Welcome Cerro Coso Online Student!

You have been selected to take part in a very important survey that explores your experiences at Cerro Coso Community College. As part of our Continuous Process Improvement efforts, we really need your opinions and reflections on your experiences of our services as you pursue your educational goals. Without an understanding of your experiences with our services, we don't know if we got it right yet...

Your Responses are Confidential.

Any identifying information will not be associated with responses.

A random drawing for two 8GB 6th Generation iPOD Nano and other prizes will be drawn from the paper and online survey participants. If you wish to enter your name in the drawing, you can do so at the end of the survey. Names will be separated by the Research Office and forwarded to the official Drawing Box in Student Services.

COMPLETE SURVEY BY 5pm on APRIL 14, 2012 to be entered in the drawings. Drawings will be held April 20 and winners will be notified by phone and email.

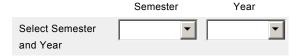
Only one entry per student. Students who have already taken the paper version (mailed to a random sample in Feb 2012), SHOULD NOT complete the online version.

P.S.: If you have withdrawn from all classes we would be grateful if you'd share your experiences and reason why (at the end in the comments box). You can still enter the drawing.

It's All Academic!

Tell us a little about your education intentions:

1. When was your FIRST semester at Cerro Coso Community College?



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

3.	Have	you	attended	college	elsewhere	?
		J		5 -		

O	Yes
0	No

4. If yes, wha	T CUITENTIV IS					
mostly attend	_	-	-	•	_	
Bakersfield Co	_		<u>.</u>	,		
	mmunity College					
Porterville Col	lege					
Other (please s	specify)					
5. At the begi	inning of this	semeste	r, how ma	nny units	credits did	you start
6. Approxima	tely how mar	ny total m	nits/credi [.]	ts will vo	u have at ti	he END റി
semester?		-y 10101 W		···· y		
7. How many	units/credits	did you d	drop/with	draw fro	n? (feel free	e to use t
7. How many page to desc		did you d	drop/withe	draw froi	m? (feel free	e to use t
_		did you d	drop/withe	draw froi	m? (feel free	e to use t
_	ribe why)	-	·	draw froi	m? (feel free	e to use t
page to desc	ribe why) ional goal is (-	·	draw froi	n? (feel free	e to use t
page to desc	ribe why) ional goal is (-	·	draw froi	m? (feel free	e to use t
page to desc 8. My education Promotion at w	ribe why) ional goal is (^{oork}	-	·	draw froi	n? (feel free	e to use t
Personal growth	ribe why) ional goal is (i ork h	-	·	draw froi	m? (feel free	e to use t
Personal growt To get a degree	ribe why) ional goal is (i ork th te	-	·	draw froi	m? (feel free	e to use t
Personal growt To get a degree To get a certification	ribe why) ional goal is (ork th te cate a 4-year	-	·	draw froi	m? (feel free	e to use t

Student	Experience	Survey										
	10. Please ma	rk the one	that most	t closely m	natches y	our overall						
	attendance at			unity Colle	ege:							
		Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online					
	I mostly attend one campus:	О	O	O	0	O	O					
11. Pleas	11. Please select the the one that most closely matches your overall attendance at Cerro											
Coso Co	mmunity Colle	ge:										
C I most a	ttend one campus											
C I mostly	attend one campus but t	ake some online	classes									
C I take m	ostly online classes but t	ake some classes	on the ground	(face-to-face)								
O I am an	online-only student at C	erro Coso										
Technol	ogy											
○ No	es, please answer questi											
	13. Where doe		-									
	☐ At Home		k	☐ At Cerro Co	oso							
	Other computer	location?										
	14. Does this daccess?	omputer h	ave relial	ble interne	et							
	O Yes											
	O No											

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

	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31+ hours
Surfing the internet	0	0	0	0	0	0
Checking and doing email	0	0	0	0	0	0
Doing homework/school projects	0	0	0	0	0	0
Accessing the internet on my smart phone	0	0	0	0	0	0
Using a computer at work	0	0	0	0	0	0
Using a computer at home	0	0	0	0	0	0

