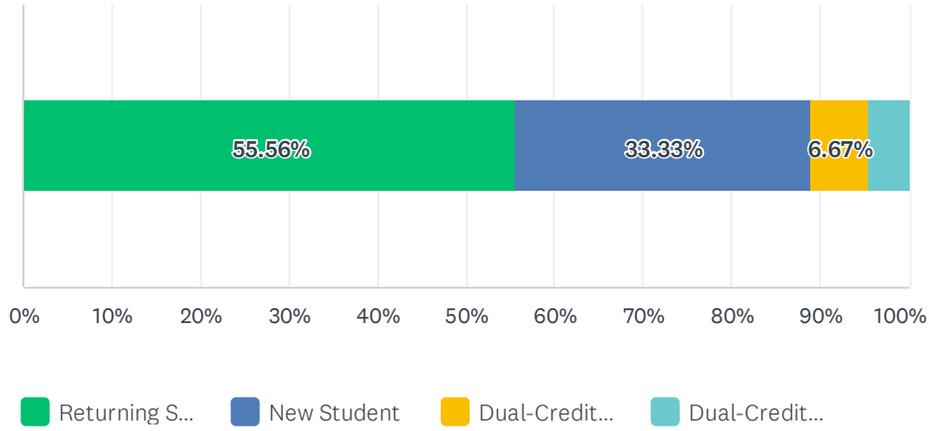


Q1 Are you a new student (never attended) or a returning student (have been to CBC in the past)?

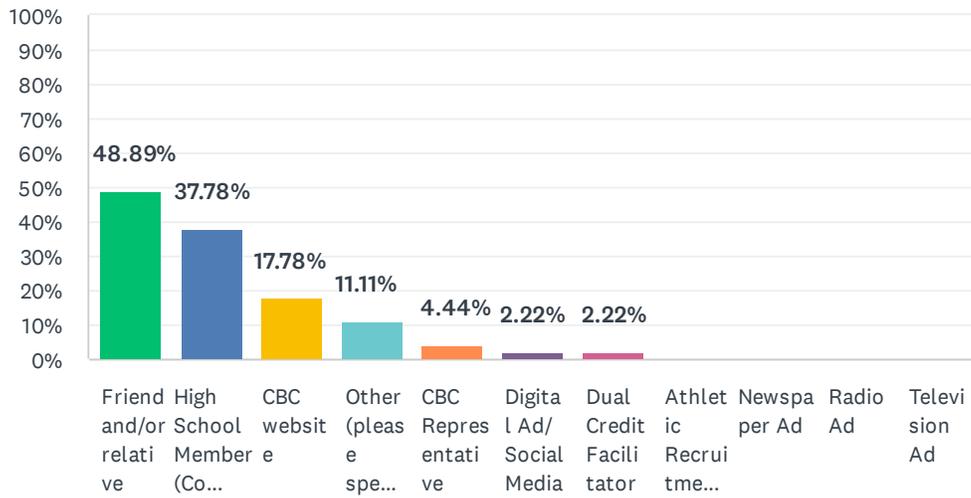
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Returning Student	55.56%	25
New Student	33.33%	15
Dual-Credit Student	6.67%	3
Dual-Credit Student (1st semester)	4.44%	2
TOTAL		45

Q2 How did you hear about Coastal Bend College? (Select all that apply.)

Answered: 45 Skipped: 0

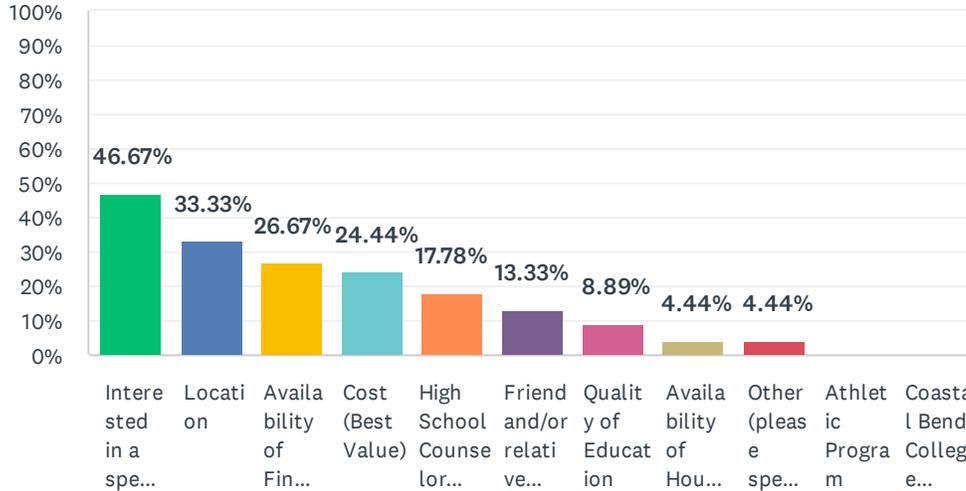


ANSWER CHOICES	RESPONSES
Friend and/or relative	48.89% 22
High School Member (Counselor, Principal, Teacher, etc.)	37.78% 17
CBC website	17.78% 8
Other (please specify)	11.11% 5
CBC Representative	4.44% 2
Digital Ad/ Social Media	2.22% 1
Dual Credit Facilitator	2.22% 1
Athletic Recruitment Visit	0.00% 0
Newspaper Ad	0.00% 0
Radio Ad	0.00% 0
Television Ad	0.00% 0
Total Respondents: 45	

#	OTHER (PLEASE SPECIFY)	DATE
1	Self	10/15/2024 7:54 PM
2	live local	10/10/2024 5:43 PM
3	Internet Search	10/8/2024 2:17 AM
4	I once lived in Beeville and went to events at the college.	10/7/2024 9:40 AM
5	Its next to my house	10/7/2024 9:26 AM

Q3 What helped you to make your final decision to attend Coastal Bend College? (Select all that apply).

