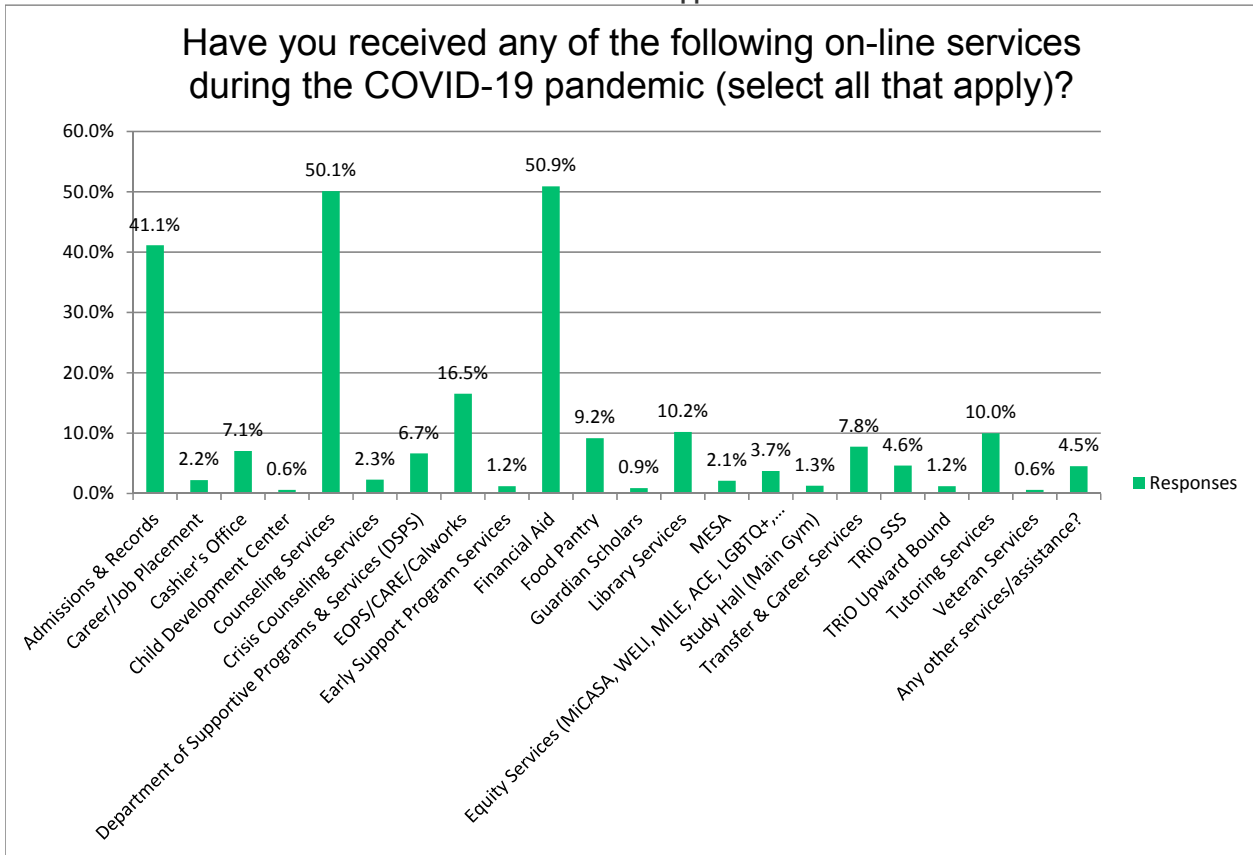


Hartnell Student Services (2020FA)

Have you received any of the following on-line services during the COVID-19 pandemic (select all that apply)?