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

	Online	In person	On the phone	Over email	Through snail mail
Apply for admission to college	0	0	0	0	0
Check out information on my financial aid	0	0	0	0	0
Check out information on my classes	0	0	O	0	0
Find out which classes will apply to my degree/certificate	O	0	0	O	0
Send a transcript to another college to transfer there	0	0	0	0	O
Order a pizza	0	0	0	0	0

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

	Yes	No	Don't remember	Didn't take this placement test at Cerro Coso
Math Assessment Test	О	0	0	О
English Assessment Test	0	0	0	0
Reading Assessment Test	0	0	0	0

In the Beginning...

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

	Very Helpful	Somewhat Helpful	Not too helpful	Not at all Helpful	Did not participate	Was not aware of this enrollment service
College Catalog	0	0	0	0	0	0
Information available about programs, classes	0	0	0	0	0	0
College Enrollment Application	0	0	0	0	0	0
Orientation	0	0	0	0	0	0
Assessment testing	0	0	0	0	0	0
Counseling/advising for new students	0	0	0	0	0	0
Developing a student education plan	0	0	0	0	0	O
Registration process	0	0	0	0	\circ	O
Payment process	0	0	0	0	0	0
Purchasing of textbooks	0	0	\odot	0	0	0

19. 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:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know – N/A
Assistance of staff	0	0	0	0	\odot
Accuracy of information	0	\circ	\circ	0	\circ
Usefulness of information	0	0	0	0	0
Clarity of information	0	\circ	\circ	\circ	0
Timeliness of response of information	0	0	0	0	0
Staff Knowledge	0	\circ	\circ	\circ	\circ
Hours of operation	0	0	0	0	0
Overall quality of services	0	\circ	0	0	0

20. How often have you used the following services?

	0 never	1-2 times	3-5 times	6+ times	Not available at my campus
The Campus Bookstore	0	0	0	0	•
Student Financial Aid and Scholarships	O	0	0	0	0
The financial aid you received	0	0	0	0	0
Academic Counseling Services	0	0	0	0	0
Career Services	0	0	0	0	0
The Campus Library	0	0	0	0	0
The 24 hour library service	0	0	0	0	0
The Learning Resource Center	0	0	0	0	0
Tutoring Services	0	0	0	0	0
Computer Lab	0	0	0	0	0
Job Placement Services	0	0	0	0	0
The Child Development Center	0	0	0	0	0
Student Activities	0	0	0	0	0
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	0	0	0	0	0

21. Please rate your satisfaction with the following services.

(Rate your satisfaction only if you have used a particular service.)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
The Campus Bookstore	0	0	0	0
Student Financial Aid and Scholarships	0	0	0	0
The financial aid you received	O	0	0	0
Academic Counseling Services	\circ	0	0	0
Career Services	0	0	0	0
The Campus Library	\circ	0	0	0
The 24 hour library service	0	0	0	0
The Learning Resource Center	\circ	0	0	0
Tutoring Services	0	0	0	0
Computer Lab	\circ	0	0	0
Job Placement Services	0	0	0	0
The Child Development Center	\circ	\circ	0	0
Student Activities	0	0	0	0
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	0	0	0	0

Making Cents: Financial Aid \$ Scholarships

Yes

22. Have you ever	^r applied for financial	aid or scholars	hips at Cerro
Coso?			

0	No
23.	Have you ever filled out a FAFSA or BOG waiver?
0	Yes
0	No
24.	Have you ever received financial aid while attending Cerro Coso?
0	Yes
0	No

25. Have you ever gone to the Cerro Coso Financial Aid/Scholar	rships
Office or website for information on financial aid or scholarship	s?

