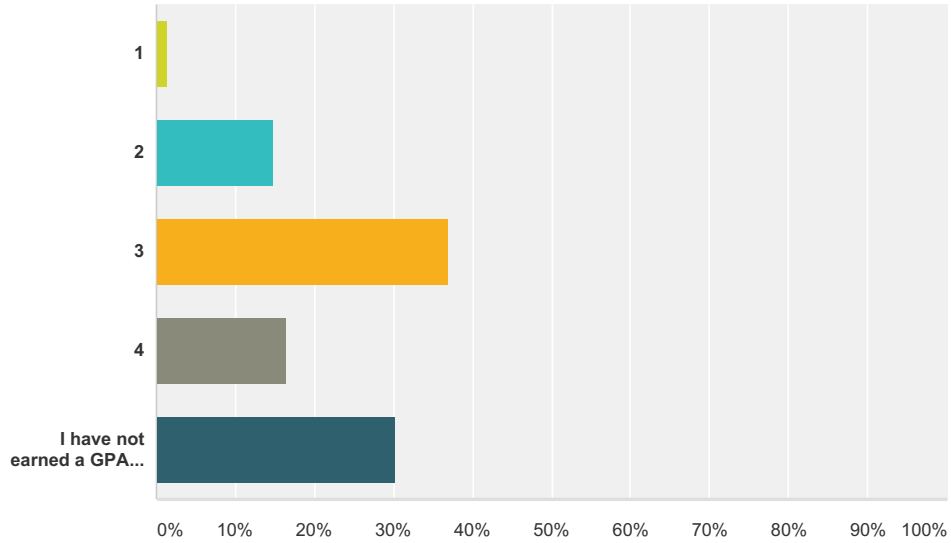


(no label)								
	African American	American Indian	Asian/Filipino	Hispanic/Latino	Pacific Islander	Two or More Races	White	Total
(select only one)	2.36% 5	4.72% 10	4.25% 9	9.43% 20	0.47% 1	7.55% 16	71.23% 151	212

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Q45 What is your cumulative grade point average (GPA) at Cerro Coso?

Answered: 195 Skipped: 21

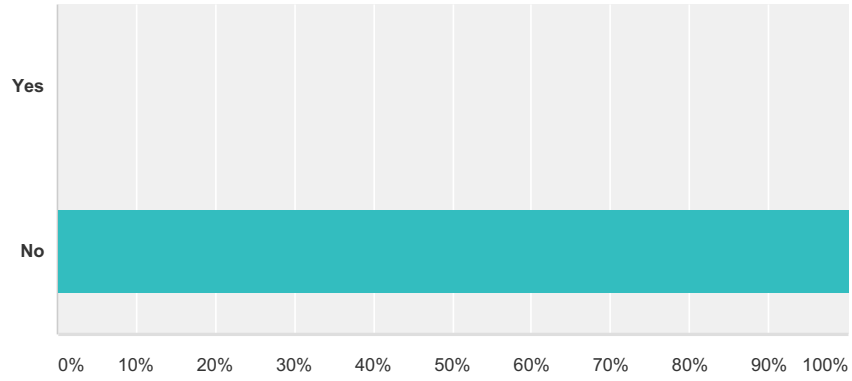


Answer Choices	Responses
1	1.54% 3
2	14.87% 29
3	36.92% 72
4	16.41% 32
I have not earned a GPA yet	30.26% 59
Total	195

HAndEntry Student Experience Survey

Q46 Are you a member of a college sports team?

Answered: 211 Skipped: 5

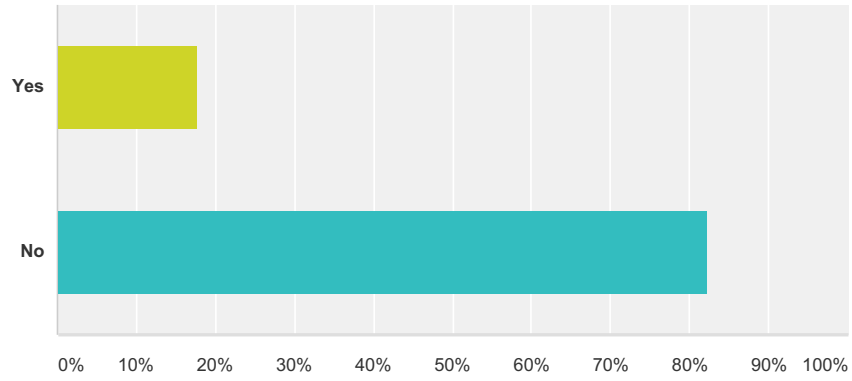


Answer Choices	Responses
Yes	0.00% 0
No	100.00% 211
Total	211

HAndEntry Student Experience Survey

Q47 Are you a single parent?

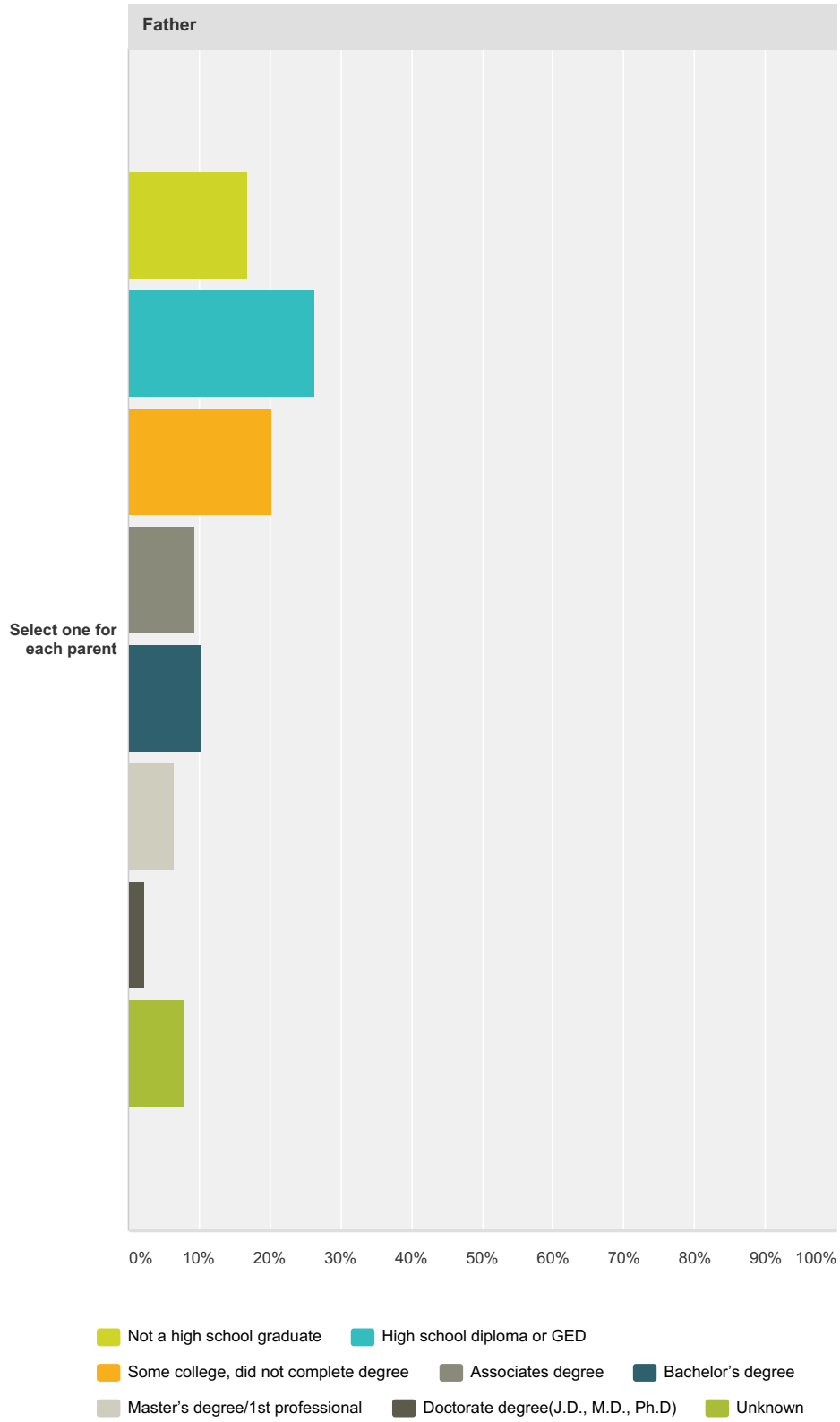
Answered: 213 Skipped: 3



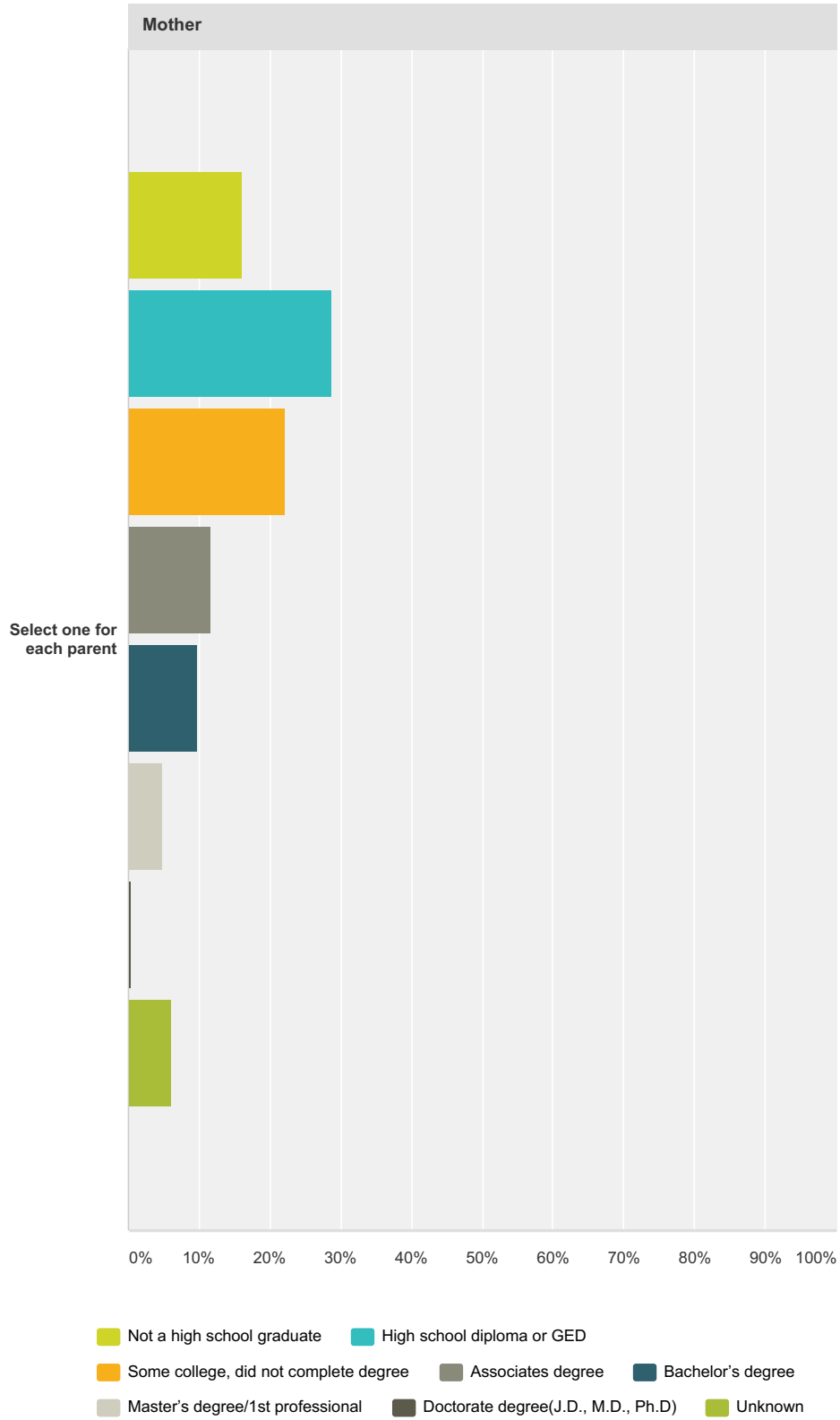
Answer Choices	Responses	
Yes	17.84%	38
No	82.16%	175
Total		213

Q48 What is the highest level of education obtained by your Father and Mother?

Answered: 215 Skipped: 1



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Father									
Not a high school graduate	High school diploma or GED	Some college, did not complete degree	Associates degree	Bachelor's degree	Master's degree/1st professional	Doctorate degree(J.D., M.D., Ph.D)	Unknown	Total	

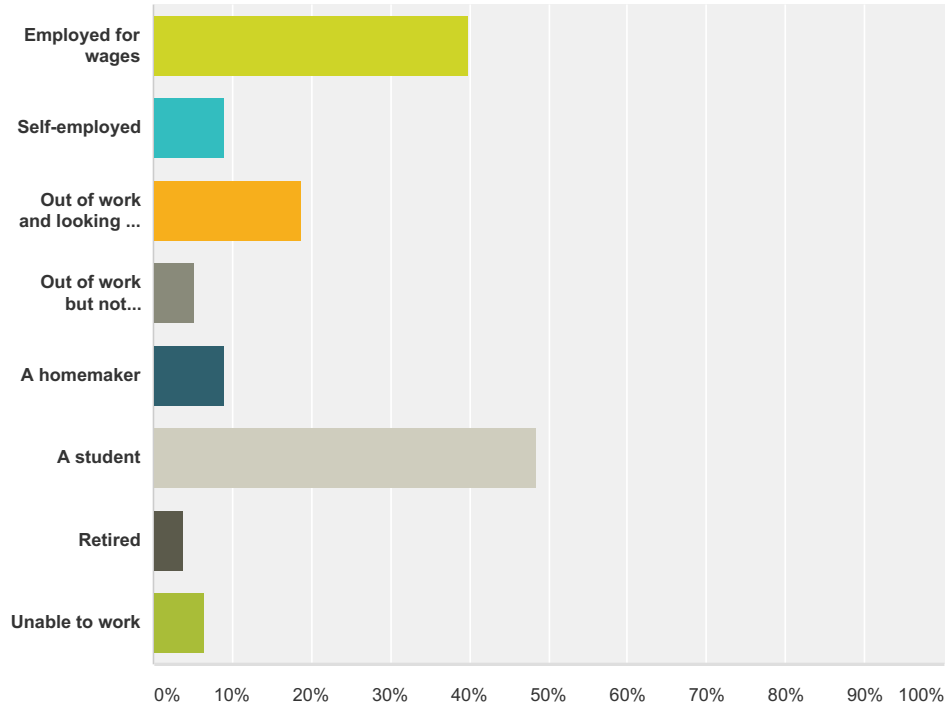
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Select one for each parent	16.90% 36	26.29% 56	20.19% 43	9.39% 20	10.33% 22	6.57% 14	2.35% 5	7.98% 17	213
Mother									
	Not a high school graduate	High school diploma or GED	Some college, did not complete degree	Associates degree	Bachelor's degree	Master's degree/1st professional	Doctorate degree(J.D., M.D., Ph.D)	Unknown	Total
Select one for each parent	16.04% 34	28.77% 61	22.17% 47	11.79% 25	9.91% 21	4.72% 10	0.47% 1	6.13% 13	212

HAndEntry Student Experience Survey

Q49 Employment Status: Are you currently...? (Select up to two)

Answered: 213 Skipped: 3

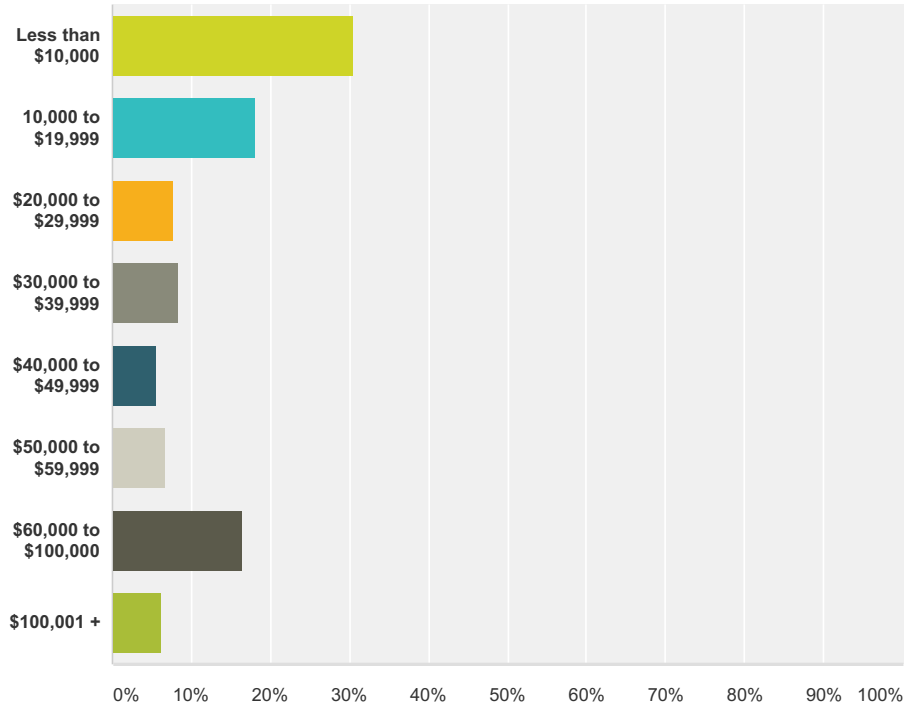


Answer Choices	Responses
Employed for wages	39.91% 85
Self-employed	8.92% 19
Out of work and looking for work	18.78% 40
Out of work but not currently looking for work	5.16% 11
A homemaker	8.92% 19
A student	48.36% 103
Retired	3.76% 8
Unable to work	6.57% 14
Total Respondents: 213	

HAndEntry Student Experience Survey

Q50 Please indicate your annual Household Income from last year:

Answered: 193 Skipped: 23



Answer Choices	Responses
Less than \$10,000	30.57% 59
10,000 to \$19,999	18.13% 35
\$20,000 to \$29,999	7.77% 15
\$30,000 to \$39,999	8.29% 16
\$40,000 to \$49,999	5.70% 11
\$50,000 to \$59,999	6.74% 13
\$60,000 to \$100,000	16.58% 32
\$100,001 +	6.22% 12
Total	193

HAndEntry Student Experience Survey

Q51 If you have comments or would like to elaborate on previous question responses, please use the space below. Please try to be specific if possible.

Answered: 72 Skipped: 144

#	Responses	Date
1	Please offer more physical education classes to those of us who have maxed out on the number of times we have taken a class. Most importantly, cardio and weight lifting. Any questions please call 760 375-1574. Thank you.	4/16/2012 9:08 AM
2	Admissions & Records staff were rude and not very helpful to me at anytime I've needed their service.	4/12/2012 8:27 AM
3	I am really pleased with the number & variety of online classes available at Cerro Coso. In addition, I like how "available" the online teachers are. I have been very impressed with the quality on my online course--they are challenging, and I learn a lot.	4/11/2012 4:30 PM
4	My experience at Cerro Coso so far has been great! Thank you	4/10/2012 8:23 AM
5	#6: Dropped Spanish w/Darcie due to M-W schedule/activity conflicts--will re-enroll fall 2012. Would like to see student housing for Bishop Would like to see Coso and Bishop/Inyo County work toward 4-year and post-grad potential, maybe as UC system State College or maybe as university status. Earth Sciences/Hydrology, water law, Native American studies, Geology, Archeology, Agricultural specialties, Astronomy with CARMNA/CAE team animal science/vet, medical studies, air transport/diesel mechanics.	4/5/2012 8:10 AM
6	Dropped classes last semester and this semester due to living situation/relationship difficulties. Will be re-enrolling for summer semester and fall semester. Hoping to make LVN program acceptance for 2013.	4/5/2012 7:42 AM
7	You have taken the wrong person to do the survey. I am just taking volleyball to get my exercises/skills in. I am working full time and just take one class here. I have already got my PhD in Aerospace Engineering (years ago)	4/4/2012 8:57 AM
8	I have noticed there are no hand sanitizer stations around the school. To effectively eliminate or decrease spreading of infections amongst students, these must be located in several places in each building. Everyone benefits.	4/3/2012 9:07 AM
9	#16e: BAD #18: Consistently cancel appointment; not very interested in anything beside themself.	4/3/2012 8:53 AM
10	My first semester was my freshman year in high school, but it was one class for fun; my college education started in 2010. I am a dependant for my parents, but I made between \$5 - 6,000.00 last year.	4/2/2012 1:31 PM
11	My math teacher is very hard to get along with and has made my college experience HORRIBLE!! I'm considering dropping all classes because of Mr. Williams. Some of my class mates already have.	3/28/2012 9:20 AM
12	#6. No units @ CCCC dropped; 21 units dropped at BC 21 years ago because I was stupid. #16. It's helpful to have access to books @ the KRV campus, but very inconvenient that the books go back to Ridgecrest so soon after each semester begins--usually before financial aid is even released!	3/27/2012 10:13 AM
13	Library needs to be open on weekends.	3/26/2012 9:36 AM
14	Under staffed? Do you even have financial aid staff at KRV. They don't know anything, play favorites, and discriminate. Financial Aid needs new staff!	3/22/2012 8:37 AM
15	Cerro Coso Community College helped prepare me for my GED and I passed first try!	3/22/2012 8:29 AM
16	For the online community instead of having discussions, the teachers can possibly record the in-class lecture on an Ipad or use a webcam on the computer. This way the online & in-class students would be learning the same thing, and it also eliminates a workload for the professors having to manage both online and in-class sessions.	3/22/2012 8:12 AM
17	Counseling Center is a joke, you never can talk to the same person twice. You can't ever get an appointment when you need one and they really don't offer much guidance. It's CRAP that most classes are online; this is a "community college" NOT AN ONLINE COLLEGE! Lets see more real classes.	3/16/2012 9:12 AM
18	#6: Drop/withdraw...I was asked by teacher to drop an English class I was not ready for. I couldn't do work in a math class. I couldn't understand in a science class.	3/15/2012 12:44 PM
19	Outstanding for a community college. It offers a lot of assistance for students such as workshops, tutors, etc.	3/15/2012 11:55 AM
20	Am trying to further my education for my family and for myself. To make a better life. #27: Would like to receive a coyote card and also a student ID card. Please forward information to me. Thank you.	3/15/2012 11:38 AM

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21	I don't consider myself a typical student. I'm only taking (currently) Spanish to better my chances at getting employment. My professor is awesome thought (Prof Darcie) and I wish she were teaching Spanish 2 and up but I heard a rumor that there will be no Spanish 2. That's all!	3/15/2012 11:22 AM
22	#18: Bought book for class based on website's requirements. Book was wrong--cost me \$25 in shipping to and from. Teacher stated its book store problem--no resolution yet. #38: I have 3.2 GPA from UNLV.	3/15/2012 10:31 AM
23	Overall, Cerro Coso Community College is an excellent school, provided its location and availability for professors to teach courses. I wish there were more classes offered, but I understand why its unavailable. The sports programs need major improvement and need to market in town more. The counseling/counselors are great, but I pretty much had to do it all myself since I've been a student, and all I need is their signatures for approval.	3/15/2012 9:52 AM
24	I felt the LRC was Noisy with people tutoring others while I was taking a Test. I am a DSPS student and was allowed to take test in early morning in that room. I also felt the library was Noisy during the day while I was trying to study. They told me I could reserve a room especially for that but I felt it was an inconvenience because I don't know ahead of time when I would need the room. If you go to a public library it is more quiet than on campus. I think most student use it as a social gathering place. #6: Dropped Reading 56--I thought the class should have been a English class instead because you were mostly writting essays instead of reading. I felt the discription of the class was misrepresented as for what it was called.	3/15/2012 9:38 AM
25	When I filed the FAFSA form over a year go, it says that it went through on their website, but for some reason I still have not seen or heard about that money from the school. That's why I gave financial aid low scores & also cuz they were not helpful when I called and asked them about my situation.	3/15/2012 8:36 AM
26	Although I have not used the actual library books, I believe that it is an invaluable resource to have on a college campus. Credits Dropped: 3 was for moving a speech class around - signed up for a different one. 4 for English 101 because I had already taken a test exempting me from the class.	3/15/2012 8:18 AM
27	Teacher, Lori Michelon is a true asset to Cerro Coso--Fantastic!	3/15/2012 8:08 AM
28	Admissions & Records Office was very rude to me. I once stood there for about 5 minutes and NO ONE noticed me. I went to complain and they siad "They didn't see me:...for minutes?! Also, I feel the CC Alert is being used wrongly. I got messages when shcoll was not in session. Also, "important messages" should not make me go to the school site. #6. Didn't like teacher's teaching methods.	3/14/2012 5:05 PM
29	Thank you!	3/14/2012 3:36 PM
30	Presently, I am enrolled in C165 Beginning Photo/Darkroom w/Mr. Sergio Ramirez. It would be very profitable to offer an intermediate class so that the present set of students can continue to develop their skills. 35mm darkroom film is becoming a lost art. Cerro Coso offering continued classes in this genre can prepare another generation of learners to keep this art alive.	3/14/2012 2:56 PM
31	I would likke to see the college continue to offer personal development programs like the Eastern Sierra Chamber Orchestra and would like to see reinstall the week-long Spanish Immesion course.	3/14/2012 2:30 PM
32	I am not a typical student. Personal growth is my goal. One class at a time and not every semester.	3/13/2012 11:49 AM
33	#43: Decline to say. Sorry :(Conrats on making it to the end! Only fifty more to go....:D	3/13/2012 11:26 AM
34	I attended CC in 1979 - 1980, just out of high school. My experience the was very good, taking pre-requisites. Now I'm taking computer classes in order to move towards a Master's Degree in Nursing or?. So far, the classes have been very good. Dan Johnson was very good, easing us gently nto the world of computers.	3/13/2012 11:00 AM
35	I feel that the FASFA Program is broken. You have people that use that money for non-chool related things but still continue to get checks. I, on the other hand, do not qualify because of my parents but at no time does it ask if you live on yur own and ask for your wages. I just don't find it fair.	3/13/2012 9:33 AM
36	The aerobics class keeps me healthy.	3/13/2012 9:09 AM
37	I'm not sure of my family's income of this year but I will know once we do our taxes.	3/13/2012 8:52 AM
38	I would like to move classes offered in teh classroom Mondays, Tuesdays, and Wednesdays! All in the classroom, no hybrid classes involving computer. Offer paralegal studies courses in teh classroom for the degree. More Business courses and drafting - engineering courses- tutoring for the classes offered. Some classes don't have tutors.	3/13/2012 8:19 AM
39	I'm having a real bad time with my records and my GPA. Also, when I first started college, because teh college is wrong with the year I started and can't get no one to help me and I don't know what to do...\$300.00 per month for 2 people stuck on welfare and I hate it. Need job real bad. Please would like someone to figure mine out.	3/13/2012 8:08 AM
40	At the KRV Campus, Robin Prior in the financial aide office is the most un-helpful person I've ever come across. She talks to people in a demaining and condesending manner. I have a slittle contact as possible with her.	3/12/2012 5:33 PM
41	I would like to see the Bishop campus whith more activity's clubs, for the students.	3/12/2012 3:50 PM

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42	Incorporating sports teams into the Mammoth campus would be nice. At least a ski team. Online classes are convenient, but when you have to teach yourself math it can be hard to learn all the material.	3/7/2012 1:22 PM
43	I need more transfer help. Counselor was unsure/uneducated in that dept. Would like to have more info available to me.	3/7/2012 12:50 PM
44	My experience at this college overall is very good. The counseling dept. hasn't been as helpful as I hoped and it can be hard to get a hold of the counselors. Other than that, I've really enjoy attending this college.	3/7/2012 12:43 PM
45	#25: They needed to have my mom's information and she said she doesn't want to provide it. I am very dissatisfied that I couldn't use the career services because my FAFS wasn't complete.	3/7/2012 12:24 PM
46	More emphasis on trades, ie: welding, construction, nursing, and not on college prep. Most of my classmates are young men and women trying to learn a trade so they can get a job.	3/7/2012 12:16 PM
47	I have had great success with Cerro Coso. It is a great place to start for my BA degree. Mary Peoples is an amazing advisor as well as the ladies at the LAC.	3/7/2012 11:19 AM
48	#43: The annual income listis more personal. I do not know what the income of my parents was.	3/6/2012 4:21 PM
49	Keep up the good work Coyotes!	3/6/2012 4:10 PM
50	I can make it on my own...survival of the fittest.	3/6/2012 1:32 PM
51	Need more counselors! I believe financial aid needs more organization, and we need more counselors in KRV campus. We also need more choices in classes. I do understand about cutbacks but its hard when we are limited. Thank you, Tammy Reyes	3/6/2012 1:26 PM
52	I was sold the wrong book for my calculus class. I had a counseling session prior to this current semester. While I arrived 10 to 15 minutes early, my counselor, Ms. Kennedy, was 30 to 45 minutes late, and she then seemed hurried. It appeared that she was not concerned about my questions.	3/6/2012 1:19 PM
53	Going back to school has always been a dream. I was always working. Now I have the time and am very grateful. I feel I will fulfill my dream for a GED and better job for my family.	3/6/2012 1:01 PM
54	I have earned a BA but I'm attending CCCC to explore other interests/career/educational goals.	3/6/2012 12:33 PM
55	I think I answered all that I knew the answer to be.	3/6/2012 12:27 PM
56	#43: I do not know my dad's annual salary. #38: I believe it is 3.0. I got all Bs for my first three classes last semester and I got a B in my summer reading class.	3/6/2012 12:17 PM
57	I am still a little confuse in the process of the FAFSA. I had filled out because I never heard about qualifying for it or not. So if I can please get some help from you guys on that would really appreciate it.	3/6/2012 12:10 PM
58	i love the learning resource center. Thank you! Also, the Cerro Coso website makes it easy to do things online like find out about class schedules, register, and make payments. I'd like to be more involved with student activities, but I take so few credit hours per semester that I spend most of my time away from campus.	3/6/2012 11:43 AM
59	Counseling Center/Admissions, I had a problem with a dropped class. I was dropped due to a "clerical error" on teh part of the college and after 4 unreturned messages I was able to reach a human who refused to help. It was only after becoming irate did the college employee transfer me to someone who fixed the problem. Bookstore. I rented a book and returned it on time. I was sent an unpleasant email that I would be charged \$130.00 for not returning it and I had the tracking # proving it was received. 3 messages with the bookstore went unreturned and I was charged \$130.00. Two more unreturned messages and three weeks and I was finally credited the charge. 5 unreturned messages is hideous service. Questions 16 and 31 are the same. Be professional and pay attention.	3/6/2012 11:26 AM
60	I would just like tot say that last semester was my first up at Cerro Coso and I found absolutely NO help at the counseling . I felt that if you didn't come in knowing exactly what to ask, you weren't going to get any answers. Also, you have many different papers stating the types of degrees you offer but you don't have half the classes for the degree programs. It's very misleading.	3/6/2012 10:25 AM
61	I use the local Native American Education Program.	3/6/2012 10:11 AM
62	The counselor is great! Very helpful!	3/6/2012 9:44 AM
63	Instructors at CC IWV are exceptionally knowledgeable. Over all, I am pleased to attend this school. However, my experience with Financial Aid staff is disappointing. Out of the approximately 12 times I contacted them, I received one call-back. Also, when I first started going to CC (was married at the time) I was told that my husband made too much and that I shouldn't bother applying. Through the encouragement of one of the Instructors to do it, (applying for financial aid, by myself online. I got a small financial aid. This small amount was a huge help to me and my family...I thought I was going to have to drop out due to lack of funds. Would have been nice to have known that our family income was just a little over. Didn't qualify for a lot, but I did qualify for some.	3/6/2012 9:27 AM

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64	Financial Aid is one of the main reasons I am able to attend college. The woman who worked the office while I was attempting to get my financial aid filled out wasn't incredibly helpful. She would talk on her cell phone while I was trying to ask a question and lost a paper I had filled out tht was essential to my receiving of my financial aid. I only found that out after countless times going in there trying to get it straightened out.	3/6/2012 9:10 AM
65	Thanks for everyone's help. I'm looking forward to a career in Nursing and CCCC has and is helping make this possible.	3/6/2012 8:11 AM
66	It would be nice if we had more computer services. Our Lab at KRV always has testing and classes in the Computer Lab.	3/5/2012 3:52 PM
67	I dropped pre-calculus at the high school in 2009 due to stress & not needing the class. I also dropped ceramics because I did not enjoy the class and not having assistance from the teachers when needed.	3/5/2012 1:28 PM
68	I plan on pursuing an engineering career and, thankfully, Cerro Coso has offered the advanced math classes here in Bishop. Unfortunately, there isn't much more being offered that leads down my planned path. I feel that while the counseling staff is extremely helpfull and knowledgeable about helping students attend Cerro Coso, they are much less experienced with the outside educational paths.	3/5/2012 1:21 PM
69	*6. Calc	3/5/2012 12:41 PM
70	Allow concurrent students take more classes, 2 per semester--1 online and 1 in class.	3/5/2012 12:34 PM
71	I have had great experiences so far with the teachers at Cerro Coso online. However, the counselor I had misguided me with what classes I needed to complete my associates degree and transfer to a 4-year. Also, she looked at my previous transcript and informed me that some of my clases were transferred over fine. However, when I spoke to another counselor, they informed me she was wrong. I have to give a plan to my financial aid (my CAA) for military spouses and I had to change my plan twice for them because Jan misinformed me. This was frustrating. So were the hours she is on Edwards AFB. (Once a week!?)	3/5/2012 12:26 PM
72	It's a shame there aren't more students or classes that are specific to China Lake Weapons Center.	3/5/2012 11:45 AM

HAndEntry Student Experience Survey

Q52 Would you like to enter your name in the drawing for two iPods and other prizes? If so, please enter your information below. The research office will separate survey responses from any personal information. Entries will be forwarded to Student Services.(Only one entry per student. Entries limited to survey participants.)

Answered: 0 Skipped: 216

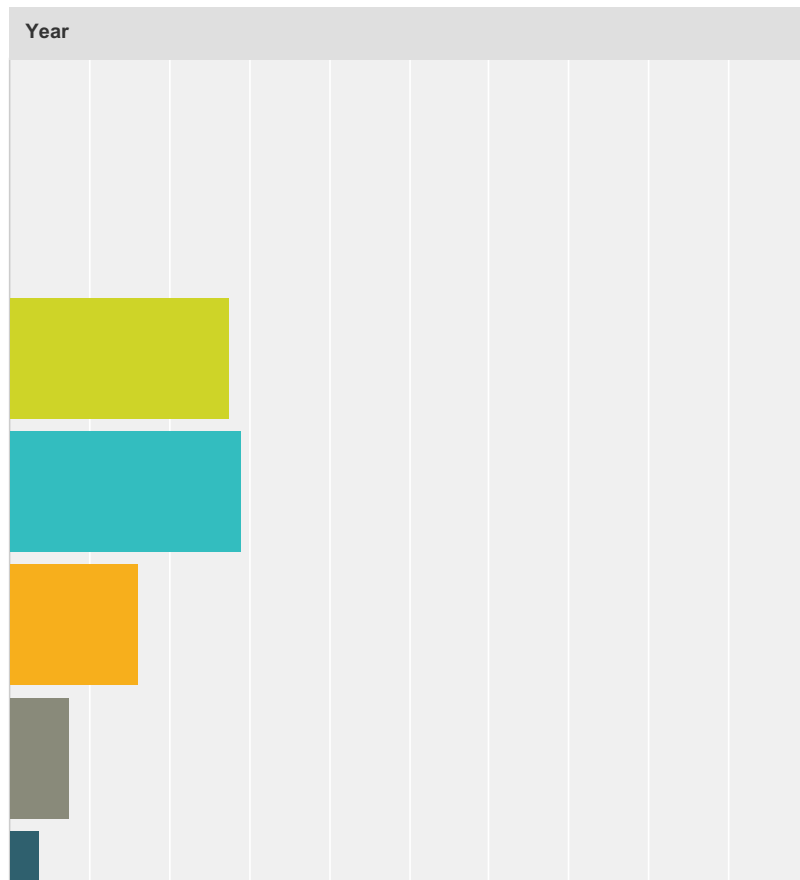
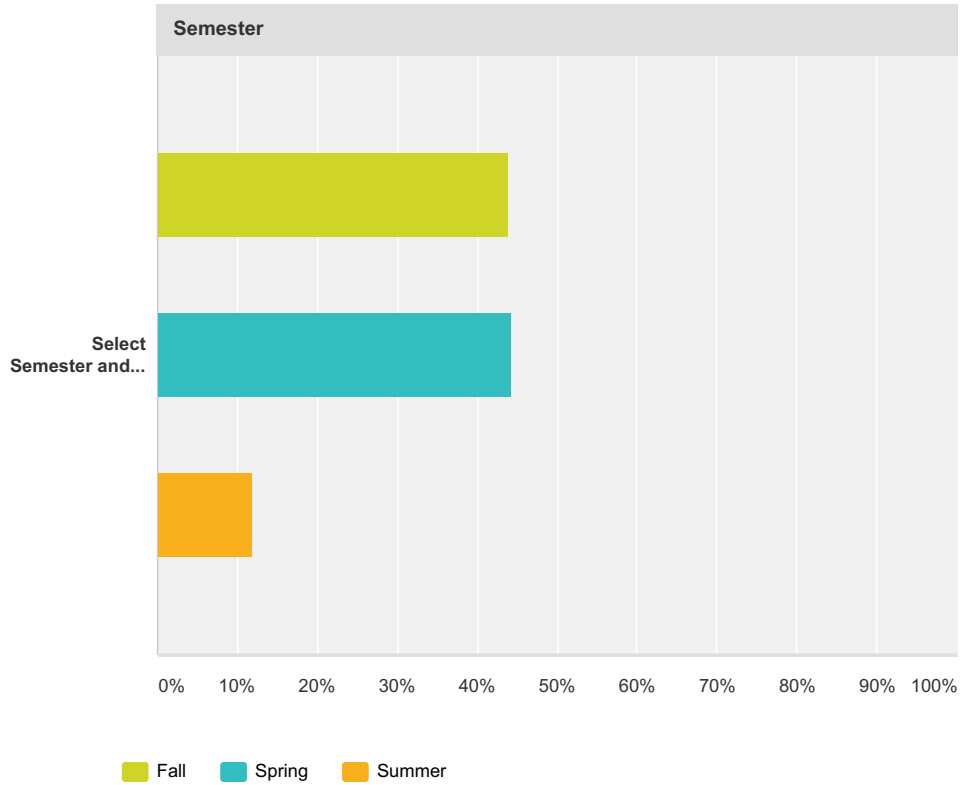
Answer Choices	Responses
Your name	0.00% 0
Your mailing address	0.00% 0
Your email address	0.00% 0
Your phone number where you can be reached on April 20, 2012.	0.00% 0

#	Your name	Date
	There are no responses.	
#	Your mailing address	Date
	There are no responses.	
#	Your email address	Date
	There are no responses.	
#	Your phone number where you can be reached on April 20, 2012.	Date
	There are no responses.	

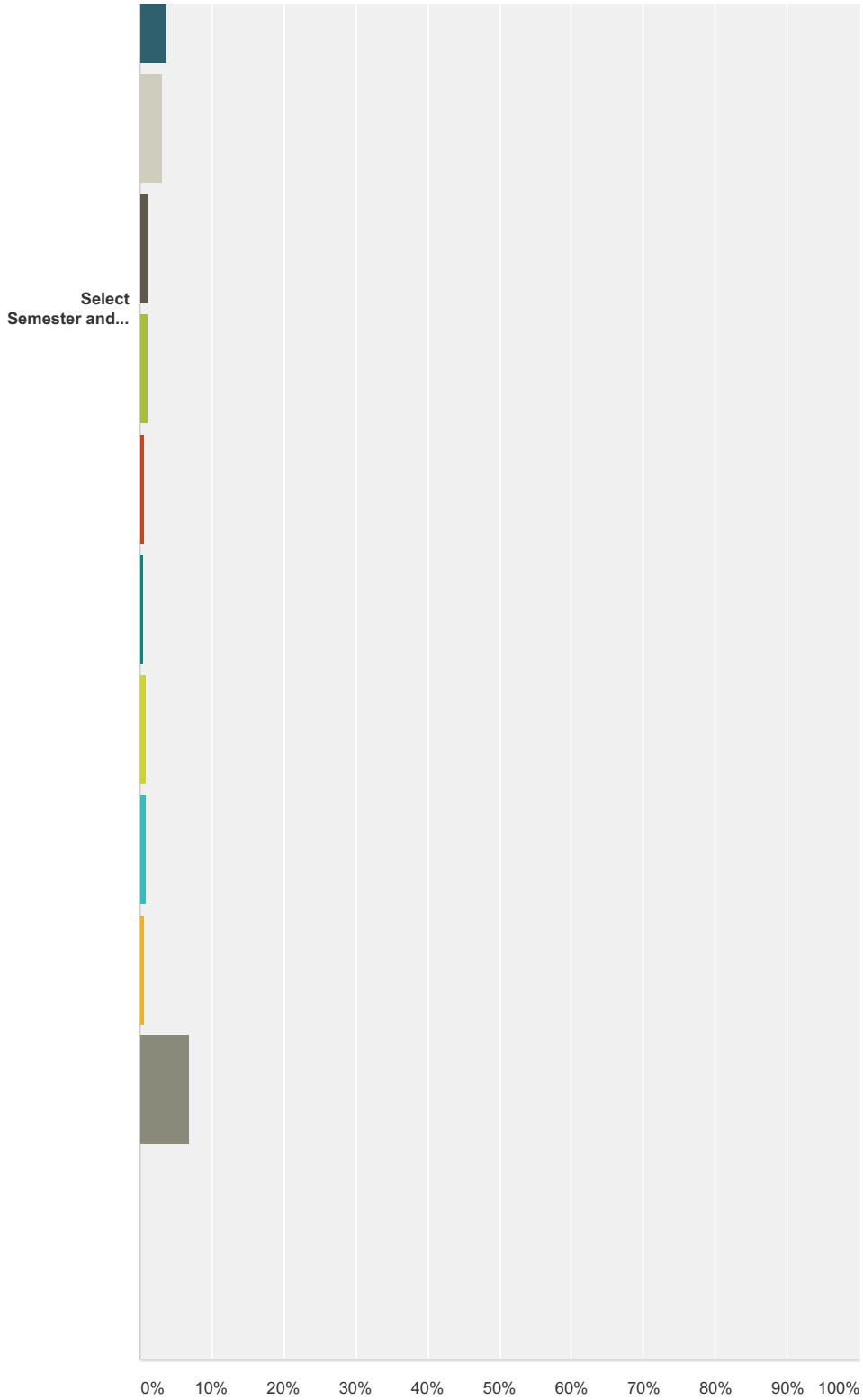
Student Experience Survey

Q1 When was your FIRST semester at Cerro Coso Community College?

Answered: 474 Skipped: 0



Student Experience Survey



Semester				
	Fall	Spring	Summer	Total

Student Experience Survey

Select Semester and Year		43.88%		44.30%		11.81%									
		208		210		56								474	
Year															
	2012	2011	2010	2009	2008	2007	2006	2005	2004	2003	2002	2001	2000	1999 or earlier	Total
Select Semester and Year	27.64% 131	29.11% 138	16.03% 76	7.59% 36	3.80% 18	3.16% 15	1.27% 6	1.05% 5	0.63% 3	0.42% 2	0.84% 4	0.84% 4	0.63% 3	6.96% 33	474

Student Experience Survey

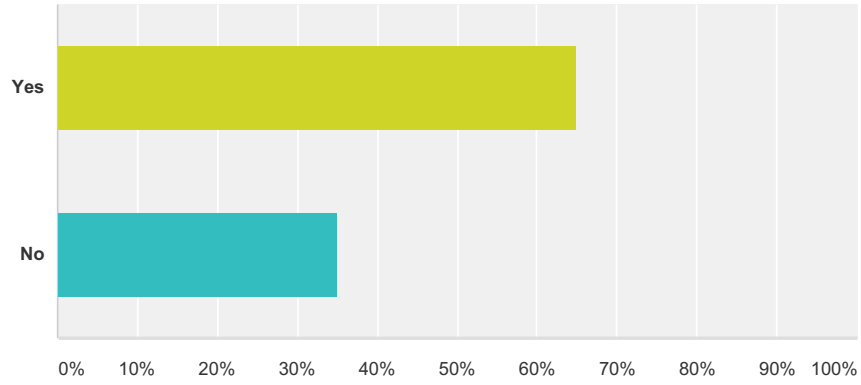
Q2 What is your current Major? (if more than one, enter the one you most identify with)

Answered: 474 Skipped: 0

Student Experience Survey

Q3 Have you attended college elsewhere?

Answered: 474 Skipped: 0

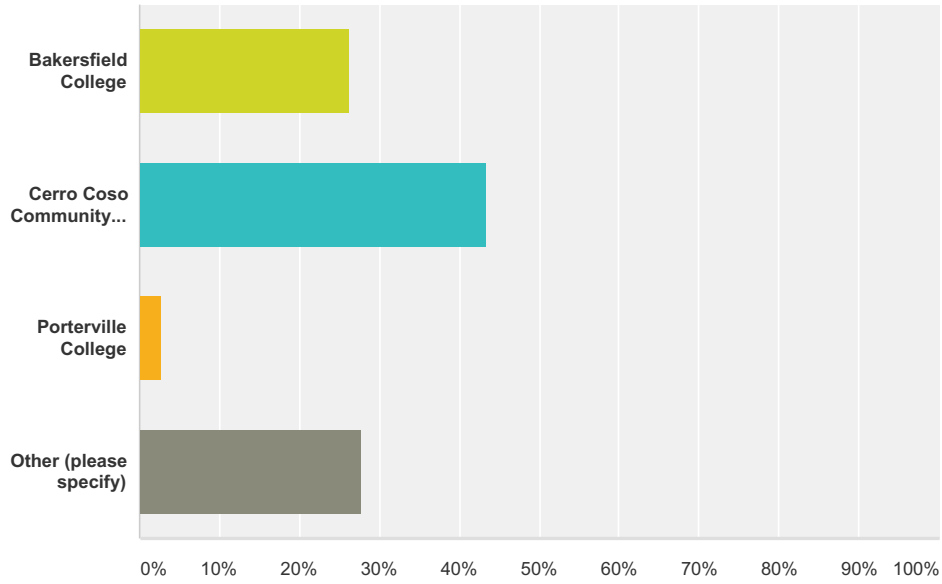


Answer Choices	Responses	
Yes	64.98%	308
No	35.02%	166
Total		474

Student Experience Survey

Q4 If yes, what currently is your primary college (where you mostly attend or will get a certificate or degree from)?

Answered: 300 Skipped: 174



Answer Choices	Responses
Bakersfield College	26.33% 79
Cerro Coso Community College	43.33% 130
Porterville College	2.67% 8
Other (please specify)	27.67% 83
Total	300

Student Experience Survey

Q5 At the beginning of this semester, how many units/credits did you start with?

Answered: 469 Skipped: 5

Student Experience Survey

Q6 Approximately how many total units/credits will you have at the END of this semester?

Answered: 458 Skipped: 16

Student Experience Survey

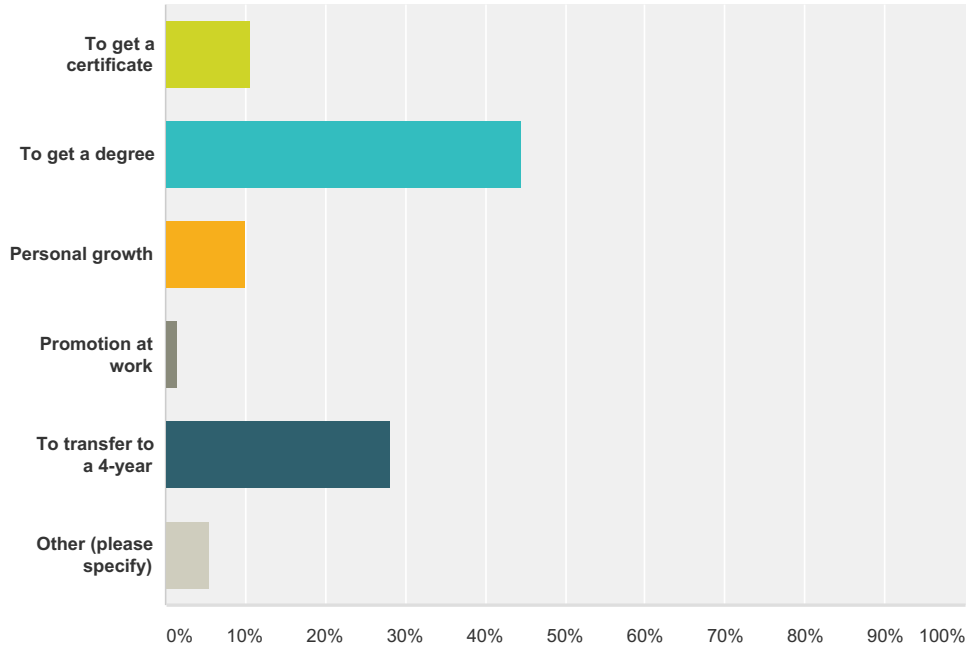
Q7 How many units/credits did you drop/withdraw from? (feel free to use the last page to describe why)

Answered: 443 Skipped: 31

Student Experience Survey

Q8 My educational goal is (select one):

Answered: 462 Skipped: 12

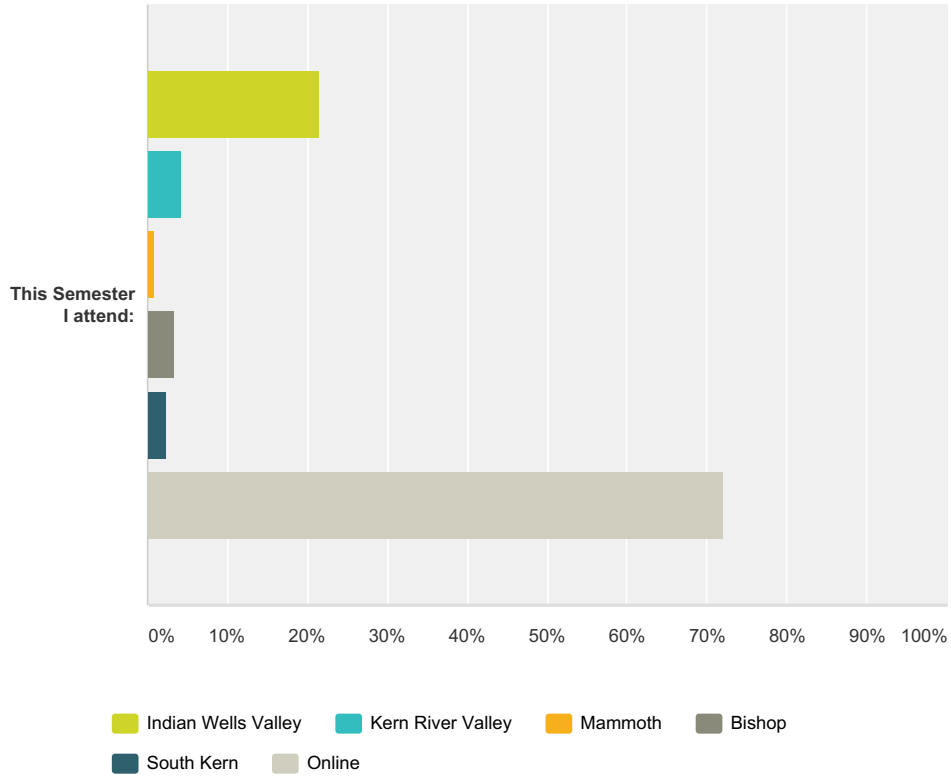


Answer Choices	Responses
To get a certificate	10.61% 49
To get a degree	44.37% 205
Personal growth	9.96% 46
Promotion at work	1.52% 7
To transfer to a 4-year	28.14% 130
Other (please specify)	5.41% 25
Total	462

Student Experience Survey

Q9 Which Cerro Coso campus do you mostly attend THIS semester?(Choose those that apply this semester only)

Answered: 461 Skipped: 13

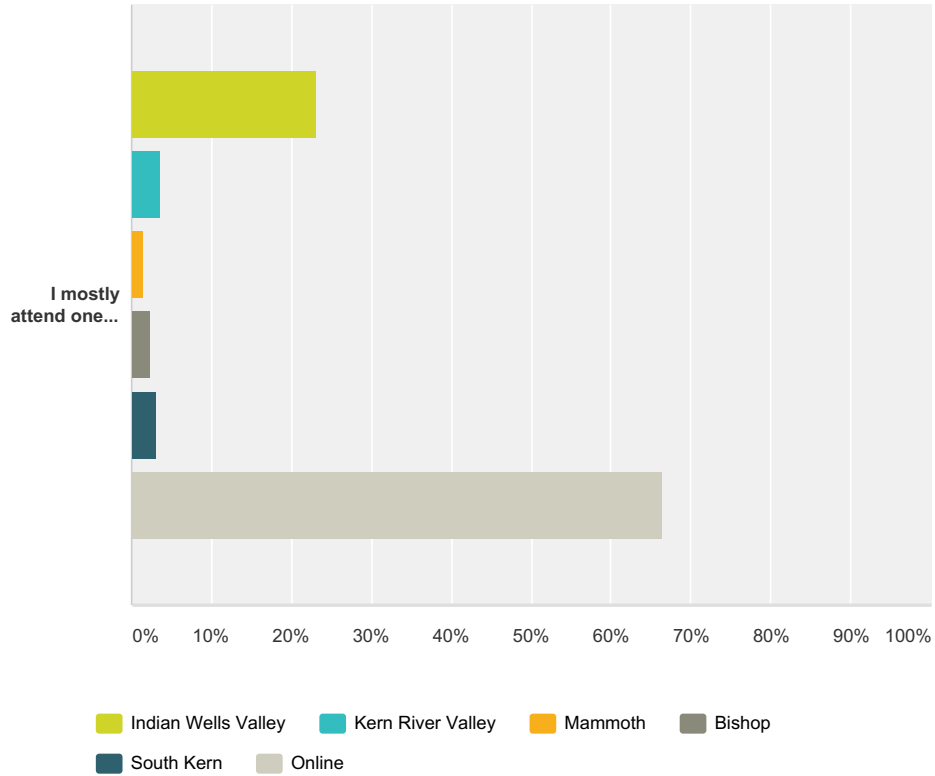


	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	Total Respondents
This Semester I attend:	21.48% 99	4.12% 19	0.87% 4	3.25% 15	2.39% 11	72.02% 332	461

Student Experience Survey

Q10 Please mark the one that most closely matches your overall attendance at Cerro Coso Community College:

Answered: 460 Skipped: 14

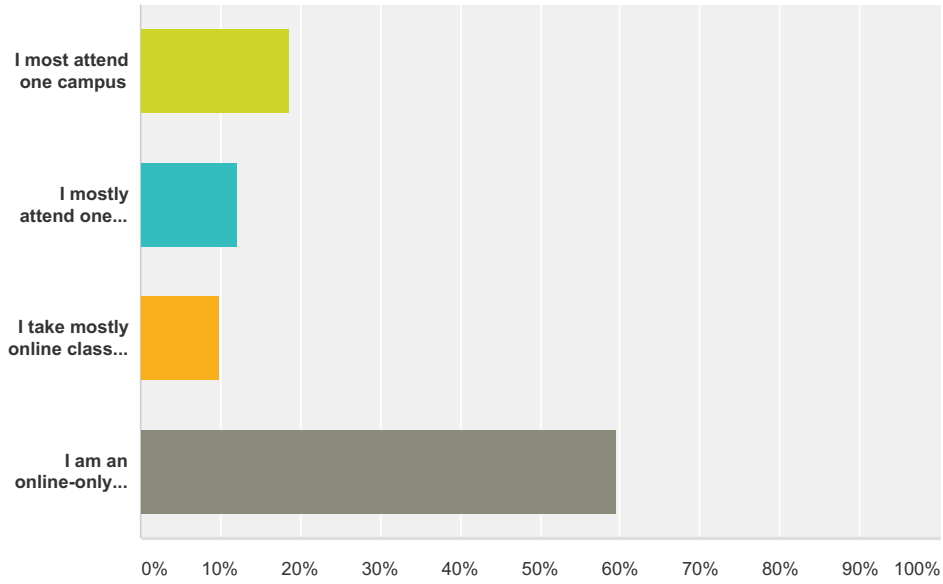


	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	Total
I mostly attend one campus:	23.26%	3.48%	1.52%	2.39%	3.04%	66.30%	
	107	16	7	11	14	305	460

Student Experience Survey

Q11 Please select the the one that most closely matches your overall attendance at Cerro Coso Community College:

Answered: 461 Skipped: 13

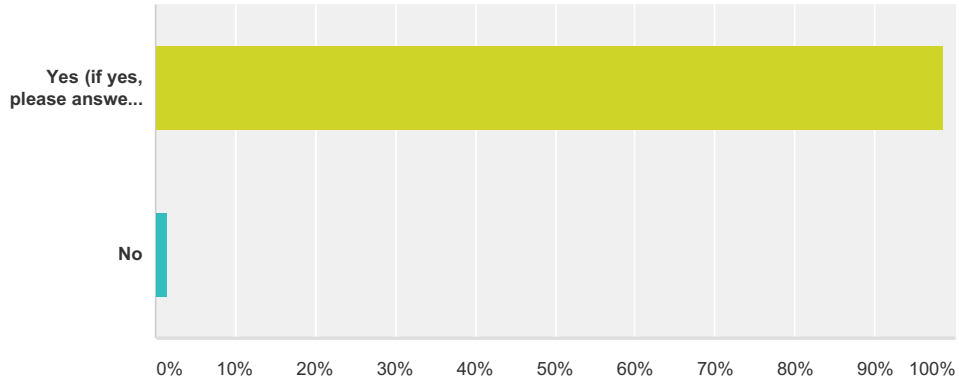


Answer Choices	Responses
I most attend one campus	18.66% 86
I mostly attend one campus but take some online classes	12.15% 56
I take mostly online classes but take some classes on the ground (face-to-face)	9.76% 45
I am an online-only student at Cerro Coso	59.44% 274
Total	461

Student Experience Survey

Q12 Do you have access to a computer?

Answered: 461 Skipped: 13

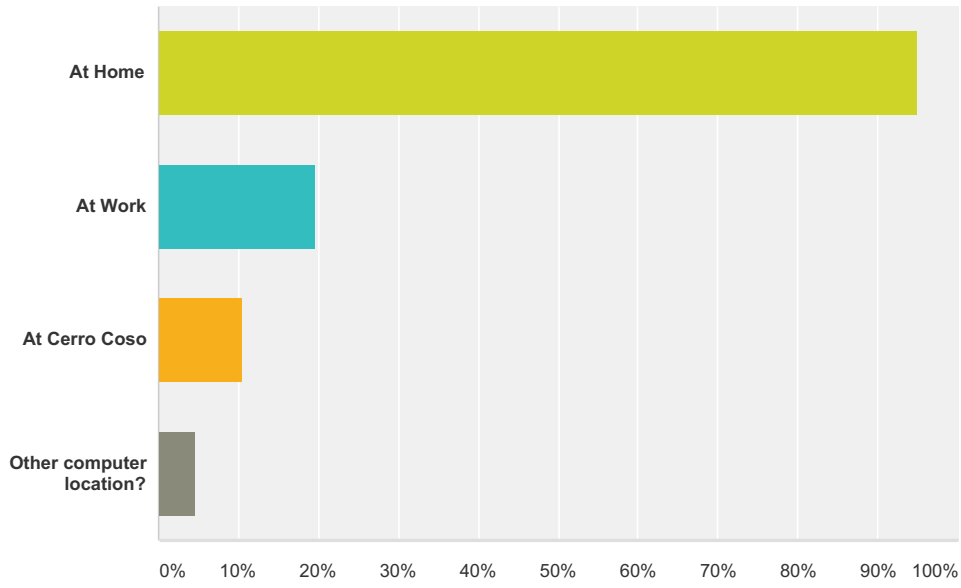


Answer Choices	Responses	
Yes (if yes, please answer questions below)	98.48%	454
No	1.52%	7
Total		461

Student Experience Survey

Q13 Where does that computer reside?

Answered: 445 Skipped: 29

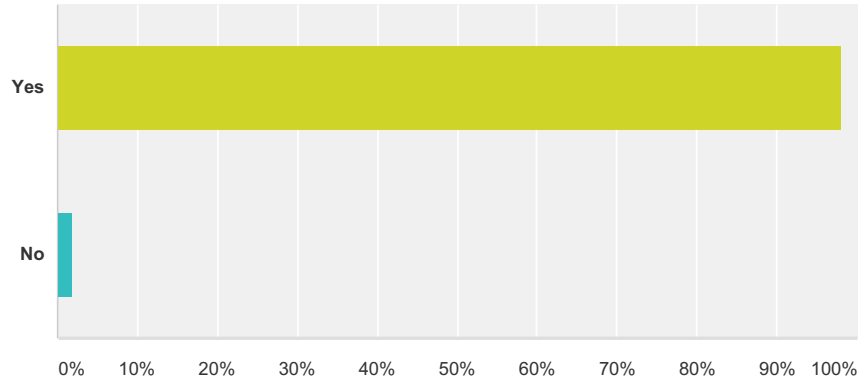


Answer Choices	Responses
At Home	95.06% 423
At Work	19.55% 87
At Cerro Coso	10.34% 46
Other computer location?	4.49% 20
Total Respondents: 445	

Student Experience Survey

Q14 Does this computer have reliable internet access?

Answered: 444 Skipped: 30

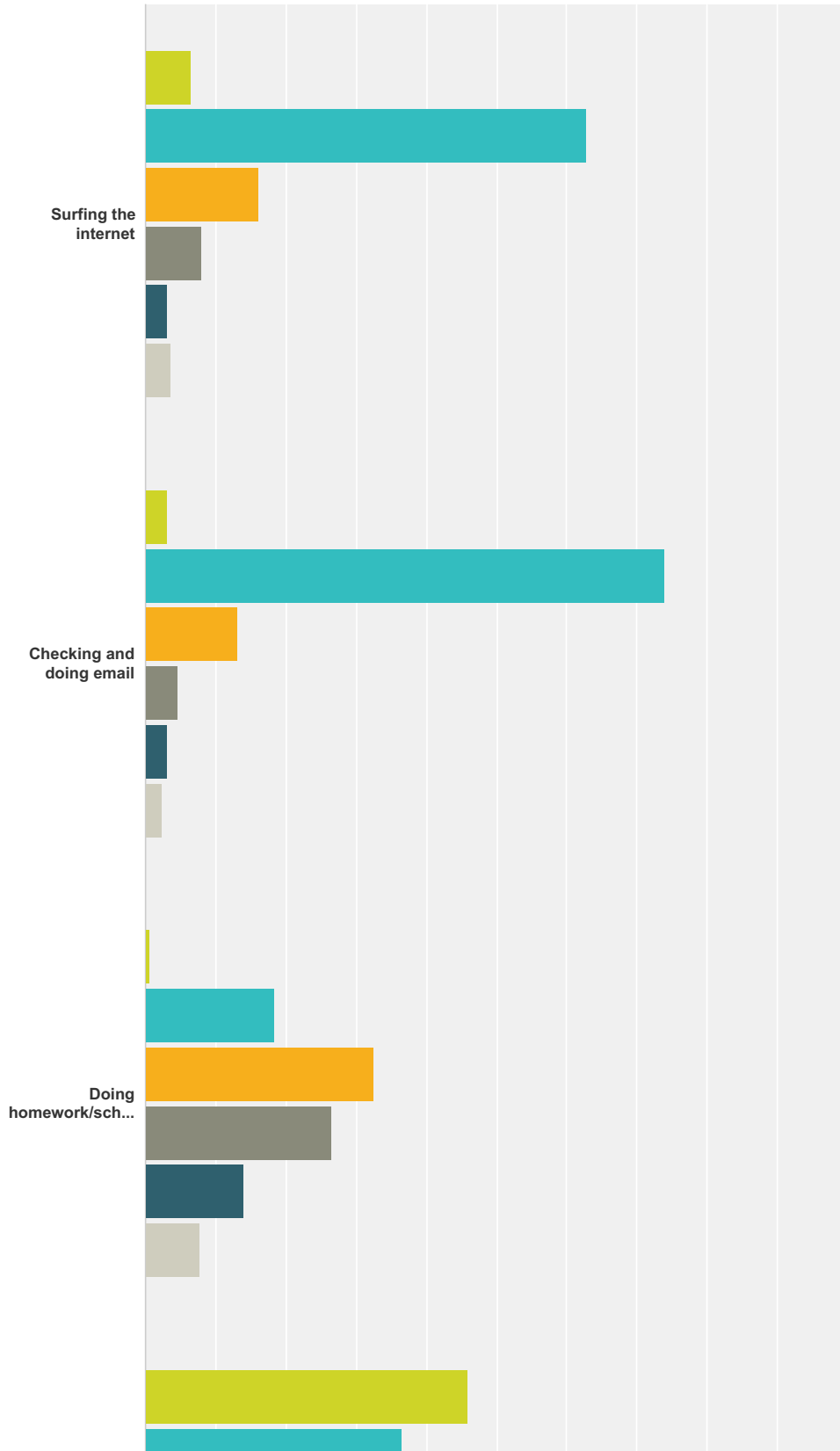


Answer Choices	Responses	
Yes	98.20%	436
No	1.80%	8
Total		444

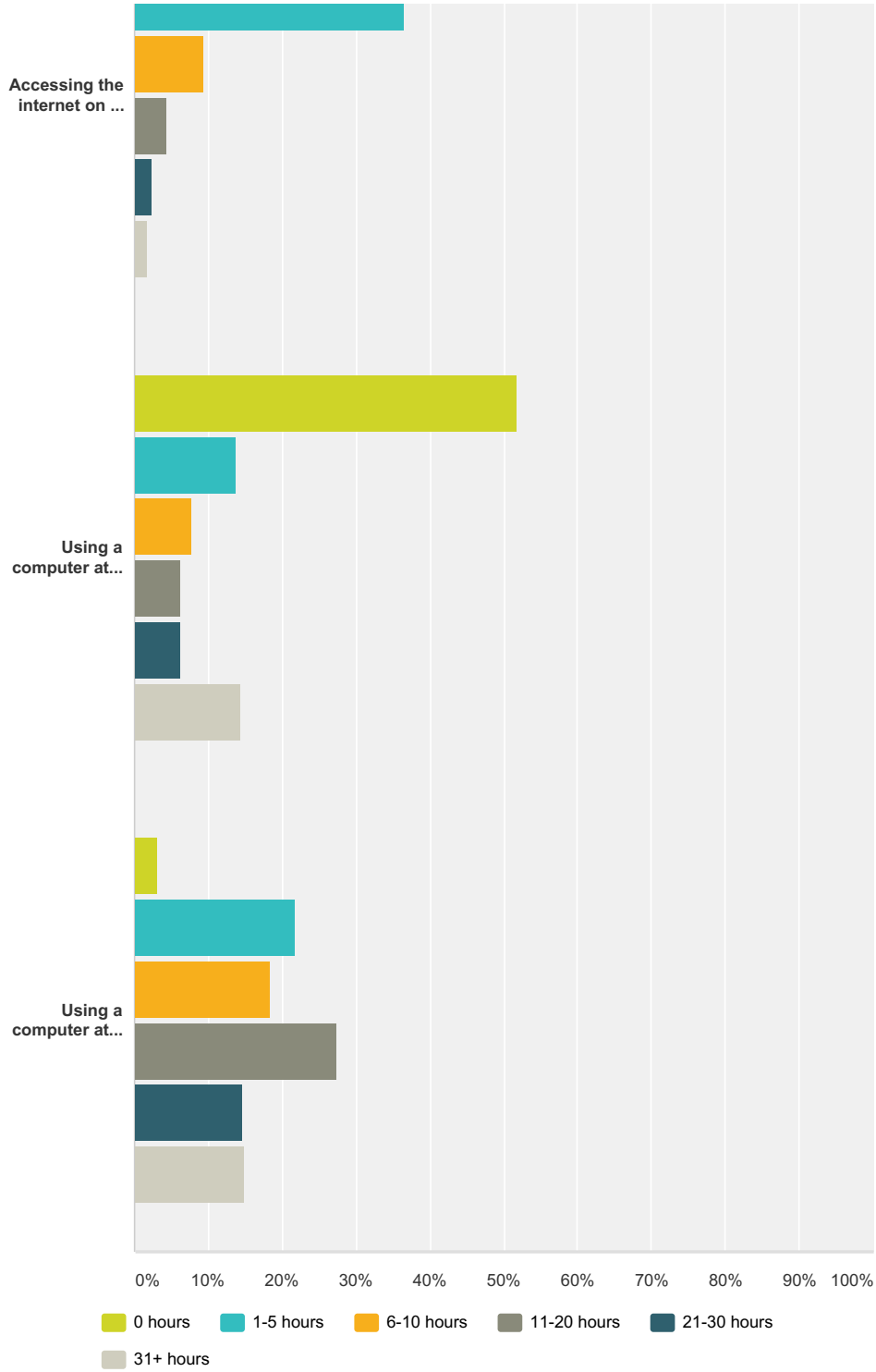
Student Experience Survey

Q15 In a typical 7-day week, how many hours do you spend on the following activities:

Answered: 452 Skipped: 22



Student Experience Survey



	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31+ hours	Total
Surfing the internet	6.49% 29	62.86% 281	16.11% 72	7.83% 35	3.13% 14	3.58% 16	447
Checking and doing email	3.15% 14	73.87% 328	13.06% 58	4.50% 20	3.15% 14	2.25% 10	444
Doing homework/school projects	0.67% 3	18.40% 83	32.59% 147	26.61% 120	13.97% 63	7.76% 35	451
Accessing the internet on my smart phone	46.01% 202	36.45% 160	9.34% 41	4.33% 19	2.28% 10	1.59% 7	439

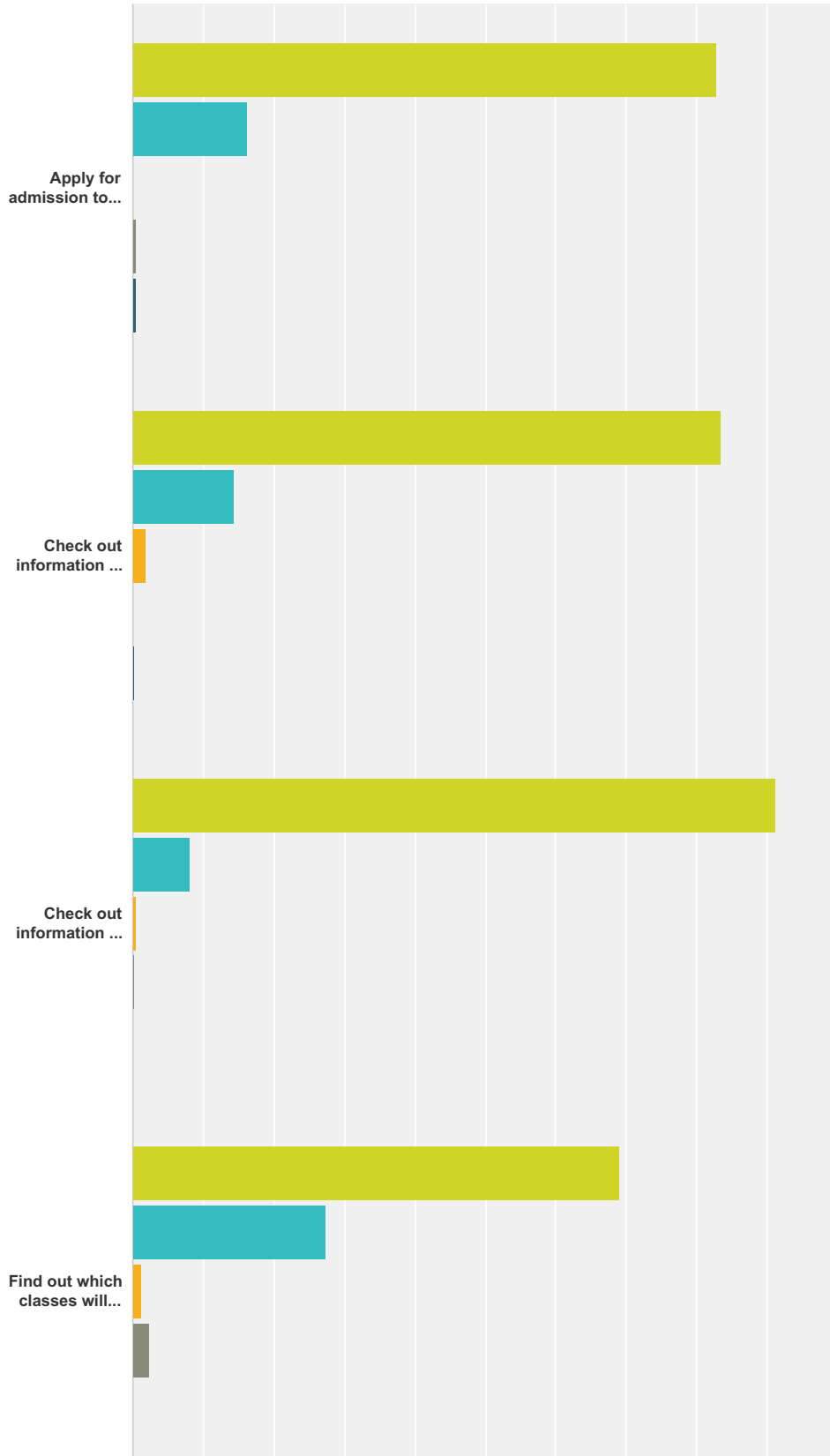
Student Experience Survey

Using a computer at work	51.72% 226	13.73% 60	7.78% 34	6.18% 27	6.18% 27	14.42% 63	437
Using a computer at home	3.14% 14	21.75% 97	18.39% 82	27.35% 122	14.57% 65	14.80% 66	446

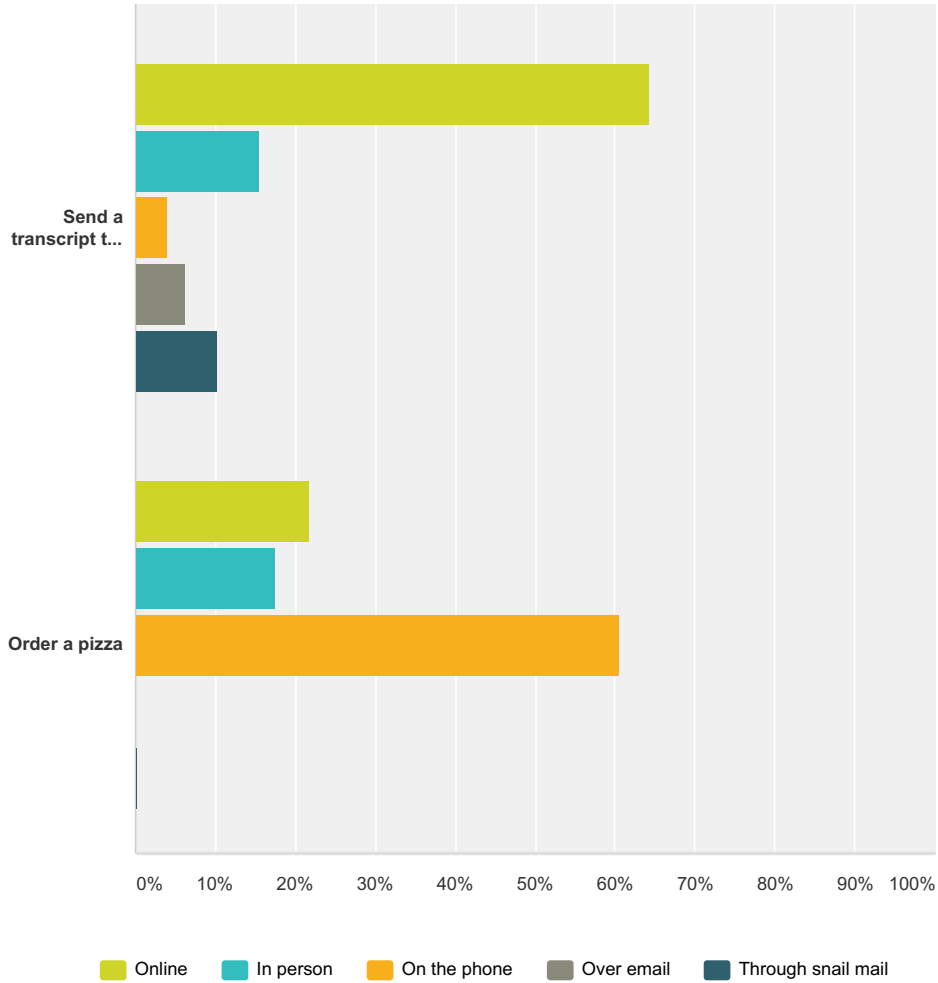
Student Experience Survey

Q16 When you do the activities below, what mode/ method would you most likely use to perform this:

Answered: 453 Skipped: 21



Student Experience Survey

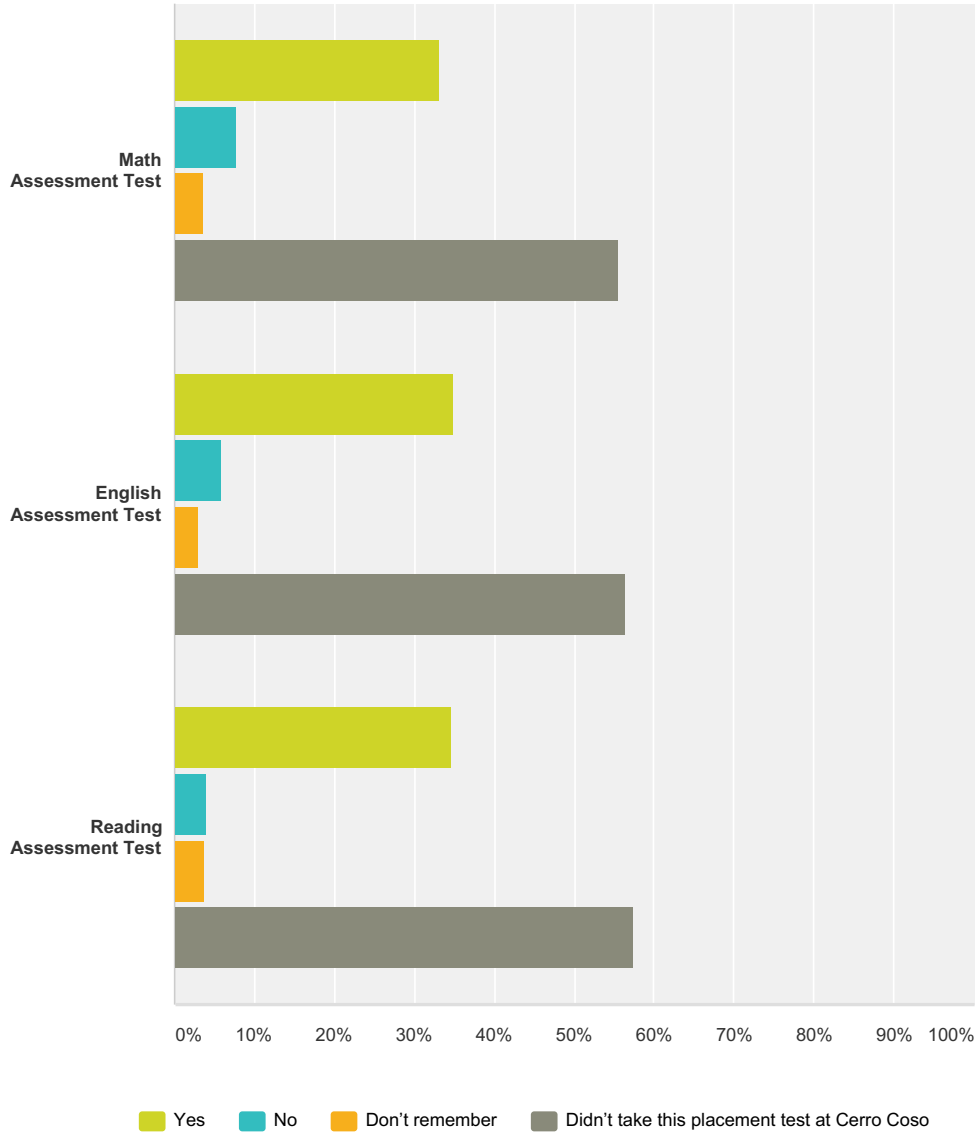


	Online	In person	On the phone	Over email	Through snail mail	Total
Apply for admission to college	82.81% 371	16.29% 73	0.00% 0	0.45% 2	0.45% 2	448
Check out information on my financial aid	83.45% 363	14.48% 63	1.84% 8	0.00% 0	0.23% 1	435
Check out information on my classes	91.13% 411	8.20% 37	0.44% 2	0.22% 1	0.00% 0	451
Find out which classes will apply to my degree/certificate	69.11% 311	27.33% 123	1.33% 6	2.22% 10	0.00% 0	450
Send a transcript to another college to transfer there	64.20% 278	15.47% 67	3.93% 17	6.24% 27	10.16% 44	433
Order a pizza	21.64% 95	17.54% 77	60.59% 266	0.00% 0	0.23% 1	439

Student Experience Survey

Q17 For any of the following assessment tests you've taken at Cerro Coso, do you feel you were placed into the appropriate level course?