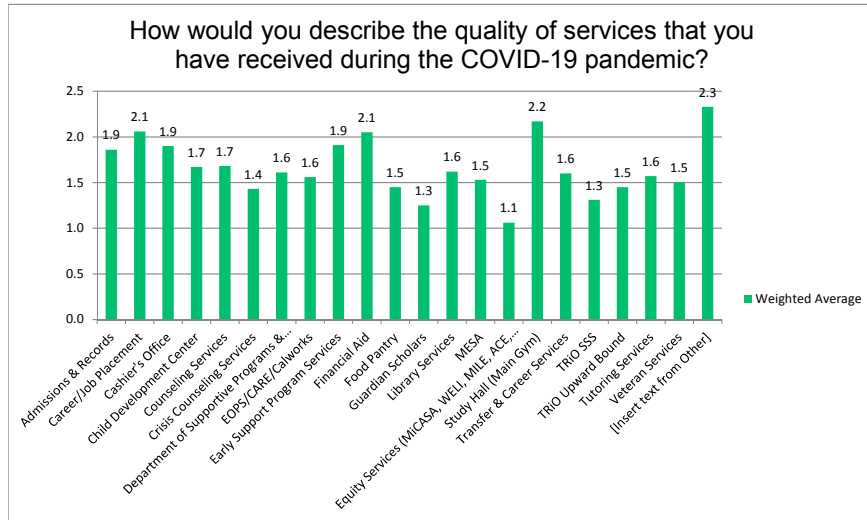
Answer Choices	Responses	
Admissions & Records	41.1%	408
Career/Job Placement	2.2%	22
Cashier's Office	7.1%	70
Child Development Center	0.6%	6
Counseling Services	50.1%	497
Crisis Counseling Services	2.3%	23
Department of Supportive Programs & Services (DSPS)	6.7%	66
EOPS/CARE/Calworks	16.5%	164
Early Support Program Services	1.2%	12
Financial Aid	50.9%	505
Food Pantry	9.2%	91
Guardian Scholars	0.9%	9
Library Services	10.2%	101
MESA	2.1%	21
Equity Services (MiCASA, WELI, MILE, ACE, LGBTQ+, UMOJA)	3.7%	37
Study Hall (Main Gym)	1.3%	13
Transfer & Career Services	7.8%	77
TRiO SSS	4.6%	46
TRiO Upward Bound	1.2%	12
Tutoring Services	10.0%	99
Veteran Services	0.6%	6
Any other services/assistance?	4.5%	45
	Answered	992
	Skipped	89



Hartnell Student Services (2020FA)

How would you describe the quality of services that you have received during the COVID-19 pandemic?

	Excellent (1)	Above Average (2)	Average (3)	Below Average (4)	Very Poor (5)	N/A	Total	Weighted Average						
Admissions & Records	49.2%	175	22.2%	79	23.0%	82	3.4%	12	2.0%	7	0.3%	1	356	1.9
Career/Job Placement	29.4%	5	35.3%	6	35.3%	6	0.0%	0	0.0%	0	0.0%	0	17	2.1
Cashier's Office	50.0%	31	17.7%	11	27.4%	17	1.6%	1	3.2%	2	0.0%	0	62	1.9
Child Development Center	25.0%	1	50.0%	2	0.0%	0	0.0%	0	0.0%	0	25.0%	1	4	1.7
Counseling Services	57.5%	252	22.6%	99	15.1%	66	2.7%	12	1.6%	7	0.5%	2	438	1.7
Crisis Counseling Services	68.2%	15	13.6%	3	13.6%	3	0.0%	0	0.0%	0	4.6%	1	22	1.4
Department of Supportive Programs & Services (DSPS)	61.3%	38	21.0%	13	14.5%	9	1.6%	1	1.6%	1	0.0%	0	62	1.6
EOPS/CARE/Calworks	67.1%	94	15.0%	21	14.3%	20	2.1%	3	1.4%	2	0.0%	0	140	1.6
Early Support Program Services	41.7%	5	33.3%	4	8.3%	1	0.0%	0	8.3%	1	8.3%	1	12	1.9
Financial Aid	44.8%	191	17.4%	74	28.2%	120	5.9%	25	3.3%	14	0.5%	2	426	2.1
Food Pantry	71.1%	59	12.1%	10	9.6%	8	2.4%	2	1.2%	1	3.6%	3	83	1.5
Guardian Scholars	87.5%	7	0.0%	0	12.5%	1	0.0%	0	0.0%	0	0.0%	0	8	1.3
Library Services	57.0%	49	27.9%	24	11.6%	10	3.5%	3	0.0%	0	0.0%	0	86	1.6
MESA	58.8%	10	29.4%	5	11.8%	2	0.0%	0	0.0%	0	0.0%	0	17	1.5
Equity Services (MICASA, WELI, MILE, ACE, LGBTQ+, UMOJA)	90.9%	30	6.1%	2	0.0%	0	0.0%	0	0.0%	0	3.0%	1	33	1.1
Study Hall (Main Gym)	37.5%	3	12.5%	1	12.5%	1	0.0%	0	12.5%	1	25.0%	2	8	2.2
Transfer & Career Services	60.6%	40	21.2%	14	13.6%	9	1.5%	1	1.5%	1	1.5%	1	66	1.6
TRIO SSS	76.9%	30	15.4%	6	7.7%	3	0.0%	0	0.0%	0	0.0%	0	39	1.3
TRIO Upward Bound	58.3%	7	25.0%	3	8.3%	1	0.0%	0	0.0%	0	8.3%	1	12	1.5
Tutoring Services	64.0%	57	14.6%	13	16.9%	15	1.1%	1	1.1%	1	2.3%	2	89	1.6
Veteran Services	66.7%	4	16.7%	1	16.7%	1	0.0%	0	0.0%	0	0.0%	0	6	1.5
[Insert text from Other]	46.0%	17	8.1%	3	10.8%	4	8.1%	3	16.2%	6	10.8%	4	37	2.3
													Answered	845
													Skipped	236