Answered: 45 Skipped: 0

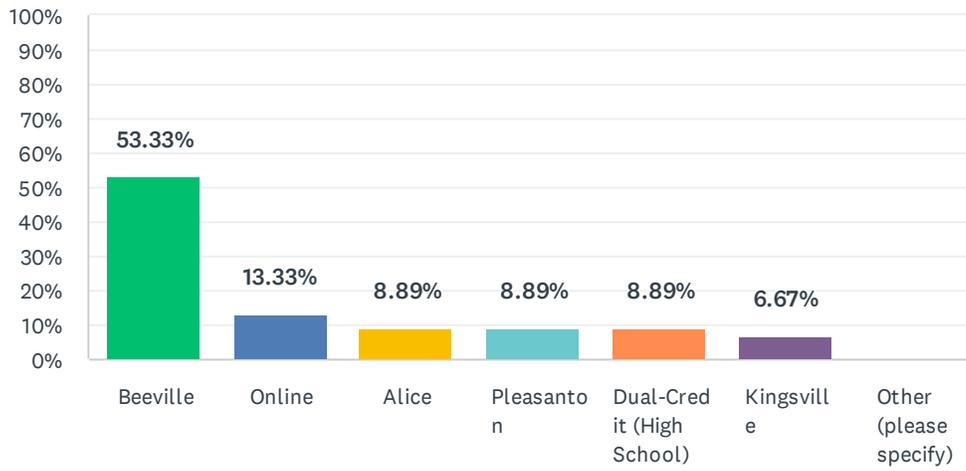


ANSWER CHOICES	RESPONSES	
Interested in a specific program	46.67%	21
Location	33.33%	15
Availability of Financial Aid	26.67%	12
Cost (Best Value)	24.44%	11
High School Counselor/Facilitator/Teacher	17.78%	8
Friend and/or relative attends CBC	13.33%	6
Quality of Education	8.89%	4
Availability of Housing	4.44%	2
Other (please specify)	4.44%	2
Athletic Program	0.00%	0
Coastal Bend College representative	0.00%	0
Total Respondents: 45		

#	OTHER (PLEASE SPECIFY)	DATE
1	Na	10/17/2024 3:09 PM
2	Online Classes	10/7/2024 12:31 PM

Q4 Which CBC location did you visit to register?

Answered: 45 Skipped: 0

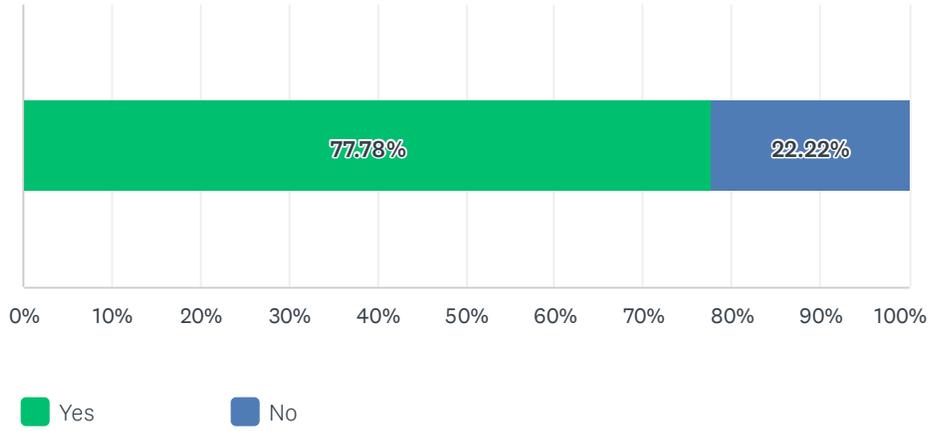


ANSWER CHOICES	RESPONSES	
Beeville	53.33%	24
Online	13.33%	6
Alice	8.89%	4
Pleasanton	8.89%	4
Dual-Credit (High School)	8.89%	4
Kingsville	6.67%	3
Other (please specify)	0.00%	0
TOTAL		45

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q5 Did you speak with a CBC Staff Member prior to registering for classes this semester?

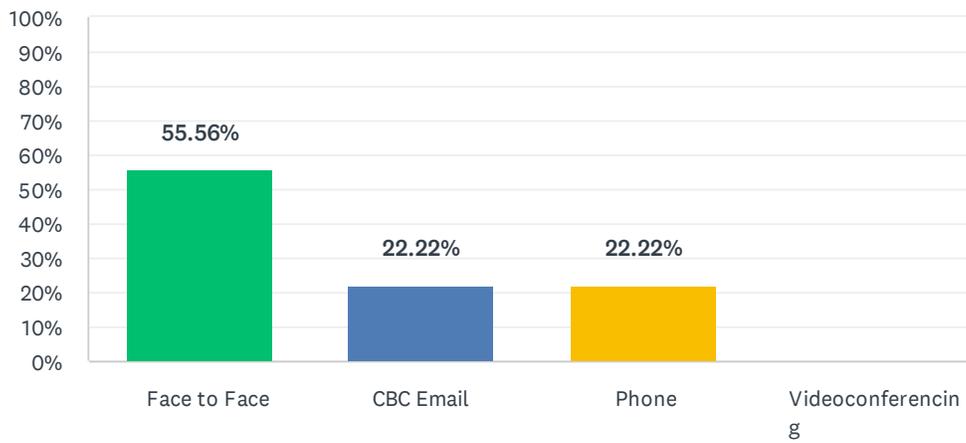
Answered: 45 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	77.78%	35
No	22.22%	10
TOTAL		45

Q6 How did you communicate with the CBC staff member?

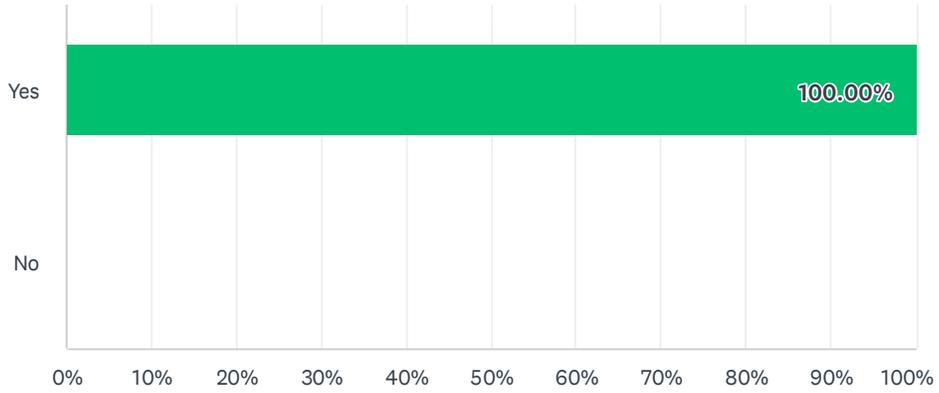
Answered: 36 Skipped: 9



ANSWER CHOICES	RESPONSES	
Face to Face	55.56%	20
CBC Email	22.22%	8
Phone	22.22%	8
Videoconferencing	0.00%	0
TOTAL		36

Q7 You have indicated you spoke to a CBC staff member via CBC email.
Did they respond to you within 24-48 hours?