Answered: 453 Skipped: 21

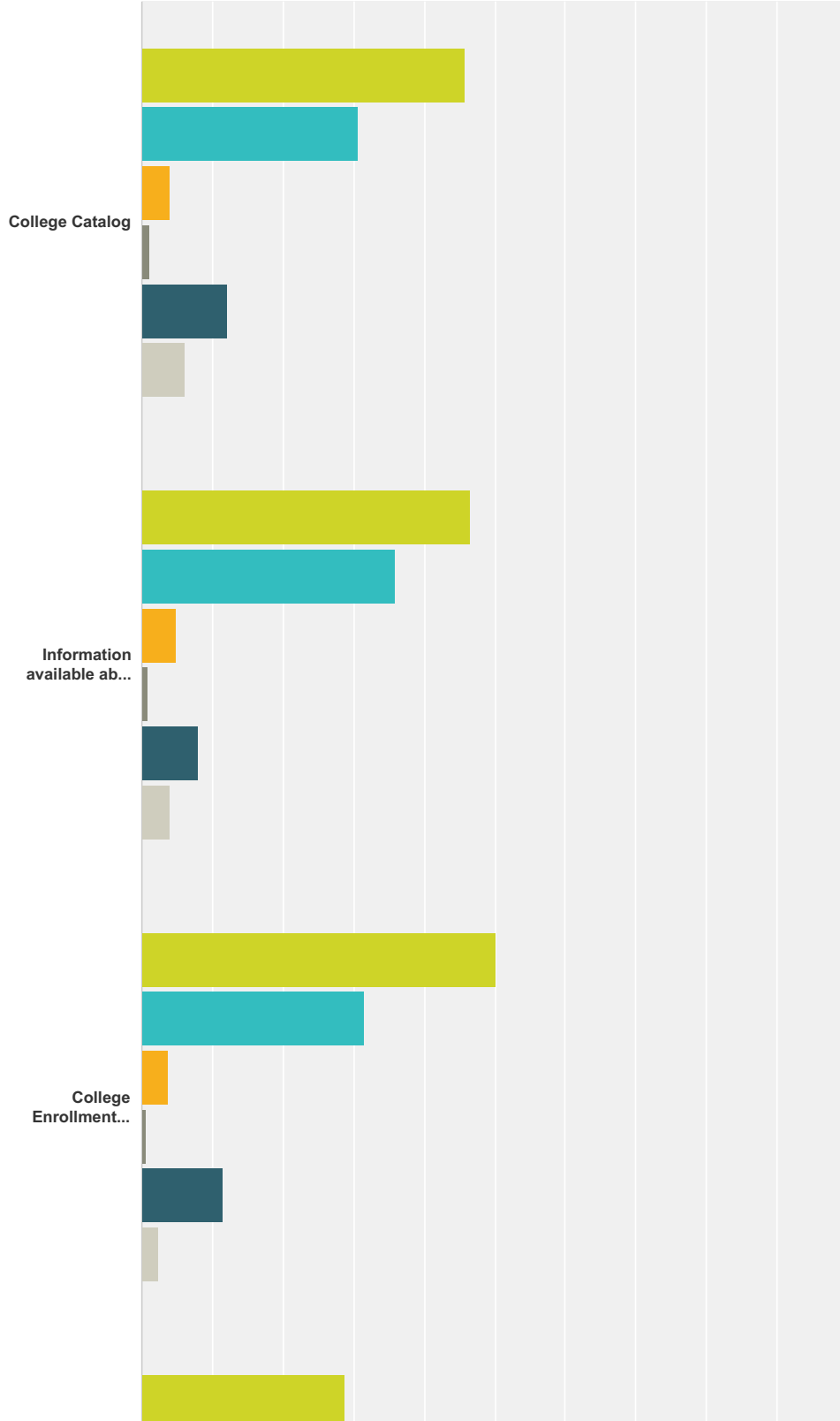


	Yes	No	Don't remember	Didn't take this placement test at Cerro Coso	Total
Math Assessment Test	33.26% 150	7.76% 35	3.55% 16	55.43% 250	451
English Assessment Test	34.96% 158	5.75% 26	2.88% 13	56.42% 255	452
Reading Assessment Test	34.74% 156	4.01% 18	3.79% 17	57.46% 258	449

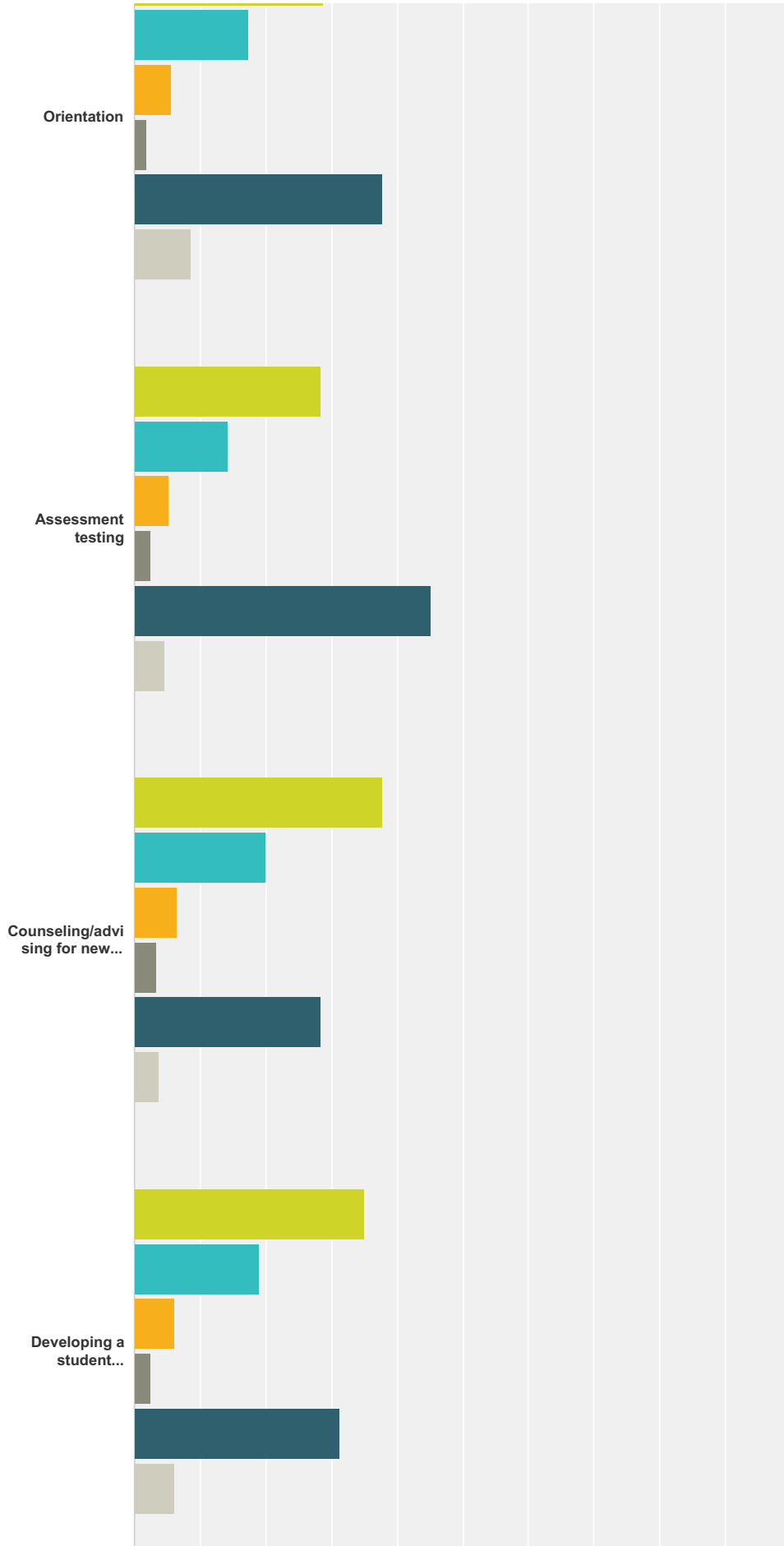
Student Experience Survey

Q18 Please reflect back on becoming a student here at Cerro Coso and indicate the helpfulness of the following enrollment tools/steps:

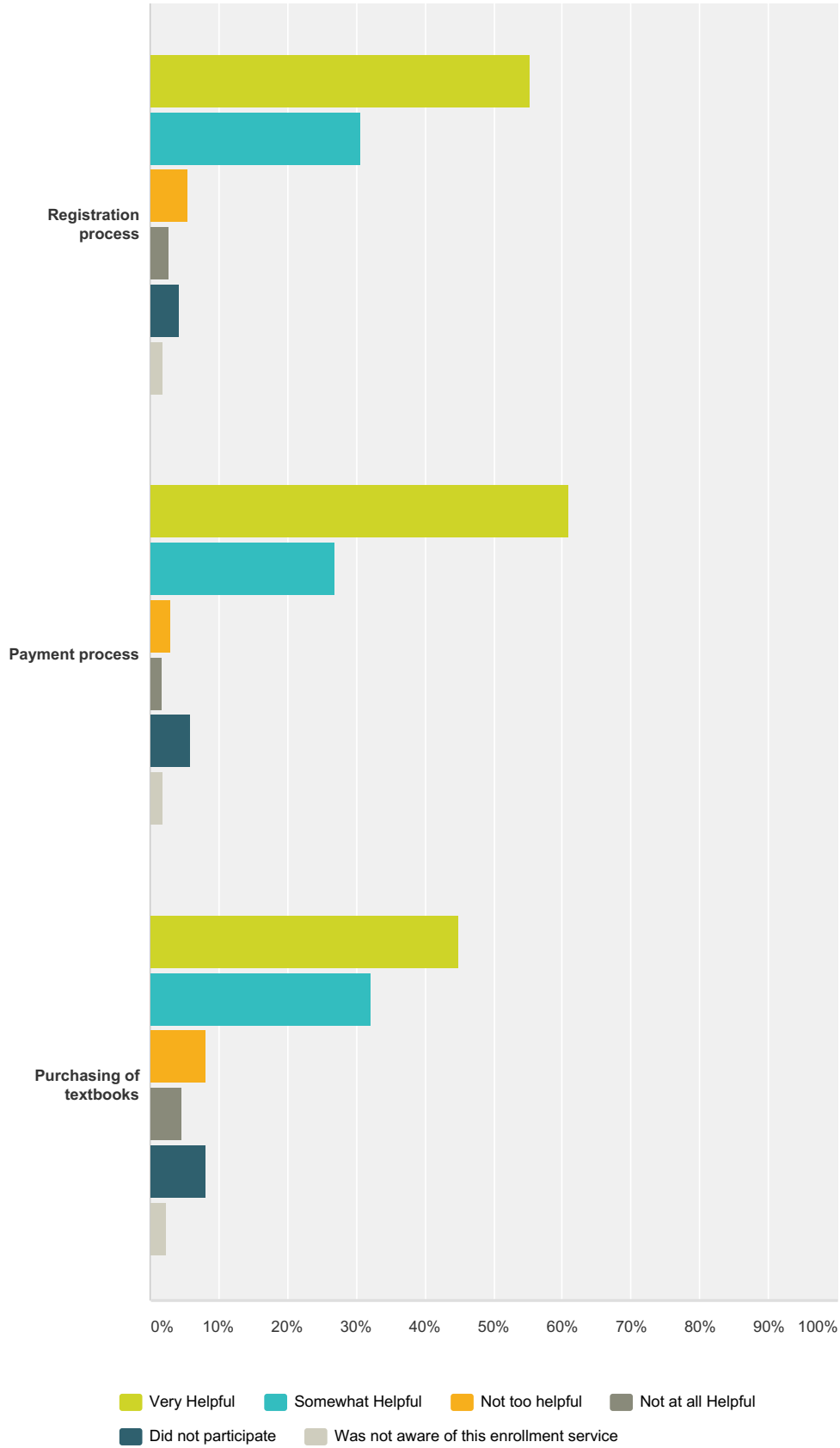
Answered: 445 Skipped: 29



Student Experience Survey



Student Experience Survey



	Very Helpful	Somewhat Helpful	Not too helpful	Not at all Helpful	Did not participate	Was not aware of this enrollment service	Total
College Catalog	45.82% 203	30.70% 136	4.06% 18	1.13% 5	12.19% 54	6.09% 27	443

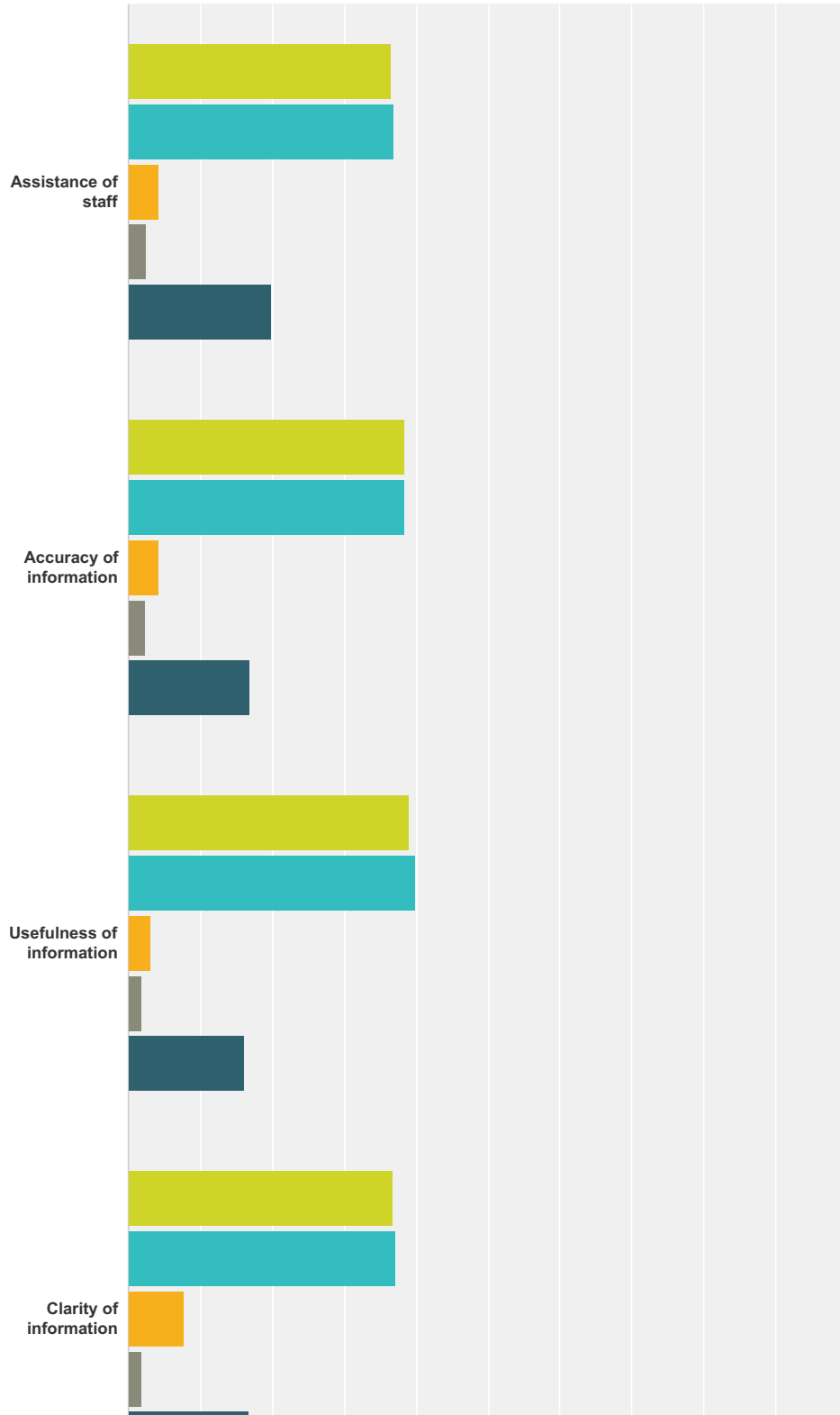
Student Experience Survey

Information available about programs, classes	46.50% 206	35.89% 159	4.74% 21	0.90% 4	7.90% 35	4.06% 18	443
College Enrollment Application	50.11% 222	31.60% 140	3.84% 17	0.68% 3	11.51% 51	2.26% 10	443
Orientation	28.73% 127	17.42% 77	5.66% 25	1.81% 8	37.78% 167	8.60% 38	442
Assessment testing	28.34% 125	14.29% 63	5.22% 23	2.49% 11	45.12% 199	4.54% 20	441
Counseling/advising for new students	37.70% 167	20.09% 89	6.55% 29	3.39% 15	28.44% 126	3.84% 17	443
Developing a student education plan	35.07% 155	19.00% 84	6.11% 27	2.49% 11	31.22% 138	6.11% 27	442
Registration process	55.33% 244	30.61% 135	5.44% 24	2.72% 12	4.08% 18	1.81% 8	441
Payment process	60.86% 269	26.92% 119	2.94% 13	1.58% 7	5.88% 26	1.81% 8	442
Purchasing of textbooks	44.80% 198	32.13% 142	8.14% 36	4.52% 20	8.14% 36	2.26% 10	442

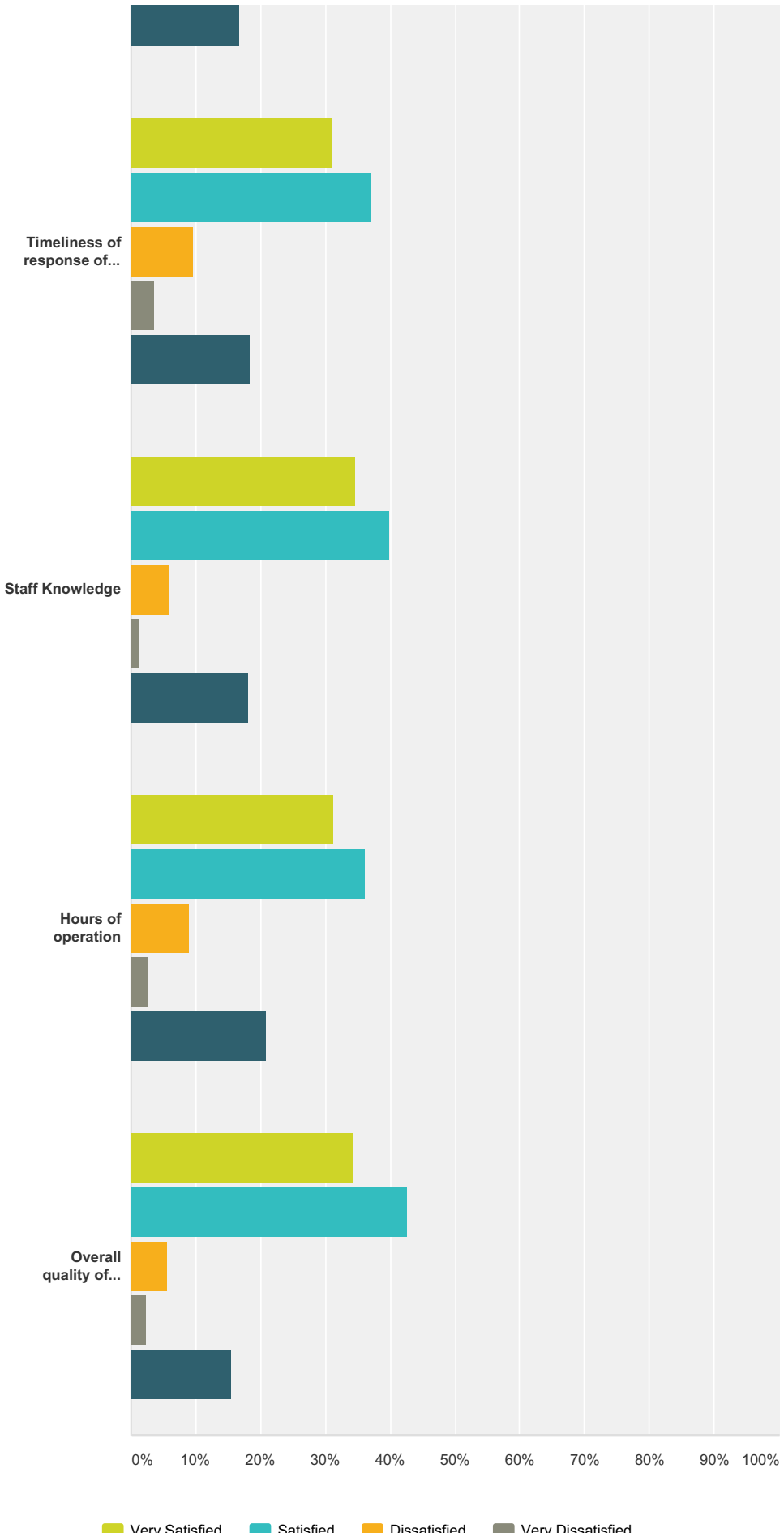
Student Experience Survey

Q19 Reflecting on your interactions with Admissions and Records as a Cerro Coso student, please select the answer below that best describes your experience with the processes of Admissions and Records:

Answered: 446 Skipped: 28



Student Experience Survey



Student Experience Survey

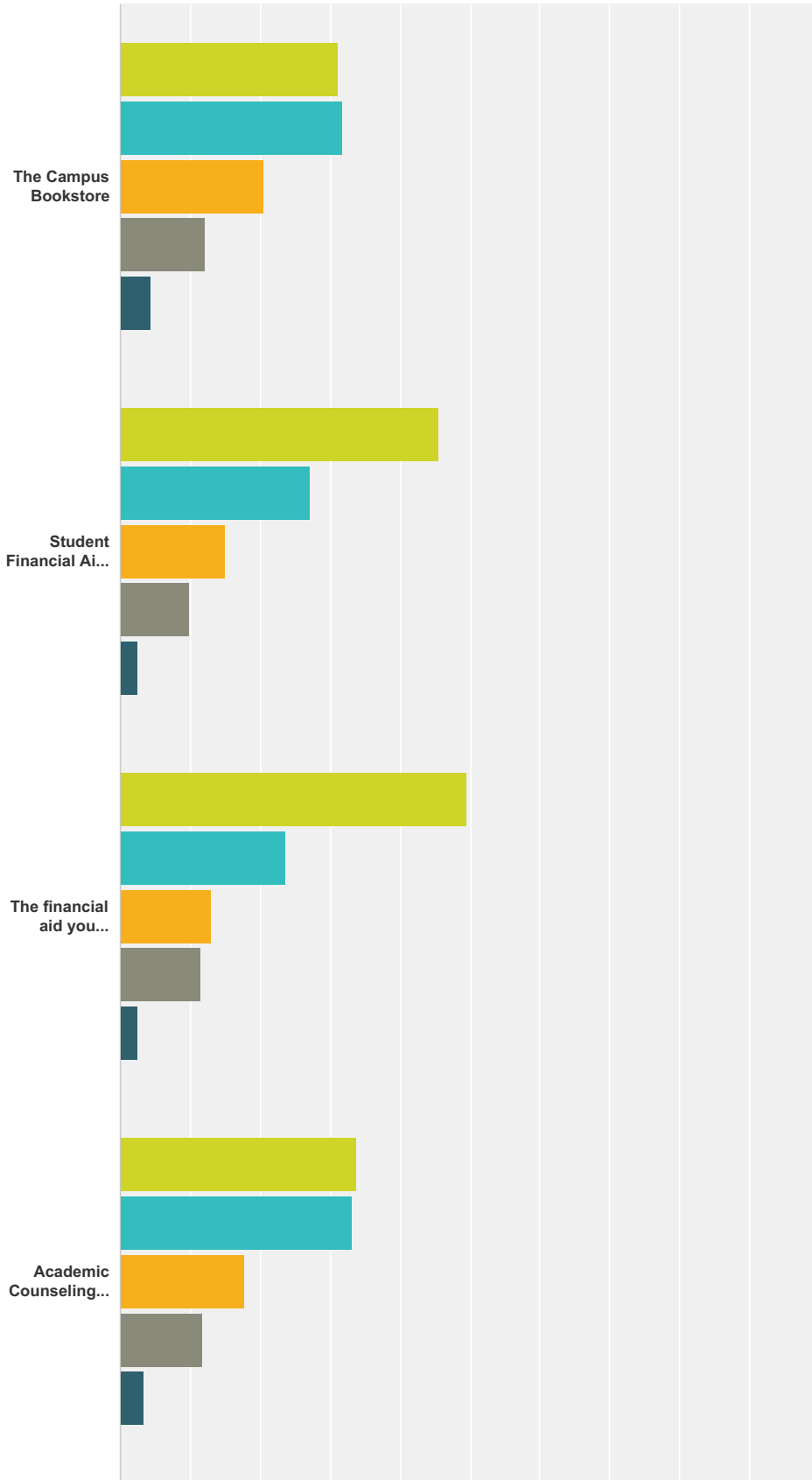
■ Very Satisfied
 ■ Satisfied
 ■ Dissatisfied
 ■ Very Dissatisfied
■ Don't Know – N/A

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know – N/A	Total
Assistance of staff	36.63% 163	36.85% 164	4.27% 19	2.47% 11	19.78% 88	445
Accuracy of information	38.34% 171	38.34% 171	4.26% 19	2.24% 10	16.82% 75	446
Usefulness of information	39.01% 174	39.91% 178	3.14% 14	1.79% 8	16.14% 72	446
Clarity of information	36.71% 163	37.16% 165	7.66% 34	1.80% 8	16.67% 74	444
Timeliness of response of information	31.17% 139	37.22% 166	9.64% 43	3.59% 16	18.39% 82	446
Staff Knowledge	34.75% 155	39.91% 178	5.83% 26	1.35% 6	18.16% 81	446
Hours of operation	31.31% 139	36.04% 160	9.01% 40	2.70% 12	20.95% 93	444
Overall quality of services	34.16% 151	42.53% 188	5.66% 25	2.26% 10	15.38% 68	442

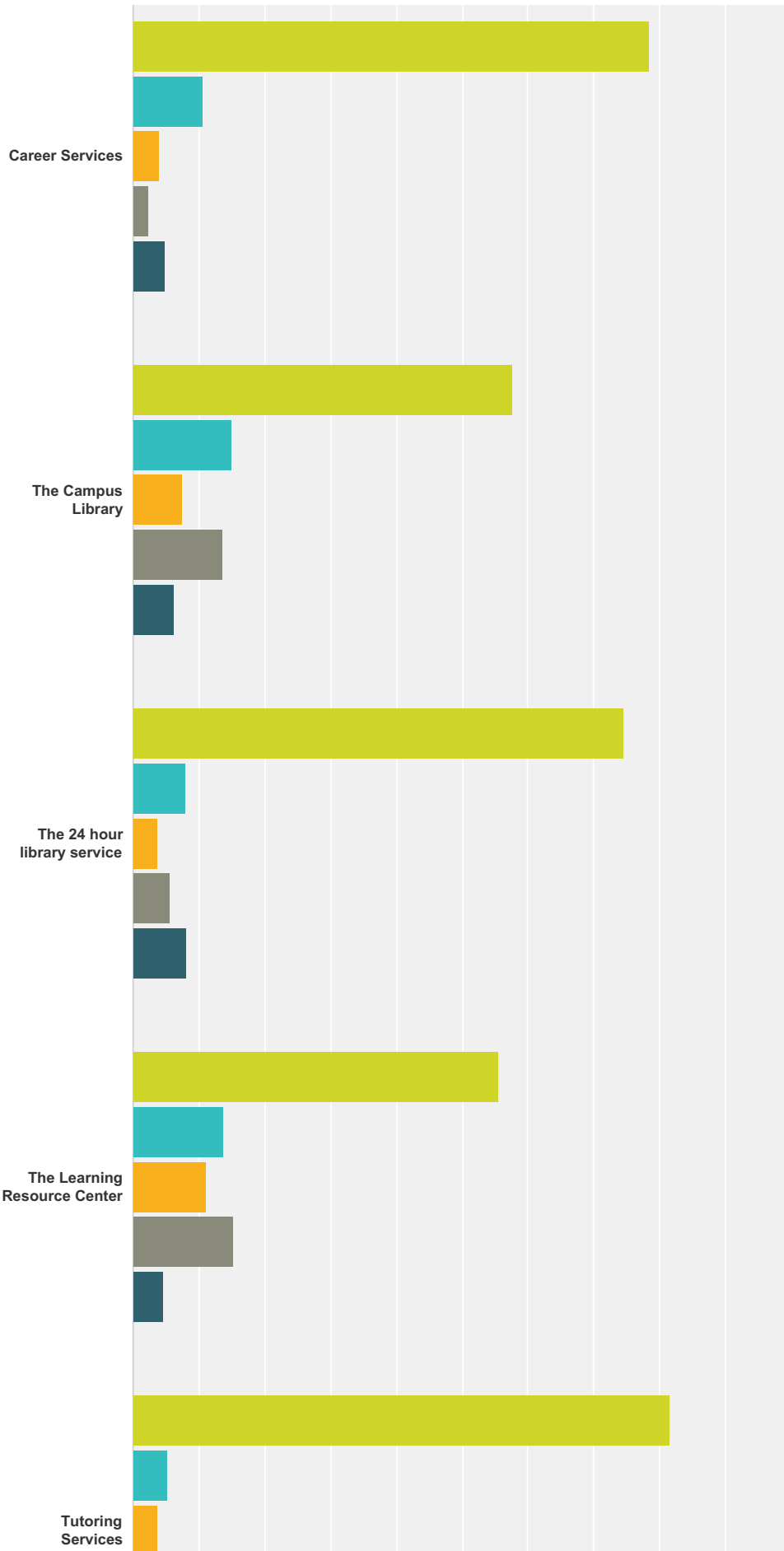
Student Experience Survey

Q20 How often have you used the following services?

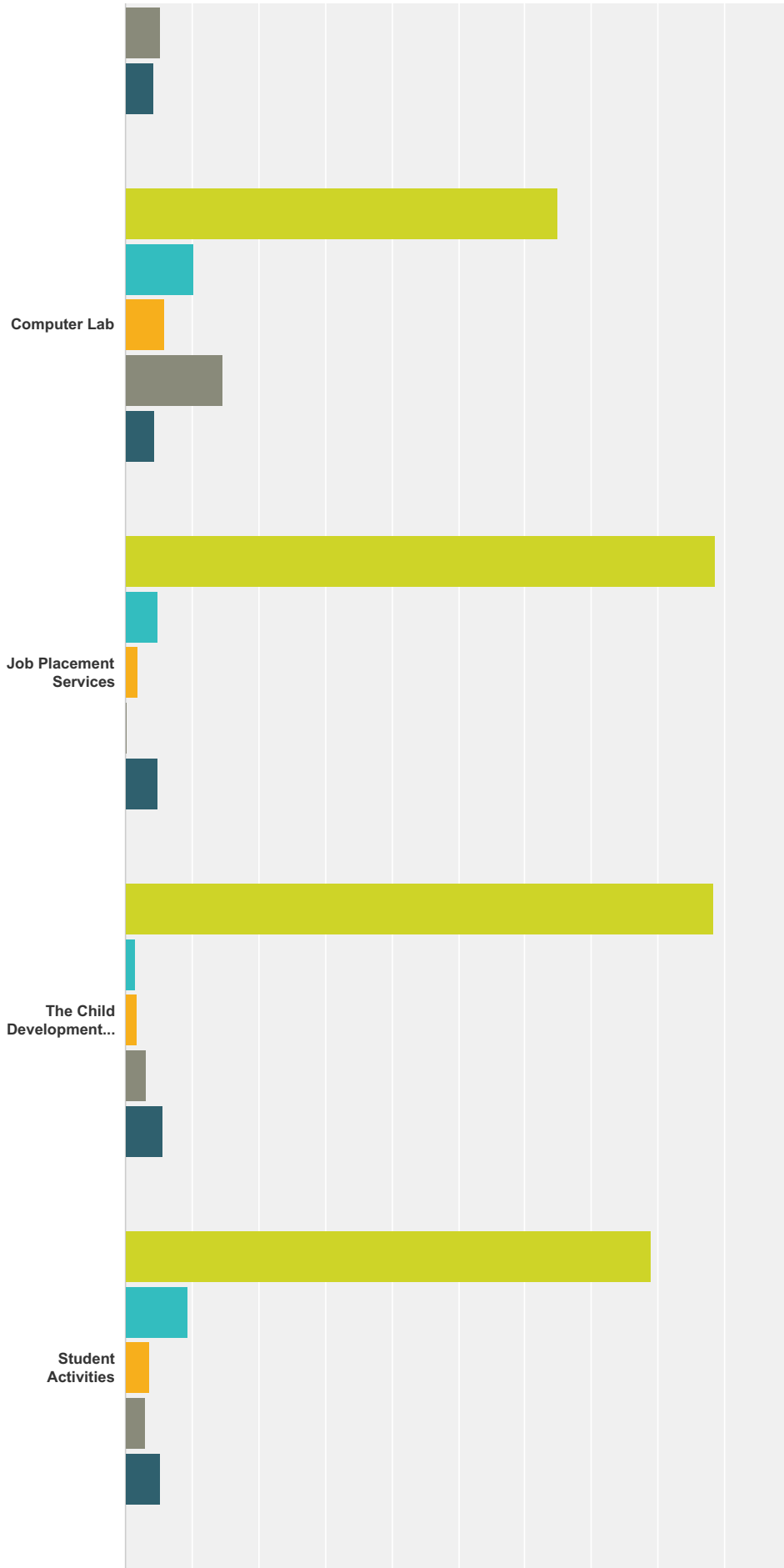
Answered: 443 Skipped: 31



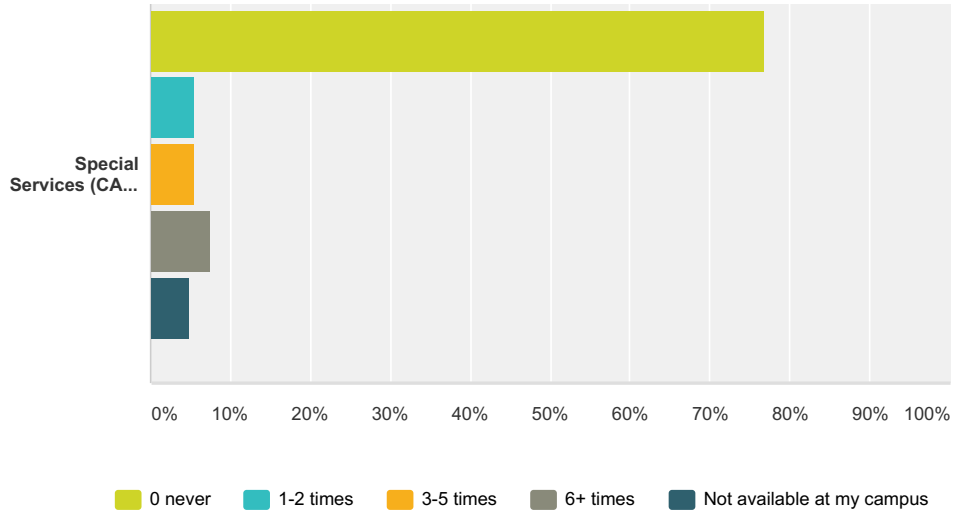
Student Experience Survey



Student Experience Survey



Student Experience Survey

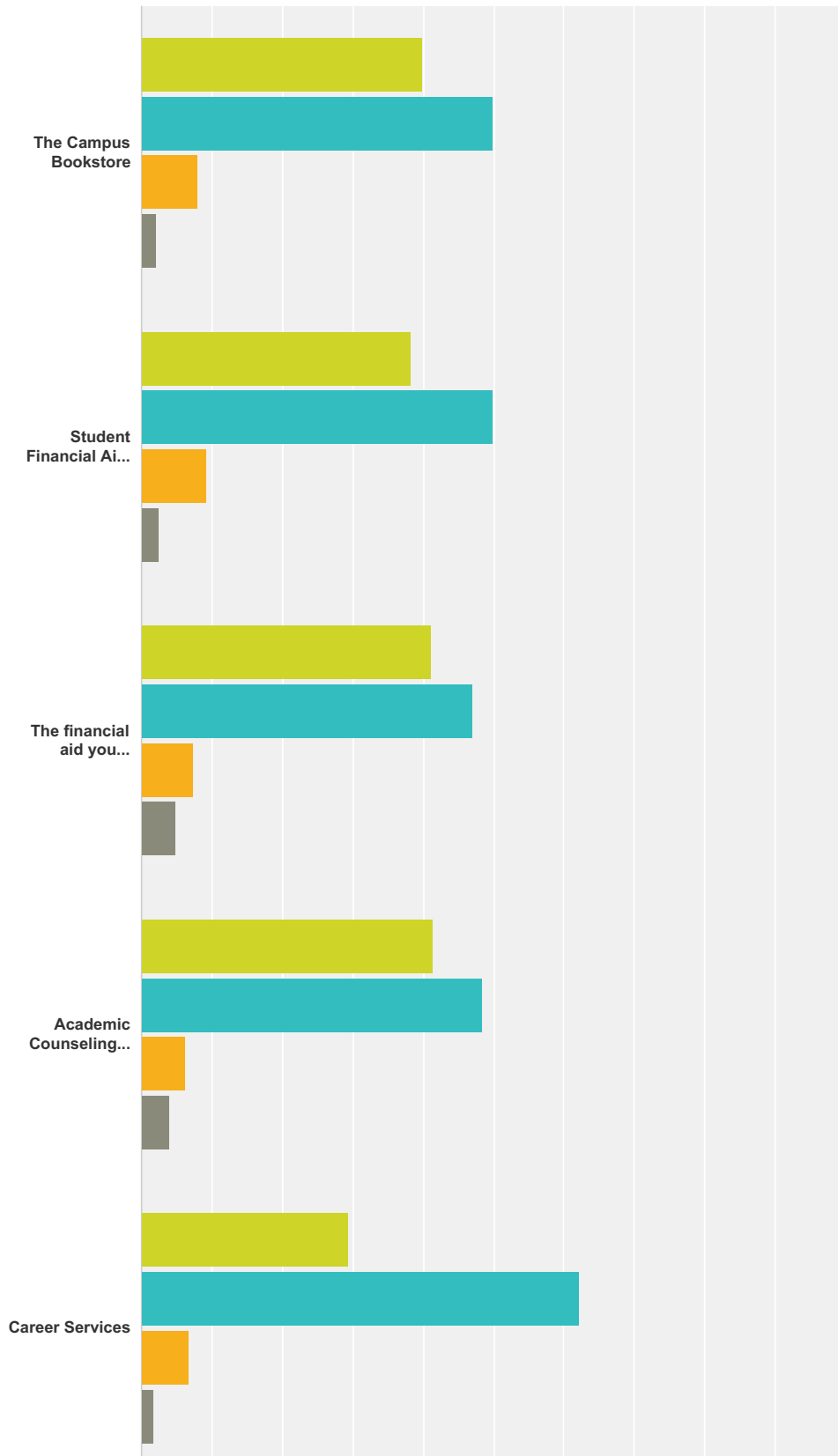


	0 never	1-2 times	3-5 times	6+ times	Not available at my campus	Total
The Campus Bookstore	31.15% 138	31.83% 141	20.54% 91	12.19% 54	4.29% 19	443
Student Financial Aid and Scholarships	45.58% 201	27.21% 120	14.97% 66	9.75% 43	2.49% 11	441
The financial aid you received	49.55% 219	23.53% 104	12.90% 57	11.54% 51	2.49% 11	442
Academic Counseling Services	33.86% 150	33.18% 147	17.83% 79	11.74% 52	3.39% 15	443
Career Services	78.41% 345	10.68% 47	3.86% 17	2.27% 10	4.77% 21	440
The Campus Library	57.69% 255	14.93% 66	7.47% 33	13.57% 60	6.33% 28	442
The 24 hour library service	74.43% 329	7.92% 35	3.85% 17	5.66% 25	8.14% 36	442
The Learning Resource Center	55.43% 245	13.80% 61	11.09% 49	15.16% 67	4.52% 20	442
Tutoring Services	81.67% 361	5.20% 23	3.85% 17	5.20% 23	4.07% 18	442
Computer Lab	65.00% 286	10.23% 45	5.91% 26	14.55% 64	4.32% 19	440
Job Placement Services	88.46% 391	4.75% 21	1.81% 8	0.23% 1	4.75% 21	442
The Child Development Center	88.21% 389	1.36% 6	1.59% 7	3.17% 14	5.67% 25	441
Student Activities	78.86% 347	9.32% 41	3.64% 16	2.95% 13	5.23% 23	440
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	76.77% 337	5.47% 24	5.47% 24	7.52% 33	4.78% 21	439

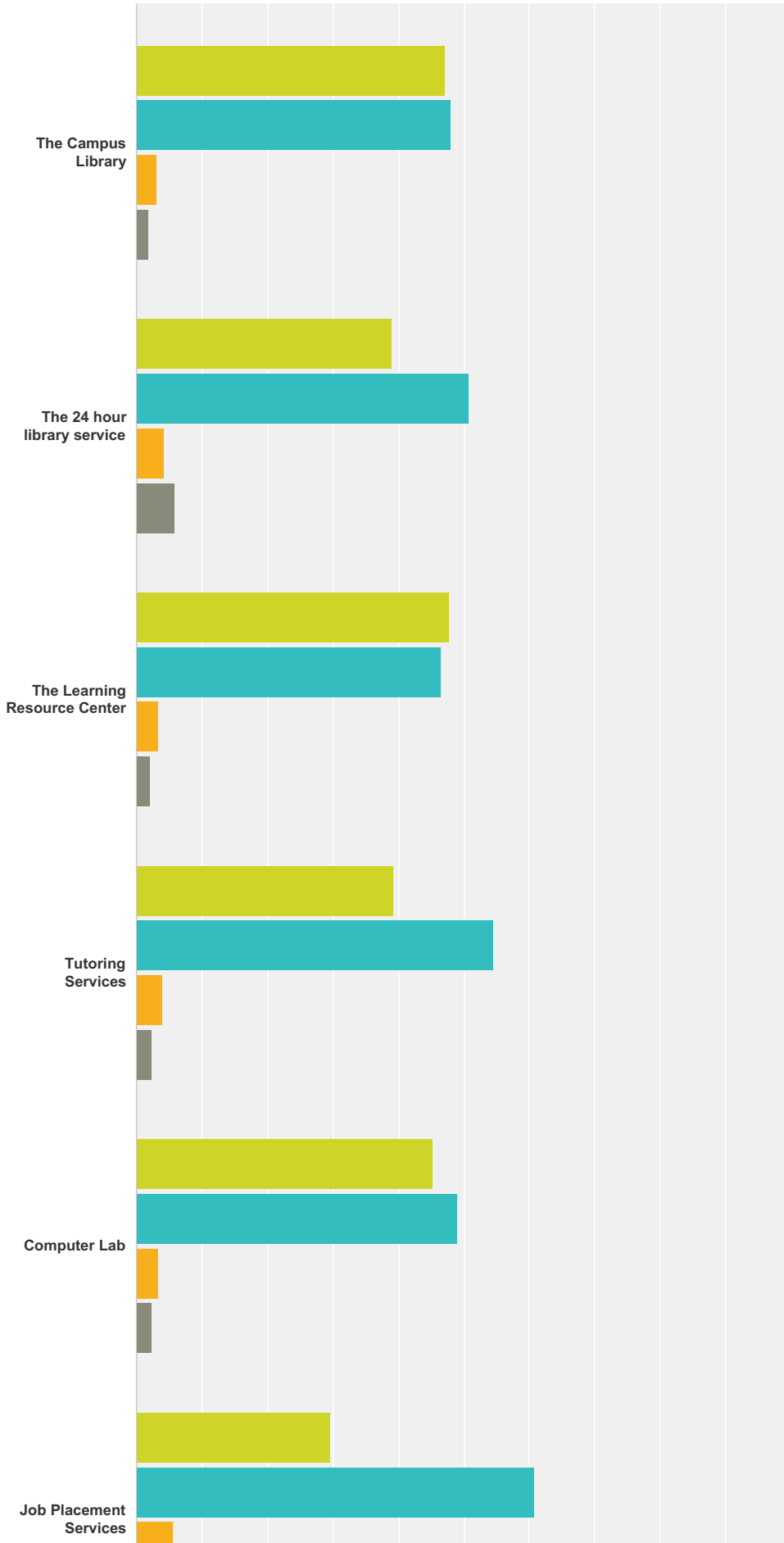
Student Experience Survey

Q21 Please rate your satisfaction with the following services.(Rate your satisfaction only if you have used a particular service.)

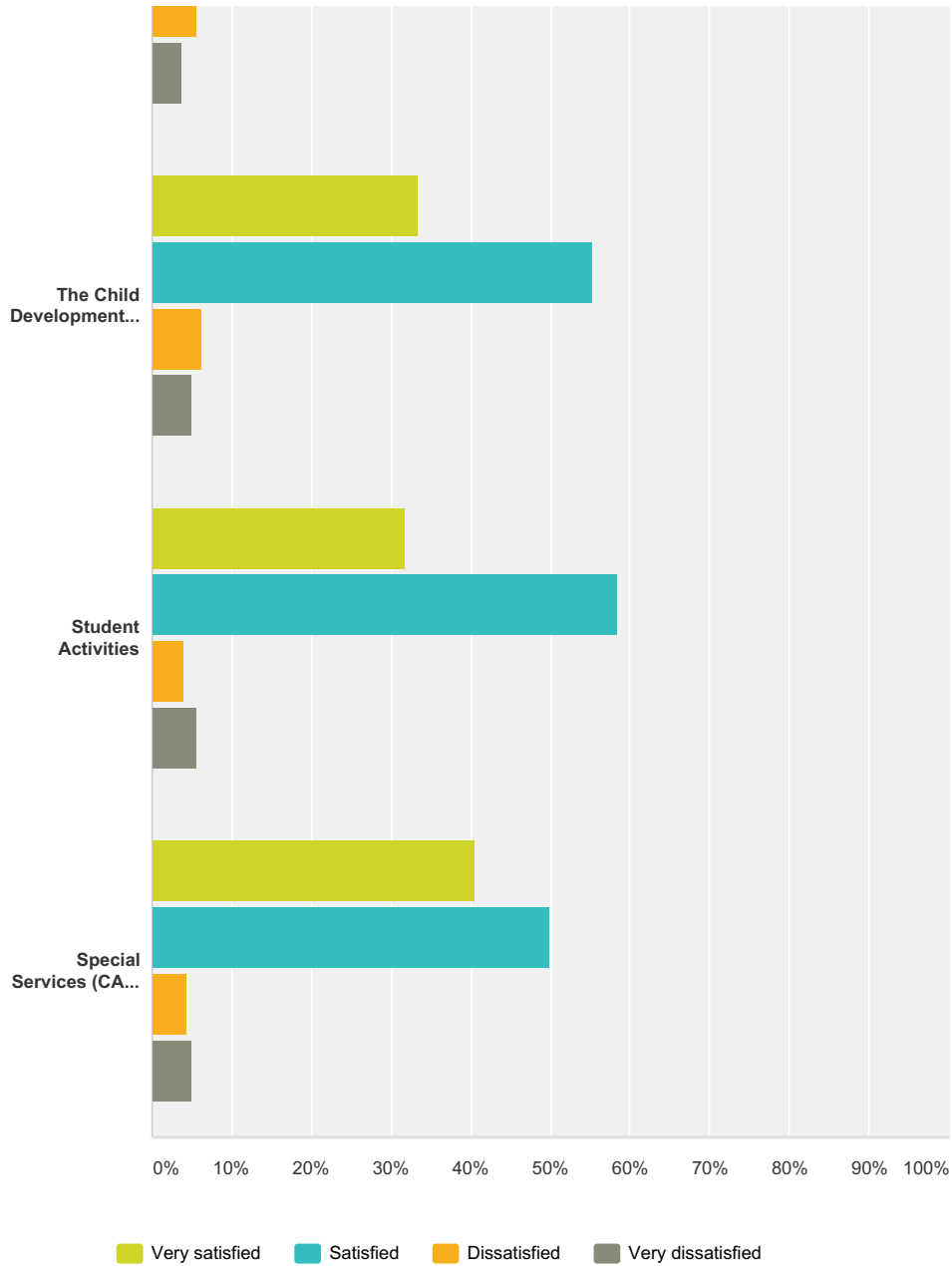
Answered: 384 Skipped: 90



Student Experience Survey



Student Experience Survey



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
The Campus Bookstore	39.81% 129	50.00% 162	8.02% 26	2.16% 7	324
Student Financial Aid and Scholarships	38.21% 107	50.00% 140	9.29% 26	2.50% 7	280
The financial aid you received	41.03% 112	46.89% 128	7.33% 20	4.76% 13	273
Academic Counseling Services	41.37% 127	48.53% 149	6.19% 19	3.91% 12	307
Career Services	29.44% 53	62.22% 112	6.67% 12	1.67% 3	180
The Campus Library	47.11% 106	48.00% 108	3.11% 7	1.78% 4	225
The 24 hour library service	39.04% 73	50.80% 95	4.28% 8	5.88% 11	187

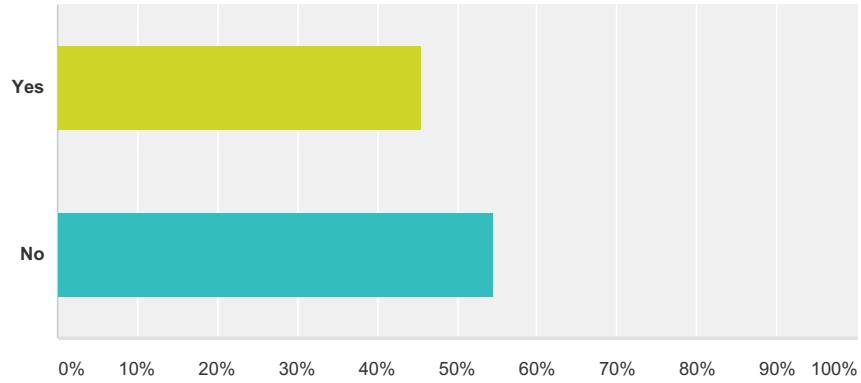
Student Experience Survey

The Learning Resource Center	47.90% 114	46.64% 111	3.36% 8	2.10% 5	238
Tutoring Services	39.20% 69	54.55% 96	3.98% 7	2.27% 4	176
Computer Lab	45.28% 96	49.06% 104	3.30% 7	2.36% 5	212
Job Placement Services	29.75% 47	60.76% 96	5.70% 9	3.80% 6	158
The Child Development Center	33.33% 53	55.35% 88	6.29% 10	5.03% 8	159
Student Activities	31.82% 56	58.52% 103	3.98% 7	5.68% 10	176
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	40.56% 73	50.00% 90	4.44% 8	5.00% 9	180

Student Experience Survey

Q22 Have you ever applied for financial aid or scholarships at Cerro Coso?

Answered: 437 Skipped: 37

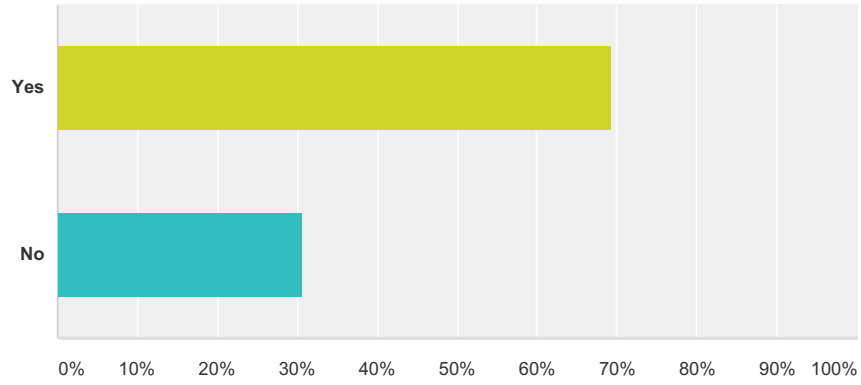


Answer Choices	Responses
Yes	45.54% 199
No	54.46% 238
Total	437

Student Experience Survey

Q23 Have you ever filled out a FAFSA or BOG waiver?

Answered: 438 Skipped: 36

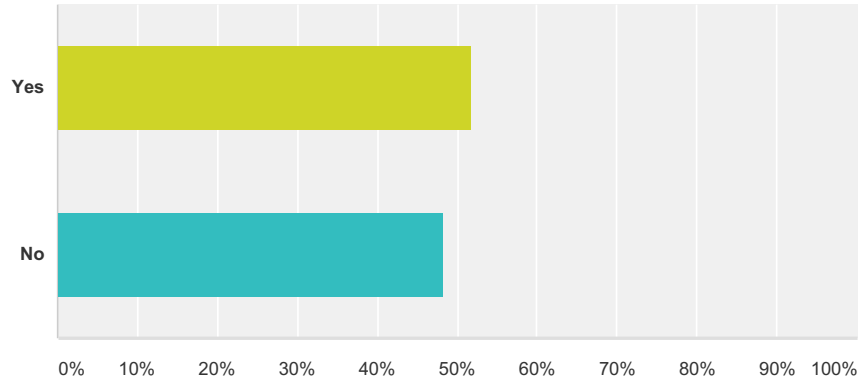


Answer Choices	Responses	
Yes	69.41%	304
No	30.59%	134
Total		438

Student Experience Survey

Q24 Have you ever received financial aid while attending Cerro Coso?

Answered: 437 Skipped: 37

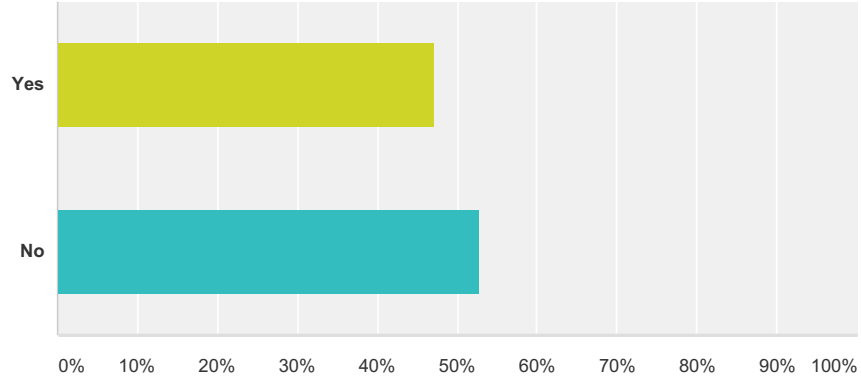


Answer Choices	Responses
Yes	51.72% 226
No	48.28% 211
Total	437

Student Experience Survey

Q25 Have you ever gone to the Cerro Coso Financial Aid/Scholarships Office or website for information on financial aid or scholarships?

Answered: 438 Skipped: 36

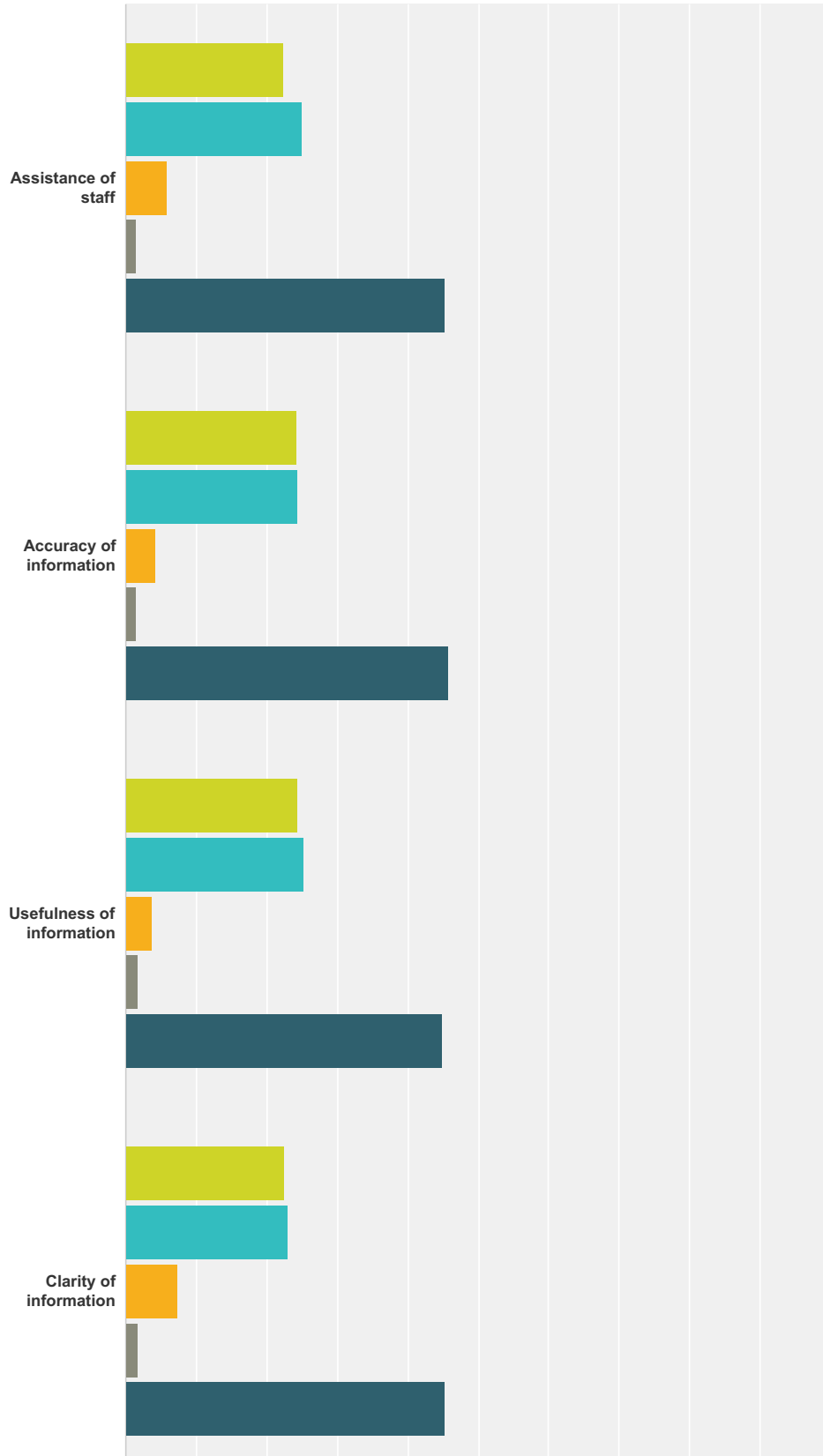


Answer Choices	Responses	
Yes	47.26%	207
No	52.74%	231
Total		438

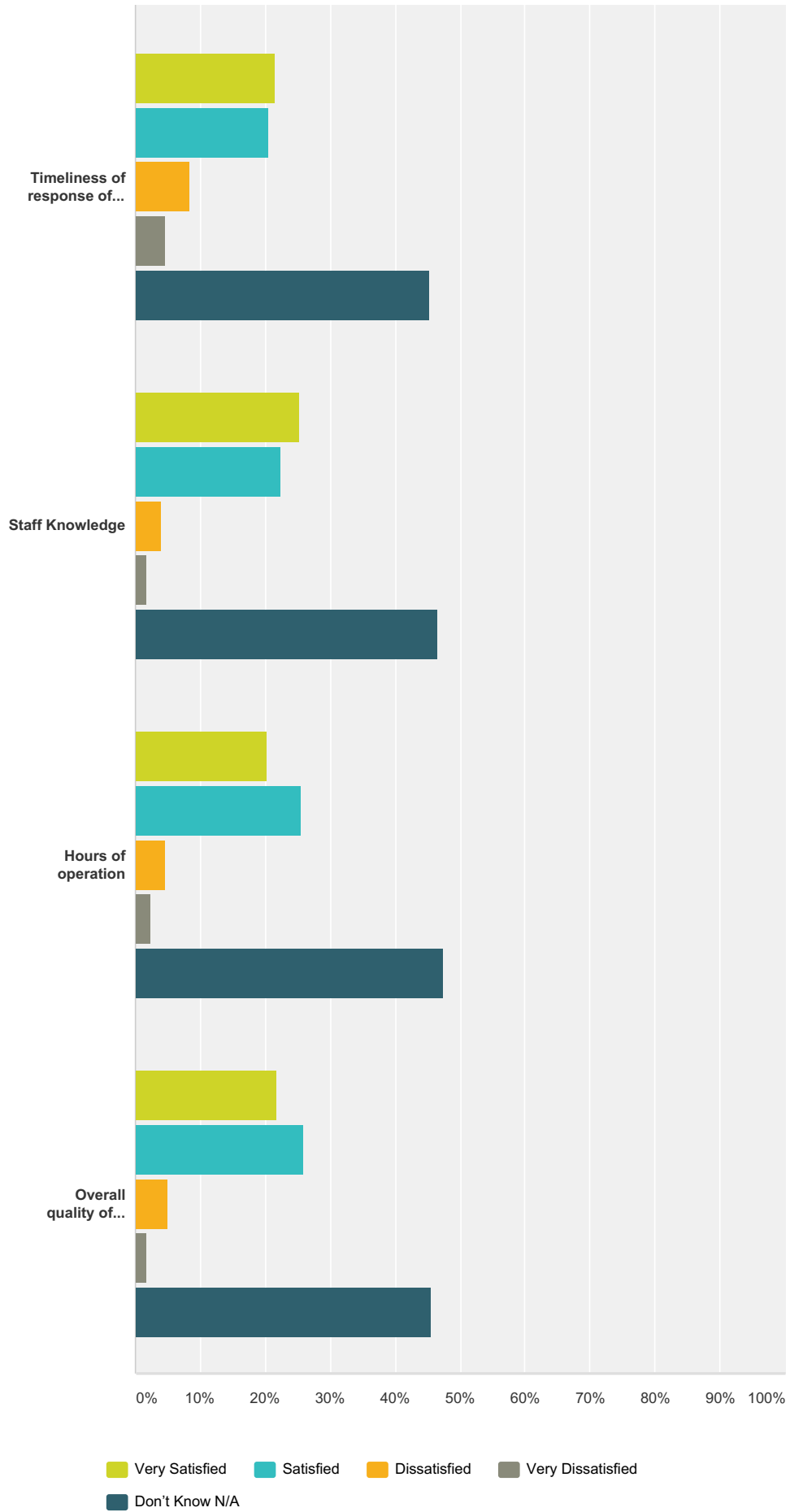
Student Experience Survey

Q26 At the Financial Aid/Scholarships Office, please indicate your level of satisfaction with the following:

Answered: 399 Skipped: 75



Student Experience Survey



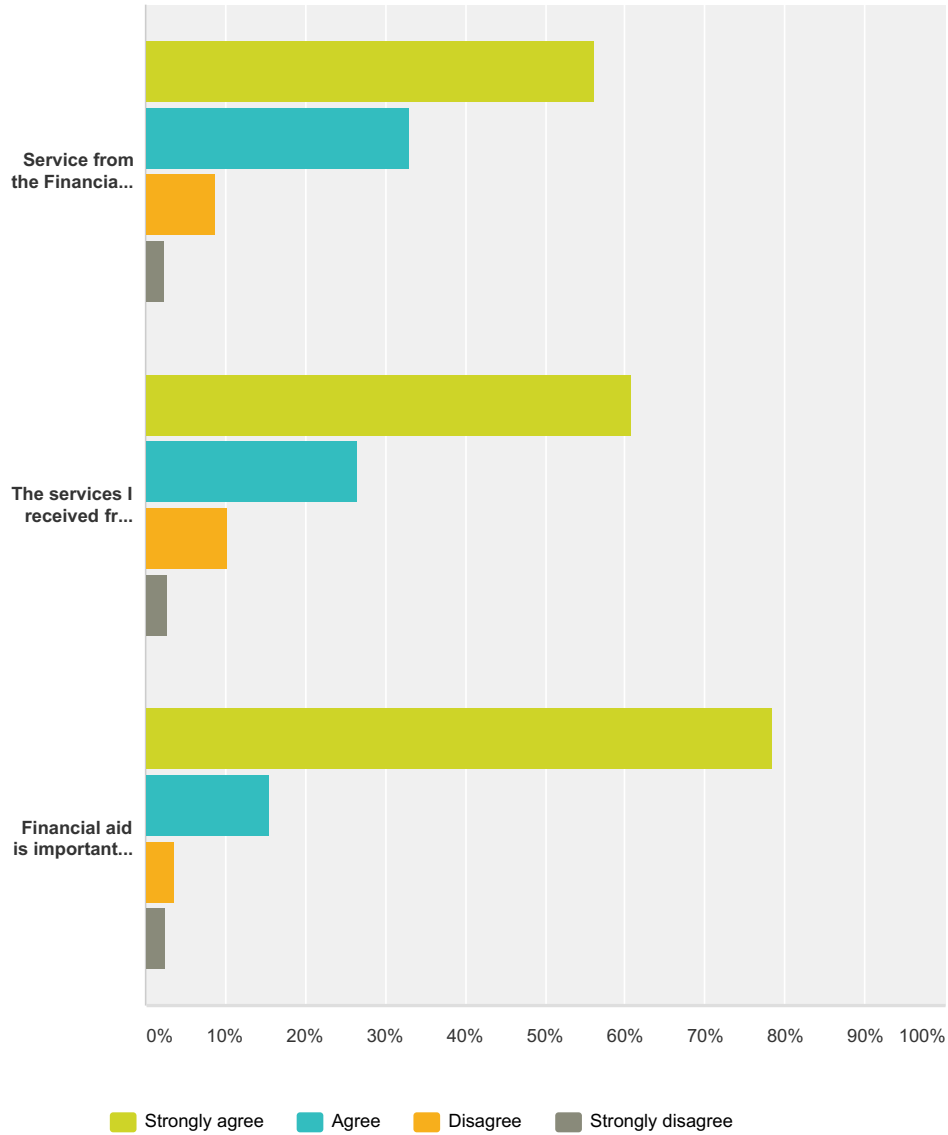
Student Experience Survey

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know N/A	Total
Assistance of staff	22.31% 89	25.06% 100	5.76% 23	1.50% 6	45.36% 181	399
Accuracy of information	24.12% 96	24.37% 97	4.27% 17	1.51% 6	45.73% 182	398
Usefulness of information	24.43% 97	25.19% 100	3.78% 15	1.76% 7	44.84% 178	397
Clarity of information	22.53% 89	23.04% 91	7.34% 29	1.77% 7	45.32% 179	395
Timeliness of response of information	21.46% 85	20.45% 81	8.33% 33	4.55% 18	45.20% 179	396
Staff Knowledge	25.32% 100	22.28% 88	4.05% 16	1.77% 7	46.58% 184	395
Hours of operation	20.30% 80	25.38% 100	4.57% 18	2.28% 9	47.46% 187	394
Overall quality of services	21.77% 86	25.82% 102	5.06% 20	1.77% 7	45.57% 180	395

Student Experience Survey

Q27 If you HAVE received Financial Aid/Scholarships Office services, please tell us if you agree/disagree with the following:

Answered: 232 Skipped: 242



	Strongly agree	Agree	Disagree	Strongly disagree	Total
Service from the Financial Aid/Scholarship Office helped me attend college at Cerro Coso	56.14% 128	32.89% 75	8.77% 20	2.19% 5	228
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	60.79% 138	26.43% 60	10.13% 23	2.64% 6	227
Financial aid is important to my ability to go or stay in college	78.45% 182	15.52% 36	3.45% 8	2.59% 6	232

Student Experience Survey

Q28 If you have NOT used any of Cerro Coso's Financial Aid/Scholarships Office services, please indicate your TWO most primary reasons. Rate your first and/or second most primary reasons in left column (use a "1" and "2").