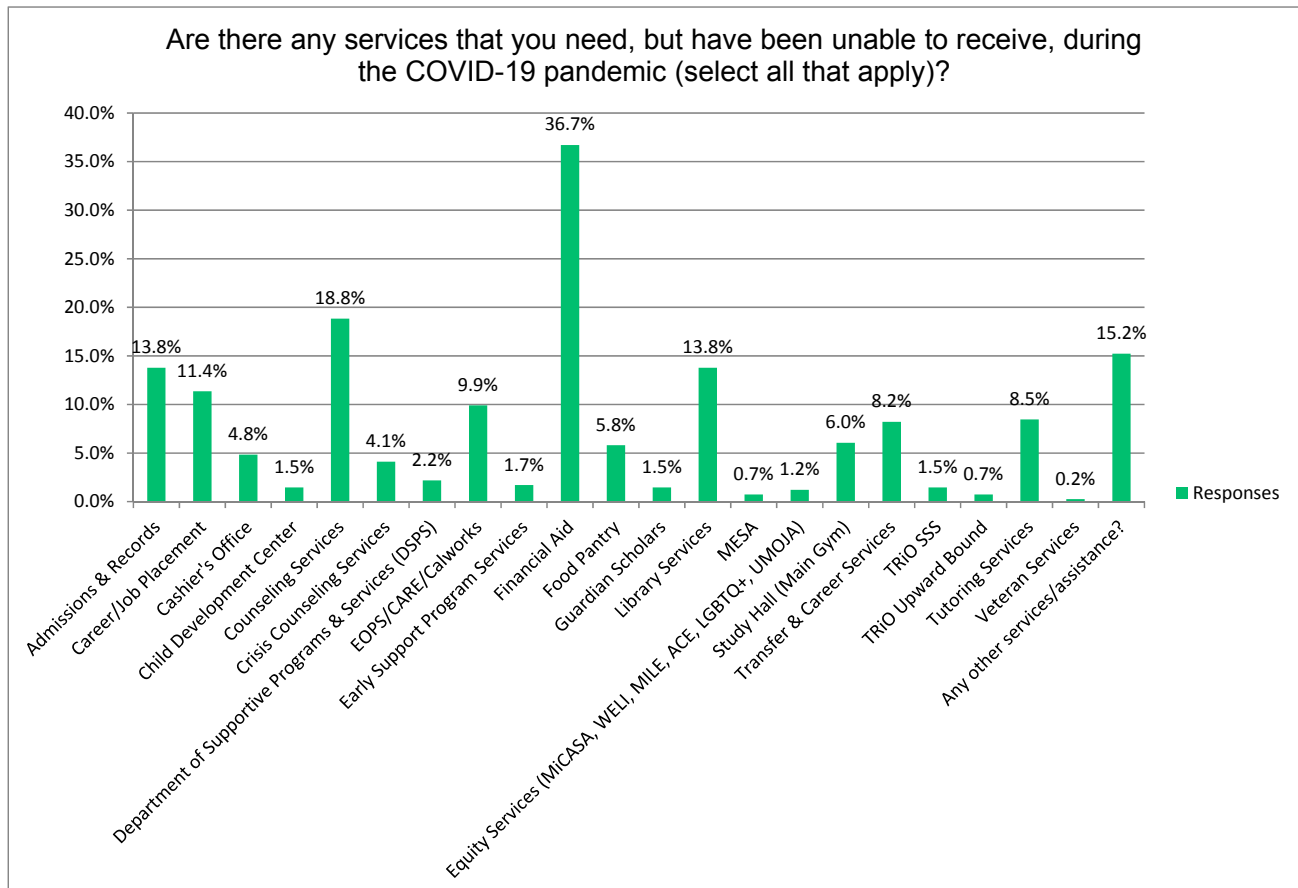


Legend:
 1 = Excellent
 2 = Above Average
 3 = Average
 4 = Below Average
 5 = Very Poor

Hartnell Student Services (2020FA)

Are there any services that you need, but have been unable to receive, during the COVID-19 pandemic (select all