0	Yes
0	No

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know N/A
Assistance of staff	0	0	0	0	0
Accuracy of information	0	0	0	0	0
Usefulness of information	0	0	0	0	0
Clarity of information	0	0	0	0	0
Timeliness of response of information	O	O	0	0	0
Staff Knowledge	0	0	0	0	0
Hours of operation	0	0	0	0	0
Overall quality of services	0	0	0	0	0

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

	Strongly agree	Agree	Disagree	Strongly disagree
Service from the Financial Aid/Scholarship Office helped me attend college at Cerro Coso	0	0	0	0
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	0	O	0	0
Financial aid is important to my ability to go or stay in college	0	0	0	0

28. If you have NOT us	sed a	ny of	f Cer	ro Co	so's	Fina	ancia
Aid/Scholarships Offic	e ser	vices	s, ple	ease	indic	cate	your
most primary reasons.	Rate	you	r firs	st and	d/or	seco	nd m
primary reasons in left	t colu	mn (use	a "1"	and	"2")	•
Hours of operation are inconvenient							
Not enough time in my schedule							
Unaware of services provides							
Don't know office location							
I do not understand how financial ai works or the process	d						
Do not need							
I don't think I'd qualify							
Other							
g the Books, Bucks, 29. During this current hours do you spend in	sem a typ	este pical	r, ab 7-da	y we	ek?	(Mar	k
29. During this current	sem a typ	este pical ng ho	r, ab 7-da ours ₆₋₁₀	y we for e	ek? ach	(Mar row) ³¹⁻⁴⁰	'k 41+
29. During this current hours do you spend in	sem a typ licati	este pical ng ho	r, ab 7-da ours ₆₋₁₀	y we for e	ek? ach	(Mar row) ³¹⁻⁴⁰	'k 41+
29. During this current hours do you spend in the box at the right ind	sem a typ licati	este pical ng ho 1-5 hours	r, ab 7-da ours 6-10 hours	for e	ek? ach 21-30 hours	(Mar row) 31-40 hours	41+ hours
29. During this current hours do you spend in the box at the right ind	sematyr a tyr licati	ester pical ng ho 1-5 hours	r, abours 6-10 hours	for e 11-20 hours	ek? ach 21-30 hours	(Mar row) 31-40 hours	41+ hours
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus?	a typlicati	este pical ng ho 1-5 hours	r, ab 7-da Ours 6-10 hours	for e 11-20 hours	ek? ach 21-30 hours	(Marrow) 31-40 hours	41+ hours
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team	a typlicati	ester pical ng ho 1-5 hours	r, ab 7-da ours 6-10 hours	for e 11-20 hours	ek? ach 21-30 hours	(Marrow) 31-40 hours	41+ hours C C
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in	s sema typlication	esteroical ng hours hours	r, abours 6-10 hours C	for e 11-20 hours C	ek? ach 21-30 hours	(Marrow) 31-40 hours	41+ hours C C C
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus	a typlicati	esteroical ng ho	r, abours 6-10 hours C	hy we for e 11-20 hours	eek? ach 21-30 hours	(Marrow) 31-40 hours C C C	41+ hours C C C
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities?	a typlicati	esteroical ng ho	r, abours 6-10 hours 0	hy we for e 11-20 hours	ek? ach 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities? Exercising/working out? In the Cerro Coso Community	sematyplicati	esteroical ng ho	r, abours 6-10 hours C C C C	hy we for e 11-20 hours	ek? ach 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C C
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities? Exercising/working out? In the Cerro Coso Community College Library?	sematyplicati	esteroical ng ho	r, abours 6-10 hours C C C C	hy we for e 11-20 hours	ek? ach 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C C

	Experience S	Surve	V		
	31. Did you kn			e your C	oyote Ca
	town?				
	C Yes				
	C No				
eli	ng Center Se	rvices			
			1		
	32. How often	have y	ou used	the follo	wing
	services in the				
		0 never	1-2 times	3-5 times	6+ times
	Planning graduation requirements	0	O	0	0
	Career planning/testing	0	0	O	O
	Planning transfer courses	0	0	0	0
	Registration assistance	0	0	O	O
	Transfer workshops	0	0	0	0
	Transfer preparation handouts	0	0	O	0
	(IGETC or CSU-GE breadth)	0	0	0	O
	Hours of operation	0	0	0	0
	Counselor/advisor availability	0	О	0	O
	Length of counseling session	0	0	0	O
	Helpfulness of staff	0	0	0	0
	Knowledge of staff	0	0	0	0
	Overall quality of	0	0	O	O