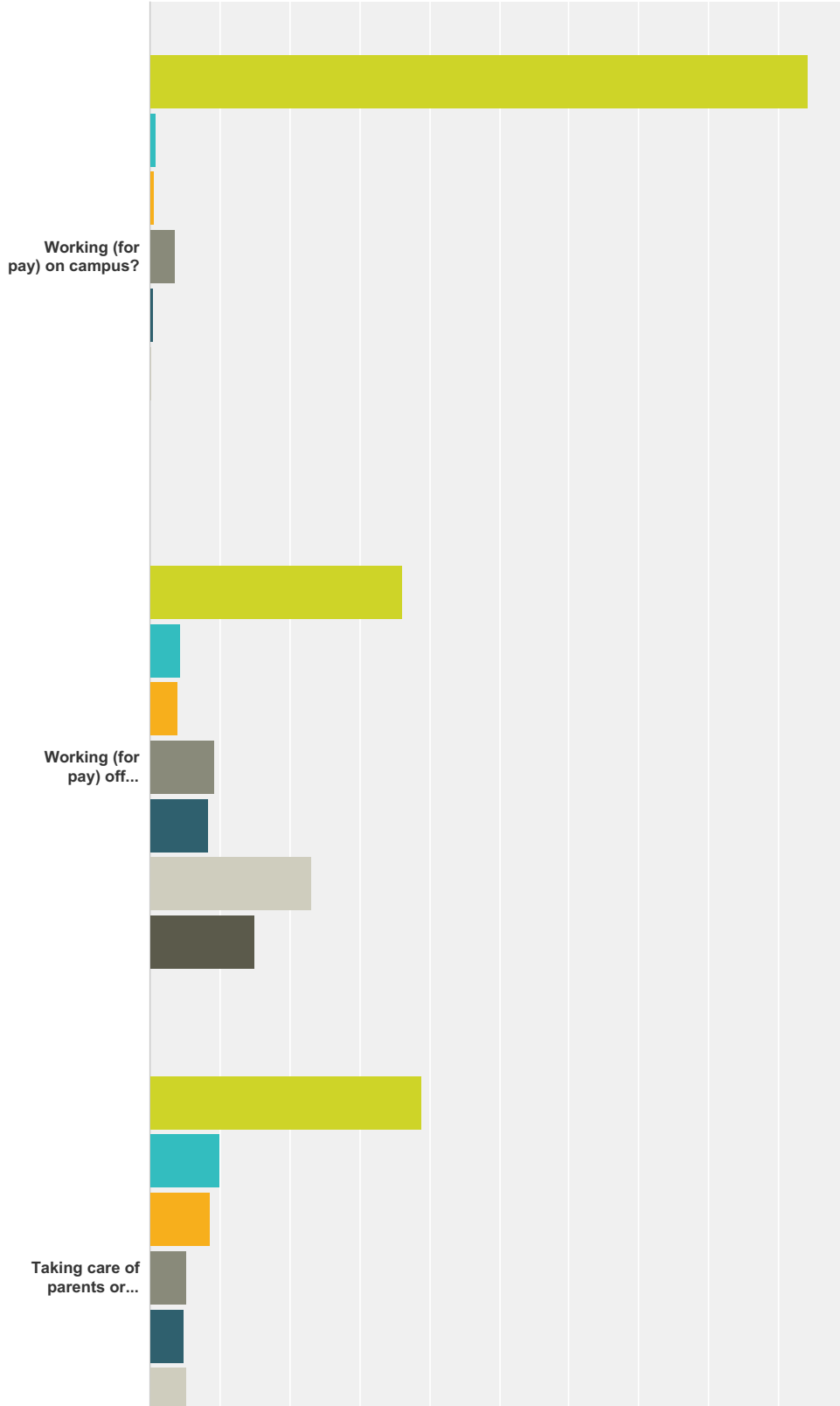
Answered: 240 Skipped: 234

Answer Choices	Responses	
Hours of operation are inconvenient	11.25%	27
Not enough time in my schedule	15.42%	37
Unaware of services provides	17.92%	43
Don't know office location	12.92%	31
I do not understand how financial aid works or the process	17.50%	42
Do not need	52.92%	127
I don't think I'd qualify	65.00%	156
Other	33.33%	80

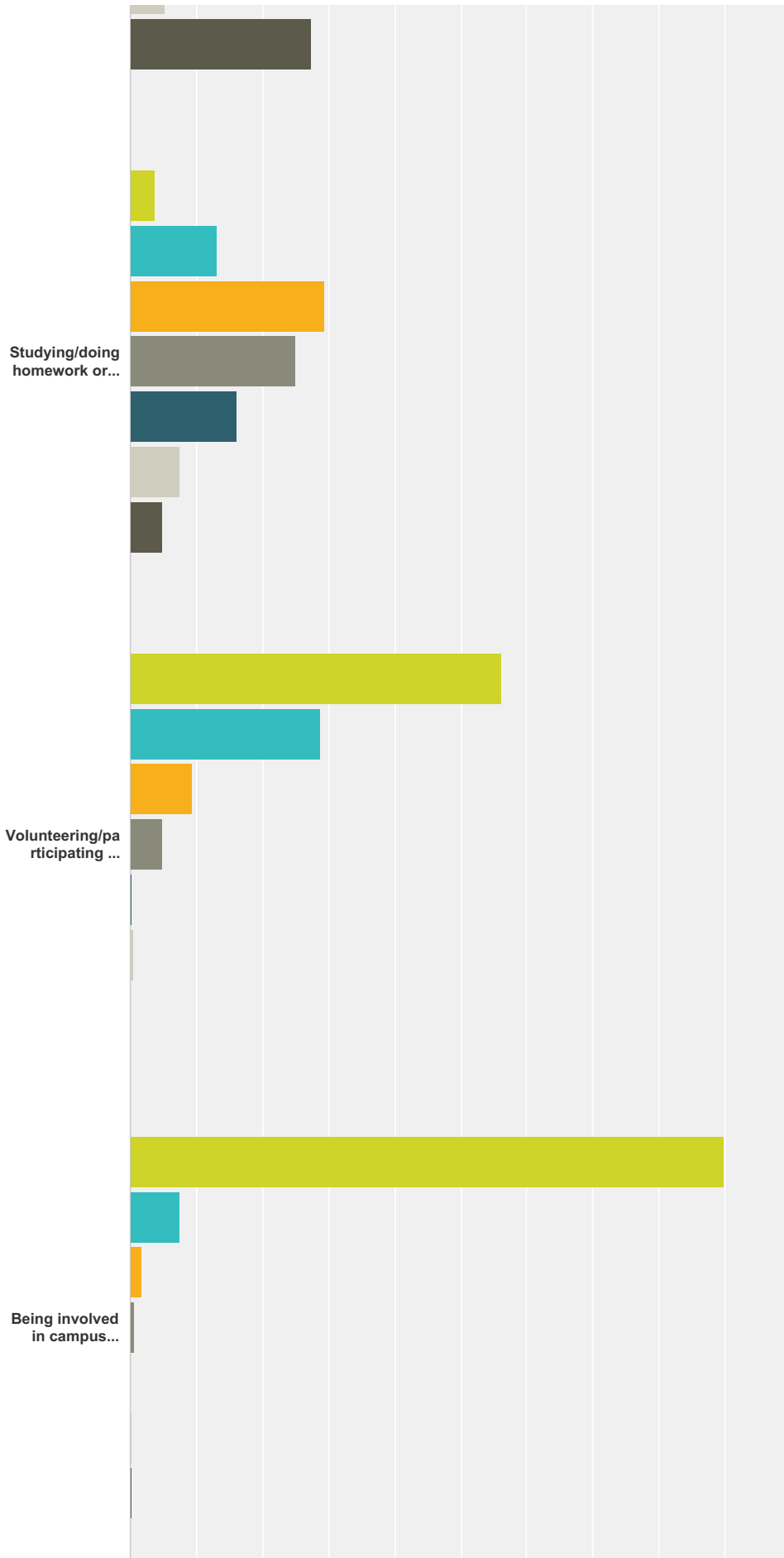
Student Experience Survey

Q29 During this current semester, about how many hours do you spend in a typical 7-day week? (Mark the box at the right indicating hours for each row)

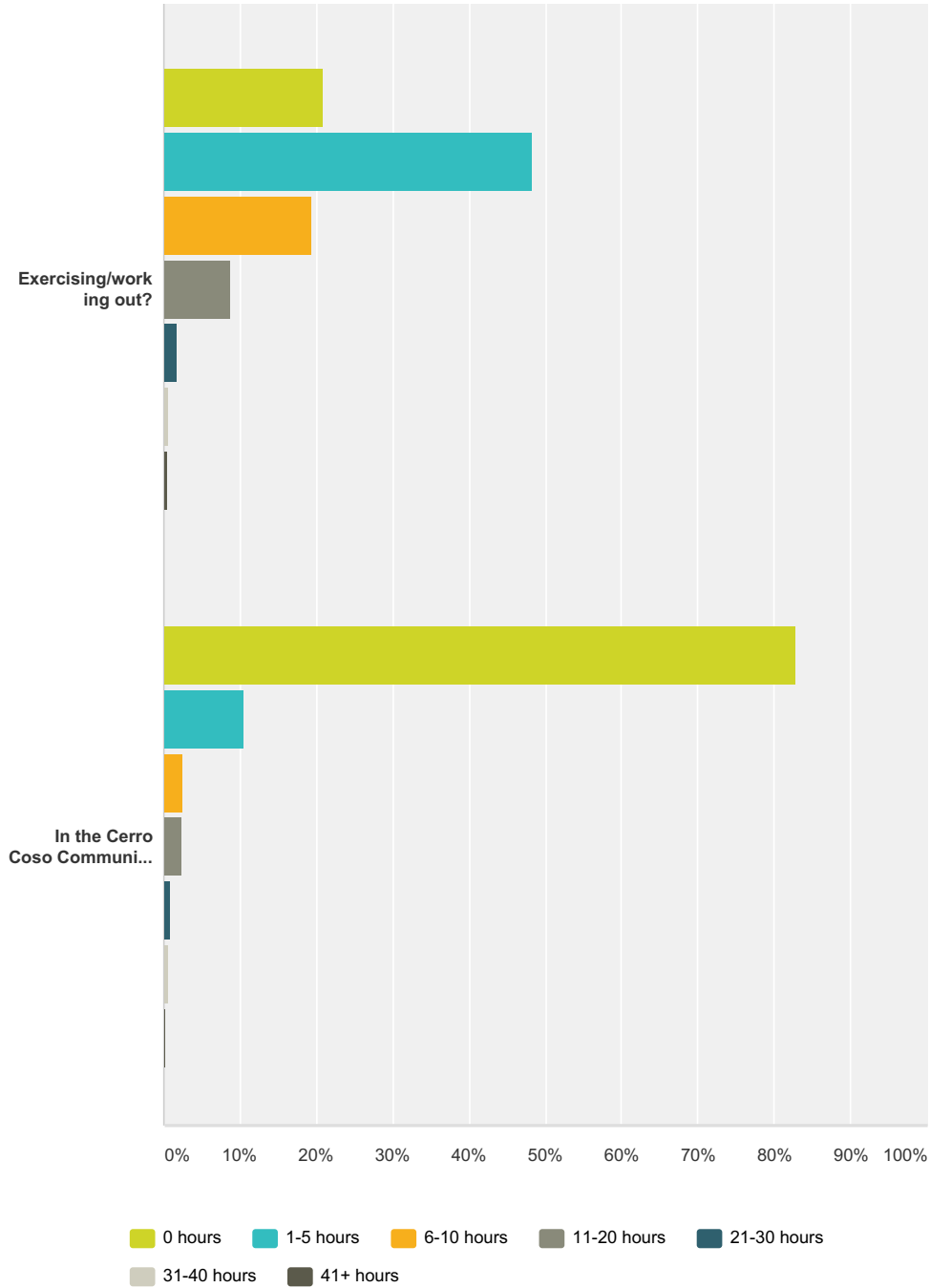
Answered: 436 Skipped: 38



Student Experience Survey



Student Experience Survey



	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31-40 hours	41+ hours	Total
Working (for pay) on campus?	94.15% 402	0.94% 4	0.70% 3	3.51% 15	0.47% 2	0.23% 1	0.00% 0	427
Working (for pay) off campus?	36.09% 157	4.37% 19	3.91% 17	9.20% 40	8.28% 36	23.22% 101	14.94% 65	435
Taking care of parents or children?	38.80% 168	9.93% 43	8.55% 37	5.31% 23	4.85% 21	5.31% 23	27.25% 118	433
Studying/doing homework or team projects outside of class?	3.69% 16	13.13% 57	29.49% 128	25.12% 109	16.13% 70	7.60% 33	4.84% 21	434
Volunteering/participating in community service?	56.12% 243	28.87% 125	9.47% 41	4.85% 21	0.23% 1	0.46% 2	0.00% 0	433

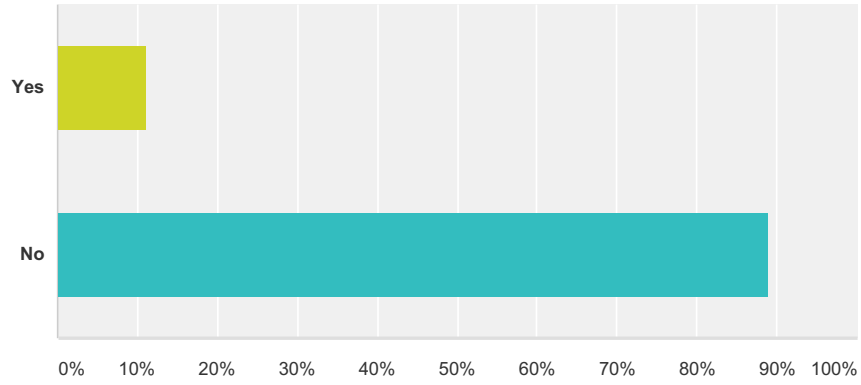
Student Experience Survey

Being involved in campus sponsored activities?	89.72% 384	7.48% 32	1.64% 7	0.70% 3	0.00% 0	0.23% 1	0.23% 1	428
Exercising/working out?	20.79% 90	48.27% 209	19.40% 84	8.78% 38	1.62% 7	0.69% 3	0.46% 2	433
In the Cerro Coso Community College Library?	82.79% 356	10.47% 45	2.56% 11	2.33% 10	0.93% 4	0.70% 3	0.23% 1	430

Student Experience Survey

Q30 Do you have a Coyote Card?

Answered: 436 Skipped: 38

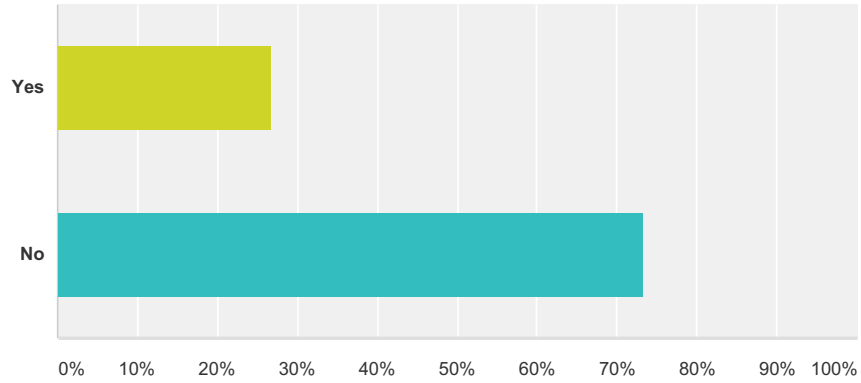


Answer Choices	Responses	
Yes	11.01%	48
No	88.99%	388
Total		436

Student Experience Survey

Q31 Did you know you can use your Coyote Card as a discount card in town?

Answered: 434 Skipped: 40

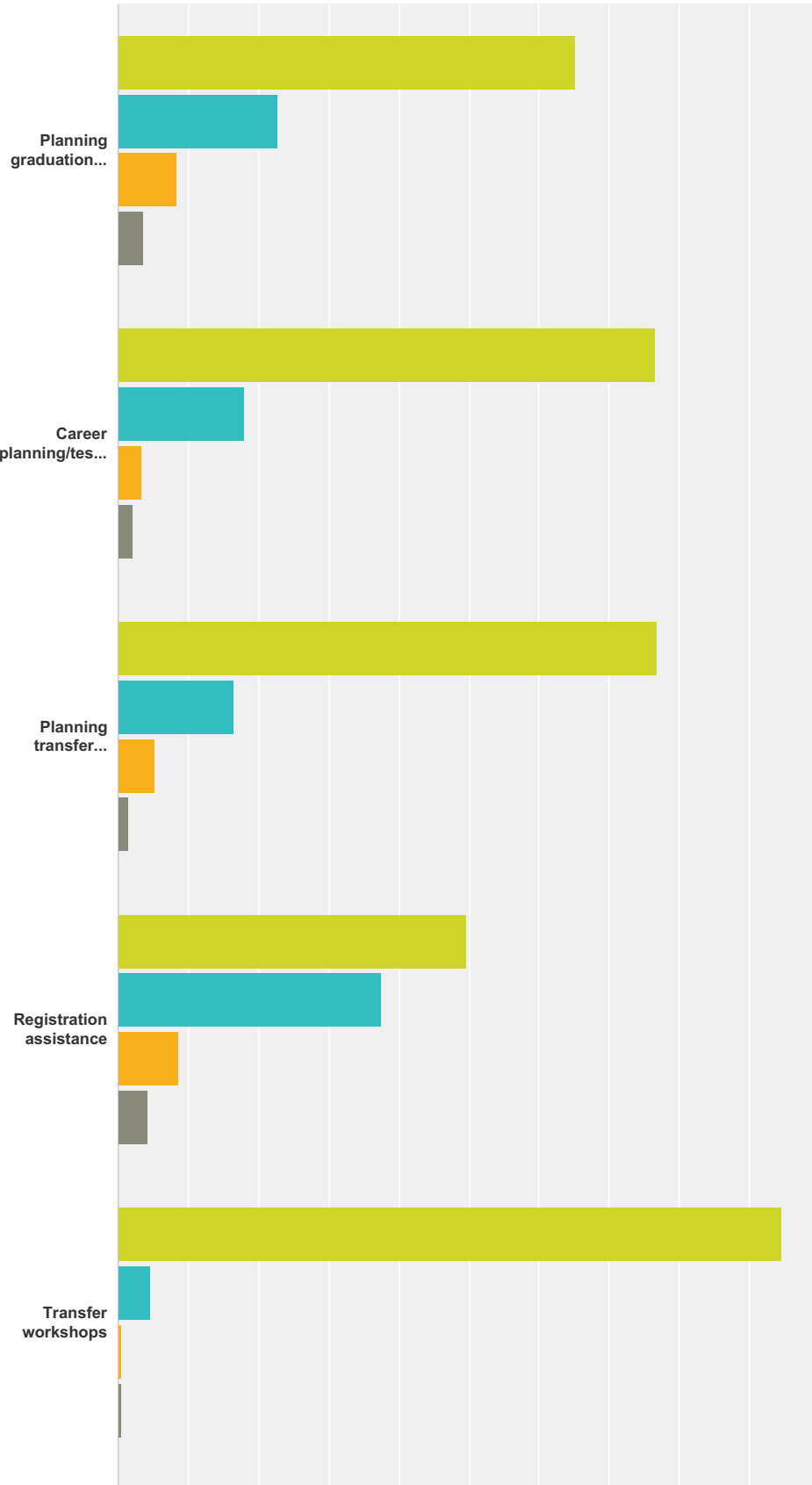


Answer Choices	Responses
Yes	26.73% 116
No	73.27% 318
Total	434

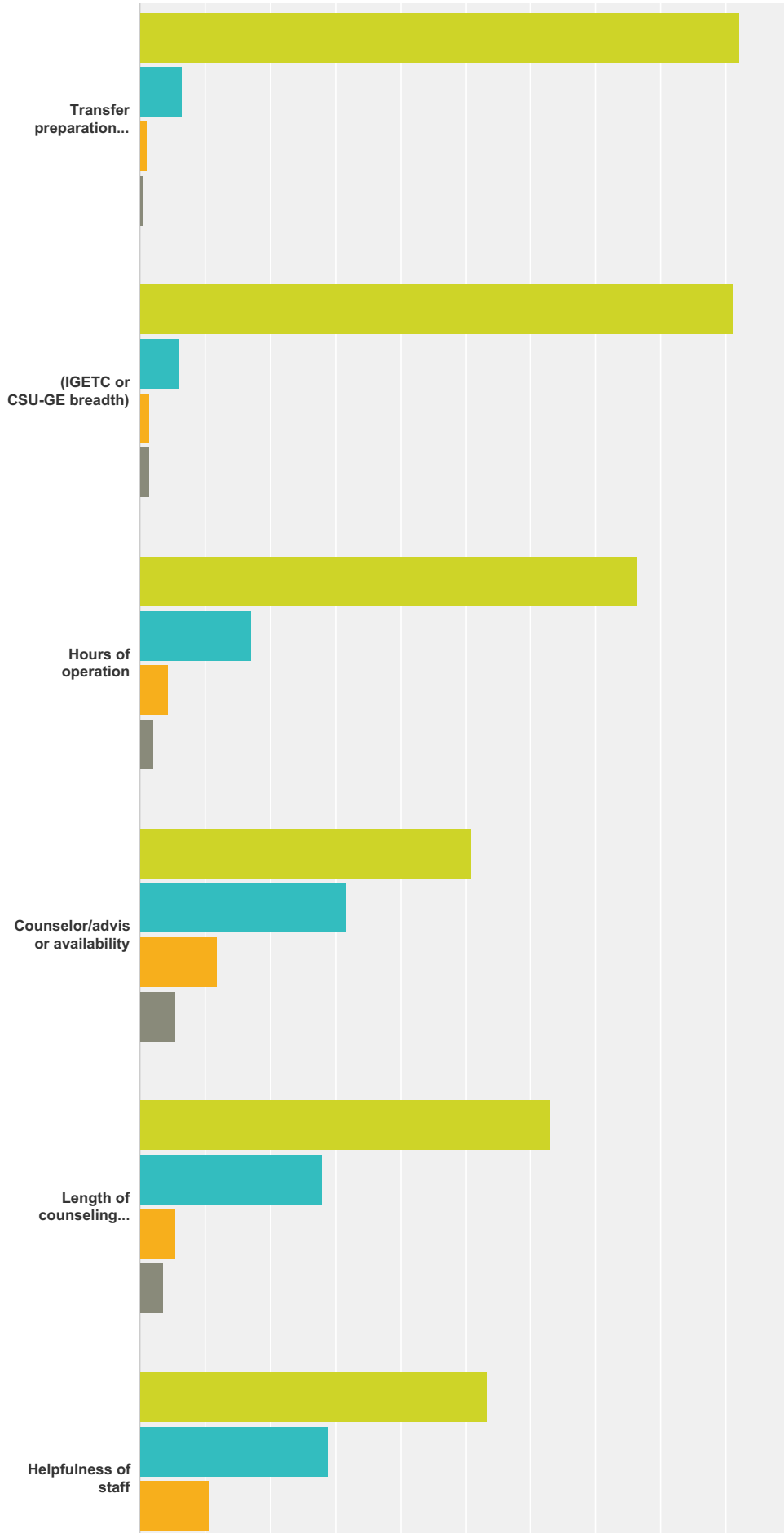
Student Experience Survey

Q32 How often have you used the following services in the Counseling Dept?

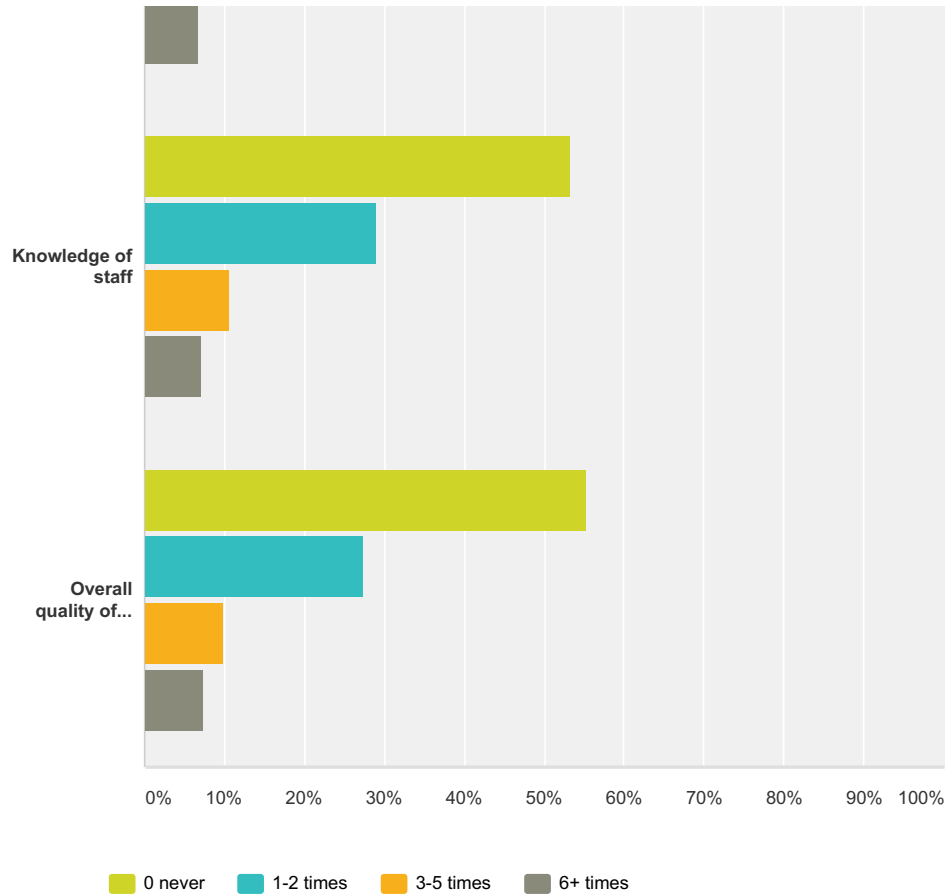
Answered: 423 Skipped: 51



Student Experience Survey



Student Experience Survey



	0 never	1-2 times	3-5 times	6+ times	Total
Planning graduation requirements	65.23% 272	22.78% 95	8.39% 35	3.60% 15	417
Career planning/testing	76.67% 322	17.86% 75	3.33% 14	2.14% 9	420
Planning transfer courses	76.79% 321	16.51% 69	5.26% 22	1.44% 6	418
Registration assistance	49.64% 209	37.53% 158	8.55% 36	4.28% 18	421
Transfer workshops	94.51% 396	4.53% 19	0.48% 2	0.48% 2	419
Transfer preparation handouts	92.11% 385	6.46% 27	0.96% 4	0.48% 2	418
(IGETC or CSU-GE breadth)	91.17% 382	5.97% 25	1.43% 6	1.43% 6	419
Hours of operation	76.46% 302	17.22% 68	4.30% 17	2.03% 8	395
Counselor/advisor availability	51.02% 201	31.73% 125	11.93% 47	5.33% 21	394
Length of counseling session	62.98% 245	28.02% 109	5.40% 21	3.60% 14	389
Helpfulness of staff	53.51% 206	29.09% 112	10.65% 41	6.75% 26	385
Knowledge of staff	53.26% 204	28.98% 111	10.70% 41	7.05% 27	383

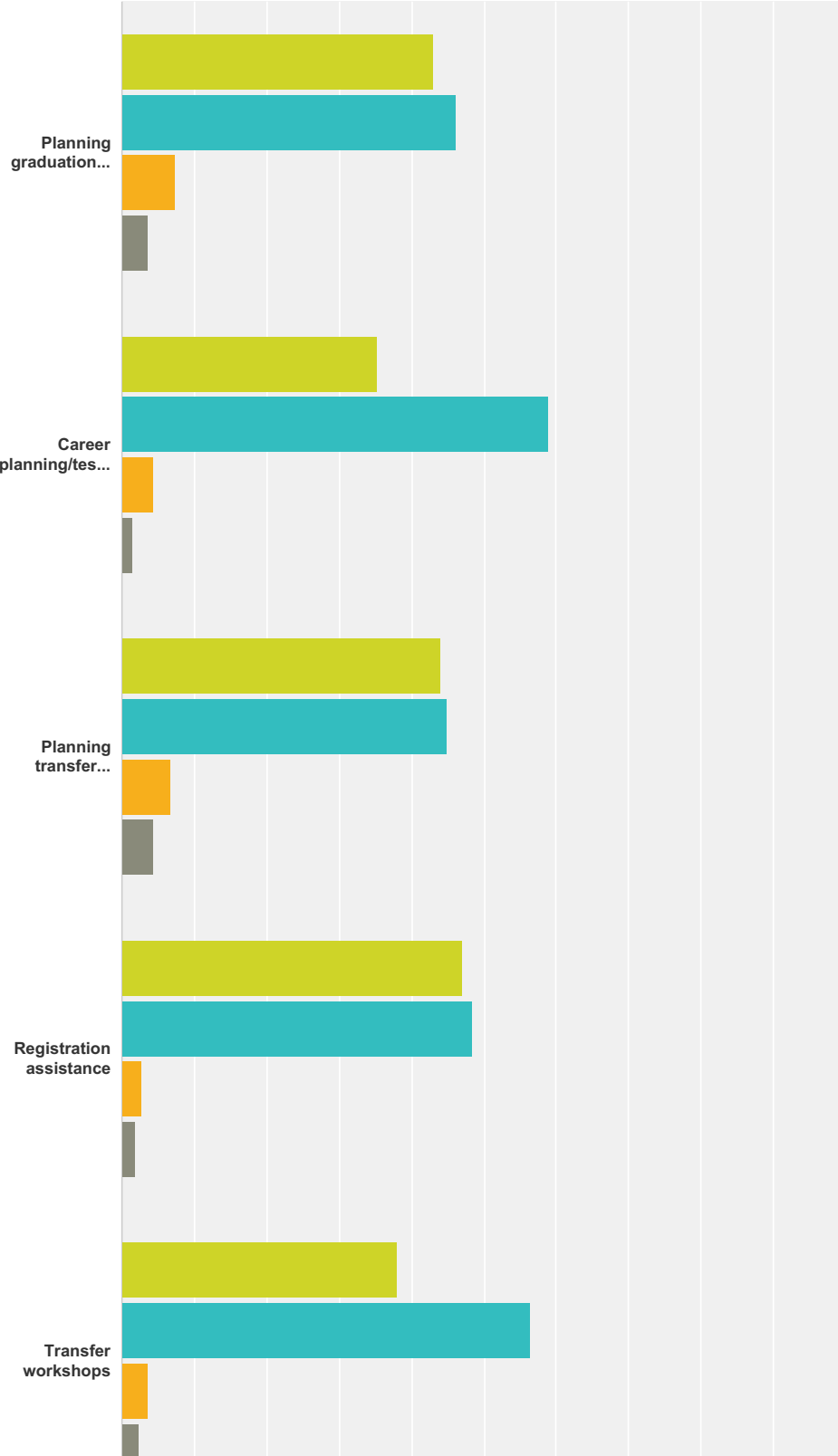
Student Experience Survey

Overall quality of Counseling Center services	55.41% 210	27.44% 104	9.76% 37	7.39% 28	379
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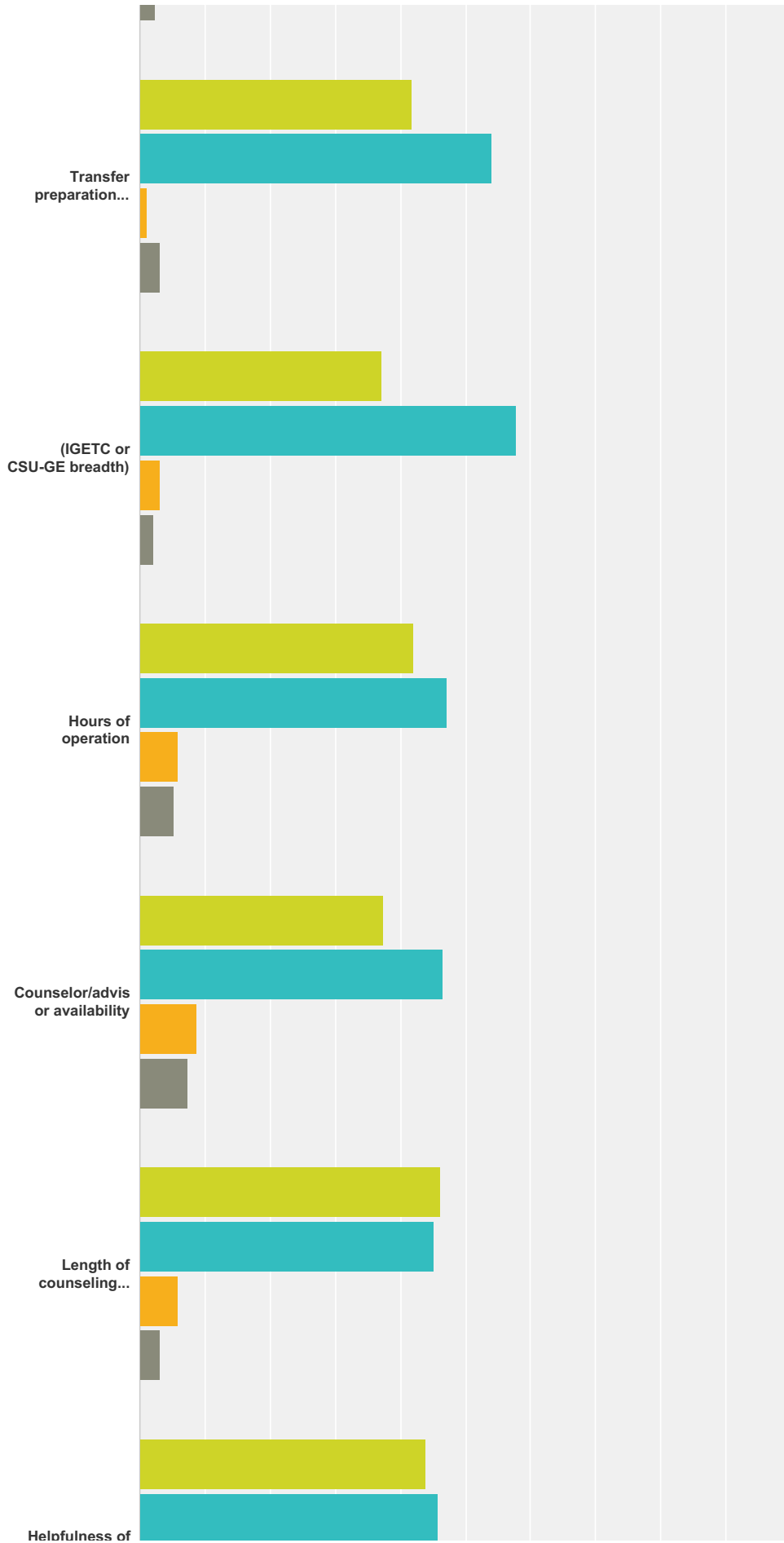
Student Experience Survey

Q33 If you HAVE used the following services in the Counseling Dept, please rate your satisfaction. (Rate your satisfaction only if you have used a particular service.)

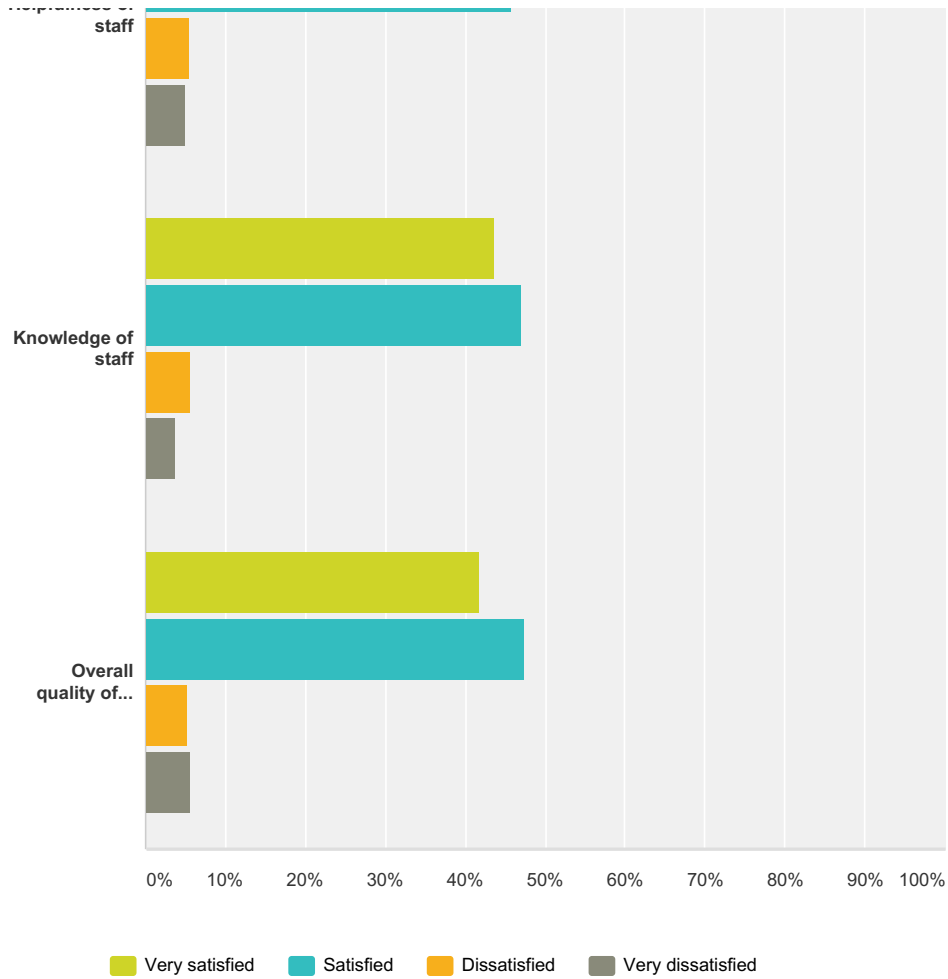
Answered: 278 Skipped: 196



Student Experience Survey



Student Experience Survey



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	Total
Planning graduation requirements	43.03% 71	46.06% 76	7.27% 12	3.64% 6	165
Career planning/testing	35.29% 48	58.82% 80	4.41% 6	1.47% 2	136
Planning transfer courses	44.12% 60	44.85% 61	6.62% 9	4.41% 6	136
Registration assistance	46.98% 101	48.37% 104	2.79% 6	1.86% 4	215
Transfer workshops	37.93% 33	56.32% 49	3.45% 3	2.30% 2	87
Transfer preparation handouts	41.84% 41	54.08% 53	1.02% 1	3.06% 3	98
(IGETC or CSU-GE breadth)	37.11% 36	57.73% 56	3.09% 3	2.06% 2	97
Hours of operation	41.95% 73	47.13% 82	5.75% 10	5.17% 9	174
Counselor/advisor availability	37.44% 82	46.58% 102	8.68% 19	7.31% 16	219
Length of counseling session	46.07% 88	45.03% 86	5.76% 11	3.14% 6	191
Helpfulness of staff	43.78% 95	45.62% 99	5.53% 12	5.07% 11	217

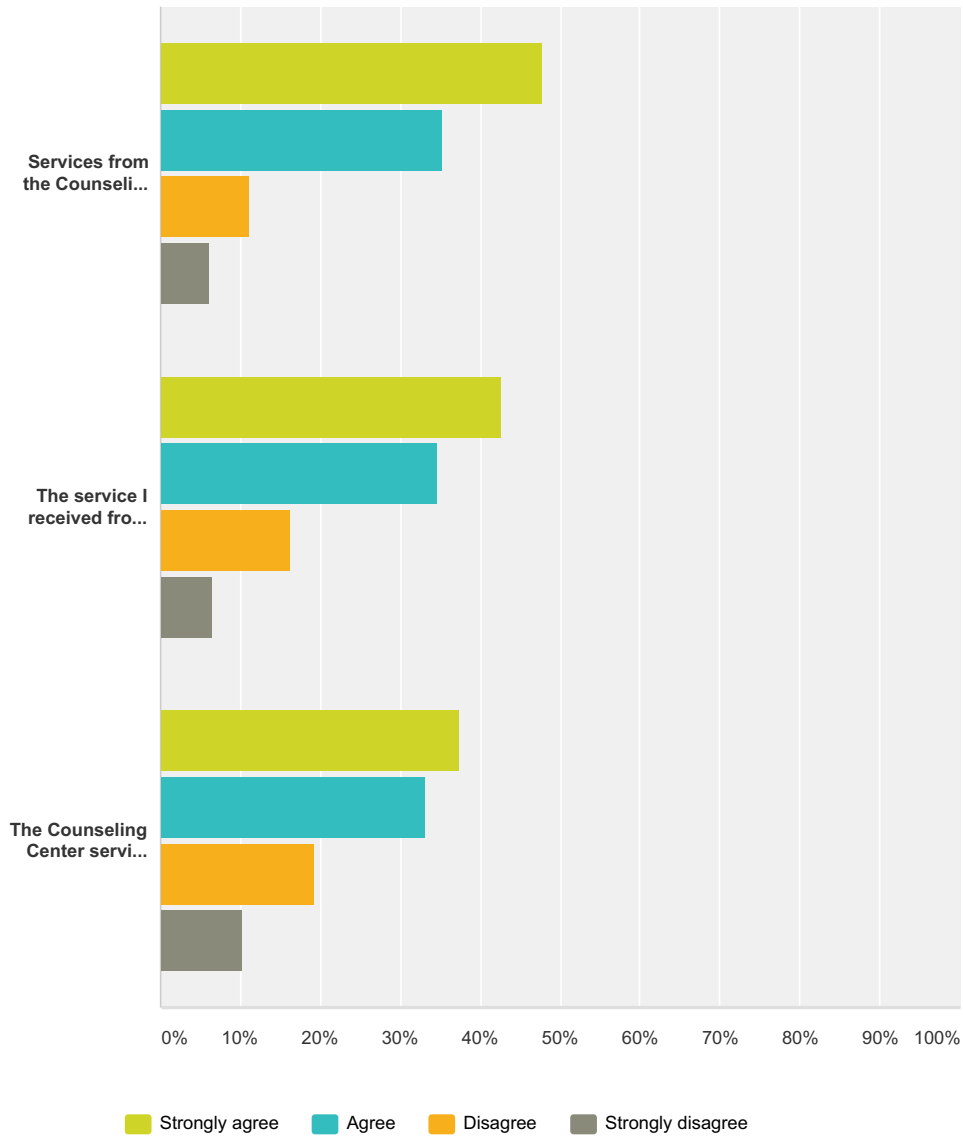
Student Experience Survey

Knowledge of staff	43.66% 93	46.95% 100	5.63% 12	3.76% 8	213
Overall quality of Counseling Center services	41.78% 89	47.42% 101	5.16% 11	5.63% 12	213

Student Experience Survey

Q34 If you HAVE received Counseling Center services, please tell us if you agree/disagree with the following:

Answered: 266 Skipped: 208

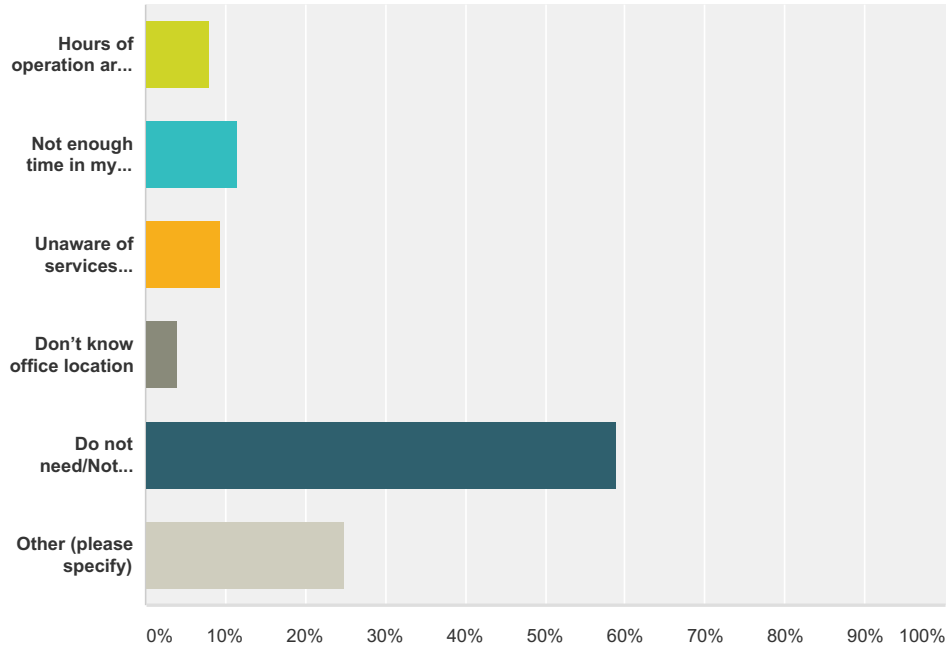


	Strongly agree	Agree	Disagree	Strongly disagree	Total
Services from the Counseling Center helped me attend college at Cerro Coso	47.73% 126	35.23% 93	10.98% 29	6.06% 16	264
The service I received from Counseling helps me stay in school	42.63% 107	34.66% 87	16.33% 41	6.37% 16	251
The Counseling Center services have helped me prepare for transfer to a four-year college	37.38% 80	33.18% 71	19.16% 41	10.28% 22	214

Student Experience Survey

Q35 If you have NOT used any of Cerro Coso's Counseling Center services, please indicate your primary reason.

Answered: 202 Skipped: 272

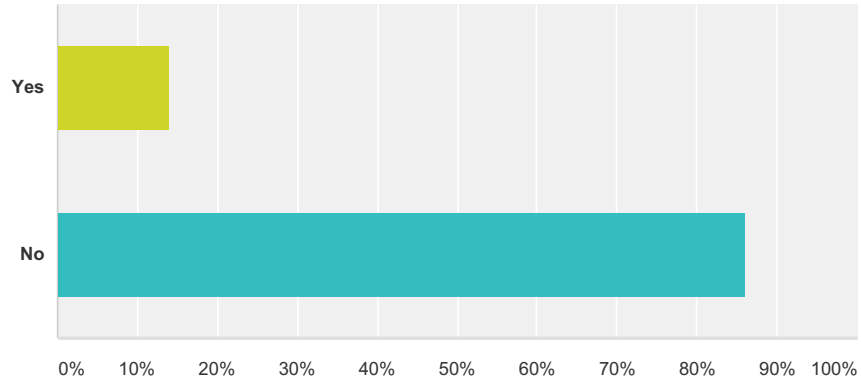


Answer Choices	Responses
Hours of operation are inconvenient	7.92% 16
Not enough time in my schedule	11.39% 23
Unaware of services provides	9.41% 19
Don't know office location	3.96% 8
Do not need/Not applicable	58.91% 119
Other (please specify)	24.75% 50
Total Respondents: 202	

Student Experience Survey

Q36 Have you ever participated in student activities at Cerro Coso?

Answered: 426 Skipped: 48

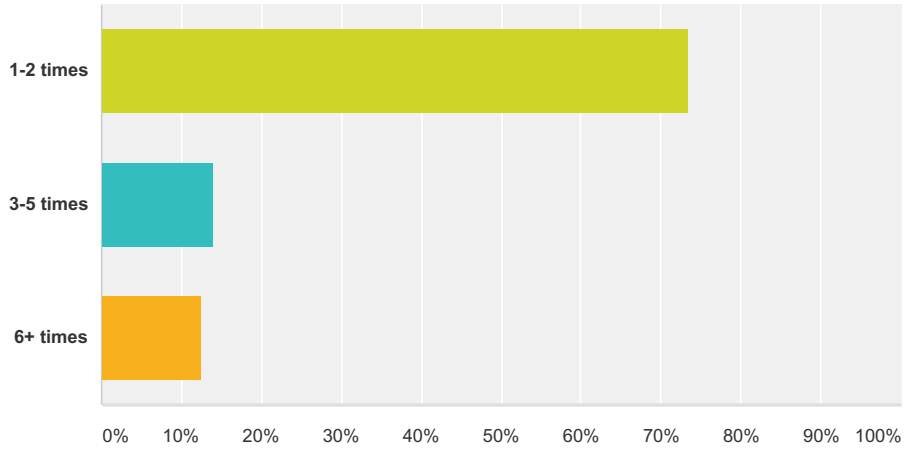


Answer Choices	Responses
Yes	14.08% 60
No	85.92% 366
Total	426

Student Experience Survey

Q37 If yes, how frequently have you participated?

Answered: 64 Skipped: 410

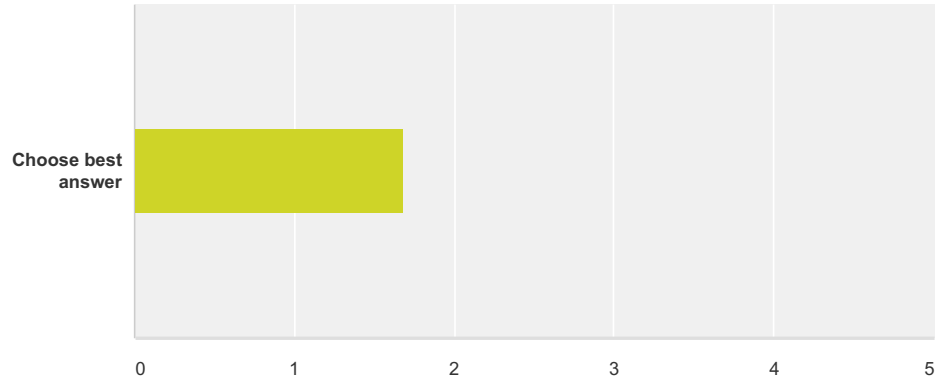


Answer Choices	Responses
1-2 times	73.44% 47
3-5 times	14.06% 9
6+ times	12.50% 8
Total	64

Student Experience Survey

Q38 How satisfied are you with the student activities available at Cerro Coso?

Answered: 337 Skipped: 137



	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied	N/A	Total	Average Rating
Choose best answer	12.46% 42	10.68% 36	1.78% 6	1.19% 4	73.89% 249	337	1.68

Student Experience Survey

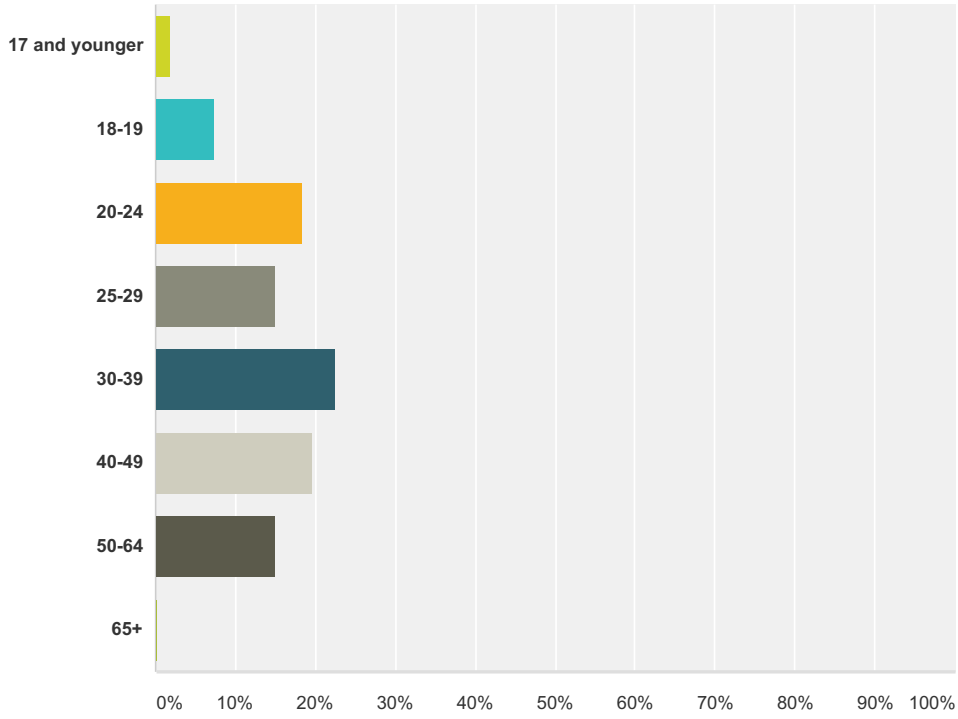
Q39 Do you have suggestions for additional activities you would like to have available at Cerro Coso?

Answered: 58 Skipped: 416

Student Experience Survey

Q40 Indicate your Age:

Answered: 426 Skipped: 48

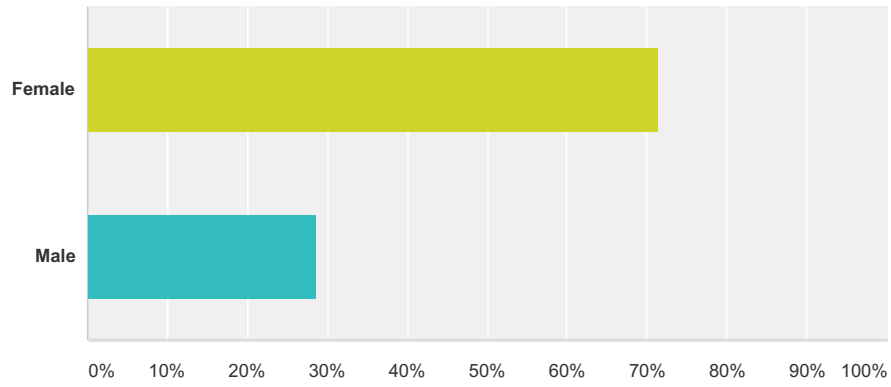


Answer Choices	Responses
17 and younger	1.88% 8
18-19	7.28% 31
20-24	18.31% 78
25-29	15.02% 64
30-39	22.54% 96
40-49	19.72% 84
50-64	15.02% 64
65+	0.23% 1
Total	426

Student Experience Survey

Q41 What is your gender?

Answered: 426 Skipped: 48

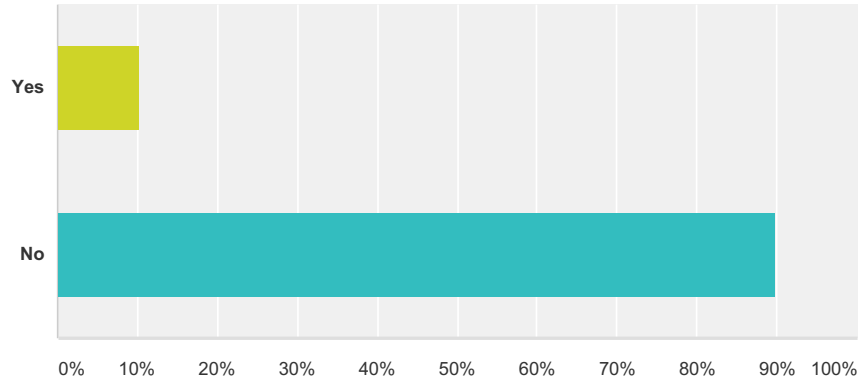


Answer Choices	Responses	
Female	71.36%	304
Male	28.64%	122
Total		426

Student Experience Survey

Q42 Are you a Veteran of the U.S. Armed Forces?

Answered: 419 Skipped: 55

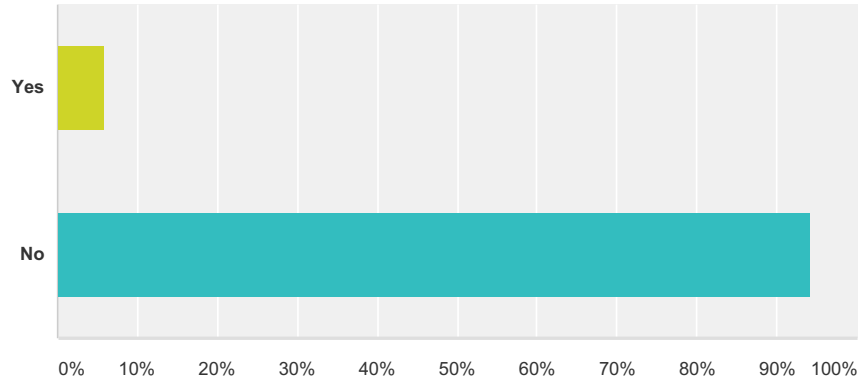


Answer Choices	Responses
Yes	10.26% 43
No	89.74% 376
Total	419

Student Experience Survey

Q43 Do you receive veterans educational benefits?

Answered: 411 Skipped: 63

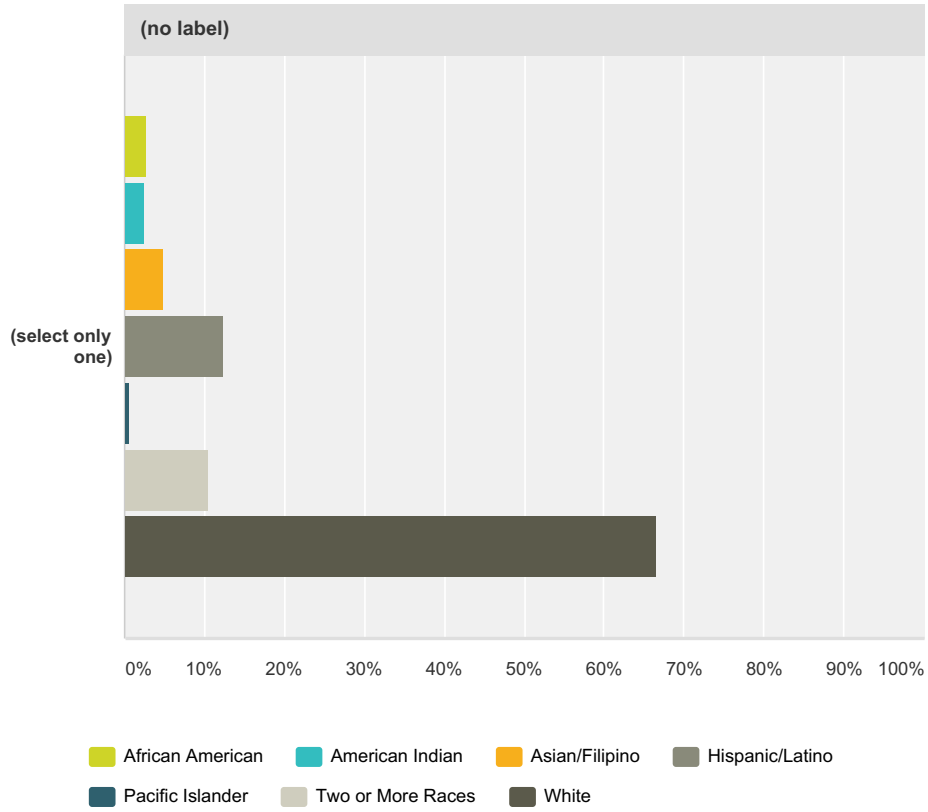


Answer Choices	Responses	
Yes	5.84%	24
No	94.16%	387
Total		411

Student Experience Survey

Q44 What is your ethnic identification?

Answered: 414 Skipped: 60

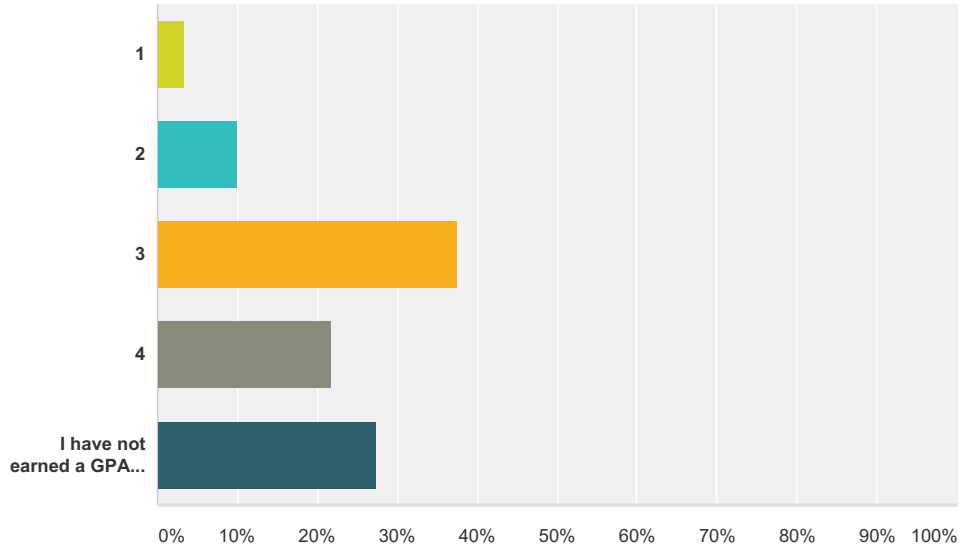


(no label)								
	African American	American Indian	Asian/Filipino	Hispanic/Latino	Pacific Islander	Two or More Races	White	Total
(select only one)	2.66% 11	2.42% 10	4.83% 20	12.32% 51	0.72% 3	10.39% 43	66.67% 276	414

Student Experience Survey

Q45 What is your cumulative grade point average (GPA) at Cerro Coso?

Answered: 407 Skipped: 67

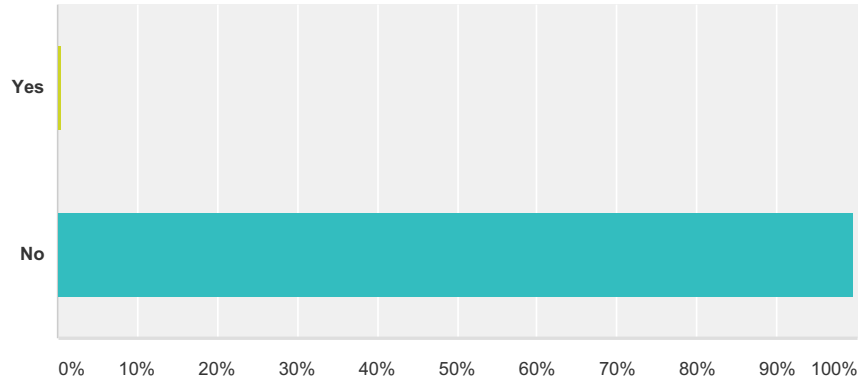


Answer Choices	Responses	
1	3.44%	14
2	10.07%	41
3	37.59%	153
4	21.62%	88
I have not earned a GPA yet	27.27%	111
Total		407

Student Experience Survey

Q46 Are you a member of a college sports team?

Answered: 422 Skipped: 52

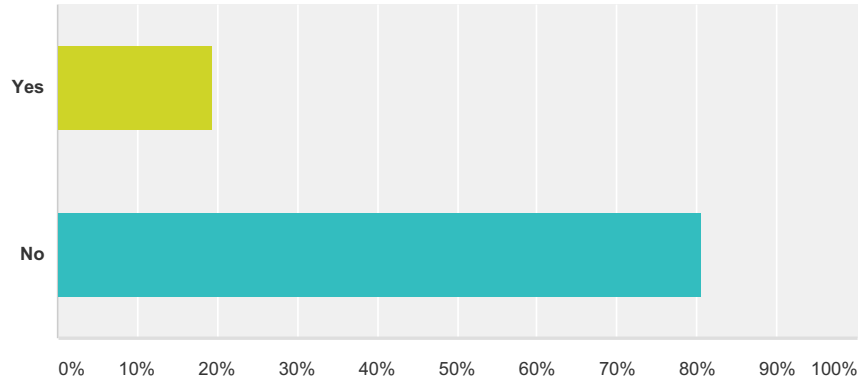


Answer Choices	Responses
Yes	0.47% 2
No	99.53% 420
Total	422

Student Experience Survey

Q47 Are you a single parent?

Answered: 422 Skipped: 52

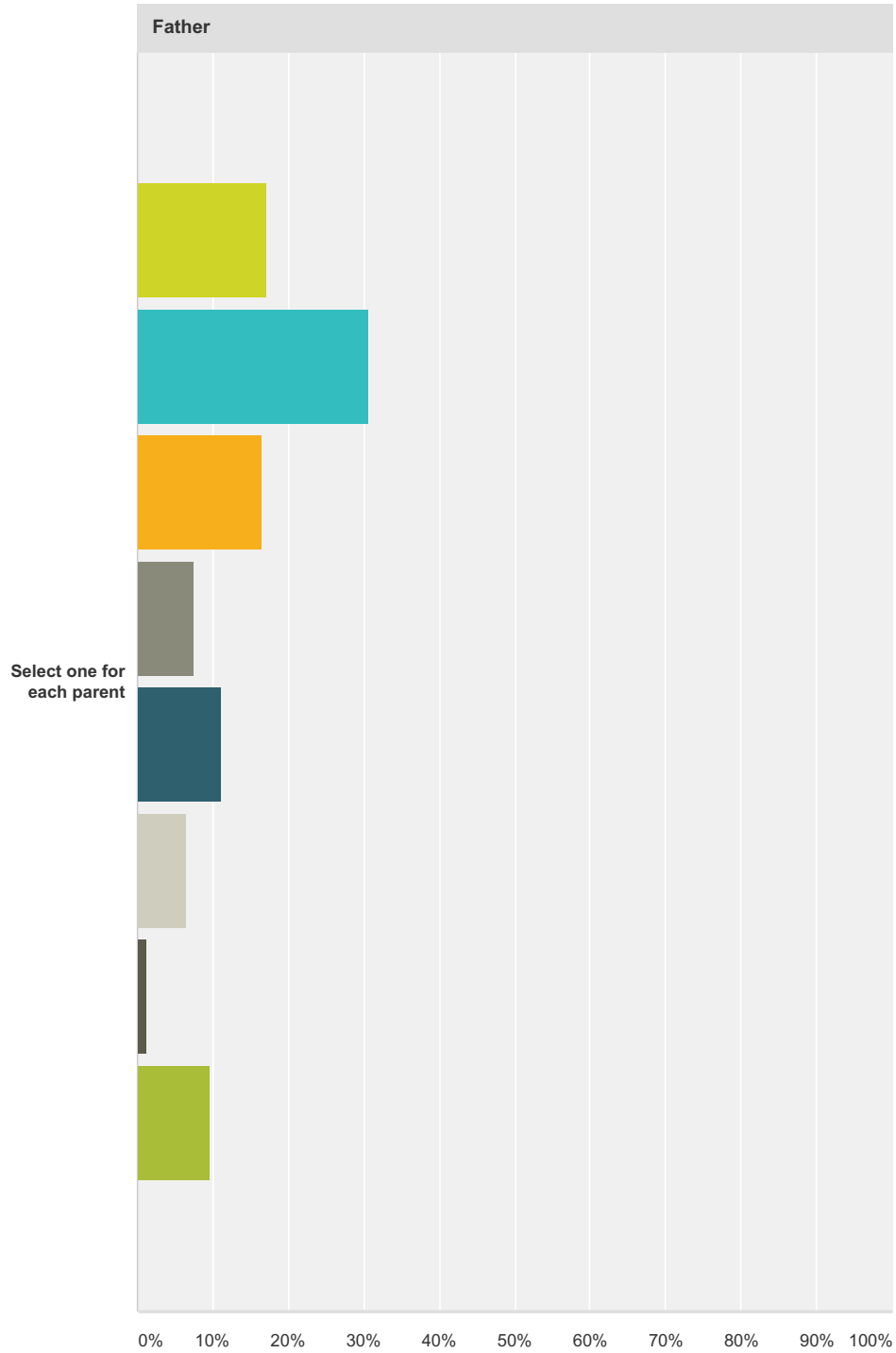


Answer Choices	Responses	
Yes	19.43%	82
No	80.57%	340
Total		422

Student Experience Survey

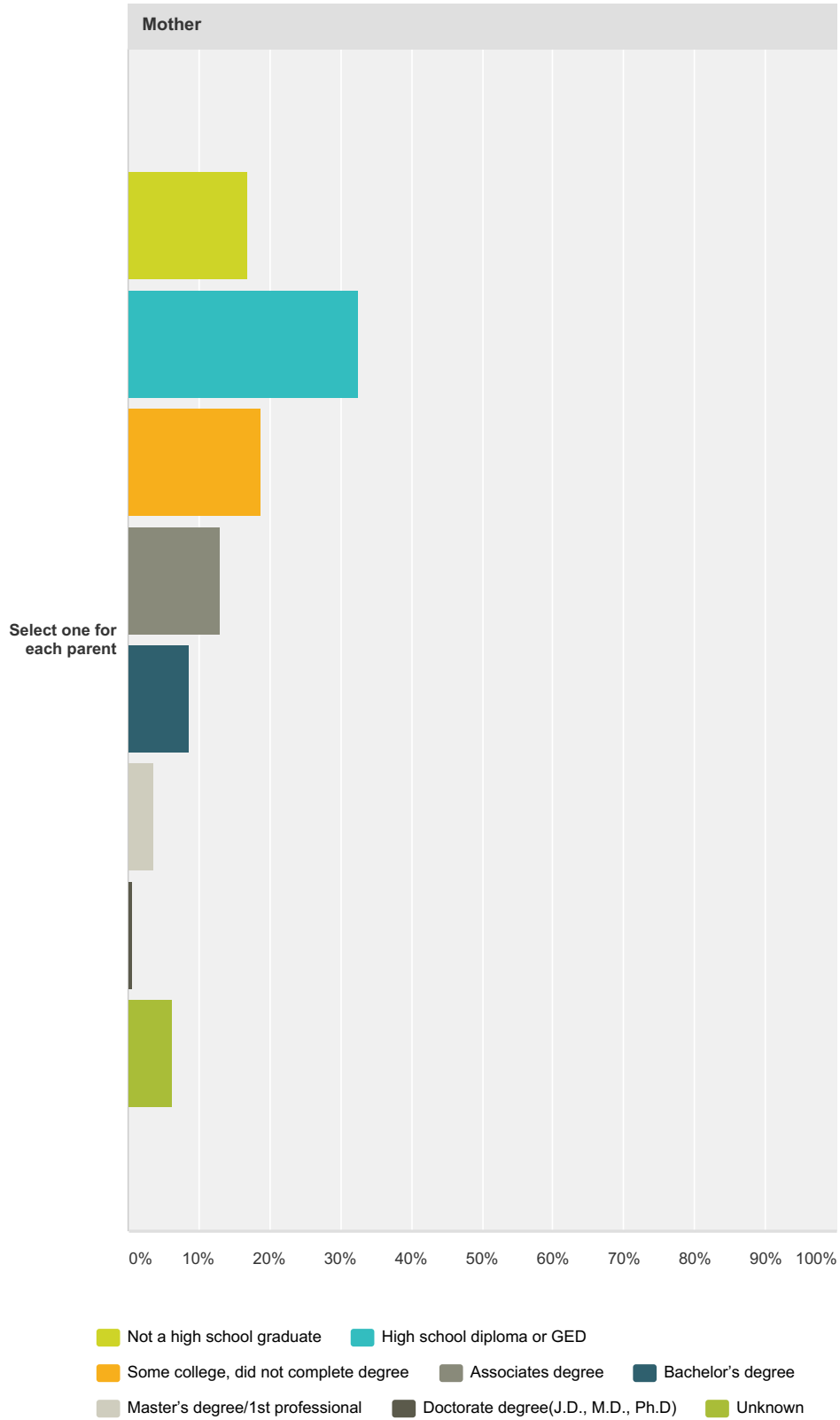
Q48 What is the highest level of education obtained by your Father and Mother?