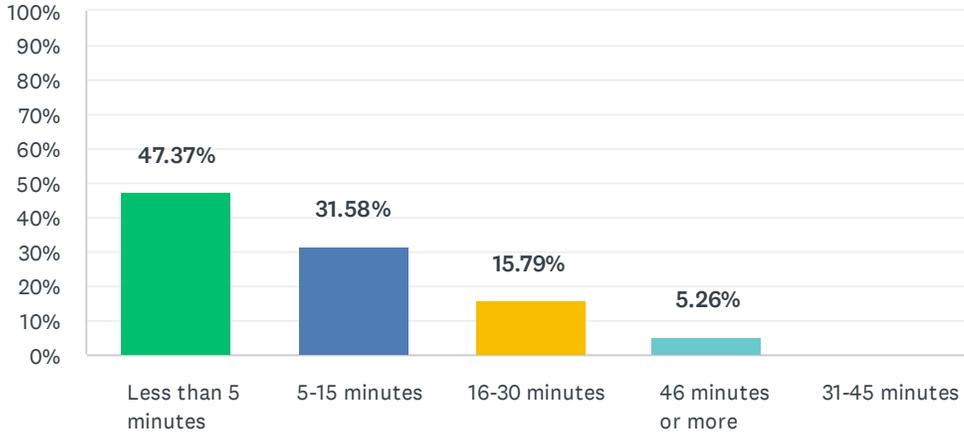
Answered: 8 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
TOTAL		8

Q8 You have indicated you met face to face with CBC staff member today. How long was your wait time?

Answered: 19 Skipped: 26



ANSWER CHOICES	RESPONSES
Less than 5 minutes	47.37% 9
5-15 minutes	31.58% 6
16-30 minutes	15.79% 3
46 minutes or more	5.26% 1
31-45 minutes	0.00% 0
TOTAL	19

#	ADDITIONAL FEEDBACK REGARDING WAIT TIME TO SPEAK WITH A CBC STAFF MEMBER:	DATE
	There are no responses.	

Q9 You have indicated you spoke to a CBC staff member on the phone. Was the automated phone system easy to navigate?

Answered: 8 Skipped: 37



ANSWER CHOICES	RESPONSES	
Yes	100.00%	8
No	0.00%	0
TOTAL		8

#	IF NO, PLEASE EXPLAIN:	DATE
	There are no responses.	

Q10 You have indicated you met with a CBC staff member via videoconferencing. Was the connection adequate to meet your needs?

Answered: 0 Skipped: 45

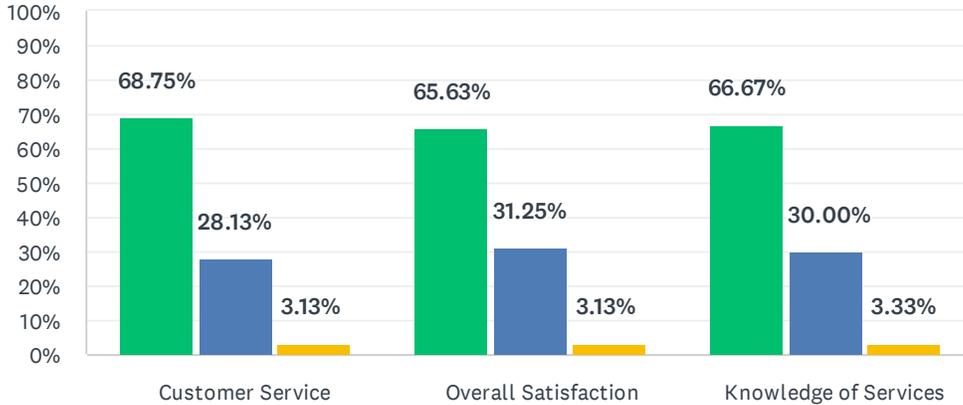
 No matching responses.

ANSWER CHOICES	RESPONSES
Yes	0.00% 0
No	0.00% 0
TOTAL	0

#	IF "NO", PLEASE PROVIDE ADDITIONAL FEEDBACK REGARDING THE CHALLENGE(S):	DATE
	There are no responses.	

Q11 Please rate your level of satisfaction with the following aspects of Advising.

Answered: 35 Skipped: 10



■ Very Satisfi...
 ■ Satisfied
 ■ N/A (I did n...

	VERY SATISFIED	SATISFIED	N/A (I DID NOT INTERACT WITH ADVISING THIS SEMESTER.)	TOTAL
Customer Service	68.75% 22	28.13% 9	3.13% 1	32
Overall Satisfaction	65.63% 21	31.25% 10	3.13% 1	32
Knowledge of Services	66.67% 20	30.00% 9	3.33% 1	30

#	ADDITIONAL FEEDBACK REGARDING ADVISING:	DATE
1	It took quite a bit of time to reach an advisor. I wanted to register myself but needed some holds lifted from my account. This was something only an advisor was able to do. Once I was able to speak with an advisor, she was extremely helpful, even though she was not in my area. [REDACTED] is prompt in answering my emails even after helping me enroll.	10/7/2024 9:43 AM
2	I felt like a was a bother when I was asking questions. Once I was approved for school, I wasnt asked if I would like a tour of the school. Nor was I asked if I was familiar with the school or was I shown where anything was at. I did everything online, but was not asked if I needed any help with anything at all. I felt like I was just thrown in the cougar den and left to fend for myself. I do like attending classes with yall, though.	10/7/2024 8:35 AM

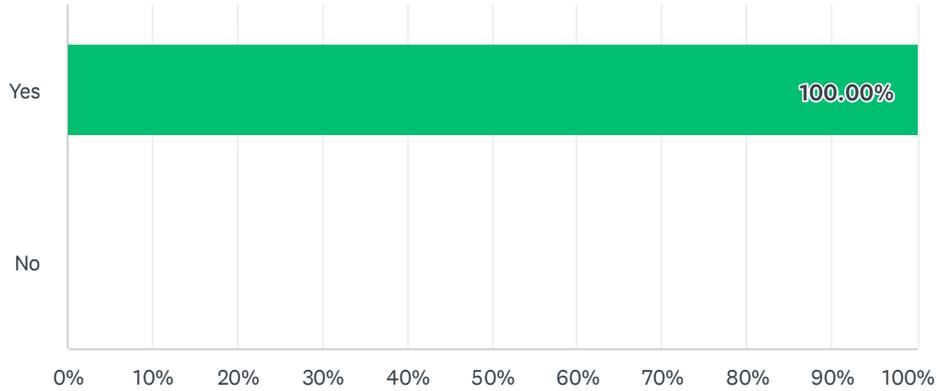
Q12 You have indicated you did not speak with a CBC staff member prior to registration. Please provide some feedback as to why you chose not to be advised this semester.

Answered: 6 Skipped: 39

#	RESPONSES	DATE
1	I plan on soon speaking with someone	10/25/2024 5:53 PM
2	Didn't really no where to start coming back, with this information I will talk to one.	10/17/2024 3:12 PM
3	NA	10/10/2024 10:36 PM
4	I knew which program I was applying to and that I wouldn't need to register for specific classes	10/10/2024 5:47 PM
5	I already knew the program i would be participating in	10/10/2024 5:43 PM
6	I was not advised by any staff because I do not have time as a high school student to go to a physical CBC college, and my high school counselor works with me and my dual credit classes. I also do not email any sort of staff of CBC through outlook and only email my teachers when absolutely needed.	10/9/2024 8:31 AM

Q13 Do you feel confident you are in the correct courses to meet your educational needs?

Answered: 6 Skipped: 39

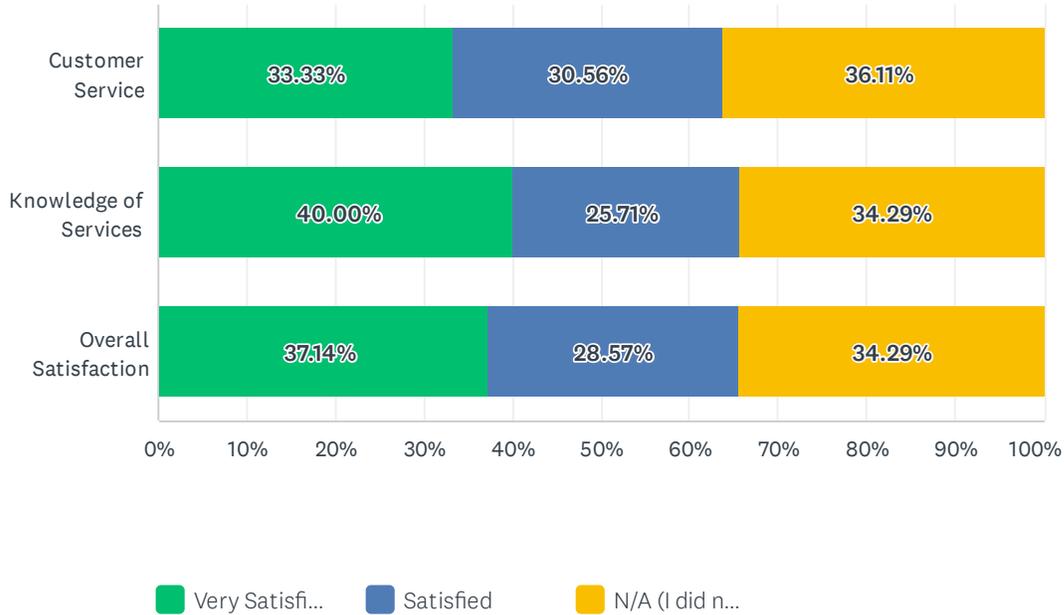


ANSWER CHOICES	RESPONSES	
Yes	100.00%	6
No	0.00%	0
TOTAL		6

#	ADDITIONAL FEEDBACK REGARDING SELF ADVISING:	DATE
1	I am personally challenging myself in my high school career path. I wish to get my associates by the time I graduate but my classes with CBC do not tie exactly into what my future career choice is. I am taking these classes more with the benefit of being able to graduate college with more credits than someone who did not take any dual credit courses.	10/9/2024 8:31 AM

Q14 Please rate your level of satisfaction with the following aspects of Testing Services (TSI Exam).

Answered: 37 Skipped: 8

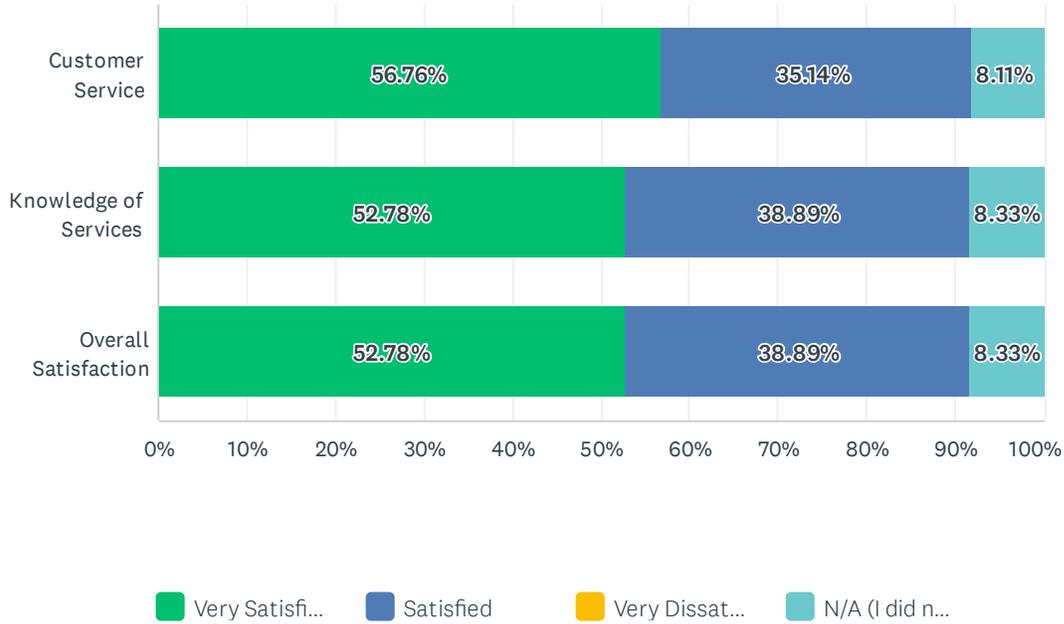


	VERY SATISFIED	SATISFIED	N/A (I DID NOT VISIT TESTING SERVICES.)	TOTAL
Customer Service	33.33% 12	30.56% 11	36.11% 13	36
Knowledge of Services	40.00% 14	25.71% 9	34.29% 12	35
Overall Satisfaction	37.14% 13	28.57% 10	34.29% 12	35

#	ADDITIONAL FEEDBACK REGARDING TESTING SERVICES:	DATE
1	Always nice and willing to help	10/7/2024 11:11 AM

Q15 Please rate your level of satisfaction with the following aspects of Admissions & Registrar's Office. (Admissions and Transcripts)

Answered: 37 Skipped: 8

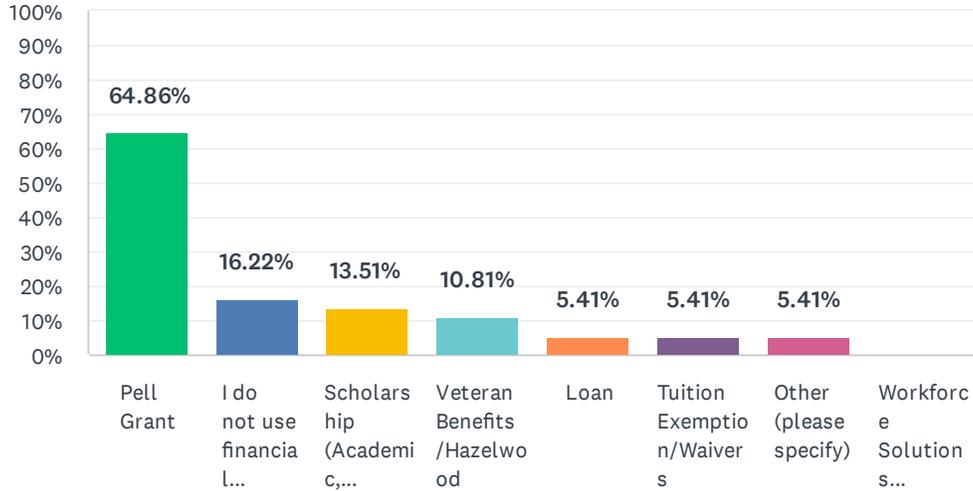


	VERY SATISFIED	SATISFIED	VERY DISSATISFIED	N/A (I DID NOT INTERACT WITH ADMISSIONS/REGISTRAR'S OFFICE THIS SEMESTER.)	TOTAL
Customer Service	56.76% 21	35.14% 13	0.00% 0	8.11% 3	37
Knowledge of Services	52.78% 19	38.89% 14	0.00% 0	8.33% 3	36
Overall Satisfaction	52.78% 19	38.89% 14	0.00% 0	8.33% 3	36

#	ADDITIONAL FEEDBACK REGARDING ADMISSIONS/ REGISTRAR'S OFFICE:	DATE
1	Very knowledgeable and always willing to help	10/7/2024 11:11 AM
2	They were super patient!	10/7/2024 9:01 AM

Q16 Please indicate below the types of financial assistance you are receiving (Select all that apply).

Answered: 37 Skipped: 8

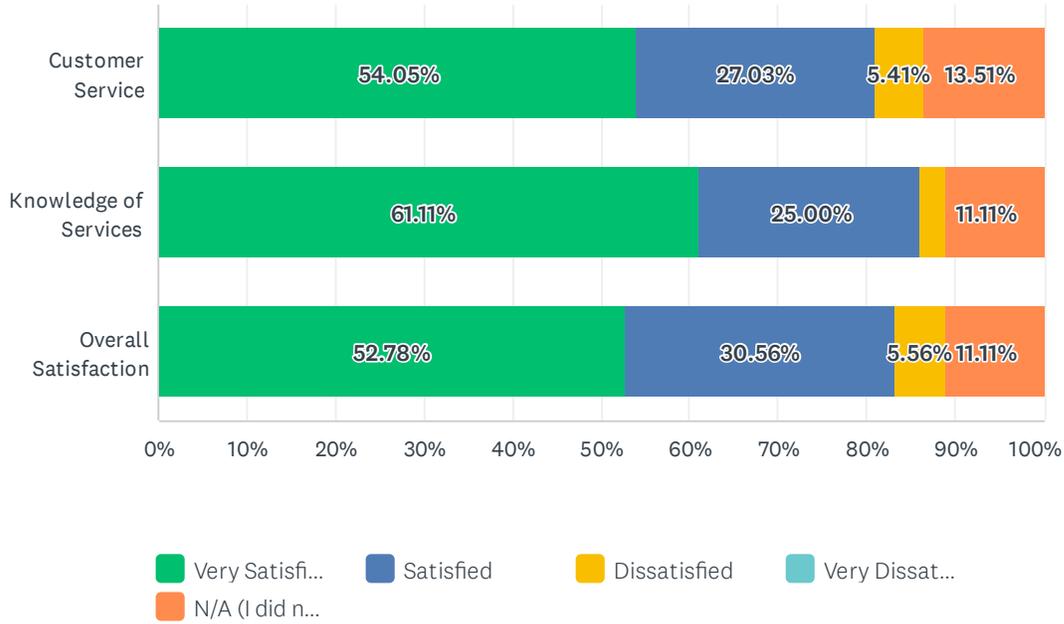


ANSWER CHOICES	RESPONSES	
Pell Grant	64.86%	24
I do not use financial assistance.	16.22%	6
Scholarship (Academic, Athletic, Foundation, etc.)	13.51%	5
Veteran Benefits/Hazelwood	10.81%	4
Loan	5.41%	2
Tuition Exemption/Waivers	5.41%	2
Other (please specify)	5.41%	2
Workforce Solutions Funding	0.00%	0
Total Respondents: 37		

#	OTHER (PLEASE SPECIFY)	DATE
1	SEOG	10/7/2024 11:05 PM
2	Early college high school	10/7/2024 12:49 PM

Q17 Please rate your level of satisfaction with the following aspects of Financial Aid.