33. 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.)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Planning graduation requirements	O	O	0	O
Career planning/testing	0	0	0	O
Planning transfer courses	0	0	0	0
Registration assistance	0	0	0	0
Transfer workshops	0	0	0	0
Transfer preparation handouts	0	O	0	0
(IGETC or CSU-GE breadth)	0	0	0	0
Hours of operation	0	0	0	0
Counselor/advisor availability	O	O	0	0
Length of counseling session	0	O	0	0
Helpfulness of staff	0	0	0	0
Knowledge of staff	0	0	0	0
Overall quality of Counseling Center services	0	0	0	О

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

	Strongly agree	Agree	Disagree	Strongly disagree
Services from the Counseling Center helped me attend college at Cerro Coso	0	0	0	0
The service I received from Counseling helps me stay in school	0	0	0	0
The Counseling Center services have helped me prepare for transfer to a four-year college	0	О	О	О

3	5. If you have NOT used any of Cerro Coso's
C	ounseling Center services, please indicate your
рі	rimary reason.
Γ	Hours of operation are inconvenient
Γ	Not enough time in my schedule
Γ	Unaware of services provides
Γ	Don't know office location
Γ	Do not need/Not applicable
Γ	Other (please specify)
Student Ac	tivities
30	6. Have you ever participated in student activities at Cerro Coso?
	Yes
	O No
37	7. If yes, how frequently have you
	articipated?
_	1-2 times
38	B. How satisfied are you with the student activities
a	vailable at Cerro Coso?
	Very Satisfied Satisfied Dissatisfied Very Very N/A dissatisfied
	hoose best C C C C C
	9. Do you have suggestions for additional activities you would like to have vailable at Cerro Coso?
Nuts and B	olts (you're on the home stretch!)

	-24 -29 -39 -49	
C 20 C 25 C 30 C 40 C 50	-24 -29 -39 -49	
25304050	-29 -39 -49	
© 30 © 40 © 50	-39 -49	
© 40	-49	
C 50		
	-64	
C 65		
	+	
41. W	hat is your gender?	
○ Fe	male	
О м	ale	
42. A	re you a Veteran of	
the U	.S. Armed Forces?	
O Ye	s	
O No		
43. D	you receive veterans educational	
bene	its?	
C Ye	s	
O No		
	hat is your ethnic	
ident	fication?	
(select	only	
45 W	hat is your cumulative grade point average (GPA	1) at Carro Coso?
73. 11	Tat is your cumulative grade point average (GFA	1, at oc ilo ococi

	. Are you a ı	member of a college s	sports
tea	am?		
0	Yes		
0	No		
47.	. Are you a s	single	
pa	rent?		
0	Yes		
0	No		
	. What is the ur Father a	e highest level of edu nd Mother?	cation obtained by
		Father	Mother
	ect one for ch parent	Y	
		ent Status: Are you Select up to two)	
	Unable to work		
	Out of work but r	not currently looking for work	
	Self-employed		
	A student		
	A student		
	Out of work and	looking for work	
	Out of work and	looking for work	
	Out of work and		

50. Please indicate your
annual Household Income
from last year:
C Less than \$10,000
C 10,000 to \$19,999
© \$20,000 to \$29,999
S30,000 to \$39,999
© \$40,000 to \$49,999
© \$50,000 to \$59,999
© \$60,000 to \$100,000
C \$100,001 +
•
51. If you have comments or would like to elaborate on previous quest responses, please use the space below. Please try to be specific if pos
•
responses, please use the space below. Please try to be specific if posts. 52. Would you like to enter your name in the drawing for two iPODs an 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.)