Answered: 428 Skipped: 46



- Not a high school graduate
- High school diploma or GED
- Some college, did not complete degree
- Associates degree
- Bachelor's degree
- Master's degree/1st professional
- Doctorate degree(J.D., M.D., Ph.D)
- Unknown

Student Experience Survey



Father									
Not a high school graduate	High school diploma or GED	Some college, did not complete degree	Associates degree	Bachelor's degree	Master's degree/1st professional	Doctorate degree (J.D., M.D., Ph.D)	Unknown	Total	

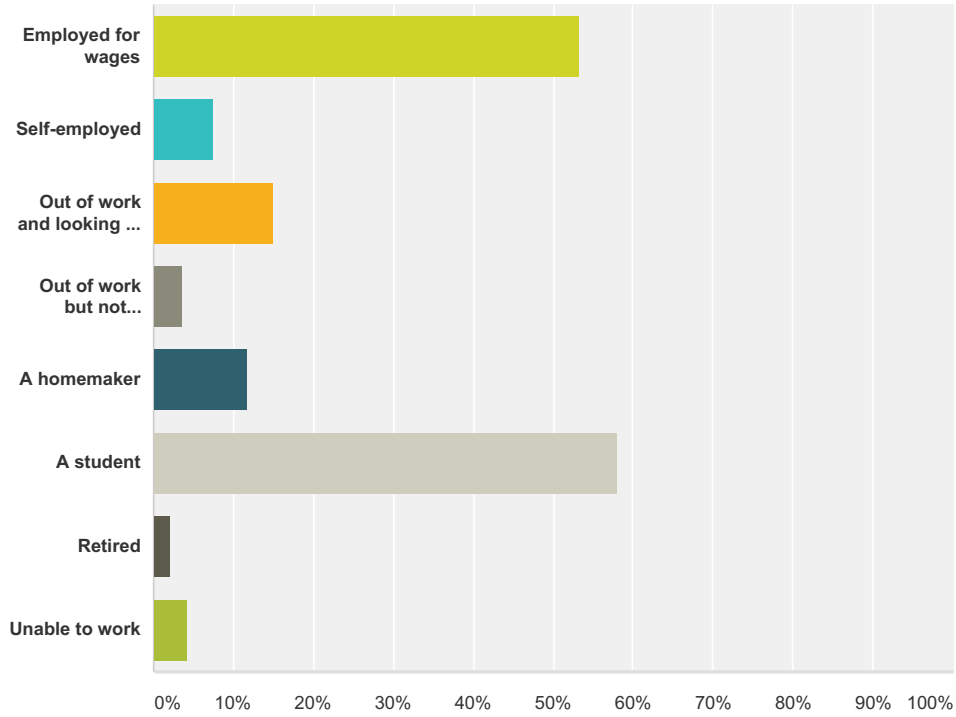
Student Experience Survey

Select one for each parent	17.06% 73	30.61% 131	16.59% 71	7.48% 32	10.98% 47	6.54% 28	1.17% 5	9.58% 41	428
Mother									
	Not a high school graduate	High school diploma or GED	Some college, did not complete degree	Associates degree	Bachelor's degree	Master's degree/1st professional	Doctorate degree(J.D., M.D., Ph.D)	Unknown	Total
Select one for each parent	16.82% 72	32.48% 139	18.69% 80	12.85% 55	8.64% 37	3.50% 15	0.70% 3	6.31% 27	428

Student Experience Survey

Q49 Employment Status: Are you currently...? (Select up to two)

Answered: 428 Skipped: 46

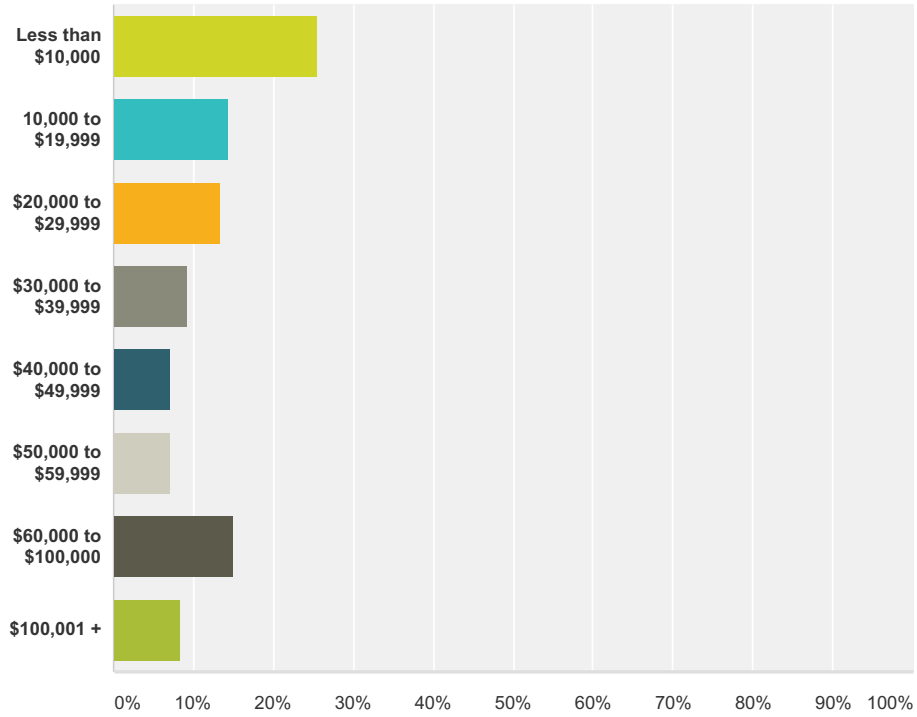


Answer Choices	Responses	Count
Employed for wages	53.27%	228
Self-employed	7.48%	32
Out of work and looking for work	14.95%	64
Out of work but not currently looking for work	3.50%	15
A homemaker	11.68%	50
A student	57.94%	248
Retired	2.10%	9
Unable to work	4.21%	18
Total Respondents: 428		

Student Experience Survey

Q50 Please indicate your annual Household Income from last year:

Answered: 407 Skipped: 67



Answer Choices	Responses	
Less than \$10,000	25.55%	104
10,000 to \$19,999	14.50%	59
\$20,000 to \$29,999	13.27%	54
\$30,000 to \$39,999	9.09%	37
\$40,000 to \$49,999	7.13%	29
\$50,000 to \$59,999	7.13%	29
\$60,000 to \$100,000	14.99%	61
\$100,001 +	8.35%	34
Total		407

Student Experience Survey

Q51 If you have comments or would like to elaborate on previous question responses, please use the space below. Please try to be specific if possible.

Answered: 79 Skipped: 395

Student Experience Survey

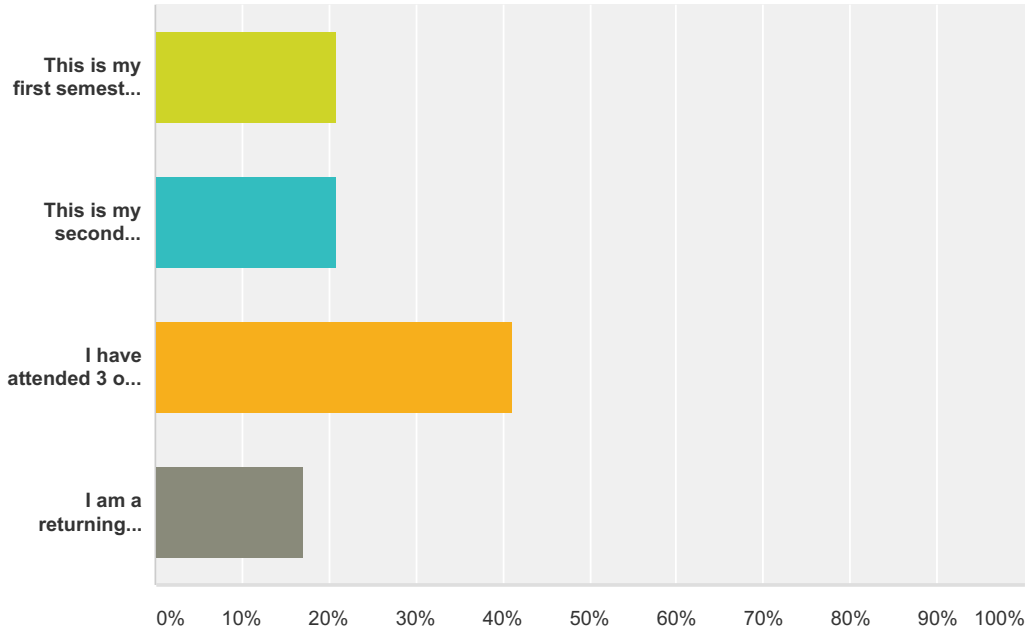
Q52 Would you like to enter your name in the drawing for two iPods and other prizes? If so, please enter your information below. The research office will separate survey responses from any personal information. Entries will be forwarded to Student Services.(Only one entry per student. Entries limited to survey participants.)

Answered: 387 Skipped: 87

Answer Choices	Responses	
Your name	100.00%	387
Your mailing address	98.71%	382
Your email address	98.71%	382
Your phone number where you can be reached on April 20, 2012.	98.19%	380

Q1 Please select the answer below that best describes your status as a student at Cerro Coso Community College:

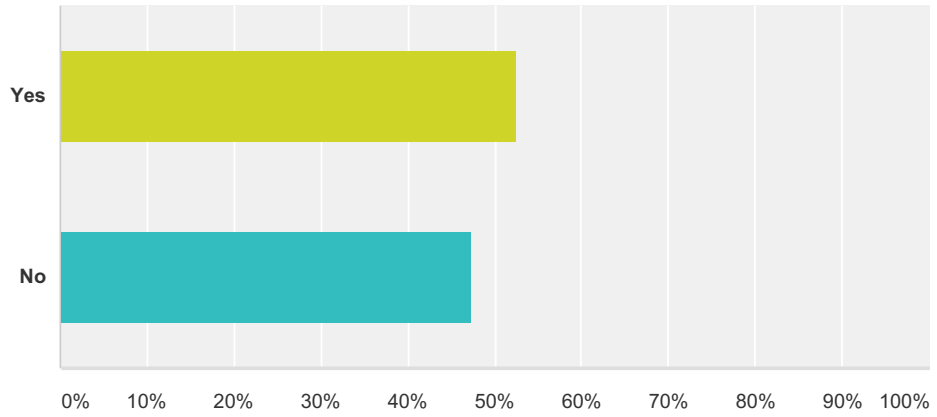
Answered: 524 Skipped: 0



Answer Choices	Responses
This is my first semester. I am a new student at Cerro Coso Community College.	20.80% 109
This is my second semester.	20.80% 109
I have attended 3 or more semesters without a break in between.	41.22% 216
I am a returning student. I previously attended Cerro Coso Community College.	17.18% 90
Total	524

Q2 Have you attended college elsewhere?

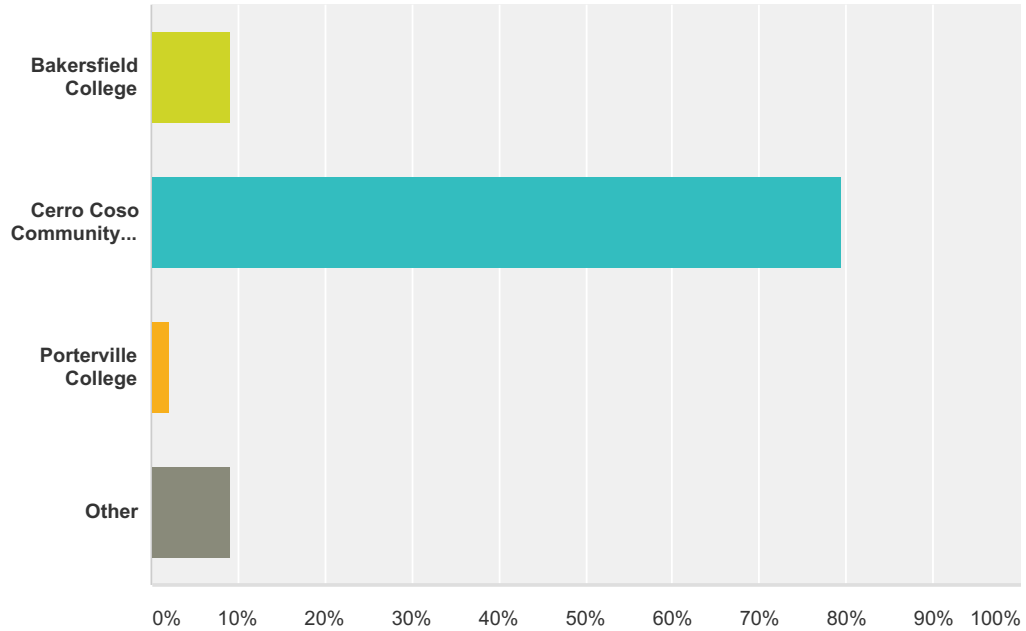
Answered: 524 Skipped: 0



Answer Choices	Responses	
Yes	52.67%	276
No	47.33%	248
Total		524

Q3 What currently is your primary college (where you mostly attend or from where you will receive a certificate or degree)?

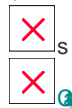
Answered: 512 Skipped: 12



Answer Choices	Responses
Bakersfield College	9.18% 47
Cerro Coso Community College	79.49% 407
Porterville College	2.15% 11
Other	9.18% 47
Total	512

Responses (53) C Text Analysis z My Categories (0)

?



Showing 53 responses



California State University Bakersfield
3/13/2015 9:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



unknown at this time
3/13/2015 4:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



In Nigeria
3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



CSU Channel Islands
3/11/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



CSUB Walden
3/10/2015 8:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Fresno City College
3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Oxnard Community College
3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Saddleback College
3/9/2015 10:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Hunter College
3/9/2015 8:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Santa Rosa Junior college
3/9/2015 3:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Sdsu
3/9/2015 3:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



on line
3/9/2015 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



TRANSFERRING TO AV next semester
3/9/2015 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Bellevue University
3/9/2015 2:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



chabot college

3/9/2015 2:09 PM [View respondent's answers](#) [Categorize as...](#) 



SANTA BARBARA CITY COLLEGE

3/9/2015 12:37 PM [View respondent's answers](#) [Categorize as...](#) 



Lake isbella

3/9/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) 



California Baptist University

3/9/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) 



bishop campus

3/9/2015 11:40 AM [View respondent's answers](#) [Categorize as...](#) 



Allan Hancock College

3/9/2015 11:19 AM [View respondent's answers](#) [Categorize as...](#) 



Chaffey College

3/8/2015 11:49 AM [View respondent's answers](#) [Categorize as...](#) 




Cal Baptist

3/6/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) 



Long Beach Community College

3/6/2015 8:50 AM [View respondent's answers](#) [Categorize as...](#) 



Online class @ the Mammoth Lakes Campus

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) 



college of the redwoods

3/2/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) 



St Joseph College of Maine

3/1/2015 8:38 PM [View respondent's answers](#) [Categorize as...](#) 



UC Santa Cruz

3/1/2015 12:39 PM [View respondent's answers](#) [Categorize as...](#) 



CC Onlinw

3/1/2015 12:01 AM [View respondent's answers](#) [Categorize as...](#) 



Ohlone college

2/28/2015 7:17 PM [View respondent's answers](#) [Categorize as...](#) 



Allan Hancock

2/27/2015 10:33 PM [View respondent's answers](#) [Categorize as...](#) 



Folsom Lake College

2/27/2015 10:01 PM [View respondent's answers](#) [Categorize as...](#) 



not seeking either, cert. or degree; personel enrichmen

2/27/2015 6:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Cal Poly, Slo

2/27/2015 5:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



CSUN

2/27/2015 2:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



online: Walden University

2/27/2015 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Taft College

2/27/2015 9:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



CC Online

2/27/2015 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



San Francisco State University

2/26/2015 11:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Bellevue University

2/26/2015 10:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Cerro Coso Online

2/26/2015 9:58 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



California City High School

2/26/2015 9:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



los medanos

2/26/2015 9:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Santa Rosa Junior College

2/26/2015 8:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



cypress college

2/26/2015 7:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



community member, already degreed

2/26/2015 7:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Philippines

2/26/2015 7:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Santa Rosa Junior College

2/26/2015 6:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Taft College

2/26/2015 5:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

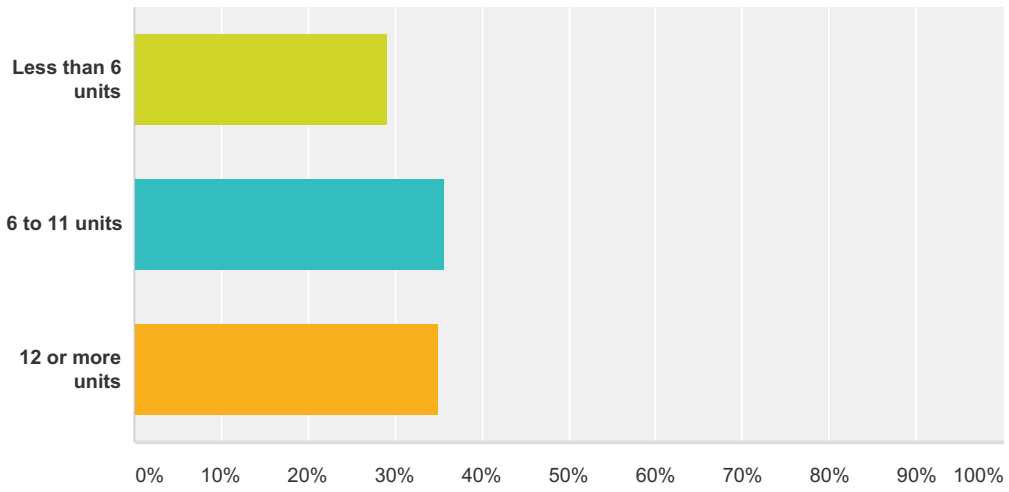


Riverside Community College

2/26/2015 5:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q4 How many units are you currently taking?

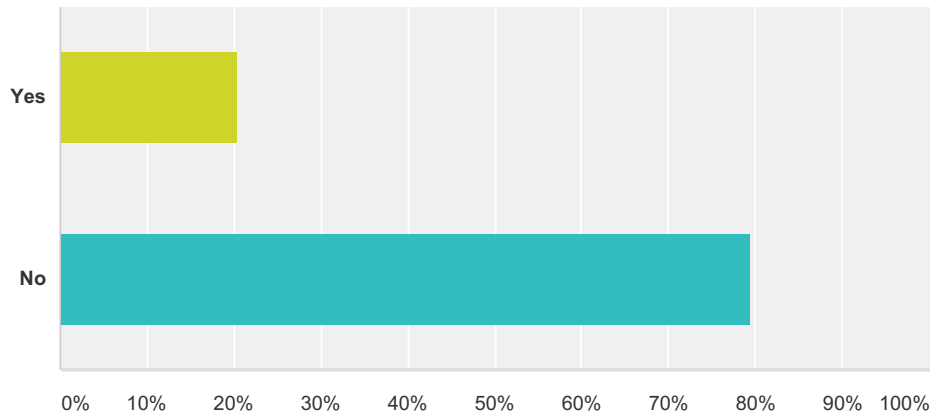
Answered: 524 Skipped: 0



Answer Choices	Responses	Count
Less than 6 units	29.20%	153
6 to 11 units	35.69%	187
12 or more units	35.11%	184
Total		524

Q5 Did you drop or withdraw from any courses this semester?

Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	20.42% 107
No	79.58% 417
Total	524

w Responses (58) C Text Analysis z My Categories (0)

?



Showing 58 responses



Did not like the class

3/12/2015 8:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Was trying to find a job at the same time.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Was to test out of the class, and in doing so, had to drop the current class.

3/11/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I dropped a 1 unit course because i felt a little overwhelmed with my course load.

3/11/2015 4:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I believe I signed in on due date/first date of class but the teacher indicated it was not the case and I was dropped from one class.

3/11/2015 1:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I had to move out of my parents house and I had a lot of stress with the move and everything. :/

3/10/2015 5:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Didn't want to take an online class

3/10/2015 12:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Class was not set up for my learning experience.

3/10/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Medical Reasons

3/10/2015 9:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Did not drop or withdraw

3/10/2015 8:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Haven't dropped or withdrew any class this semester.

3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Course requirements were too demanding for the time I had available to commit for coursework.

3/9/2015 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Was taking about 19 units, decided to drop one.

3/9/2015 3:28 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am already taking 14 units and one of my online classes was too much of a load on me.

3/9/2015 2:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Didn't need the class

3/9/2015 1:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Baby got sick

3/9/2015 1:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Instructor kept updating Newer Lecture Outlines, And would not have time to study Newer Lecture Outlines. Our tests consisted of 5 chapters of multiple-choice, true/false questions, essay questions, fill-in-the blank questions all categories consisted of 10 questions each section, and we did not have whole class period to complete this test.

3/9/2015 1:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Bipolar disorder causing unforeseen problems

3/9/2015 1:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Issues with proctors and being unable to take exams for my courses.

3/9/2015 1:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

3/9/2015 12:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



HEALTH COMPLICATIONS

3/9/2015 11:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Did not meet certain activity requirements.

3/9/2015 11:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Na

3/9/2015 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Masters program

3/6/2015 1:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I felt overwhelmed with so many classes, along with working my business and not having wifi at home. I was dependent on coming to campus or a restaurant or coffee shop with wifi to complete assignments.

3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Teacher refused to help me

3/2/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Medical reasons

2/28/2015 8:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Medical issues

2/28/2015 4:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

2/28/2015 1:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Health challenges.

2/28/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was enrolled in two courses welding and calc III online. The calc class consumed my life. The amount of home work was more than any class I have ever taken. I have withdrawn from this class as well because of the inconvenience of having to schedule a proctor and then returning to town or where ever I was finding a proctor that satisfied the "proctoring department" at cerro coso. I felt this was quite ridiculous for an "online" course.

2/28/2015 9:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



really hard at 36with 2 kids and a family I had taken on too mant units

2/27/2015 10:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

2/27/2015 10:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Bad back.

2/27/2015 12:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am only auditing a Spanish class I couldn't re-take (?).Took class many years ago and need a brush up with our changing POPULATION FIGURES (will affect all societies and employment issues BIG TIME!..).

2/27/2015 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



The book I needed was not available in till the 3rd week into class.

2/27/2015 10:56 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



the course was confusing

2/27/2015 9:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I did not withdraw from any course this semester.

2/26/2015 10:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I had unexpected circumstances hit me.

2/26/2015 10:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Emergency medical issue

2/26/2015 10:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have a chronic condition that causes a lot of pain and it's flared up lately. I decided to lessen the stress.

2/26/2015 8:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Course was too demanding for me at this time

2/26/2015 7:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have never taken a on-line course. Also, it has been awhile since I was in college. I struggled with learning how to do the most simple things because of the fact I was on a true learning curve! Also, I am extremely interested in Preschool and am volunteering everyday for 4 hours a day, which takes a lot of personal energy. (Which I love!) Consequently, I dropped my second class to give myself time to learn on that is necessary to do an on-line course efficiently!!!

2/26/2015 7:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



The Class that I signed up for was changed from an online to a campus class.

2/26/2015 7:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

2/26/2015 7:02 PM [View respondent's answers](#) [Categorize as...](#) 



I no longer needed the class for work.

2/26/2015 6:58 PM [View respondent's answers](#) [Categorize as...](#) 



Don't plan on dropping or withdraw from any courses.

2/26/2015 6:44 PM [View respondent's answers](#) [Categorize as...](#) 

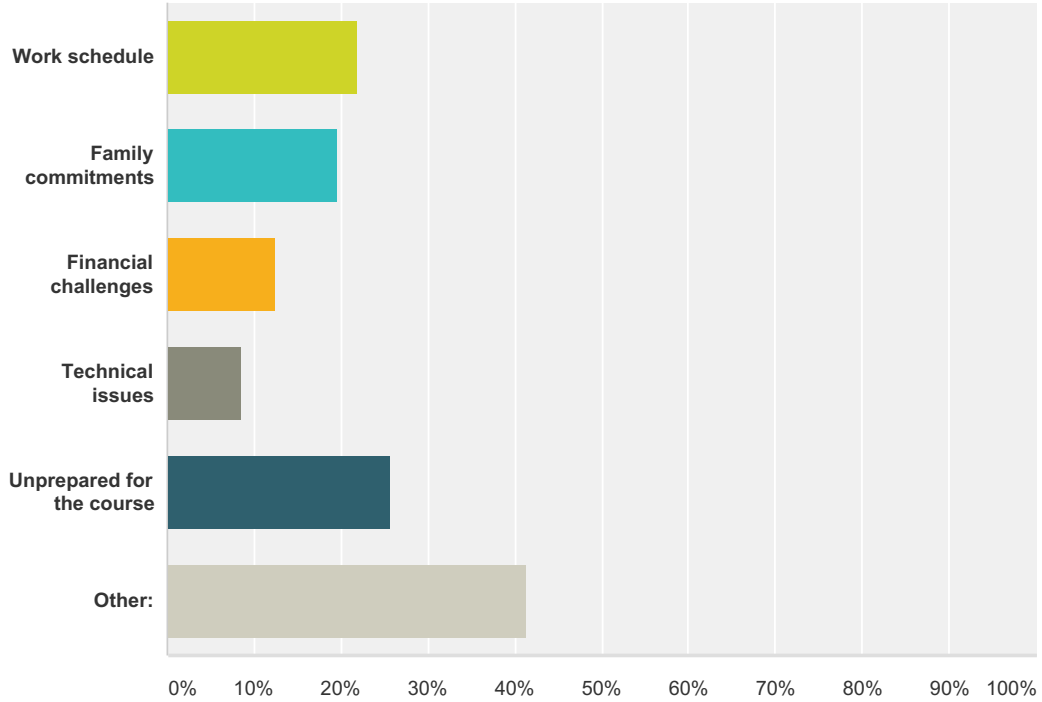


after the 2nd week of class I could tell that the work load was going to much for me,and I didn't want a failing grade. I have really worked hard to keep from failing a class.

2/26/2015 6:40 PM [View respondent's answers](#) [Categorize as...](#) 

Q6 If you dropped or withdrew from any courses this semester, please indicate why (check all that apply):

Answered: 128 Skipped: 396



Answer Choices	Responses	Count
Work schedule	21.88%	28
Family commitments	19.53%	25
Financial challenges	12.50%	16
Technical issues	8.59%	11
Unprepared for the course	25.78%	33
Other:	41.41%	53
Total Respondents: 128		

Spring 2015 Student Experience Survey

Q7 What is your current major? (If more than one, enter the one you most identify with.)

Answered: 524 Skipped: 0

#	Responses	Date
1	A.S. Management	3/16/2015 10:45 AM
2	Psychology	3/13/2015 8:16 PM
3	welding	3/13/2015 5:41 PM
4	Electrical Engineering	3/13/2015 4:37 PM
5	EMT and CNA certifications	3/13/2015 4:27 PM
6	web design	3/13/2015 2:00 PM
7	early childhood development	3/13/2015 1:21 PM
8	PARALEGAL	3/13/2015 1:13 PM
9	CHDV	3/13/2015 1:04 PM
10	Child dev	3/13/2015 12:12 PM
11	Language Interpretation	3/13/2015 10:24 AM
12	Business Administration	3/13/2015 10:20 AM
13	Business Administration	3/13/2015 9:48 AM
14	Human Services	3/13/2015 9:07 AM
15	Business Management	3/13/2015 8:16 AM
16	Child dev.	3/13/2015 4:00 AM
17	Business and Math	3/13/2015 1:06 AM
18	Business Administration	3/12/2015 11:37 PM
19	Child Development	3/12/2015 11:04 PM
20	Child Development	3/12/2015 10:58 PM
21	Web Professional	3/12/2015 10:48 PM
22	ASL	3/12/2015 9:41 PM
23	Liberal Studies	3/12/2015 9:28 PM
24	Not sure, still need to go counseling meeting to change it	3/12/2015 8:35 PM
25	Administrative Medical Assisting	3/12/2015 6:46 PM
26	I believe its Math and Science	3/12/2015 5:29 PM
27	Medical assisting	3/12/2015 4:21 PM
28	Nursing	3/12/2015 3:54 PM
29	Nursing	3/12/2015 3:40 PM
30	General Education	3/12/2015 1:25 PM
31	math and science	3/12/2015 1:19 PM

Spring 2015 Student Experience Survey

32	Paralegal Studies	3/12/2015 12:53 PM
33	Criminal Justice	3/12/2015 12:41 PM
34	Business Administration	3/12/2015 11:14 AM
35	child development	3/11/2015 10:34 PM
36	Associate Degree in Arts	3/11/2015 9:23 PM
37	Criminal Justice	3/11/2015 8:00 PM
38	Business	3/11/2015 7:15 PM
39	art	3/11/2015 7:10 PM
40	Child Development	3/11/2015 6:39 PM
41	Human Services	3/11/2015 6:10 PM
42	Computer science	3/11/2015 5:48 PM
43	Administration of justice	3/11/2015 4:51 PM
44	Certificate in Social Services	3/11/2015 4:47 PM
45	General Science	3/11/2015 3:58 PM
46	GED	3/11/2015 2:59 PM
47	Physician Assistant	3/11/2015 2:11 PM
48	business	3/11/2015 2:01 PM
49	Child development	3/11/2015 1:40 PM
50	Business	3/11/2015 1:09 PM
51	Electrical Technology	3/11/2015 12:29 PM
52	Paralegal studies	3/11/2015 11:04 AM
53	Social science	3/11/2015 10:52 AM
54	Computer Science	3/11/2015 9:37 AM
55	Associate of Science Web Professional	3/11/2015 8:27 AM
56	Personal Growth	3/11/2015 8:22 AM
57	Child development	3/11/2015 7:36 AM
58	nursing	3/11/2015 7:30 AM
59	Liberal Arts and Humanities	3/11/2015 2:34 AM
60	Psychology	3/10/2015 11:36 PM
61	Medical	3/10/2015 10:01 PM
62	Homan SRVS	3/10/2015 9:17 PM
63	Undeclared	3/10/2015 9:06 PM
64	paralegal studies	3/10/2015 8:53 PM
65	Business	3/10/2015 6:28 PM
66	child development	3/10/2015 5:13 PM
67	Child Development	3/10/2015 5:00 PM
68	Social and Behavioral Sciences	3/10/2015 4:59 PM
69	art	3/10/2015 4:15 PM

Spring 2015 Student Experience Survey

70	Business Administration	3/10/2015 3:24 PM
71	Medical Billing Certificate	3/10/2015 3:06 PM
72	nursing	3/10/2015 1:55 PM
73	Paralegal	3/10/2015 1:21 PM
74	child development	3/10/2015 1:20 PM
75	CAMA	3/10/2015 12:44 PM
76	Psychology	3/10/2015 12:41 PM
77	Early Childhood Education	3/10/2015 12:26 PM
78	Changed from Computer Science to Business Administration.	3/10/2015 12:00 PM
79	Human Services	3/10/2015 11:14 AM
80	Music Performance	3/10/2015 11:08 AM
81	Medicine	3/10/2015 11:06 AM
82	mathematics	3/10/2015 10:57 AM
83	Nursing degree	3/10/2015 10:55 AM
84	My current major is pediatrics physician.	3/10/2015 10:51 AM
85	Administration of Justice	3/10/2015 9:35 AM
86	No major.	3/10/2015 9:21 AM
87	Child Development	3/10/2015 9:13 AM
88	Nursing	3/10/2015 9:01 AM
89	Computer Information Science	3/10/2015 8:30 AM
90	None	3/10/2015 8:25 AM
91	Administration of justice.	3/10/2015 8:07 AM
92	business management	3/10/2015 7:04 AM
93	Child development	3/10/2015 6:06 AM
94	Business Administration	3/10/2015 2:05 AM
95	Child Development	3/10/2015 1:59 AM
96	Bachelor of Science in Nursing	3/10/2015 1:11 AM
97	civil engineering	3/10/2015 12:09 AM
98	Paralegal	3/9/2015 11:42 PM
99	Medical Billing	3/9/2015 11:40 PM
100	Liberal Arts-Social and Behavioral	3/9/2015 11:13 PM
101	Human services	3/9/2015 11:10 PM
102	Administration of justice	3/9/2015 11:01 PM
103	Business	3/9/2015 10:50 PM
104	paralegal studies	3/9/2015 10:20 PM
105	Ge requirements to transfer	3/9/2015 9:54 PM
106	Arts and humanities	3/9/2015 9:54 PM
107	Business administration	3/9/2015 9:38 PM

Spring 2015 Student Experience Survey

108	Liberal Arts	3/9/2015 9:35 PM
109	human services	3/9/2015 9:33 PM
110	child development	3/9/2015 9:22 PM
111	TRYING TO GET TEACHER PERMIT	3/9/2015 9:08 PM
112	Nursing ADN	3/9/2015 8:36 PM
113	Computer Information Systems	3/9/2015 8:15 PM
114	I already have an MA degree	3/9/2015 8:03 PM
115	Psychology	3/9/2015 7:34 PM
116	ECE	3/9/2015 7:34 PM
117	child development, liberal studies	3/9/2015 6:25 PM
118	Business Administration	3/9/2015 6:22 PM
119	Child Development	3/9/2015 6:18 PM
120	N/A	3/9/2015 5:56 PM
121	Business administration	3/9/2015 5:48 PM
122	I am already a college graduate. I currently am taking classes for personal enrichment.	3/9/2015 5:32 PM
123	Administration of Justice	3/9/2015 5:30 PM
124	Business	3/9/2015 5:02 PM
125	Business	3/9/2015 4:39 PM
126	Liberal Arts Math and Science (AA), then Geological Sciences	3/9/2015 4:33 PM
127	LVN Student	3/9/2015 4:32 PM
128	Computer Information Systems	3/9/2015 4:23 PM
129	Medical assisting	3/9/2015 4:16 PM
130	Pre-Nursing, RN, ADN	3/9/2015 4:08 PM
131	child development	3/9/2015 4:01 PM
132	behavioral sciences	3/9/2015 3:59 PM
133	Undecided, but due to problems with math I may be forced into dropping out of college or changing to a non-AA degree.	3/9/2015 3:50 PM
134	Child Development	3/9/2015 3:41 PM
135	To transfer and to be a RN.	3/9/2015 3:28 PM
136	CHDV	3/9/2015 3:18 PM
137	music/teaching	3/9/2015 3:18 PM
138	Administrative Medical Assisting Certificate, Business Certificate and Management Certificate	3/9/2015 3:11 PM
139	General Education	3/9/2015 3:10 PM
140	Computer Science	3/9/2015 3:07 PM
141	Psychology	3/9/2015 2:53 PM
142	Computer science	3/9/2015 2:38 PM
143	Business	3/9/2015 2:33 PM
144	Human Services	3/9/2015 2:21 PM

Spring 2015 Student Experience Survey

145	Child development	3/9/2015 2:09 PM
146	business office technology	3/9/2015 2:08 PM
147	Administration of justice and paralegal studies	3/9/2015 2:00 PM
148	Social Science	3/9/2015 1:59 PM
149	Math	3/9/2015 1:59 PM
150	N/A	3/9/2015 1:59 PM
151	chdv	3/9/2015 1:58 PM
152	Registered Nursing	3/9/2015 1:57 PM
153	Sociology	3/9/2015 1:49 PM
154	Child Development	3/9/2015 1:31 PM
155	Engineering, General Sciences, Mathematics, All Liberal Arts	3/9/2015 1:30 PM
156	General Education	3/9/2015 1:26 PM
157	Nursing	3/9/2015 1:22 PM
158	Computer Engineering	3/9/2015 1:20 PM
159	Child Development	3/9/2015 1:19 PM
160	Health and human services	3/9/2015 1:18 PM
161	Haven't decided yet	3/9/2015 1:12 PM
162	nothing	3/9/2015 1:08 PM
163	Child Development	3/9/2015 1:05 PM
164	Nursing	3/9/2015 1:05 PM
165	Early Child Development	3/9/2015 1:04 PM
166	Web Design/Web Professional	3/9/2015 1:03 PM
167	Business Office Technology	3/9/2015 1:02 PM
168	Psychology	3/9/2015 12:55 PM
169	Human Biology	3/9/2015 12:47 PM
170	Business admin	3/9/2015 12:42 PM
171	BUSINESS OFFICE TECHNOLOGY	3/9/2015 12:42 PM
172	HEALTH INFORMATION TECHNOLOGY	3/9/2015 12:37 PM
173	Administrative justice	3/9/2015 12:37 PM
174	Registered nursing	3/9/2015 12:36 PM
175	Dental Assistant	3/9/2015 12:35 PM
176	Mathematics	3/9/2015 12:25 PM
177	LVN nursing	3/9/2015 12:24 PM
178	Paralegal	3/9/2015 12:22 PM
179	Paralegal Studies	3/9/2015 12:20 PM
180	Para Legal	3/9/2015 12:16 PM
181	Engineering	3/9/2015 12:14 PM
182	Business Administration	3/9/2015 12:12 PM

Spring 2015 Student Experience Survey

183	CIS	3/9/2015 12:12 PM
184	Associate's Degree Liberal Arts Math and Science	3/9/2015 12:11 PM
185	Lvn	3/9/2015 12:11 PM
186	Vocational Nursing	3/9/2015 12:09 PM
187	Child development Site supervisor	3/9/2015 12:04 PM
188	Computer Literacy	3/9/2015 12:03 PM
189	Computer science	3/9/2015 11:59 AM
190	CRIMINAL LAW	3/9/2015 11:54 AM
191	Christian Studies	3/9/2015 11:51 AM
192	Business Administration	3/9/2015 11:49 AM
193	Kinesiology	3/9/2015 11:43 AM
194	human services	3/9/2015 11:40 AM
195	Nursing	3/9/2015 11:37 AM
196	Medical assistant then LVN	3/9/2015 11:36 AM
197	Business AS	3/9/2015 11:34 AM
198	Welding	3/9/2015 11:31 AM
199	General Ed.	3/9/2015 11:30 AM
200	Paralegal Studies	3/9/2015 11:27 AM
201	paralegal	3/9/2015 11:27 AM
202	LVN	3/9/2015 11:27 AM
203	Business	3/9/2015 11:26 AM
204	Nursing	3/9/2015 11:26 AM
205	Nursing	3/9/2015 11:25 AM
206	Registered Nurse	3/9/2015 11:22 AM
207	Fire technology	3/9/2015 11:19 AM
208	Human services, psychology	3/9/2015 11:18 AM
209	American Sign Language	3/9/2015 11:18 AM
210	Computer Engineering	3/9/2015 11:16 AM
211	Psychology Child development	3/9/2015 8:17 AM
212	Radiologic Technology	3/8/2015 11:49 AM
213	Christian Education	3/6/2015 7:51 PM
214	Undecided	3/6/2015 2:22 PM
215	Business	3/6/2015 1:15 PM
216	Business, with the focus on marketing.	3/6/2015 12:00 PM
217	Art	3/6/2015 9:47 AM
218	Accounting	3/6/2015 8:50 AM
219	Dental Hygienist	3/5/2015 7:18 PM
220	Business Administration	3/5/2015 2:28 PM

Spring 2015 Student Experience Survey

221	Psychology	3/5/2015 5:04 AM
222	Continuing education	3/4/2015 11:51 AM
223	Engineering	3/3/2015 11:52 PM
224	Computer Information Systems AS	3/3/2015 4:48 PM
225	AS In welding technology.	3/3/2015 3:12 PM
226	Administrative Medical Assistant	3/3/2015 2:45 PM
227	undeclared	3/3/2015 2:35 PM
228	forestry	3/3/2015 2:31 PM
229	Business Management	3/3/2015 2:15 PM
230	LVN program	3/3/2015 12:07 PM
231	Administration of Justice	3/3/2015 11:33 AM
232	Human Services	3/3/2015 9:02 AM
233	Associate of Medical Science	3/2/2015 10:10 PM
234	I currently do not have one.	3/2/2015 8:50 PM
235	Business/economics	3/2/2015 7:53 PM
236	humanities	3/2/2015 7:22 PM
237	None	3/2/2015 6:45 PM
238	computer informaiton	3/2/2015 5:48 PM
239	Business Administration	3/2/2015 3:36 PM
240	RN	3/2/2015 1:31 PM
241	English	3/2/2015 1:28 PM
242	Business Certificate	3/2/2015 10:30 AM
243	child development	3/2/2015 12:17 AM
244	ECE	3/1/2015 11:38 PM
245	I am currently trying to become a Registered Nurse and I am working on my CNA right now. Then I will be doing my LVN and once I finish that I will try and transfer to CSULB and get my bachelors as a Registered Nurse.	3/1/2015 10:59 PM
246	Associate degree in Liberal Arts: Arts and Humanitites and also Liberal Arts: Social and Behavioral	3/1/2015 10:58 PM
247	Nursing	3/1/2015 10:52 PM
248	administration of justice	3/1/2015 9:10 PM
249	Human Services	3/1/2015 8:38 PM
250	human services	3/1/2015 8:20 PM
251	Mathematics	3/1/2015 8:09 PM
252	Medical Assisting Certificate, then to on to LVN or RN.	3/1/2015 7:56 PM
253	Don't have one yet	3/1/2015 5:37 PM
254	No current major. Taking online course to enhance skills.	3/1/2015 2:13 PM
255	Early childhood Development	3/1/2015 12:47 PM
256	Biology	3/1/2015 12:39 PM
257	Nursing	3/1/2015 11:20 AM

Spring 2015 Student Experience Survey

258	Early Childhood Education	3/1/2015 9:33 AM
259	Computer information Systems	3/1/2015 9:27 AM
260	Physics	3/1/2015 8:38 AM
261	Paralegal studies	3/1/2015 12:01 AM
262	Nursing	2/28/2015 10:44 PM
263	AA in Arts and Humanities	2/28/2015 9:49 PM
264	Engineer	2/28/2015 8:18 PM
265	Child development	2/28/2015 7:17 PM
266	Bussiness Adm.	2/28/2015 7:04 PM
267	Child Development	2/28/2015 6:59 PM
268	psychology	2/28/2015 6:09 PM
269	I am attending for personal growth only. I will be 70 years old in April.	2/28/2015 4:32 PM
270	Taking pre-reqs for nursing school	2/28/2015 4:09 PM
271	child development	2/28/2015 1:44 PM
272	2 Liberal Arts: Humanities with Social & Behavior Sciences	2/28/2015 1:27 PM
273	Computer Information Systems.	2/28/2015 1:20 PM
274	Health Careers	2/28/2015 12:58 PM
275	Computer Science AS	2/28/2015 12:49 PM
276	Kinesiology	2/28/2015 12:40 PM
277	business office technolgy	2/28/2015 9:32 AM
278	math	2/28/2015 9:00 AM
279	Social worker	2/28/2015 6:32 AM
280	medical assistant	2/28/2015 12:31 AM
281	csci	2/27/2015 11:43 PM
282	Paralegal Studies	2/27/2015 11:12 PM
283	Psychology	2/27/2015 10:56 PM
284	Science.	2/27/2015 10:54 PM
285	certificate	2/27/2015 10:37 PM
286	Currently taking 1 class to obtain an occupational goal through my current employer.	2/27/2015 10:33 PM
287	Website Professional	2/27/2015 10:11 PM
288	Early Child development	2/27/2015 10:01 PM
289	Management	2/27/2015 8:50 PM
290	nursintg	2/27/2015 8:48 PM
291	Entomology	2/27/2015 8:29 PM
292	Social Science	2/27/2015 8:23 PM
293	English	2/27/2015 8:00 PM
294	Human services	2/27/2015 7:56 PM
295	administration of justice	2/27/2015 7:51 PM

Spring 2015 Student Experience Survey

296	Liberal Studies	2/27/2015 7:00 PM
297	none	2/27/2015 6:32 PM
298	Administration of Justice	2/27/2015 6:03 PM
299	Child Development	2/27/2015 5:40 PM
300	Already have a B.S. in Psychology	2/27/2015 5:26 PM
301	Computer Info Systems	2/27/2015 5:20 PM
302	General	2/27/2015 5:20 PM
303	Nursing	2/27/2015 2:19 PM
304	Child Development	2/27/2015 1:44 PM
305	English	2/27/2015 1:37 PM
306	i hope business	2/27/2015 12:54 PM
307	Administration of Justice	2/27/2015 12:53 PM
308	None.	2/27/2015 12:47 PM
309	Child Development	2/27/2015 12:40 PM
310	ECE	2/27/2015 12:21 PM
311	EDUCATION BUSINESS	2/27/2015 12:15 PM
312	Business	2/27/2015 12:05 PM
313	Associates of Science in Liberal Arts: Social and Behavioral Science	2/27/2015 12:05 PM
314	Business Office Technology	2/27/2015 11:49 AM
315	Business	2/27/2015 11:49 AM
316	Web Design Certificate	2/27/2015 11:39 AM
317	Non, but I am plan to stady nursing.	2/27/2015 11:22 AM
318	liberal arts math/science	2/27/2015 11:11 AM
319	Working towards an A.S. Degree in Vocational Nursing.	2/27/2015 11:08 AM
320	Associate in Science - Business Office Technology Certificate - Medical Administrative Assisting	2/27/2015 11:02 AM
321	Paralegal	2/27/2015 10:56 AM
322	AS in Nursing	2/27/2015 10:54 AM
323	Paralegal	2/27/2015 10:25 AM
324	Nursing	2/27/2015 9:47 AM
325	Human Services	2/27/2015 9:18 AM
326	dont have one yet	2/27/2015 9:10 AM
327	n/a	2/27/2015 9:09 AM
328	No major, just taking math classes so I can apply for the graduate program I want.	2/27/2015 9:04 AM
329	Business	2/27/2015 8:45 AM
330	CHDV	2/27/2015 8:43 AM
331	LVN. AA	2/27/2015 8:11 AM
332	Liberal Arts: Math & Science	2/27/2015 8:07 AM
333	Business Administration but thinking about Accounting Degree	2/27/2015 8:03 AM

Spring 2015 Student Experience Survey

334	Web Developer	2/27/2015 7:58 AM
335	none	2/27/2015 7:58 AM
336	Business	2/27/2015 1:00 AM
337	n/a	2/27/2015 12:54 AM
338	Paralegal Certification Program	2/27/2015 12:39 AM
339	Psychology	2/27/2015 12:11 AM
340	Child Development	2/27/2015 12:07 AM
341	EMT Cert	2/26/2015 11:37 PM
342	Paralegal Certificate	2/26/2015 11:32 PM
343	Liberal Arts of Math and Science	2/26/2015 11:27 PM
344	B.S. Kinesiology	2/26/2015 11:23 PM
345	Engineering	2/26/2015 11:11 PM
346	No major as I am still in High School	2/26/2015 11:02 PM
347	engineering	2/26/2015 10:57 PM
348	Biomedical Engineering	2/26/2015 10:55 PM
349	Nursing	2/26/2015 10:54 PM
350	Liberal Arts	2/26/2015 10:53 PM
351	Ag business management	2/26/2015 10:50 PM
352	Child development	2/26/2015 10:43 PM
353	Computer Technology	2/26/2015 10:33 PM
354	none	2/26/2015 10:32 PM
355	Undecided	2/26/2015 10:24 PM
356	Management	2/26/2015 10:16 PM
357	computer information systems	2/26/2015 10:07 PM
358	CIS and Business	2/26/2015 10:06 PM
359	Mechanical Engineering	2/26/2015 10:00 PM
360	Not sure - probably sociology or anthropology	2/26/2015 9:58 PM
361	Archaeology	2/26/2015 9:56 PM
362	Business Administration	2/26/2015 9:54 PM
363	Physical therapy	2/26/2015 9:45 PM
364	LVN	2/26/2015 9:39 PM
365	grjxs	2/26/2015 9:32 PM
366	Human Services AA	2/26/2015 9:29 PM
367	Paralegal	2/26/2015 9:27 PM
368	Child Development, taking courses for my Site Supervisor Permit	2/26/2015 9:22 PM
369	early childhood	2/26/2015 9:14 PM
370	Early childhood education	2/26/2015 9:08 PM
371	Business Office Technology	2/26/2015 9:07 PM

Spring 2015 Student Experience Survey

372	criminal Justice	2/26/2015 8:59 PM
373	General engineering	2/26/2015 8:54 PM
374	Radiology Technology Program	2/26/2015 8:52 PM
375	AS in Welding Technologies	2/26/2015 8:49 PM
376	Biochemistry	2/26/2015 8:48 PM
377	Human Services	2/26/2015 8:46 PM
378	English	2/26/2015 8:40 PM
379	I have an A.S. degree but want to study Criminal Justice	2/26/2015 8:39 PM
380	My current major is Administration of Justice.	2/26/2015 8:32 PM
381	Arts and Humanities	2/26/2015 8:31 PM
382	Medical Assistant: Administrative	2/26/2015 8:31 PM
383	ECE certificate	2/26/2015 8:29 PM
384	I. Want to pass my G.E.D	2/26/2015 8:27 PM
385	Kinesiology	2/26/2015 8:24 PM
386	Human Services	2/26/2015 8:24 PM
387	Engineering	2/26/2015 8:18 PM
388	Buisness	2/26/2015 8:15 PM
389	Web design	2/26/2015 8:15 PM
390	Engineering	2/26/2015 8:09 PM
391	Child development	2/26/2015 8:06 PM
392	human services	2/26/2015 8:05 PM
393	Paralegal Studies	2/26/2015 8:01 PM
394	Social and Behavioral Sciences	2/26/2015 7:59 PM
395	Business certificate	2/26/2015 7:58 PM
396	General Engineering	2/26/2015 7:57 PM
397	Business	2/26/2015 7:56 PM
398	AS in Management	2/26/2015 7:49 PM
399	Unknown at this time, still deciding.	2/26/2015 7:46 PM
400	psychology	2/26/2015 7:44 PM
401	Health Sciences	2/26/2015 7:40 PM
402	Business Office Technology	2/26/2015 7:37 PM
403	Psychology	2/26/2015 7:36 PM
404	Management	2/26/2015 7:35 PM
405	Nursing	2/26/2015 7:33 PM
406	undecided	2/26/2015 7:29 PM
407	Early Childhood Education	2/26/2015 7:29 PM
408	community member, undeclared	2/26/2015 7:28 PM
409	ECE	2/26/2015 7:23 PM

Spring 2015 Student Experience Survey

410	Mechanical Engineering	2/26/2015 7:21 PM
411	child development	2/26/2015 7:20 PM
412	math and science engineering	2/26/2015 7:10 PM
413	Child Development	2/26/2015 7:10 PM
414	Business	2/26/2015 7:09 PM
415	liberal arts	2/26/2015 7:08 PM
416	Liberal Arts and Humanities	2/26/2015 7:06 PM
417	CHDV	2/26/2015 7:05 PM
418	Childhood Development.	2/26/2015 7:04 PM
419	Business administration	2/26/2015 7:04 PM
420	Psychology	2/26/2015 7:02 PM
421	Early Childhood Master Teacher	2/26/2015 6:58 PM
422	Engineering	2/26/2015 6:55 PM
423	welding	2/26/2015 6:54 PM
424	N/A	2/26/2015 6:46 PM
425	Liberal Arts with social and b	2/26/2015 6:44 PM
426	None	2/26/2015 6:44 PM
427	LVN to RN, AS degree	2/26/2015 6:43 PM
428	paralegal studies	2/26/2015 6:40 PM
429	Business management	2/26/2015 6:38 PM
430	Mechanical engineer	2/26/2015 6:37 PM
431	Economics	2/26/2015 6:36 PM
432	Child Development	2/26/2015 6:32 PM
433	Early Childhood Education	2/26/2015 6:32 PM
434	Psychology	2/26/2015 6:31 PM
435	Associates of Science and Web Development	2/26/2015 6:30 PM
436	Business administration	2/26/2015 6:30 PM
437	Undecided or Social Science	2/26/2015 6:27 PM
438	Computer Science	2/26/2015 6:23 PM
439	Computer Information Systems	2/26/2015 6:23 PM
440	liberal ars	2/26/2015 6:22 PM
441	welding technology	2/26/2015 6:20 PM
442	Human Services	2/26/2015 6:17 PM
443	medical assistant nursing	2/26/2015 6:14 PM
444	psychology	2/26/2015 6:13 PM
445	Business Office Technology	2/26/2015 6:13 PM
446	Business Administration	2/26/2015 6:11 PM
447	English	2/26/2015 6:10 PM

Spring 2015 Student Experience Survey

448	Paralegal	2/26/2015 6:09 PM
449	Liberal arts math and science	2/26/2015 6:07 PM
450	I am taking a few courses to fulfill graduate school pre-reqs. I have a BS in physiology.	2/26/2015 6:06 PM
451	Liberal arts: math and science	2/26/2015 6:05 PM
452	Business	2/26/2015 6:04 PM
453	Child Development	2/26/2015 6:04 PM
454	engineering	2/26/2015 6:02 PM
455	Business Administration	2/26/2015 6:02 PM
456	Business Admin	2/26/2015 6:02 PM
457	Engineering, Computer Science	2/26/2015 5:57 PM
458	Medical assistant	2/26/2015 5:54 PM
459	Child Development Arts	2/26/2015 5:52 PM
460	Business Office Technology	2/26/2015 5:51 PM
461	Business Administration degree	2/26/2015 5:50 PM
462	Child Development	2/26/2015 5:50 PM
463	HUMAN SERVICES/PSYCHOLOGY	2/26/2015 5:49 PM
464	Biology	2/26/2015 5:49 PM
465	Business Administration	2/26/2015 5:49 PM
466	Web Professional	2/26/2015 5:48 PM
467	Liberal studies	2/26/2015 5:48 PM
468	undecided	2/26/2015 5:46 PM
469	Human services/child development	2/26/2015 5:46 PM
470	Pre-Medicine	2/26/2015 5:46 PM
471	RN	2/26/2015 5:45 PM
472	pre-reqs dor nursing school	2/26/2015 5:44 PM
473	Administration of Justice	2/26/2015 5:44 PM
474	Child Development	2/26/2015 5:43 PM
475	Behavioral Science	2/26/2015 5:43 PM
476	Mathematics	2/26/2015 5:42 PM
477	Business	2/26/2015 5:39 PM
478	General science with biology emphasis	2/26/2015 5:39 PM
479	Business Management	2/26/2015 5:39 PM
480	Computer Information	2/26/2015 5:39 PM
481	Computer Science	2/26/2015 5:39 PM
482	business, graphic arts	2/26/2015 5:38 PM
483	Graphic Design	2/26/2015 5:38 PM
484	personal development	2/26/2015 5:38 PM
485	Dental hygiene	2/26/2015 5:37 PM

Spring 2015 Student Experience Survey

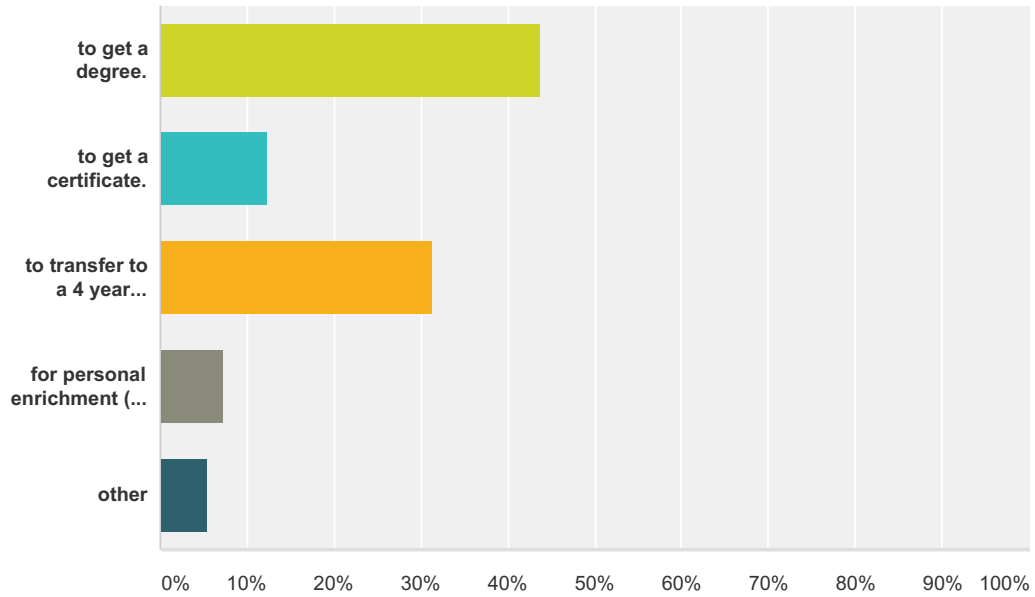
486	None	2/26/2015 5:37 PM
487	Liberal Arts: Social and Behavioral Sciences	2/26/2015 5:36 PM
488	Liberal arts arts and humanities and social and behavioral sciences	2/26/2015 5:36 PM
489	undeclared	2/26/2015 5:36 PM
490	Criminology	2/26/2015 5:36 PM
491	Sociology	2/26/2015 5:35 PM
492	Indie Film Maker	2/26/2015 5:35 PM
493	General education & movie makeup	2/26/2015 5:34 PM
494	LvN	2/26/2015 5:34 PM
495	Business administration	2/26/2015 5:34 PM
496	web design	2/26/2015 5:34 PM
497	Management AA	2/26/2015 5:33 PM
498	Paralegal Studies	2/26/2015 5:33 PM
499	None	2/26/2015 5:33 PM
500	Undecided.	2/26/2015 5:33 PM
501	Nursing	2/26/2015 5:32 PM
502	Child development	2/26/2015 5:32 PM
503	psychology	2/26/2015 5:32 PM
504	Computer information systems A.S.	2/26/2015 5:32 PM
505	Medical Assistant	2/26/2015 5:31 PM
506	Business	2/26/2015 5:31 PM
507	Engineering	2/26/2015 5:31 PM
508	Administration of Justice	2/26/2015 5:30 PM
509	Math and Science AA	2/26/2015 5:30 PM
510	Sciences	2/26/2015 5:30 PM
511	Nursing	2/26/2015 5:30 PM
512	Nursing	2/26/2015 5:29 PM
513	Photography	2/26/2015 5:28 PM
514	Computer science	2/26/2015 5:27 PM
515	Science in nursing	2/26/2015 5:27 PM
516	Nursing	2/26/2015 5:27 PM
517	Criminal justice	2/26/2015 5:27 PM
518	Nursing	2/26/2015 5:27 PM
519	Computer Science	2/26/2015 5:26 PM
520	Liberal Arts: Arts and Humanities	2/26/2015 5:26 PM
521	NA	2/26/2015 5:26 PM
522	Mathematics	2/26/2015 5:25 PM
523	My goal was to get my EMT Cert. which i did	2/26/2015 5:25 PM

Spring 2015 Student Experience Survey

524	Child development	2/26/2015 5:24 PM
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Q8 My educational goal is (select one):

Answered: 524 Skipped: 0



Answer Choices	Responses
to get a degree.	43.89% 230
to get a certificate.	12.21% 64
to transfer to a 4 year institution.	31.30% 164
for personal enrichment (not resulting in a degree or certificate).	7.25% 38
other	5.34% 28
Total	524

w Responses (32) C Text Analysis z My Categories (0)

?



s



Category

Showing 32 responses



Additional g to my certificate n permit

3/13/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#)



Graduate

3/12/2015 3:54 PM [View respondent's answers](#) [Categorize as...](#)



P.A. school

3/11/2015 2:11 PM [View respondent's answers](#) [Categorize as...](#)



Completing classes for transfer

3/10/2015 9:06 PM [View respondent's answers](#) [Categorize as...](#)



and come back to study another area as well

3/10/2015 5:13 PM [View respondent's answers](#) [Categorize as...](#)



I want to get my certificate I will get it in December and then I want to take a semester off and make sure it's REALLY want to do for my career then I want to continue college the next semester and continue going until I get my degree

3/10/2015 5:00 PM [View respondent's answers](#) [Categorize as...](#)



Site Supervisor Permit

3/10/2015 12:26 PM [View respondent's answers](#) [Categorize as...](#)



To become a professor of mathematics

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#)



To get 12 units of ECE credits for my job

3/9/2015 7:34 PM [View respondent's answers](#) [Categorize as...](#)



See #7

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#)



At least 60 credits, probably a degree.

3/9/2015 12:16 PM [View respondent's answers](#) [Categorize as...](#)



I have not quite decided. At the moment I just enjoy attending class.

3/9/2015 12:03 PM [View respondent's answers](#) [Categorize as...](#)



Get prerequisites for Dental Hygiene school.

3/5/2015 7:18 PM [View respondent's answers](#) [Categorize as...](#)



Also in C6 welding to receive welding CERTS.

3/3/2015 3:12 PM [View respondent's answers](#) [Categorize as...](#)



to get registered as a nurse.

3/2/2015 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



To keep my clerical skills sharp, as I am a school secretary.

3/1/2015 8:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



to help me to reach a higher level on my Child Development Permit

2/28/2015 6:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



right now degree I have not made my mind up to transfer yet

2/27/2015 10:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



BS Nursing

2/27/2015 2:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Would like employment without discrimination!!

2/27/2015 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



To get a degree and certificate

2/27/2015 11:02 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



To apply for a Master's program in Economics at UC Davis.

2/27/2015 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Try to decide what I want to major in college when I graduate high school

2/26/2015 6:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Liberal arts with social and behavioral sciences

2/26/2015 6:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I may decide to get a degree or certificate.

2/26/2015 6:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



To get a degree and prepare to take certification exams.

2/26/2015 6:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



then a degree

2/26/2015 6:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Possibly a Bachelors later.

2/26/2015 5:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



transfer to local community college and recived an AA in nursing,

2/26/2015 5:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



To obtain transferable units for my 4 year degree

2/26/2015 5:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

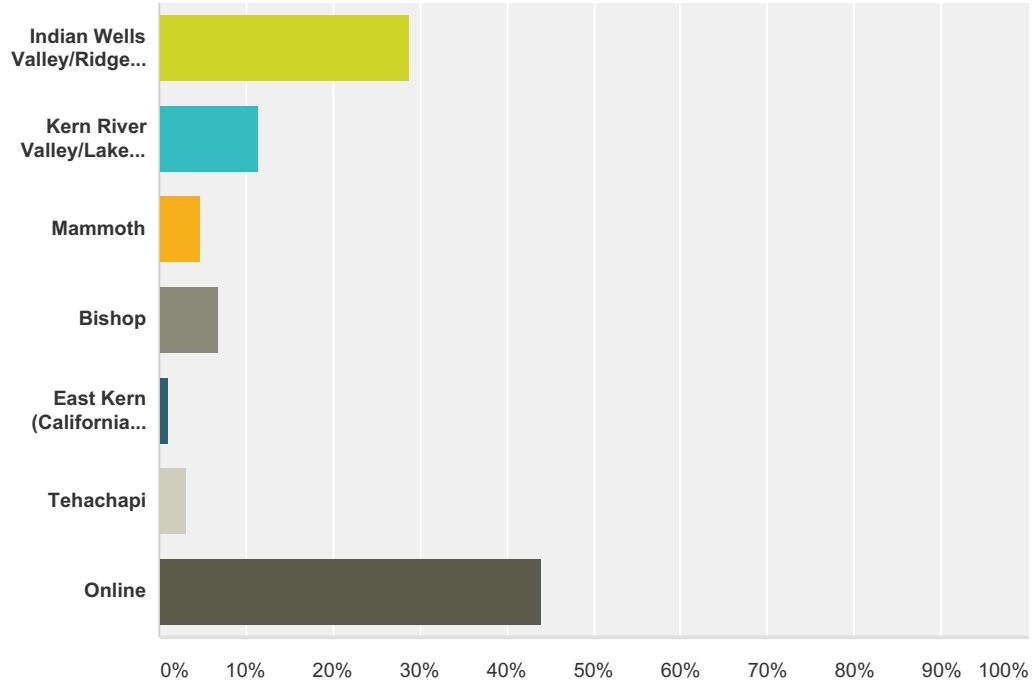


Will finish the LvN program and then complete an A.S. in Kinesiology !

2/26/2015 5:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q9 Please mark the one location that most closely matches your overall attendance at Cerro Coso Community College:

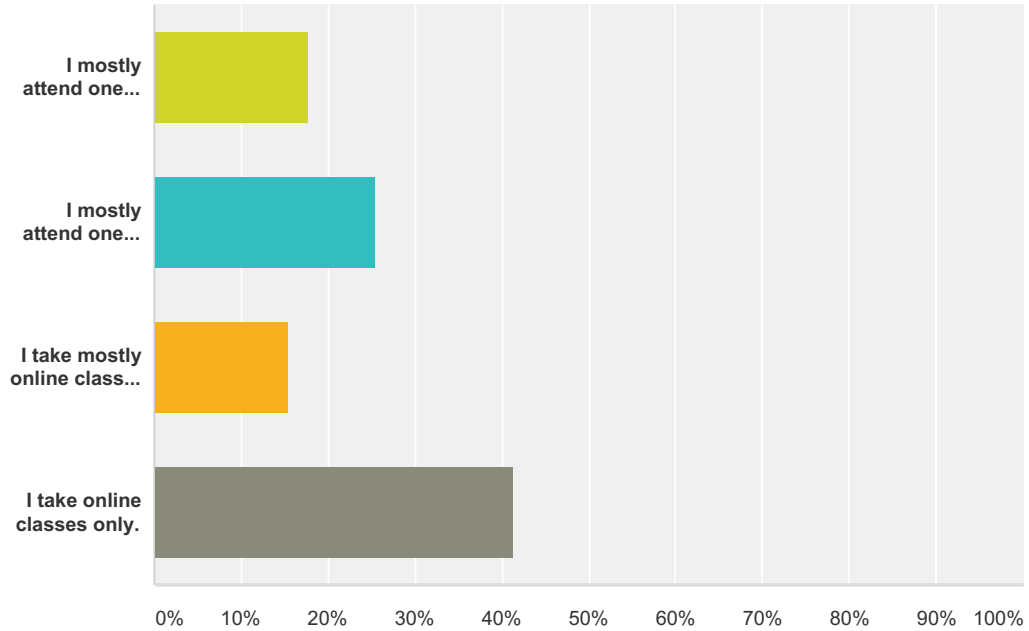
Answered: 524 Skipped: 0



Answer Choices	Responses
Indian Wells Valley/Ridgecrest	28.82% 151
Kern River Valley/Lake Isabella	11.45% 60
Mammoth	4.77% 25
Bishop	6.87% 36
East Kern (California City, Mojave, Edwards Air Force Base)	0.95% 5
Tehachapi	3.05% 16
Online	44.08% 231
Total	524

Q10 Please select the response that most closely matches your overall attendance at Cerro Coso Community College:

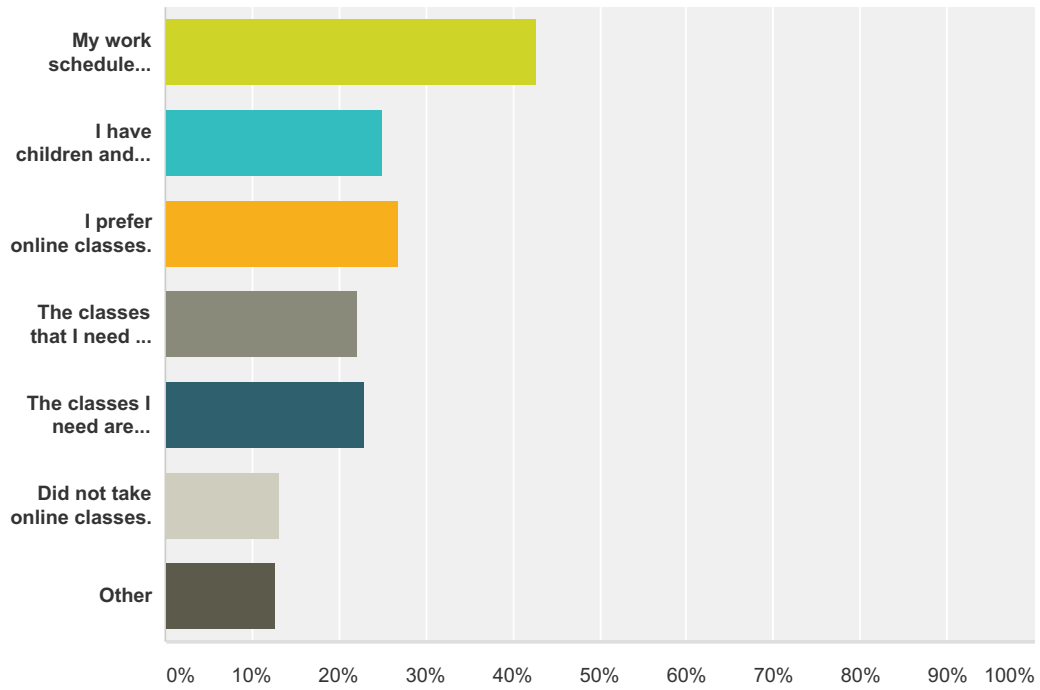
Answered: 524 Skipped: 0



Answer Choices	Responses
I mostly attend one campus.	17.75% 93
I mostly attend one campus but take some online classes.	25.38% 133
I take mostly online classes but take some classes on site (face-to-face).	15.46% 81
I take online classes only.	41.41% 217
Total	524

Q11 Please indicate your reasons for taking online classes (check all that apply):

Answered: 524 Skipped: 0



Answer Choices	Responses
My work schedule requires that I have the flexibility of online classes.	42.75% 224
I have children and need to be able to take classes from home for childcare reasons.	25.00% 131
I prefer online classes.	26.91% 141
The classes that I need are often not offered on campus.	22.14% 116
The classes I need are offered on campus, but not at times that I can take them.	22.90% 120
Did not take online classes.	13.17% 69
Other	12.79% 67
Total Respondents: 524	

Comments(71)

w Responses (71) C Text Analysis z My Categories (0)

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s



Category

Showing 71 responses



Driving issues

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#) α



I was in Yemen overseas visiting my Wife and Son.

