

Student Experience Survey

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P.S.: If you have withdrawn from all classes we would be grateful if you'd share your experiences and reason why (at the end in the comments box).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

	Semester	Year
Select Semester and Year	<input type="text"/>	<input type="text"/>

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

3. Have you attended college elsewhere?

Yes

No

Student Experience Survey

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

- Bakersfield College
- Cerro Coso Community College
- 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?

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

8. My educational goal is (select one):

- Promotion at work
- Personal growth
- To get a degree
- To get a certificate
- To transfer to a 4-year
- Other (please specify)

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

	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online
This Semester I attend:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Student Experience Survey

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

	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online
I mostly attend one campus:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- I most attend one campus
- I mostly attend one campus but take some online classes
- I take mostly online classes but take some classes on the ground (face-to-face)
- I am an online-only student at Cerro Coso

Technology

12. Do you have access to a computer?

- Yes (if yes, please answer questions below)
- No

Technology Details

13. Where does that computer reside?

- At Home
- At Work
- At Cerro Coso
- Other computer location?

14. Does this computer have reliable internet access?

- Yes
- No

Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checking and doing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doing homework/school projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing the internet on my smart phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using a computer at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using a computer at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check out information on my financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check out information on my classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find out which classes will apply to my degree/certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send a transcript to another college to transfer there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order a pizza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English Assessment Test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading Assessment Test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information available about programs, classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College Enrollment Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/advising for new students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing a student education plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing of textbooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Financial Aid and Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial aid you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Campus Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 24 hour library service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Learning Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Financial Aid and Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial aid you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Campus Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 24 hour library service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Learning Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Making Cents: Financial Aid \$ Scholarships

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

- Yes
- No

23. Have you ever filled out a FAFSA or BOG waiver?

- Yes
- No

24. Have you ever received financial aid while attending Cerro Coso?

- Yes
- No

Student Experience Survey

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

- Yes
- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid is important to my ability to go or stay in college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Experience Survey

28. 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").

Hours of operation are inconvenient	<input type="text"/>
Not enough time in my schedule	<input type="text"/>
Unaware of services provides	<input type="text"/>
Don't know office location	<input type="text"/>
I do not understand how financial aid works or the process	<input type="text"/>
Do not need	<input type="text"/>
I don't think I'd qualify	<input type="text"/>
Other	<input type="text"/>

Balancing the Books, Bucks, & Family

29. 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)

	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31-40 hours	41+ hours
Working (for pay) on campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working (for pay) off campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking care of parents or children?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Studying/doing homework or team projects outside of class?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering/participating in community service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in campus sponsored activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercising/working out?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the Cerro Coso Community College Library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Do you have a Coyote Card?

- Yes
- No

Student Experience Survey

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

- Yes
- No

Counseling Center Services.

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

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

Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning/testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning transfer courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer preparation handouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(IGETC or CSU-GE breadth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselor/advisor availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of counseling session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of Counseling Center services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service I received from Counseling helps me stay in school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Counseling Center services have helped me prepare for transfer to a four-year college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Experience Survey

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 Activities

36. Have you ever participated in student activities at Cerro Coso?

- Yes
- No

37. If yes, how frequently have you participated?

- 1-2 times
- 3-5 times
- 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 answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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!)

Student Experience Survey

40. Indicate your Age:

- 17 and younger
- 18-19
- 20-24
- 25-29
- 30-39
- 40-49
- 50-64
- 65+

41. What is your gender?

- Female
- Male

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

- Yes
- No

43. Do you receive veterans educational benefits?

- Yes
- No

44. What is your ethnic identification?

(select only one)

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

Student Experience Survey

46. Are you a member of a college sports team?

- Yes
- No

47. Are you a single parent?

- Yes
- No

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

	Father	Mother
Select one for each parent	<input type="text"/>	<input type="text"/>

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

- Unable to work
- Out of work but not currently looking for work
- Self-employed
- A student
- Out of work and looking for work
- A homemaker
- Employed for wages
- Retired

Student Experience Survey

50. Please indicate your annual Household Income from last year:

- Less than \$10,000
- 10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$59,999
- \$60,000 to \$100,000
- \$100,001 +

51. 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.

52. 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.)

Your name	<input type="text"/>
Your mailing address	<input type="text"/>
Your email address	<input type="text"/>
Your phone number where you can be reached on April 20, 2012.	<input type="text"/>

Thank you for sharing your experiences and opinions.

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

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

HAndEntry Student Experience Survey

It's All Academic!

Tell us a little about your education intentions:

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

	Semester	Year
Select Semester and Year	<input type="text"/>	<input type="text"/>

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

3. Have you attended college elsewhere?

- Yes
- No

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

- Bakersfield College
- Cerro Coso Community College
- 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?

