

Appendix C

Student services available via the Internet, telephone, or on-campus

	Service or program is offered only on-campus	Offered on-campus and through other communication technologies	Information available via static web page posting	Student can request or submit info to program or service via an interactive web page	Student can obtain information via the telephone through prerecorded message	Student can request or submit info to program or service using the telephone	Not offered	Responses
Course/Program Catalog	3.6% 4	74.1% 83	87.5% 98	33.0% 37	9.8% 11	33.0% 37	0.9% 1	112
Admissions	5.4% 6	78.6% 88	62.5% 70	62.5% 70	24.1% 27	38.4% 43	0.0% 0	112
Schedule of Classes	0.9% 1	73.0% 81	82.0% 91	57.7% 64	8.1% 9	30.6% 34	0.0% 0	111
Registration	6.4% 7	76.1% 83	56.0% 61	74.3% 81	16.5% 18	34.9% 38	0.0% 0	109
Assessment and Testing (Diagnostic, Placement, & Academic)	65.8% 73	28.8% 32	39.6% 44	23.4% 26	12.6% 14	23.4% 26	0.9% 1	111
Academic Advising and Counseling	25.2% 28	75.7% 84	50.5% 56	45.0% 50	18.0% 20	42.3% 47	0.9% 1	111
Orientation	23.4% 26	70.3% 78	45.0% 50	44.1% 49	9.0% 10	21.6% 24	0.9% 1	111
Financial Aid	15.3% 17	73.0% 81	69.4% 77	45.0% 50	27.0% 30	36.0% 40	1.8% 2	111
Student Accounts	9.6% 10	70.2% 73	37.5% 39	51.0% 53	9.6% 10	26.0% 27	4.8% 5	104
Student to Student Communications	5.6% 6	70.1% 75	18.7% 20	34.6% 37	5.6% 6	12.1% 13	15.9% 17	107
Faculty to Student Communications	4.6% 5	88.1% 96	45.9% 50	49.5% 54	11.9% 13	37.6% 41	0.9% 1	109
College to Student Communications	4.5% 5	90.9% 100	60.9% 67	41.8% 46	30.9% 34	34.5% 38	0.9% 1	110

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Bookstore Services	9.0% 10	82.9% 92	56.8% 63	58.6% 65	18.0% 20	38.7% 43	0.9% 1	111
Library Services	6.3% 7	88.3% 98	61.3% 68	67.6% 75	25.2% 28	49.5% 55	0.9% 1	111
Remediation Services	46.1% 47	36.3% 37	29.4% 30	12.7% 13	4.9% 5	22.5% 23	9.8% 10	102
Retention Services	31.4% 32	52.9% 54	30.4% 31	13.7% 14	3.9% 4	24.5% 25	14.7% 15	102
Tutoring (Individual & Group)	39.1% 43	57.3% 63	46.4% 51	26.4% 29	10.0% 11	30.0% 33	0.9% 1	110
Disabled Student Services	42.0% 47	58.9% 66	64.3% 72	21.4% 24	19.6% 22	41.1% 46	0.0% 0	112
Counseling (Personal)	56.0% 61	38.5% 42	37.6% 41	16.5% 18	12.8% 14	32.1% 35	3.7% 4	109
Career Counseling & Placement Services	33.6% 37	59.1% 65	55.5% 61	26.4% 29	13.6% 15	33.6% 37	1.8% 2	110
Ethical & Legal Services	16.3% 17	11.5% 12	12.5% 13	1.0% 1	1.9% 2	7.7% 8	67.3% 70	104
Financial Planning (Budgeting, Banking, Loan & Credit Card Management)	21.4% 22	16.5% 17	16.5% 17	6.8% 7	2.9% 3	9.7% 10	53.4% 55	103
Health Services	64.5% 71	19.1% 21	42.7% 47	4.5% 5	8.2% 9	26.4% 29	13.6% 15	110
Student Activities (Recreation, Leadership, Academics, Religion & Spirituality)	58.6% 65	38.7% 43	48.6% 54	18.9% 21	9.0% 10	30.6% 34	0.0% 0	111
Student	47.3%	50.9%	56.4%	20.9%	10.9%	32.7%	0.0%	110

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Population Segments Services (International, Minority, Veteran, Alumni, etc)	52	56	62	23	12	36	0	
Transcript Ordering/payment	9.8% 11	80.4% 90	53.6% 60	51.8% 58	13.4% 15	25.9% 29	0.0% 0	112
E-portfolios	0.9% 1	12.3% 13	2.8% 3	10.4% 11	0.0% 0	2.8% 3	79.2% 84	106
Emergency Calls to Landline Telephone	12.7% 13	26.5% 27	10.8% 11	13.7% 14	13.7% 14	13.7% 14	36.3% 37	102
Emergency Calls to Cellular Telephone	10.6% 11	31.7% 33	12.5% 13	12.5% 13	14.4% 15	13.5% 14	31.7% 33	104
Emergency Text Message to Cellular Telephone	8.6% 9	56.2% 59	19.0% 20	21.9% 23	13.3% 14	18.1% 19	16.2% 17	105