3/13/2015 1:06 AM [View respondent's answers](#) [Categorize as...](#) α



I do not have children, but I help my mother care for my little sister.

3/12/2015 10:58 PM [View respondent's answers](#) [Categorize as...](#) α



I do like online courses for some of my classes, but some classes are better to be in class

3/12/2015 3:54 PM [View respondent's answers](#) [Categorize as...](#) α



It is a lot easier for me because of my physical disabilities

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) α



I travel a lot

3/11/2015 8:27 AM [View respondent's answers](#) [Categorize as...](#) α



I live far away

3/10/2015 9:06 PM [View respondent's answers](#) [Categorize as...](#) α



I would take ALL classes online if they were all available. Love the flexibility!

3/10/2015 6:28 PM [View respondent's answers](#) [Categorize as...](#) α



I live too far from campus now.

3/10/2015 4:59 PM [View respondent's answers](#) [Categorize as...](#) α



I live about 6 hours away from the campus.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) α



I am disabled and can't sit in a classroom so online classes are the easiest for me.

3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) α



don't live close to the campus.

3/10/2015 9:21 AM [View respondent's answers](#) [Categorize as...](#) α



I took one online class (sociology) over the summer in 2014 because it was only offered online

3/10/2015 2:05 AM [View respondent's answers](#) [Categorize as...](#) α



It is best because of transportation.

3/9/2015 11:42 PM [View respondent's answers](#) [Categorize as...](#) α



Overall flexibility, not just work but life.

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



My local college did not offer one of the courses I wanted.

3/9/2015 3:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Cerro Coso campus is over a hundred miles away from me

3/9/2015 1:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Do not live close to any of the campus'

3/9/2015 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live in a very rural area and cannot drive to class

3/9/2015 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Military family who move / travel frequently so online offers more options to complete a degree

3/9/2015 12:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Ability to do schooling on my own time.

3/9/2015 12:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Flexibility with work was the primary, but now I no longer live in California and can only finish my degree online.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I wanted to take Professor Chen for Math 40 but she was only doing it online this semester. I prefer her teaching technique.

3/3/2015 9:02 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am still a high school student.

3/2/2015 8:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



the teacher I wanted was only doing my class online.

3/2/2015 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



My back injury prevents me from sitting in a classroom chair for long periods of time

3/2/2015 12:17 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Learned to take an online class

3/1/2015 9:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live too far from Cerro Coso to take classes in person.

3/1/2015 8:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



KRV campus is closed for summer

3/1/2015 8:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have no transportation to go on campus

3/1/2015 5:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



take non major specific courses online to save how much time is spent on them

3/1/2015 8:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The college in my town does not offer paralegal courses
3/1/2015 12:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live in Bakersfield, CA
2/27/2015 11:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Driving time for me in 37 minutes from home one way.
2/27/2015 10:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



a counslor suggested I take "tools for college success" which is a online course
2/27/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Taking care of two disabled children
2/27/2015 7:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



personel enrichment
2/27/2015 6:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



live out-of-area
2/27/2015 5:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Don't live near campus
2/27/2015 5:26 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



More convenient
2/27/2015 5:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Online classes can sometimes be less stressful. I also like the balance between online/campus classes.
2/27/2015 12:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I did not have a choice. Elementary Spanish II was offered only online. Please see my comments below about the quality of that experience.
2/27/2015 12:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



wanted College in CA
2/27/2015 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



scheduling conflicts usually
2/27/2015 12:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I want to get familiar with online education for futuer choices.
2/27/2015 11:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I enjoy online classes, as it is nice to work at your own pace.
2/27/2015 11:08 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live about 300 miles from the nearest campus
2/27/2015 11:02 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The classes I need are not offered at my local community college in the evenings

2/27/2015 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

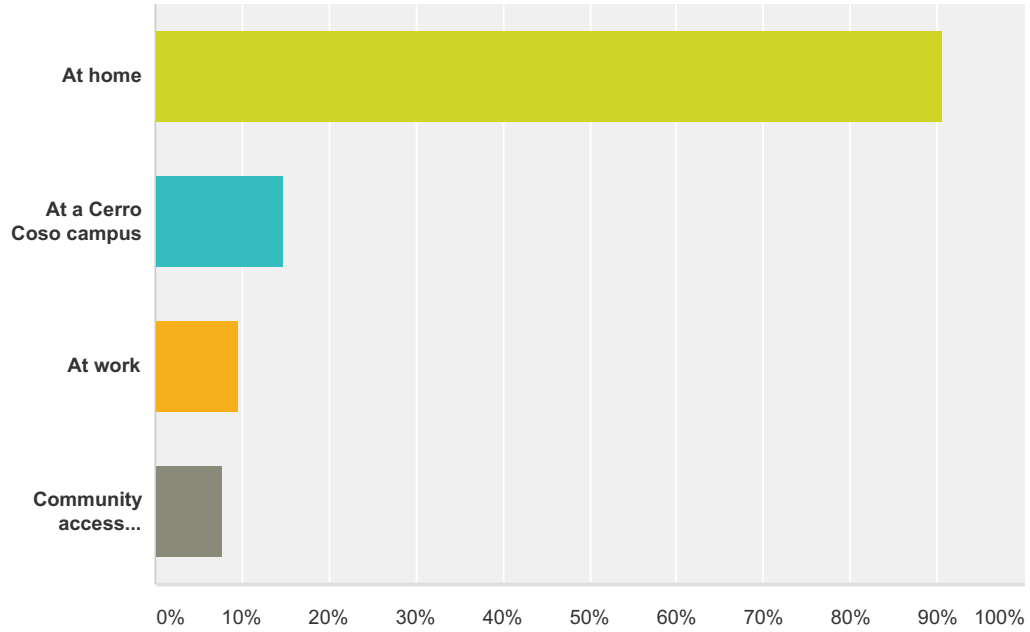


Less of distance since I live an hour away

2/27/2015 8:03 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q12 Where do you primarily access computers for coursework (writing papers, doing research, completing homework, etc.)?

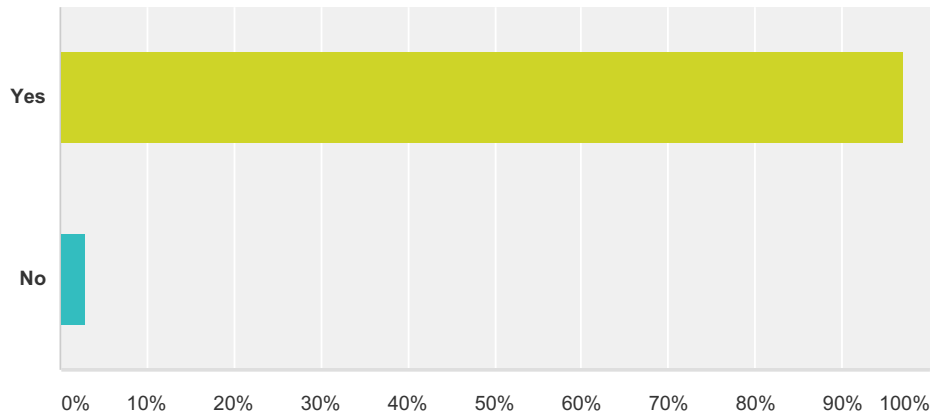
Answered: 524 Skipped: 0



Answer Choices	Responses
At home	90.65% 475
At a Cerro Coso campus	14.89% 78
At work	9.54% 50
Community access (library, other institution)	7.82% 41
Total Respondents: 524	

Q13 Does this computer have reliable internet access?

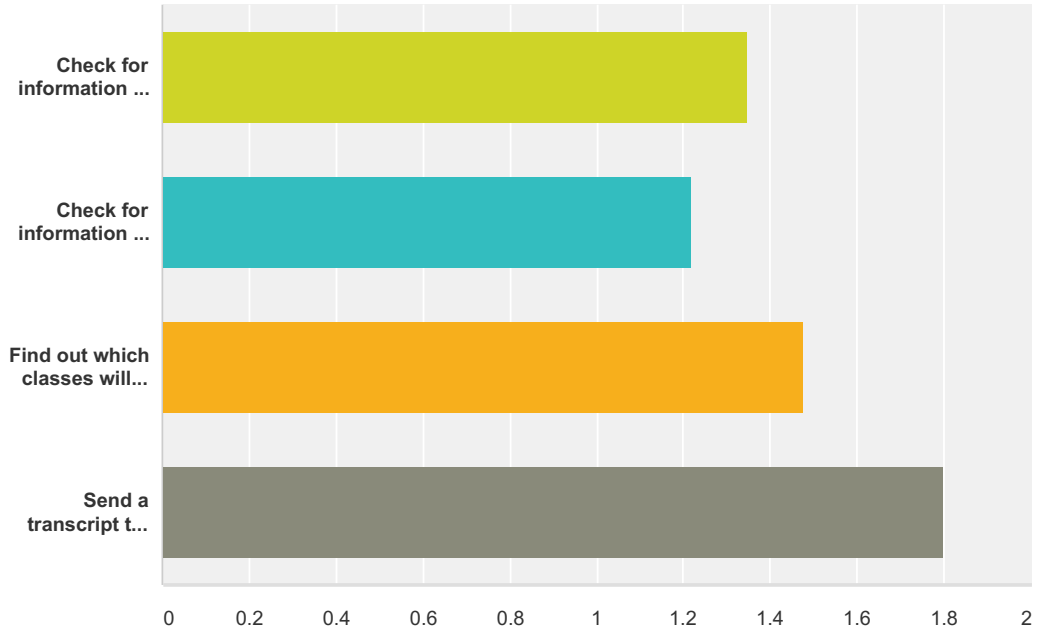
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	97.14% 509
No	2.86% 15
Total	524

Q14 When you perform the activities below, what mode/method would you most likely use?

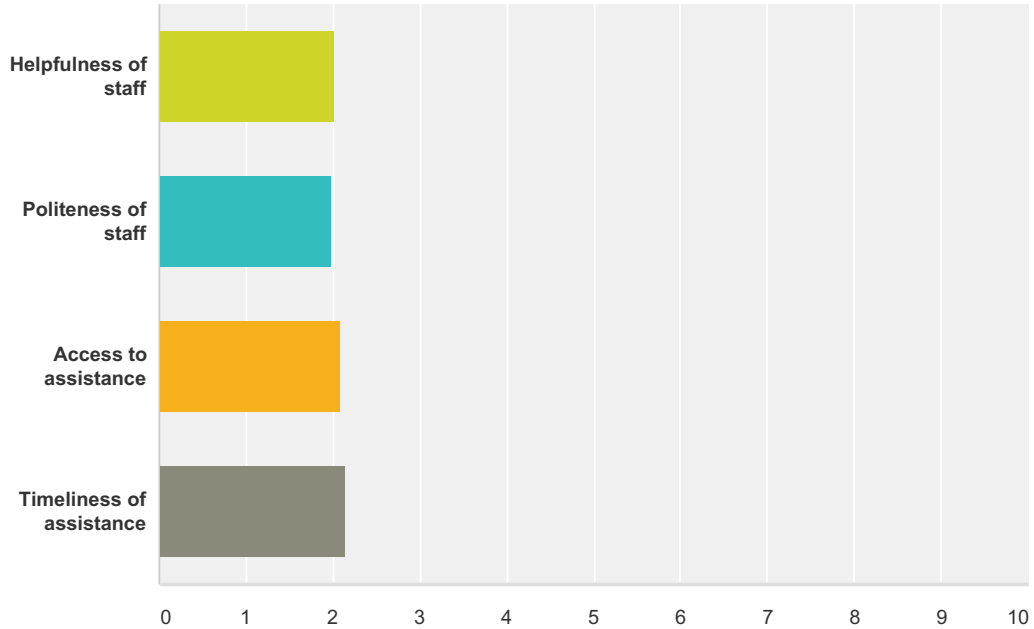
Answered: 522 Skipped: 2



	Online	In person	By phone	By email	Regular mail/US Postal	N/A	Total	Weighted Average
Check for information on my financial aid.	62.86% 325	11.22% 58	6.19% 32	1.35% 7	0.19% 1	18.18% 94	517	1.35
Check for information on my classes.	86.56% 451	7.87% 41	1.15% 6	3.65% 19	0.19% 1	0.58% 3	521	1.22
Find out which classes will apply to me degree/certificate.	56.05% 292	35.12% 183	2.50% 13	1.92% 10	0.00% 0	4.41% 23	521	1.48
Send a transcript to another college for transfer purposes.	43.16% 224	17.92% 93	3.47% 18	4.05% 21	5.59% 29	25.82% 134	519	1.80

Q15 Reflecting on your interactions with the technology and computer support staff at Cerro Coso Community College, please rate your satisfaction with the following:

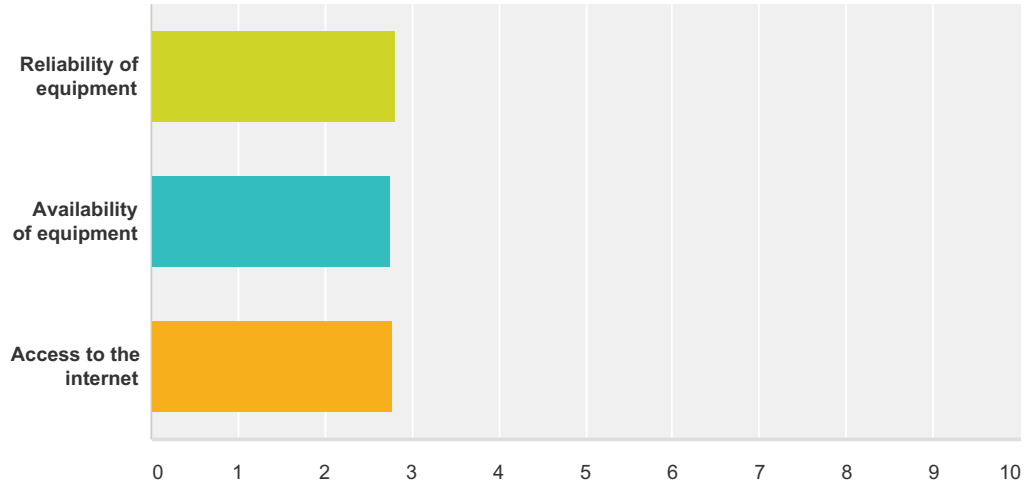
Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Total	Weighted Average
Helpfulness of staff	49.81% 261	30.73% 161	2.29% 12	0.95% 5	16.22% 85	524	2.03
Politeness of staff	54.21% 283	27.39% 143	1.15% 6	0.96% 5	16.28% 85	522	1.98
Access to assistance	47.32% 247	31.23% 163	3.83% 20	1.15% 6	16.48% 86	522	2.08
Timeliness of assistance	43.95% 229	31.67% 165	6.72% 35	0.77% 4	16.89% 88	521	2.15

Q16 Reflecting on your experience in the classrooms and the open computer labs, please rate your satisfaction with the following:

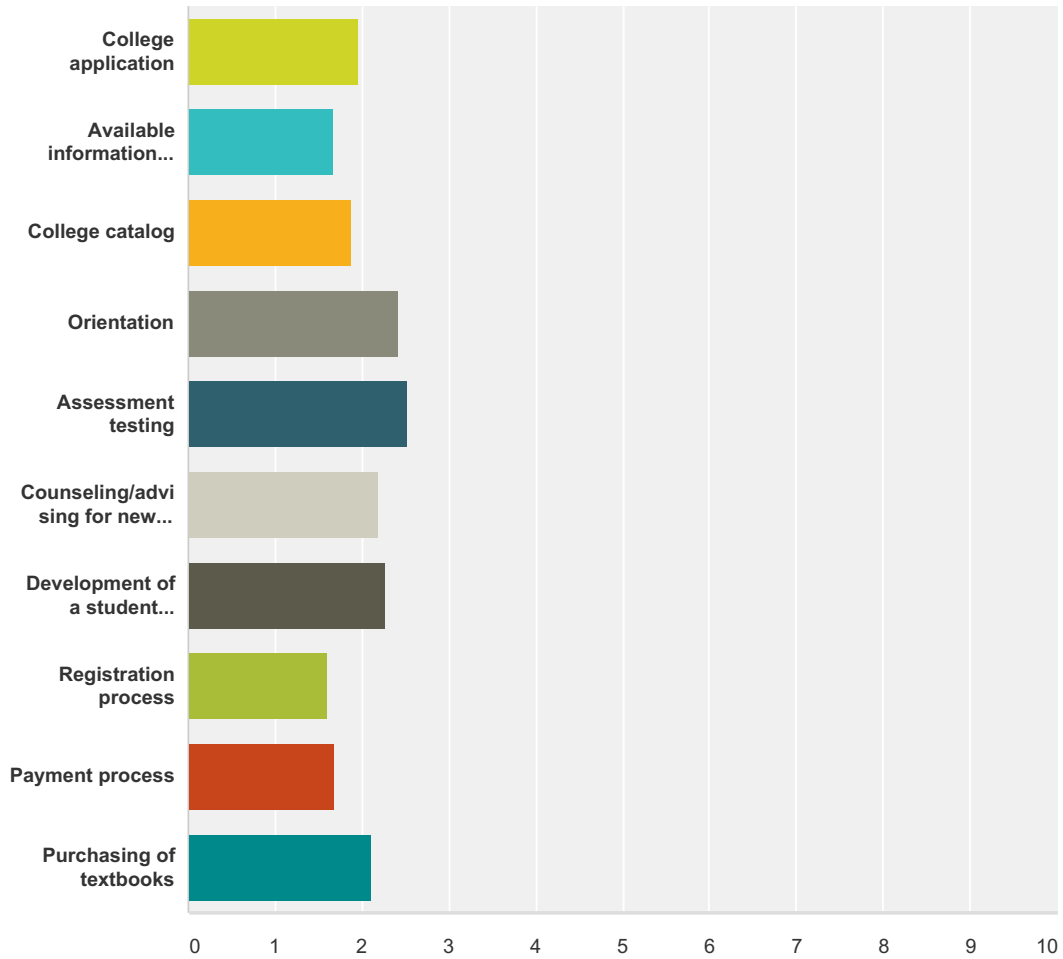
Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Total	Weighted Average
Reliability of equipment	34.29% 179	25.10% 131	2.49% 13	1.15% 6	36.97% 193	522	2.81
Availability of equipment	39.66% 207	21.26% 111	1.15% 6	0.38% 2	37.55% 196	522	2.75
Access to the internet	38.58% 201	21.11% 110	2.11% 11	0.96% 5	37.24% 194	521	2.77

Q17 Please reflect back on becoming a student here at Cerro Coso Community College and indicate how helpful the following enrollment tools/steps were:

Answered: 524 Skipped: 0



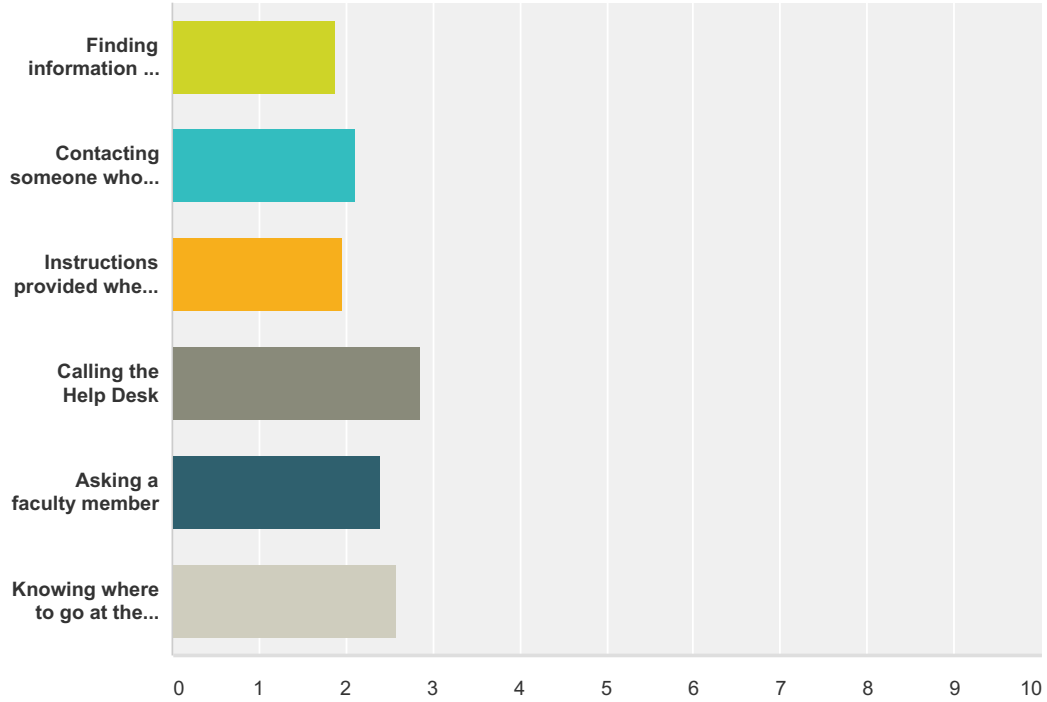
	Very Helpful	Somewhat Helpful	Not Very Helpful	Not At All Helpful	Did Not Participate	Was not aware of this enrollment service	Total	Weighted Average
College application	57.77% 301	23.80% 124	2.69% 14	0.96% 5	9.98% 52	4.80% 25	521	1.96
Available information about programs/classes	61.69% 322	26.82% 140	3.64% 19	1.15% 6	5.17% 27	1.53% 8	522	1.66
College catalog	56.43% 294	26.30% 137	4.61% 24	1.54% 8	7.68% 40	3.45% 18	521	1.88
Orientation	46.07% 240	19.96% 104	6.72% 35	2.50% 13	21.69% 113	3.07% 16	521	2.43
Assessment testing	44.94% 231	19.07% 98	6.03% 31	3.11% 16	22.96% 118	3.89% 20	514	2.52

Spring 2015 Student Experience Survey

Counseling/advising for new students	55.77% 290	15.77% 82	5.38% 28	2.69% 14	17.12% 89	3.27% 17	520	2.19
Development of a student education plan	55.09% 287	14.78% 77	4.41% 23	2.11% 11	19.77% 103	3.84% 20	521	2.28
Registration process	64.05% 335	24.86% 130	4.40% 23	1.34% 7	3.63% 19	1.72% 9	523	1.61
Payment process	62.14% 325	25.62% 134	2.87% 15	1.53% 8	6.31% 33	1.53% 8	523	1.69
Purchasing of textbooks	49.04% 255	24.81% 129	9.23% 48	2.88% 15	12.12% 63	1.92% 10	520	2.10

Q18 Please rate the sources below for answering questions you had when completing these enrollment steps:

Answered: 524 Skipped: 0



	Very easy	Somewhat easy	Neutral	Somewhat difficult	Very difficult	N/A	Total	Weighted Average
Finding information on the college website	48.66% 255	31.68% 166	11.45% 60	3.24% 17	1.91% 10	3.05% 16	524	1.87
Contacting someone who worked at the college	51.53% 270	22.52% 118	10.11% 53	4.01% 21	3.05% 16	8.78% 46	524	2.11
Instructions provided when filling out forms	51.53% 270	26.34% 138	11.26% 59	2.86% 15	1.34% 7	6.68% 35	524	1.96
Calling the Help Desk	43.51% 228	14.50% 76	10.50% 55	1.91% 10	2.10% 11	27.48% 144	524	2.87
Asking a faculty member	50.76% 266	17.37% 91	9.92% 52	1.53% 8	2.48% 13	17.94% 94	524	2.41
Knowing where to go at the college for help	44.27% 232	18.70% 98	11.64% 61	4.20% 22	1.91% 10	19.27% 101	524	2.59

Spring 2015 Student Experience Survey

Q19 How can we make information about completing college processes easier to find and use?

Answered: 524 Skipped: 0

#	Responses	Date
1	In my opinion, you are doing well at making information easily accessible for students.	3/16/2015 10:45 AM
2	i think its pretty good as is	3/13/2015 8:16 PM
3	I don't know	3/13/2015 5:41 PM
4	Whatever the college did so far is perfect.	3/13/2015 4:37 PM
5	No suggestions	3/13/2015 4:27 PM
6	have set hours	3/13/2015 2:00 PM
7	checking up on students	3/13/2015 1:21 PM
8	When looking for classes, it is somewhat difficult to find them.	3/13/2015 1:13 PM
9	It's so easy now and anyone u talk to is so nice and helpful.	3/13/2015 1:04 PM
10	Na	3/13/2015 12:12 PM
11	User friendly website.	3/13/2015 10:24 AM
12	Make the website user interface more user friendly. Stop making students search everywhere to find information.	3/13/2015 10:20 AM
13	Don't know. I found information just fine.	3/13/2015 9:48 AM
14	It is pretty easy to find I don't have any complaints	3/13/2015 9:07 AM
15	By making the class search area more user friendly.	3/13/2015 8:16 AM
16	Maybe make it easier to find your old information	3/13/2015 4:00 AM
17	It is already easy with the online catalog.	3/13/2015 1:06 AM
18	Create an entire section dedicated this specific	3/12/2015 11:37 PM
19	Everything is wonderful, it is easy and everyone is very helpful in answering your questions and guiding you on what you need.	3/12/2015 11:04 PM
20	I had no issues.	3/12/2015 10:58 PM
21	I have spent 3 days thinking about this and can't think of anything new.	3/12/2015 10:48 PM
22	N/A	3/12/2015 9:41 PM
23	I'm not sure	3/12/2015 9:28 PM
24	not sure	3/12/2015 8:35 PM
25	your webpage is self explanatory.	3/12/2015 6:46 PM
26	Have workers on hand at the campus to help each individual register, maybe people who had registered two or more times.	3/12/2015 5:29 PM
27	Make it easier	3/12/2015 4:21 PM
28	well for me it was a little difficult because I had not been in school in about 10 years, and it seemed confusing and had trouble figuring out what to do next. The most difficult part was navigating the school website and knowing where to go next. Maybe you can provide guidance to new students on how to navigate the website and how to locate information.	3/12/2015 3:54 PM

Spring 2015 Student Experience Survey

29	N/a	3/12/2015 3:40 PM
30	Finding the right links to link to to get the information I need has been somewhat challenging. If the links were a bit more descriptive would be helpful.	3/12/2015 1:25 PM
31	I think it is fine how it is.	3/12/2015 1:19 PM
32	Inside cc	3/12/2015 12:53 PM
33	sending out an email	3/12/2015 12:41 PM
34	no response	3/12/2015 11:14 AM
35	Have a guide with basic information we can go to	3/11/2015 10:34 PM
36	So far,it is to my satisfaction.	3/11/2015 9:23 PM
37	In general, college sign up was easy, however, for concurrent enrollments one dollar fee was challenging at first, from a payment aspect. Once I figured that out, it was easy the second time around.	3/11/2015 8:00 PM
38	I really don't know how the staff or counselors could help, like I filled out a paper on my disability and it was sent in but as of today have never heard anything back??:? GO Figure, huh	3/11/2015 7:15 PM
39	more classes in Tehachapi	3/11/2015 7:10 PM
40	n/a.	3/11/2015 6:39 PM
41	More staff available	3/11/2015 6:10 PM
42	Teach the receptionists how to correctly transfer people, and to have an accurate contact list for available situations.	3/11/2015 5:48 PM
43	ldk	3/11/2015 4:51 PM
44	I think the process is good as it is.	3/11/2015 4:47 PM
45	the information is fine	3/11/2015 3:58 PM
46	A way to make things easier on your website would be to simply make things clearer. There is a lot going on and i had a hard time getting around.	3/11/2015 2:59 PM
47	N/A	3/11/2015 2:11 PM
48	I think if a person is seeking out education it is already easy to find	3/11/2015 2:01 PM
49	I believe that you are doing well her	3/11/2015 1:40 PM
50	I think the website is easy to use I can't think of anothe idea at the moment.	3/11/2015 1:09 PM
51	it is easy	3/11/2015 12:29 PM
52	It's all fine	3/11/2015 11:04 AM
53	Not sure!	3/11/2015 10:52 AM
54	Make it easily accessible online	3/11/2015 9:37 AM
55	Well formerly when I wanted to ask a counsellor a simple question (I am an online student) I had to phone, leave a message and wait for a return call which was kind of frustrating, but I saw there is an online chat option now that I have not yet tried, so I will give that a go in the future. My other major issue is the available course for upcoming semesters don't show up on the insidecc site, and you can't look at past courses from other years without getting an error or a blank list.	3/11/2015 8:27 AM
56	Just make links more visible -- stand out more.	3/11/2015 8:22 AM
57	More info on what classes may be available for the next term.	3/11/2015 7:36 AM
58	I am not sure	3/11/2015 7:30 AM
59	Put it on the website if it isn't already there.	3/11/2015 2:34 AM
60	None	3/10/2015 11:36 PM
61	I had no trouble	3/10/2015 10:01 PM

Spring 2015 Student Experience Survey

62	Keep up the good work.	3/10/2015 9:17 PM
63	A	3/10/2015 9:06 PM
64	I think it is fine the way it is	3/10/2015 8:53 PM
65	Website usability could be improved. Bishop campus is often closed in the summer so it's difficult to get help then.	3/10/2015 6:28 PM
66	Its pretty easy the hardest part was committing but I do not know anyways that could change at the moment.	3/10/2015 5:13 PM
67	I think it's perfect :)	3/10/2015 5:00 PM
68	It is very helpful already.	3/10/2015 4:59 PM
69	don't know	3/10/2015 4:15 PM
70	It is all fairly easy to do.	3/10/2015 3:24 PM
71	NA	3/10/2015 3:06 PM
72	more informative staff, maybe offer a seminar	3/10/2015 1:55 PM
73	My only suggestion would be that ed plans should be done sooner. If I would have taken my law classes and then my general ed classes, I would have already graduated.	3/10/2015 1:21 PM
74	i	3/10/2015 1:20 PM
75	I haven't had a problem yet.	3/10/2015 12:44 PM
76	None.	3/10/2015 12:41 PM
77	Its already easy.	3/10/2015 12:26 PM
78	Some classes would be improved if they were offered in a classroom environment. Because of this I realized I had to change my major.	3/10/2015 12:00 PM
79	Maybe have all of the information in one link on the college website, however; it isn't hard to register for school or set up anything you have to do. I had the hardest time at Bakersfield College because of the size of the school and the amount of people needing to do the same thing.	3/10/2015 11:14 AM
80	N/A	3/10/2015 11:08 AM
81	I think it is easy already.	3/10/2015 11:06 AM
82	I have no idea	3/10/2015 10:57 AM
83	It is good as it is.	3/10/2015 10:55 AM
84	Everything is Fine.	3/10/2015 10:51 AM
85	None that I can think of.	3/10/2015 9:35 AM
86	Everything was pretty good and easy to find online.	3/10/2015 9:21 AM
87	I had no problem finding information. I think it's great as is.	3/10/2015 9:13 AM
88	N/A	3/10/2015 9:01 AM
89	n/a	3/10/2015 8:30 AM
90	I find it hard to find the right information in the online college catalog. I wish there were direct links from the information about classes to the registration. It would save me time to write down the right information - I've written down the wrong class info and had to go back to the catalog, couldn't find the class info that fast anymore, etc. If I could click in the information about classes to register for that class, it sure would help. HEAPS.	3/10/2015 8:25 AM
91	Just make them available to students.	3/10/2015 8:07 AM
92	Not sure I found it easy to use.	3/10/2015 7:04 AM
93	N/a	3/10/2015 6:06 AM
94	No answer	3/10/2015 2:05 AM

Spring 2015 Student Experience Survey

95	Finding information to register online was easy.	3/10/2015 1:59 AM
96	By elaborating instruction about completing the application	3/10/2015 1:11 AM
97	I think it's easy already.	3/10/2015 12:09 AM
98	I think overall the information about completing college processes are pretty easy to find and use.	3/9/2015 11:42 PM
99	Text messages or by emails	3/9/2015 11:40 PM
100	N/A	3/9/2015 11:13 PM
101	I dont know	3/9/2015 11:10 PM
102	The college staff is doing perfectly well in their efficacy.	3/9/2015 11:01 PM
103	n/a	3/9/2015 10:50 PM
104	general website location	3/9/2015 10:20 PM
105	None	3/9/2015 9:54 PM
106	Talking with students	3/9/2015 9:54 PM
107	I think it's all there I just didn't look for many of these services.	3/9/2015 9:38 PM
108	I have no idea	3/9/2015 9:35 PM
109	its okay	3/9/2015 9:33 PM
110	I don't know	3/9/2015 9:22 PM
111	ASSIGN COUNSELOR FOR ONLINE STUDENTS PLEASE	3/9/2015 9:08 PM
112	na	3/9/2015 8:36 PM
113	I believe all required processes are easy to find	3/9/2015 8:15 PM
114	think about the people that attend, and make sure that they understand the process	3/9/2015 8:03 PM
115	Send out email stating where it's at	3/9/2015 7:34 PM
116	not sure	3/9/2015 7:34 PM
117	bold words	3/9/2015 6:25 PM
118	N/A	3/9/2015 6:22 PM
119	not applicable	3/9/2015 6:18 PM
120	bold headings	3/9/2015 5:56 PM
121	It's very easy and information is readily available	3/9/2015 5:48 PM
122	For older students being able to use computers and the internet may be a problem, this was my first use of the internet for homework, and it can be confusing and frustrating but I am figuring it out as I go.	3/9/2015 5:32 PM
123	It's fine the way it is.	3/9/2015 5:30 PM
124	Have someone with no CCCC experience test the website	3/9/2015 5:02 PM
125	n/a	3/9/2015 4:39 PM
126	N/A	3/9/2015 4:33 PM
127	I find the campus webpage a bit difficult to maneuver through.	3/9/2015 4:32 PM
128	Staff needs first hand knowledge of website, how to use it and where to find necessary information. The online library assistant chat is a great asset to the library page. I believe having this option available to help with the enrollment process could be equally as helpful.	3/9/2015 4:23 PM
129	Train staff on having the necessary information instead of allowing them to pass a person around.	3/9/2015 4:16 PM
130	N/A	3/9/2015 4:08 PM

Spring 2015 Student Experience Survey

131	N/A	3/9/2015 4:01 PM
132	be more clear	3/9/2015 3:59 PM
133	Unsure what you mean by "college processes"	3/9/2015 3:50 PM
134	It's fine.	3/9/2015 3:41 PM
135	Not sure	3/9/2015 3:28 PM
136	Your process is just fine	3/9/2015 3:18 PM
137	dont know	3/9/2015 3:18 PM
138	the new online application for scholarships through your site should give more information on when to expect the scholarship cycles to end and when you should reapply for the scholarships.	3/9/2015 3:11 PM
139	I'm not even sure what college processes are.	3/9/2015 3:10 PM
140	More advertising	3/9/2015 3:07 PM
141	I think that the college is very helpful, and honestly can't think of anything to improve.	3/9/2015 2:53 PM
142	Cerro coco complete my information needs	3/9/2015 2:38 PM
143	It's fine the way it is.	3/9/2015 2:33 PM
144	I am satisfied with the process.	3/9/2015 2:21 PM
145	I think you guys are doing great	3/9/2015 2:09 PM
146	more details on website of college	3/9/2015 2:08 PM
147	Billboards and fliers in the hallway and in the lounge	3/9/2015 2:00 PM
148	N/A	3/9/2015 1:59 PM
149	More direct link to classes.	3/9/2015 1:59 PM
150	n/a	3/9/2015 1:59 PM
151	Having the info on your site is helpful with a phone number for any questions.	3/9/2015 1:58 PM
152	I'm not sure, maybe sending instructional or how-to emails with pictures.	3/9/2015 1:57 PM
153	I have no issues or comments. The Counseling office is very helpful and concise with explaining information to completing college processes.	3/9/2015 1:49 PM
154	Maybe app for tablet or smartphone	3/9/2015 1:31 PM
155	The employees that deal with the paperwork of the students in order for them to be enrolled into classes must be respectable people who are trustworthy and intelligent.	3/9/2015 1:30 PM
156	Bigger icons	3/9/2015 1:26 PM
157	Bigger titles	3/9/2015 1:22 PM
158	Text reminders and email also.	3/9/2015 1:20 PM
159	I do not have any suggestions	3/9/2015 1:19 PM
160	Hire more people like yevonne	3/9/2015 1:18 PM
161	Emails	3/9/2015 1:12 PM
162	idk	3/9/2015 1:08 PM
163	I had trouble when I was registering for a class, because they didn't put in my new grades, so I couldn't register, because it showed I was on probation.	3/9/2015 1:05 PM
164	I believe the current procedure is fine.	3/9/2015 1:05 PM
165	I got help from OVCDC Career Education program	3/9/2015 1:04 PM
166	Nothing that I can think of at the moment	3/9/2015 1:03 PM

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167	n/a	3/9/2015 1:02 PM
168	Na	3/9/2015 12:55 PM
169	Nothing.	3/9/2015 12:47 PM
170	Keep it posted and maybe include the important dates on moodle calendar.	3/9/2015 12:42 PM
171	THE PROCESS IS FINE THE WAY IT IS.	3/9/2015 12:42 PM
172	Make navigation around the website easier by labeling better or having a site directory.	3/9/2015 12:37 PM
173	It is good.	3/9/2015 12:37 PM
174	N/a	3/9/2015 12:36 PM
175	I totally like the process	3/9/2015 12:35 PM
176	Have a section of site that explains the whole process by step.	3/9/2015 12:25 PM
177	You do really well.	3/9/2015 12:24 PM
178	Not sure	3/9/2015 12:22 PM
179	The book store manager is extremely rude. If I go in and select my own books to rent/purchase there is no problem. She is forceful and wants to get the books for you in which I have received incorrect books in the past having to return to the book store several times. She is not only incredibly rude to students but staff as well. As such, I choose to purchase books elsewhere whenever possible even if it costs more as I would prefer to not deal with her.	3/9/2015 12:20 PM
180	Some cleaner U.I. in certain places, the library page could be reworked.	3/9/2015 12:16 PM
181	It's already easy	3/9/2015 12:14 PM
182	By having instructions in all the educational fields available.	3/9/2015 12:12 PM
183	Its easy enough for me already.	3/9/2015 12:12 PM
184	When I first began taking classes I had no idea what moodle was and teachers kept referring to moodle online without showing or explaining what it was. Very confusing. Getting on track with a counselor about classes can use some tune ups and also some online classes need prerequisites.	3/9/2015 12:11 PM
185	Unknown	3/9/2015 12:11 PM
186	The counseling department need to figure out some type of system to schedule in office or over the phone visits. I have yet to get an appt with a counselor and I have called multiple times and also sent an email to a head of conseling person and no response back from them either. Its very upsetting but I gave up on getting a long term ed plan.	3/9/2015 12:09 PM
187	n/a	3/9/2015 12:04 PM
188	I am new to the US education system. Don't know how I can help.	3/9/2015 12:03 PM
189	Na	3/9/2015 11:59 AM
190	GIVE VARIETY OF LINKS TO COMMON QUESTIONS STUDENTS HAVE	3/9/2015 11:54 AM
191	I don't know	3/9/2015 11:51 AM
192	Flexible hours	3/9/2015 11:49 AM
193	N/A	3/9/2015 11:43 AM
194	i think you are doing very well	3/9/2015 11:40 AM
195	The counselors need to be more helpful and willing to meet the students' needs and expectations. Students should come first.	3/9/2015 11:37 AM
196	I was very confused as to who to see but once I started at the counseling office they told me exactly where to go next. I did just fine finding my way around the place.	3/9/2015 11:36 AM
197	I think it is great the way it is!!	3/9/2015 11:34 AM

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198	For the assement test put the essay portion back in.	3/9/2015 11:31 AM
199	None	3/9/2015 11:30 AM
200	The online processes are great. Getting information from my counselor from Edwards to respond in a complete and timely fashion is the key issue.	3/9/2015 11:27 AM
201	I am uncertain	3/9/2015 11:27 AM
202	I don't know.	3/9/2015 11:27 AM
203	The resources are very useful, but maybe hold a seminar for new students or something like that.	3/9/2015 11:26 AM
204	Make it a step by step process.	3/9/2015 11:26 AM
205	N/a	3/9/2015 11:25 AM
206	N/A	3/9/2015 11:22 AM
207	It's fine	3/9/2015 11:19 AM
208	Add pictures	3/9/2015 11:18 AM
209	No Comment	3/9/2015 11:18 AM
210	Include more of that information during the orientation could be helpful.	3/9/2015 11:16 AM
211	Everything's working for myself.	3/9/2015 8:17 AM
212	When I tried to get a proctor, no one responded. This area needs improvement.	3/8/2015 11:49 AM
213	A Great job is being done.	3/6/2015 7:51 PM
214	n/a	3/6/2015 2:22 PM
215	NA	3/6/2015 1:15 PM
216	I feel it is a financial hardship for me to commit to a full-time schedule. The amount received after paying for the extremely expensive books, (that should be offered at a much-lower reduced rate for used books), leaves very little for any married adult with children. It does not really offer "living expenses" unless I still lived with my parents. It is cheaper to go onto Amazon.com to purchase books, than our own campus. The only incentive to purchase at CCCC, is no waiting for my books. There should be a better alternative to those who want the education to better themselves, but cannot afford the full price of the books. In order to be full-time, I would have to sacrifice working part-time, rather than full-time, unable to pay more than my utilities.	3/6/2015 12:00 PM
217	sorry, no response	3/6/2015 9:47 AM
218	a map	3/6/2015 8:50 AM
219	Make everything simple and obvious.	3/5/2015 7:18 PM
220	I've found information easily already.	3/5/2015 2:28 PM
221	Think it is great the way it is.	3/5/2015 5:04 AM
222	More information on material (books, supplies, software, etc) needed for courses, I can't seem to find what material I need for my online class without emailing my instructor. I don't want to start out on the wrong foot with my instructor by asking a silly question if it's completely obvious. I will keep searching for the answers.	3/4/2015 11:51 AM
223	I recall the paperwork involved in enrolling being the most difficult experience for me. However, I was completely new to the college experience and had no guidance in the process. Basically, the application process felt a bit overwhelming for me. There seemed to be so much to get done by specific dates. The orientation was immensely helpful.	3/3/2015 11:52 PM
224	After hours and weekends availability.	3/3/2015 4:48 PM
225	Maybe having a workshop.	3/3/2015 3:12 PM
226	It was petty easy and explained by counselor.	3/3/2015 2:45 PM
227	N/A	3/3/2015 2:35 PM
228	nothing	3/3/2015 2:31 PM

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229	I feel that, through my experience, everything is smooth and easy. Emails are sent, as well as mail. I get help from my counselor, students, and other faculty.	3/3/2015 2:15 PM
230	Do your research and see how other colleges do it and try not to cut corners. Your website is terrible and navigating it is sometimes not worth the effort. And calling can make it worse sometimes.	3/3/2015 12:07 PM
231	i dont know	3/3/2015 11:33 AM
232	I have never had a problem receiving information from my college.	3/3/2015 9:02 AM
233	None	3/2/2015 10:10 PM
234	It is fine as it is.	3/2/2015 8:50 PM
235	Having a FaceTime type of interaction to go through the process and make to make it more convenient	3/2/2015 7:53 PM
236	have a phone number that can easily be found.	3/2/2015 7:22 PM
237	Not Apllicable	3/2/2015 6:45 PM
238	during registration period it is hard to get help or ask question about classes.	3/2/2015 5:48 PM
239	Make more staff members available/hire more staff dedicated to student assistance.	3/2/2015 3:36 PM
240	I'm not sure	3/2/2015 1:31 PM
241	Send survey by mail.	3/2/2015 1:28 PM
242	No response	3/2/2015 10:30 AM
243	offer advice on our student tab let us know what we need to complete school	3/2/2015 12:17 AM
244	Make less info available on the main page, break it down into groups, make it look " cleaner", too cluttered now.	3/1/2015 11:38 PM
245	I feel like the college overall is doing good so far. Whenever I have a question I always try to look online on their website and when I can't find anything that is helpful I'll go up to the college and ask questions.	3/1/2015 10:59 PM
246	Maybe adding where to find stuff online. For example the student services tab, some people don't know that majority of the stuff is in that tab so explaining where certain things are could be easier.	3/1/2015 10:58 PM
247	They are easy to find via web	3/1/2015 10:52 PM
248	everything is great.	3/1/2015 9:10 PM
249	No changes are needed.	3/1/2015 8:38 PM
250	printed information for people who do not have wifi or computer access	3/1/2015 8:20 PM
251	Post it online and where to ask questions.	3/1/2015 8:09 PM
252	Advertisements.	3/1/2015 7:56 PM
253	I think you are doing a fine job	3/1/2015 5:37 PM
254	There are multiple forms, brochures, and pamphlets at the college itself, and the information is easily accessible and organized on the website.	3/1/2015 2:13 PM
255	Aide students by showing them how to navigate the website and register. I got a lot of help from the OV CDC in bishop and if it wasn't for them I wouldn't be back in school	3/1/2015 12:47 PM
256	Providing it online	3/1/2015 12:39 PM
257	The information may be separated, and the site updated on certain programs.	3/1/2015 11:20 AM
258	None	3/1/2015 9:33 AM
259	Books. Textbooks need to be available for purchase as soon as possible. Also, the Pearson online experience takes away from interaction with a live teacher.	3/1/2015 9:27 AM
260	the website should be organized better. the GradGuru app should hold useful information if it is being advertised. It just takes students to the coso website.	3/1/2015 8:38 AM
261	Online students have to wait so long to receive a return call from advisers etc when we have a question. I feel help needs to be more readily available to online students.	3/1/2015 12:01 AM

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262	Cerro coso has been an amazing experience for me. The smaller college makes everything so much more personal and efficient.	2/28/2015 10:44 PM
263	It is rather simple.	2/28/2015 9:49 PM
264	The website has to be more clear to others	2/28/2015 8:18 PM
265	I almost good	2/28/2015 7:17 PM
266	Having a more clearly laid out online source for the college would help as well as having a counselor at the college moday-Thursday would improve things greatly.	2/28/2015 7:04 PM
267	It's already very easy. I don't have any ideas on how to make it any easier!	2/28/2015 6:59 PM
268	I am satisfied with the college processes.	2/28/2015 6:09 PM
269	Number one issue is to make sure all staff members are "customer service oriented" & that they may be helping someone who has never applied to a college before, or most importantly, it may be someone who has been out of school for many years, such as myself. It can be very intimidating.	2/28/2015 4:32 PM
270	na	2/28/2015 4:09 PM
271	Offering a better cross referencing search bar that allows answers to be found, and if an answer is unavailable a DIRECT NUMBER given to someone that can help NOT a general number that keeps you transferring and repeating your issue over and over and over again wasting ridiculous amounts of valuable time.	2/28/2015 1:44 PM
272	n/a	2/28/2015 1:27 PM
273	I do not know.	2/28/2015 1:20 PM
274	N/A	2/28/2015 12:58 PM
275	N/A	2/28/2015 12:49 PM
276	N/A	2/28/2015 12:40 PM
277	make it easier online	2/28/2015 9:32 AM
278	it is stupid that you are going to force students to answer questions that they don't feel they need to answer.	2/28/2015 9:00 AM
279	More workshops	2/28/2015 6:32 AM
280	better brake down on the degrees	2/28/2015 12:31 AM
281	Its great don't change it	2/27/2015 11:43 PM
282	I am satisfied.	2/27/2015 11:12 PM
283	I find it to be great	2/27/2015 10:56 PM
284	.	2/27/2015 10:54 PM
285	No changes necessary	2/27/2015 10:37 PM
286	N/A	2/27/2015 10:33 PM
287	The admissions office staff always seem to not be very helpful, even when it's their fault for not seeing Faxes I sent them. They said they never received my renewal form I sent in the mail. This semester they had me as an Out-of-State student although I've been an In-State Cerro Coso student for 8yrs now.	2/27/2015 10:11 PM
288	easier searching on your web page	2/27/2015 10:01 PM
289	na	2/27/2015 8:50 PM
290	n/a	2/27/2015 8:48 PM
291	consider an open online chat service/email so students can more easily contact the help desk	2/27/2015 8:29 PM
292	Cerro Coso does a very good job providing access to everything on their website. The only problems I had were with the online bookstore and how the UI worked, making it difficult to save information or change pages without starting over with a new search for books. It was far easier (and cheaper) to rent or buy used textbooks from Amazon than to navigate the school book store.	2/27/2015 8:23 PM

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293	Make orientation a bigger deal	2/27/2015 8:00 PM
294	Can't think of anything everyone is always helpful	2/27/2015 7:56 PM
295	I find that the Cerro Coso Community College web page is easy to navigate. I like how is.	2/27/2015 7:51 PM
296	By more advertisements	2/27/2015 7:00 PM
297	n/a	2/27/2015 6:32 PM
298	Make the tablets for registering better. They are frustrating and hard to use.	2/27/2015 6:03 PM
299	website was a little confusing trying to find appropriate links	2/27/2015 5:40 PM
300	I have been able to find most everything i've needed	2/27/2015 5:26 PM
301	Nothing really, it is perfect.	2/27/2015 5:20 PM
302	a video tutorial	2/27/2015 5:20 PM
303	No suggestion	2/27/2015 2:19 PM
304	By your self trying it out	2/27/2015 1:44 PM
305	Effective search engines on the web site.	2/27/2015 1:37 PM
306	How taking certain classes will affect getting our degree.	2/27/2015 12:54 PM
307	N/A	2/27/2015 12:53 PM
308	I strongly suggest that you put the BOGFW online. Right now, I must print it out, fill it in by hand, and mail or take it to the campus.	2/27/2015 12:47 PM
309	just make it bolder or make it stand out	2/27/2015 12:40 PM
310	I'll be honest #1 you don't have enough counselors. They are great, but they are overworked! I waited weeks and then even after school started for someone to get back to me. It seems when you call the school you can't get ahold of anyone! Recorded messages at a College? REALLY???And then taking days for someone to get back to you? In my opinion, does not make for a very good College. I almost went elsewhere. I had so much trouble with my computer and the set up there for online schooling, I almost asked for my money back! Technologically I don't think you are keeping up with the newer computers out there. I have called countless times with problems regarding my newer tablet, finding out, that the problem was on your schools end. The techs are nice and some are good, but others don't know a THING about what they are talking about or doing! It is SO upsetting when you have something due and because of some college techs incompetence, end up stressed out that you are not going to get our work in on time. This kind of stress should never be the problem of the students. Sorry if I sound brash, honestly I have a reputation of being a fairly nice person and hardly ever complain, but it is so bad, I had to comment. I have never seen a College ran this unprofessionally. And I have been to A LOT of Colleges over my 56 years. One last thing, the lady that schedules counselors, was abrupt in her tone when I asked why we needed to wait so long and call again, in order to get on a counselors schedule. She told me I couldn't even get on a schedule for a counselor, that I would have to call back at a later date. Seriously??? I'll tell you what I LOVE my teacher! And, I LOVE what I am learning! But someone needs to take SERIOUS inventory on who's running things and how they are being ran, in the offices at Cerro Coso. My rant is over. Hoping for a better future for the life of your college.	2/27/2015 12:21 PM
311	I think having paper catalogs at various popular "hangouts", is better than relying on the INTERNET FOR ALL ANSWERS.	2/27/2015 12:15 PM
312	Make graduation requirements a dashboard so we can follow a track on the website.	2/27/2015 12:05 PM
313	Make the search bar that is online actually stick to cerro coso website instead of switching to another search engine	2/27/2015 12:05 PM
314	On the college Site	2/27/2015 11:49 AM
315	Less steps on the web page.	2/27/2015 11:49 AM
316	The KCCD portal is very confusing. I was attending through Bakersfield College where I was registered the first semester. I didn't realize that the second semester, I signed up under Cerro Coso. Now I am going to have to transfer units or something (I haven't looked into it yet). I think it needs to be more clear when registering how it works.	2/27/2015 11:39 AM

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317	the student need to seek for help by themselves.	2/27/2015 11:22 AM
318	It is easy	2/27/2015 11:11 AM
319	I think everything is already fairly easy	2/27/2015 11:08 AM
320	No suggestions at this time	2/27/2015 11:02 AM
321	I found it to be fairly easy to use.	2/27/2015 10:56 AM
322	you are doing ok	2/27/2015 10:54 AM
323	A check sheet that shows which parts of the degree program I have completed or need to complete. If it could be printed out that would also be helpful.	2/27/2015 10:25 AM
324	I am not sure, I registered through Bakersfield College.	2/27/2015 9:47 AM
325	I am not sure.	2/27/2015 9:18 AM
326	I think its good	2/27/2015 9:10 AM
327	n/a	2/27/2015 9:09 AM
328	I'm fine with they way you have it.	2/27/2015 9:04 AM
329	I personally feel that if you could have faculty answer their phones more often or at least get back to you in a timely manner that would be very helpful about questions on completing the college process.	2/27/2015 8:45 AM
330	none	2/27/2015 8:43 AM
331	Orientations	2/27/2015 8:11 AM
332	not sure..	2/27/2015 8:07 AM
333	I have now idea but the process is pretty functional.	2/27/2015 8:03 AM
334	The College website is hard to navigate from tablet or smart phones	2/27/2015 7:58 AM
335	No comment	2/27/2015 7:58 AM
336	Easier for online students to reach Counseling services.	2/27/2015 1:00 AM
337	Well, for one it would be nice if the counselor would actually email you the copy of remaining classes you need to take to finish like he said he would.	2/27/2015 12:54 AM
338	You can't, everything is available online and only takes a few seconds of searching. Even when I was looking for more complex transfer credit information and specifics for my paralegal classes all I had to do was search on the CCC website. The most frustrating thing about being an online student was the annoying times I was forced to find a way to get to campus for stupid procedural nonsense on "counseling." I've been to the Mammoth, Bishop, and Ridgecrest campuses at various times and was EXTREMELY unimpressed with the level of competence from the staff. Understandably, the paralegal program is only online and is probably not overwhelming popular, but they looked at me like I was speaking Farsi. At worst I was treated with outright disrespect and at best I was given thinly veiled disdain. Only the woman at the Mammoth campus gave me any semblance of generosity.	2/27/2015 12:39 AM
339	Maybe more information as to wait time for process and possible outcomes.	2/27/2015 12:11 AM
340	Everything is self explanatory , I didn't have any issues when I try to enrolled for the first time, everyone in the office is very helpful in answering any questions or doubts.	2/27/2015 12:07 AM
341	N/A	2/26/2015 11:37 PM
342	Haven't had any trouble.	2/26/2015 11:32 PM
343	The service is satisfactory.	2/26/2015 11:27 PM
344	Start an App	2/26/2015 11:23 PM
345	The entire Cerro Coso website is very confusing, and extremely difficult to navigate. It would be worth the investment of hiring someone to program the website with a more modern programming language than just using HTML.	2/26/2015 11:11 PM
346	Not sure	2/26/2015 11:02 PM

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347	it is easy to find and use	2/26/2015 10:57 PM
348	I found the layout of the cerro coso website and moodle to be very cumbersome to use.	2/26/2015 10:55 PM
349	I don't know	2/26/2015 10:54 PM
350	Everything seems to be fine.	2/26/2015 10:53 PM
351	Na	2/26/2015 10:50 PM
352	develop a better search engine, maybe.	2/26/2015 10:43 PM
353	They're already fairly easy, so long as the staff remains helpful to questions.	2/26/2015 10:33 PM
354	I have been very please with the process.	2/26/2015 10:32 PM
355	Don't know	2/26/2015 10:24 PM
356	By what I have used and seen, the information to complete college processes is fairly easy to find and use.	2/26/2015 10:16 PM
357	Cerro coos does a great job	2/26/2015 10:07 PM
358	I think it is easy enough.	2/26/2015 10:06 PM
359	It's almost perfect, as long as you know where to look on web.	2/26/2015 10:00 PM
360	I think you have done a great job!	2/26/2015 9:58 PM
361	I think there should be an additional page on the website for where to go for specific things, or maybe a FAQ.	2/26/2015 9:56 PM
362	Having handouts on campus and providing an easy 3-step system of some sorts would allow for better ease of use.	2/26/2015 9:54 PM
363	Just explain in more detail	2/26/2015 9:45 PM
364	put links on the college website	2/26/2015 9:39 PM
365	scgbzgzs	2/26/2015 9:32 PM
366	the online catalog could be easier to navigate. Would be nice if you could view courses you need for your degree all at once instead of searching individually.	2/26/2015 9:29 PM
367	Putting a link in the front page of college.	2/26/2015 9:27 PM
368	N/A	2/26/2015 9:22 PM
369	n/a	2/26/2015 9:14 PM
370	More scholarships	2/26/2015 9:08 PM
371	By giving new students more information about Access Programs. I did not even know about Access Programs until after my first semester.	2/26/2015 9:07 PM
372	Making directions more clearly for me to understand	2/26/2015 8:59 PM
373	Clearer instructions	2/26/2015 8:54 PM
374	No changes at this time it seems that most of the info is found online.	2/26/2015 8:52 PM
375	Clean up the format of the website.	2/26/2015 8:49 PM
376	More opportunities to speak to actual people. Have the website be more intuitive and user-friendly. Give the people that work at the college more basic information about how things work so they can pass it on.	2/26/2015 8:48 PM
377	Explain things better..new students don't always know what the abbreviations and crn numbers are or what they mean. This is the same for banner self- service, can be confusing if you are not familiar with it. I have also found that many students do not know what their "U" drive is either unless they have had a class that explains or a lab aide lets them know.	2/26/2015 8:46 PM
378	N/A	2/26/2015 8:40 PM
379	It took awhile to get used to finding information on the web site but it seems user friendly. I don't like where I have to clear cookies and history in order to be allowed into "my courses". I can just go in to check my personal email and then have to do it again or it won't allow me to continue.	2/26/2015 8:39 PM

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380	I think it is fine. I have never had trouble with it.	2/26/2015 8:32 PM
381	The available resources are present but the availability of them isn't as broadcast to the students as it could be.	2/26/2015 8:31 PM
382	n/a	2/26/2015 8:31 PM
383	NA	2/26/2015 8:29 PM
384	You guys are doing a great job	2/26/2015 8:27 PM
385	Have better appointment times for working students.	2/26/2015 8:24 PM
386	It's already very easy!! It has improved greatly.	2/26/2015 8:24 PM
387	If it is not included in the college catalog then add it.	2/26/2015 8:18 PM
388	I dont see anything to change	2/26/2015 8:15 PM
389	Putting a pamphlet in the student booklet.	2/26/2015 8:15 PM
390	a better walk through of the process on line.	2/26/2015 8:09 PM
391	Everything was easy to use because I did it through porterville college website	2/26/2015 8:06 PM
392	I believe the information is clear to me	2/26/2015 8:05 PM
393	N/A	2/26/2015 8:01 PM
394	Offer information online if not already	2/26/2015 7:59 PM
395	Step by step instructions	2/26/2015 7:58 PM
396	I don't know.	2/26/2015 7:57 PM
397	It would make things easier if staff returned phone calls. I understand that they are very busy, but when you leave several messages in a week and the call are not returned it is NOT helpful. That said, when I have had my phone calls returned I've made appointments and the staff was wonderful.	2/26/2015 7:56 PM
398	Everything works great in my opinion.	2/26/2015 7:49 PM
399	I have had no problem that was not answered.	2/26/2015 7:46 PM
400	instruction on the home page.	2/26/2015 7:44 PM
401	I haven't had a problem with that.	2/26/2015 7:40 PM
402	I honestly can not think of a better way. Though I do with she core class requirements for transfer degrees was available.	2/26/2015 7:37 PM
403	By making sure that information is easy to find on the colleges' websites.	2/26/2015 7:36 PM
404	n/a	2/26/2015 7:35 PM
405	I found that it was very easy to complete the registration processes.	2/26/2015 7:33 PM
406	n/a	2/26/2015 7:29 PM
407	.	2/26/2015 7:29 PM
408	no suggestions	2/26/2015 7:28 PM
409	It is already easy to find and use.	2/26/2015 7:23 PM
410	Have them all listed at one central board or place to be found, instead of having to search multiple departments.	2/26/2015 7:21 PM
411	I'm not sure.	2/26/2015 7:20 PM
412	More knowledgeable staff that doesn't try to push a engineering major to take political science courses, because in her opinion political science is a better master.	2/26/2015 7:10 PM
413	No suggestion	2/26/2015 7:10 PM
414	Information about completing college processes is easy to find and use. The college is doing an excellent job at making this information available.	2/26/2015 7:09 PM

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415	I don't know	2/26/2015 7:08 PM
416	Have a page strictly dedicated to understanding site navigation.	2/26/2015 7:06 PM
417	I didn't have any problems at all and everyone I talked to was awesome and very helpful. Especially in financial aid	2/26/2015 7:05 PM
418	I was disappointed that I was unable to purchase any books on campus for online courses!! I was NOT told that I could purchase them on amazon. I found it confusing about refunds for on-line course. I felt that Debbie at Cerro Coso Community College in Bishop was not helpful and unable to explain anything in easy and understandable way! I found her inability to help me very frustrating.	2/26/2015 7:04 PM
419	Revamp the whole website, the website is not at all intuitive the format for the website looks like something from the early 2000's. The Welcome page is so blockaded and rigid. A home page should smooth and free flowing not to mention updated. Very disappointing.	2/26/2015 7:04 PM
420	Provide a map of the campus. The offices are usually hard to find.	2/26/2015 7:02 PM
421	I have had no problems accessing any information online.	2/26/2015 6:58 PM
422	Train your counselors to understand all of the processes.	2/26/2015 6:55 PM
423	to let students know what can be available or notice by phone or apps.	2/26/2015 6:54 PM
424	Making a section on the website	2/26/2015 6:46 PM
425	N/A	2/26/2015 6:44 PM
426	It's already easy enough.	2/26/2015 6:44 PM
427	More staff. Online is great, but face to face, when in regards to Something as important as education and your future, is easiest and best...	2/26/2015 6:43 PM
428	I am very happy with the way that my education plan has taken shape. it would be great if there could be some of the paralegal courses on campus.	2/26/2015 6:40 PM
429	I'm not sure because I am taking a few classes at a time and it was five years ago that I enrolled.	2/26/2015 6:38 PM
430	Better website	2/26/2015 6:37 PM
431	College processes do not apply to me much	2/26/2015 6:36 PM
432	As of right now, I don't need any help.	2/26/2015 6:32 PM
433	I found it very easy to find enrollment info. By phone, the staff was very helpful and I don't see how it could have been made any easier	2/26/2015 6:32 PM
434	Easier access to college processes online.	2/26/2015 6:31 PM
435	More organization of the class names, I had to have about 5 tabs open to get the information I needed.	2/26/2015 6:30 PM
436	Easy to follow directions that make it seamless and not confusing. I find it confusing and couldn't tell you how I successful signed up...even the second time around. I lucked out and hopefully next semester I will understand what I am doing so I don't make a very expensive mistake and then not know how to fix it.	2/26/2015 6:30 PM
437	Online counseling. There is no longer an easy way to contact counselors, and when contact is made (in my experience) the counselor was not willing to help. It would also be easier and make things easier to understand if there was a way to have a counseling session online, such as discussion of what a student wants, and developing the student plan.	2/26/2015 6:27 PM
438	I'd like more information on part-time student financial aid.	2/26/2015 6:23 PM
439	N/A	2/26/2015 6:23 PM
440	newspaper or direct mail	2/26/2015 6:22 PM
441	a map of college both on campus and on line would make not only starting college easier, but would reduce first day jitters	2/26/2015 6:20 PM
442	Staff has been very helpful	2/26/2015 6:17 PM
443	not sure	2/26/2015 6:14 PM

Spring 2015 Student Experience Survey

444	I think its an easy process	2/26/2015 6:13 PM
445	I really don't know. I was able to find things I needed better on the old website, but that might be because I knew it. Once I get used to where things are, I should be able to find things on the new site just as easily.	2/26/2015 6:13 PM
446	It's easy enough, just need the counseling office to return emails and phone calls. And they need to put more effort into making counseling calls on time. If a student doesn't know what class they need to take next, it's hard to sign up when classes become available.	2/26/2015 6:11 PM
447	It is much better now. When I started there was constant transition in staff.	2/26/2015 6:10 PM
448	NOTHING	2/26/2015 6:09 PM
449	Website	2/26/2015 6:07 PM
450	I haven't had any enrollment issues.	2/26/2015 6:06 PM
451	Make email addresses to specific departments more accessible.	2/26/2015 6:05 PM
452	It's great how it is.	2/26/2015 6:04 PM
453	I feel it is already easy to find and use.	2/26/2015 6:04 PM
454	;	2/26/2015 6:02 PM
455	More Gen Ed classes offered online.	2/26/2015 6:02 PM
456	NA	2/26/2015 6:02 PM
457	No idea.	2/26/2015 5:57 PM
458	N/a	2/26/2015 5:54 PM
459	I found all the information I needed online at your webpage.	2/26/2015 5:52 PM
460	There are print outs in the office, it is all listed online. I cannot think of what else you could do to make it any easier.	2/26/2015 5:51 PM
461	Make the links easier to find.	2/26/2015 5:50 PM
462	put them on the portal	2/26/2015 5:50 PM
463	I'M SATISFIED	2/26/2015 5:49 PM
464	I don't know.	2/26/2015 5:49 PM
465	Instructional videos on steps to help better explain aspects that can be over worded on the website.	2/26/2015 5:49 PM
466	The biggest challenge I face is knowing which classes will be offered next semester and finding out when that information will be available. It is currently March, I would like to plan for summer classes but I have no idea when the summer schedule will be out. I check every couple of weeks, but it's frustrating. An ETA for the schedule would be VERY helpful.	2/26/2015 5:48 PM
467	None	2/26/2015 5:48 PM
468	Get better counselors	2/26/2015 5:46 PM
469	No other way	2/26/2015 5:46 PM
470	Have the staff more open to answering questions. Especially those in financial aid. I have had a hard time finding the correct information.	2/26/2015 5:46 PM
471	Continue to maintain the website.	2/26/2015 5:45 PM
472	na	2/26/2015 5:44 PM
473	It's very easy now. If I could do it.. anyone can.	2/26/2015 5:44 PM
474	Nothing	2/26/2015 5:43 PM
475	Categorize links on homepage & make more descriptive	2/26/2015 5:43 PM
476	A response from emails would be nice. Still waiting for a response from two emails I sent a month ago.	2/26/2015 5:42 PM

Spring 2015 Student Experience Survey

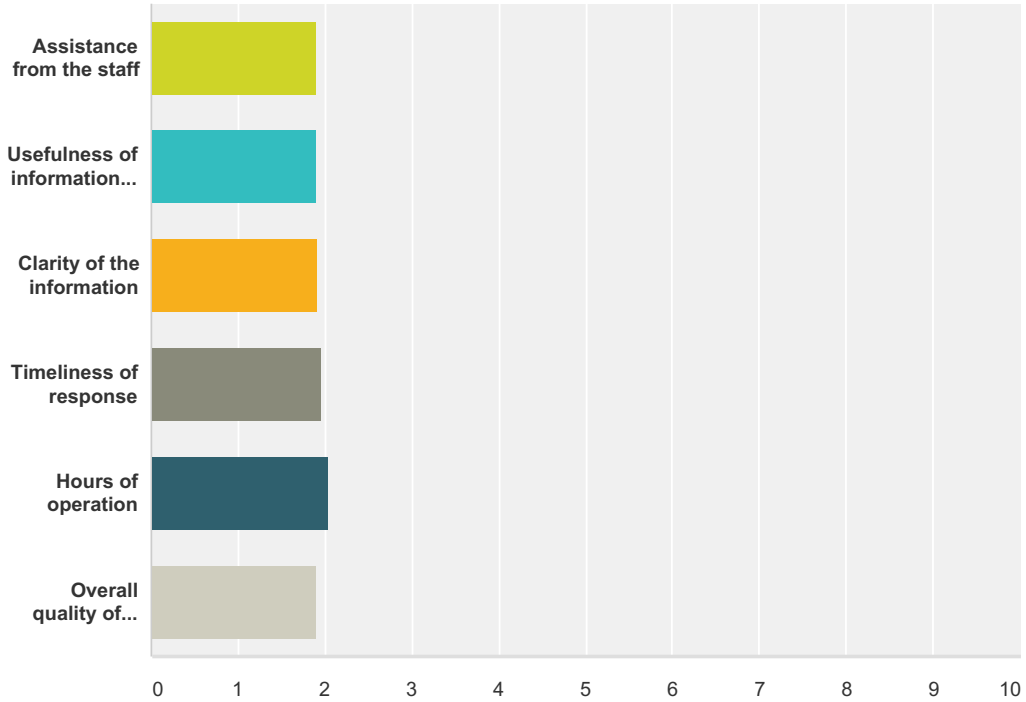
477	Update the website.	2/26/2015 5:39 PM
478	Advertise places to get help on website	2/26/2015 5:39 PM
479	Having a campus directory with information on faculty names, which offices they are in, and what their hours are.	2/26/2015 5:39 PM
480	Better encouragement	2/26/2015 5:39 PM
481	The website has become more complicated and less user friendly since the last time that I took classes. It was nice to you could find anything that was frequently used on the home page without going through a bunch of tabs. The website looks a lot nicer now, but is not as easy to use as before.	2/26/2015 5:39 PM
482	The web site could be easier to navigate	2/26/2015 5:38 PM
483	ldk	2/26/2015 5:38 PM
484	better organized website	2/26/2015 5:38 PM
485	None	2/26/2015 5:37 PM
486	It was easy for me as is.	2/26/2015 5:37 PM
487	I think it is perfect the way it is.	2/26/2015 5:36 PM
488	Honestly, i have no idea	2/26/2015 5:36 PM
489	it is already very easy to find. It might help to have more fliers though	2/26/2015 5:36 PM
490	It's already very accessible.	2/26/2015 5:36 PM
491	Have a better response to email	2/26/2015 5:35 PM
492	Emailed information presented in an easier to understand format and phone calls.	2/26/2015 5:35 PM
493	Put them in various places about the campus and website.	2/26/2015 5:34 PM
494	Some of the college sight is just plain awful. Not easy to navigate back and forth through...and do not get me started on Moodle..grrr.	2/26/2015 5:34 PM
495	Make the links more visible.	2/26/2015 5:34 PM
496	haven't really looked into the information about completing college yet	2/26/2015 5:34 PM
497	Certain information needs to be more prominently displayed. It's either hidden or you have to go through many layers to find it.	2/26/2015 5:33 PM
498	Better directions	2/26/2015 5:33 PM
499	Rework the entire website. It may cost money but it is EXTREMELY unintuitive and cripplingly difficult to navigate.	2/26/2015 5:33 PM
500	Simplify the main website.	2/26/2015 5:33 PM
501	It is all pretty simple.	2/26/2015 5:32 PM
502	Tell when the schedules will be available for viewing i.e. when summer schedule will be available.	2/26/2015 5:32 PM
503	N/A	2/26/2015 5:32 PM
504	I don't know.	2/26/2015 5:32 PM
505	easier links on the website	2/26/2015 5:31 PM
506	Website is difficult to navigate. Things keeps changing placement.	2/26/2015 5:31 PM
507	A simple process document. Step 1. do this Step 2. do this next etc.	2/26/2015 5:31 PM
508	Unsure.	2/26/2015 5:30 PM
509	More on the website since most applicants go to the college website as a first resort.	2/26/2015 5:30 PM
510	More available hours during the week.	2/26/2015 5:30 PM
511	*	2/26/2015 5:30 PM

Spring 2015 Student Experience Survey

512	It's fine the way it is	2/26/2015 5:29 PM
513	Everything was very easy and accessible.	2/26/2015 5:28 PM
514	Everything I have needed to find is readily available.	2/26/2015 5:27 PM
515	Na	2/26/2015 5:27 PM
516	None	2/26/2015 5:27 PM
517	Online	2/26/2015 5:27 PM
518	N/A	2/26/2015 5:27 PM
519	By asking anyone who works at the college	2/26/2015 5:26 PM
520	I've found the GradGuru app to be very helpful, and the website has a plethora of information, so I would say that it is currently perfect.	2/26/2015 5:26 PM
521	The website is easy to use.	2/26/2015 5:26 PM
522	More organized layout with instructions.	2/26/2015 5:25 PM
523	None	2/26/2015 5:25 PM
524	Not sure	2/26/2015 5:24 PM

Q20 Reflecting on your interactions with Admissions & Records at Cerro Coso Community College, please select the answer below that best describes your satisfaction with the following:

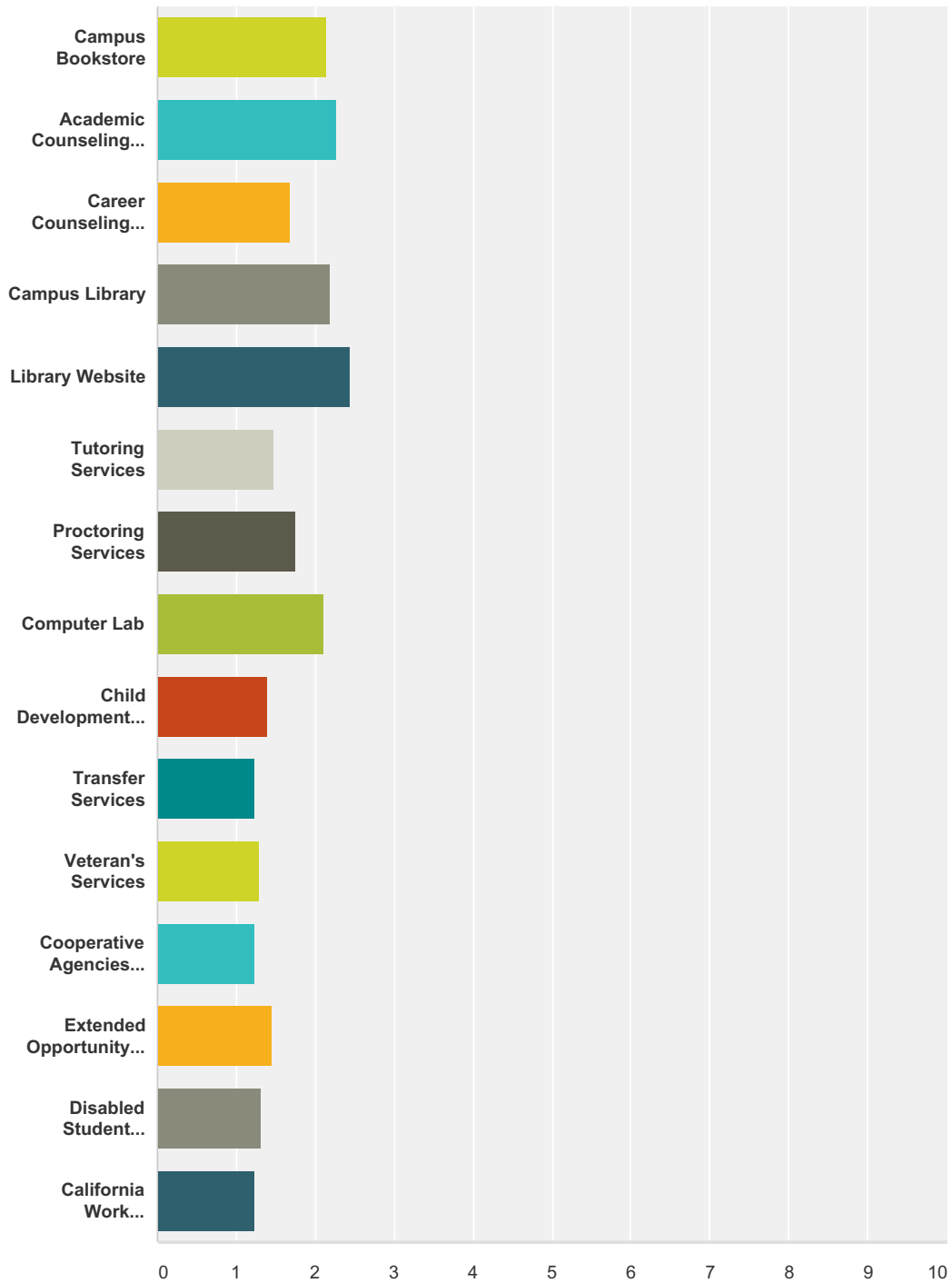
Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know - N/A	Total	Weighted Average
Assistance from the staff	57.63% 302	24.24% 127	2.67% 14	0.95% 5	14.50% 76	524	1.90
Usefulness of information provided	54.58% 286	28.82% 151	2.86% 15	0.76% 4	12.98% 68	524	1.89
Clarity of the information	52.11% 272	30.08% 157	3.64% 19	1.34% 7	12.84% 67	522	1.93
Timeliness of response	50.96% 266	30.08% 157	3.64% 19	1.92% 10	13.41% 70	522	1.97
Hours of operation	45.02% 235	33.91% 177	6.32% 33	1.15% 6	13.60% 71	522	2.04
Overall quality of services	52.98% 276	30.33% 158	3.26% 17	1.15% 6	12.28% 64	521	1.89

Q21 How often have you used the following services?