Your participation in this survey is very appreciated and will help all students at Cerro Coso Community College. The

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Student Experience Survey
results of this survey will help the staff and leadership at Cerro Coso Community College stay on track in making sure we are providing the services and programs needed to enhance your educational outcomes.
-Heather Ostash, Vice President, Student Services

ПАПИЕ	Intry Student Experience Survey
It's All	Academic!
Tell us a	a little about your education intentions:
	1. When was your FIRST semester at Cerro Coso Community College?
	Semester Year Select Semester and Year
	2. What is your current Major? (if more than one, enter the one you most identify with)
	3. Have you attended college elsewhere?
	C Yes
	C No
	4. If yes, what currently is your primary college (where you mostly attend or will get a certificate or degree from)?
	C Bakersfield College
	Cerro Coso Community College
	O Porterville College
	Other (please specify)
	5. At the beginning of this semester, how many units/credits did you start with?
	6. Approximately how many total units/credits will you have at the END of this semester?

	page to descr	ibe why)						
	8. My education	onal goal is	s (select o	ne):				
	Promotion at wo	rk						
	C Personal growth							
	C To get a certific	ate						
	C To get a degree	•						
	C To transfer to a	4-year						
	Other (please sp	ecify)						
	9. Which Cerr	n Casa car	nnue do v	ou moetly	attend T	HIS sames	ter?	
	(Choose those			_				
	(1	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	
	This Semester I attend:							
	10. Please ma	rk the one	that most	closely m	atches y	our overall		
	attendance at	t Cerro Cos	so Commi	inity Colle	ge:			
		Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online	
	I mostly attend one campus:	O	0	0	O	O	0	
	se select the the		most clos	ely matche	es your o	erall atten	dance at (Cerro
	mmunity Colle	ge:						
	attend one campus but	take some online	classes					
	nostly online classes but t			(face-to-face)				
	online-only student at C		on the ground	(1400-10-1406)				
ı aııı all	- Omino-Omy student at C							
chnol	oqv							

HAndEnt	try Student Ex	perie	nce S	urve	У				
12. Do yo	u have access to	a con	puter?						
C Yes (if ye	es, please answer questions b	pelow)							
○ No									
Technolo	ogy Details								
	13. Where does t	hat co	mputei	resid	le?				
	☐ At Home	☐ At V	_			Coso			
	Other computer local	tion?							
]		
	44 D 41:	4		- 12 - 1- 1	- !4	4	_		
	14. Does this con access?	ıputei	r nave ro	ellabi	e interi	net			
	C Yes								
	O No								
	© 140								
	15. In a typical 7-	_	•		ny hou	ırs do	you		
	spend on the follo	owing	activiti	6-10	11-20	21-30			
			1-5 hours	hours	hours	hours	31+ hours		
	Surfing the internet	0	0	0	0	0	0		
	Checking and doing email	0	0	0	0	0	0		
	Doing homework/school projects	0	0	0	0	0	0		
	Accessing the internet on my smart phone	0	0	O	0	0	0		
	Using a computer at work	0	0	0	0	0	O		
	Using a computer at home	0	0	0	0	0	0		

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

	Online	In person	On the phone	Over email	Through snail mail
Apply for admission to college	0	0	0	0	0
Check out information on my financial aid	0	0	O	0	0
Check out information on my classes	0	0	0	0	0
Find out which classes will apply to my degree/certificate	0	O	0	O	O
Send a transcript to another college to transfer there	0	O	0	0	O
Order a pizza	0	0	0	0	0

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

	Yes	No	Don't remember	Didn't take this placement test at Cerro Coso
Math Assessment Test	O	0	0	O
English Assessment Test	0	0	0	0
Reading Assessment Test	0	0	0	O

In the Beginning...