HAndEntry Student Experience Survey

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

8. My educational goal is (select one):

- Promotion at work
- Personal growth
- To get a certificate
- To get a degree
- To transfer to a 4-year
- Other (please specify)

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

	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online
This Semester I attend:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

	Indian Wells Valley	Kern River Valley	Mammoth	Bishop	South Kern	Online
I mostly attend one campus:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

- I most attend one campus
- I mostly attend one campus but take some online classes
- I take mostly online classes but take some classes on the ground (face-to-face)
- I am an online-only student at Cerro Coso

Technology

HAndEntry Student Experience Survey

12. Do you have access to a computer?

- Yes (if yes, please answer questions below)
- No

Technology Details

13. Where does that computer reside?

- At Home
- At Work
- At Cerro Coso
- Other computer location?

14. Does this computer have reliable internet access?

- Yes
- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Checking and doing email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Doing homework/school projects	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessing the internet on my smart phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using a computer at work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using a computer at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HAndEntry Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check out information on my financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Check out information on my classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Find out which classes will apply to my degree/certificate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Send a transcript to another college to transfer there	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order a pizza	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
English Assessment Test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading Assessment Test	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In the Beginning...

HAndEntry Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information available about programs, classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
College Enrollment Application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orientation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling/advising for new students	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Developing a student education plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Payment process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing of textbooks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HAndEntry Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Financial Aid and Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial aid you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Campus Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 24 hour library service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Learning Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HAndEntry Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Financial Aid and Scholarships	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The financial aid you received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Counseling Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Campus Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The 24 hour library service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Learning Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tutoring Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Job Placement Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Special Services (CARE, EOPS, DSPS, CalWorks, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Making Cents: Financial Aid \$ Scholarships

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

- Yes
- No

23. Have you ever filled out a FAFSA or BOG waiver?

- Yes
- No

24. Have you ever received financial aid while attending Cerro Coso?

- Yes
- No

HAndEntry Student Experience Survey

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

- Yes
- 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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Usefulness of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clarity of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of response of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The services I received from the Financial Aid/Scholarship Office helps me stay in school (apply for aid, receive aid in grants or scholarships)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial aid is important to my ability to go or stay in college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HAndEntry Student Experience Survey

28. 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").

Hours of operation are inconvenient	<input type="text"/>
Not enough time in my schedule	<input type="text"/>
Unaware of services provides	<input type="text"/>
Don't know office location	<input type="text"/>
I do not understand how financial aid works or the process	<input type="text"/>
Do not need	<input type="text"/>
I don't think I'd qualify	<input type="text"/>
Other	<input type="text"/>

Balancing the Books, Bucks, & Family

29. 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)

	0 hours	1-5 hours	6-10 hours	11-20 hours	21-30 hours	31-40 hours	41+ hours
Working (for pay) on campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working (for pay) off campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taking care of parents or children?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Studying/doing homework or team projects outside of class?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering/participating in community service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being involved in campus sponsored activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercising/working out?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In the Cerro Coso Community College Library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

30. Do you have a Coyote Card?

- Yes
- No

HAndEntry Student Experience Survey

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

- Yes
- No

Counseling Center Services.

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

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

HAndEntry Student Experience Survey

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career planning/testing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Planning transfer courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transfer preparation handouts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(IGETC or CSU-GE breadth)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counselor/advisor availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of counseling session	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledge of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of Counseling Center services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The service I received from Counseling helps me stay in school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Counseling Center services have helped me prepare for transfer to a four-year college	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

HAndEntry Student Experience Survey

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 Activities

36. Have you ever participated in student activities at Cerro Coso?

- Yes
- No

37. If yes, how frequently have you participated?

- 1-2 times
- 3-5 times
- 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 answer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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!)

HAndEntry Student Experience Survey

40. Indicate your Age:

- 17 and younger
- 18-19
- 20-24
- 25-29
- 30-39
- 40-49
- 50-64
- 65+

41. What is your gender?

- Female
- Male

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

- Yes
- No

43. Do you receive veterans educational benefits?

- Yes
- No

44. What is your ethnic identification?

(select only one)

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

46. Are you a member of a college sports team?

- Yes
- No

47. Are you a single parent?

- Yes
- No

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

	Father	Mother
Select one for each parent	<input type="text"/>	<input type="text"/>

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

- Employed for wages
- Self-employed
- Out of work and looking for work
- Out of work but not currently looking for work
- A homemaker
- A student
- Retired
- Unable to work

HAndEntry Student Experience Survey

50. Please indicate your annual Household Income from last year:

- Less than \$10,000
- 10,000 to \$19,999
- \$20,000 to \$29,999
- \$30,000 to \$39,999
- \$40,000 to \$49,999
- \$50,000 to \$59,999
- \$60,000 to \$100,000
- \$100,001 +

51. 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.

52. 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.)

Your name	<input type="text"/>
Your mailing address	<input type="text"/>
Your email address	<input type="text"/>
Your phone number where you can be reached on April 20, 2012.	<input type="text"/>

Thank you for sharing your experiences and opinions.

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

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