Answered: 524 Skipped: 0



	0 Never	1-2 Times	3-5 Times	6+ Times	Service not available at my campus	Total	Weighted Average
Campus Bookstore	36.33% 190	30.98% 162	16.06% 84	13.96% 73	2.68% 14	523	2.16

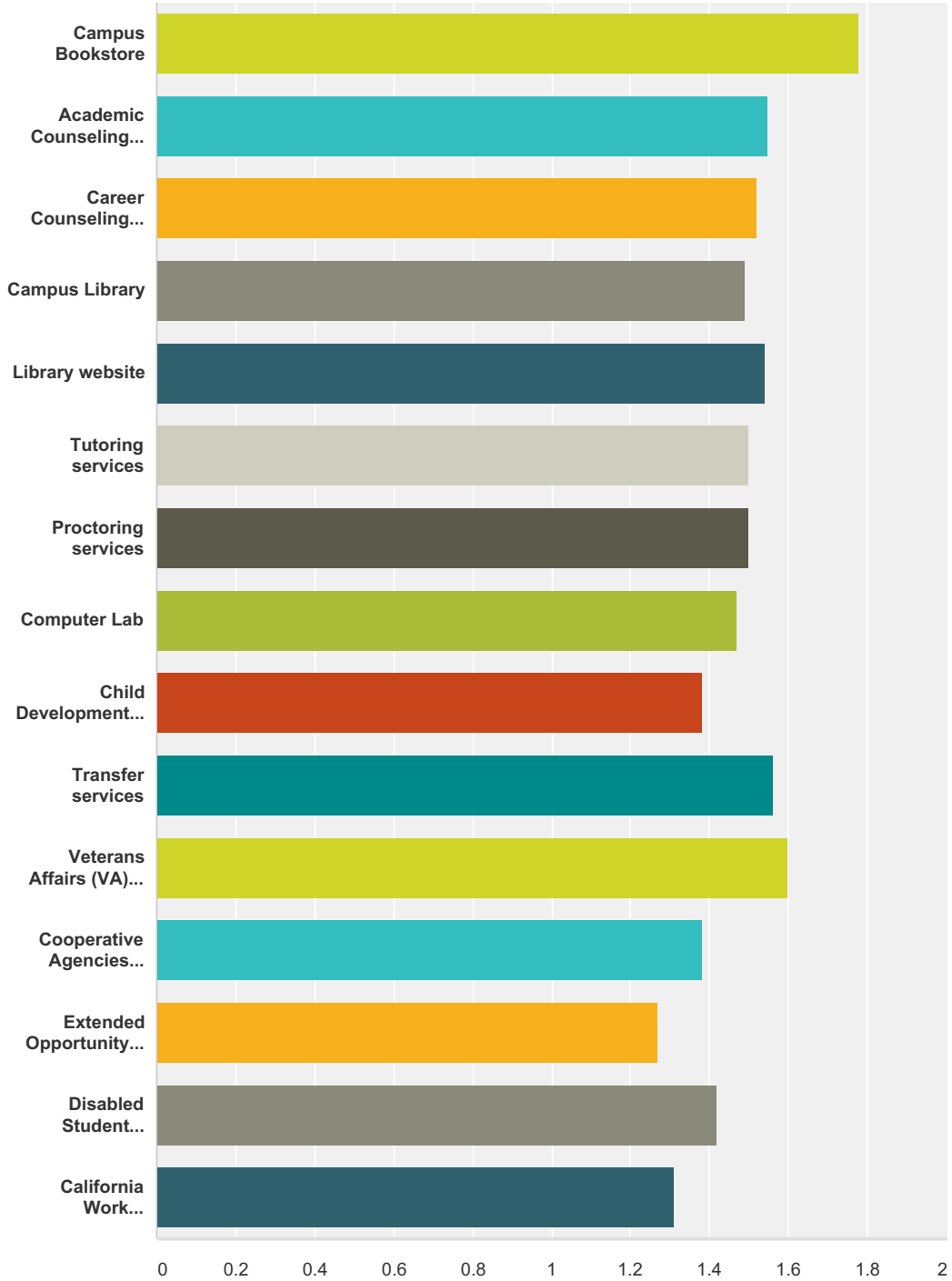
Spring 2015 Student Experience Survey

Academic Counseling Services	32.31% 168	28.46% 148	20.19% 105	17.69% 92	1.35% 7	520	2.27
Career Counseling Services	62.04% 322	19.46% 101	8.48% 44	6.17% 32	3.85% 20	519	1.70
Campus Library	49.81% 259	13.85% 72	8.85% 46	22.50% 117	5.00% 26	520	2.19
Library Website	35.96% 187	18.08% 94	13.46% 70	30.77% 160	1.73% 9	520	2.44
Tutoring Services	74.52% 386	11.78% 61	5.41% 28	6.76% 35	1.54% 8	518	1.49
Proctoring Services	59.20% 309	21.26% 111	7.47% 39	9.77% 51	2.30% 12	522	1.75
Computer Lab	53.37% 277	11.56% 60	8.29% 43	24.66% 128	2.12% 11	519	2.11
Child Development Center	87.28% 453	2.31% 12	0.58% 3	3.47% 18	6.36% 33	519	1.39
Transfer Services	86.92% 452	8.46% 44	0.96% 5	0.77% 4	2.88% 15	520	1.24
Veteran's Services	89.15% 460	2.13% 11	2.13% 11	2.91% 15	3.68% 19	516	1.30
Cooperative Agencies Resources for Education (C.A.R.E.) Services	90.93% 471	2.32% 12	1.35% 7	2.32% 12	3.09% 16	518	1.24
Extended Opportunity Programs and Services (E.O.P.S.)	80.92% 420	5.59% 29	3.28% 17	6.94% 36	3.28% 17	519	1.46
Disabled Student Programs and Services (D.S.P.S.)	87.81% 454	2.71% 14	2.32% 12	3.87% 20	3.29% 17	517	1.32
California Work Opportunity and Responsibility to Kids (CalWORKs) Services	91.49% 473	2.32% 12	1.35% 7	1.74% 9	3.09% 16	517	1.23

Spring 2015 Student Experience Survey

Q22 Please rate your satisfaction with the following services. (Rate your satisfaction only if you have used a particular service.)

Answered: 515 Skipped: 9



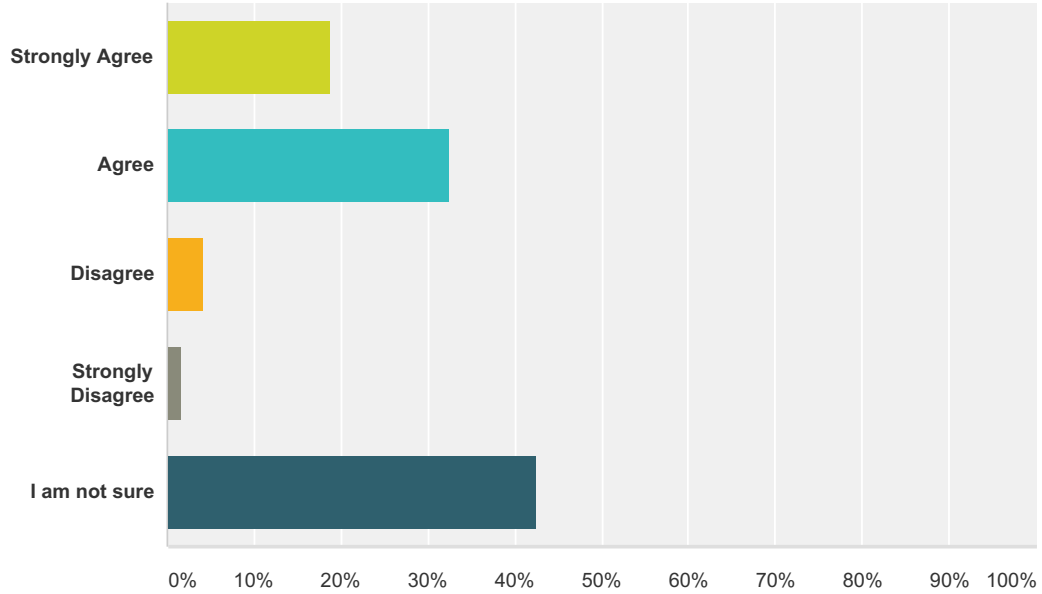
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
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Spring 2015 Student Experience Survey

Campus Bookstore	28.46% 144	29.25% 148	5.53% 28	3.95% 20	32.81% 166	506	1.78
Academic Counseling services	39.28% 196	24.25% 121	5.21% 26	1.20% 6	30.06% 150	499	1.55
Career Counseling services	24.24% 119	13.85% 68	2.44% 12	1.02% 5	58.45% 287	491	1.52
Campus Library	30.41% 149	16.12% 79	2.24% 11	1.22% 6	50.00% 245	490	1.49
Library website	34.01% 168	27.94% 138	2.83% 14	0.61% 3	34.62% 171	494	1.54
Tutoring services	19.63% 95	7.44% 36	1.65% 8	1.45% 7	69.83% 338	484	1.50
Proctoring services	24.59% 120	15.78% 77	1.64% 8	0.82% 4	57.17% 279	488	1.50
Computer Lab	29.94% 147	15.89% 78	1.02% 5	1.63% 8	51.53% 253	491	1.47
Child Development Center	8.75% 42	3.13% 15	0.21% 1	0.42% 2	87.50% 420	480	1.38
Transfer services	8.40% 40	4.83% 23	0.00% 0	1.05% 5	85.71% 408	476	1.56
Veterans Affairs (VA) services	7.31% 35	4.38% 21	0.42% 2	0.84% 4	87.06% 417	479	1.60
Cooperative Agencies Resources for Education (C.A.R.E.)	8.40% 40	3.15% 15	0.42% 2	0.21% 1	87.82% 418	476	1.38
Extended Opportunity Programs and Services (E.O.P.S.)	17.26% 83	3.74% 18	0.42% 2	0.42% 2	78.17% 376	481	1.27
Disabled Student Programs and Services (D.S.P.S.)	10.14% 49	3.93% 19	0.62% 3	0.41% 2	84.89% 410	483	1.42
California Work Opportunity & Responsibility to Kids (CalWORKs) services	8.23% 39	2.95% 14	0.00% 0	0.21% 1	88.61% 420	474	1.31

Q23 I think the library's collections are sufficient to support the college's academic programs:

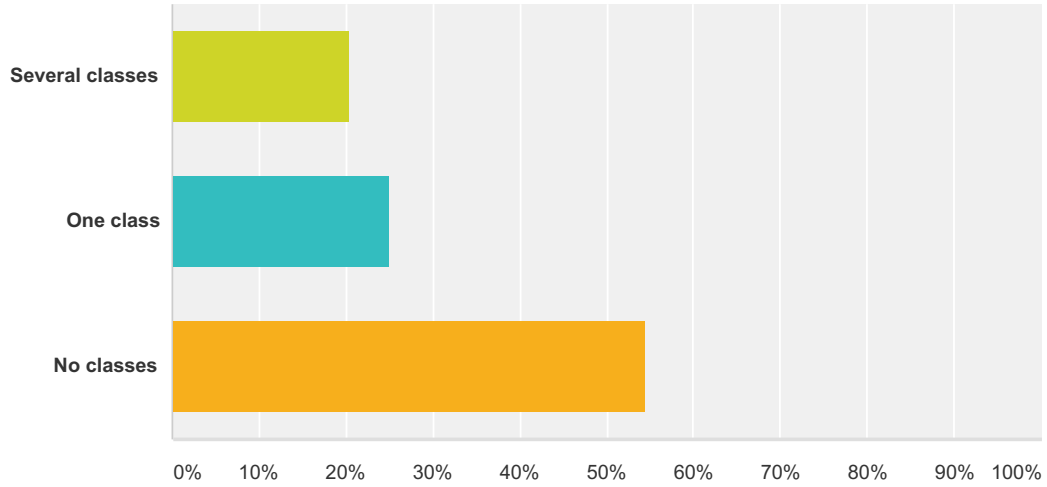
Answered: 524 Skipped: 0



Answer Choices	Responses
Strongly Agree	18.89% 99
Agree	32.63% 171
Disagree	4.20% 22
Strongly Disagree	1.72% 9
I am not sure	42.56% 223
Total	524

Q24 I've attended class(es) where a librarian visited (including online classes) or our class visited the library to work on research and/or citation:

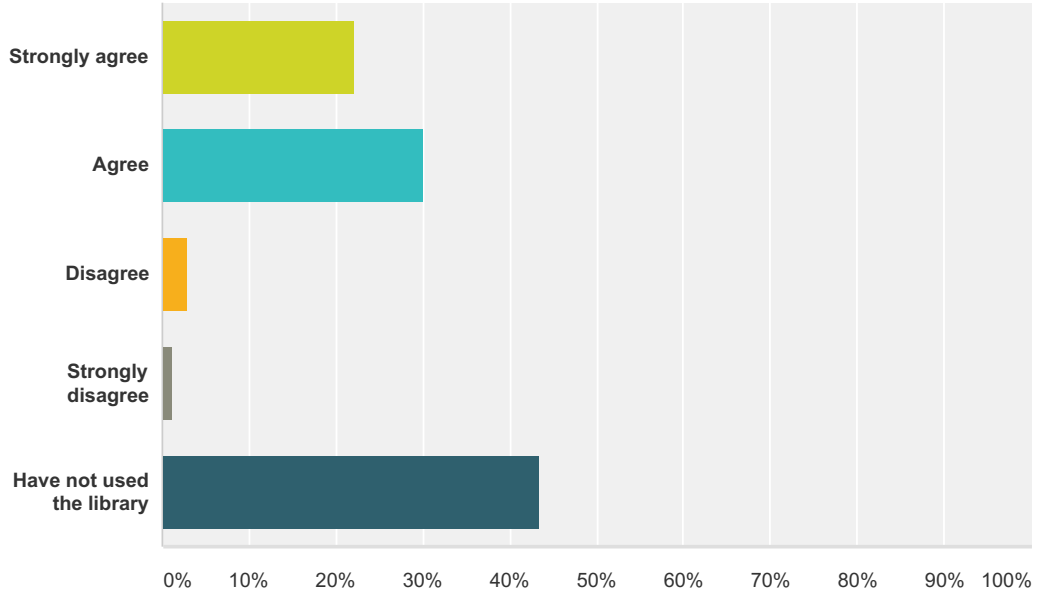
Answered: 524 Skipped: 0



Answer Choices	Responses
Several classes	20.42% 107
One class	25.00% 131
No classes	54.58% 286
Total	524

Q25 I think the librarians offer services and supports that have helped me in my classes:

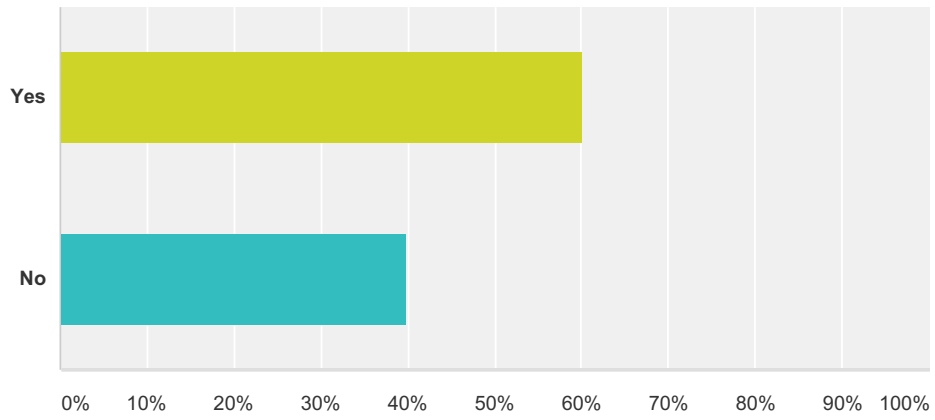
Answered: 524 Skipped: 0



Answer Choices	Responses	
Strongly agree	22.14%	116
Agree	30.15%	158
Disagree	2.86%	15
Strongly disagree	1.34%	7
Have not used the library	43.51%	228
Total		524

Q26 Have you ever applied for financial aid at Cerro Coso Community College?

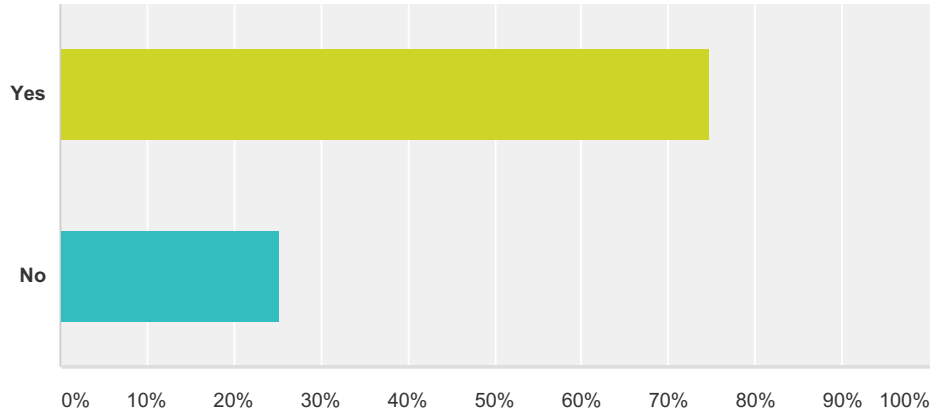
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	60.11% 315
No	39.89% 209
Total	524

Q27 Have you ever completed the Free Application for Federal Student Aid (FAFSA) or Board of Governors Grant Fee Waiver (BOGW)?

Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	74.81% 392
No	25.19% 132
Total	524

Responses (304) C Text Analysis z My Categories (0)

?



s



Category

Showing 304 responses



every year

3/13/2015 4:37 PMView respondent's answers Categorize as... α



Once

3/13/2015 4:27 PMView respondent's answers Categorize as... α



once bogw

3/13/2015 2:00 PMView respondent's answers Categorize as... α



1 time

3/13/2015 1:21 PMView respondent's answers Categorize as... α



two

3/13/2015 1:13 PMView respondent's answers Categorize as... α



Twice

3/13/2015 1:04 PMView respondent's answers Categorize as... α



Twice

3/13/2015 9:48 AMView respondent's answers Categorize as... α



2

3/13/2015 4:00 AMView respondent's answers Categorize as... α



About 4 times.

3/13/2015 1:06 AMView respondent's answers Categorize as... α



annually

3/12/2015 11:37 PMView respondent's answers Categorize as... α



Twice.

3/12/2015 10:58 PMView respondent's answers Categorize as... α



Once per semester.

3/12/2015 10:48 PMView respondent's answers Categorize as... α



Once

3/12/2015 5:29 PMView respondent's answers Categorize as... α



Twice

3/12/2015 4:21 PMView respondent's answers Categorize as... α



yearly

3/12/2015 3:54 PMView respondent's answers Categorize as... α



once a year

3/12/2015 3:40 PMView respondent's answers Categorize as... α



3 times I think

3/12/2015 1:25 PMView respondent's answers Categorize as... α



4 times

3/12/2015 12:53 PMView respondent's answers Categorize as... α



twice

3/11/2015 10:34 PMView respondent's answers Categorize as... α



BOGW once several years back

3/11/2015 7:15 PMView respondent's answers Categorize as... α



each semester.

3/11/2015 6:39 PMView respondent's answers Categorize as... α



BOGW, about 4-5 times?

3/11/2015 6:10 PMView respondent's answers Categorize as... α



Every semester.

3/11/2015 5:48 PMView respondent's answers Categorize as... α



4

3/11/2015 2:11 PMView respondent's answers Categorize as... α



every semester

3/11/2015 1:40 PMView respondent's answers Categorize as... α



yes

3/11/2015 12:29 PMView respondent's answers Categorize as... α



At least three years in a roll, and probable at least one or two more times.

3/11/2015 10:52 AMView respondent's answers Categorize as... α



One time

3/11/2015 9:37 AMView respondent's answers Categorize as... α



Once

3/11/2015 7:36 AMView respondent's answers Categorize as... α



2 semesters

3/10/2015 5:13 PMView respondent's answers Categorize as... α



Once

3/10/2015 5:00 PMView respondent's answers Categorize as... α



Twice.

3/10/2015 4:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yearly for 5 years

3/10/2015 4:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



2

3/10/2015 3:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



4 years

3/10/2015 1:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Each semester that I have attended since Fall 2011.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



1

3/10/2015 12:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have completed a FAFSA once per school year and I've only had to fill out the BOGW once or twice.

3/10/2015 12:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



About 2 semesters.

3/10/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Every semester I've been attending school.

3/10/2015 11:14 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Once a year.

3/10/2015 11:08 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



once

3/10/2015 11:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Every time I was required to do so. I have received financial aid every semester thus far.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have completed it once a year for two years now.

3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Every year

3/10/2015 9:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Once.

3/10/2015 8:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Very often every semester.

3/10/2015 8:07 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Three years

3/10/2015 7:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

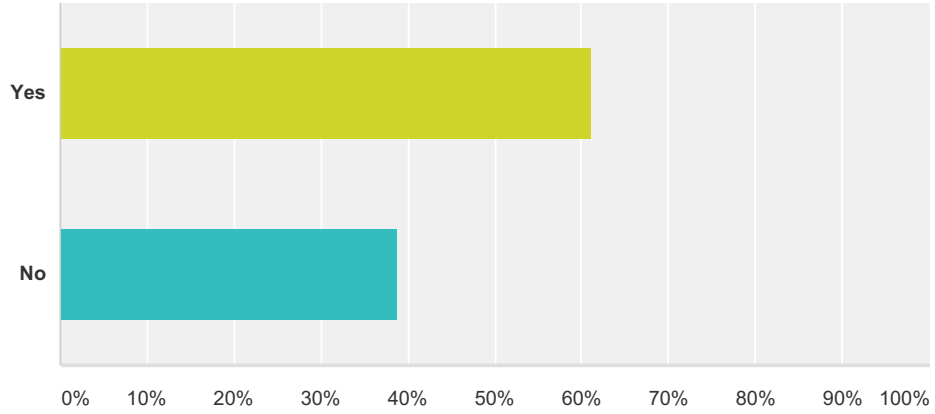


both.

3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q28 Have you ever received financial aid while attending Cerro Coso Community College?

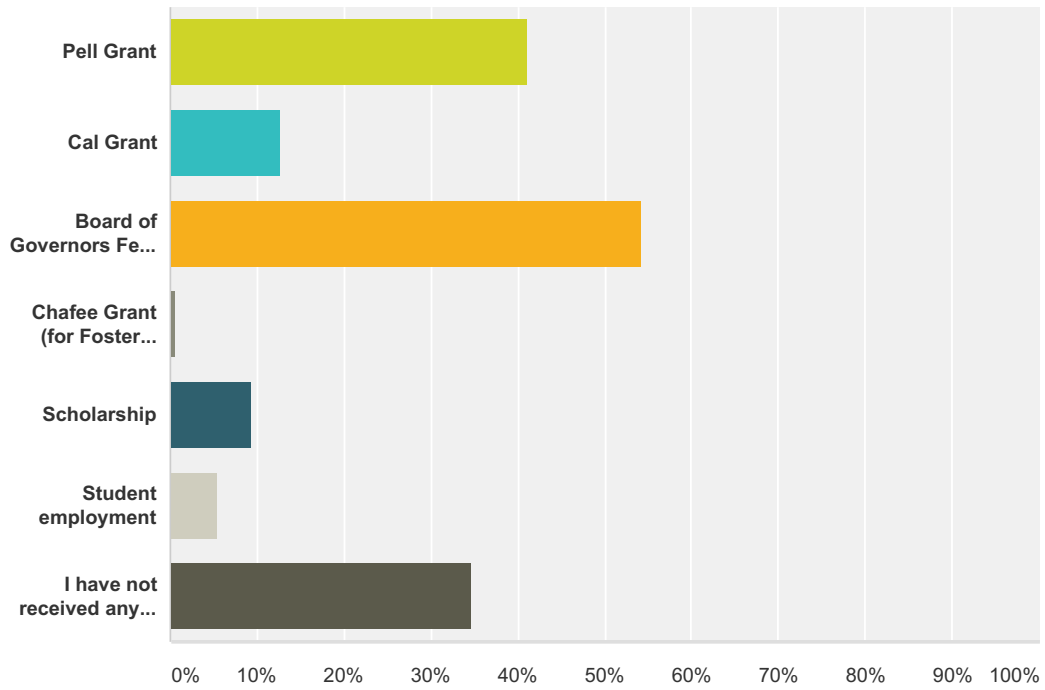
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	61.26% 321
No	38.74% 203
Total	524

Q29 Please indicate the forms of aid you have received:

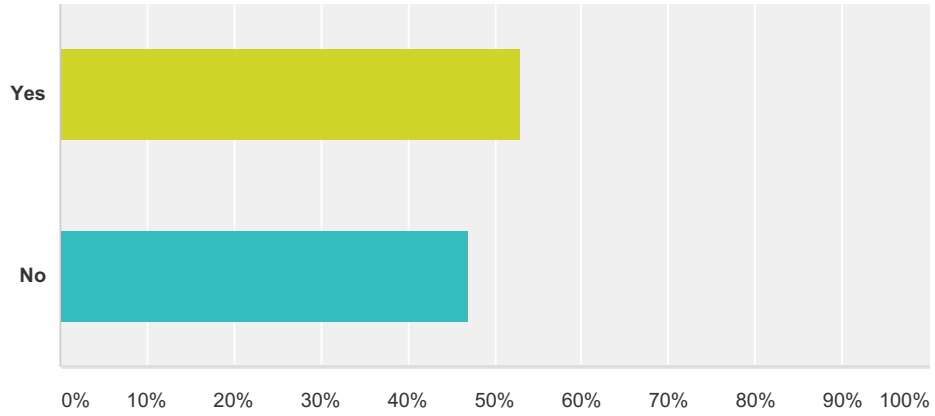
Answered: 524 Skipped: 0



Answer Choices	Responses
Pell Grant	41.03% 215
Cal Grant	12.79% 67
Board of Governors Fee Waiver	54.20% 284
Chafee Grant (for Foster Youth)	0.57% 3
Scholarship	9.35% 49
Student employment	5.34% 28
I have not received any of these	34.73% 182
Total Respondents: 524	

Q30 Have you ever gone to the Cerro Coso Financial Aid/Scholarship office or website for information on financial aid or scholarships?

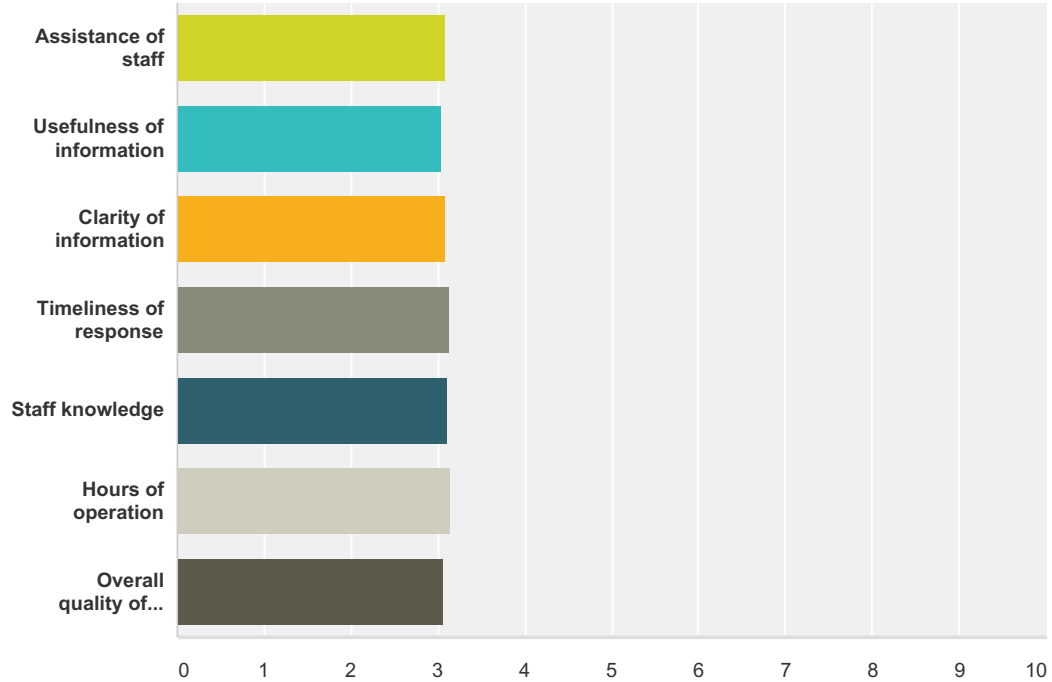
Answered: 516 Skipped: 8



Answer Choices	Responses
Yes	53.10% 274
No	46.90% 242
Total	516

Q31 At the Financial Aid/Scholarship office, please indicate your level of satisfaction with the following:

Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know - N/A	Total	Weighted Average
Assistance of staff	29.06% 152	21.99% 115	3.63% 19	1.34% 7	43.98% 230	523	3.09
Usefulness of information	28.87% 151	22.94% 120	4.59% 24	1.34% 7	42.26% 221	523	3.05
Clarity of information	27.34% 143	22.37% 117	6.12% 32	1.91% 10	42.26% 221	523	3.09
Timeliness of response	27.59% 144	21.26% 111	4.98% 26	2.11% 11	44.06% 230	522	3.14
Staff knowledge	29.89% 156	19.73% 103	4.41% 23	1.53% 8	44.44% 232	522	3.11
Hours of operation	27.59% 144	22.03% 115	2.87% 15	1.53% 8	45.98% 240	522	3.16
Overall quality of services received	30.33% 158	21.50% 112	3.07% 16	1.92% 10	43.19% 225	521	3.06

Comments(107)

w Responses (107) C Text Analysis z My Categories (0)

?



s



Category

Showing 107 responses



N/A

3/13/2015 4:37 PM [View respondent's answers](#) [Categorize as...](#) α



No comments

3/13/2015 4:27 PM [View respondent's answers](#) [Categorize as...](#) α



All were done online

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#) α



Staff is the best

3/13/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) α



Very helpful staff and easy to be guided through the website.

3/12/2015 11:04 PM [View respondent's answers](#) [Categorize as...](#) α



I think it is nice to know feedback of students. Although I may not have anything to say I do appreciate that I am given the opportunity to provide my comments and concerns, something I have never received from Bakersfield College.

3/12/2015 9:41 PM [View respondent's answers](#) [Categorize as...](#) α



not applicable

3/11/2015 10:34 PM [View respondent's answers](#) [Categorize as...](#) α



I have not used it, that is why I didn't have anything to say about it.

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) α



I don't think I can use any of these because I am in default, so its not your fault

3/11/2015 7:15 PM [View respondent's answers](#) [Categorize as...](#) α



n/a.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) α



fine

3/11/2015 12:29 PM [View respondent's answers](#) [Categorize as...](#) α



Without financial aid and scholarships i would not be able to afford to attend college. Thanks you very much.

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#) α



None

3/10/2015 11:36 PM [View respondent's answers](#) [Categorize as...](#) α



Have not used this service.

3/10/2015 9:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Need more competent information about financial aid guidelines and benefit requirements.

3/10/2015 4:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Multiple problems with financial aid staff, from refusing to return calls to the secretary shredding FAFSA applications on her guess that I and others would not qualify. Made several complaints, got no response.

3/10/2015 4:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Financial aid allows student reps to answer the phone and I have been given the wrong information. This semester, it caused me to not get my financial aid. I did everything that was told to me at the times I was given. I even provided with exact dates and times that I contacted them, but it did not make a difference. I am still very upset about the entire issue. I am a single parent and need my financial aid. All they did was look at the file, instead of taking the time to listen to me. I even went to the VP of Student Services, but she refused to allow me to do a late appeal. I am now praying that President Board will be able to help me. I sent her an email over a week ago and still have not heard back from her. This incident of losing that money has put me in a situation of not having a home of my own and my children and I are now staying with a friend. Based on this experience, I will SADLY say that I will be alumni from Cerro Coso.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have been to two other colleges aside from Cerro Coso (one a university and the other a community college) and Cerro Coso has had the best financial aid office.

3/10/2015 12:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was actually brought an application by Lisa Stephens for a scholarship I was unaware of that she knew I would qualify for. I did receive a scholarship award, and I wouldn't have if she hadn't gone to the trouble to tell me to apply. She is very mindful of the students, their needs and qualifications.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Do not attend on campus

3/10/2015 8:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/a

3/10/2015 8:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



misplaced my paperwork and couldn't enroll in time during the Fall of 2014.

3/9/2015 10:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 9:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Overall they are helpful

3/9/2015 7:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



It would be helpful if someone was more open to help students navigate through to find the scholarships or anything for which a student should apply. They are nice about answering questions but do not initiate any additional help.

3/9/2015 4:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

3/9/2015 4:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Rude, unhelpful staff when I have gone in to ask questions - not the person behind the counter, but the people who work in the back.

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I called to get information about the Cal Grants GPA form and was given the wrong information.

3/9/2015 3:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I tried to complete my financial aid papers but I was having difficulties. the staff didn't help me and the instructions on the website we not clear. I ended up not finishing it or turning it in.

3/9/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



They are great

3/9/2015 1:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



satisfied

3/9/2015 1:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 12:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



My FAFSA application was on-line. Did not meet any staff. The communications I received don't give much information.

3/9/2015 12:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



You guys need to send an email or a text letting people know about their financial aid situation. A lot people don't have computer, a smart phone, or a way to get the library.

3/9/2015 11:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 11:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I do not have any additional comments on this subject.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The hours of operation make it hard to communicate and get things done. When I have spoken to Fin Aid, I feel as though I' annoying them.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



When I have gone in person to the financial aid department, they have been friendly and helpful. However, when I have called, there either is no response after leaving a voice message, or they have been rude on the phone. The tone in their voice has been as though I have disrupted their day on several occasions. It's definitely a more pleasant experience going in person.

3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have received FASFA, not sure if that is a Pell grant, Cal grant, neither or both.

3/5/2015 5:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The Financial Aid office is very difficult to work with or get a hold of. I haven't attempted to complete any financial aid because of this - I would rather pay out of my pocket than deal with the stress this office brings.

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I occasionally get the feeling that one of the workers behind the main desk does not like answering questions for students. That questions about FAFSA forms or deadlines are an inconvenience to her. Her help is of high quality but she is unpleasant to talk to and I have found myself intentionally avoiding the office to have questions answered if she was currently on duty.

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have not received Onecard.

3/3/2015 4:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Not sure how to find out what grants are available to me.

3/3/2015 3:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

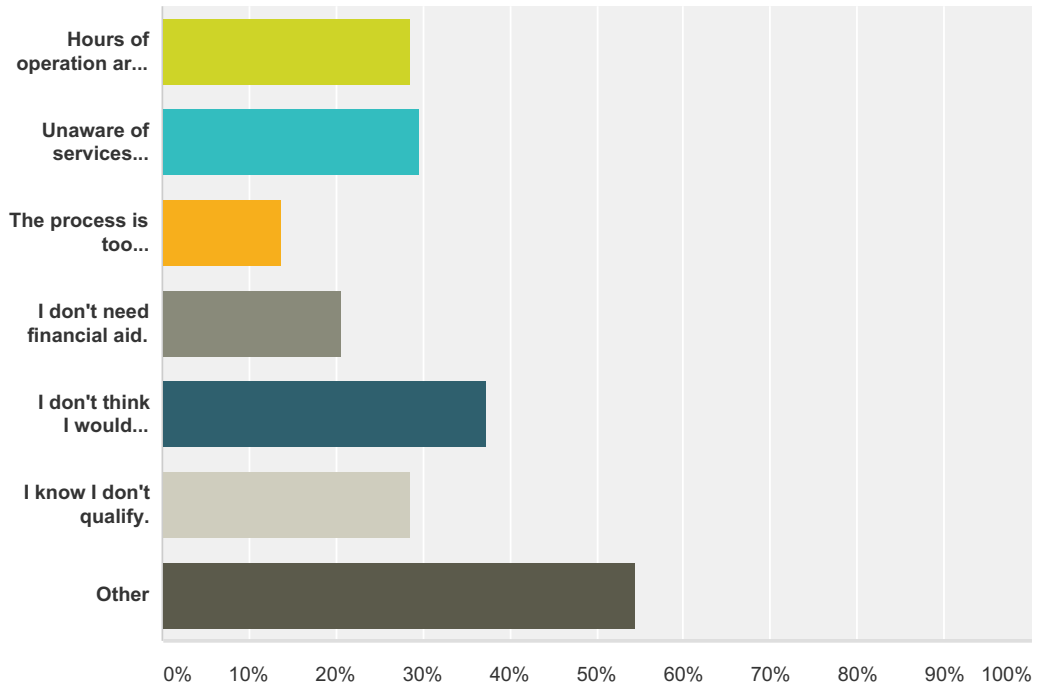


I have applied to FASFA have not gotten information yet if I qualified.

3/3/2015 2:45 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q32 If you HAVE NOT used any of Cerro Coso's Financial Aid/Scholarship office services, please indicate your TWO primary reasons.

Answered: 524 Skipped: 0



Answer Choices	Responses
Hours of operation are inconvenient.	28.63% 150
Unaware of services provided.	29.58% 155
The process is too complicated.	13.74% 72
I don't need financial aid.	20.61% 108
I don't think I would qualify.	37.40% 196
I know I don't qualify.	28.63% 150
Other	54.58% 286
Total Respondents: 524	

Comments(265)

w Responses (265) C Text Analysis z My Categories (0)

?



Showing 265 responses



N/A, this does not pertain to me.

3/16/2015 10:45 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



i have used them but it wont let me submit with out answering this question

3/13/2015 8:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used Financial Aid/Scholarship office services

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I did get fin aide

3/13/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I did apply why I'm being told to answer I d k

3/13/2015 4:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Cerro coso is fare from where I live.

3/13/2015 1:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have nevery looked into it.

3/12/2015 11:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used Financial Aid.

3/12/2015 10:58 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I qualify, I think this question shouldn't be required.

3/12/2015 10:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I attend BAKERSFIELD COLLEGE

3/12/2015 9:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I will and do not want to answer.

3/12/2015 8:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I do have financial aID

3/12/2015 5:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



have used this service, this question said it need an answer but i did put in an answer it required twoso ad toput in another response, I knowl would qualify

3/12/2015 3:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



distance from home

3/12/2015 3:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes

3/12/2015 1:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I use Porterville College's office

3/12/2015 11:14 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



not applicable

3/11/2015 10:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Because am an international student .

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I use the services. Put an option on here.

3/11/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used the service.

3/11/2015 4:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



not sure if I qualify

3/11/2015 2:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I use financial aid

3/11/2015 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am a qualified Financial Aid student

3/11/2015 1:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used financial aid.

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used Financial Aid

3/11/2015 9:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Not Applicable as I do get financial aid. It won't let me not answer this.

3/11/2015 8:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I'm 56 years old and don't think I qualify.

3/11/2015 8:22 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



none

3/10/2015 11:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Va Benefits

3/10/2015 9:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



A, B

3/10/2015 9:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



i have financial aid but i had to pick to or it will not let me submit survey

3/10/2015 5:13 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have

3/10/2015 5:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Not explained well on the website.

3/10/2015 4:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



have used services

3/10/2015 4:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I did not qualify.

3/10/2015 3:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live hundreds of miles away

3/10/2015 3:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used Cerro Coso's Financial Aid.

3/10/2015 12:41 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used the waivers fee

3/10/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



It made me select an answer; I get financial aid.

3/10/2015 11:14 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used them.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used the website because I live in Fresno.

3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have used financial aid.

3/10/2015 9:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I live too far away from campus.

3/10/2015 9:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I use Cerro Coso's Financial Aid/Scholarship office services

3/10/2015 9:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



i did use them

3/10/2015 7:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Only taking one class for work

3/10/2015 6:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



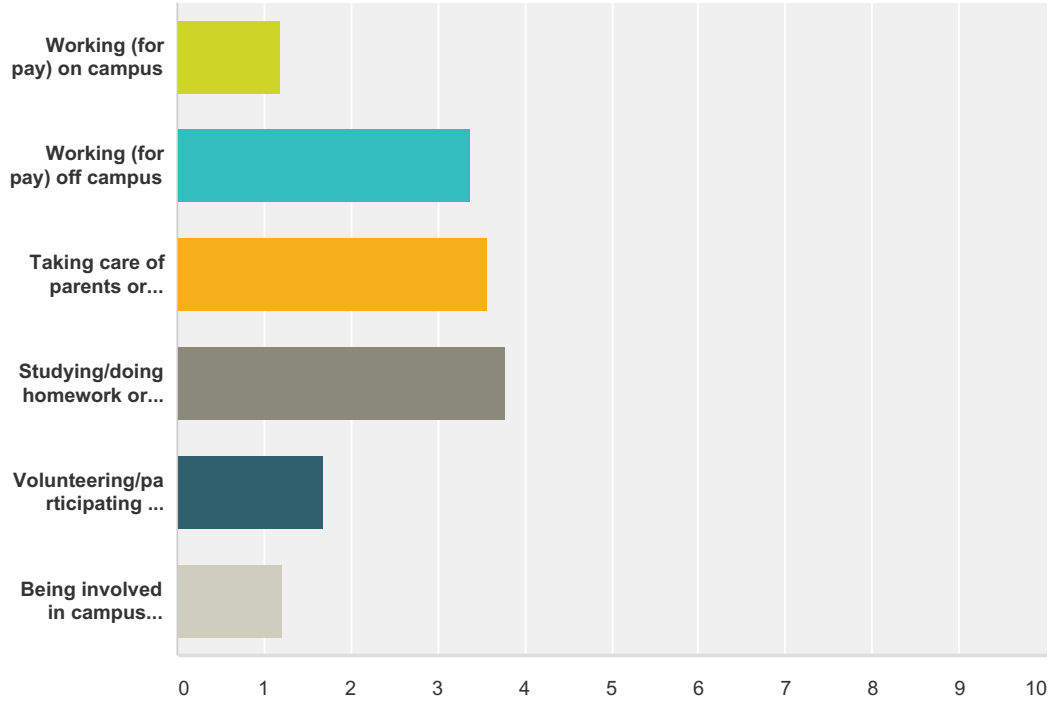
I DO use financial aid.

3/10/2015 2:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)

Spring 2015 Student Experience Survey

Q33 During this current semester, about how many hours do you spend in a typical 7-day week doing the following?

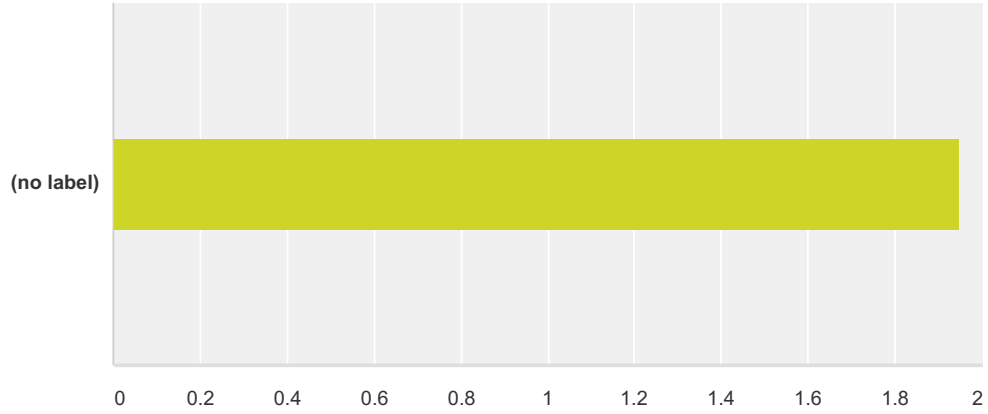
Answered: 524 Skipped: 0



	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31-40 hours	41+ hours	Total	Weighted Average
Working (for pay) on campus	92.75% 486	1.34% 7	1.91% 10	2.67% 14	0.57% 3	0.57% 3	0.19% 1	524	1.19
Working (for pay) off campus	43.51% 228	4.77% 25	4.39% 23	7.82% 41	9.54% 50	16.79% 88	13.17% 69	524	3.38
Taking care of parents or children	43.89% 230	6.30% 33	4.96% 26	6.11% 32	2.10% 11	5.53% 29	31.11% 163	524	3.57
Studying/doing homework or team projects outside of the classroom	3.82% 20	15.46% 81	24.05% 126	26.72% 140	20.23% 106	5.73% 30	4.01% 21	524	3.77
Volunteering/participating in community services	55.92% 293	29.20% 153	8.40% 44	4.58% 24	1.15% 6	0.19% 1	0.57% 3	524	1.69
Being involved in campus sponsored activities	86.07% 451	10.69% 56	1.53% 8	0.95% 5	0.19% 1	0.00% 0	0.57% 3	524	1.21

Q34 How often have you used the Cerro Coso Community College counseling services?

Answered: 516 Skipped: 8

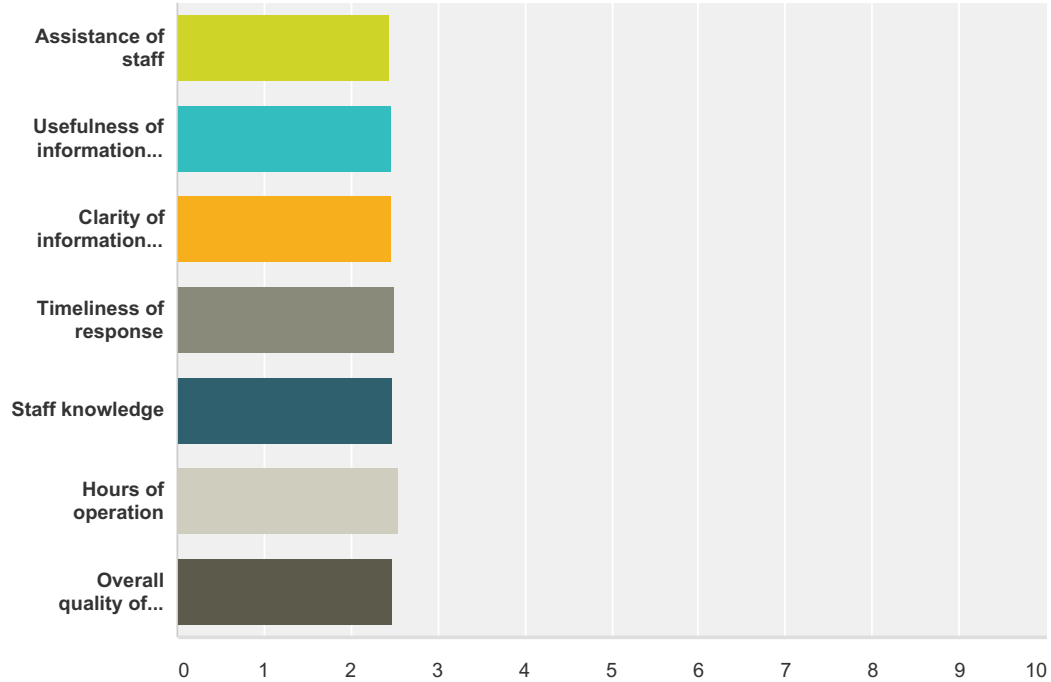


	0-1 time	2-3 times	4-6 times	7+ times	Total	Weighted Average
(no label)	47.29% 244	23.45% 121	16.09% 83	13.18% 68	516	1.95

Spring 2015 Student Experience Survey

Q35 Reflecting on your interactions with Cerro Coso's counseling services, please rate the following:

Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know - N/A	Total	Weighted Average
Assistance of staff	45.99% 241	21.56% 113	3.24% 17	0.95% 5	28.24% 148	524	2.44
Usefulness of information received	45.21% 236	21.84% 114	3.26% 17	1.53% 8	28.16% 147	522	2.46
Clarity of information provided	43.95% 229	22.84% 119	3.45% 18	1.54% 8	28.21% 147	521	2.47
Timeliness of response	42.80% 223	22.84% 119	3.45% 18	2.11% 11	28.79% 150	521	2.51
Staff knowledge	43.68% 228	22.22% 116	4.41% 23	1.53% 8	28.16% 147	522	2.48
Hours of operation	39.23% 204	25.58% 133	4.81% 25	1.73% 9	28.65% 149	520	2.55
Overall quality of services	42.91% 224	23.37% 122	3.83% 20	1.53% 8	28.35% 148	522	2.49

Comments(67)

w Responses (67) C Text Analysis z My Categories (0)

?



s



Category

Showing 67 responses



N/A

3/13/2015 4:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Am very satisfied with the counseling services. Ever ready to help at any time.

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



could be open for longer hours of operation.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Need more counselors on campus

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Counseling has also been great through my entire process. My only complaint was that my ed plan was not done in the beginning and I have had to do extra classes waiting for some of my law classes to be available again.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I had a hard time getting calls back because I work during the day and couldn't answer the phone, and by the time I was done with work the people were unavailable to speak with.

3/9/2015 7:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



overall I am satisfied with the timeliness of responses, but a few times, it has taken very pong, even weeks.

3/9/2015 5:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



RE: Staff knowledge. Students answering calls are unable to answer most basic questions for new students. RE: Hours of operation. I tried to make an appointment with a counselor prior to the start Spring semester to review my edplan and make sure I am on track. I was told to call back after the start of the semester as counselors were not available.

3/9/2015 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Conflicting information - for example, classes that will transfer - there is a conflict between what is in the catalog, what is on the paper sheets provided and what a counselor tells you. Very frustrating.

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Penny Talley is a excellent counselor!

3/9/2015 2:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Great experiences with the counseling department in guiding me through my degree program.

3/9/2015 12:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Counselor suggests heavy work loads even after you suggest having a lighter one. Counselor does great going on the Student Education Plan but it needs to be updated after each semester because it's hard to keep up with classes if you switch it up to take another class or two. Sometimes if the counselor suggests a class it is a little over the student's understanding.

3/9/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



They have taken over 2 months to get back to me and I have already been in class for that long...No ed plan after numerous phone calls, voicemails, and emails.

3/9/2015 12:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



All the counselors want to do is make you take more classes. I know I want to transfer after two years at Cerro Coso, but the counselors have made it difficult to do so because there's always one more class I have to take. It seems like they do not care about the students' goals or preferences.

3/9/2015 11:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have been using the Edwards branch of the counseling services and have had issues getting a response from Tiesha Klundt in a timely manner and containing all the information that was requested.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Jan Moline has been awesome with her assistance.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Initially I saw Rene, and I did not find him very helpful. Actually I was very confused and overwhelmed. However, I switched to Missy Gross and have been SO impressed. She's knowledgeable and quick to help.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



None

3/9/2015 11:18 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was told to call a counselor before my first semester started and when I called, whoever I talked to didn't help me understand anything. We kind of talked about the IGETC and that's about it. I later found out that I should have had help setting up my schedule and other things. It was not helpful.

3/6/2015 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Everyone tells me to look up what I want to know online. It is not helpful at all.

3/5/2015 7:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Karee Hamilton has always gone over and beyond to meet with, encourage and help out in any way.

3/5/2015 5:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was surprised to hear my counselor advocate for dropping classes. That wasn't encouraging to being my first class.

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The staff in the counselling office have always been helpful and pleasant to talk to.

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



great staff and very helpful

3/3/2015 4:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



only used BC's counselors

3/3/2015 2:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Friday is a business day. All of it should be considered as such and reflected in business hours.

3/2/2015 3:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



i am not available when they are open for services. I would like to know what classes i need to transfer
3/2/2015 12:17 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I enrolled in a physiology course before taking anatomy. It would have been useful for the counselor to recommend anatomy prior to prevent my dropping the course. I was told to enroll in math 20. I placed 2 different levels when taking the placement test on two different occasions. (Which I was not aware of at the time of enrolling) I went to the math 20 class, found it was extremely easy, called the counseling office and was told I should have been told, or given the option to take the 50 class which is the one I placed highest in. I had to drop the course to enter the correct course this semester. As I dropped too many courses I have been placed on a financial aid suspension! I am out of luck for last semester since the appeal date has passed (the staff told me there was no deadline) I am currently working on the appeal for this semester.
3/1/2015 10:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Excellent service
3/1/2015 12:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have only used one specific counselor. Seeing different ones was confusing as I would often be told contradicting information.
3/1/2015 8:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



none
2/28/2015 9:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



when I get off work there isn't anybody there to help me. I have to take time off work to get any thing done
2/28/2015 9:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



seemed rushed for enrolling and emailed with no response back. Been well over two weeks. Emailed again still no response
2/28/2015 12:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Love my counselor Penny for DSPS
2/27/2015 10:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



During my first semesters I contacted counseling online and failed to get responses. It worked much better when I came in to see a counselor in person.
2/27/2015 8:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Everyone very helpful they want you to succeed
2/27/2015 7:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I could not get scheduled in time to talk to a counselor before school started. When I finally did get to talk with one (after the fact), she seemed nice.
2/27/2015 12:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



My mother is a counselor at BC, so I have not needed any of these services. However, I took the Moodle 3 week introduction that I believe was taught by CC Counseling Dept. and found it very helpful. The instructor was very helpful.
2/27/2015 11:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



his does a good job.
2/27/2015 10:54 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



RENE MORA WAS KIND TO ME AND MADE ME BELIEVE THAT I COULD MAKE IT IN COLLEGE
2/27/2015 9:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I only used the counseling services to have requirements waived on classes I wanted to take. (Ex: I took a prereq at another school, but because I'm not getting a degree at Cerro Coso my transcripts are not on file with Cerro Coso. So I need to have counseling department to notate the system with an exception.)

2/27/2015 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am online student

2/27/2015 7:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Sometimes difficult to make an appointment

2/27/2015 7:58 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was basically harangued into meeting with a "counselor" who told me EXACTLY what I already knew. She just printed out the course requirements for the paralegal program from the website, which I have multiple copies of, and proceeded to sit there and tell me what classes I had already taken, and what classes I needed to take. Since there are only a handful of paralegal classes offered every semester, it wasn't overly useful. I knew exactly what classes I needed to take. But since the contact had been made I chose to e-mail Kim a few times with various questions that came to me about procedural aspects. She would take an excessive amount of time to respond. She still hasn't responded to an e-mail I sent her in 2014 about the applicability of a class from another CA community college. If she wasn't sure about the answer, or felt that she wasn't the right fit as a paralegal counselor, all she had to do was send me a quick response saying as much. The only reason I took the time to fill this survey out was Kim Blackwell's shitty response time.

2/27/2015 12:39 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Veteran services take too long

2/26/2015 10:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I went to the office on base when Christie was secretary and there was a really nice man there. Mabel Medina is very helpful. She went over my score and made a plan.

2/26/2015 10:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have only had one counselor that told me I needed classes that I found later I did not need, but that counselor is not longer at Cerro Coso. Other than that I have had all positive services.

2/26/2015 8:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

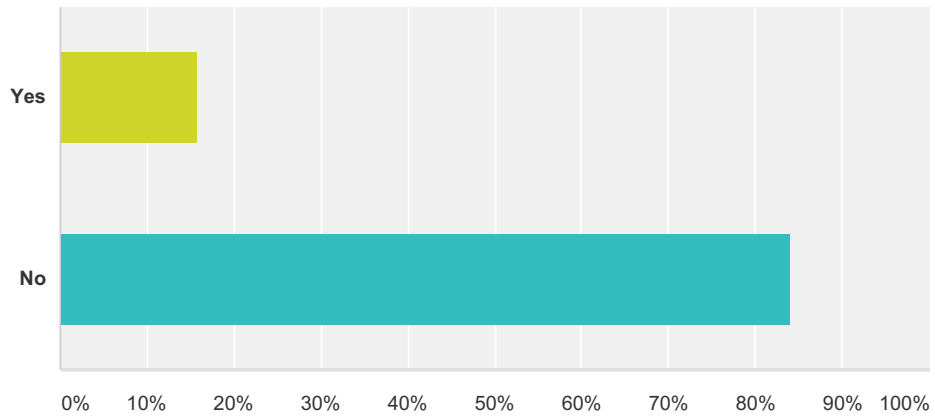


I had a counselor who recommended classes that were not transferable units and did not work towards my goal of transfer.

2/26/2015 8:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q36 Do you have a disability that impacts your performance in courses?

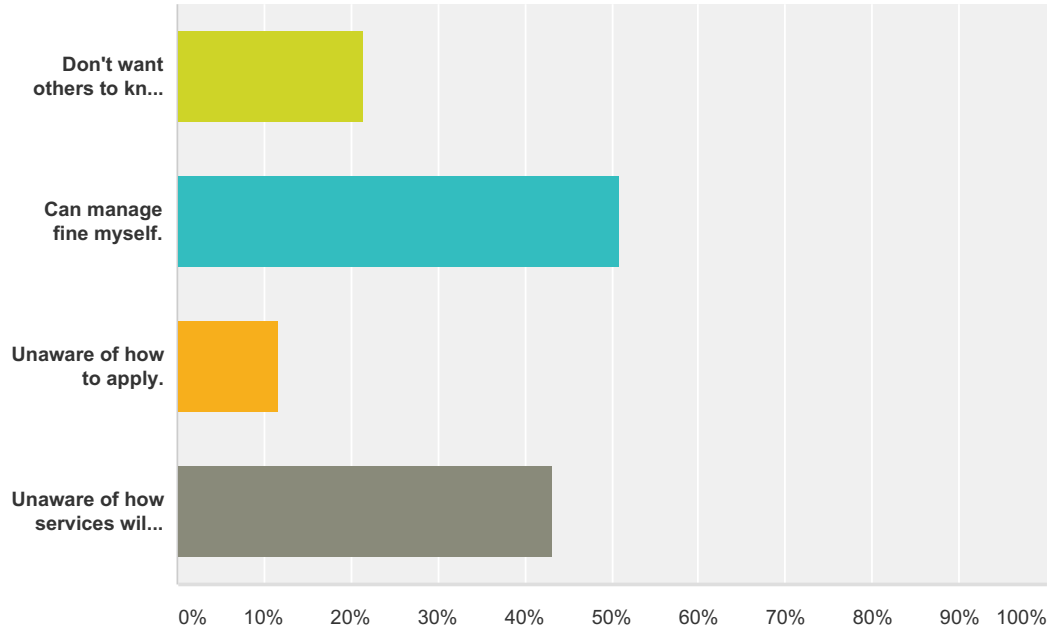
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	15.84% 83
No	84.16% 441
Total	524

Q37 If you answered Yes to the previous question and you have not applied for Disabled Students Programs and Services, please tell us why.

Answered: 51 Skipped: 473



Answer Choices	Responses
Don't want others to know about my disability.	21.57% 11
Can manage fine myself.	50.98% 26
Unaware of how to apply.	11.76% 6
Unaware of how services will help me.	43.14% 22
Total Respondents: 51	

Showing 33 responses



I have asked for help, and sent the form in but never heard from anyone
3/11/2015 7:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Havent had time to be tested to be determied disabled.
3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I had an iep in high school but I never thought of giving the college my iep information
3/10/2015 5:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have a problem with confined areas so I like to sit at the end of the table by the door
3/9/2015 11:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I took test to find some stuff out about me and they made me sign up for the program. I don't want to be in a program.
3/9/2015 9:38 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am partially deph. but don't have it on record that I am.
3/9/2015 6:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have SLE (Lupus) - I often have problems with memory, as well as stress, but I am able to manage these issues as best I can and for me this is a personal issue - taking classes pass/fail would probably benefit my health and I may try to do that in the future as I only take classes for my enjoyment.
3/9/2015 5:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was tested but the results came back with no disability. I still have a hard time focusing on my classes and studying (it takes me three times as long to study for something as other students).
3/9/2015 1:57 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Just found out
3/9/2015 1:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A
3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a
3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have had 2 car accidents, with back and neck injuries. I also worked 40-60 hours for 20 years as a Cosmetologist. This has caused carpal tunnel and shoulder tightness and pain. I also suffer with high BP & HR, since complications from my last child birth, and hysterectomy. There are many times I feel overwhelmed with assignments, and as a results, it puts me farther behind, causing more stress.
3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



back injury keeps me from sitting on a chair to work. I am the most comfortable in my bed. dont feel like i am disabled enough for extra help. Im fine.
3/2/2015 12:17 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have a newborn so it's hard to get things done.
3/1/2015 10:58 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I cannot get them to provide the proper chair - padded chair with arms- as stated by my doctor I have conflicts with other students who sit in the chair that is provided - this has been embarrassing and humiliating at times - i have complained numerous times - it is so upsetting and affects my entire day adversely. my daughter who attends class with me was so upset she had to leave class because a student was arguing with me because he wanted to sit in the chair I have to settle for

3/1/2015 8:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I need more testing time

2/28/2015 1:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



dsfijhpsdofvh[sdiaof[ivhnd[fiopgsa[0oipf]\sdpafjsd]pofgasdojksdafaglsdfj'gsad;kljg[ldfkjs

2/28/2015 9:00 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't have a known disability.

2/27/2015 11:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

2/27/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

2/27/2015 12:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have not been formally diagnosed.

2/27/2015 9:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't know if UCTD meets qualifications.

2/27/2015 12:11 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am not disabled, but sometimes I get nervous because I am an older student.

2/26/2015 10:53 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have a hearing loss and the online classes have helped me more successful student.

2/26/2015 9:14 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have severe psoriatic arthritis and a heart condition. I have chronic fatigue which affects learning. I still work so after a long day it's hard to study but I am determined. I have to do online classes right now so applying for services wouldn't help at this time.

2/26/2015 8:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have applied and have received accommodations and am continuing to receive accommodations. I am very pleased with the Disabled Students Programs and Services.

2/26/2015 8:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



learning disability not able to receive service if im not taking a on campus class

2/26/2015 8:29 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a - no answer

2/26/2015 7:35 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Panic disorder, PTSD, anxiety, and depression.

2/26/2015 7:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am enrolled in the DSPS program

2/26/2015 6:40 PM [View respondent's answers](#) [Categorize as...](#) 



I've only taken courses for this college online

2/26/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#) 



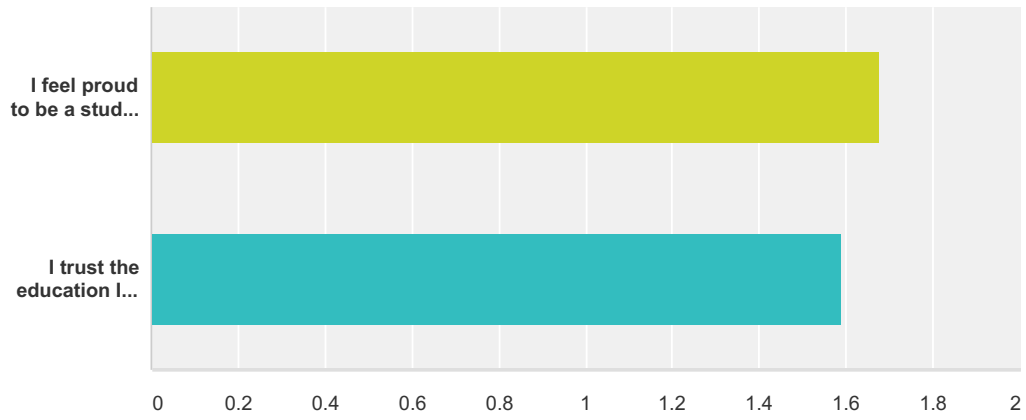
na

2/26/2015 5:44 PM [View respondent's answers](#) [Categorize as...](#) 

Spring 2015 Student Experience Survey

Q38 Please rate your level of agreement with the following statements:

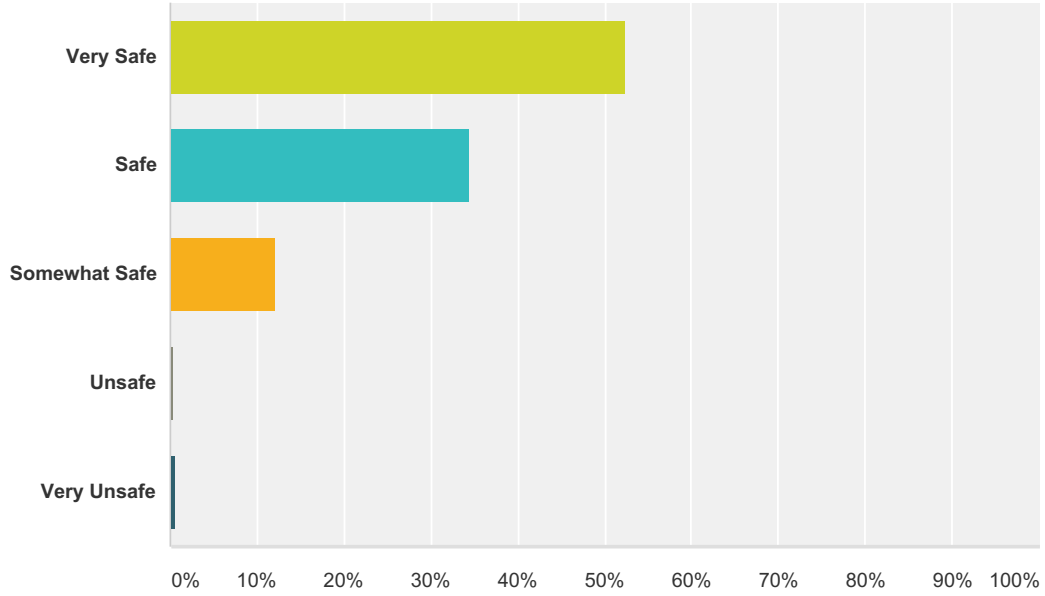
Answered: 524 Skipped: 0



	Strongly Agree	Agree	Somewhat Agree	Disagree	Strongly Disagree	Total	Weighted Average
I feel proud to be a student at Cerro Coso Community College.	51.15% 268	32.63% 171	13.55% 71	2.10% 11	0.57% 3	524	1.68
I trust the education I received from Cerro Coso Community College will prepare me for future success.	56.30% 295	30.73% 161	10.88% 57	1.72% 9	0.38% 2	524	1.59

Q39 Please rate below how safe you feel on the Cerro Coso Community College campus that you attend:

Answered: 524 Skipped: 0



Answer Choices	Responses	Count
Very Safe	52.48%	275
Safe	34.54%	181
Somewhat Safe	12.02%	63
Unsafe	0.38%	2
Very Unsafe	0.57%	3
Total		524

w Responses (89) C Text Analysis z My Categories (0)

?



s



Category

Showing 89 responses



N/A

3/13/2015 4:37 PM [View respondent's answers](#) [Categorize as...](#)



On line student only

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#)



Have not been to a campus since take an online class.

3/13/2015 9:48 AM [View respondent's answers](#) [Categorize as...](#)



I know everyone there is either attending or an adult, but I find that there is not enough security personnel, so I do feel like, if someone wanted to rob me, or the bookstore, or the cafe, then they might slip away unnoticed. I also noticed that there are security cameras, but I'm not 100% sure that they are monitored, especially since sometimes the bookstore cashiers are in the back room, and all that is watching the store is cameras, which may or may not be monitored. I also noticed a blind spot at the cafe which could have a pair of thieves get away with a backpack full of goods.