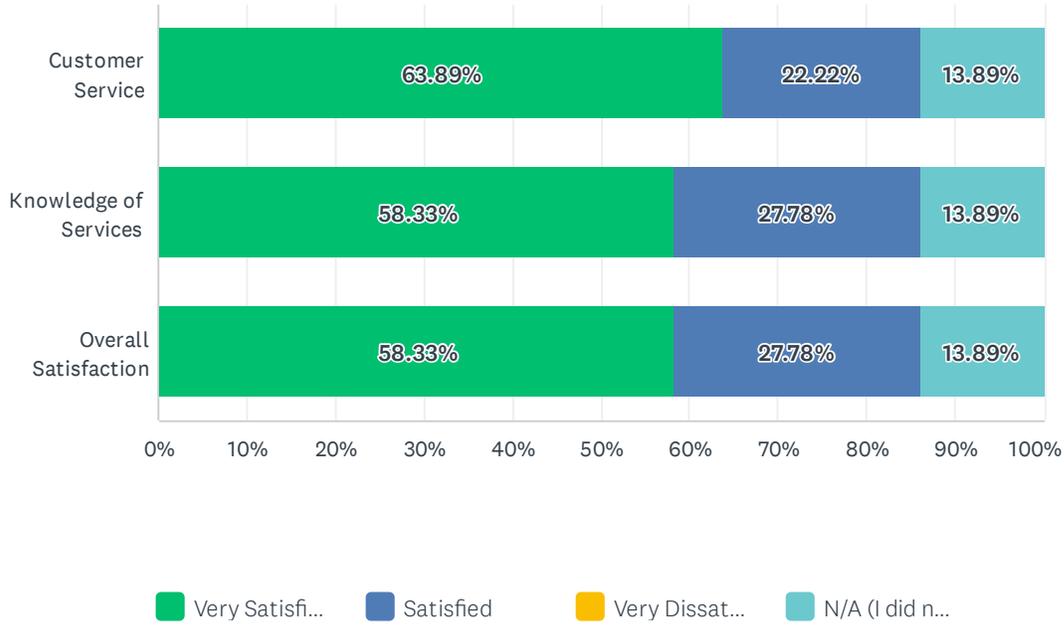
Answered: 37 Skipped: 8



	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A (I DID NOT INTERACT WITH FINANCIAL AID THIS SEMESTER.)	TOTAL
Customer Service	54.05% 20	27.03% 10	5.41% 2	0.00% 0	13.51% 5	37
Knowledge of Services	61.11% 22	25.00% 9	2.78% 1	0.00% 0	11.11% 4	36
Overall Satisfaction	52.78% 19	30.56% 11	5.56% 2	0.00% 0	11.11% 4	36

Q18 Please rate your level of satisfaction with the following aspects of Student Accounts. (Business Office Services)

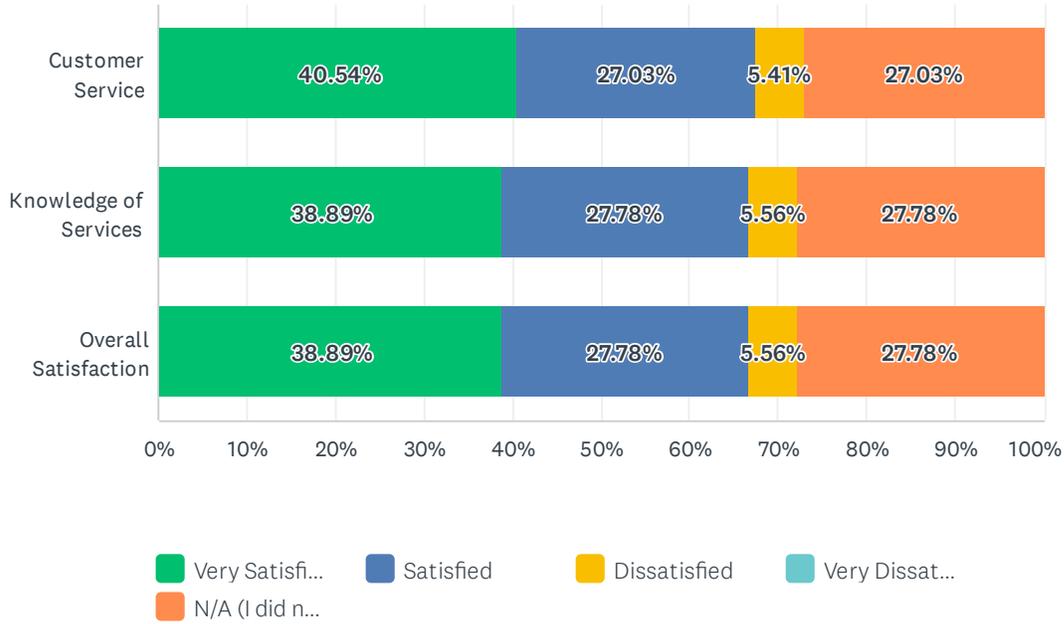
Answered: 37 Skipped: 8



	VERY SATISFIED	SATISFIED	VERY DISSATISFIED	N/A (I DID NOT INTERACT WITH THE BUSINESS OFFICE THIS SEMESTER.)	TOTAL
Customer Service	63.89% 23	22.22% 8	0.00% 0	13.89% 5	36
Knowledge of Services	58.33% 21	27.78% 10	0.00% 0	13.89% 5	36
Overall Satisfaction	58.33% 21	27.78% 10	0.00% 0	13.89% 5	36

Q19 Please rate your level of satisfaction with the following aspects of Texas Book Company. (College Bookstore.)

Answered: 37 Skipped: 8

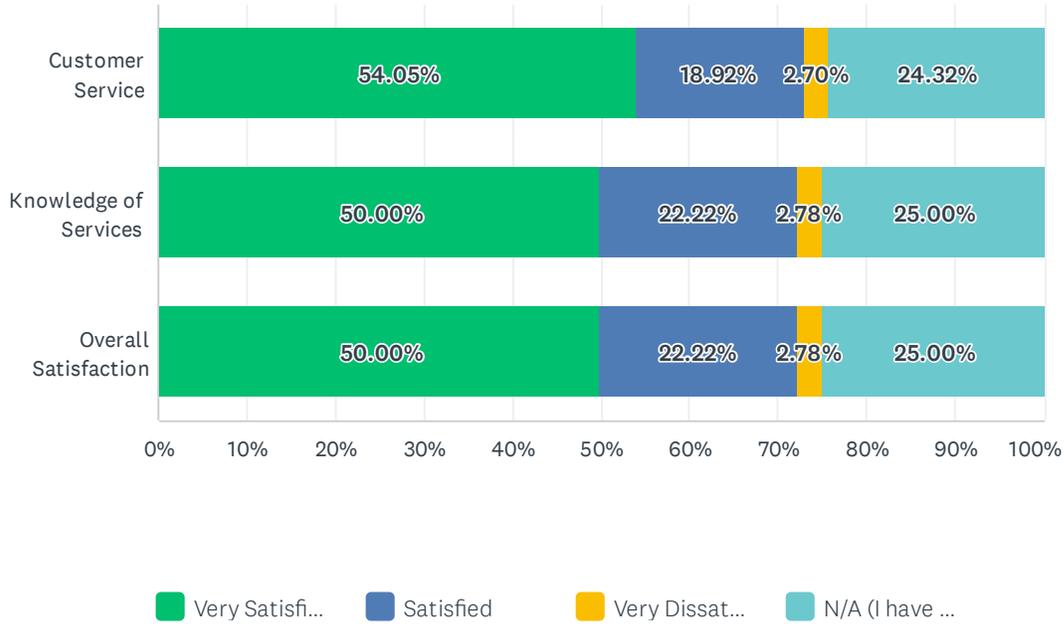


	VERY SATISFIED	SATISFIED	DISSATISFIED	VERY DISSATISFIED	N/A (I DID NOT INTERACT WITH THE COLLEGE BOOKSTORE THIS SEMESTER.)	TOTAL
Customer Service	40.54% 15	27.03% 10	5.41% 2	0.00% 0	27.03% 10	37
Knowledge of Services	38.89% 14	27.78% 10	5.56% 2	0.00% 0	27.78% 10	36
Overall Satisfaction	38.89% 14	27.78% 10	5.56% 2	0.00% 0	27.78% 10	36

#	ADDITIONAL FEEDBACK REGARDING THE COLLEGE BOOKSTORE:	DATE
1	They were not very knowledgeable I was not given an option to purchase my books I needed it was just handed to me.	10/8/2024 6:28 PM
2	I just found it interesting how four books I needed for my classes and I was going to rent them came out around 500 dollars	10/7/2024 11:05 PM

Q20 Please rate your level of satisfaction with the following aspects of CBC IT Helpdesk.

Answered: 37 Skipped: 8

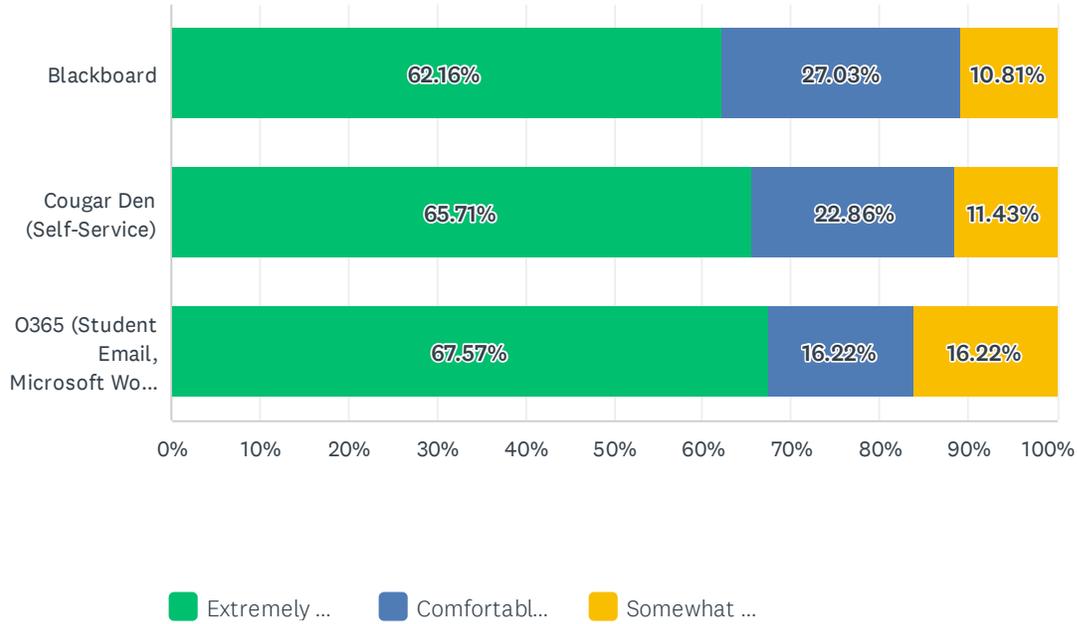


	VERY SATISFIED	SATISFIED	VERY DISSATISFIED	N/A (I HAVE NOT INTERACTED WITH THE IT HELPDESK THIS SEMESTER.)	TOTAL
Customer Service	54.05% 20	18.92% 7	2.70% 1	24.32% 9	37
Knowledge of Services	50.00% 18	22.22% 8	2.78% 1	25.00% 9	36
Overall Satisfaction	50.00% 18	22.22% 8	2.78% 1	25.00% 9	36

#	ADDITIONAL FEEDBACK REGARDING THE CBC IT HELPDESK:	DATE
1	I sent an email once, but they never responded.	10/8/2024 2:19 AM

Q21 Please indicate your comfort level with using the following technologies?

Answered: 37 Skipped: 8

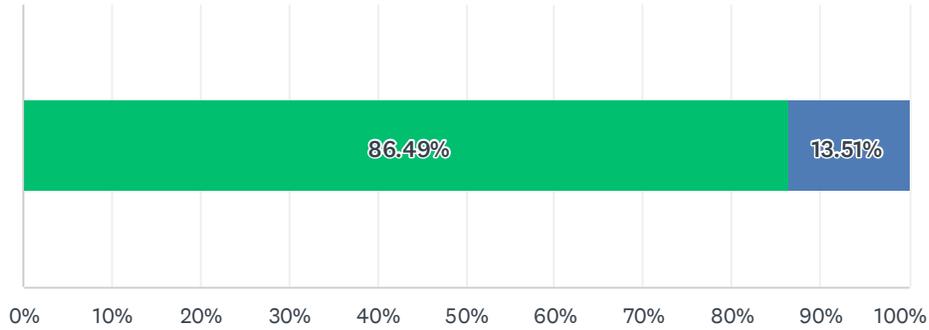


	EXTREMELY COMFORTABLE (NO ASSISTANCE NEEDED)	COMFORTABLE (I KNOW HOW TO CONTACT THE IT HELPDESK.)	SOMEWHAT UNEASY (I COULD USE SOME ONBOARDING ASSISTANCE.)	TOTAL
Blackboard	62.16% 23	27.03% 10	10.81% 4	37
Cougar Den (Self-Service)	65.71% 23	22.86% 8	11.43% 4	35
O365 (Student Email, Microsoft Word, Powerpoint, Excel, etc.)	67.57% 25	16.22% 6	16.22% 6	37

#	ADDITIONAL FEEDBACK REGARDING TECHNOLOGY ON CAMPUS:	DATE
1	None needed	10/19/2024 3:29 PM

Q22 Would you recommend Coastal Bend College to a friend or family member?

Answered: 37 Skipped: 8



■ Yes
 ■ Undecided
 ■ No

ANSWER CHOICES	RESPONSES	
Yes	86.49%	32
Undecided	13.51%	5
No	0.00%	0
TOTAL		37

Q23 Please include any comments or suggestions on how Coastal Bend College can improve services to students.

Answered: 37 Skipped: 8

#	RESPONSES	DATE
1	From my perspective as an online student, I do not think CBC needs any improvement.	10/28/2024 2:06 PM
2	success coaches give more detail about certain log ins like outlook and black board	10/25/2024 4:05 PM
3	More one on one contact	10/19/2024 3:29 PM
4	Personally just making things easier to navigate for new people	10/17/2024 3:18 PM
5	experience has been excellent and cant wait to graduate	10/16/2024 10:30 AM
6	n/a	10/15/2024 8:46 PM
7	Not sure	10/15/2024 7:58 PM
8	Nothing	10/11/2024 7:52 PM
9	It's great	10/11/2024 4:17 PM
10	MORE RESOURCES AT THE PLEASANTON CAMPUS	10/11/2024 11:55 AM
11	I do not have any feedback at this moment, everything has been smooth for me so far	10/10/2024 11:14 PM
12	Easier access for tutoring at other campuses.	10/10/2024 10:39 PM
13	I am very satisfied with everything	10/10/2024 9:28 PM
14	Everything has been perfect, being that this is my first time experiencing CVC	10/10/2024 5:49 PM
15	We receive a very high number of spam/ phishing emails pretending to be CBC staff. Difficult to know what's fake.	10/10/2024 5:45 PM
16	i think it's all great so far!	10/10/2024 11:21 AM
17	Easier to navigate website.	10/9/2024 10:54 PM
18	I have one problem with accessing the library function on the website. I use the library for database citation and references, however I can no longer easily look for the type of journal that I wish to use in an essay and my choices for types of databases are very limited.	10/9/2024 8:35 AM
19	Provide more services to students	10/8/2024 6:28 PM
20	Job opportunities for the students in coastal bend to work for the school.	10/8/2024 2:19 AM
21	To my knowledge everything seems great.	10/7/2024 11:05 PM
22	Making Cougar Care more known	10/7/2024 4:44 PM
23	The advising department is horrible. I have had to register my own classes with the help of professors. Really need more hands for students advising.	10/7/2024 12:55 PM
24	The services that are provided for students are great and very helpful.	10/7/2024 12:54 PM
25	it is fine	10/7/2024 12:49 PM
26	NA	10/7/2024 12:33 PM
27	na	10/7/2024 11:11 AM
28	More explaining on information. Students that haven't been in school for years it's a scary chapter in our lives	10/7/2024 10:35 AM
29	The only suggestion I could make, based on my experiences, is for the advising department to	10/7/2024 9:46 AM

Registration Survey

respond to email requests more quickly. I had to wait an extended period of time for them to clear something that was out of my control. As I said above, Jessica has been amazing and very helpful since that time.

30	The professors are extremely hit or miss in quality.	10/7/2024 9:29 AM
31	Teach students how to better use word, blackboard, and outlook. Most students are coming out of high school just knowing how to use google classroom and google docs and gmail. For me there was a big adjustment period.	10/7/2024 9:06 AM
32	Help out foreign exchange students, when it comes to them not understanding their assignments or even getting financial help. They don't get much help and I feel like a lot of them are afraid to speak up and ask for help.	10/7/2024 9:01 AM
33	Have more help at the front in the Kingsville office.	10/7/2024 8:39 AM
34	I think maybe the Microsoft outlook could be different and more improved. I noticed we get a lot of potential scam emails that are not to be engaged in, and trying to get our information. I feel they should be blocked and not able to access any recourses we use.	10/7/2024 7:55 AM
35	Everything's is good	10/7/2024 7:37 AM
36	.	10/7/2024 7:17 AM
37	none	10/7/2024 7:13 AM