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

	Very Helpful	Somewhat Helpful	Not too helpful	Not at all Helpful	Did not participate	Was not aware of this enrollment service
College Catalog	0	0	0	0	0	0
Information available about programs, classes	0	0	0	0	0	0
College Enrollment Application	0	0	0	0	0	O
Orientation	0	0	0	0	0	\circ
Assessment testing	0	0	0	0	0	0
Counseling/advising for new students	0	0	0	0	0	0
Developing a student education plan	0	0	0	0	0	O
Registration process	0	0	0	\circ	\circ	0
Payment process	0	0	0	0	0	0
Purchasing of textbooks	0	0	\circ	0	\circ	0

19. 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:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know – N/A
Assistance of staff	0	0	0	0	0
Accuracy of information	\circ	\circ	\circ	\circ	0
Usefulness of information	0	0	0	0	0
Clarity of information	0	0	0	0	0
Timeliness of response of information	0	0	0	0	O
Staff Knowledge	0	\circ	\odot	0	0
Hours of operation	0	0	0	0	0
Overall quality of services	0	0	0	0	0

20. How often have you used the following services?

	0 never	1-2 times	3-5 times	6+ times	Not available at my campus
The Campus Bookstore	0	0	0	0	0
Student Financial Aid and Scholarships	O	0	0	0	0
The financial aid you received	0	0	0	0	0
Academic Counseling Services	0	0	0	0	\circ
Career Services	0	0	0	0	0
The Campus Library	0	0	0	0	0
The 24 hour library service	0	0	0	0	0
The Learning Resource Center	0	0	0	0	0
Tutoring Services	0	0	0	0	0
Computer Lab	0	0	0	0	0
Job Placement Services	0	0	0	0	0
The Child Development Center	0	0	0	0	0
Student Activities	0	0	0	0	0
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	0	0	0	0	0

21. Please rate your satisfaction with the following services.

(Rate your satisfaction only if you have used a particular service.)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
The Campus Bookstore	0	0	0	0
Student Financial Aid and Scholarships	0	0	0	0
The financial aid you received	0	0	0	0
Academic Counseling Services	0	0	0	\circ
Career Services	0	0	\odot	0
The Campus Library	0	0	0	0
The 24 hour library service	0	0	0	0
The Learning Resource Center	0	0	0	0
Tutoring Services	0	0	0	0
Computer Lab	0	0	0	0
Job Placement Services	0	0	0	0
The Child Development Center	0	0	0	0
Student Activities	0	0	0	O
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	O	0	0	0

Making Cents: Financial Aid \$ Scholarships

Yes

22. Have you ever applied for financial aid or scholarships at Cer	ro
Coso?	

0	No
23.	Have you ever filled out a FAFSA or BOG waiver?
0	Yes
0	No
24.	Have you ever received financial aid while attending Cerro Coso?
0	Yes
0	No

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

0	Yes
0	Nο

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

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know N/A
Assistance of staff	0	0	0	0	\odot
Accuracy of information	0	0	0	0	0
Usefulness of information	\circ	0	0	0	O
Clarity of information	0	0	0	0	0
Timeliness of response of information	O	O	0	0	0
Staff Knowledge	0	0	0	0	0
Hours of operation	0	0	0	0	0
Overall quality of services	0	0	0	0	0

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

	Strongly agree	Agree	Disagree	Strongly disagree
Service from the Financial Aid/Scholarship Office helped me attend college at Cerro Coso	0	О	0	O
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	O	0	0	0
Financial aid is important to my ability to go or stay in college	0	0	0	O

28. If you have NOT us	cu ai	, 0.	-)50°S	1 1116	aiioia:	
Aid/Scholarships Office	e serv	vices	s, ple	ase	indic	cate	your ⁻	rwo
most primary reasons.	Rate	you	r firs	t and	d/or	seco	nd m	st
primary reasons in left	colu	mn (use	a "1"	and	"2 ")	•	
Hours of operation are inconvenient								
Not enough time in my schedule								
Unaware of services provides								
Don't know office location								
I do not understand how financial aid works or the process	d							
Do not need								
I don't think I'd qualify								
Other								
29. During this current hours do you spend in the box at the right ind	semo	este oical	r, abo 7-da	y we	ek?	(Mar		
29. During this current hours do you spend in the box at the right ind	semo	este pical ng ho	r, abo 7-da ours ₆₋₁₀	y we for ea	ek? ach 21-30	(Mar row) ³¹⁻⁴⁰	k 41+	
29. During this current hours do you spend in the box at the right ind	semo a typ icatii	este pical ng ho	r, abo 7-da ours ₆₋₁₀	y we for e	ek? ach 21-30	(Mar row) ³¹⁻⁴⁰	k 41+	
29. During this current hours do you spend in the box at the right ind	semo a typ icatii	este pical ng ho 1-5 hours	r, abo 7-da Durs 6-10 hours	y we for ea 11-20 hours	ek? ach 1 21-30 hours	(Mar row) 31-40 hours	k 41+ hours	
29. During this current hours do you spend in the box at the right ind	semo a typ ication	ester pical ng ho 1-5 hours	7-da Ours 6-10 hours	y we for ea 11-20 hours	ek? ach 1 21-30 hours	(Mar row) 31-40 hours	41+ hours	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus?	semo	ester pical ng ho 1-5 hours	7-da Ours 6-10 hours	y we for ea 11-20 hours	ek? ach 1 21-30 hours	(Mar row) 31-40 hours	41+ hours	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team	seme a typ ication 0 hours	ester pical ng ho 1-5 hours	7-da Ours 6-10 hours	y we for ea 11-20 hours	ek? ach 21-30 hours	(Marrow) 31-40 hours	41+ hours C C	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in	semona typication	esteroical ng ho 1-5 hours	7-da Ours 6-10 hours	y we for each of the state of t	ek? ach 21-30 hours	(Marrow) 31-40 hours C	41+ hours C C C	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus	semona typication	esteroical ng ho	r, abours 6-10 hours 0	y we for each of the state of t	ek? ach 21-30 hours C	(Marrow) 31-40 hours C C C	41+ hours C C C C	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities?	seme a typication of the second of the secon	esteroical ng ho	r, abours 6-10 hours 0	y we for each of the state of t	ek? ach 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities? Exercising/working out? In the Cerro Coso Community	semona typication of the control of	esteroical ng ho	r, abours 6-10 hours 0 0	y we for each of the state of t	ek? 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C C C	
29. During this current hours do you spend in the box at the right ind Working (for pay) on campus? Working (for pay) off campus? Taking care of parents or children? Studying/doing homework or team projects outside of class? Volunteering/participating in community service? Being involved in campus sponsored activities? Exercising/working out? In the Cerro Coso Community College Library?	semona typication of the control of	esteroical ng ho	r, abours 6-10 hours 0 0	y we for each of the state of t	ek? 21-30 hours C C C C	(Marrow) 31-40 hours C C C C	41+ hours C C C C C C	

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

Yes

O No

Counseling Center Services.

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

		- 5		
	0 never	1-2 times	3-5 times	6+ times
Planning graduation requirements	0	0	О	O
Career planning/testing	0	0	0	0
Planning transfer courses	0	0	O	O
Registration assistance	0	0	O	O
Transfer workshops	0	0	\odot	0
Transfer preparation handouts	O	0	0	O
(IGETC or CSU-GE breadth)	0	0	0	0
Hours of operation	0	0	\circ	\odot
Counselor/advisor availability	0	0	О	O
Length of counseling session	0	0	O	O
Helpfulness of staff	0	0	0	0
Knowledge of staff	0	0	\circ	\odot
Overall quality of Counseling Center services	O	0	0	О

33. 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.)

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Planning graduation requirements	0	0	0	0
Career planning/testing	0	0	0	0
Planning transfer courses	0	0	0	0
Registration assistance	0	0	O	0
Transfer workshops	0	0	0	0
Transfer preparation handouts	0	O	0	0
(IGETC or CSU-GE breadth)	0	0	0	0
Hours of operation	0	0	0	0
Counselor/advisor availability	0	0	0	0
Length of counseling session	0	O	0	0
Helpfulness of staff	0	0	0	0
Knowledge of staff	0	0	0	0
Overall quality of Counseling Center services	0	0	O	O

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

	Strongly agree	Agree	Disagree	Strongly disagree
Services from the Counseling Center helped me attend college at Cerro Coso	0	0	0	0
The service I received from Counseling helps me stay in school	0	0	0	0
The Counseling Center services have helped me prepare for transfer to a four-year college	0	0	0	O

	35. If you have NOT used any of Cerro Coso's
	Counseling Center services, please indicate your
	primary reason.
	Hours of operation are inconvenient
	Not enough time in my schedule
	Unaware of services provides
	Don't know office location
	Do not need/Not applicable
	Other (please specify)
Student A	Activities
	36. Have you ever participated in student activities at Cerro Coso?
	C Yes
	C No
	37. If yes, how frequently have you
	participated?
	O 1-2 times O 3-5 times O 6+ times
	38. How satisfied are you with the student activities
	available at Cerro Coso?
	Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
	Choose best C C C C C answer
	39. Do you have suggestions for additional activities you would like to have available at Cerro Coso?
Nuts and	Bolts (you're on the home stretch!)

ntry Student Experience Survey 40. Indicate your Age:	
○ 17 and younger	
C 18-19	
C 20-24	
C 25-29	
C 30-39	
C 40-49	
C 50-64	
○ 65+	
41. What is your gender?	
C Female	
○ Male	
42. Are you a Veteran of	
the U.S. Armed Forces?	
C Yes	
C No	
43. Do you receive veterans educational	
benefits?	
C Yes	
C No	
44. What is your ethnic	
identification?	
(select only one)	
45. What is your cumulative grade point average (G	GPA) at Cerro Coso?
V	

400	. Are you a	member of a	a college spo	orts	
LEC	am?				
0	Yes				
0	No				
47	. Are you a	single			
pa	rent?				
0	Yes				
0	No				
		e highest le nd Mother?	vel of educat	tion obtair	ned by
		Father		Mother	_
	ect one for ch parent		•		▼
49	. Employme	ent Status: A	Are you		
cu	rrently? (\$	Select up to	two)		
	Employed for wa	ages			
	Self-employed				
	Out of work and	looking for work			
	Out of work but	not currently lookin	g for work		
	A homemaker				
	A student				

50. Please indicate	e your
annual Household	d Income
from last year:	
C Less than \$10,000	
C 10,000 to \$19,999	
C \$20,000 to \$29,999	
C \$30,000 to \$39,999	
C \$40,000 to \$49,999	
C \$50,000 to \$59,999	
C \$60,000 to \$100,000	
© \$100,001 +	
•	mments or would like to elaborate on previous quest e use the space below. Please try to be specific if pos
responses, please	e use the space below. Please try to be specific if pos
responses, please	•
responses, please 52. Would you like other prizes?	e use the space below. Please try to be specific if pos
responses, please 52. Would you like other prizes? If so, please enter separate survey re	e use the space below. Please try to be specific if post
responses, please 52. Would you like other prizes? If so, please enter separate survey re be forwarded to St	to enter your name in the drawing for two iPODs are your information below. The research office will esponses from any personal information. Entries will tudent Services.
responses, please 52. Would you like other prizes? If so, please enter separate survey re be forwarded to Se (Only one entry pe	e use the space below. Please try to be specific if post
responses, please 52. Would you like other prizes? If so, please enter separate survey re be forwarded to Se (Only one entry pe	to enter your name in the drawing for two iPODs are your information below. The research office will esponses from any personal information. Entries will tudent Services.
responses, please 52. Would you like other prizes? If so, please enter separate survey re be forwarded to Se (Only one entry pe	to enter your name in the drawing for two iPODs are your information below. The research office will esponses from any personal information. Entries will tudent Services.

Your participation in this survey is very appreciated and will help all students at Cerro Coso Community College. The

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HAndEntry Student Experience Survey
results of this survey will help the staff and leadership at Cerro Coso Community College stay on track in making sure we are providing the services and programs needed to enhance your educational outcomes.
-Heather Ostash, Vice President, Student Services