3/12/2015 10:48 PM [View respondent's answers](#) [Categorize as...](#)



not applicable

3/11/2015 10:34 PM [View respondent's answers](#) [Categorize as...](#)



more security

3/11/2015 3:58 PM [View respondent's answers](#) [Categorize as...](#)



The parking area at times feels unsafe to me due to the loitering and pan handling I have witnessed first hand

3/11/2015 2:01 PM [View respondent's answers](#) [Categorize as...](#)



Never been to campus. I am an online student.

3/10/2015 11:36 PM [View respondent's answers](#) [Categorize as...](#)



I'm at home, not a campus.

3/10/2015 3:06 PM [View respondent's answers](#) [Categorize as...](#)



I assume, I do not attend classes on campus.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#)



Although there are security guards, I often see them just sitting inside the school rather than walking around inside and out to make sure that everything is okay. If someone has night classes, the security guard is usually just sitting at the desk on the upper level rather than outside. There are a variety of people who hang around the campus so I believe that having a security guard outside would be more beneficial.

3/10/2015 11:14 AM [View respondent's answers](#) [Categorize as...](#)



Firearms are not allowed on campus. We are not allowed the tools needed to stop an attacker if needed, even if we carry a concealed weapon permit, which is a good indication that we are worthy of carrying a self-defense tool and not the kind of person who would use it in an irresponsible fashion.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#)



I don't attend classes at a campus. I don't live by any of the campuses so I only attend online classes.
3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I'm sure it's safe but I have never been on campus.
3/10/2015 9:21 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't attend on Campus.
3/10/2015 9:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Do not attend on campus
3/10/2015 8:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am not on campus
3/10/2015 7:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



1) The windows in the East Wing do not open or have emergency exits. 2) The 2nd floor in the library feels limited in terms of emergency exits. 3) There is only one security guard, and guard who patrols, and he does not even carry a gun, so how is he supposed to protect us?

3/10/2015 2:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Online student.
3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I attend online classes.
3/9/2015 11:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



my car has been messed with a few times
3/9/2015 9:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have no idea- I take classes onlin
3/9/2015 8:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



don't go on campus
3/9/2015 7:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/a
3/9/2015 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Parking lot is not very well lit at night
3/9/2015 3:07 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



THS campus needs lighting ON outside corridors walking on campus to other classrooms.
3/9/2015 1:49 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



A suggestion for the Tehachapi campus is for the lights outside of the building to be turned on when class is over because all of the students are walking with complete darkness. Also, open the outside gate closest to the room for the students to walk easily to the classroom. It get quite cold in Tehachapi and a shortening of the walking travel distance must be shortened.

3/9/2015 1:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Never been to the campus.

3/9/2015 1:05 PMView respondent's answers Categorize as... α



N/A

3/9/2015 1:04 PMView respondent's answers Categorize as... α



n/a

3/9/2015 1:02 PMView respondent's answers Categorize as... α



ONLINE STUDENT ONLY

3/9/2015 12:37 PMView respondent's answers Categorize as... α



Never been to the campus, except once.

3/9/2015 12:22 PMView respondent's answers Categorize as... α



I do not attend campus.

3/9/2015 11:27 AMView respondent's answers Categorize as... α



Never been to Campus

3/6/2015 7:51 PMView respondent's answers Categorize as... α



The campus could use more lit areas, and police patrol.

3/6/2015 12:00 PMView respondent's answers Categorize as... α



All my classes are on-line and the few times I do have to be on campus, it's during morning hours. Not sure how the campus is after dark.

3/5/2015 5:04 AMView respondent's answers Categorize as... α



Online - I feel safe Mammoth Campus - I do not feel safe walking in the dark parking lots, but nothing has happened, yet. Other than that I feel very safe living on campus.

3/4/2015 11:51 AMView respondent's answers Categorize as... α



n/a

3/3/2015 2:31 PMView respondent's answers Categorize as... α



More lighting in the parking lot

3/2/2015 10:10 PMView respondent's answers Categorize as... α



i do not visit the campus

3/2/2015 12:17 AMView respondent's answers Categorize as... α



n/a - I attend online classes in my home.

3/1/2015 8:38 PMView respondent's answers Categorize as... α



I hate to have conflicts with other students who sit in the chairs provided for DSPTS - At the KRV campus

3/1/2015 8:20 PMView respondent's answers Categorize as... α



I attend classes online.


3/1/2015 5:37 PMView respondent's answers Categorize as... α



Poor lighting around campus and in general the parking lot.

3/1/2015 11:20 AMView respondent's answers Categorize as... α



Smoking area restrictions need to be enforced more
3/1/2015 8:38 AM [View respondent's answers](#) [Categorize as...](#) 



N/A--I am an online user
2/28/2015 6:09 PM [View respondent's answers](#) [Categorize as...](#) 



N/A
2/28/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) 



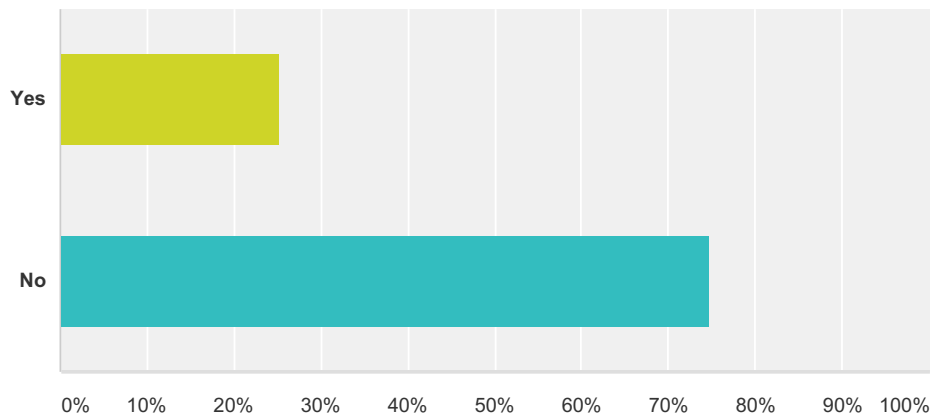
N/A
2/28/2015 12:40 PM [View respondent's answers](#) [Categorize as...](#) 



campus police is positive...
2/27/2015 11:43 PM [View respondent's answers](#) [Categorize as...](#) 

Q40 Have you participated in a safety drill at the college?

Answered: 515 Skipped: 9



Answer Choices	Responses
Yes	25.24% 130
No	74.76% 385
Total	515

Comments(83)

w Responses (83) C Text Analysis z My Categories (0)

?



s



Category

Showing 83 responses



Yes.

3/13/2015 4:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Waste of my time, fellow students and instructors.

3/13/2015 10:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



They were very adequate.

3/13/2015 1:06 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Ya

3/12/2015 4:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/12/2015 1:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Very adequate.

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes i think they are.

3/11/2015 4:47 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/11/2015 3:58 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes

3/11/2015 9:37 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes I do, however a lot of students don't participate in these because they have classes that are not at the time of the drills.

3/11/2015 2:34 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/10/2015 9:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes.

3/10/2015 4:59 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/10/2015 1:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/10/2015 12:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/10/2015 9:01 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/10/2015 8:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



If there is a real emergency, such as a shooting, we should be told to run away from the campus quick, not just stand there in the open.

3/10/2015 2:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Maybe but I'm not sure the drill I was in was an actual drill
3/9/2015 9:54 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes I feel like it gives one a plan in case of an emergency
3/9/2015 7:34 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/9/2015 4:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/9/2015 4:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes I definitely do.
3/9/2015 3:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes they were.
3/9/2015 1:19 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a
3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



ONLINE STUDENT ONLY
3/9/2015 12:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes
3/9/2015 12:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes
3/9/2015 12:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



No, let everyone know before doing them
3/9/2015 11:31 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes, staff was informative where to go.
3/6/2015 8:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I feel they are adequate. I think the fire alarms are more than loud enough too. ;)

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes, Fire drill.

3/3/2015 3:12 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/3/2015 2:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/3/2015 9:02 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



They are ok.

3/2/2015 1:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

3/1/2015 12:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



No. The instructors during my drill did not know where to go, who to speak to, and how to indicate the drill was over safely.

3/1/2015 11:20 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes

3/1/2015 9:33 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



As adequate as any other school drill would be

3/1/2015 8:38 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes

2/28/2015 10:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A--I am an online user

2/28/2015 6:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

2/28/2015 1:27 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

2/28/2015 1:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

2/28/2015 9:32 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

2/27/2015 11:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Very

2/27/2015 8:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Yes

2/27/2015 7:56 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



yes

2/27/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

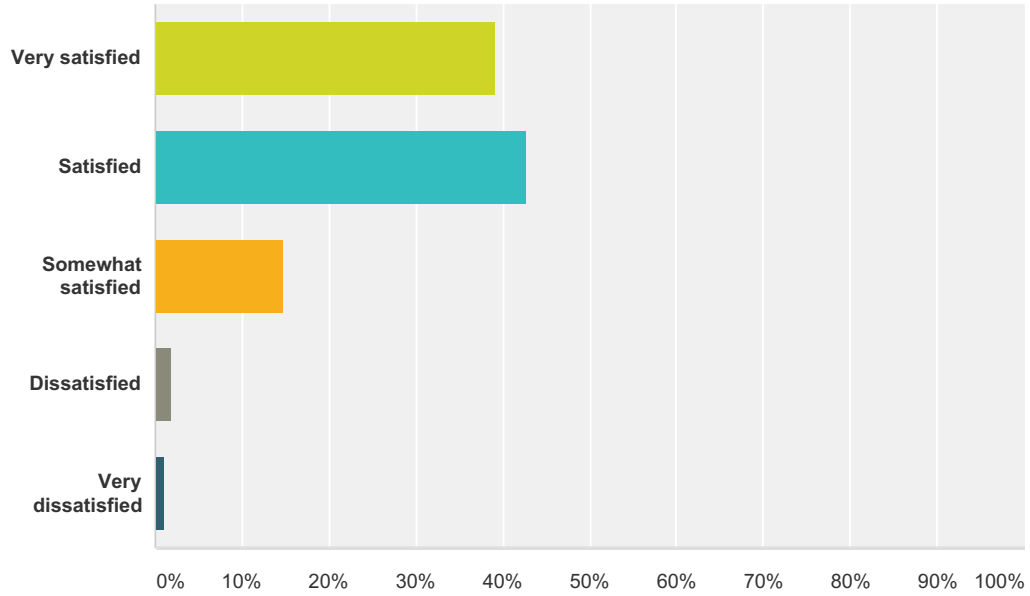


use of fire extinguisher.

2/27/2015 6:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q41 Please rate your overall satisfaction with the condition of the Cerro Coso facilities (classrooms, bathrooms, offices, Student Center, library, etc.) below:

Answered: 524 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	39.31%	206
Satisfied	42.75%	224
Somewhat satisfied	14.89%	78
Dissatisfied	1.91%	10
Very dissatisfied	1.15%	6
Total		524

Responses (104) C Text Analysis z My Categories (0)

?



s



Category

Showing 104 responses



On Line Student only.

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#)



It's time to start building funds to renovate all facilities.

3/13/2015 10:20 AM [View respondent's answers](#) [Categorize as...](#)



Have not been to a campus since take an online class.

3/13/2015 9:48 AM [View respondent's answers](#) [Categorize as...](#)



not apply to me I am a online student

3/12/2015 3:40 PM [View respondent's answers](#) [Categorize as...](#)



not applicable

3/11/2015 10:34 PM [View respondent's answers](#) [Categorize as...](#)



the bathroom water is discolored

3/11/2015 7:15 PM [View respondent's answers](#) [Categorize as...](#)



never attended on campus

3/11/2015 1:09 PM [View respondent's answers](#) [Categorize as...](#)



In the summer classes are very hot, and in winter they are cold. All students complain.

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#)



This should have a N/A option as I am an online student and have never visited the campus.

3/11/2015 8:22 AM [View respondent's answers](#) [Categorize as...](#)



Never been to campus. I am an online student.

3/10/2015 11:36 PM [View respondent's answers](#) [Categorize as...](#)



Never been

3/10/2015 3:06 PM [View respondent's answers](#) [Categorize as...](#)



N/A

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#)



Bathroom could be nicer

3/10/2015 12:44 PM [View respondent's answers](#) [Categorize as...](#)



Due to health issues of people I know that wish to take classes on campus they cannot use the restrooms due to their hypersensitivity to the cleaning chemicals. If one bathroom of both genders were set up on campus for people that share their health issues with my friend then the campus might take one more step to allow classes to be offered to anyone that can take them.

3/10/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



It would be nice if the college had a legitimate campus.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have never been to the campus.

3/10/2015 10:55 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Have never been to campus though I'm sure facilities are fine and adequate.

3/10/2015 9:21 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't attend on Campus.

3/10/2015 9:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Do not attend on campus

3/10/2015 8:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



What can I say .. old buildings, old rooms, some material is not working properly .. LOVE the library.

3/10/2015 8:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Online student.

3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't leave my home,

3/9/2015 11:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



small space

3/9/2015 9:33 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have no idea.....I take classes online

3/9/2015 8:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Campus is so quiet and empty. It is a shame it is not used for more community classes and events. A coffee shop would be a nice addition for the students - perhaps they could run one and make money for their events and sports. If more classes were offered for the arts I think a lot of community members would want to sign up and take a class. Maybe some short term classes and lectures would enliven the campus while also bringing in money for the campus.

3/9/2015 5:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Does not apply

3/9/2015 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



From the time the teacher enters the class and turns on the computer to the time he/she is logged in and ready it takes 5-10 minutes because of how slow the computers and login process are. Most teachers use this time to get things started, but since they have to keep going back to the computer to enter stuff it is mostly wasted time. Also, several of the classrooms don't have things like DVD players, or the projector is on a cart that doesn't always work, etc. The classrooms appear to be about 20 years behind the curve of what you should expect in 2015.

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Never been in campus.

3/9/2015 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



N/A

3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



After attending other colleges, I've found Moodle is really outdated. Canvas was excellent! It actually had live updates of what was going on in the class. The discussion boards were a lot easier to read and reply to. The calendar also would cross off assignments as they were turned in.

3/9/2015 12:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



ONLINE STUDENT ONLY

3/9/2015 12:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



The bathrooms 2nd floor I always have a weird feeling.

3/9/2015 12:24 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Never used the facilities. I am an on-line student.

3/9/2015 12:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Haven't used the physical facilities of Cerro Coso.

3/9/2015 12:16 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Student lounge does not have enough tables especially during lunch time when everyone is too busy eating. Can't use the computer lab a lot of the time because a class uses it often. Bathroom needs new faucet. Student store is hardly ever open and there is only a soda machine (broken half the time), no vending machine. No place to put our drinks or food if we have to go to class because of the strict rules about not bringing it in class.

3/9/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



never be on campus

3/9/2015 12:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have never been to the Cerro Coso facilities.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Many of the facilities are fantastic, but there are a bit out of repair.

3/9/2015 11:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Never been to campus

3/6/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



The smaller classrooms should have as many desks in them. It's way too cramped. There's barely any room to maneuver through the rows without bumping someone. I suggest maybe adding more classrooms if you really have that many students.

3/6/2015 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I just noticed you raised the price of your soda machine from \$1.25 to \$1.75. Students are on a budget. I am not sure if you're aware, but \$1.75 is the same price Albertson's or Stater Bros charges! I believe \$1 to \$1.25 is a reasonable rate for a bottle of soda on campus. Several students in my Wednesday night class responded to the vending machine by saying, "I'm not giving into the machine," or "I'm not paying that for a soda here." I hope you can take students being on a budget seriously into consideration, and adjust the price back to what it was. Thank you

3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



better lighting in the art classroom

3/6/2015 9:47 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The Mammoth Campus always so clean and immaculate.

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Since I work for the school I notice that the computer lab is not vacuumed very often. Neither are the classrooms. I see bits of straw wrappers here and there day after day. They accumulate over time. In fact, I saw popcorn under a desk in one classroom for over a week. To my knowledge it is still there. The desks in the same class room had a sticky ring on it from some drink that was never wiped up too. I realize these are not dire issues, with the exception of the popcorn comment (come on now, a week?) but there are clearly things the janitorial department could be doing other than taking out the trash. I do, however, tip my hat to them on keeping the bathrooms clean. Hardly ever do I go in and see a toilet seat with urine on it, and never have I run out of toilet paper. Good stuff.

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



the elevators need to be upgraded

3/3/2015 4:48 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/3/2015 2:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

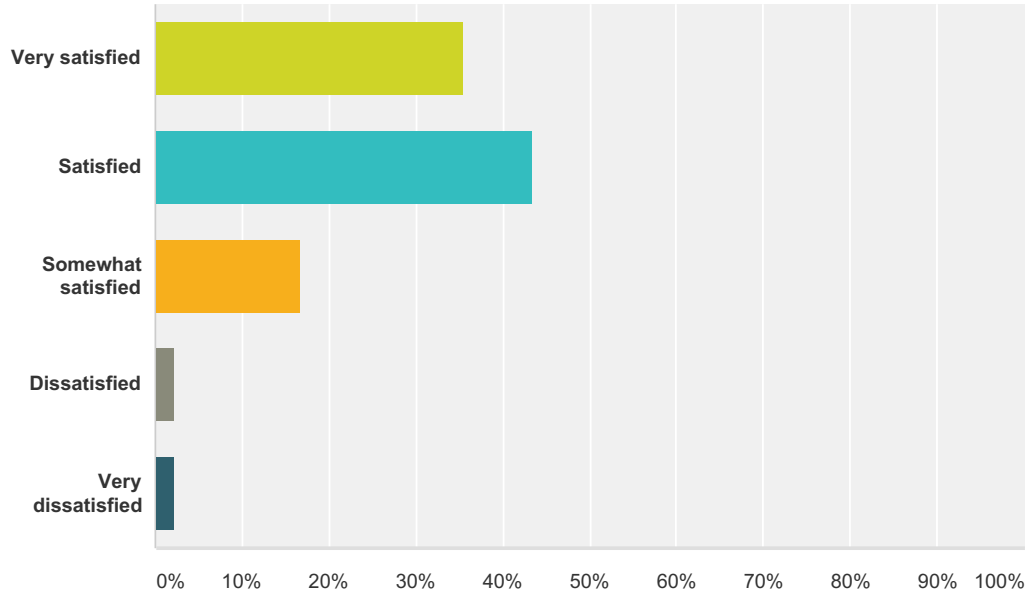


The computer lab equipment is nothing short of pitiful. The computers take way too long to boot, and the printers NEVER work. Also, if the campus is open, there should be onsite personnel to assist in emergency printing needs of students. One night I drove 38 miles round-trip to print something, and left with nothing due to inoperable equipment.

3/2/2015 3:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q42 Please rate your overall satisfaction with the grounds (outside common areas, sculpture garden, lawn areas, pathways, etc.) at Cerro Coso Community College:

Answered: 524 Skipped: 0



Answer Choices	Responses	Count
Very satisfied	35.50%	186
Satisfied	43.32%	227
Somewhat satisfied	16.60%	87
Dissatisfied	2.29%	12
Very dissatisfied	2.29%	12
Total		524

w Responses (92) C Text Analysis z My Categories (0)

?



s



Categorize

Showing 92 responses



On Line student only

3/13/2015 1:13 PM [View respondent's answers](#) [Categorize as...](#)



Fix the pavement!

3/13/2015 10:20 AM [View respondent's answers](#) [Categorize as...](#)



Have not been to a campus since take an online class.

3/13/2015 9:48 AM [View respondent's answers](#) [Categorize as...](#)



NA

3/12/2015 9:41 PM [View respondent's answers](#) [Categorize as...](#)



N/A

3/12/2015 3:40 PM [View respondent's answers](#) [Categorize as...](#)



not applicable

3/11/2015 10:34 PM [View respondent's answers](#) [Categorize as...](#)



It need more greenery

3/11/2015 7:15 PM [View respondent's answers](#) [Categorize as...](#)



clean the fish tank

3/11/2015 7:10 PM [View respondent's answers](#) [Categorize as...](#)



I don't think we have a common area.

3/11/2015 5:48 PM [View respondent's answers](#) [Categorize as...](#)



never attended campus

3/11/2015 1:09 PM [View respondent's answers](#) [Categorize as...](#)



We sure could use some grass on the grounds, when the wind blows which is always we get sand blasted, it hurts.

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#)



This should have a N/A option as I am an online student and have never visited the campus.

3/11/2015 8:22 AM [View respondent's answers](#) [Categorize as...](#)



Never been to campus. I am an online student.

3/10/2015 11:36 PM [View respondent's answers](#) [Categorize as...](#)



Never been

3/10/2015 3:06 PM [View respondent's answers](#) [Categorize as...](#)



I have never been on campus.

3/10/2015 1:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There are no such things at KRV.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Bishop campus needs grass around building

3/10/2015 9:35 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I'm sure they are well maintained.

3/10/2015 9:21 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't attend on Campus.

3/10/2015 9:13 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Do not attend on campus

3/10/2015 8:30 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Parking lot could use a new layer.

3/10/2015 8:25 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Online student.

3/10/2015 1:59 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



It my yard.

3/9/2015 11:42 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There is no grounds other than a small parking lot.

3/9/2015 11:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



diving lane on parking lot hard to see at night

3/9/2015 10:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I take online classes and have no idea

3/9/2015 8:03 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



needs time - when trees grow it will be so much nicer!

3/9/2015 5:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Does not apply

3/9/2015 4:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There are a lot of cigarette butts all over the campus and it's pretty gross

3/9/2015 4:01 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Unfinished projects are an eyesore, like the water fountain in front of the college.

3/9/2015 3:50 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I'm am online student

3/9/2015 3:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Open the gate closest to the classroom for the students to enter instead of walking all around the building.

3/9/2015 1:30 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



it's ugly

3/9/2015 1:08 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Never been on campus.

3/9/2015 1:05 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



ONLINE STUDENT ONLY

3/9/2015 12:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



No proper smoke deck for students so they smoke right outside of the doorways. Nowhere to sit outside. Good sidewalks to get to class and parking is not great.

3/9/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 12:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Again, I have never been to the Cerro Coso facilities.

3/9/2015 11:27 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't pay that much attention to the small details.

3/9/2015 11:26 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The people smoking on the side of every sidewalk kind of ruin the experience of being outside

3/9/2015 11:16 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



never been to campus

3/6/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Add flowers or something to add more color to the lawn areas.

3/6/2015 2:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There seems to many new weeds to our recent rain.

3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There's natural trees and shrubs, but the parking lot landscare is UGLY!

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The dirt lot next to the art department would look much more beautiful if it was grass. (I know, we are in a drought. I'm just saying.) I very much like the fountain by the student center as well.

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/3/2015 2:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

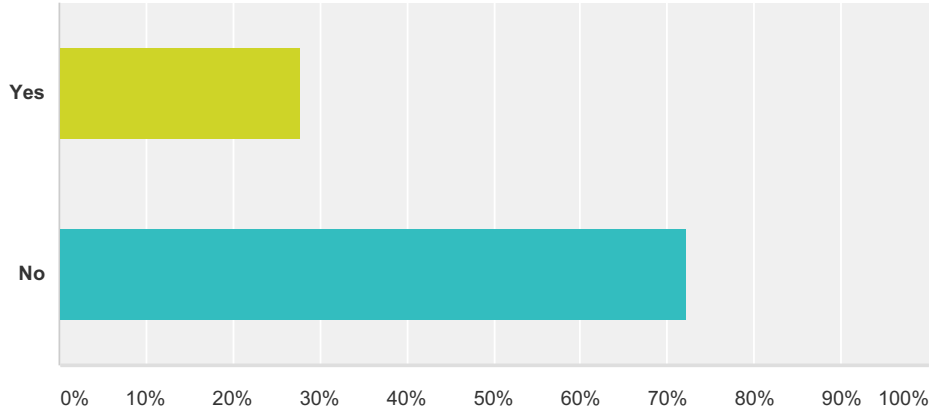


I absolutely love the environment at the college. I do not spend a lot of leisure time unless I am waiting for my class to start, but if I am I enjoy it. A lot.

3/3/2015 2:15 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

Q43 Have you ever participated in student activities or events at Cerro Coso Community College?

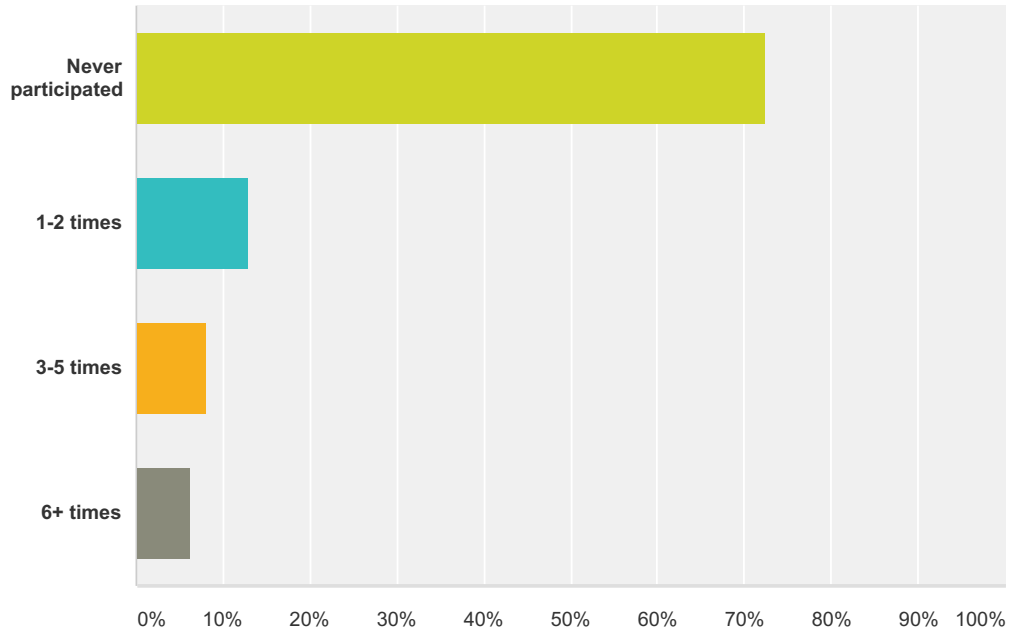
Answered: 524 Skipped: 0



Answer Choices	Responses	
Yes	27.86%	146
No	72.14%	378
Total		524

Q44 How frequently have you participated?

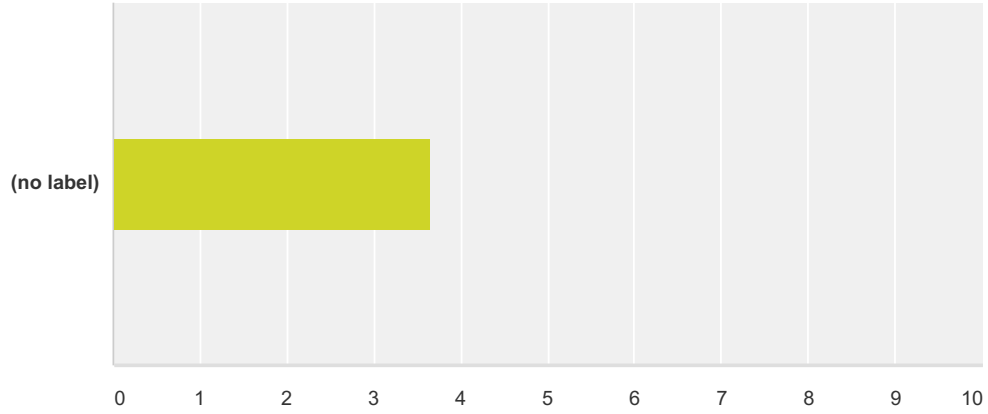
Answered: 524 Skipped: 0



Answer Choices	Responses	
Never participated	72.52%	380
1-2 times	12.98%	68
3-5 times	8.21%	43
6+ times	6.30%	33
Total		524

Q45 How satisfied are you with the student activities available at Cerro Coso Community College?

Answered: 524 Skipped: 0



	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not Applicable	Total	Weighted Average
(no label)	12.98% 68	24.62% 129	4.39% 23	0.95% 5	57.06% 299	524	3.65

w Responses (47) C Text Analysis z My Categories (0)

?



Showing 47 responses



Have not been to a campus since take an online class.

3/13/2015 9:48 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



No

3/12/2015 1:25 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I have not been able to participate because of my physical disabilities.

3/11/2015 9:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



more music around campus

3/11/2015 7:10 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



A child development department at the Kern river valley campus would be an excellent resource for K.R.V. students.

3/11/2015 6:39 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I would like to see more clubs, and have the meeting times and places for clubs made more clear on the website.

3/11/2015 1:40 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



none at this time

3/11/2015 1:09 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



It would be nice to have sports at the bishop campus, with a jim to play them in. This request is probable far off since we just got trees planted last year. Which are very nice, thanks for the beautiful trees.

3/11/2015 10:52 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The Halloween dance in 2013 was really fun; you should do that again!

3/11/2015 2:34 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



The room used for the awards ceremony was too small, but there was not a larger room available on campus.

3/10/2015 10:57 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Game nights, maybe

3/10/2015 2:05 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



art classes lectures by artists, writers

3/9/2015 5:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Student unions

3/9/2015 1:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/9/2015 1:02 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



ONLINE STUDENT ONLY

3/9/2015 12:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Students never know what activities there are. Usually just the staff knows what activities they will be having and no one tells you how to sign up for them.

3/9/2015 12:11 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I really enjoyed viewing Lincoln, directed by Steven Spielberg. It was put together very nicely, and enjoyed the snacks as well. I hope there are more educational and modern films to view in the near future. =)

3/6/2015 12:00 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



More get together's where students can share and ask questions. More detail on how to use your college the best for your education. I like "Thirsty Thursday" and more of those would be nice.

3/6/2015 8:50 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



Lack of involvement and participation has left me not wanting to attend anymore events, I do not like being the only one to show up. I would attend anything if more people participated.

3/4/2015 11:51 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



More dances would be fun. The last Halloween dance was a blast.

3/3/2015 11:52 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



n/a

3/3/2015 2:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Plan events for the Bishop campus that people in the community would actually like to attend.

3/2/2015 3:36 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



KRV campus

3/1/2015 8:20 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I attend classes online

3/1/2015 5:37 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Learning how to code or something to do with developing software knowledge.

2/28/2015 8:18 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Broadcast them more so students know, I have never heard of an activity happening at the college.

2/28/2015 7:04 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I am not aware of any of the activities provided at the college.

2/28/2015 4:32 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I enjoyed the High School football games. The lighting and field are well kept.

2/27/2015 8:23 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I would love to see the bishop campus get a swimming pool and a swim team

2/27/2015 7:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



There are no sporting events at the KRV campus
2/27/2015 11:49 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I think there should be more sports offered
2/27/2015 9:10 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't require student activities as my family life keeps me busy enough.
2/27/2015 9:04 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



no
2/27/2015 8:43 AM [View respondent's answers](#) [Categorize as...](#) [α](#)



I would like there to be more clubs, or at least better listing of the times and places that clubs are held. Also I think that having more activities in the afternoon would be beneficial to students who work during the day.
2/26/2015 10:43 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



We have very few activities other than welcome back, fall and spring flings and the awards ceremony each semester.
2/26/2015 8:46 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I tend to not hear about the activities. An announcement to the students would make it easier to keep track.
2/26/2015 8:31 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Need more concerts. ;) We use to have an annual one. Haven't heard any information on that in a long time.
2/26/2015 7:58 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Hiking event or biking, something that utilizes the close trails.
2/26/2015 7:21 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Not an activity: the Computer Science program is not very good, to put it lightly. We have good Math, Chemistry, Biology, Physics and English programs, but CS seems like an afterthought. Please consider hiring a qualified CS professor who can teach more advanced courses on a regular basis.
2/26/2015 6:55 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



Informal guest speaker evening with rotating faculty members (6-7pm)
2/26/2015 6:22 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I don't even know if we have any in the Lake Isabella campus.
2/26/2015 6:17 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I was impressed by the STEM&M lecture series at the Mammoth Lakes Campus.
2/26/2015 6:06 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



I would like to see more activities at the KRV campus that are done at the main campus. I feel as though the main campus does not really care for those of us who can only attend the KRV campus. We do not have ANY sports teams or classes available either. There is an Archery club a block away and it would be nice if we as students could get some archery classes. Or even if there was some sort of physical activities like exercise classes or dance classes in the downstairs room G would be great. More art classes as well.
2/26/2015 5:51 PM [View respondent's answers](#) [Categorize as...](#) [α](#)



na
2/26/2015 5:44 PM [View respondent's answers](#) [Categorize as...](#) [α](#)

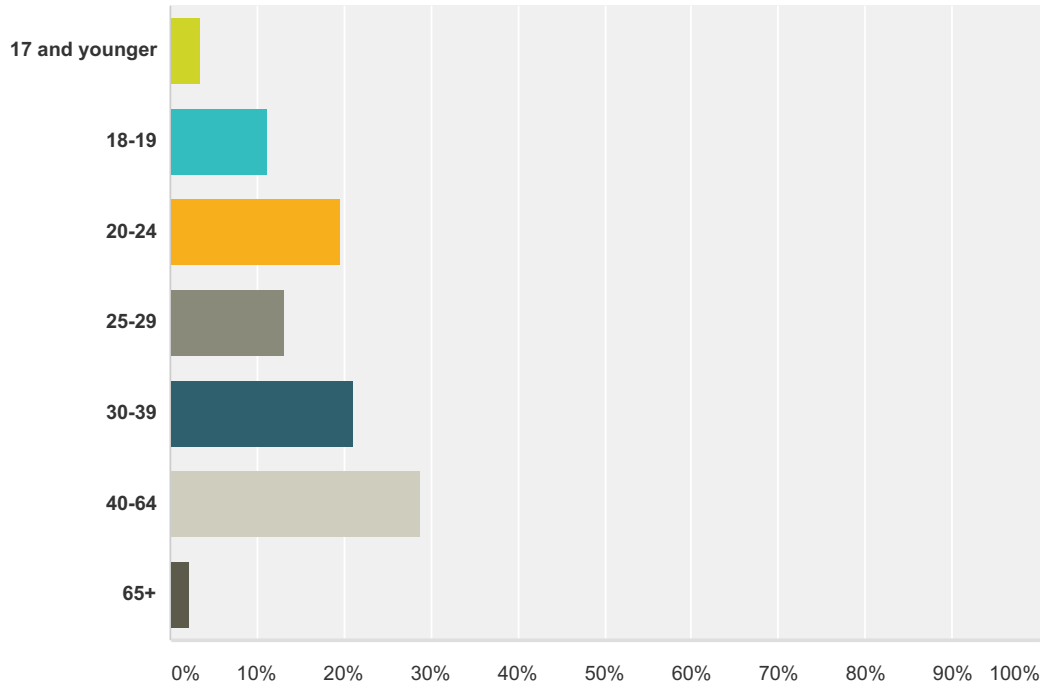


Already did while I was on the SGCC and saw some of them started while I was there although they have all gone away now.

2/26/2015 5:39 PM [View respondent's answers](#) [Categorize as...](#) 

Q46 Please indicate your age:

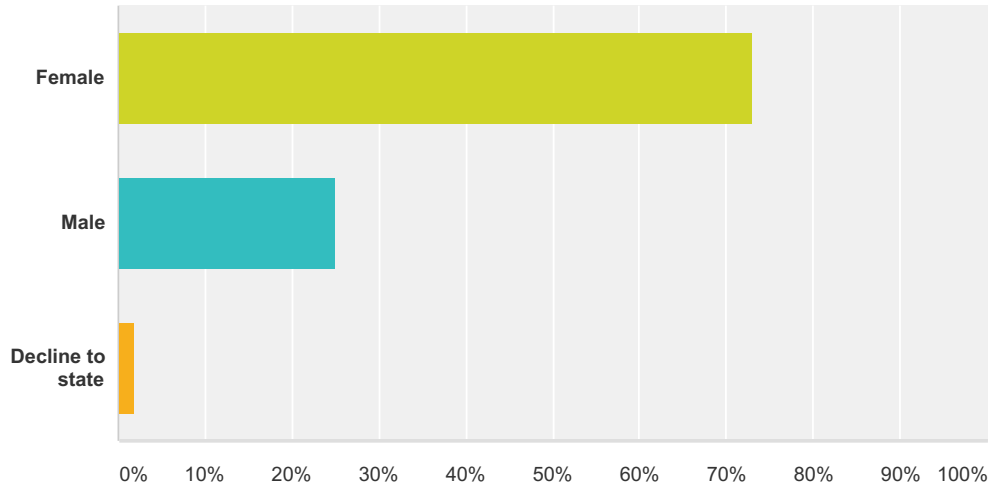
Answered: 524 Skipped: 0



Answer Choices	Responses
17 and younger	3.63% 19
18-19	11.26% 59
20-24	19.66% 103
25-29	13.17% 69
30-39	21.18% 111
40-64	28.82% 151
65+	2.29% 12
Total	524

Q47 Please indicate your gender:

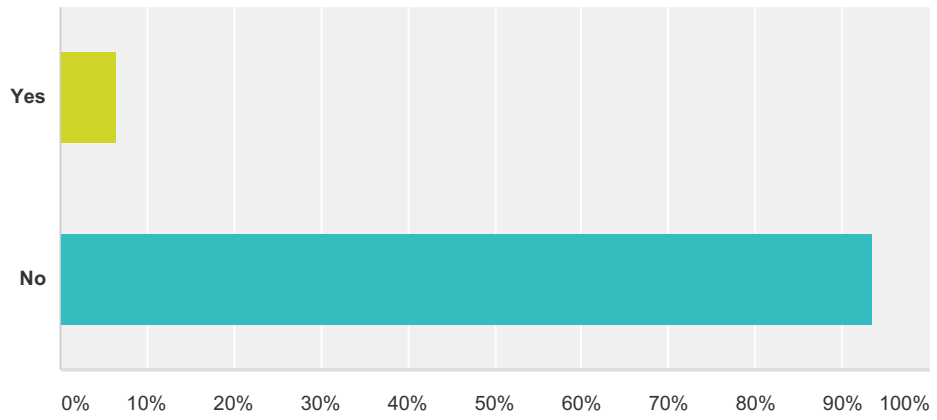
Answered: 524 Skipped: 0



Answer Choices	Responses	
Female	73.09%	383
Male	25.00%	131
Decline to state	1.91%	10
Total		524

Q48 Are you a Veteran of the U.S. Armed Forces?

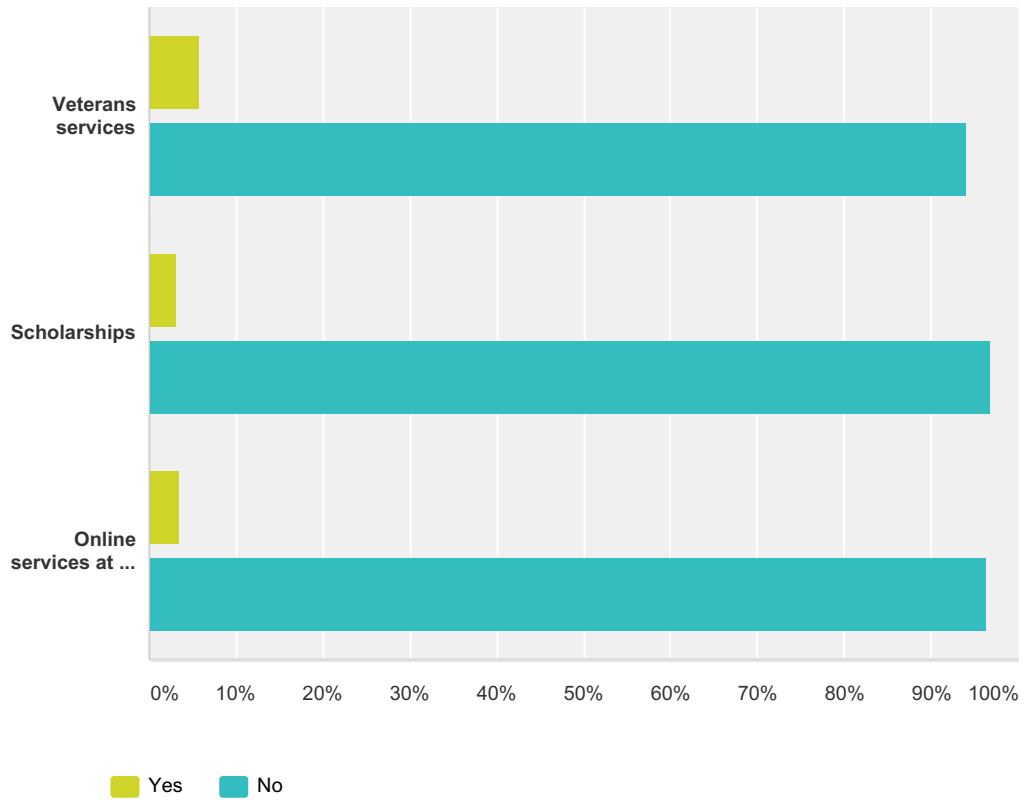
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	6.49% 34
No	93.51% 490
Total	524

Q49 Do you receive veterans educational benefits?

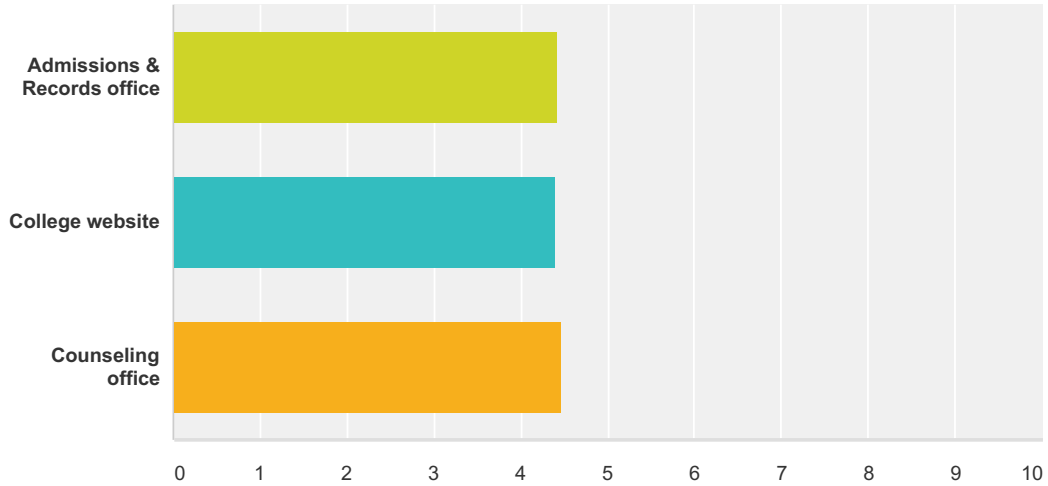
Answered: 481 Skipped: 43



	Yes	No	Total
Veterans services	5.85% 28	94.15% 451	479
Scholarships	3.18% 15	96.82% 456	471
Online services at a distance	3.62% 17	96.38% 453	470

Q50 If you answered Yes to Question #49, how helpful were the following for sources of information:

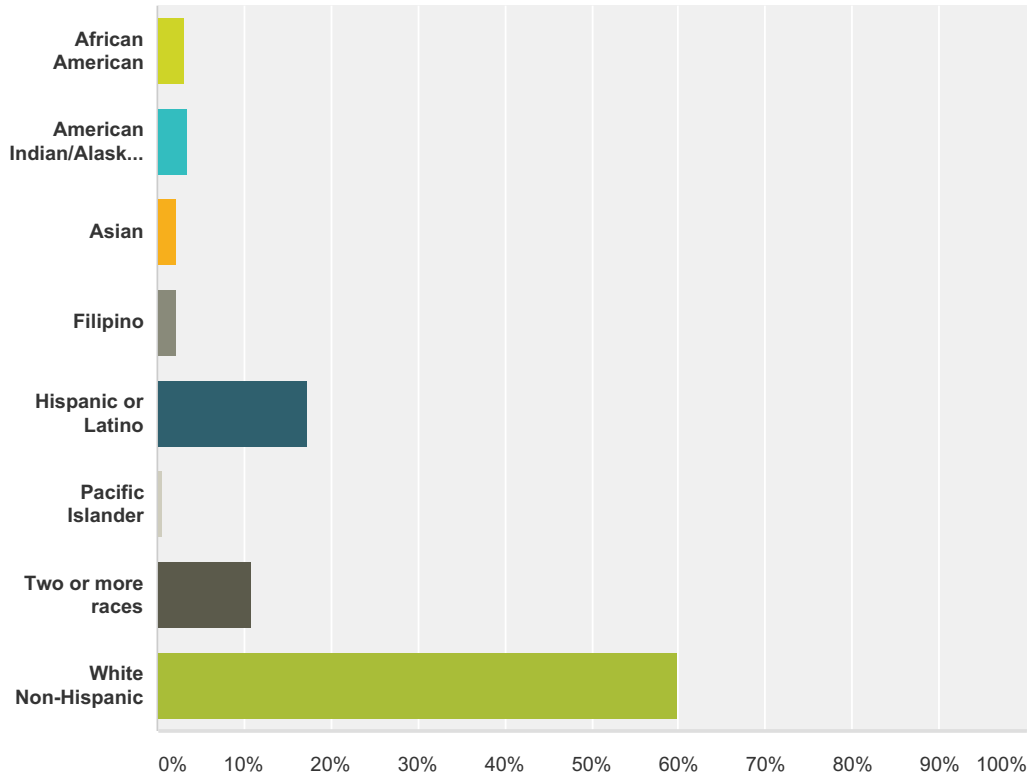
Answered: 187 Skipped: 337



	Very helpful	Helpful	Somewhat helpful	Unhelpful	Very unhelpful	Not applicable.	I was unaware that this assistance was available	Total	Weighted Average
Admissions & Records office	20.86% 39	10.70% 20	4.28% 8	0.53% 1	1.07% 2	58.29% 109	4.28% 8	187	4.42
College website	22.04% 41	8.06% 15	4.84% 9	2.15% 4	2.15% 4	56.45% 105	4.30% 8	186	4.41
Counseling office	20.00% 37	9.73% 18	5.41% 10	0.54% 1	1.08% 2	59.46% 110	3.78% 7	185	4.46

Q51 Please indicate your ethnicity:

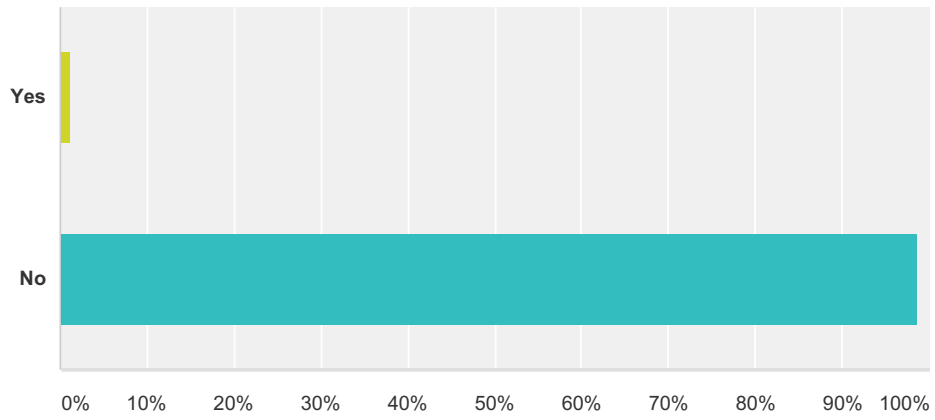
Answered: 524 Skipped: 0



Answer Choices	Responses
African American	3.05% 16
American Indian/Alaskan Native	3.63% 19
Asian	2.29% 12
Filipino	2.29% 12
Hispanic or Latino	17.37% 91
Pacific Islander	0.57% 3
Two or more races	10.88% 57
White Non-Hispanic	59.92% 314
Total	524

Q52 Are you a member of a Cerro Coso sports team?

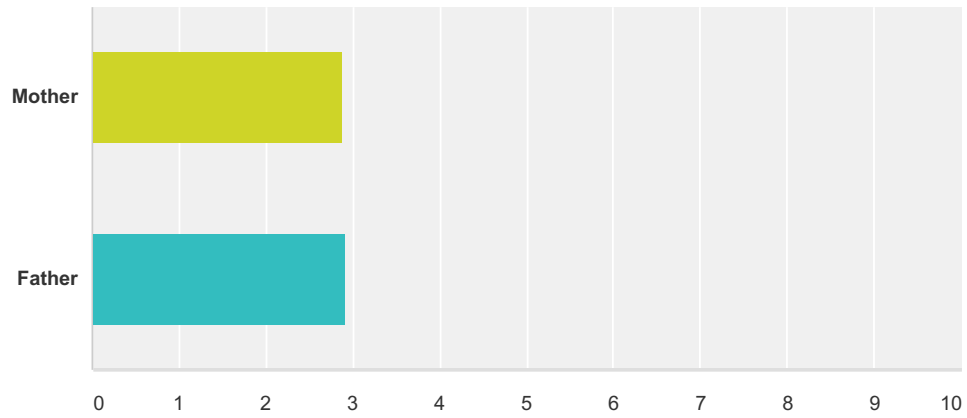
Answered: 524 Skipped: 0



Answer Choices	Responses
Yes	1.34% 7
No	98.66% 517
Total	524

Q53 What is the highest level of education obtained by your father and mother?

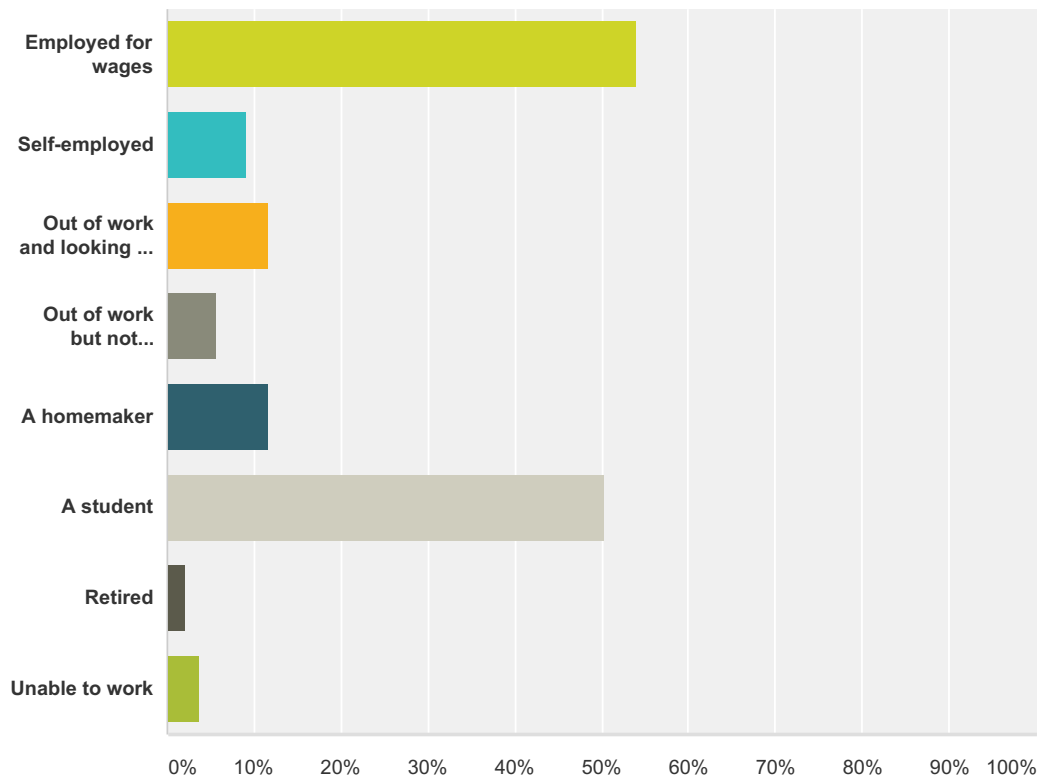
Answered: 524 Skipped: 0



	Less than high school graduate	High School Graduate	Some College	2-Year College Degree	4-Year College Degree	Graduate Degree	Total	Weighted Average
Mother	19.35% 101	28.74% 150	22.41% 117	10.73% 56	11.49% 60	7.28% 38	522	2.88
Father	20.51% 104	29.19% 148	19.92% 101	6.90% 35	13.61% 69	9.86% 50	507	2.93

Q54 Current employment status: (Select up to two)

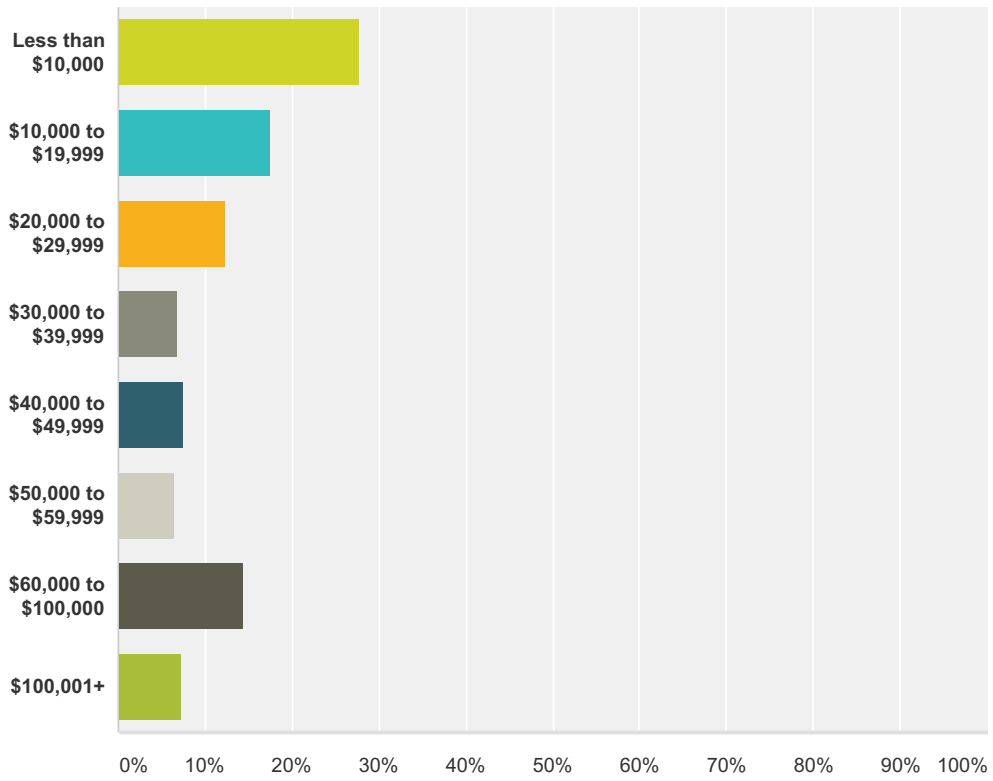
Answered: 524 Skipped: 0



Answer Choices	Responses
Employed for wages	54.01% 283
Self-employed	9.16% 48
Out of work and looking for work	11.64% 61
Out of work but not currently looking for work	5.73% 30
A homemaker	11.64% 61
A student	50.38% 264
Retired	2.10% 11
Unable to work	3.82% 20
Total Respondents: 524	

Q55 Please indicate your annual Household Income from last year:

Answered: 524 Skipped: 0



Answer Choices	Responses	
Less than \$10,000	27.67%	145
\$10,000 to \$19,999	17.56%	92
\$20,000 to \$29,999	12.21%	64
\$30,000 to \$39,999	6.87%	36
\$40,000 to \$49,999	7.44%	39
\$50,000 to \$59,999	6.49%	34
\$60,000 to \$100,000	14.50%	76
\$100,001+	7.25%	38
Total		524

Spring 2015 Student Experience Survey

Q56 If you have comments or would like to elaborate on previous responses, please use the space below. Please be as specific as possible.

Answered: 46 Skipped: 478

#	Responses	Date
1	less questions on survey	3/12/2015 8:35 PM
2	Not exact because I don't the income amount.	3/12/2015 5:29 PM
3	For now, am a full time international student.	3/11/2015 9:23 PM
4	the staff in the bookstore need to be more friendly and helpful. I do not want to feel like I am doing them a service when I go in to buy something from there.	3/11/2015 7:30 AM
5	My answer to number 55 is the amount of money that my boyfriend brought home. I wasn't sure if he was supposed to be included or not but I am not trying to lie and get into trouble.	3/10/2015 12:41 PM
6	Need more online classes.	3/9/2015 3:50 PM
7	I really wish that the online instructors would keep up on their grading. We are at the beginning of the 8th week of class which is the last week for the accelerated classes and I haven't received any feedback from the assignments that are important so I have no idea what my grade is or if I did my assignments correctly so I could be at a disadvantage when I take my final exam.	3/9/2015 3:11 PM
8	It would be helpful if The A+ and N+ Certificates where evaluated together with the class. Also it would help it there is a discount for the same certificate at Comp Tia. Thank you.	3/9/2015 1:20 PM
9	n/a	3/9/2015 1:02 PM
10	I'm not sure how much my household makes in a year	3/9/2015 12:36 PM
11	My husband works full-time and my answer to #55 reflects his salary.	3/9/2015 11:27 AM
12	That is based off of my parents income, I currently have no income since I have no job and my parents want me to focus on school.	3/9/2015 11:26 AM
13	If you have any suggestions for a teacher for English 70, who actually works, not only the structure of writing an essay, but putting the thoughts together properly, please let me know. I found Professor Crow, very condescending and rude. In Summer 2014, he spent only one hour in a lecture, never focusing on how to put these thoughts together on paper. Professors should not assume that every student already knows this information, just because we tested into English 70. It has been 24 years since I graduated high school. I have been a Cosmetologist for the the past twenty-four years, and it was not a necessary skill for me to maintain, until recently.	3/6/2015 12:00 PM
14	I am very grateful for the Child Development Center. It has made coming back to school easier. The hours make it easy for me to attend class in the morning and afternoons. I only need to find child care for the early evenings.	3/6/2015 8:50 AM
15	Thank you for offering online classes. Online classes allow me to have the flexibility I need to work and go to school	3/4/2015 11:51 AM
16	Friday is a business day. All of it should be considered as such and reflected in business hours.	3/2/2015 3:36 PM
17	Sometimes it's hard to get up to the campus because the buses only run once an hour and it takes a lot from me, I wish there were dorms for families near campus.	3/1/2015 10:58 PM
18	Online services are confusing. For example #32 on this survey would not let me skip even though it instructed me to do so.	3/1/2015 8:38 AM

Spring 2015 Student Experience Survey

19	The majority of the classes I have enrolled in are a joke. My classes in high school were harder. Teachers are not held accountable and are clearly NOT trained to teach. If you have to adjust everyones' grade in a class by 25% then it should be obvious the person is not equipped to teach. Lack of timely responses via email, if there is a response at all. Furthermore, I shouldn't have to email an online teacher to request that he post assignments when his syllabus says they will be. It's unfair to request me to submit assignments on their scheduled due date if I didn't have the full time to complete it.	2/28/2015 4:09 PM
20	I have not taken that many courses at cerro coso. the few that i have taken have been for the most part pretty enjoyable. The online courses that are available were nothing resembling "convenient" the amount of home was not practical and the test scheduling and proctoring completely defeated the purpose of an online course. I was very dissatisfied with the online math courses available. I have been to quite a few colleges in my life and overall this isn't that bad of a school. I however would work on the online portion.	2/28/2015 9:00 AM
21	The KRV campus is small and needs more classrooms. We also need a wider variety of classes.	2/27/2015 6:03 PM
22	I am offended by the choices for question 51. I do not like being labelled "white, non-hispanic". I am American. My ancestry is European American. Regarding question 55, my income is none of your business.	2/27/2015 5:40 PM
23	I am happy with the amount of online classes offered at Cerro Coso Community College!	2/27/2015 5:26 PM
24	2014 I made around \$12,000 This year so far I've only made about \$1500	2/27/2015 5:20 PM
25	1. I am dissatisfied with the fact that Elementary Spanish II is offered only online. I find it very frustrating and not a particularly good educational experience to study foreign language online. The decision to offer it this way was made solely on the basis of enrollment numbers and not on what the best educational experience is for students. I think that decision is short sighted. 2. The LRC at Cerro Coso is a beautiful environment but the internet connection is extremely slow and students don't seem to know the basics of library behavior: no food and drink around computers, be quiet out of consideration for other students, etc.	2/27/2015 12:47 PM
26	Remodel the KRV campus	2/27/2015 11:49 AM
27	I am full-time classified staff taking one class a semester for personal enrichment.	2/27/2015 9:09 AM
28	I wish there were more online classes available each semester. For example: I took Trig last spring. Because I don't have the ability to keep up with difficult math classes in the fast paced summer semester, I couldn't get into a regular length calculus class until this spring. This is slowing down my academic progress.	2/27/2015 9:04 AM
29	My online professors have been proficient and while I think the online programs could use some beefing up, and the website is pretty outdated, my general experience at Cerro Coso has been very positive.	2/27/2015 12:39 AM
30	My husband works full time as a meat cutter.	2/26/2015 10:43 PM
31	The only class that I have had a hard time is Concepts of Biology. Our entire class average is very low in Mammoth Lakes CA. I feel like the teacher doesn't do a good job at teaching.	2/26/2015 10:24 PM
32	The campus needs to figure out some form of dispensing day passes for parking other than walking down to the bottom floor getting the pass; then hiking back up to the parking lot. In the mean time I got a damn ticket for not having a day pass.	2/26/2015 9:32 PM
33	Active duty Military	2/26/2015 8:24 PM
34	Some of the offices such as financial aid need to work on their people skills. The different offices there are supposed to support the people that go to school. They need to be better informed of their jobs and need to give better information to the students. I shouldn't have to second guess information provided by the staff and look it up online.	2/26/2015 8:09 PM
35	The online courses are not what I expected. I was under the impression that the online courses were going to have video lectures. The online content is very difficult to follow. I'm extremely disappointed with the content and I'm seriously considering going with another college program.	2/26/2015 7:04 PM
36	I would like to see a psychology degree program.	2/26/2015 7:02 PM
37	some people agree that there should not have classes at 8 am in the morning do to the fact that some have to make the extra time to drive from out of town.	2/26/2015 6:54 PM
38	Some of the web development courses by certain teachers seemed very badly done with very little information or effort on their part it seemed.	2/26/2015 6:30 PM

Spring 2015 Student Experience Survey

39	Online counseling would be a great convenience. As an online only student, online makes sense to get the counseling service needed. I have never visited the college (nor have the ability to) because I do not live close to the area. Also you recently changed the prerequisite requirements for some classes that go together. Since I had already taken some of the classes in the set before the requirements were in place (and passed and done well) I think I should be able to bypass the requirement to take the rest of the set of classes.	2/26/2015 6:27 PM
40	Would love to see more online CIS courses so that I can finish my degree and prepare to take certification exams.	2/26/2015 6:23 PM
41	I would like the opportunity to review instructors at the end of the semester. I am surprised that I am now taking my seventh course through Cerro Coso and have never had the opportunity to provide feedback about courses/ instructors.	2/26/2015 6:06 PM
42	It is wonderful that you have programs that are entirely online. I live too far away to take the classes I need and my local CC does not offer them. This has been a wonderful solution.	2/26/2015 5:48 PM
43	I am interested to know where the funds from our parking permits is going. The only changes that I've seen to the parking is that a couple of signs have been put up. The roads, as well as the parking lot, are in terrible condition. I would not mind paying for parking if I saw improvements to the parking conditions but to date, there has been no change. I am unhappy about paying for something and not seeing any results.	2/26/2015 5:39 PM
44	in regards to question #58, I would like to be part of the Student Inquiry group, thank you.	2/26/2015 5:34 PM
45	I don't know my family's income	2/26/2015 5:32 PM
46	There are 1000+ employees at China Lake that do NOT have a degree and would like to get one. Having more evening classes would attract those students.	2/26/2015 5:31 PM

Spring 2015 Student Experience Survey

Q57 To be entered into the drawings for a IRULU tablet PC and a LG TONE Pro Wireless Stereo headset, we need your name and contact information. Your responses are confidential. Your name and contact information will be separated from your survey responses.