Answer Choices	Responses	
Admissions & Records	13.8%	57
Career/Job Placement	11.4%	47
Cashier's Office	4.8%	20
Child Development Center	1.5%	6
Counseling Services	18.8%	78
Crisis Counseling Services	4.1%	17
Department of Supportive Programs & Services (DSPPS)	2.2%	9
EOPS/CARE/Calworks	9.9%	41
Early Support Program Services	1.7%	7
Financial Aid	36.7%	152
Food Pantry	5.8%	24
Guardian Scholars	1.5%	6
Library Services	13.8%	57
MESA	0.7%	3
Equity Services (MiCASA, WELI, MILE, ACE, LGBTQ+, UMOJA)	1.2%	5
Study Hall (Main Gym)	6.0%	25
Transfer & Career Services	8.2%	34
TRiO SSS	1.5%	6
TRiO Upward Bound	0.7%	3
Tutoring Services	8.5%	35
Veteran Services	0.2%	1
Any other services/assistance?	15.2%	63
	Answered	414
	Skipped	667

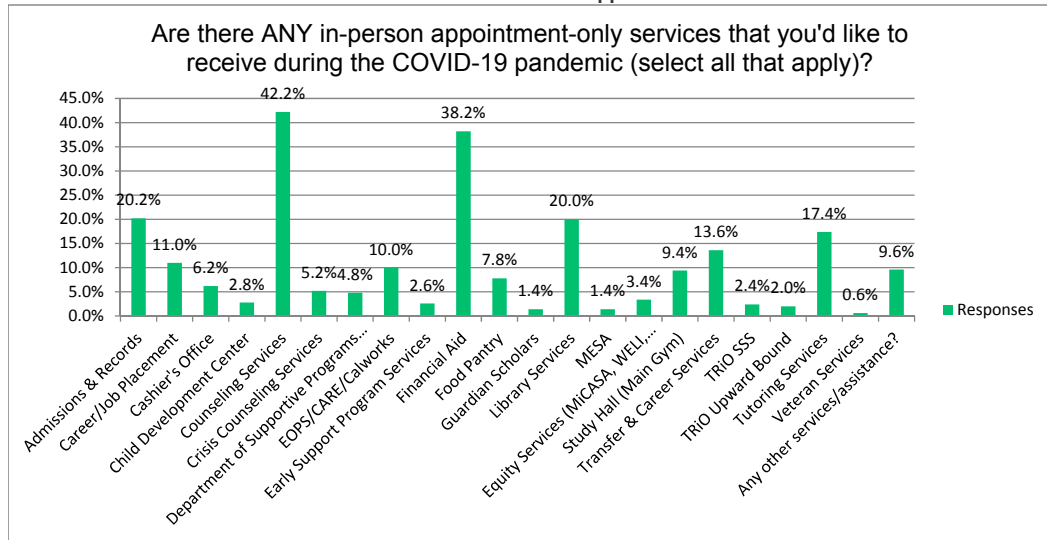


that apply)?

Hartnell Student Services (2020FA)

Are there ANY in-person appointment-only services that you'd like to receive during the COVID-19 pandemic (select all that apply)?

Answer Choices	Responses	
Admissions & Records	20.2%	101
Career/Job Placement	11.0%	55
Cashier's Office	6.2%	31
Child Development Center	2.8%	14
Counseling Services	42.2%	211
Crisis Counseling Services	5.2%	26
Department of Supportive Programs & Services (DSPS)	4.8%	24
EOPS/CARE/Calworks	10.0%	50
Early Support Program Services	2.6%	13
Financial Aid	38.2%	191
Food Pantry	7.8%	39
Guardian Scholars	1.4%	7
Library Services	20.0%	100
MESA	1.4%	7
Equity Services (MiCASA, WELI, MILE, ACE, LGBTQ+, UMOJA)	3.4%	17
Study Hall (Main Gym)	9.4%	47
Transfer & Career Services	13.6%	68
TRiO SSS	2.4%	12
TRiO Upward Bound	2.0%	10
Tutoring Services	17.4%	87
Veteran Services	0.6%	3
Any other services/assistance?	9.6%	48
	Answered	500
	Skipped	581



Hartnell Student Services (2020FA)

Would any of the following concerns discourage you from scheduling an in-person appointment-only service (select all that apply)?

Answer Choices	Responses	
Catching COVID-19	53.5%	481
County COVID Classification system (Orange, Red, Purple Tier)	18.2%	164
Following appropriate safety protocols	18.8%	169
Personal desire to limit community exposure	26.9%	242
Pressure to limit community exposure from family members	18.7%	168
Previous exposure and/or 14-day quarantine	7.9%	71
Risk of exposure for vulnerable dependent/guardian	27.5%	247
Transportation availability/safety	10.7%	96
No concerns	32.6%	293
Any other concerns, please specify.	2.5%	22
Answered	899	
Skipped	182	