Answered: 436 Skipped: 88

Answer Choices	Responses
Name:	99.77% 435
Telephone Number:	98.39% 429
Email Address:	99.54% 434

#	Name:	Date
1	Alicia Woolsey	3/16/2015 10:45 AM
2	Kelsea Martinez	3/13/2015 8:16 PM
3	sophoandara Ry	3/13/2015 4:37 PM
4	Melanie Coleman	3/13/2015 4:27 PM
5	Angela TeSlaa	3/13/2015 2:00 PM
6	Tiana Holmes	3/13/2015 1:21 PM
7	Amy Minzlaff	3/13/2015 1:13 PM
8	Connie St John	3/13/2015 1:04 PM
9	Briana Crocoll	3/13/2015 10:24 AM
10	Jose Hernandez	3/13/2015 10:20 AM
11	Jennifer Park	3/13/2015 9:07 AM
12	Marilyn Lang	3/13/2015 8:16 AM
13	Traci Jerome	3/13/2015 4:00 AM
14	Kaid Algahim	3/13/2015 1:06 AM
15	Michael Davis	3/12/2015 11:37 PM
16	Ana Pleitez	3/12/2015 11:04 PM
17	Michael McCluskey	3/12/2015 10:48 PM
18	Elizabeth Villalobos	3/12/2015 9:41 PM
19	Michael Pettet	3/12/2015 8:35 PM
20	Adrian Unpingco Cruz	3/12/2015 5:29 PM
21	Krista ha	3/12/2015 4:21 PM
22	nicole davis	3/12/2015 3:54 PM
23	Jason Winston	3/12/2015 1:25 PM

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24	Vanessa Lasquade	3/12/2015 1:19 PM
25	Shewvan Knox-Bowman	3/12/2015 12:53 PM
26	Julian Sanders	3/12/2015 12:41 PM
27	Maria L. Diaz	3/12/2015 11:14 AM
28	Martha Herman	3/11/2015 10:34 PM
29	Janefrances Onukogu	3/11/2015 9:23 PM
30	Bailey	3/11/2015 8:00 PM
31	Theresa Stone	3/11/2015 7:15 PM
32	Jamie Schwindt	3/11/2015 6:39 PM
33	freddy miller	3/11/2015 6:10 PM
34	Oscar Hernandez	3/11/2015 4:51 PM
35	Loraine Coggin	3/11/2015 4:47 PM
36	Ashley Nielson	3/11/2015 3:58 PM
37	Taylor Moore	3/11/2015 2:59 PM
38	Matthew Larsen	3/11/2015 2:11 PM
39	Carla Thorn	3/11/2015 2:01 PM
40	Deidre Nehr	3/11/2015 1:40 PM
41	MARIA GONZALEZ	3/11/2015 1:09 PM
42	michael herrera	3/11/2015 12:29 PM
43	Sydni Stovall	3/11/2015 11:04 AM
44	Cheryl Hames	3/11/2015 10:52 AM
45	Nicole Fouts	3/11/2015 9:37 AM
46	Sean Russell	3/11/2015 8:27 AM
47	Feather Tippetts	3/11/2015 8:22 AM
48	Chelsi sharp	3/11/2015 7:36 AM
49	Jennifer Ewbank	3/11/2015 2:34 AM
50	Stephanie Hodges	3/10/2015 11:36 PM
51	shelby hersley	3/10/2015 10:01 PM
52	Pamela Giddens	3/10/2015 9:17 PM
53	Karie Bentley	3/10/2015 6:28 PM
54	April Foster	3/10/2015 5:13 PM
55	Kimberly Bailey	3/10/2015 5:00 PM
56	Robert Colin	3/10/2015 4:59 PM
57	Mariana Gray	3/10/2015 4:15 PM
58	Victoria Hamilton	3/10/2015 3:24 PM
59	Arielle Hoekstra	3/10/2015 3:06 PM
60	SUSAN RAMOS	3/10/2015 1:21 PM
61	candace meadors	3/10/2015 1:20 PM

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62	Tammy Platt	3/10/2015 12:44 PM
63	Megan Harvey	3/10/2015 12:41 PM
64	Rona Cadiz	3/10/2015 12:26 PM
65	Michael Sanders	3/10/2015 12:00 PM
66	Amanda Yarbrough	3/10/2015 11:14 AM
67	McKenzie Blanche	3/10/2015 11:06 AM
68	Tina Koivu	3/10/2015 10:57 AM
69	Carin Turney	3/10/2015 10:55 AM
70	jennifer Castro	3/10/2015 10:51 AM
71	Kyle Briggs	3/10/2015 9:35 AM
72	Ross Kramer	3/10/2015 9:21 AM
73	Amy Johnson	3/10/2015 9:13 AM
74	Jordann Lares	3/10/2015 8:30 AM
75	Hester Grove	3/10/2015 8:25 AM
76	Krystal puls	3/10/2015 8:07 AM
77	Deena Siddle	3/10/2015 7:04 AM
78	Joel Whitcomb	3/10/2015 2:05 AM
79	Norma Hernandez	3/10/2015 1:59 AM
80	ma. jobelle m. dedace	3/10/2015 1:11 AM
81	Cynthia Swafford	3/9/2015 11:13 PM
82	Tish Huckaby	3/9/2015 11:10 PM
83	Jason Brazeal	3/9/2015 11:01 PM
84	Angeles Gallegos	3/9/2015 10:50 PM
85	sophie walker	3/9/2015 10:20 PM
86	Pearl basaldua	3/9/2015 9:54 PM
87	megan knight-bulmer	3/9/2015 9:54 PM
88	James mower	3/9/2015 9:38 PM
89	Catherine Norris	3/9/2015 9:35 PM
90	Chris Mendoza	3/9/2015 9:33 PM
91	Sandy McIntosh	3/9/2015 9:22 PM
92	YEN	3/9/2015 9:08 PM
93	Hamid Muhammad	3/9/2015 8:15 PM
94	Deborah Rabin-Brod	3/9/2015 8:03 PM
95	Wendy Morquecho	3/9/2015 7:34 PM
96	Gordon Strauss	3/9/2015 7:34 PM
97	savannah Homan	3/9/2015 6:25 PM
98	Pauline Nguyen	3/9/2015 6:22 PM
99	Evelyn Hanson	3/9/2015 6:18 PM

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100	joshua smith	3/9/2015 5:56 PM
101	Christina Peters	3/9/2015 5:48 PM
102	Andrea Zack	3/9/2015 5:32 PM
103	Lawana Vasquez	3/9/2015 5:30 PM
104	Paul Runnells	3/9/2015 5:02 PM
105	Teresa Bryant	3/9/2015 4:39 PM
106	Abigail Hartman	3/9/2015 4:33 PM
107	Melanie Anderson	3/9/2015 4:32 PM
108	Gina Felter	3/9/2015 4:23 PM
109	Korinne Sullivan	3/9/2015 4:16 PM
110	Laura Hutapea	3/9/2015 4:08 PM
111	Mortisha Edwards	3/9/2015 4:01 PM
112	greCIA bonales	3/9/2015 3:59 PM
113	Sean Heaton	3/9/2015 3:50 PM
114	Jill Stephens	3/9/2015 3:41 PM
115	Natalie kuttor	3/9/2015 3:28 PM
116	Jackie Gorelick	3/9/2015 3:18 PM
117	Jennifer Yule	3/9/2015 3:18 PM
118	Sharon Nelson	3/9/2015 3:11 PM
119	Tiara Smith	3/9/2015 3:10 PM
120	Arielle Rey	3/9/2015 3:07 PM
121	Jessica Morse	3/9/2015 2:53 PM
122	Kassandra Solis	3/9/2015 2:33 PM
123	liliana salazar	3/9/2015 2:09 PM
124	Sarah Rizwan	3/9/2015 2:08 PM
125	Jonathan Burkett	3/9/2015 2:00 PM
126	Greg Ardoin	3/9/2015 1:59 PM
127	Sara Berghoff	3/9/2015 1:59 PM
128	Bethany Cauley	3/9/2015 1:58 PM
129	lisabeth harris	3/9/2015 1:57 PM
130	Eric Warda	3/9/2015 1:30 PM
131	Jaime Knox	3/9/2015 1:26 PM
132	Evelyn acevedo	3/9/2015 1:22 PM
133	Noel Hernandez Castellanos	3/9/2015 1:20 PM
134	Shannon burns	3/9/2015 1:18 PM
135	Lisa Weaver	3/9/2015 1:12 PM
136	Ramah Smithson	3/9/2015 1:05 PM
137	Taylor Richards	3/9/2015 1:04 PM

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138	Laeticia McLaughlin	3/9/2015 1:03 PM
139	Tonya Cox	3/9/2015 1:02 PM
140	Megan Burnett	3/9/2015 12:55 PM
141	Angela Geiger	3/9/2015 12:47 PM
142	Jolee ash	3/9/2015 12:42 PM
143	BRIANNA BARNWELL	3/9/2015 12:42 PM
144	JANINE B MOLINE	3/9/2015 12:37 PM
145	Britney Johnson	3/9/2015 12:37 PM
146	Tristen McHam.	3/9/2015 12:36 PM
147	Kristin Apetroaie	3/9/2015 12:35 PM
148	Britney Brown	3/9/2015 12:25 PM
149	Marie	3/9/2015 12:24 PM
150	Andrew	3/9/2015 12:16 PM
151	Ruffus Harper	3/9/2015 12:14 PM
152	Brenda Nubia Sepulveda-Perez	3/9/2015 12:12 PM
153	Alisha Berthelot	3/9/2015 12:12 PM
154	Shannon Amerine	3/9/2015 12:11 PM
155	Renee whitman	3/9/2015 12:11 PM
156	Vanesa Veloz-Simon	3/9/2015 12:09 PM
157	Kripalini Armistead	3/9/2015 12:03 PM
158	Michael Pelzer	3/9/2015 11:59 AM
159	CONNIE LAZCANO	3/9/2015 11:54 AM
160	Tyrone Mitchell	3/9/2015 11:51 AM
161	Samuel Sherman	3/9/2015 11:43 AM
162	amanda conway	3/9/2015 11:40 AM
163	Chandra Moore	3/9/2015 11:36 AM
164	sierra hamilton	3/9/2015 11:34 AM
165	Eric Blevins	3/9/2015 11:31 AM
166	jim haws	3/9/2015 11:30 AM
167	Andrea Whittemore	3/9/2015 11:27 AM
168	Leslie Broaer	3/9/2015 11:27 AM
169	Sarah Barros	3/9/2015 11:27 AM
170	Josh Winslow	3/9/2015 11:26 AM
171	Gabriela Guerrero	3/9/2015 11:26 AM
172	wesley blum	3/9/2015 11:19 AM
173	xylia ocampo	3/9/2015 11:18 AM
174	Ashley Marie Tapia	3/9/2015 11:18 AM
175	Justin Weich	3/9/2015 11:16 AM

Spring 2015 Student Experience Survey

176	Nyoathia Pruitt	3/9/2015 8:17 AM
177	Sandy Graves	3/8/2015 11:49 AM
178	Diane M Hale	3/6/2015 7:51 PM
179	Sandra Hudock	3/6/2015 1:15 PM
180	Sherrilyn Sangchan	3/6/2015 12:00 PM
181	Barbara Brannon	3/6/2015 9:47 AM
182	Trisha Lawson	3/6/2015 8:50 AM
183	Sarah Knemeyer	3/5/2015 7:18 PM
184	Gage Tyler Ramlose	3/3/2015 11:52 PM
185	Mariela Germann	3/3/2015 4:48 PM
186	Kerry Ashley	3/3/2015 3:12 PM
187	Brandy Park	3/3/2015 2:45 PM
188	Rita Solorio	3/3/2015 2:35 PM
189	dan owens	3/3/2015 2:31 PM
190	Dakota Haynes	3/3/2015 2:15 PM
191	Don Harjo	3/3/2015 12:07 PM
192	Justin Cofield	3/3/2015 11:33 AM
193	Jessica Foisy	3/3/2015 9:02 AM
194	Kim Southerland	3/2/2015 10:10 PM
195	Kayleen Mathews	3/2/2015 8:50 PM
196	ty poncho	3/2/2015 7:53 PM
197	shannon surico	3/2/2015 7:22 PM
198	John Nydell	3/2/2015 5:48 PM
199	Martin Weit	3/2/2015 3:36 PM
200	Juliet Dunn	3/2/2015 1:31 PM
201	Reagan Wolfe	3/2/2015 1:28 PM
202	Janae Ramos	3/2/2015 10:30 AM
203	josephine diego	3/2/2015 12:17 AM
204	Elena Lewis	3/1/2015 11:38 PM
205	Abbygail Edulag	3/1/2015 10:59 PM
206	Crystal Alexander	3/1/2015 10:58 PM
207	Robin Becker	3/1/2015 10:52 PM
208	Irma Sandoval	3/1/2015 9:10 PM
209	Christine Hodge	3/1/2015 8:20 PM
210	Meritzel Herrera	3/1/2015 8:09 PM
211	Desbah Lewis	3/1/2015 7:56 PM
212	Mario Enriquez	3/1/2015 5:37 PM
213	Shaun Reitman	3/1/2015 2:13 PM

Spring 2015 Student Experience Survey

214	Eileen Dougherty	3/1/2015 12:47 PM
215	Angie Flores	3/1/2015 12:39 PM
216	Corinne Leffler	3/1/2015 11:20 AM
217	Annette Verity	3/1/2015 9:33 AM
218	Brian Law	3/1/2015 9:27 AM
219	Charris Gabaldon	3/1/2015 8:38 AM
220	Kimberly Sullivan	3/1/2015 12:01 AM
221	Gloria Middleton	2/28/2015 10:44 PM
222	Amber Wallace	2/28/2015 9:49 PM
223	Job Flores	2/28/2015 8:18 PM
224	CASEY ALMODOVAR	2/28/2015 7:04 PM
225	Raynee Sewall	2/28/2015 6:59 PM
226	Kim Dorsey	2/28/2015 6:09 PM
227	Betty Miller	2/28/2015 4:32 PM
228	jessica bowhan	2/28/2015 1:44 PM
229	Claude Romanchuk	2/28/2015 1:27 PM
230	Sabina Cannizzaro	2/28/2015 1:20 PM
231	Kristi Dibble	2/28/2015 12:58 PM
232	Sean Daugherty	2/28/2015 12:49 PM
233	tonya maldonado	2/28/2015 9:32 AM
234	Demetrio Ramirez	2/28/2015 6:32 AM
235	crisrina hardwick	2/28/2015 12:31 AM
236	antonio delacruz jr	2/27/2015 11:43 PM
237	Edwin James Tucker	2/27/2015 11:12 PM
238	Bobbie Hansen	2/27/2015 10:56 PM
239	Shelby Jones	2/27/2015 10:54 PM
240	sulema	2/27/2015 10:37 PM
241	JASON WHITACRE	2/27/2015 10:33 PM
242	Adam Jenkins	2/27/2015 8:50 PM
243	moriah garrison	2/27/2015 8:29 PM
244	Cynthia Mikiel	2/27/2015 8:23 PM
245	Alex Tellez	2/27/2015 8:00 PM
246	michelle whitford	2/27/2015 7:51 PM
247	Jamette Bell	2/27/2015 7:00 PM
248	Michelle Lundberg	2/27/2015 6:03 PM
249	Hollie Chairez	2/27/2015 5:40 PM
250	Kali Coleck	2/27/2015 5:26 PM
251	sergio garcia jr	2/27/2015 5:20 PM

Spring 2015 Student Experience Survey

252	Crystal Edwards	2/27/2015 5:20 PM
253	David Wilson	2/27/2015 2:19 PM
254	Jennifer Brock Suniga	2/27/2015 1:37 PM
255	Kristina Praytor	2/27/2015 12:54 PM
256	Jenna Havig	2/27/2015 12:53 PM
257	Sarah Wersan	2/27/2015 12:47 PM
258	Savannah Homan	2/27/2015 12:40 PM
259	Helen Jackson	2/27/2015 12:15 PM
260	kristen bernasconi	2/27/2015 12:05 PM
261	Mekenna Golden	2/27/2015 12:05 PM
262	Tonya Cox	2/27/2015 11:49 AM
263	Heather Bopp	2/27/2015 11:49 AM
264	Aricia Leighton	2/27/2015 11:39 AM
265	Lakana Panergo	2/27/2015 11:22 AM
266	Elizabeth Field	2/27/2015 11:11 AM
267	Lori	2/27/2015 11:08 AM
268	Louellen Monte	2/27/2015 11:02 AM
269	Tracie McCall	2/27/2015 10:56 AM
270	Juanita Mariano	2/27/2015 10:54 AM
271	Paula Middleton	2/27/2015 10:25 AM
272	Eric L. Guerrero	2/27/2015 9:47 AM
273	Patricia D. Good	2/27/2015 9:18 AM
274	Doretha Krikac	2/27/2015 9:10 AM
275	Tonya West	2/27/2015 9:04 AM
276	Stefanie Jackson	2/27/2015 8:45 AM
277	Candis Mittleberger	2/27/2015 8:43 AM
278	Chelsea Hunt	2/27/2015 8:07 AM
279	Ruthanne Welling	2/27/2015 8:03 AM
280	Nara Jresat	2/27/2015 7:58 AM
281	Cheryl Aguilar	2/27/2015 7:58 AM
282	Sarah Miller	2/27/2015 1:00 AM
283	victoria salas	2/27/2015 12:54 AM
284	Mariana Calderon	2/27/2015 12:11 AM
285	Ana Pleitez	2/27/2015 12:07 AM
286	Marissa Mistretta	2/26/2015 11:37 PM
287	Gabriela Rodriguez	2/26/2015 11:32 PM
288	Karina Sorenson	2/26/2015 11:27 PM
289	Stephen Bernad	2/26/2015 11:23 PM

Spring 2015 Student Experience Survey

290	Adriana Zerbini	2/26/2015 11:11 PM
291	Kevin Seaman	2/26/2015 11:02 PM
292	Eric Heisler	2/26/2015 10:57 PM
293	Christian Harwood	2/26/2015 10:55 PM
294	Angelica davalos	2/26/2015 10:50 PM
295	Deidre Nehr	2/26/2015 10:43 PM
296	Alex Clark	2/26/2015 10:33 PM
297	Elise Howell	2/26/2015 10:32 PM
298	Perla	2/26/2015 10:24 PM
299	Jared Saulque	2/26/2015 10:16 PM
300	Harvey Berman	2/26/2015 10:07 PM
301	Daniel Strong	2/26/2015 10:06 PM
302	Mike Hunsaker	2/26/2015 10:00 PM
303	Tina Chadwick	2/26/2015 9:58 PM
304	Kirsten Carroll	2/26/2015 9:56 PM
305	Anthony McFarland	2/26/2015 9:54 PM
306	Kyle Livingston	2/26/2015 9:45 PM
307	Sawnee Kennedy	2/26/2015 9:39 PM
308	David Brown	2/26/2015 9:32 PM
309	Rita Davis	2/26/2015 9:29 PM
310	Mauricio Castro	2/26/2015 9:27 PM
311	Linda Blackburn	2/26/2015 9:22 PM
312	Jennifer Hembree	2/26/2015 9:14 PM
313	Guadalupe Velazquez	2/26/2015 9:08 PM
314	Debra Anderson	2/26/2015 9:07 PM
315	kathy swann	2/26/2015 8:59 PM
316	Christen Huckstep	2/26/2015 8:54 PM
317	Stephanie. Bustamante	2/26/2015 8:52 PM
318	Jake Powers	2/26/2015 8:49 PM
319	Marlo Sheckells	2/26/2015 8:46 PM
320	Jillian Gonzales	2/26/2015 8:40 PM
321	Loretta Thomas (Polhamus)	2/26/2015 8:39 PM
322	Michael Walsten	2/26/2015 8:32 PM
323	Karley Johnson	2/26/2015 8:31 PM
324	Erika hernandez	2/26/2015 8:27 PM
325	Scott McCandless	2/26/2015 8:24 PM
326	Donna Smith	2/26/2015 8:24 PM
327	Christopher Young	2/26/2015 8:18 PM

Spring 2015 Student Experience Survey

328	ryan lent	2/26/2015 8:15 PM
329	Lisa Wallace	2/26/2015 8:15 PM
330	Melissa	2/26/2015 8:06 PM
331	Frances Ramsey	2/26/2015 8:05 PM
332	Debby Webb	2/26/2015 7:59 PM
333	Chalice	2/26/2015 7:58 PM
334	Enrique Carrillo-Sulub	2/26/2015 7:57 PM
335	Jeannie Sell	2/26/2015 7:46 PM
336	Marisol Alvarez	2/26/2015 7:44 PM
337	Karely Alferez	2/26/2015 7:40 PM
338	Kimberly Stewart	2/26/2015 7:37 PM
339	Robert DePrez	2/26/2015 7:36 PM
340	Elizabeth Zimmerman	2/26/2015 7:35 PM
341	Rita Trumbull	2/26/2015 7:33 PM
342	Gary Lee Watson	2/26/2015 7:29 PM
343	Aubrey	2/26/2015 7:20 PM
344	Emma Ruano	2/26/2015 7:10 PM
345	Jasmine Wainscott	2/26/2015 7:10 PM
346	Elsa Rodriguez	2/26/2015 7:09 PM
347	lori Flint	2/26/2015 7:08 PM
348	Connie St. John	2/26/2015 7:05 PM
349	Colleen K. McGuire	2/26/2015 7:04 PM
350	Faasuka Lutu	2/26/2015 7:04 PM
351	Jessica Keith	2/26/2015 7:02 PM
352	Matt Taylor	2/26/2015 6:55 PM
353	Israel Rivera	2/26/2015 6:54 PM
354	Stephanee	2/26/2015 6:44 PM
355	Brook Engle	2/26/2015 6:44 PM
356	Rainee Patty	2/26/2015 6:43 PM
357	brenda parks	2/26/2015 6:40 PM
358	kristen groves	2/26/2015 6:38 PM
359	Jan Kenritz Go	2/26/2015 6:37 PM
360	Eric Van Denk	2/26/2015 6:36 PM
361	Camille McGhee	2/26/2015 6:32 PM
362	Christene Welton	2/26/2015 6:32 PM
363	Tracey Rowland	2/26/2015 6:31 PM
364	Sean Russell	2/26/2015 6:30 PM
365	Kristin Noles	2/26/2015 6:30 PM

Spring 2015 Student Experience Survey

366	Keegan Richardson	2/26/2015 6:27 PM
367	Barbra Chapman	2/26/2015 6:23 PM
368	VICTORIA BROWN	2/26/2015 6:23 PM
369	Laura Banister	2/26/2015 6:20 PM
370	Lisa Wyly	2/26/2015 6:17 PM
371	April Beall	2/26/2015 6:14 PM
372	Pablo Apodaca	2/26/2015 6:13 PM
373	Becky Hall	2/26/2015 6:13 PM
374	ELIZABETH CORTES	2/26/2015 6:09 PM
375	Rachel Schultz	2/26/2015 6:07 PM
376	Misha Murphy	2/26/2015 6:05 PM
377	Victoria vonDohlen	2/26/2015 6:04 PM
378	Kari Eves	2/26/2015 6:02 PM
379	Jason Hamblin	2/26/2015 6:02 PM
380	Noah Killman	2/26/2015 5:57 PM
381	Marianne Hepburn	2/26/2015 5:54 PM
382	Shalene Burgans	2/26/2015 5:52 PM
383	DaniLee Taylor	2/26/2015 5:51 PM
384	Archana Sugnani	2/26/2015 5:50 PM
385	XYLIA SALDANA	2/26/2015 5:49 PM
386	Kaitlyn Morgan	2/26/2015 5:49 PM
387	Jose Angel Hernandez	2/26/2015 5:49 PM
388	Caitlin Paterson	2/26/2015 5:46 PM
389	Angilique Rowe	2/26/2015 5:46 PM
390	Hannah Small	2/26/2015 5:46 PM
391	Emily Payne	2/26/2015 5:45 PM
392	Jennifer Stucker	2/26/2015 5:44 PM
393	Susie Richardson	2/26/2015 5:44 PM
394	Sandy	2/26/2015 5:43 PM
395	Valerie Avitto	2/26/2015 5:43 PM
396	Sterling Fairfield	2/26/2015 5:42 PM
397	Shaylynn Alvarado	2/26/2015 5:39 PM
398	Tyler Robinson	2/26/2015 5:39 PM
399	Misha Endo	2/26/2015 5:39 PM
400	GREG	2/26/2015 5:39 PM
401	Joseph G. Mondragon	2/26/2015 5:39 PM
402	Forrest Lloyd	2/26/2015 5:38 PM
403	Craig Earnest	2/26/2015 5:38 PM

Spring 2015 Student Experience Survey

404	Sandra Foreback	2/26/2015 5:38 PM
405	Jessica delgado	2/26/2015 5:37 PM
406	Dakota Baysore	2/26/2015 5:37 PM
407	Pui Sze Chan	2/26/2015 5:36 PM
408	Steffeni Moreno	2/26/2015 5:36 PM
409	Sabrina Wilson	2/26/2015 5:36 PM
410	David Diaz	2/26/2015 5:36 PM
411	Shela steward	2/26/2015 5:35 PM
412	Jennifer Cruz	2/26/2015 5:35 PM
413	Harley Shroyer	2/26/2015 5:34 PM
414	Dirk Addis	2/26/2015 5:34 PM
415	Matthew Fehring	2/26/2015 5:34 PM
416	Angela TeSlaa	2/26/2015 5:34 PM
417	Zach Griffin	2/26/2015 5:33 PM
418	Annabelle Nelson	2/26/2015 5:33 PM
419	jordan buchan	2/26/2015 5:32 PM
420	Heather Stantial	2/26/2015 5:32 PM
421	William OConnor	2/26/2015 5:32 PM
422	Pricilla Lentz	2/26/2015 5:30 PM
423	Ryan Ford	2/26/2015 5:30 PM
424	Deborah Castro	2/26/2015 5:30 PM
425	jennifer lamadrid	2/26/2015 5:30 PM
426	Sophia Balkar	2/26/2015 5:29 PM
427	Candice Salazar	2/26/2015 5:28 PM
428	Devin sutton	2/26/2015 5:27 PM
429	Brooke hernandez	2/26/2015 5:27 PM
430	Jackie Thomas	2/26/2015 5:27 PM
431	Laura Valencia loredo	2/26/2015 5:27 PM
432	Alec Baetge	2/26/2015 5:26 PM
433	Megan Budlong	2/26/2015 5:25 PM
434	richi mininger	2/26/2015 5:25 PM
435	jessica alvarez	2/26/2015 5:24 PM
#	Telephone Number:	Date
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2	7608723272	3/13/2015 8:16 PM
3	760 384 8692	3/13/2015 4:37 PM
4	760-258-5718	3/13/2015 4:27 PM
5	7609771474	3/13/2015 2:00 PM

Spring 2015 Student Experience Survey

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8	6614442610	3/13/2015 1:04 PM
9	661-824-9536	3/13/2015 10:24 AM
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11	(760)920-5743	3/13/2015 9:07 AM
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13	760-384-2308	3/13/2015 4:00 AM
14	6612297537	3/13/2015 1:06 AM
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17	7602230129	3/12/2015 10:48 PM
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19	760-718-9108	3/12/2015 8:35 PM
20	(760)793- 1833	3/12/2015 5:29 PM
21	6198575247	3/12/2015 4:21 PM
22	5592859088	3/12/2015 3:54 PM
23	916-217-9539	3/12/2015 1:25 PM
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25	9494197954	3/12/2015 12:53 PM
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37	7603388748	3/11/2015 2:59 PM
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39	760 376 2533	3/11/2015 2:01 PM
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Spring 2015 Student Experience Survey

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49	(760) 608-1560	3/11/2015 2:34 AM
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53	760-872-1616	3/10/2015 6:28 PM
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57	7603843075	3/10/2015 4:15 PM
58	7607939822	3/10/2015 3:24 PM
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60	209-261-0878	3/10/2015 1:21 PM
61	6619007844	3/10/2015 1:20 PM
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65	574-383-7872	3/10/2015 12:00 PM
66	760-223-6035	3/10/2015 11:14 AM
67	8184272314	3/10/2015 11:06 AM
68	702.379.3003 or 760.379.3210	3/10/2015 10:57 AM
69	(559)779-1923	3/10/2015 10:55 AM
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73	661-822-1480	3/10/2015 9:13 AM
74	661-754-2908	3/10/2015 8:30 AM
75	760-371-5270	3/10/2015 8:25 AM
76	760 223 2159	3/10/2015 8:07 AM
77	760-417-1881	3/10/2015 7:04 AM
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79	805 300-0138	3/10/2015 1:59 AM
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Spring 2015 Student Experience Survey

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90	760-812-9883	3/9/2015 9:33 PM
91	760 914-1773	3/9/2015 9:22 PM
92	760-898-3304	3/9/2015 8:15 PM
93	703-969-4241	3/9/2015 8:03 PM
94	17603012544	3/9/2015 7:34 PM
95	401-714-1175	3/9/2015 7:34 PM
96	(909)685-0750	3/9/2015 6:25 PM
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116	17602232601	3/9/2015 3:18 PM
117	760-258-5277	3/9/2015 3:11 PM
118	1 760 549 9392	3/9/2015 3:10 PM
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Spring 2015 Student Experience Survey

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124	760-379-2801	3/9/2015 2:00 PM
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127	(760)6463861	3/9/2015 1:58 PM
128	7149141065	3/9/2015 1:57 PM
129	6618230187	3/9/2015 1:30 PM
130	5304157855	3/9/2015 1:26 PM
131	5592395514	3/9/2015 1:22 PM
132	6613038735	3/9/2015 1:20 PM
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134	760 920-4371	3/9/2015 1:12 PM
135	6617485258	3/9/2015 1:05 PM
136	760-920-4506	3/9/2015 1:04 PM
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143	760-390-7766	3/9/2015 12:37 PM
144	(760) 379-6352	3/9/2015 12:37 PM
145	6617060678	3/9/2015 12:36 PM
146	760-977-6843	3/9/2015 12:35 PM
147	1-760-384-4457	3/9/2015 12:25 PM
148	7603842705	3/9/2015 12:24 PM
149	(661)706-2006	3/9/2015 12:16 PM
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Spring 2015 Student Experience Survey

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Spring 2015 Student Experience Survey

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Spring 2015 Student Experience Survey

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264	760-937-0772	2/27/2015 11:11 AM
265	Healey	2/27/2015 11:08 AM
266	(760) 852-4201	2/27/2015 11:02 AM
267	790-927-5690	2/27/2015 10:56 AM
268	760-977-1419	2/27/2015 10:54 AM
269	760 920-9044	2/27/2015 10:25 AM
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Spring 2015 Student Experience Survey

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Spring 2015 Student Experience Survey

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389	760 559 7483	2/26/2015 5:43 PM
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Spring 2015 Student Experience Survey

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426	760-499-4402	2/26/2015 5:26 PM
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429	559 708-6789	2/26/2015 5:24 PM
#	Email Address:	Date
1	Alicia.Woolsey1529@email.cerrocoso.edu	3/16/2015 10:45 AM
2	kelsea.martinez1214@email.cerrocoso.edu	3/13/2015 8:16 PM
3	sophoandara.ry2012@email.cerrocoso.edu	3/13/2015 4:37 PM
4	maclac65@gmail.com	3/13/2015 4:27 PM
5	kangegirl@gmail.com	3/13/2015 2:00 PM
6	tianaholmes809@yahoo.com	3/13/2015 1:21 PM
7	aminzlaaff2121@email.cerrocoso.edu	3/13/2015 1:13 PM
8	connie.st2556@email.bakersfieldcollege.edu	3/13/2015 1:04 PM
9	elainecoco@gmail.com	3/13/2015 10:24 AM
10	jose.hernandez4984@email.cerrocoso.edu	3/13/2015 10:20 AM
11	yenny7@hotmail.com	3/13/2015 9:07 AM
12	marilyn.lang8005@email.cerrocoso.edu	3/13/2015 8:16 AM
13	traci.jerome3509@email.cerrocoso.edu	3/13/2015 4:00 AM
14	kaid.algahim1234@email.bakersfieldcollege.edu	3/13/2015 1:06 AM
15	michael.davis@email.cerrocoso.edu	3/12/2015 11:37 PM
16	adaisy03@yahoo.com	3/12/2015 11:04 PM
17	michael.mccluskey1234@email.cerrocoso.edu	3/12/2015 10:48 PM
18	Elizabeth.Villalobos0518@email.bakersfieldcollege.edu	3/12/2015 9:41 PM
19	michael.pettet0071@email.cerrocoso.edu	3/12/2015 8:35 PM
20	adrian.unpingco0671@email.cerrocoso.edu	3/12/2015 5:29 PM
21	Hakrista@aol.com	3/12/2015 4:21 PM
22	nicole.davis1984@email.cerrocoso.edu	3/12/2015 3:54 PM
23	guidingu2money@gmail.com	3/12/2015 1:25 PM
24	vanessa.lasquade2121@email.bakersfieldcollege.edu	3/12/2015 1:19 PM
25	shewvan.sk@gmail.com	3/12/2015 12:53 PM
26	julian.sanders1996@email.bakersfieldcollege.edu	3/12/2015 12:41 PM
27	maria.diaz@portervillecollege.edu	3/12/2015 11:14 AM
28	marthaherman.47@gmail.com	3/11/2015 10:34 PM
29	Janefrances.onukog1970@cerrocso.edu	3/11/2015 9:23 PM
30	BaileyCroll@gmail.com	3/11/2015 8:00 PM
31	theresa.stone63@email.cerrocoso.edu	3/11/2015 7:15 PM

Spring 2015 Student Experience Survey

32	jamie.schwindt2727@email.cerrocoso.edu	3/11/2015 6:39 PM
33	fmler1790@gmail.com	3/11/2015 6:10 PM
34	Oscar.e.hernandez87@gmail.com	3/11/2015 4:51 PM
35	516 Commercial Ave. Apt B Ridgecrest, CA 93555	3/11/2015 4:47 PM
36	nielsonash@gmail.com	3/11/2015 3:58 PM
37	taylor.moore1457@email.cerrocoso.edu	3/11/2015 2:59 PM
38	nesral121@gmail.com	3/11/2015 2:11 PM
39	thorn925@msn.com	3/11/2015 2:01 PM
40	deidre.nehr1683@email.cerrocoso.edu	3/11/2015 1:40 PM
41	maria.gonzalez3370@email.cerrocoso.edu	3/11/2015 1:09 PM
42	mjhsantaclara14@yahoo.com	3/11/2015 12:29 PM
43	sydni.stovall1995@email.bakersfieldcollege.edu	3/11/2015 11:04 AM
44	cheryl.hames0308@email.cerrocoso.edu	3/11/2015 10:52 AM
45	nicole.fouts1997@email.cerrocoso.edu	3/11/2015 9:37 AM
46	daddyslitlebyte@gmail.com	3/11/2015 8:27 AM
47	ftippetts@icloud.com	3/11/2015 8:22 AM
48	Lcsharp09@hotmail.com	3/11/2015 7:36 AM
49	jennifer.ewbank5432@email.cerrocoso.edu	3/11/2015 2:34 AM
50	hodgeswd@yahoo.com	3/10/2015 11:36 PM
51	shelby.hersley.sh@gmail.com	3/10/2015 10:01 PM
52	pamela.giddens@email.cerrocoso.edu	3/10/2015 9:17 PM
53	kariekarie@suddenlink.net	3/10/2015 6:28 PM
54	april.foster1990@email.cerrocoso.edu	3/10/2015 5:13 PM
55	Baileykimberly94@gmail.com	3/10/2015 5:00 PM
56	RColin9024@yahoo.com	3/10/2015 4:59 PM
57	mariana.gray4673@email.cerrocoso.edu	3/10/2015 4:15 PM
58	hamilton_house@ymail.com	3/10/2015 3:24 PM
59	arielle.hoekstra6690@email.cerrocoso.edu	3/10/2015 3:06 PM
60	susan.ramos9698@email.cerrocoso.edu	3/10/2015 1:21 PM
61	candacemeadors15@gmail.com	3/10/2015 1:20 PM
62	beachytam@yahoo.com	3/10/2015 12:44 PM
63	megan.harvey8295@email.bakersfieldcollege.edu	3/10/2015 12:41 PM
64	ronacadiz@yahoo.com	3/10/2015 12:26 PM
65	michael.sanders1993@email.cerrocoso.edu	3/10/2015 12:00 PM
66	amanda.yarbrough1234@email.cerrocoso.edu	3/10/2015 11:14 AM
67	macadoodie@live.com	3/10/2015 11:06 AM
68	tina.lahuillier3352@email.cerrocoso.edu	3/10/2015 10:57 AM
69	itsasoccerthing@hotmail.com	3/10/2015 10:55 AM

Spring 2015 Student Experience Survey

70	jennifer.castro1993@yahoo.com	3/10/2015 10:51 AM
71	kylegbriggs@gmail.com	3/10/2015 9:35 AM
72	ross@rosskramer.com	3/10/2015 9:21 AM
73	ejaj23@hotmail.com	3/10/2015 9:13 AM
74	jordann.lares@hotmail.com	3/10/2015 8:30 AM
75	hester.grove@hotmail.com	3/10/2015 8:25 AM
76	Krystal.puls1994@email.bakersfieldcollege.edu	3/10/2015 8:07 AM
77	9015 apache dr weldon, ca 93283	3/10/2015 7:04 AM
78	joelwhitcomb@yahoo.com	3/10/2015 2:05 AM
79	norlet36@hotmail.com	3/10/2015 1:59 AM
80	ma.dedace1718@email.cerrocoso.edu	3/10/2015 1:11 AM
81	cynthiashay4@outlook.com	3/9/2015 11:13 PM
82	Tish.Huckaby@cerrocosoemail.edu	3/9/2015 11:10 PM
83	jason.brazeal4765@email.cerrocoso.edu	3/9/2015 11:01 PM
84	ma.gallegos8053@email.cerrocoso.edu	3/9/2015 10:50 PM
85	sophie.walker1929@email.cerrocoso.edu	3/9/2015 10:20 PM
86	pearl.basaldua7701@portervillecollege.edu	3/9/2015 9:54 PM
87	megan.knight-bulmer0707@email.cerrocoso.edu	3/9/2015 9:54 PM
88	Michael.mower7391@email.cerrocoso.edu	3/9/2015 9:38 PM
89	keccm@sbcglobal.net	3/9/2015 9:35 PM
90	chris.mendoza1414@email.cerrocoso.edu	3/9/2015 9:33 PM
91	sandra.mcintosh6696@email.cerrocoso.edu	3/9/2015 9:22 PM
92	yen.luong6560@email.cerrocoso.edu	3/9/2015 9:08 PM
93	hamid.muhammad0225@email.cerrocoso.edu	3/9/2015 8:15 PM
94	drabinbrod@yahoo.com	3/9/2015 8:03 PM
95	wendy.morquecho@gmail.com	3/9/2015 7:34 PM
96	gordon.strauss2323@email.cerrocoso.edu	3/9/2015 7:34 PM
97	savannah.homan2903@email.cerrocoso.edu	3/9/2015 6:25 PM
98	pauline.nguyen0318@email.cerrocoso.edu	3/9/2015 6:22 PM
99	evelyn.hanson@sbcglobal.net	3/9/2015 6:18 PM
100	joshua.smith2626@email.cerrocoso.edu	3/9/2015 5:56 PM
101	Christina.peters1974@email.cerrocoso.edu	3/9/2015 5:48 PM
102	andrezack@gmail.com	3/9/2015 5:32 PM
103	lawana.vasquez4721@emailcerrocoso.edu	3/9/2015 5:30 PM
104	paulrunnells@hotmail.com	3/9/2015 5:02 PM
105	tbryant6942@gmail.com	3/9/2015 4:39 PM
106	awesomehartman@gmail.com	3/9/2015 4:33 PM
107	melanie.anderson0322@email.cerrocoso.edu	3/9/2015 4:32 PM

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108	ginafelter@yahoo.com	3/9/2015 4:23 PM
109	korinne.sullivan4774@email.cerrocoso.edu	3/9/2015 4:16 PM
110	laura.hutapea0506@email.cerrocoso.edu	3/9/2015 4:08 PM
111	a67chevyimpala@gmail.com	3/9/2015 4:01 PM
112	bonalesg@gmail.com	3/9/2015 3:59 PM
113	sean.heaton2424@email.cerrocoso.edu	3/9/2015 3:50 PM
114	jillm85jimp@comcast.net	3/9/2015 3:41 PM
115	Natalie.Kuttor1255@email.cerrocoso.edu	3/9/2015 3:28 PM
116	jackiego4@aol.com	3/9/2015 3:18 PM
117	jennifer.yule1996@email.cerrocoso.edu	3/9/2015 3:18 PM
118	sharon.nelson0511@email.cerrocoso.edu	3/9/2015 3:11 PM
119	tiarasmith52@gmail.com	3/9/2015 3:10 PM
120	arielle.a.rey@gmail.com	3/9/2015 3:07 PM
121	Jessica.morse9993@email.cerrocoso.edu	3/9/2015 2:53 PM
122	kassandra.solis1306@email.bakersfieldcollege.edu	3/9/2015 2:33 PM
123	lilianasalazar_88@hotmail.com	3/9/2015 2:09 PM
124	sarah.rizwan1979@email.cerrocoso.edu	3/9/2015 2:08 PM
125	jonathan.burkett1234@email.cerrocoso.edu	3/9/2015 2:00 PM
126	gregory.ardoin4268@email.bakersfieldcollege.edu	3/9/2015 1:59 PM
127	sara.matisse@gmail.com	3/9/2015 1:59 PM
128	bethany.cauley6689@email.cerrocoso.edu	3/9/2015 1:58 PM
129	lisabeth.harris4625@email.bakersfieldcollege.edu	3/9/2015 1:57 PM
130	eric.warda13@gmail.com	3/9/2015 1:30 PM
131	jaime.knox5269@email.cerrocoso.edu	3/9/2015 1:26 PM
132	evelyn.acevedo@email.portervillecollege.edu	3/9/2015 1:22 PM
133	noles_817@hotmail.com	3/9/2015 1:20 PM
134	Manyworlds9@aol.com	3/9/2015 1:18 PM
135	weaverlisa94@gmail.com	3/9/2015 1:12 PM
136	ramah_smithson@yahoo.com	3/9/2015 1:05 PM
137	tatemertche89@gmail.com	3/9/2015 1:04 PM
138	lcmiramontes@hotmail.com	3/9/2015 1:03 PM
139	tonyascox@gmail.com	3/9/2015 1:02 PM
140	mckb33@sbcglobal.net	3/9/2015 12:55 PM
141	angela.geiger1223@email.bakersfieldcollege.edu	3/9/2015 12:47 PM
142	Jolee.ash@email.cerrocoso.edu	3/9/2015 12:42 PM
143	bribrisbreads@gmail.com	3/9/2015 12:42 PM
144	moline.janineb@gmail.com	3/9/2015 12:37 PM
145	britney.johnson0821@email.cerrocoso.edu	3/9/2015 12:37 PM

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146	Trissiem_97@yahoo.com	3/9/2015 12:36 PM
147	kristinapetroaie1986@email.cerrocoso.edu	3/9/2015 12:35 PM
148	cello3violins@rocketmail.com	3/9/2015 12:25 PM
149	melissa.johnson1923@email.cerrocoso.edu	3/9/2015 12:24 PM
150	awkline82@gmail.com	3/9/2015 12:16 PM
151	ruffus.harper1995@email.cerrocoso.edu	3/9/2015 12:14 PM
152	brenda.sepulveda4611@email.cerrocoso.edu	3/9/2015 12:12 PM
153	alisha.berthelot@email.cerrocoso.edu	3/9/2015 12:12 PM
154	shannon.amerine1002@email.cerrocoso.edu	3/9/2015 12:11 PM
155	reneewhitman58@gmail.com	3/9/2015 12:11 PM
156	vanesa.veloz1988@email.cerrocoso.edu	3/9/2015 12:09 PM
157	mail4kripa@yahoo.com	3/9/2015 12:03 PM
158	mlpelzer@hotmail.com	3/9/2015 11:59 AM
159	CONNIE,QUEVEDO2014@BAKERSFIELDCOLLEGE.EDU	3/9/2015 11:54 AM
160	tlmd815@gmail.com	3/9/2015 11:51 AM
161	de_wwl@yahoo.com	3/9/2015 11:43 AM
162	amanda.conway1169@email.cerrocoso.edu	3/9/2015 11:40 AM
163	chandra-patrick1977@email.cerrocoso.edu	3/9/2015 11:36 AM
164	hamilton.srk@gmail.com	3/9/2015 11:34 AM
165	eric.blevins7346@email.cerrocoso.edu	3/9/2015 11:31 AM
166	jim.haws@yahoo.com	3/9/2015 11:30 AM
167	andrea.whittemore2382@email.cerrocoso.edu	3/9/2015 11:27 AM
168	Lebroak2@yayoo.com	3/9/2015 11:27 AM
169	sarah.barros2008@email.cerrocoso.edu	3/9/2015 11:27 AM
170	joshua.winslow1234@email.cerrocoso.edu	3/9/2015 11:26 AM
171	gabyy.guerrero57@gmail.com	3/9/2015 11:26 AM
172	terrorofducks@gmail.com	3/9/2015 11:19 AM
173	xylia.ocampo1234@email.ceremonial.edu	3/9/2015 11:18 AM
174	sportyashley13@yahoo.com	3/9/2015 11:18 AM
175	justin.weich1928@email.cerrocoso.edu	3/9/2015 11:16 AM
176	npruitt52@yahoo.com	3/9/2015 8:17 AM
177	sandy.graves7277@email.cerrocoso.edu	3/8/2015 11:49 AM
178	hearddiane1@yahoo.com	3/6/2015 7:51 PM
179	autodidactic@verizon.net	3/6/2015 1:15 PM
180	sherrilyn.scott3188@email.cerrocoso.edu	3/6/2015 12:00 PM
181	irishjim5@gmail.com	3/6/2015 9:47 AM
182	trisha.laswon1101@email.cerrocoso.edu	3/6/2015 8:50 AM
183	sarah.knemeyer1435@email.cerrocoso.edu	3/5/2015 7:18 PM

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184	gage.ramlose@email.cerrocoso.edu	3/3/2015 11:52 PM
185	mariela.germann1304@email.cerrocoso.edu	3/3/2015 4:48 PM
186	kerry.ashley6647@email.cerrocoso.edu	3/3/2015 3:12 PM
187	brandy.park5757@email.cerrocoso.edu	3/3/2015 2:45 PM
188	rita.solorio1989@email.cerrocoso.edu	3/3/2015 2:35 PM
189	daniel.owens0623@email.bakersfieldcollege.edu	3/3/2015 2:31 PM
190	freebeemee@hotmail.com	3/3/2015 2:15 PM
191	bluedeer.haro@gmail.com	3/3/2015 12:07 PM
192	justin.cofield1969@email.cerrocoso.edu	3/3/2015 11:33 AM
193	jessica.foisy@email.cerrocoso.edu	3/3/2015 9:02 AM
194	kim.southerland3692@email.cerrocoso.edu	3/2/2015 10:10 PM
195	juliegirl@mchsi.com	3/2/2015 8:50 PM
196	ty.poncho4466@email.cerrocoso.edu	3/2/2015 7:53 PM
197	shannon.surico1680@email.cerrocoso.edu	3/2/2015 7:22 PM
198	jn852@att.net	3/2/2015 5:48 PM
199	martin.weit1234@email.cerrocoso.edu	3/2/2015 3:36 PM
200	juliet.dunn1982@email.cerrocoso.edu	3/2/2015 1:31 PM
201	reagan.wolfe1964@email.bakersfieldcollege.edu	3/2/2015 1:28 PM
202	naners99@hotmail.com	3/2/2015 10:30 AM
203	josephinediego@sbcglobal.net	3/2/2015 12:17 AM
204	elenalewis@mac.com	3/1/2015 11:38 PM
205	abbygail.edulag21207@email.cerrocoso.edu	3/1/2015 10:59 PM
206	crystal.alexander1991@email.cerrocoso.edu	3/1/2015 10:58 PM
207	Robin.becker@email.cerrocoso.org	3/1/2015 10:52 PM
208	irma.sandoval1950@email.cerrocoso.edu	3/1/2015 9:10 PM
209	christine.hodge1234@email.cerrocoso.edu	3/1/2015 8:20 PM
210	meritzel.herrera9689@email.cerrocoso.edu	3/1/2015 8:09 PM
211	desbah.lewis2013@email.cerrocoso.edu	3/1/2015 7:56 PM
212	mario.enriquez1234@email.bakersfieldcollege.edu	3/1/2015 5:37 PM
213	shaun.r.reitman@gmail.com	3/1/2015 2:13 PM
214	Eileen.dougherty3333@email.cerrocoso.edu	3/1/2015 12:47 PM
215	angieelizabeth53@yahoo.com	3/1/2015 12:39 PM
216	C.E.Leffler@gmail.com	3/1/2015 11:20 AM
217	annette.verity1278@email.cerrocoso.edu	3/1/2015 9:33 AM
218	brian.law5869@email.cerrocoso.edu	3/1/2015 9:27 AM
219	charris.gabaldon@gmail.com	3/1/2015 8:38 AM
220	ksulli50@gmail.com	3/1/2015 12:01 AM
221	Gloria.middleton1366@email.cerrocoso.edu	2/28/2015 10:44 PM

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222	amber.payne1234@email.cerrocoso.edu	2/28/2015 9:49 PM
223	job.flores8990@email.cerrocoso.edu	2/28/2015 8:18 PM
224	CASEYALMODOVAR3298@EMAIL.CERROCOSO.EDU	2/28/2015 7:04 PM
225	rd_gardens@hotmail.com	2/28/2015 6:59 PM
226	kdors2003@yahoo.com	2/28/2015 6:09 PM
227	bjdv6326@gmail.com	2/28/2015 4:32 PM
228	my3dragonflykids@yahoo.com	2/28/2015 1:44 PM
229	clauderomanchuk1953@email.cerrocoso.edu	2/28/2015 1:27 PM
230	sabina.cannizzaro7263@email.cerrocoso.edu	2/28/2015 1:20 PM
231	kristi.dibble1994@email.cerrocoso.edu	2/28/2015 12:58 PM
232	sean.daugherty2013@email.cerrocoso.edu	2/28/2015 12:49 PM
233	tonya.maldonado2941@email.cerrocoso.edu	2/28/2015 9:32 AM
234	demetrioramirez@earthlink.net	2/28/2015 6:32 AM
235	cristinahardwick@live.com	2/28/2015 12:31 AM
236	antonio.delacruz3787@email.cerrocoso.edu	2/27/2015 11:43 PM
237	chacktuck@yahoo.com or edwin.tucker6929@email.bakersfieldcollege.edu	2/27/2015 11:12 PM
238	bobbie.hansen1527@email.cerrocoso.edu	2/27/2015 10:56 PM
239	jones.shelby4@gmail.com	2/27/2015 10:54 PM
240	sulematalamantes@gmail.com	2/27/2015 10:37 PM
241	jason.whitacre3561@email.bakersfieldcollege.edu	2/27/2015 10:33 PM
242	adam.jenkins@email.cerrocoso.edu	2/27/2015 8:50 PM
243	moriah.garrison1996@email.cerrocoso.edu	2/27/2015 8:29 PM
244	cynthia.mikiel1198@email.cerrocoso.edu	2/27/2015 8:23 PM
245	alejandro.tellez9446@email.cerrocoso.edu	2/27/2015 8:00 PM
246	cindy.jewett9010@email.cerrocoso.edu	2/27/2015 7:56 PM
247	michelle.whitford@email.cerrocoso.edu	2/27/2015 7:51 PM
248	jamette.bell5155@email.bakersfieldcollege.edu	2/27/2015 7:00 PM
249	michelleIndbrg@gmail.com	2/27/2015 6:03 PM
250	hollywood1166@hotmail.com	2/27/2015 5:40 PM
251	oceanbabe421@att.net	2/27/2015 5:26 PM
252	sgarcia2626@yahoo.com	2/27/2015 5:20 PM
253	edwardsc87@yahoo.com	2/27/2015 5:20 PM
254	david.wilson@email.bakersfieldcollege.edu	2/27/2015 2:19 PM
255	jennifer.brock3125@bakersfieldcollege.edu	2/27/2015 1:37 PM
256	kristinascrazyhouse@yahoo.com	2/27/2015 12:54 PM
257	jenna.havig0608@email.cerrocoso.edu	2/27/2015 12:53 PM
258	sarah.wersan2206@email.cerrocoso.edu	2/27/2015 12:47 PM
259	savannah.homan2903@email.cerrocoso.edu	2/27/2015 12:40 PM

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260	sabinak9@juno.com	2/27/2015 12:15 PM
261	kristen.franks2000@cerrocoso.edu	2/27/2015 12:05 PM
262	mekenna.golden@gmail.com	2/27/2015 12:05 PM
263	tonyascox@gmail.com	2/27/2015 11:49 AM
264	heather.bopp5848@email.cerrocoso.edu	2/27/2015 11:49 AM
265	aricia.leighton0525@bakersfieldcollege.edu	2/27/2015 11:39 AM
266	lakana.panergo2521@email.cerrocoso.edu	2/27/2015 11:22 AM
267	elizabeth.field1980@email.cerrocoso.edu	2/27/2015 11:11 AM
268	lori.robertson@email.cerrocoso.edu	2/27/2015 11:08 AM
269	ld_monte@yahoo.com	2/27/2015 11:02 AM
270	tracie.mccall3135@email.cerrocoso.edu	2/27/2015 10:56 AM
271	juanita.villa0205@email.bakersfieldcollege.edu	2/27/2015 10:54 AM
272	capaula@suddenlink.net	2/27/2015 10:25 AM
273	eric.guerrero6793@email.bakersfieldcollege.edu	2/27/2015 9:47 AM
274	patricia.good0711@email.cerrocoso.edu	2/27/2015 9:18 AM
275	doretha.krikac1007@email.cerrocoso.edu	2/27/2015 9:10 AM
276	tiacog@comcast.net	2/27/2015 9:04 AM
277	stefanie.jackson2873@email.cerrocoso.edu	2/27/2015 8:45 AM
278	candis.mittleberger1948@email.bakersfieldcollege.edu	2/27/2015 8:43 AM
279	chelsea.hunt1988@cerrocoso.edu	2/27/2015 8:07 AM
280	nara.jresat1984@email.cerrocoso.edu	2/27/2015 7:58 AM
281	cherylmaryaguilar@gmail.com	2/27/2015 7:58 AM
282	millersarah@yahoo.com	2/27/2015 1:00 AM
283	dutton.victoria@yahoo.com	2/27/2015 12:54 AM
284	mari.calderon92@gmail.com	2/27/2015 12:11 AM
285	adaisy03@yahoo.com	2/27/2015 12:07 AM
286	marissa.mistretta1992@email.cerrocoso.edu	2/26/2015 11:37 PM
287	Gabriela.rodriquez1279@email.cerrocoso.edu	2/26/2015 11:32 PM
288	Karina.sorenson1995@email.cerrocoso.edu	2/26/2015 11:27 PM
289	Bernadstephen@gmail.com	2/26/2015 11:23 PM
290	akzattack@hotmail.com	2/26/2015 11:11 PM
291	kseaman5998@gmail.com	2/26/2015 11:02 PM
292	eric.heisler1102@bakersfieldcollege.edu	2/26/2015 10:57 PM
293	Christian.Harwood1963@email.cerrocoso.edu	2/26/2015 10:55 PM
294	Angelica.davalos4412@email.bakersfieldcollege.edu	2/26/2015 10:50 PM
295	deidre.nehr1683@email.cerrocoso.edu	2/26/2015 10:43 PM
296	haaldre499@gmail.com	2/26/2015 10:33 PM
297	elise.howell1221@email.cerrocoso.edu	2/26/2015 10:32 PM

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298	gastelum.perla@yahoo.com	2/26/2015 10:24 PM
299	jared.saulque4556@email.cerrocoso.edu	2/26/2015 10:16 PM
300	harveyberman661@hotmail.com	2/26/2015 10:07 PM
301	daniel.strong0501@email.cerrocoso.edu	2/26/2015 10:06 PM
302	Mfu72@aol.com	2/26/2015 10:00 PM
303	chadwick.tina@ymail.com or tina.chadwick5760@email.cerrocoso.edu	2/26/2015 9:58 PM
304	kirsten.carroll2828@email.cerrocoso.edu	2/26/2015 9:56 PM
305	anthony.mcfarland9966@email.cerrocoso.edu	2/26/2015 9:54 PM
306	Kyle.livingston19@yahoo.com	2/26/2015 9:45 PM
307	sawnee.kennedy@email.cerrocoso.edu	2/26/2015 9:39 PM
308	entrepreneur1117@gmail.com	2/26/2015 9:32 PM
309	rmdavis93555@yahoo.com	2/26/2015 9:29 PM
310	mauricio.castro2701@email.cerrocoso.edu	2/26/2015 9:27 PM
311	linda.blackburn2929@email.cerrocoso.edu	2/26/2015 9:22 PM
312	jhembree@calpsychcare.com	2/26/2015 9:14 PM
313	guadalupe.velazquez2667@email.cerrocoso.edu	2/26/2015 9:08 PM
314	debra.anderson0621@email.cerrocoso.edu	2/26/2015 9:07 PM
315	kslafrance25@gmail.com	2/26/2015 8:59 PM
316	christen.huckstep1012@email.cerrocoso.edu	2/26/2015 8:54 PM
317	scbustamante14@yahoo.com	2/26/2015 8:52 PM
318	jakep4196@live.com	2/26/2015 8:49 PM
319	marlo.boudreaux1234@email.cerrocoso.edu	2/26/2015 8:46 PM
320	jilliandreamer303@yahoo.com	2/26/2015 8:40 PM
321	loretta.polhamus9413@bakersfieldcollege.edu	2/26/2015 8:39 PM
322	michael.walsten1694@email.cerrocoso.edu	2/26/2015 8:32 PM
323	karley.johnson0627@email.cerrocoso.edu	2/26/2015 8:31 PM
324	7606169037	2/26/2015 8:27 PM
325	scott.mccandless4563@email.cerrocoso.edu	2/26/2015 8:24 PM
326	donna.smith1987@email.cerrocoso.edu	2/26/2015 8:24 PM
327	Christopher.young1111@email.cerrocoso.edu	2/26/2015 8:18 PM
328	ryan.lent9999@email.cerrocoso.edu	2/26/2015 8:15 PM
329	Lisa.wallace1212@email.cerrocoso.edu	2/26/2015 8:15 PM
330	melissa.gutierrez1989@email.portervillecollege.edu	2/26/2015 8:06 PM
331	frances.ramsey0201@email.cerrocoso.edu	2/26/2015 8:05 PM
332	debby.webb4586@email.cerrocoso.edu	2/26/2015 7:59 PM
333	challice.neipp1988@email.cerrocoso.edu	2/26/2015 7:58 PM
334	irving.carrillo@email.cerrocoso.edu	2/26/2015 7:57 PM
335	jsell58@verizon.net	2/26/2015 7:46 PM

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336	marisol.alvarez1214@email.bakersfieldcollege.edu	2/26/2015 7:44 PM
337	karely.alferez@email.cerrocoso.edu	2/26/2015 7:40 PM
338	onsha21@hotmail.com	2/26/2015 7:37 PM
339	robertdeprez93@gmail.com	2/26/2015 7:36 PM
340	elizabeth.zimmerman0113@email.cerrocoso.edu	2/26/2015 7:35 PM
341	rita_trumbull@yahoo.com	2/26/2015 7:33 PM
342	useforrift@gmail.com	2/26/2015 7:29 PM
343	aubrey.landon5646@email.cerrocoso.edu	2/26/2015 7:20 PM
344	emma.ruano2323@email.cerrocoso.edu	2/26/2015 7:10 PM
345	Jasmine_wainscott@yahoo.com	2/26/2015 7:10 PM
346	elsa.rodriquez2012@email.cerrocoso.edu	2/26/2015 7:09 PM
347	lori.flint1763@email.cerrocoso.edu	2/26/2015 7:08 PM
348	connie.st2556@email.bakersfieldcollege.edu	2/26/2015 7:05 PM
349	colleen.mcguire1400@email.cerrocoso.edu	2/26/2015 7:04 PM
350	faasuka.lutu1981@email.cerrocoso.edu	2/26/2015 7:04 PM
351	jessica.keith@email.cerrocoso.edu	2/26/2015 7:02 PM
352	matthew.taylor0723@email.cerrocoso.edu	2/26/2015 6:55 PM
353	israel.rivera7202@email.cerrocoso.edu	2/26/2015 6:54 PM
354	stephanee.whiteley@yahoo.com	2/26/2015 6:44 PM
355	bdf1013@gmail.com	2/26/2015 6:44 PM
356	rainee2123@gmail.com	2/26/2015 6:43 PM
357	brenda.meiners1228@email.cerrocoso.edu	2/26/2015 6:40 PM
358	kristen.groves@email.cerrocoso.edu	2/26/2015 6:38 PM
359	jan.go1234@email.cerrocoso.edu	2/26/2015 6:37 PM
360	evd13@aol.com	2/26/2015 6:36 PM
361	camille.mcgee1986@email.cerrocoso.edu	2/26/2015 6:32 PM
362	christene.welton0816@email.bakersfieldcollege.edu	2/26/2015 6:32 PM
363	pickey_mickeymouse@yahoo.com	2/26/2015 6:31 PM
364	tazehale@hotmail.com	2/26/2015 6:30 PM
365	KristinInoles@yahoo.com	2/26/2015 6:30 PM
366	keegan.richardson4392@email.cerrocoso.edu	2/26/2015 6:27 PM
367	chapmanema@gmail.com	2/26/2015 6:23 PM
368	jcdesigns146@yahoo.com	2/26/2015 6:23 PM
369	Laura.banister4935@email.cerrocoso.edu	2/26/2015 6:20 PM
370	lisa.wyly0124@email.cerrocoso.edu	2/26/2015 6:17 PM
371	aprilbop@yahoo.com	2/26/2015 6:14 PM
372	pablo.apodaca1995@cerrocoso.edu	2/26/2015 6:13 PM
373	becky.hall@emai.cerrocoso.edu	2/26/2015 6:13 PM

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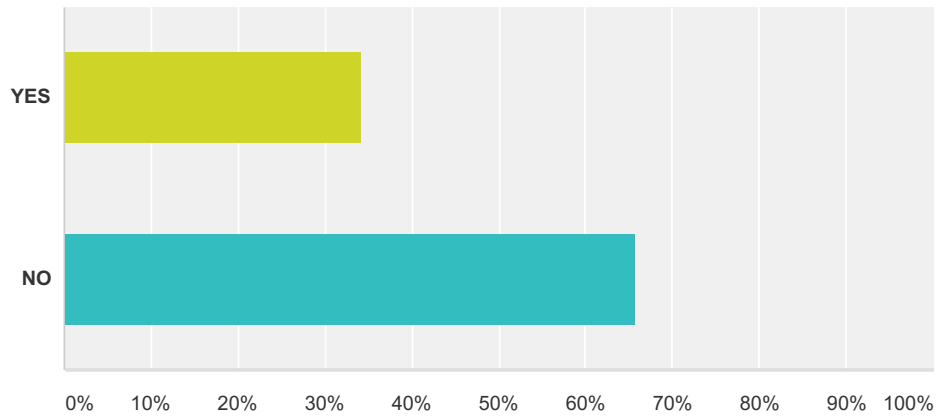
374	ELIZABETH.CORTES0205@EMAIL.CERROCOSO.EDU	2/26/2015 6:09 PM
375	rachel.schultz1243@email.cerrocoso.edu	2/26/2015 6:07 PM
376	mishafmurphy@gmail.com	2/26/2015 6:05 PM
377	victoria.vondohlen1888@email.cerrocoso.edu	2/26/2015 6:04 PM
378	kari.eves1987@email.bakersfieldcollege.edu	2/26/2015 6:02 PM
379	Jason.Hamblin1212@cerrocoso.edu	2/26/2015 6:02 PM
380	lisa.killman@email.cerrocoso.edu	2/26/2015 5:57 PM
381	mariannehepburn@yahoo.com	2/26/2015 5:54 PM
382	burgfam2001@gmail.com	2/26/2015 5:52 PM
383	danilee.taylor@runbox.com	2/26/2015 5:51 PM
384	archana.sugnani1396@cerrocoso.edu	2/26/2015 5:50 PM
385	XYLIA.OCAMPO1234@EMAIL.CERROCOSO.EDU	2/26/2015 5:49 PM
386	kaitlyn.morgan0711@email.bakersfieldcollege.edu	2/26/2015 5:49 PM
387	jose.hernandez4984@email.cerrocoso.edu	2/26/2015 5:49 PM
388	caitlinpaterson@msn.com	2/26/2015 5:46 PM
389	angilique.rowe2249@email.cerrocoso.edu	2/26/2015 5:46 PM
390	Hannah.small1994@email.cerrocoso.edu	2/26/2015 5:46 PM
391	Emily.Moore0498@email.bakersfieldcollege.edu	2/26/2015 5:45 PM
392	jennifer.stucker0214@email.cerrocoso.edu	2/26/2015 5:44 PM
393	mrschief@wildblue.net	2/26/2015 5:44 PM
394	sandy.morales2107@email.cerrocoso.edu	2/26/2015 5:43 PM
395	valerie.avitto1717@email.cerrocoso.edu	2/26/2015 5:43 PM
396	sterlingfairfield@gmail.com	2/26/2015 5:42 PM
397	shaydeebie@yahoo.com	2/26/2015 5:39 PM
398	tylerrobinson73@icloud.com	2/26/2015 5:39 PM
399	m_endo@live.com	2/26/2015 5:39 PM
400	greg.brundage0822@email.cerrocoso.edu	2/26/2015 5:39 PM
401	joseph.mondragon3196@email.cerrocoso.edu	2/26/2015 5:39 PM
402	Forrest.lloyd6688@e-mail.cerrocoso.edu	2/26/2015 5:38 PM
403	Craig.earnest4606@email.bakersfieldcollege.edu	2/26/2015 5:38 PM
404	sandra.foreback@gmail.com	2/26/2015 5:38 PM
405	jessicadelgado85@live.com	2/26/2015 5:37 PM
406	1337.dudekota@gmail.com	2/26/2015 5:37 PM
407	pui.chan0520@email.cerrocoso.edu	2/26/2015 5:36 PM
408	steffeni.moreno4567@email.cerrocoso.edu	2/26/2015 5:36 PM
409	sabrina.wilson0405@gmail.com	2/26/2015 5:36 PM
410	David.diaz1985@email.cerrocoso.edu	2/26/2015 5:36 PM
411	azien.cruz@gmail.com	2/26/2015 5:35 PM

Spring 2015 Student Experience Survey

412	humedragon301@yahoo.com	2/26/2015 5:34 PM
413	dirksolo@hotmail.com	2/26/2015 5:34 PM
414	matthew.fehring1111@email.cerrocoso.edu	2/26/2015 5:34 PM
415	angela.teslaa7383@email.cerrocoso.edu	2/26/2015 5:34 PM
416	tasmainia300@gmail.com	2/26/2015 5:33 PM
417	annamarienelson14@hotmail.com	2/26/2015 5:33 PM
418	jordan.buchan@sbcglobal.net	2/26/2015 5:32 PM
419	heather.stantial5115@email.cerrocoso.edu	2/26/2015 5:32 PM
420	William.Oconnor4925@email.cerrocoso.edu	2/26/2015 5:32 PM
421	pricilla.lentz@hotmail.com	2/26/2015 5:30 PM
422	ryanford118@att.net	2/26/2015 5:30 PM
423	debanncastro@gmail.com	2/26/2015 5:30 PM
424	ghenafur@hotmail.com	2/26/2015 5:30 PM
425	Sophiabalkar@yahoo.com	2/26/2015 5:29 PM
426	candice.salazar6168@email.cerrocoso.edu	2/26/2015 5:28 PM
427	devinsutton90@gmail.com	2/26/2015 5:27 PM
428	Hernandez.brooke@yahoo.com	2/26/2015 5:27 PM
429	j.s.thomas07@gmail.com	2/26/2015 5:27 PM
430	Qt_valencia@hotmail.com	2/26/2015 5:27 PM
431	alecbaetge12@yahoo.com	2/26/2015 5:26 PM
432	megan.budlong6284@email.cerrocoso.edu	2/26/2015 5:25 PM
433	richimininger20@gmail.com	2/26/2015 5:25 PM
434	jessig16@hotmail.com	2/26/2015 5:24 PM

Q58 Cerro Coso will also be conducting Student Inquiry groups on the survey results. Please select YES below if you would be willing to participate in a Student Inquiry group for the college. If you are not local to one of our campuses, arrangements can be made for you to participate in a Student Inquiry group at-a-distance.

Answered: 506 Skipped: 18



Answer Choices	Responses
YES	34.19% 173
NO	65.81% 333
Total	506

Admissions and Records Department

Annual Planning for Academic Year 2015-2016

Planning Year 2014

Description Of Department/Unit

Mission/Connection to College Mission

The Admissions and Records Office supports the mission of Cerro Coso Community College by providing comprehensive service to our customers; students, faculty, staff, and the community. Services include helping student's complete their application and registration, maintaining student records and implementing processes that adhere to KCCD Board Policy and best practices. This service is characterized as respectful, accurate, efficient, equitable, and effective.

Student Equity

Student Equity

A gap was found between the Hispanic population and the overall student population in attaining a certificate, degree and/or transfer. The Hispanic student population has increased from 22.94% in Fall 2011 to 35.62% for a total of 1363 students in Spring 2014. (CA Chancellors office MIS Data Mart report) The Hispanic student population is the second largest population with the first being the white/non hispanic population at 50.2% or 1921 students. The Admissions and Records office will need to address the needs of this growing population from the initial student contact to student completion. In our plans we will include having materials translated into spanish and meeting with the new Latino club on campus to gain their perspective to help identify possible barriers with our current A & R procedures.

Another gap was found when comparing success rates of economically disadvantaged students to the general student population. Students who received financial aid were less successful than students not receiving financial aid by 4 percentage points. A & R is responsible for the "drop for non-payment" process each semester. Over the last two years the consistency of this process has improved. This has brought to our attention that many of the students on the list are expecting the Board of Governors Waiver but may not have the paperwork completed. To assist these students, beginning in Fall 2014, the A & R office sends an email reminder to all students on the drop for non payment list giving them one extra week to take care of fees. This process cut the list down by 1/3 or over 100 students. Most of the students were financial aid students who were confused on the new aid year and new paperwork for the waiver needed to be submitted.

Review And Planning

Progress Made on Program Review

Admission and Records

Year of Last Program Review:

2008/2009

Progress in the last year on Three-Year Strategies:

Progress in the last year on Six-Year Strategies:

Admission and Records

Year of Last Program Review:

2008/2009

Progress in the last year on Three-Year Strategies:

Progress in the last year on Six-Year Strategies:

Progress Made on Outcome Assessment

Admissions and Records services were delivered in a timely manner

Type:

AUO

Semester Assessed:

Spring 2014

Target Missed/Gap Detected:

16% online students and 13% onsite students reported dissatisfaction with the timeliness of service from A & R on the Spring 2012 survey.

Analysis and Plan:

Admissions and Records has improved timeliness of service with records showing 24 hours average call back time throughout the semester and 48 average call back time during peak enrollment periods at the beginning of each semester. An A & R Technician II was hired in Summer 2014 providing additional assistance to students at the counter, students calling in, veterans certifications and general information. Overall Student service has increased in A & R including:

- 528 temporary parking permits, 268 semester parking permits- new policy
- 945 incoming transcripts scanned
- 222 students enrolled in tutoring- new process for A & R
- 1596 3rd party contracts
- 508 student updates

Upcoming implementation of new procedures include putting transcripts on student's record upon receipt and implementing an appeal process for new Board of Governors fee waiver requirements. Included in our planning is the continued analysis of manual processes for possible automation. Automating processes will relieve time the A & R staff spend with manual task providing increased time for student contact.

The A & R Office has increased their focus on student customer service over the last 2 years that included training in customer service, trainings at the site locations while creating a customer friendly office environment. With the increased "desk work" in the A & R department, it is important to continue that focus and increase student input when assessing student satisfaction. At this time the key opportunity for student input is a survey given every other year. To increase the opportunity for student input, the A & R Department will have a comment box with "point of service" surveys.

Students will report that Admissions and Records service was helpful to very helpful

Type:

AUO

Semester Assessed:

Spring 2012

Target Missed/Gap Detected:

36% of online and 38% of onsite students indicated that the admissions application process was somewhat helpful to not helpful at all.

39% of online students and 42% of onsite students indicated that the registration process was somewhat to not helpful at all.

Analysis and Plan:

Students using the kiosk at the A & R window experienced delays or complete shut down of Kiosk on a regular basis. To address this issue, IPADS were implemented at the A & R window. During Fall 2014 registration, the IPADS were reliable providing consistant service to students walking in. Improvement plans in our strategies include implementing a program that walks students through the intake process, an increase of materials/guides available to students and a comment box with additional surveys provided on a continual basis.

Survey will be given to students in Fall 2014 at which time this will be reassessed.

Progress Made on Prior Year Initiatives

Ensure accuracy, consistency and currency of Admissions and Records processes, functions and information

Progress Made:

Consistency of information has been increased through regular A & R all staff meetings once a semester and as needed, District A & R Directors meeting attendance, and annual CCCACRO attendance by Director and A & R Technician. An A & R Technician has gone to sites to train employees at the front counters in Admission functions. Policies that have been clarified include the Residency Determination which has resulted in less incomplete forms/ denials in 13/14 compared to 12/13. Establishing written policies will be a continued goal for the A & R Office. An A & R Technician has been identified to oversee the gathering of written policies and creating an A & R Policies and Procedures Manual.

Focus on developing efficiencies and opportunities for automation of previously manual tasks in order to use staff time for direct student contact

Progress Made:

Processes are continually reviewed for increased efficiency and possible automoation. One process that this applies to is the enrollment process in the Admin Justice classes. As restricted classes and usually a separate population than the rest of the college, the A & R Technician was completing application for students, completing updates, creating a student ID and registering students in classes according to the roster provided by the Sherrifs Department. This not only created an increased workload for A & R staff, but confusion for the student who did not know their ID or password. Through collaborative efforts with the Admin Justice Instructor, Sherrifs Department and Vice President of Academic Affairs, the A & R office implemented new procedures has the student applying to the college, completing semester updates and enrolling in some of the classes. With the Sherrif's Department new regulations requiring more classes to maintain certification, these classes are expected to increase with an additional 700-900 students in the next year.

Degree Works was not fully implemented in 13/14 as projected. Data on courses by Catalog year had to be input for program to be useful for students and graduation evaluations. This process has been interrupted by Technical delays and access. The implementation will be a continued goal with a soft trail roll out Fall 2014 and Spring 2015.

Since processes were not streamlined at the district as previous planned, A & R hired a new Technician to increase direct student contact.

Initiatives for Next Academic Year

Initial Contact and First Year Student Assistance

Strategic Plan Goals Addressed:

1

Action Plan:

Increase assistance to students upon initial contact and during thier first year to improve student retention

- 1.) Provide help materials/guides on line and hard copies in English and Spanish- With the growing hispanic population, materials will be created in english and spanish. Help guides will be put on the A & R web page for ease of access and hard copies to ensure equal access.
- 2.) Implement EAD in Fall 2015 to assist students with quesitons and guides on the application/registration process- This program is

scheduled for implementation in Fall 2015. This will be an on line guide for students providing a logical, efficient flow of events to lessen students frustration in our current processes between departments.

3.) Fall 2014- live chat implemented to answer potential student's questions

Measure of Success:

Spring 2016- Student survey results will show that 80% or more students indicate the application and registration process as helpful. Retention Rate from Fall 2015 to Fall 2016 will increase from previous year. (Fall 2014 to Fall 2015)

Ratings from live chat contacts will average between 4 & 5.

Expected Completion:

June 30, 2016

Person Responsible:

Director of Admissions and Records, Admissions & Records Technician

Designed:

It is designed to increase student success

Student Experience:

First Year, Intake

Develop efficiencies and opportunities for automation of manual task to increase staff time for student contacts

Strategic Plan Goals Addressed:

1

Action Plan:

While the A & R Office has increased efficiencies as indicated earlier, additional task have been implemented due to policy or regulation changes. One policy implemented is the use of parking permits and the responsibility on the A & R Department to receive payments and issue permits. In Summer and Fall 2014, 268 semester permits and 528 temporary permits were issued in the A & R Office. Expected additional tasks are the banner input of transcripts when received and appeal for Board of Governor's waivers.

Action:

- 1.) End of Term automatic process- this will eliminate the class by class manual grade roll that the A & R Technician is currently doing
- 2.) Increase restricted classes open for students to register- continue especially in the Admin Justice classes applying different class titles so students can enroll in all classes
- 3.) Graduation audit through Degree Works- graduation audits will be completed through degree works once fully implemented
- 4.) Decrease or eliminate pick up options for parking permit having permits sent via mail. One day temporary parking stations in parking lot
- 5.) Dual monitors for 2 technicians and phone head sets to increase efficiency at desk.

Measure of Success:

The following will decrease in 15/16:

- 1.) Manual grades rolled by class
- 2.) Time to complete graduation evaluations
- 3.) Number of parking permits issued in A & R Office
- 4.) Number of students A & R Technician enrolled in restricted classes

Expected Completion:

Spring 2016

Person Responsible:

Director Admission & Records

Designed:

It is designed to improve internal unit operations

Student Experience:

2nd Year/Program Completion, First Year, Intake, Post-Graduation

Student Input

Strategic Plan Goals Addressed:

1

Action Plan:

Increase opportunities for students to give input on their experience with the Admissions and Records processes. While this information is collected in the student services survey in alternating years, it is not enough to provide continual assessment of our programs from the student's perspective.

- 1.) Survey collected from the live chat contacts
- 2.) Comment boxes at the A & R window and Site's front desk to assess our face to face service- this is a continued goal that was to be implemented Fall 2014 that will be pushed to Spring 2015
- 3.) Computer labs set up for orientation classes held by counseling. At this time, a group of students come to A & R after their orientation with long waiting to register for classes.

Measure of Success:

Increased Student satisfaction on surveys as changes are implemented.

Expected Completion:

Fully implemented Fall 2015

Person Responsible:

A & R Technicians

Designed:

It is designed to improve internal unit operations

Student Experience:

2nd Year/Program Completion, First Year, Intake

Resource Needs

Facilities

Information Technology

Two Technicians in the A & R Office need a second monitor to improve work efficiency. Three Technicians need wireless headphones to provide comfort with volume of calls

Marketing

Translation of materials in Spanish-

Professional Development

Staffing

Resource Requests

1000 Category - Certificated Positions

Location:

Priority:

Strategic Plan Goals Addressed:

Estimated Amount of Funding Requested:

, from .

Detailed Rationale:

2000 Category - Classified Staff

Location:

Priority:

Strategic Plan Goals Addressed:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

, from .

Detailed Rationale:

4000 Category - Supplies and Equipment

2 monitors and media cards

Location:

Ridgecrest/IWV

Priority:

High

Strategic Plan Goals Addressed:

1

Estimated Amount of Funding Requested:

500.00, One-time from General Fund.

Detailed Rationale:

The A & R Technicians have to pull up multiple screens when completing dialy task. Two technicians do not have dual monitors. Dual monitors allow multiple screens to be utilized at one time increasing efficiency while decreasing time to complete task. Estimated cost is \$250.00 for monitor and video card totaling \$500.00 for two.

Head phones

Location:

Ridgecrest/IWV

Priority:

High

Strategic Plan Goals Addressed:

1

Estimated Amount of Funding Requested:

675.00, One-time from General Fund.

Detailed Rationale:

A & R Technicians daily routine consist of a high volumn of phone calls. The headsets will provide comfort and decrease shoulder and neck tension with frequent phone usage. Estimated cost is \$225.00 each with a total cost of \$675.00.

5000 Category - Service, Utilities, and Operating Expenses

Location:

Priority:

Strategic Plan Goals Addressed:

Estimated Amount of Funding Requested:

, from .

Detailed Rationale:

6000 Category - Capital Outlay

Location:

Priority:

Strategic Plan Goals Addressed:

Estimated Amount of Funding Requested:

, from .

Detailed Rationale: