



# Citrus College Online Forms Survey January 2021 Final Report

INSTITUTIONAL RESEARCH, PLANNING AND EFFECTIVENESS

## Introduction

In fall 2019, the Admissions and Records Office launched the online transcript evaluation request form and the online pre-requisite clearance form. The Admissions and Records Office worked with TeCS to implement new software that would make it easier for students to submit additional online forms, such as the graduation petition form. In spring 2020, the Admissions and Records Office worked with IRPE on a survey to be conducted to assess the effectiveness of online forms. The survey was kept open to allow constant response until January 2021.

Initial analysis of survey results was conducted in June 2020 encompassing results from May 11 to June 16, 2020. An additional analysis of results was conducted encompassing results from June 17 to October 14, 2020. This document is the final report and consists of the results of the first two periods and includes the latest period October 15, 2020 to January 20, 2021. Six online forms are in focus. Analysis of survey results comprise of mostly percentages and counts are presented in these six areas as well as an overall total. The six forms examined are color coordinated.

Exceptional Action Petition	Pass/No Pass Petition
Graduation Petition	Prerequisites Clearance Form
Incomplete Grade Contact	Transcript Evaluation Request

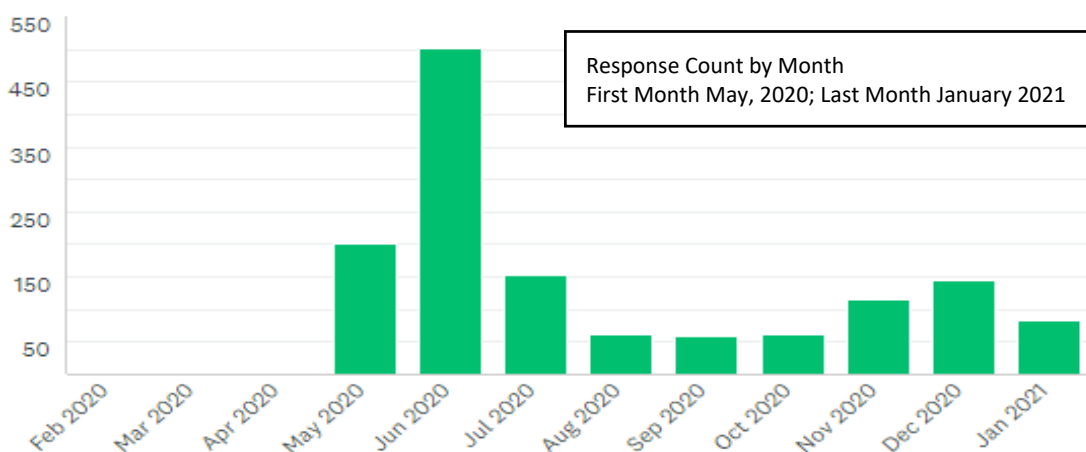
Areas covered are:

- Level of agreement to a statement about the online form making the service more convenient and/or available, giving greater access to Admissions and Records services. Included are also reasons for selecting level of agreement.
- Level of difficulty in finding the specific online form.
- Electronic device used in accessing the online form.
- General demographic questions (age, gender, ethnicity) as well as role at Citrus College (student, instructional staff, counseling faculty, staff).
- General comment question at the end.

Appendix A lists the actual survey instrument used. Appendix B lists the actual comments for Question 4.

## Response and Insights

The survey was open from May 11, 2020 to January 20, 2021. Total response was 1,381. Most of the responses were from students (99%). Note that response for the Incomplete Grade Contract is less than ten. Distribution of responses by month can be seen in the following chart.



There were 1,381 responses to the survey. Survey completion rate (percentage of survey takers that completed the survey) was 100%. Typical time spent completing the survey was 1 minute: 18 seconds. The most skipped question was the last question asking if any comments.

## Q1. What is your primary role here at Citrus College?

Online Form	Student	Instructional Faculty	Counseling Faculty	Staff	Other Primary Role	Total
Exceptional Action Petition	833 99%	0 0%	0 0%	1 <1%	3 <1%	839
Graduation Petition	234 100%	0 0%	0 0%	0 0%	0 0%	234
Incomplete Grade Contract	6 67%	3 33%	0 0%	0 0%	0 0%	9
Pass/No Pass Petition	131 99%	0 0%	0 0%	1 <1%	0 0%	132
Prerequisite Clearance Form	86 100%	0 0%	0 0%	0 0%	0 0%	86
Transcript Evaluation Request	75 96%	0 0%	3 4%	0 0%	0 0%	78
<b>Total</b>	1365 99%	5 <1%	3 <1%	2 <1%	3 <1%	1378 100%
					<b>Skipped</b>	3

### Other Primary Role (please specify)

Exceptional Action Petition

*I want to major in engineering*

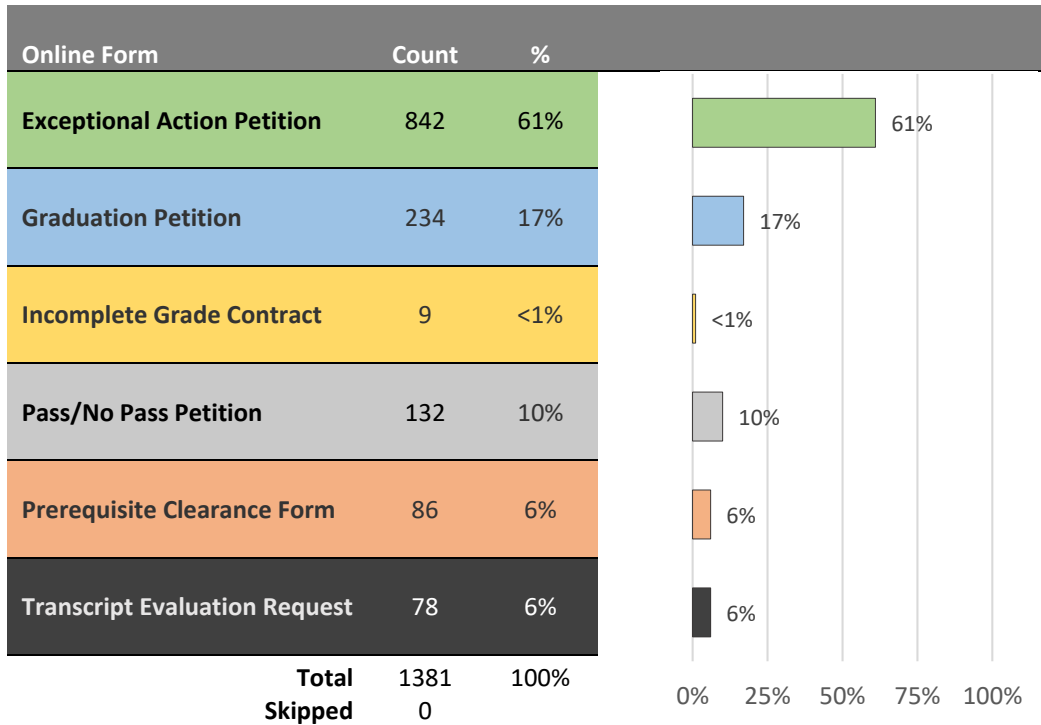
*Covid19 emergency withdrawal*

*for 3 years*

### Main Takeaway Points to this Question:

- Primarily Students utilized the online forms and responded to the survey.
- Only nine respondents referred to the Incomplete Grade Contract.

**Q2. Please select the online form you accessed from the dropdown box below. If you accessed multiple forms, please complete this survey for each form. Instructions on how to do that are at the end of this survey.**



**Main Takeaway Points to this Question:**

- The most common online form utilized was the Exceptional Action Petition (61%).
- The least utilized online form was the Incomplete Grade Contract <1%).
- Respondents choose only one form and were instructed to complete the survey again if they used multiple forms.

**Q3. Please provide your level of agreement to the following statement.**

**This online form made this service more convenient and/or available to me, giving me greater access to Admissions and Records services.**

Online Form	Strongly Agree	Agree	Neither	Disagree	Strongly Disagree	Total
<b>Exceptional Action Petition</b>	571 68%	204 24%	52 6%	10 1%	5 1%	842 100%
<b>Graduation Petition</b>	134 57%	79 34%	19 8%	0 0%	2 1%	234 100%
<b>Incomplete Grade Contract</b>	5 56%	2 22%	2 22%	0 0%	0 0%	9 100%
<b>Pass/No Pass Petition</b>	84 64%	29 22%	11 8%	3 2%	5 4%	132 100%
<b>Prerequisite Clearance Form</b>	36 42%	29 34%	15 17%	3 2%	3 3%	86 100%
<b>Transcript Evaluation Request</b>	36 46%	26 33%	6 8%	8 10%	2 3%	78 100%
<b>Total</b>	866 63%	369 27%	105 8%	24 2%	17 1%	1381 100%
					Skipped	0

**Main Takeaway Points to this Question:**

- Combining Strongly Agree and Agree to the statement results in the following percentages:
 

Exceptional Action Petition	92%
Graduation Petition	91%
Incomplete Grade Contract	78% (note small total number)
Pass/No Pass Petition	86%
Prerequisite Clearance Form	76%
Transcript Evaluation Request	79%
<u>Total</u>	<u>90%</u>
- Combining Strongly Disagree and Disagree to the statement results in the following percentages:
 

Exceptional Action Petition	2%
Graduation Petition	1%
Incomplete Grade Contract	0% (note small total number)
Pass/No Pass Petition	6%
Prerequisite Clearance Form	5%
Transcript Evaluation Request	13%
<u>Total</u>	<u>3%</u>

## Q4. Please explain why you selected the answer above.

Taking the comments said and assigning themes to them results in the following distribution of themes by form type.

Appendix B contains a complete listing of what was said and the assigned themes by type of form.

Exceptional Actions Petition	
Theme	Count
easy	252
simple	84
convenient	43
straight forward	33
quick	31
helpful	23
accessible	18
fast	18
difficult	17
understandable	13
timely	12
clear	7
efficient	7
direct	5
hard to find	5
inaccessible	5
useful	5
agree	4
campus locked down	4
counselor help	4
don't understand	4
explainable	4
good	4
na	4
at home	3
great	3
short	3
stress remover	3
user-friendly	3
email difficulties	2
fill out forms	2
fulfilled need	2
hassle free	2
link didn't work	2
no campus visit	2
okay	2
online	2
resourceful	2
safe	2
self-explanatory	2
unaware of petition	2
able to drop class	1
accustomed	1
allowed to voice	1
problems	1
another option	1
available	1
better	1
called multiple times	1

Exceptional Actions Petition	
Theme	Count
campus access hard	1
comfortable	1
concise	1
confident	1
control	1
decreases anxiety	1
didn't know existed	1
didn't see	1
announcement	1
didn't take long	1
do	1
do something	1
important	1
drop class	1
drop date worries	1
easily look up classes	1
effective	1
effort to complete task	1
email with link	1
explorable	1
extreme anxiety	1
felt heard	1
forgot all about petition	1
gave more info	1
getting materials	1
given instructions	1
glad effort to reach out	1
great advice	1
great option	1
great teachers	1
great tool	1
hard to contact	1
harder going to campus	1
hope this helps	1
in person visit	1
inaccessible	1
info provided	1
Internet limited	1
just plugging in	1
learned more	1
less scary	1
less stressful	1
made possible to	1
submit	1
navigate website	1
needed link	1
needed to	1
neither	1
nice not to wait	1

Exceptional Actions Petition	
Theme	Count
no comment	1
no help	1
no Internet	1
no lines	1
no reply	1
no trouble	1
not helpful	1
not stressful	1
opportunity	1
organized	1
own terms	1
pass class	1
personal	1
prefer in person class	1
print out/scan	1
process too far	1
quick way	1
quicker	1
read emails	1
readily available	1
reliable	1
relieved	1
resources	1
resubmit request online	1
saved life	1
saves traveling	1
second submission	1
sent multiple emails	1
source available	1
standard service	1
support family	1
tedious	1
thank you	1
tried calling	1
turn in docs	1
uncomfortable	1
uncomplicated	1
unintimidating	1
user friendly	1
wasn't aware offered	1
websites	1
what needed	1
where forms	1
wish auto-fill better	1
without assistance	1
word of mouth	1
<b>Total Theme Count</b>	<b>744</b>

Graduation Petition	
Theme	Count
easy	50
convenient	24
accessible	12
fast	9
simple	9
counselor	5
Covid	5
straight forward	4
good	3
helpful	3
na	3
quick	3
clear	2
intuitive	2
no campus visit	2
redirected	2

Graduation Petition	
Theme	Count
user friendly	2
adequate	1
agree	1
appreciated	1
best	1
clearer	1
communication	1
confusing	1
contact anyone	1
didn't know	1
direct	1
double check	1
efficient	1
email issues	1
in person access	1
incomplete	1

Graduation Petition	
Theme	Count
limits	1
missing cert names	1
multiple fill-out	1
no 3rd party	1
no access to speak to online	1
no feedback	1
no notice	1
no response	1
rewarding	1
short	1
step by step	1
thank you	1
uncomplicated	1
well explained	1
<b>Total Theme Count</b>	<b>169</b>

**Incomplete Grade Contract (5 responses)**

Q4 Please explain why you selected the answer above.

	Theme 1	Theme 2
<i>It was easier to get things done so I won't have to worry too much about it</i>	easier	
<i>online is a bit difficult</i>	bit difficult	
<i>gave me steps to go where I needed the information and where to fill out the form.</i>	gave me steps to go	
<i>I need to withdraw because of covid -19</i>	Covid	
<i>Very fast and easy</i>	fast	easy
<b>Total Theme Count</b>		<b>6</b>

Pass/No Pass Petition	
Theme	Count
easy	39
convenient	7
fast	7
simple	7
accessible	5
straight forward	5
agree	2
classes hard	2
Covid	2
direct	2
helpful	2
smooth	2
understandable	2

Pass/No Pass Petition	
Theme	Count
appreciated	1
available	1
better outlook	1
clear	1
comprehensive	1
counselor	1
different effect	1
difficult	1
efficient	1
failed	1
good	1
hard to find	1
hopeful	1

Pass/No Pass Petition	
Theme	Count
meaning	1
more explanation	1
na	1
no accessible link	1
no campus visit	1
off campus	1
ok	1
pleased	1
quick	1
redo class	1
unaware	1
user friendly	1
<b>Total Theme Count</b>	<b>109</b>

Prerequisite Clearance Form	
Theme	Count
easy	14
quicker	7
difficult	3
preferred talking	3
simple	3
clear	2
confusing	2
convenient	2
thank you	2

Prerequisite Clearance Form	
Theme	Count
understandable	2
accessible	1
automatic updates	1
doing something	
wrong	1
efficient	1
everything online	1
fair	1
hard to find	1

Prerequisite Clearance Form	
Theme	Count
helped	1
incomplete process	1
interpretable	1
just submitted	1
mistakes made	1
more clear	1
more slots	1
na	1
needed	1

Prerequisite Clearance Form	
Theme	Count
never received form	1
no benefit	1
no place to attach	1
no struggle	1
not convenient	1

Prerequisite Clearance Form	
Theme	Count
not transfer over	1
self-explanatory	1
smoother process	1
straight forward	1
time	1

Prerequisite Clearance Form	
Theme	Count
user friendly	1
useful	1
<b>Total Theme Count</b>	<b>68</b>

Transcript Evaluation Request	
Theme	Count
easy	14
fast	6
convenient	5
simple	5
submitted multiple times	5
no confirmation	3
straight forward	3
accessible	2
agree	2
confusing	2
not all majors listed	2
prefer speaking	2

Transcript Evaluation Request	
Theme	Count
available	1
clear	1
confident	1
counselor	1
Covid	1
didn't provide options	1
difficult	1
efficient	1
failed upload	1
filled in	1
hard	1
helpful	1

Transcript Evaluation Request	
Theme	Count
inaccessible	1
no wait	1
not clear	1
self-explanatory	1
smooth	1
specific	1
thank you	1
timely	1
trouble registering	1
<b>Total Theme Count</b>	<b>72</b>

Further examination of these comments was conducted with a focus on those respondents who Disagree or Strongly Disagree to the Q3 Statement.

**Exceptional Action Petition**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

*Due to the pandemic its more convenient to complete form online*

*I did not sign up for online classes. I would much rather have class in person*

*I don't understand the question.*

*I only attended the course 1 or twice since February. I was unable to located with ease who my instructor was or the course number. After a couple of hours of research, I was able to find it. Since the link is already provided and it auto-fills my name and student ID, if would be great if it could auto-fill the course it is referring to in the email letter to fill out the form.*

*I sent 13 emails to the admissions and records about my situation for dropping a class without a record and they never get back to me and I tried calling 4 times and I left voicemails at 12 pm no one got back to me.*

*I wanna speak to someone and notice that the online method takes too long then talking to someone.*

*I wasn't aware of the exceptional action petition until I reached out to a counselor.*

*It is more difficult (2)*

*It was so hard to find the actual form, I had to google and find a link that launched the application with my wingspan login. Everything on your websites and links take you to a super informational site that states what the application does but not how to access it. Super frustrating it's Jan 3, I've been trying since Fall 2020 term ended. - Juan Villalpando*

*It was so much faster then the previous form*

*No computer or web access. Public libraries and school libraries are unavailable.*

*online class is difficult*

*The Citrus college website is VERY difficult to navigate and takes one to so many option and unless a student knows exactly what to type in and look for a student could spend a tremendous amount of time looking for whatever they are looking for. the people on the phones are not helpful at all.*

**Graduation Petition**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

*I don't think that just calling people or emailing them has the same effect that it would have if you were to talk face to face.*

*I strongly disagree because the online classes are really hard for me.*

*I strongly disagree with fact because the online classes are really hard for me.*

*I Strongly disagree with fact the online classes are really easy and good for me.*



*I was given no notice to submit a form.*

*I was not aware of this petition until it was to late. I wish this was posted on an email so we could have tried to apply. I struggled in the middle of the semester due to Covid and I am health care worker working long day.*

*It wasn't allowing me to log in, or change my password. Instructions need to be more clear.*

*the form needs more explanation about what to put in the different categories and how to find it.*

**Incomplete Grade Contract**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

Note: For the Incomplete Grade Contract there were no respondents Disagree or Strongly Disagree.

**Pass/No Pass Petition**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

*The form needs more explanation about what to put in the different categories and how to find it.*

*I was not aware of this petition until it was to late. I wish this was posted on an email so we could have tried to apply. I struggled in the middle of the semester due to Covid and I am health care worker working long day.*

*I strongly disagree because the online classes are really hard for me.*

*I Strongly disagree with fact the online classes are really easy and good for me.*

**Prerequisite Clearance Form**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

*It was confusing to fill out as a concurrent enrollment student*

*Upon submission, the individual who made the clearance made a mistake and I had to make another form.*

*I wish someone would answer the phone when I call so I can have the help and assistance I need.*

*the prerequisite classes should be updated automatically, instead of having the student to clear it. The system should be able to recognized and updated the classes on its own, to make the process smoother.*

*There is no option for student's whose prerequisites are cleared by AP credit from high school, making the form very difficult to fill out*

*I never received the follow up form to attach my unofficial transcript.*

**Transcript Evaluation Request**

**Q4 Please explain why you selected the answer above. Strongly Disagree/Disagree**

*this is the second time having to fill out this form with still no reply*

*It is not clear to click the Start/Log In etc. I had to call and email multiple people to get this explained. Also, I just wanted my course numbers upgraded to their current listings since I have classes I took in 99 and their old numbers on my transcript. I just needed that and not transfer or GE. Can I get that option listed or an "Other" button as well?*

*This is the second time I submit a request and it still has not been evaluated.*

*I have submitted the form multiple times and my credit still has not been applied*

*The form is somewhat confusing to fill out.*

*Instructions are confusing; uploading of documents were not successful first or second time.*

*I was unable to access this form for months because the school could not confirm my email.*

*Third time turning this piece of trash in, and I still don't know if it's worked. I've waited six months for my transcript to be evaluated already. Thanks guys*

*Summited one prior back in Spring 2020, Didn't get the result back.*

**Main Takeaway Point to this Question:**

- This follow-up focuses on the comments of only those respondents who Strongly Disagree or Disagree to the following statement (Q3): This online form made this service more convenient and/or available to me, giving me greater access to Admissions and Records services.

**Q5. How difficult was it for you to find this online form?**

Online Form	Very Easy	Easy	Neither	Difficult	Very Difficult	Total
<b>Exceptional Action Petition</b>	387 47%	228 27%	155 19%	47 6%	14 2%	831 100%
<b>Graduation Petition</b>	88 38%	70 30%	45 20%	21 9%	6 3%	230 100%
<b>Incomplete Grade Contract</b>	4 44%	1 11%	4 44%	0 0%	0 0%	9 100%
<b>Pass/No Pass Petition</b>	49 37%	45 34%	24 18%	9 7%	4 3%	131 100%
<b>Prerequisite Clearance Form</b>	26 31%	26 31%	18 22%	10 12%	3 4%	83 100%
<b>Transcript Evaluation Request</b>	24 42%	26 33%	20 26%	9 9%	1 1%	78 100%
<b>Total</b>	578 42%	396 29%	266 20%	94 7%	28 2%	1362 100%
					<b>Skipped</b>	19

**Main Takeaway Points to this Question:**

- Combining Very Easy and Easy to finding the online forms results in the following percentages:
 

Exceptional Action Petition	74%
Graduation Petition	68%
Incomplete Grade Contract	55% (note very small total number)
Pass/No Pass Petition	71%
Prerequisite Clearance Form	62%
Transcript Evaluation Request	75%
<u>Total</u>	<u>71%</u>
- Combining Very Difficult and Difficult to finding the online forms results in the following percentages:
 

Exceptional Action Petition	8%
Graduation Petition	12%
Incomplete Grade Contract	0% (note very small total number)
Pass/No Pass Petition	10%
Prerequisite Clearance Form	16%
Transcript Evaluation Request	10%
<u>Total</u>	<u>9%</u>

**Q6. What device did you primarily use to access this online form?**

Online Form	Desktop Computer	Laptop Computer	Tablet	Smart Phone	Some Other Device	Total
<b>Exceptional Action Petition</b>	116 14%	464 56%	13 2%	229 28%	5 1%	827 100%
<b>Graduation Petition</b>	53 23%	145 63%	5 2%	28 12%	0 0%	231 100%
<b>Incomplete Grade Contract</b>	1 11%	6 67%	0 0%	2 22%	0 0%	9 100%
<b>Pass/No Pass Petition</b>	22 17%	68 52%	5 4%	34 26%	1 1%	130 100%
<b>Prerequisite Clearance Form</b>	26 32%	47 57%	2 2%	6 7%	1 1%	82 100%
<b>Transcript Evaluation Request</b>	22 28%	44 56%	3 4%	9 12%	0 0%	78 100%
<b>Total</b>	240 18%	774 57%	28 2%	308 23%	7 1%	1357 100%
					<b>Skipped</b>	24

**Some Other Device (please specify)**

**Exceptional Action Petition**  
 chromebook  
 iPhone  
 Microsoft Surface  
 iPhone  
 Asked a random person at Target to barrow their phone.

**Pass/No Pass Petition**  
 it is either phone or laptop

**Prerequisite Clearance Form**  
 chromebook

**Main Takeaway Points to this Question:**

- The laptop computer was the most primary device used to access the online forms. 57% of respondents chose this device for all online forms.
 

Exceptional Action Petition	56%
Graduation Petition	63%
Incomplete Grade Contract	67% (note very small total number)
Pass/No Pass Petition	52%
Prerequisite Clearance Form	57%
Transcript Evaluation Request	56%
<b>Total</b>	<b>57%</b>
- The smartphone was second most primary device used (23%). This followed by the desktop computer (18%).

Q7. What is your current age?

Online Form	20 yrs. or younger	21-24 yrs.	25-29 yrs.	30-39 yrs.	40+ yrs.	Total
Exceptional Action Petition	313 38%	254 31%	125 15%	89 11%	44 5%	825 100%
Graduation Petition	41 18%	79 34%	43 19%	38 16%	30 13%	231 100%
Incomplete Grade Contract	2 22%	1 11%	1 11%	2 22%	3 33%	9 100%
Pass/No Pass Petition	53 40%	43 33%	23 18%	8 6%	4 3%	131 100%
Prerequisite Clearance Form	26 31%	22 27%	17 20%	11 13%	8 8%	83 100%
Transcript Evaluation Request	12 16%	21 28%	18 24%	16 21%	9 12%	76 100%
<b>Total</b>	447 33%	420 31%	227 17%	164 12%	97 7%	1355 100%
					<b>Skipped</b>	26

**Main Takeaway Points to this Question:**

- 64% of the respondents were 24 years of age or younger (i.e., under 25 years of age).
 

Exceptional Action Petition	69%
Graduation Petition	52%
Incomplete Grade Contract	33% (note very small total number)
Pass/No Pass Petition	73%
Prerequisite Clearance Form	58%
Transcript Evaluation Request	44%
<b>Total</b>	<b>64%</b>

**Q8. What ethnicity do you most identify with?**

Online Form	African American	American Indian/ Alaska Native	Asian	Filipino	Hispanic, Latino/a, Latinx	Pacific Islander	Non-Hispanic White	Multi-ethnicity	Decline to State	Other ethnicity not listed	Total
<b>Exceptional Action Petition</b>	31 4%	3 <1%	46 6%	23 3%	501 61%	5 1%	95 12%	44 5%	46 6%	27 3%	821 100%
<b>Graduation Petition</b>	13 6%	2 1%	25 11%	4 2%	117 51%	0 0%	39 17%	16 7%	12 5%	3 1%	231 100%
<b>Incomplete Grade Contract</b>	2 22%	0 0%	0 0%	1 11%	3 33%	0 0%	1 11%	1 11%	0 0%	1 11%	9 100%
<b>Pass/No Pass Petition</b>	7 5%	2 2%	15 12%	1 1%	74 57%	1 1%	11 8%	10 8%	4 3%	5 4%	130 100%
<b>Prerequisite Clearance Form</b>	5 6%	1 1%	15 18%	4 3%	35 43%	0 0%	7 9%	7 9%	8 10%	1 1%	82 100%
<b>Transcript Evaluation Request</b>	6 8%	0 0%	4 5%	4 5%	42 54%	0 0%	8 10%	10 13%	3 4%	1 1%	78 100%
<b>Total</b>	64 5%	8 1%	105 8%	36 3%	772 57%	6 <1%	161 12%	88 7%	73 5%	38 3%	1351 100%

**Skipped 30**

**Other ethnicity not listed (please specify)**

Exceptional Action Petition	
African Native American	Middle Eastern (6)
Armenian (4)	Mixed, white/ latino
BI-RACIAL	none of your business
black (2)	P
caucasian	Syrian
Central American	white
Hispanic White (4)	white caucasian
libyan/north african	

Graduation Petition
white (3)

Incomplete Grade Contract
7th Generation California (Caucasian)

Pass/No Pass Petition
American
Middle Eastern (4)

Prerequisite Clearance Form
black

Transcript Evaluation Request
Middle Eastern

**Main Takeaway Point to this Question:**

- The largest ethnic group was the Hispanic, Latino/a, Latinx (57%). This was throughout all online forms. The second largest group was the Non-Hispanic White (12%). Asian followed at 8%. Then Multi-Ethnic (7%). African American and those declining to answer were at 5%.

Q9. What is your gender?

Online Form	Male	Female	Decline to State	Other Gender	Total
Exceptional Action Petition	310 38%	486 59%	20 2%	8 1%	824 100%
Graduation Petition	79 34%	149 65%	3 1%	0 0%	231 100%
Incomplete Grade Contract	3 38%	5 63%	0 0%	0 0%	8 100%
Pass/No Pass Petition	54 42%	74 57%	2 2%	0 0%	130 100%
Prerequisite Clearance Form	31 38%	50 61%	1 1%	0 0%	82 100%
Transcript Evaluation Request	31 40%	46 59%	1 1%	0 0%	78 100%
<b>Total</b>	508 38%	810 60%	27 2%	8 1%	1353 100%
				<b>Skipped</b>	28

Other gender (please specify)

- Exceptional Action Petition
- Gender Fluid
- nonbinary
- Non-Binary (4)
- none of your business
- Transgender female

Main Takeaway Point to this Question:

- The largest gender group was Female (60%). This was throughout all online forms.
- Other gender were at 1%.

**Q10 Do you have any comments you would like to share regarding the college's online forms?**

Comments were assigned themes and divided by type of form.

Exceptional Action Petition (178 responses)		
Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>Love the accessibility of the online forms. Was very nervous and hesitant to do if I had to meet face to face with someone in admissions. Otherwise I would have just taken the FW.</i>	accessible	
<i>This is so much more accessible for me, having adhd and being avoidant of people.</i>	accessible	avoids people
<i>i would like to know if my request withdrawal form was authorized</i>	authorized	
<i>I felt that it shouldn't have automatically selected COVID-19 as the reason for the petition. I almost submitted it without realizing. Also, it'd be nice to be able to attach files or whatever to the actual petition, instead of in a separate email.</i>	automatic selection	attach files
<i>In the near future, can Citrus be on the same page with everything regarding various issues that may or may not appear to everyone because ever since Corona Virus showed up, the system been acting up irrationally, thus hindering me from moving forward harmoniously. My stress level has been at an all time high because of Covid-19 majority of the times and the fact that I couldn't register for a class on time since the system want to be a stressor for me and I know for other people as well.</i>	Citrus on same page	stress level high
<i>the counselor send me the link which made it super easy</i>	counselor	easy
<i>I hope that the Covid disappears, and the Citrus restart soon.</i>	Covid disappears	Citrus restart
<i>It would have been convenient if the CRN would populate based on selecting the course and semester.</i>	CRN populate	
<i>I'm really glad the form wasn't difficult to fill out.</i>	easier to complete	
<i>This was a form that was easy to understand.</i>	easy to understand	
<i>This was fast and efficient!</i>	fast	efficient
<i>Very user friendly</i>	friendly	
<i>All good</i>	good	
<i>It is great.</i>	great	
<i>It was a great conversation with the staff at the college. They definitely helped me get whatever I needed.</i>	great conversation with staff	
<i>Great online resource!</i>	great resource	
<i>Great system!</i>	great system	
<i>Although the current situation we are in (Covid-19) has cause me to experience major anxiety I have found help with academic counselors and my instructors and look forward to summer when this pandemic is hopefully over.</i>	helpful	
<i>My only comments are that these forms are helpful to students who are suffering difficult times due to circumstances beyond their control and that people should be advised to use it if they really need it.</i>	helpful	
<i>Since Covid 19 has hit many families of the citrus college community and many of those have had to stop classes and leave them this exceptional withdraw is a very helpful option for those that want to continue with school and do not want the class to affect their record.</i>	helpful	
<i>Super helpful!</i>	helpful	
<i>The online forms are very helpful to access when not on campus.</i>	helpful	
<i>They are very helpful and convenient.</i>	helpful	convenient
<i>Very helpful</i>	helpful	
<i>Should have more access to many other online forms. Makes it easier complete without having to go on campus.</i>	more access	easier to complete
<i>N/A (11)</i>	no/none/nothing/na	
<i>No (28)</i>	no/none/nothing/na	
<i>No comments.</i>	no/none/nothing/na	
<i>No thanks you</i>	no/none/nothing/na	thank you
<i>No, everything went smoothly.</i>	no/none/nothing/na	went smoothly
<i>No, I do not.</i>	no/none/nothing/na	
<i>No, thank you (2)</i>	no/none/nothing/na	thank you
<i>No. Thank you for giving us this option of online. :)</i>	no/none/nothing/na	thank you
<i>None (4)</i>	no/none/nothing/na	
<i>none and thank you</i>	no/none/nothing/na	thank you
<i>none at this time thank you.</i>	no/none/nothing/na	thank you

## Exceptional Action Petition (178 responses)

Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>not at this time.</i>	no/none/nothing/na	
<i>Nothing</i>	no/none/nothing/na	
<i>nothing for now</i>	no/none/nothing/na	
<i>Please open the admissions and records there's an emergency situation we need to talk to someone there to fix it or at least answer the phone calls.</i>	open A&R if emergency situation	
<i>Having the form accessible online would be beneficial for other forms like DSPS.</i>	other forms accessible	beneficial
<i>No, everything is set up well and easy to understand</i>	set up well	easy to understand
<i>It was super simple. I just would have liked to know if they would contact me or a time frame to hear back.</i>	simple	call back
<i>Simple and quick</i>	simple	quick
<i>On the page where you have a screenshot of the form and everything, maybe make the start button a bit more obvious. Took a minute to find</i>	start button more obvious	
<i>Thank you</i>	thank you	
<i>Thank you for all your help and support while navigating during these Covid-19 times.</i>	thank you	
<i>Thank you for providing helpful links and for being very organized.</i>	thank you	well organized
<i>Thank you for the easy access.</i>	thank you	easy access
<i>Thank you for trying for the students!</i>	thank you	
<i>thans for doing ur best xoxo</i>	thank you	
<i>This online form are very useful.</i>	useful	
<i>Very useful and helpful.</i>	useful	helpful
<i>It should be listed in the registration of wingspan that it gives students this option. I did not know and may have to pay the HOLD fees on my account for this semester when I am unable to continue due to the issues the pandemic is causing for myself.</i>	wingspan registration	

## Graduation Petition (48 responses)

Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>The online is clear and good for use as application</i>	clear	good
<i>Convenient!</i>	convenient	
<i>Schedule online appointment with counselor.</i>	counselor appointment	
<i>Make them easier to find.</i>	easier	
<i>Make it easier to find student forms on the main website but I about it.</i>	easier to find forms	
<i>I was guided by phone. Nice and easy.</i>	easy	
<i>it is very easy to fill out but finding where to actually fill out the form was pretty difficult to find. I had to go through many times just to find out where to start the 16ctual application</i>	easy to fill out	finding where difficult
<i>Finding forms is very easy and user friendly - I can navigate through the website with ease.</i>	easy to find	easy to nav
<i>Overall, it was easy to find, I just didn't realize I had to press the start button to get to the application. It took me a few tries to understand how it worked but I figured it out. It was just me as the user I had to navigate a bit better.</i>	easy to find	
<i>They are all super easy to find. I've never had any trouble finding anything I needed. I just type what I'm looking for into the search bar and it pops up.</i>	easy to find	use search bar
<i>Very easy to navigate.</i>	easy to navigate	
<i>You should explain what is required to warrant awards or certificates.</i>	explain what required	
<i>To pick two majors it says press control but on my macbook I had to press command.</i>	macbook keys	
<i>Make a forms page, I could not find the form without contacting Admissions&amp;Records. Thanks.</i>	make a forms page	thank you
<i>I would like after submitting the form give me more details to assure me that everything, I did is correct and also, I would like it if you tell me when you will reply or send me my certificates</i>	more details	feedback
<i>N/A (6)</i>	no/none/nothing/na	
<i>No (7)</i>	no/none/nothing/na	
<i>None (6)</i>	no/none/nothing/na	
<i>Not at this time, Thank you.</i>	no/none/nothing/na	thank you
<i>The process was a bit hard to follow, using the A-Z index.</i>	Process hard to follow	
<i>Please send a notice to submit the form.</i>	Send notice to submit form	
<i>Accidentally hit enter on the Graduation Application page and submitted a uncompleted application.</i>	Submitted uncompleted app	
<i>Thank you for making it so easy to find and have it layed out perfectly!</i>	thank you	easy to find
<i>I think it would be beneficial if a turnaround time was provided</i>	turnaround time	



**Graduation Petition (48 responses)**

Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>The form itself is WONDERFUL and so easy to use.... However, finding the page to enter the form data was extremely challenging (and I'm pretty computer savvy). When you click on "Graduation Application" [https://www.citruscollege.edu/ar/Pages/Certificates.aspx] .... it brings up a 'description' page [https://my.citruscollege.edu/task/all/graduation-application-for-degree-certificate-and-skill-award] that has a screenshot and a link that will take you back to the page you started on. **If you do not know to click that small, inconspicuous blue button labeled "start" you end up going in circles. ** Very frustrating. I finally clicked on it unsure of what would happen or what I was 'starting'... not obvious at all. I really love the online process; the start button just needs to be linked to the first button labeled "Graduation Application" or relabeled.</i>	wonderful, love process	challenging, frustrating, start button

**Incomplete Grade Contract (4 responses)**

Do you have any comments you would like to share regarding the college's online forms?	Theme 1
<i>May I put grades in while I wait for the student response?</i>	grades in while wait
<i>No (2)</i>	no

**Pass/No Pass Petition (36 responses)**

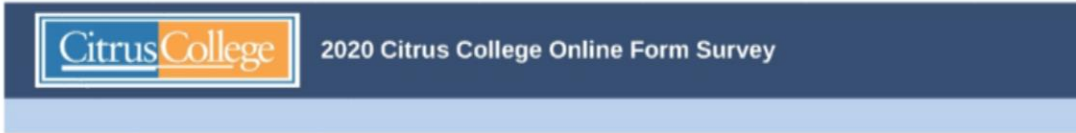
Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2	Theme 3
<i>i think a confirmation receipt would be a nice addition to the program.</i>	confirmation receipt		
<i>Very convenient and convenient, I recommend you to use the online form explain this to everyone .</i>	convenient	recommended	
<i>Keep up the good work</i>	good work		
<i>I hate online classes!! There's a reason I tried to go to class so I can learn and now I can't. These forms are easy and useful but having to do normal school work and learning isn't the same at all.</i>	hate online classes	forms easy	forms useful
<i>More time for deadline</i>	more time for deadline		
<i>No (2)</i>	no		
<i>N/a</i>	no/none/nothing/na		
<i>No comments</i>	no/none/nothing/na		
<i>none</i>	no/none/nothing/na		
<i>None, perhaps to simply provide more awareness for this program so students aren't left behind and can have options</i>	no/none/nothing/na	more awareness	
<i>thank you citrus college staff</i>	thank you		
<i>How long will it take for me to hear from a citrus college member after turning in petition form ? 😊</i>	time to hear from college		

**Prerequisites Clearance Form (19 responses)**

Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>Would love it if it's convenient to find prerequisite for Citrus on this page instead of having to manually find it.</i>	Convenient to find prerequisite	
<i>The forms were easy to use; you guys make it easy for students and staff. Thank you!</i>	easy to use	thank you
<i>Finding the correct forms to register has been difficult.</i>	Finding forms difficult	
<i>Have a number where someone answers</i>	have telephone support	
<i>How do I attach transcripts</i>	how attach transcripts	
<i>Including a time frame in which the student will be cleared would be helpful and ease stress.</i>	include time frame	
<i>N/A (2)</i>	no/none/nothing/na	
<i>no (3)</i>	no/none/nothing/na	
<i>none at this time other than I wish A&amp;R was more readily available for returning calls and voicemails in a timely manner.</i>	No/none/nothing/na	more available
<i>It was perfectly done to make the student's life easy</i>	perfectly done	
<i>It should be easier to find.</i>	Should be easier to find	
<i>Thanks for having them available online!</i>	Thanks	
<i>I just think it is way to complex to find things through the citrus website, and just switch to Gmail already everyone uses it and it is much more efficient than Microsoft, way easier to navigate and since it is widely use those who are not used to Microsoft (ie transfer students) do not feel as lost as I did</i>	way too complex to find things	switch to Gmail

Transcript Evaluation Request (19 responses)		
Do you have any comments you would like to share regarding the college's online forms?	Theme 1	Theme 2
<i>Sscjhs</i>	?	
<i>Filling out the form was fast and easy. Hopefully the evaluation will also be done in a quick manner.</i>	fast	easy
<i>It's hard to find from the Citrus website, the only way to go is through a direct google search for "Citrus transcript evaluation request," which means the page is open to URL spoofing</i>	hard to find from website	page open to URL spoofing
<i>Just have it link direct to the form. All this log in here and then go there and then send this is too much.</i>	have direct link to form	too much motion
<i>college online forms are helpful, and easy to access</i>	helpful	easy to access
<i>Please involve other community colleges in the list of choices as "previous college".</i>	include previous college	
<i>More access to them. I found this by accident.</i>	more access to them	
<i>N/A</i>	no/none/nothing/na	
<i>No (2)</i>	no/none/nothing/na	
<i>No comment</i>	no/none/nothing/na	
<i>None</i>	no/none/nothing/na	
<i>nope!</i>	no/none/nothing/na	
<i>I have shared the forms a few times but never received confirmation</i>	receive confirmation	
<i>send us a confirmation that it was received</i>	receive confirmation	
<i>would like a confirmation and update</i>	receive confirmation	receive update
<i>yes</i>	yes	

Appendix A: Survey Instrument



Citrus College Admissions and Records recently implemented new online forms. We would like to get an indication of how accessible the forms are to faculty, staff and students. Please complete this quick survey. Thank you. We value your feedback.

1. What is your primary role here at Citrus College?

- Student
- Counseling Faculty
- Instructional Faculty
- Staff
- Other primary role (please specify)

\* 2. Please select the online form you accessed from the dropdown box below. If you accessed multiple forms, please complete this survey for each form. Instructions on how to do that are at the end of this survey.

\* 3. Please provide your level of agreement to the following statement.

*This online form made this service more convenient and/or available to me, giving me greater access to Admissions and Records services.*

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

4. Please explain why you selected the answer above.

**5. How difficult was it for you to find this online form?**

- Very easy
- Easy
- Neither easy nor difficult
- Difficult
- Very difficult

**6. What device did you primarily use to access this online form?**

- Desktop computer
- Laptop computer
- Some other device (please specify)
- Tablet
- Smart phone

**7. What is your current age?**

- 20 years or younger
- 21-24 years
- 25-29 years
- 30-39 years
- 40+ years

**8. What ethnicity do you most identify with?**

- African American
- American Indian/Alaskan Native
- Asian
- Filipino
- Hispanic, Latino/a, Latinx
- Pacific Islander
- Non-Hispanic White
- Multi-ethnicity
- Decline to state
- Other ethnicity not listed (please specify)

9. What is your gender?

- Male
- Female
- Decline to state
- Other gender (please specify)

10. Do you have any comments you would like to share regarding the college's online forms?

THANK YOU.

Please click **DONE** below to submit this survey.

If you have multiple online forms, use the web link to open a new survey.  
Remember to click **DONE** when finished.

Done

Appendix B Question 4 Please explain why you selected the answer above.

Actual comment and assigned theme(s) by form type.

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>Having the school being closed I was still able to drop my classes on my own.</i>	able to drop class		
<i>Accessible and easy to use.</i>	accessible	easy	
<i>It was extremely accessible, in a time where transitioning to remote work is a rather challenging experience for some.</i>			accessible
<i>It was fairly easy to access the forms and documents through the citrus college website.</i>	accessible		
<i>It was much easier to access and simple to fill out</i>	accessible	simple	
<i>The online form made information easily accessible</i>	accessible		
<i>This form was easily accessible, allowing me to complete my request smoothly.</i>	accessible		
<i>Was able to access easily.</i>	accessible		
<i>Was easily accessible and convenient to submit</i>	accessible	convenient	
<i>Yeah it gave me the access I needed.</i>	accessible		
<i>Because I am more accustomed to online forms.</i>	accustomed		
<i>agree</i>	agree		
<i>I agree</i>	agree		
<i>I strongly agree because it helped me a lot.</i>	agree		
<i>I agree with that policy.</i>	agree with policy		
<i>This petition allowed me to voice the problems that the COVID-19 pandemic had on me and my education.</i>		allowed to voice problems	
<i>It's another option</i>	another option		
<i>Due to current events my main reason is being able to do things at home &amp; not be exposed to the COVID-19 virus.</i>			at home
<i>I was able to do it at home.</i>	at home		
<i>It was from the comfort of my home.</i>	at home		
<i>MUCH BETTER THAN BEFORE</i>	better		
<i>Hard to gain access to campus due to Covid-19</i>	campus access hard		
<i>campus is locked down</i>	campus locked down		
<i>We can't go on campus</i>	campus locked down		
<i>Well I know that I couldn't get in contact with the admissions and records services because of the pandemic the school was shut down so I couldn't get a hold to anybody at the school</i>	campus locked down		
<i>With the pandemic currently on going we are unable to go into the Admissions office, so having an online platform really helps</i>	campus locked down		
<i>Any item of this online form is clear and the questions need to answer are direct.</i>	clear	direct	
<i>Very clear cut and easy to understand as well as process</i>	clear	easy	
<i>the form was not long but concise</i>	concise		
<i>Being able to fill it out at home without having to personally go to the Admission and Records office was very convenient. It was also very easy to find and the form was set explanatory.</i>	convenient	easy	
<i>Convenience and efficient.</i>	convenient	efficient	
<i>convenient and no crashes</i>	convenient		
<i>Convenient!</i>	convenient		
<i>Dropping a class is a serious issue, yet I have to do it due to my health condition. I was afraid it would be complicated and that I would make a mistake. Surprisingly, it was convenient enough. Thank you for that.</i>	convenient		
<i>Due to the pandemic its more convenient to complete form online</i>	convenient		
<i>I had submitted an EW before, and this was much more convenient to apply.</i>	convenient		
<i>I was able to access and submit the form from my phone. Very convenient.</i>	convenient		
<i>I work about 60 hours a week so I have little time to schedule appointments and I'm not very tech savvy so the simple form was very convenient.</i>	convenient		
<i>IT IS A MORE CONVENIENT FORMAT.</i>	convenient		
<i>It is more convenient to submit my request online versus needing to set an appointment to address my concerns.</i>		convenient	
<i>It is so convenient and easy to access.</i>	convenient	easy	
<i>It was convenient and not stressful to complete.</i>	convenient	not stressful	
<i>It was convenient for me to be able to fill out the petition online at this time with the existence of COVID</i>		convenient	

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It was convenient given the situation that is occurring at this time. The form was straight forward and contained the right amount of instructions.</i>	convenient		
<i>It was convenient.</i>	convenient		
<i>It was more convenient and the online form was easy to understand.</i>	convenient	understandable	
<i>It was super convenient is all</i>	convenient		
<i>It was very convenient during times like these so I am glad I have an access good during quarantine</i>	convenient		
<i>It's way more convenient to send online then to wait in line at school.</i>	convenient		
<i>Schedule, work, more convenient</i>	convenient		
<i>Submitting this form was a very convenient and simple process.</i>	convenient	simple	
<i>the online form made it more convenient for me.</i>	convenient		
<i>This online form made this service more convenient and/or avail. to me, giving me greater access to Admissions&amp;Records services.</i>			convenient
<i>This online form was more convenient for me because I didn't have to edit a form on my own and risk filling it out wrong.</i>			convenient
<i>Very convenient</i>	convenient		
<i>Very Convenient</i>	convenient		
<i>Very convenient and easy to access.</i>	convenient	accessible	
<i>Was more convenient for me and easier to access due to the pandemic</i>	convenient		
<i>With the struggles of Covid and lack of access to resources this made the process convenient. Thank you.</i>		convenient	thank you
<i>A counselor helped me with dropping classes.</i>	counselor help		
<i>I wasn't sure what to do but my counselor advised me to fill out the EAP form</i>	counselor help		
<i>i didn't know it existed</i>	didn't know existed		
<i>Difficulty in getting in</i>	difficult		
<i>Had difficulty in even getting access as it would not recognize my username for a moment.</i>	difficult		
<i>Hard to get to without link</i>	difficult		
<i>I chose the top answer due to my geographical residency it would make it difficult to do this in person.</i>		difficult	
<i>I had some trouble locating the correct form, but once I did it was easy and quick to fill out.</i>	difficult	easy	
<i>I have had difficulty using my school email, and this is a hassle-free option. Thank you</i>	difficult	hassle-free option	
<i>I need an Excused Withdrawal for my Art class due to Covid-19 and I won't know if I'll be okay until I see that it was done for me.</i>			difficult
<i>I tried in the beginning of Covid 19 to make an exceptional withdrawal and had a difficult time. I had called and emailed multiple times, but I found no help.</i>	difficult	no help	
<i>it is more difficult</i>	difficult		
<i>It is more difficult.</i>	difficult		
<i>It would be difficult to turn in this petition any other way given the current COVID restrictions.</i>		difficult	
<i>online class is difficult</i>	difficult		
<i>Online learning was more difficult i felt like i was teaching myself</i>	difficult		
<i>The Citrus college website is VERY difficult to navigate and takes one to so many options and unless a student knows exactly what to type in and look for a student could spend a tremendous amount of time looking for whatever they are looking for.</i>			difficult
<i>I felt it was explained very direct way to fill out the application form.</i>	direct		
<i>It was direct and easy to use</i>	direct	easy	
<i>I do</i>	do		
<i>because it is true, it allowed me to be able to do something very important to me very easily, which does decrease anxiety levels.</i>	do something important	decreases anxiety	
<i>I don't know.</i>	don't understand		
<i>I don't understand how it would or wouldn't give me greater access to admissions and records services</i>		don't understand	
<i>I don't understand the question but it had nothing to do with what i was doing.</i>	don't understand		
<i>I don't understand the question.</i>	don't understand		
<i>I've struggled in math because I am a one on one when it comes down to math when I have so many questions so I think it's great for something so sudden to happen and citrus allowing us to drop classes without it affecting our grades.</i>			drop class
<i>I am worried that because I dropped my course due to Covid-19 AFTER drop date, that it will not be processed in a timely manner. Therefore, there could be issues. I had wished to speak to a representative to ease everything.</i>			drop date worries
<i>I was able to easily look up my classes and input them</i>	easily look up classes		
<i>After speaking to admissions and records, I was given easy instructions on how to access form. It was very simple to fill out.</i>		easy	simple
<i>An email was sent to me with the direct link which made it so much easier.</i>	easy		



Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>Any form can be more easily written online.</i>	easy		
<i>Because it was easy and I am able to just go online and do it from home</i>	easy		
<i>Because it was easy to search &amp; to complete. There was no need to upload any files or any other tedious tasks.</i>	easy		
<i>Because it's easier than having to wait for an email or a call from the Admissions and Records office.</i>	easy		
<i>Being able to do it online, I was able to complete the form with ease.</i>	easy		
<i>Citrus college always solve any issues I have so easy and fast no matter if it's online or in person</i>		easy	fast
<i>Compared to the first form, this format is easier to fill out and submit.</i>	easy		
<i>Due to the current situation, I was under a lot of stress and this form made it easy for me and helped me understand each option better as well.</i>		easy	helpful
<i>easier and more reliable to deal with students request</i>	easy	reliable	
<i>Easier than going on campus</i>	easy		
<i>Easier to access online especially for students who do not have a printer to fill out the form by hand.</i>		easy	
<i>Easier to do and complete at home instead of waiting in line and receiving paperwork</i>	easy		
<i>Easily accessible and efficient.</i>	easy		
<i>Easily accessible.</i>	easy		
<i>easy</i>	easy		
<i>Easy access</i>	easy		
<i>Easy access and easy to fill out</i>	easy		
<i>Easy access to the form</i>	easy		
<i>Easy and quick</i>	easy	quick	
<i>Easy and quick access to something time sensitive</i>	easy	quick	
<i>easy and understandable</i>	easy	understandable	
<i>Easy to access</i>	easy		
<i>Easy to access and fill out.</i>	easy		
<i>easy to complete form</i>	easy		
<i>easy to fill out</i>	easy		
<i>easy to find and do</i>	easy		
<i>Easy to follow</i>	easy		
<i>Easy to follow, simple UI.</i>	easy		
<i>Easy to look up and find</i>	easy		
<i>Easy to navigate (2)</i>	easy		
<i>Easy to read and understand. Made it simple to submit from home</i>	easy		
<i>Easy to use</i>	easy		
<i>easy to use remote form.</i>	easy		
<i>easy to work with</i>	easy		
<i>Everything on the Website was easily accessible and easy to understand. Making information and forms like this available online makes it a lot more accessible.</i>	easy		
<i>Filling out the information online with the appropriate areas needed to petition made the process easier. We are going through enough with the COVID situation, the last thing we need is an extensive page that needs to be printed, signed, and then imaged back to the admissions office. This allows every student to have access in requesting this petition.</i>		easy	accessible
<i>Form is easy to navigate, and straight forward</i>	easy	straight forward	
<i>Form was easy to access.</i>	easy		
<i>Form was easy to fill out.</i>	easy		
<i>Form was easy to understand &amp; fill in. It was clear with what info was required and examples of how to fill in</i>		easy	
<i>Getting the email sent to me made it easy to take care of</i>	easy		
<i>i agree because it is a lot easier to get in contact with someone now.</i>	easy		
<i>I appreciate the ability to efficiently access services online through the convenience of my mobile phone.</i>		easy	
<i>I cannot compare to the previous form since I do not remember how it was. But I feel current system is easy to understand and it is convenient.</i>	easy	convenient	
<i>I found it easy to follow</i>	easy		
<i>I found it very simple and easy to understand</i>	easy	simple	
<i>I get anxiety talking to people so it was nice being able to do this online. I was a little confused but still easy to manage</i>			easy
<i>I have the Citrus Mobile app and its very accessible to find because of the community of student's early talk and help each other with difficulties and questions</i>	easy		



Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>I only attended the course 1 or twice since February. I was unable to located with ease who my instructor was or the course number. After a couple of hours of research, I was able to find it. Since the link is already provided and it auto-fills my name and student ID, it would be great if it could auto-fill the course it is referring to in the email letter to fill out the form.</i>	easy	wish auto-fill better	
<i>I searched it up online and found the form easily</i>	easy		
<i>I think it was easy to access and fill out. There wasn't any struggle</i>	easy		
<i>I work full time and I am unable to take time off work to do stuff for school. It is easier to have access to complete forms online rather than having to go to the campus.</i>	easy		
<i>It easy to access it but the process way too far to get the result.</i>	easy	process too far	
<i>It had easy access and specified exactly what I needed to do</i>	easy	what needed	
<i>It has been hard to get a hold of anyone with this pandemic this form just made it easier.</i>	easy		
<i>It helped me solve a problem easily and without much hassle, especially during times like these.</i>		easy	
<i>It is easier and faster.</i>	easy	fast	
<i>It is easier than printing and signing a petition.</i>	easy		
<i>it is easy and convenient</i>	easy	convenient	
<i>It is easy understand</i>	easy		
<i>It is much easier than having a mandatory appointment be the primary mode of access.</i>	easy		
<i>It is much easier than the previous form</i>	easy		
<i>It is very easy to complete and convenient</i>	easy	convenient	
<i>It just made the whole process really easy.</i>	easy		
<i>It made the process easier for me!</i>	easy		
<i>It made the service easier for me.</i>	easy		
<i>It makes it easier to submit than rather book an appointment or call</i>	easy		
<i>It was a very easy process to find the link and to fill out the form was very quick.</i>	easy		
<i>It was accessible</i>	easy		
<i>It was an easy form to fill out and didn't take up too much time.</i>	easy	didn't take long	
<i>It was an easy form to fill out and it was easily accessible through the Citrus site</i>	easy	accessible	
<i>it was an easy process</i>	easy		
<i>It was an easy-to-follow step by step form.</i>	easy		
<i>It was easier and less stressful</i>	easy	less stressful	
<i>It was easier because of my working schedule. I was able to just fill it out online.</i>	easy		
<i>It was easier since the campus is closed, I didn't have to scan anything.</i>	easy		
<i>It was easier than going to get the forms especially with the stay-at-home order &amp; also it takes second to do it from work as it's phone accessible too.</i>			easy
<i>It was easier to fill out the form online rather than having to print it out and then fill it out and then send a picture of the form.</i>			easy
<i>This was a more useful way due to the fact that some students do not have printers.</i>			
<i>It was easier to understand and fill out than the original form</i>	easy		
<i>It was easily accessible and easy to submit.</i>	easy		
<i>It was easy (2)</i>	easy		
<i>it was easy and accessible</i>	easy	accessible	
<i>It was easy and convenient for me to access, but there were a few steps I had to take.</i>	easy	convenient	
<i>It was easy and convenient to do what I needed to get done.</i>	easy	convenient	
<i>it was easy and simple to fill out.</i>	easy	simple	
<i>It was easy and simple.</i>	easy	simple	
<i>It was easy because and accessible and quick</i>	easy	accessible	quick
<i>It was easy to access</i>	easy		
<i>it was easy to access and submit</i>	easy	easy	
<i>It was easy to access form online. I was given a link through my Citrus College email. I was done within a few minutes. Right to the point.</i>	easy	quick	straight forward
<i>It was easy to access through my student email and easy to find.</i>	easy		
<i>It was easy to access what I needed between emails and searching the Citrus site.</i>	easy		
<i>It was easy to access. Although I would have preferred a more specific link or pointer such as "click here". As I had to explore myself for the proper application web page to appear.</i>	easy	explorable	
<i>It was easy to do online and not have to worry about COVID</i>	easy		

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It was easy to enter my information and explanatory for what I was submitting.</i>	easy	explainable	
<i>It was easy to explore.</i>	easy		
<i>It was easy to file.</i>	easy		
<i>It was easy to fill it out and I didn't have to wait a long time for a response, it was just an application that I had to submit.</i>		easy	timely
<i>It was easy to fill out and access quickly.</i>	easy	accessible	
<i>It was easy to fill out and gave me control.</i>	easy	control	
<i>It was easy to fill out and understand</i>	easy		
<i>It was easy to fill out as long as I had the information on hand to input.</i>	easy		
<i>It was easy to fill out but a little tricky to find.</i>	easy	difficult	
<i>It was easy to fill out the form I use couldn't find the form.</i>	easy	difficult	
<i>It was easy to fill out this form and admissions and records responded fairly quickly when I requested a link to the form.</i>			easy
<i>It was easy to find and easy to fill out</i>	easy		
<i>It was easy to find and fill out</i>	easy		
<i>It was easy to find and fill out with simple instructions.</i>	easy		
<i>It was easy to find and I didn't have to leave the house during the pandemic to get a copy.</i>	easy		
<i>It was easy to find and I was able to fill it out very quickly.</i>	easy	quick	
<i>It was easy to find and it helped me with my classes.</i>	easy	helpful	
<i>It was easy to find and submit which is great because it was very important to find it ASAP.</i>	easy		
<i>It was easy to find and to complete.</i>	easy		
<i>It was easy to find online and the form itself was pretty straight forward.</i>	easy	straight forward	
<i>It was easy to manage</i>	easy		
<i>It was easy to manage around</i>	easy		
<i>It was easy to use.</i>	easy		
<i>It was easy, fast and simple</i>	easy	fast	simple
<i>It was extremely easy and convenient.</i>	easy	convenient	
<i>it was great easy, I just had no knowledge how to access the form without help from administration</i>		easy	inaccessible
<i>It was made easier for me to have access to resources I couldn't possibly have at the moment with everything that has been going on</i>			easy
<i>It was made very easy to apply.</i>	easy		
<i>it was much easier to access and I spoke with my counselor.</i>	easy	counselor help	
<i>It was pretty easy.</i>	easy		
<i>It was quite easy and convenient for me to access this petition and it was really quick.</i>	easy	convenient	quick
<i>It was really easy to complete and also very fast.</i>	easy	quick	
<i>it was really easy to fill out compared to the other forms I've filled out before</i>	easy		
<i>It was sorta easy to find and was really easy to fill out</i>	easy		
<i>It was very easy and quick to fill out and submit the form.</i>	easy	quick	
<i>it was very easy for me to access and understand this form without the help of staff</i>	easy	understandable	
<i>it was very easy to access and fill out. Very stress free, which I greatly appreciate during these stressful times</i>	easy		stress remover
<i>It was very easy to access and use.</i>	easy		
<i>It was very easy to access and was easily to fill out and submit. Great job.</i>	easy		
<i>It was very easy to access.</i>	easy		
<i>it was very easy to complete with everything going on right now.</i>	easy		
<i>It was very easy to complete.</i>	easy		
<i>It was very easy to do and right now I cannot handle complicated.</i>	easy		
<i>It was very easy to fill out. Nothing was confusing about the form at all.</i>	easy		
<i>It was very easy to fill out. There were no extra steps just a few minutes of my time and it was done.</i>		easy	
<i>it was very easy to find and do</i>	easy		
<i>It was very easy to find and fill out.</i>	easy		
<i>It was very easy to follow through.</i>	easy		
<i>It was very easy to put in my information and to find it.</i>	easy		
<i>It was very easy to submit my information and the reason COVID-19 being the option already available.</i>		easy	
<i>It was very easy to understand how to fill out the form.</i>	easy		
<i>it was very easy to use</i>	easy		
<i>It was very easy.</i>	easy		

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It wasn't very difficult to fill out</i>	easy		
<i>It's easier because it online and everything is easy to find online</i>	easy		
<i>Just easy.</i>	easy		
<i>less than 3 steps to do</i>	easy		
<i>my courses are online, therefore completing necessary documents online is easier, especially if the school is closed and staffing is limited.</i>			easy
<i>Rather than planning time during the day to go to the school and submit the form, it has been made easier to submit this from my home.</i>			easy
<i>since its online, its way easier to just look up the form and submit it.</i>	easy		
<i>So easy and fast.</i>	easy	fast	
<i>Super easy and fast</i>	easy	fast	
<i>super easy and simple!</i>	easy	simple	
<i>That application was easy to use and it wasn't that hard to find the way.</i>	easy		
<i>the EAP service was easy and quick.</i>	easy	quick	
<i>The exceptional action petition was easy to access, as well as complete.</i>	easy		
<i>The form has required fields that I don't know the answers to but having an online form makes it easier to fill out.</i>			easy
<i>The form is fairly easy to find and access. It has good readability so it is simple to follow the instructions.</i>		easy	simple
<i>The form was easily assessable and very clear to understand.</i>	easy	clear	
<i>The form was easy to access, understand, and complete.</i>	easy		
<i>The Form was easy to find and provided helpful information</i>	easy		
<i>The form was so easy and fast to fill out.</i>	easy	fast	
<i>The form was very easy to fill out. It was accessible and available to me at any hour.</i>	easy	accessible	available
<i>The form was very easy to understand and to the point</i>	easy	straight forward	
<i>The process was easy. All I had to do was refer to my Citrus dashboard and obtain the CRN, because I had not memorized it.</i>			easy
<i>The service provided was very easy and accessible to use and submit.</i>	easy		
<i>This made it easier for me to get the desired outcome I wanted. Instead of talking to multiple people and getting transferred to different departments.</i>	easy		
<i>This was very easy and convenient. This was the worst semester. The professor was not equipped on the transition to online due to the pandemic. The course was overwhelming inconsistent and success of students was not a priority. Focus was on possible cheating during exam times. No alleviating the stress of current circumstances of pandemic &amp; civil unrest present circumstances. She tried but she was very unsuccessful. Maybe next semester more was learned to improve.</i>		easy	convenient
<i>This was very easy, accessible, and quick.</i>	easy		
<i>Very concerned about my grades from Summer 2020 due to COVID19 related issues. EAP was recommended to me by my professors and counselors. Very hesitant about the process but the ease and convenience and accessibility of the EAP form made me feel confident I was doing the right thing.</i>	easy	convenient	confident
<i>Very easy</i>	easy		
<i>Very easy and straightforward</i>	easy	straight forward	
<i>Very easy to access (2)</i>	easy		
<i>Very easy to fill out</i>	easy		
<i>Very easy to fill out.</i>	easy		
<i>Very easy to find and use</i>	easy		
<i>Very easy to navigate and fill out</i>	easy		
<i>Very easy to use (2)</i>	easy		
<i>Very easy to use software and self-explanatory setup.</i>	easy		
<i>Was made very easy</i>	easy		
<i>was very easy to drop classes, did not need to be questioned on circumstances</i>	easy		
<i>wasn't too hard to find but I was also not aware that we can E withdrawal</i>	easy		
<i>With the Covid-19 Virus going around, this form made it easier and more safe than going onto the campus to fill it out.</i>		easy	safe
<i>efficient</i>	efficient		
<i>Even though we are 9 months into the pandemic, all the different organizations that I deal with have not adapted very well, understandable but with the varying degree of phone wait times, coupled with demanding time frames in which you have to get things done, Citrus has made life more efficient with these forms.</i>			efficient
<i>Fast and efficient. THANK YOU. I commute to Citrus College from 50 miles away. This has helped tremendously.</i>			efficient
<i>It was very efficient and easy to fill out and understand.</i>	efficient		

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.			
	Theme1	Theme2	Theme3
<i>Email difficulties</i>	email difficulties		
<i>I did have an issue, since the original emailed link no longer worked once this system was implemented.</i>		email difficulties	
<i>I was able to explain my situation in great detail.</i>	explainable		
<i>it was a very explanatory form to fill out</i>	explainable		
<i>It was explained well. Easy to manage.</i>	explainable	easy	
<i>I have extreme anxiety discussing academic problems.</i>	extreme anxiety		
<i>It was fast and easy (5)</i>	fast	easy	
<i>It was fast simple and easy</i>	fast	simple	easy
<i>It was so much faster then the previous form</i>	fast		
<i>I've been conditioned by other institutions to expect something convoluted and antiquated. I'm happy to say that this was fast, efficient, and easy.</i>	fast	efficient	easy
<i>Made everything really fast and easy</i>	fast	easy	
<i>Made me feel heard and relieved</i>	felt heard	relieved	
<i>Due to the current situation stemming from Covid-19, I am still allowed to fill out any administrative forms necessary to complete the task online.</i>	fill out forms		
<i>It allowed me to fill out the petition while in my car on my break.</i>	fill out forms		
<i>I forgot all about this petition so it doesn't effect my GPA or grades.</i>	forgot all about petition		
<i>I got the info I needed</i>	fulfilled need		
<i>It fulfilled its needed purpose.</i>	fulfilled need		
<i>I agree that it gave me more info and was easy to access but it was hard to find.</i>	gave more info	easy	hard to find
<i>It helped me that during the pandemic, I wasn't focused as much at home, and it impacted on me getting physical materials for my classes. By doing this form, it has helped me relieve burden of the stress and makes me want to retake the classes that were affected by the pandemic.</i>		getting materials	helpful
<i>After given instructions from a staff member it made the process easier.</i>	given instructions		
<i>I'm glad that they put out the effort to reach out to me and give me information on things I had questions about. Since they put out the effort to reach out their students, then I will also put in the effort to complete task they send me.</i>		glad effort to reach out	effort to complete task
<i>Good (2)</i>	good		
<i>good service</i>	good		
<i>very good</i>	good		
<i>Great</i>	great		
<i>great document</i>	great		
<i>I received a vast majority of people telling me and giving me great advice. The resources were great and this form was very easy to complete.</i>	great advice	resources	easy
<i>Great Option given to students during this time of need.</i>	great option		
<i>There were great teachers at the admissions and records building and they helped me out a lot.</i>		great teachers	helpful
<i>I've attempted to reach admissions in the past &amp; it took 3 days to get a response, the form was easy it was hard to find but easy to fill out</i>	hard to find	easy	
<i>It was so hard to find the actual form, I had to google and find a link that launched the application with my wingspan login. Everything on your websites and links take you to a super informational site that states what the application does but not how to access it. Super frustrating it's Jan 3, I've been trying since Fall 2020 term ended.</i>			hard to find
<i>I've been attempting to find this for a while, due to the campus being closed; I couldn't really ask around for this.</i>			hard to find
<i>The form was a bit hard to find but was great other than that.</i>	hard to find	great	
<i>Going in person to the campus would of been a harder process.</i>	harder going to campus		
<i>Hassle free</i>	hassle free		
<i>Admissions and records helped me find the information for this form.</i>	helpful		
<i>because it was helpful</i>	helpful		
<i>Due to Covid-19, my time in the class was horrendous taking into account my professor was horrible throughout this semester, having this option help immensely help me a lot</i>	helpful		
<i>Helped me out.</i>	helpful		
<i>Helped me through this rough time.</i>	helpful		
<i>I am quarantining at home with 4 children and am high risk. It was very helpful to be able to complete this form online.</i>			helpful
<i>I picked this answer because it really helped me get to the point and take care of what was needed</i>		helpful	
<i>It help me figures things out</i>	helpful		
<i>IT HELPED ME</i>	helpful		
<i>It helped me do what I needed to do to excel.</i>	helpful		

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It helped me get done what I needed to get done. It was clear to understand.</i>	helpful	understandable	
<i>it helps me because I can focus a lot more</i>	helpful		
<i>it was helpful</i>	helpful		
<i>It was very helpful.</i>	helpful		
<i>It's helpful and websites too.</i>	helpful	websites	
<i>Very helpful.</i>	helpful		
<i>I hope that this will help me academically</i>	hope this helps		
<i>I selected the answer above because i could visit admissions and records</i>	in person visit		
<i>I feel like it did not give me greater access to Admissions and Records.</i>	inaccessible		
<i>I had previously attempted to access form but could not.</i>	inaccessible		
<i>It was not direct access to the Admissions and Records.</i>	inaccessible		
<i>No computer or web access. Public libraries and school libraries are unavailable.</i>	inaccessible		
<i>Physical location inaccessible.</i>	inaccessible		
<i>My professors gave me all the information I needed, and navigating the form was easy.</i>	info provided		
<i>My internet access is very limited. That's why after class I would always go to the library to do my work.</i>		Internet limited	
<i>Once created, everything was just plugging in the info and submitting</i>	just plugging in		
<i>I agreed because I learned more about what the citrus website has to offer and how easy it was to navigate to Adm. &amp; records.</i>			learned more
<i>I am scared of paperwork, and online forms are less scary.</i>	less scary		
<i>The link sent in the email announcement for this form did not work. Also, this is much easier than downloading a PDF and having to send it back.</i>	link didn't work	easy	
<i>The link to the form is not easily accessible to students via the website. Must meet with a counselor to get approval.</i>		link didn't work	counselor help
<i>I had no access to my email account and had zero way of fixing it so I assumed that the ability to sign the petition would pass me up and I would lose money and time. This online form made it possible for me to submit the form so thank you.</i>			made possible to submit
<i>N/a (4)</i>	na		
<i>Yes, I was able to navigate through the website well.</i>	navigate website		
<i>Needed to EW classes due to COVID-19.</i>	needed to		
<i>I neither agree or disagree on how this online form affected me</i>	neither		
<i>It is nice not to have to wait in long lines to get to talk to Admissions and Records.</i>	nice not to wait		
<i>Having 4 children makes it difficult for me to get to campus, or even have a phone conversation to take care of these matters.</i>			no campus visit
<i>I did not have to visit the campus to submit this form.</i>	no campus visit		
<i>No comment</i>	no comment		
<i>Due to Covid-19 and not having access to internet at home, it was difficult to concentrate.</i>	no Internet	difficult	
<i>I don't have to go down to the office and wait in line just for a form.</i>	no lines		
<i>I submit for couple days but no reply to me</i>	no reply		
<i>I was able to complete this form with little to no trouble.</i>	no trouble		
<i>the people on the phones are not helpful at all.</i>	not helpful		
<i>It was okay to use but it's a little tedious on mobile trying to switch back from each course</i>		okay	tedious
<i>It was okay.</i>	okay		
<i>I can complete and submit the form online.</i>	online		
<i>It was online and easy to complete.</i>	online	easy	
<i>It gives the student the opportunity to browse around for options and possibly present them to their counselor for further advice or vice versa, it allows students to easily access the same resources their counselors are able to view.</i>		opportunity	easy
<i>It was laid out very organized and it was easy to understand what each section was asking for.</i>		organized	understandable
<i>didn't believe I could pass the class under these circumstances</i>	pass class		
<i>I did not sign up for online classes. I would much rather have class in person</i>	prefer in person class		
<i>I thought I might need to print out a document and scan it but that was not the case</i>	print out/scan		
<i>Accessing what I needed to acquire was quick and simple.</i>	quick	simple	
<i>I could to submit the required document quickly.</i>	quick		
<i>I used the owl on the home page making this really quick and convenient to submit. Thank you</i>		quick	convenient
<i>It was a quick and easy way to submit my form.</i>	quick	easy	
<i>It was quick and asked for easy-to-find information</i>	quick	easy	
<i>it was quick and convenient</i>	quick	convenient	
<i>It was quick and easy (2)</i>	quick	easy	
<i>It was quick and helpful</i>	quick	helpful	



Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>it was quick and simple</i>	quick	simple	
<i>it was quick in a time where I don't have a lot of it.</i>	quick		
<i>It was very quick and easy with little complication.</i>	quick	easy	
<i>It was very quick and simple</i>	quick	simple	
<i>quick and easy assistance</i>	quick	easy	
<i>Quick and easy to fill out</i>	quick	easy	
<i>Quick and easy to follow</i>	quick	easy	
<i>The process was quick and easy.</i>	quick	easy	
<i>It is a quick way to get the form filled out</i>	quick way		
<i>I was able to quickly enter the information necessary</i>	quicker		
<i>All I had to do was read the email sent out to Citrus College Students referring to the COVID-19 Excused Withdrawals and Pass/No Pass Grading and find the forms.</i>	read emails		
<i>Although this form was readily available, I do feel that personal contact/interaction is better, to understand what to expect and our options especially during these uncertain circumstances.</i>		readily available	personal
<i>From contacting them I got more resources than I thought I would get.</i>	resourceful		
<i>Great resource!</i>	resourceful		
<i>In this case, it was a redundancy as I had completed the form manually as originally provided and announced by staff. After I had completed it, uploaded and submitted it, I was advised that I had to resubmit my request online as the application processed had changed. I don't remember seeing any announcement about the change. So, this required more time to located the form, complete it and resubmit it again.</i>		resubmit request online	didn't see announcement
<i>My safety due to covid19</i>	safe		
<i>It saved my life</i>	saved life		
<i>Saves the trouble of going to school to sign anything or sending anything back.</i>	saves traveling		
<i>On one hand, I would not have been able to access this form because of the pandemic. But on the other hand, I have found myself having to submit this form a second time to withdraw from the same class.</i>		second submission	
<i>Very self-explanatory</i>	self-explanatory		
<i>I sent 13 emails to the admissions and records about my situation for dropping a class without a record and they never get back to me and I tried calling 4 times and I left voicemails at 12 pm no one got back to me.</i>	sent multiple emails	called multiple times	
<i>short questions and easy to fill up the form</i>	short	easy	
<i>The service was short and simple.</i>	short	simple	
<i>Very short and simple.</i>	short	simple	
<i>it was simple and easy to use</i>	simple	easy	
<i>Because it was just a simple process to get to where I needed to go and apply for what I needed to do because it was very simple</i>	simple	simple	
<i>Cause it was simple and very helpful for information</i>	simple	helpful	
<i>Everything was simple and quick and not difficult to understand.</i>	simple	quick	
<i>Everything was super simple and not hard to understand.</i>	simple	understandable	
<i>Filling out the form was simple and took me a total of 5 minutes to complete and submit.</i>		simple	
<i>form was simple and straightforward and easily accessible from the citrus college website</i>		simple	straight forward
<i>I am an online student and do not come to campus, especially now with the covid-19 pandemic. I was unable to complete my coursework this semester because of this same reason. Having the ability to complete this form online, rather than having to come to campus, potentially stand in line to turn in the form makes life simpler. I am sure there are many people who needed some grace this semester and having all of us standing in lines to turn in this form would probably not have been well received.</i>			simple
<i>I found it very simple and straightforward to fill out.</i>	simple	straight forward	
<i>it is simple and quick to access</i>	simple	quick	
<i>It is very simple and not complicated.</i>	simple	uncomplicated	
<i>It very simple to complete and very accessible.</i>	simple	accessible	
<i>It made it simple and easy for me.</i>	simple	easy	
<i>It made it very simple to request this petition considering the circumstances.</i>	simple		
<i>it made things simple and convenient</i>	simple	convenient	
<i>It was a simple form that made it faster and easier to get a hold of Admission and Records. It put less stress on me to make time to visit the campus.</i>	simple	fast	easy
<i>It was a simple, fast, and easy application that was readily available.</i>	simple	fast	easy
<i>It was simple</i>	simple		
<i>It was simple &amp; easy to fill out &amp; I didn't have to go to the campus, which would be difficult for me right now.</i>		simple	easy
<i>It was simple and easy to understand.</i>	simple	easy	

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It was simple and quick. Nice experience</i>	simple	quick	
<i>It was simple and to the point, easy!</i>	simple	easy	
<i>It was simple and un intimidating to use</i>	simple	unintimidating	
<i>It was simple and useful</i>	simple	useful	
<i>It was simple and user-friendly.</i>	simple	user-friendly	
<i>It was simple anyone could use it</i>	simple		
<i>It was simple enough to find and fill out for submission.</i>	simple		
<i>it was simple to fill out</i>	simple		
<i>It was simple to fill out and a great tool to have been able to access.</i>	simple	great tool	
<i>It was simple to use and self-explanatory</i>	simple	self-explanatory	
<i>It was simple to use and user-friendly.</i>	simple	user-friendly	
<i>It was simple to use, and felt as though it would be effective.</i>	simple	effective	
<i>It was simple, clear, and easy to use.</i>	simple	clear	easy
<i>It was super simple and a lot more direct than waiting for an email from admin</i>	simple	direct	
<i>It was super simple and direct.</i>	simple		
<i>It was very simple and clear. It did not give me problems at all.</i>	simple	clear	
<i>It was very simple and easy to fill out</i>	simple	easy	
<i>It was very simple to find the form and to fill it out</i>	simple		
<i>It was very simple to use as I need only input my class information.</i>	simple		
<i>It's a simple straight forward form that just needs the blanks filled in by myself. N</i>	simple	straight forward	
<i>Just seemed so simple and quick</i>	simple	quick	
<i>Made it simple to submit my withdrawal application, even through my phone.</i>	simple		
<i>Simple</i>	simple		
<i>Simple and right to the point.</i>	simple	straight forward	
<i>Simple and straightforward to use</i>	simple	straight forward	
<i>Simple and to the point</i>	simple	straight forward	
<i>Simple interface. Easy to use. Clear.</i>	simple	easy	clear
<i>simple process easy to understand</i>	simple	easy	
<i>simple to use and find</i>	simple	easy	
<i>Simple. To the point. instructions are clear.</i>	simple	straight forward	clear
<i>Simplicity</i>	simple		
<i>The email was simple and contained the link for the EW option, which I really needed. Thank you.</i>		simple	needed link
<i>The form was simple and quick to complete at any time</i>	simple	quick	
<i>The form was very simple and easy to fill out.</i>	simple	easy	
<i>this application made it very simple and fast to use and drop a class</i>	simple	fast	
<i>This form was simple and easy to complete. I really appreciate the efficiency with this.</i>	simple	easy	
<i>This form was very simple to complete</i>	simple		
<i>This petition was very simple and easy to access and was helpful because I was worried it would be hard to fill out and get a hold of.</i>	simple	easy	
<i>Very simple and easy to fill out. made the process less stressful.</i>	simple	easy	
<i>Very simple and easy to understand</i>	simple	easy	
<i>Very simple and straight to the point.</i>	simple	straight forward	
<i>Very simple and straight forward to use</i>	simple	straight forward	
<i>Was very simple and easy</i>	simple	easy	
<i>I was relieved to know that there was a source available to admissions and records services online.</i>		source available	
<i>I believe the service is standard to the rest of the institutions.</i>	standard service		
<i>form is very straight forward and not long</i>	straight forward	timely	
<i>Form was straight forward and easy to find.</i>	straight forward	easy	
<i>I am dealing with stress and depression caused by stress, and I am unable to think clearly so I greatly appreciate things to be straight forward</i>	straight forward		
<i>Information needed was straight forward.</i>	straight forward		
<i>It is straight forward and to the point, unlike many of Citrus College information.</i>	straight forward		
<i>It was straight forward and let me know exactly what I was looking for</i>	straight forward		
<i>It was straight forward.</i>	straight forward		
<i>It was straightforward</i>	straight forward		
<i>it was straightforward and easy</i>	straight forward	easy	

Exceptional Action Petition Comment (535 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>It was straightforward, and easy to understand!</i>	straight forward	easy	
<i>Pretty straight forward and easy to encountered, let alone the admission and records will be there if you need them.</i>		straight forward	easy
<i>Straight forward, simple.</i>	straight forward	simple	
<i>The form could not be more straight forward.</i>	straight forward		
<i>The form was straight forward and easy to complete.</i>	straight forward	easy	
<i>The form was very straight forward and very easy to understand.</i>	straight forward	easy	
<i>The online form I completed was very straightforward.</i>	straight forward		
<i>The outline and format of the system is straightforward and simple.</i>	straight forward	simple	
<i>The process was very straightforward and simple, and allowed me to de-stress regarding the situation.</i>		straight forward	simple
<i>Very straightforward and simple form to complete</i>	straight forward	simple	
<i>Due to Covid, everything online has been a hassle so this is a great stress remover.</i>	stress remover		
<i>I was worried about the process and the deadline but this made the process stress free.</i>	stress remover		
<i>A+ helping me better support my family at home and deal with school on my terms.</i>	support family	own terms	
<i>because it took less than 2 minutes to complete</i>	timely		
<i>I feel like it takes a lot longer for things to get cleared this way because I'm not given a timeframe and phone calls make it more urgent.</i>			timely
<i>I have to ask for a refund and withdrawal, the location and for used if mostly specific to my needs. Therefore, I do not have to wait for an extended time to ask for a live person to hear my case.</i>			timely
<i>I wanna speak to someone and notice that the online method takes too long then talking to someone.</i>		timely	
<i>I was able to do it quickly without assistance</i>	timely	without assistance	
<i>It asked for information necessary and was not so long.</i>	timely		
<i>It took me a while on my phone to get to drop the classes but it was good when I found it.</i>		timely	
<i>It was much faster and easier than the original way. I felt more comfortable.</i>	timely	easy	more comfortable
<i>It was not as long as I thought it was going to be.</i>	timely		
<i>save time and money not traveling to canvas</i>	timely		
<i>During COVID-19 I've tried to call admissions and records multiple times and no one has answered. And this was a simple was and direct way of what I need help getting done.</i>	tried calling	simple	direct
<i>Because I still wanted to turn in supportive documents, I had chosen the pandemic for a reason to get an EW notation on my transcripts for my Spring 2020 classes</i>	turn in docs		
<i>I was unaware that I needed to withdraw from my classes due to Covid issues with an EW form. I hope they still accept it after I had to drop one class in wingspan.</i>	unaware of petition		
<i>I wasn't aware of the exceptional action petition until I reached out to a counselor.</i>	unaware of petition		
<i>I don't feel comfortable leaving my immediate area due to Covid-19 and i have to commute to Citrus.</i>		uncomfortable	
<i>I was clear to understand and it was easy to access all the information that was needed.</i>	understandable	accessible	
<i>It was very understandable, and easy to fill out.</i>	understandable	easy	
<i>It was very understanding</i>	understandable		
<i>The petition was laid out to be easily understood and had resources for help.</i>	understandable		
<i>understandable</i>	understandable		
<i>very easy to understand and navigate</i>	understandable		
<i>after constant fear of what possibilities would happen to me if I failed my semester got me stressed but citrus college provided many useful tools and information to help everyone else</i>			useful
<i>For me, I went back to my country temporarily due to the pandemic which means I am not in the USA. So, it is kind of impossible to go to the Admission office. I think it is really useful for every international student.</i>			useful
<i>It was very useful</i>	useful		
<i>Very useful and understandable</i>	useful	understandable	
<i>Very user friendly</i>	user friendly		
<i>The for was very user-friendly and efficient</i>	user-friendly	efficient	
<i>I personally wasn't aware that this the 'Exceptional Action Petition' was offered through the Admissions and Records services, and I had found out about it by going through the Google search engine.</i>	wasn't aware offered		
<i>I was wondering where I could find this form at and then I checked my email and clicked the link and it took me straight to it!</i>		where forms	email with link
<i>Got information on the form through word of mouth from friends otherwise would not have known about it.</i>		word of mouth	



Graduation Petition Comments (137 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
easier access	accessible		
Easily accessible.	accessible		
Easy to access and complete.	accessible		
Easy to access.	accessible		
Easy to gain access.	accessible		
It allows me to be able to access the request form myself without having to go to the office.	accessible		
The online form was easy to access thanks to the A&R office of Citrus College and the school website being	easy to access as well.		accessible
The online service was a adequate method in helping complete this application.	adequate		
Agree	agree		
E-forms are the best for working students	best		
Everything was clear and straight to the point.	clear	straight forward	
Very clear	clear		
It wasn't allowing me to log in, or change my password. Instructions need to be more clear.	clearer		
Great communication thorough the zoom-call.	communication		
Some of the questions are confusing.	confusing		
It was hard to get a hold of anyone for help	contact anyone		
Because the campus is not open, it was extremely convenient to submit online.	convenient		
Being able to submit the form online, instead of having to fill it out and take it in person, is very convenient.		convenient	
Convenient and user friendly	convenient	user friendly	
Having the online forms keep me from having to be placed on hold for hours or miss classes if we were still on campus.		convenient	
I was able to find the service conveniently.	convenient		
It is convenient to submit information using the online form.	convenient		
it made it more convenient and available to me because it would be difficult to get to campus at this time		convenient	
It was convenient and the process was quick.	convenient	fast	
It was much more convenient to fill it out online rather than on paper.	convenient		
It's convenient and well explained.	convenient	well explained	
it's more convenient because it adds less stress to the graduate by letting the graduate fill it out on their own time.		convenient	
more convenient	convenient		
More convenient parking	convenient		
No need to do in-person meeting is convenient	convenient		
Obtaining and filling out the graduation application online was convenient and easily accessible from my home.		convenient	accessible
Overall convenient	convenient		
The ability to submit the graduation application online instead of in person is very convenient. Previously, I would need to fill out the form by hand and take it to the office on campus. This method is so much more accommodating.			convenient
The option to submit the application online, is convenient and gave me access to submit my application at an hour that an office would usually be closed	convenient		
Usually, I have to take a couple hours out of my day to make an appt., drive over to the school, find parking, wait for my counselor, then once done drive home. This time usually requires me to take off work or lose hours at my job.			convenient
Was fairly convenient to fill out	convenient		
I wasn't sure if I could get my degree and a certificate. I didn't talk to a counselor though.	counselor		
The first link I found to the graduation application would just link me to a picture if what the application looked like. On that page, there was link for the application that when clicked just took me back to the citrus home page. I have now tried to submit my application several times and the counselors say it is not there.			counselor
The offices are closed, and this was recommended by my counselor	counselor		
Covid 19 has changed everything	Covid		
Covid-19(2)	Covid		
I wasn't able to complete the file to turn it in by the time Covid 19 hit so doing it online was nice with campus being closed due to Covid-19 this was the only method to acquire my certificate.	Covid		
I didn't have to call to find out but I didn't know it was online nor did I know this was how we petitioned to graduate and I missed the deadline.			didn't know
direct and efficient	direct	efficient	
because it's easy to complete and also it's short	easy	short	
Confusing at first but easy to follow after.	easy		
ease of use, counsellor explained how to access it.	easy	counselor	
Easy	easy		
easy concise page	easy		
Easy process.	easy		

Graduation Petition Comments (137 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
Easy to fill out.	easy		
Easy to maneuver around and the verbiage is straight forward.	easy	straight forward	
Form was easy and intuitive.	easy	intuitive	
it was an easy process, but was looking for additional information	easy		
It was an easy read and fill in application.	easy		
it was easy	easy		
It was easy and accessible.	easy	accessible	
it was easy and fast	easy	fast	
it was easy to do. Apart from the awards part, I don't remember getting any? At least no one told me	easy		
It was easy to fill out all the appropriate fields, however example cases or commonly asked questions could be added before each field to clear up any confusions.	easy		
it was easy to fill out and I didn't have to go into the office for a form. sometimes they wouldn't have them and would have to come in a different time	easy	convenient	
It was easy to fill out. (3)	easy		
It was fairly easy to navigate.	easy		
It was fast and easy.	easy	fast	
It was super easy to do.	easy		
it was very easy and convenient to navigate the website	easy	convenient	
It's just been made easier to complete the application.	easy		
It's online rather than in person, easy to follow and fill out.	easy		
Not only was the graduation application easy to complete, it was fast and easily accessible.	easy	fast	accessible
pretty easy online versus in person	easy		
super easy	easy		
Super easy to complete	easy		
The application was very easy to fill out, and no other requirements needed. It was very convenient during a stressful time.		convenient	easy
The form can be easily navigated and is very straightforward.	easy	straight forward	
The form was easily accessible and easy to fill out.	easy	accessible	
The form was easy to fill out and send back.	easy		
The form was little confusing to navigate at first, but then fairly easy to fill out	easy		
The platform was easy to use, and was straight forward.	easy		
This online submission was easier than in person because the questions were very straight-forward and clear. I felt relaxed as I completed the form.			easy
very easy (2)	easy		
very easy to access and most of my info was already prefilled	easy	accessible	
Very easy to fill out (2)	easy		
very easy to navigate and fill out information	easy		
Very nicely formatted and easy to complete.	easy		
because no all the time my Email would work when I need it for class or I need it something ASAP.	email issues		
Completed graduation application within a few minutes.	fast		
Fast and easy	fast	easy	
It only took me a few minutes to apply	fast		
It went faster filling out the online form compared to the physical form	fast		
online service is fast and easy	fast	easy	
good	good		
The application is good in the online	good		
the start button was a little inconspicuous but all good after that	good		
Because I felt like I really got helped out.	helpful		
Having everything I needed to submit my graduation application in one place was a big help.	helpful		
When I used to go to Citrus, this help me a lot.	helpful		
I rather access the Admissions and Records services in-person for better understanding.	in person access		
Would be strongly agree, But I accidentally hit enter on the page and submitted a uncompleted application.			incomplete
intuitive	intuitive		
Because current grades and classes aren't taken into consideration or available that limits the "Access to Admissions Records and Services"- its very likely ill get rejected and have to email communicate this information.			limits
The form is missing some certificates names: Public Works Level II and Public Works Level III	missing cert names		

Graduation Petition Comments (137 responses)			
Q4 Please explain why you selected the answer above.	Theme1	Theme2	Theme3
<i>I already filled out an application for the AS degree, along with my certificate, that I have already been awarded. I had to fill out another degree application, and I sent it twice, the first one on accident. I also found no greater access to Admissions and Records services, with no one to speak to online.</i>	multiple fill-out	no access	
<i>N/A (2)</i>	na		
<i>None</i>	na		
<i>I don't have to go through a 3rd party entity.</i>	no 3rd party		
<i>Because I can't go on campus to deliver the petition.</i>	no campus visit		
<i>Happy to not have to drive to the campus to fill out a form.</i>	no campus visit		
<i>There is no feedback as to if I filled out the form correctly. How long does it take to receive my degree certificate?</i>		no feedback	
<i>I was given no notice to submit a form.</i>	no notice		
<i>I have previously filled out the form in June, but never got my certificate mailed to me. I tried talking to counselors and admissions. However, no one can seem to give me an answer if my application is being processed or not its been roughly 4 months since I've completed my program.</i>			no response
<i>I always struggle to get a hold of admissions and records and this made it possible to handle it quickly&amp; easily, especially during Covid.</i>		quick	easy
<i>Quick and easy form</i>	quick	easy	
<i>The link to this form is shown as soon as you finish any form before this one.</i>	quick		
<i>I sent my application via email, and I was redirected here.</i>	redirected		
<i>I submitted the form previously through email which was rejected, and then sent to the online form.</i>	redirected	easy	
<i>While the form is easy to fill out online, the directions to complete one should have been more clear.</i>			
<i>The experience was very rewarding, especially completing with my counselor.</i>	rewarding	counselor	
<i>Extremely simple and convenient, I can fill it out on my own without needing to meet with an advisor.</i>	simple	convenient	
<i>Just getting to the actual form itself was challenging... see final notes in question 10.</i>			
<i>I have never filled out a form for a graduation petition, so this made it super simple and easy for me to complete. It also had references to the requirements so I could double check I had everything correct.</i>	simple	easy	double check
<i>It was simple to do for you guys to review my application faster.</i>	simple		
<i>Its simple.</i>	simple		
<i>Only advice would be to put the links to where to check requirements next to the choice for degrees but otherwise simple enough to understand.</i>			simple
<i>Simple process</i>	simple		
<i>The graduation application process was very simple and I appreciate that!</i>	simple	appreciated	
<i>The prompt was simple to follow</i>	simple		
<i>This application was very simple</i>	simple		
<i>step by step walk through with xxx</i>	step by step		
<i>It was straight forward except for the press control to select multiple awards. couldn't figure that out so could only choose one.</i>		straight forward	
<i>Thanks so much.</i>	thank you		
<i>The graduation form wasn't complicated to do and I managed to finish it within a few minutes.</i>	uncomplicated		
<i>User friendly</i>	user friendly		

Pass/No Pass Petition Comments (84 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
<i>Because it's better to do through a smart phone device considering it's the only thing I have.</i>	accessible		
<i>easy to access</i>	accessible		
<i>I accused in a matter of seconds.</i>	accessible		
<i>made it more accessible</i>	accessible		
<i>because I agree</i>	agree		
<i>I agreed</i>	agree		
<i>Because it gave me a better outlook</i>	better outlook		
<i>I strongly disagree because the online classes are really hard for me.</i>	classes hard		
<i>I strongly disagree with fact because the online classes are really hard for me.</i>	classes hard		
<i>The application was comprehensive.</i>	comprehensive		
<i>convenience</i>	convenient		
<i>It is very convenient and fast. If you need to queue for 30 minutes at school, you can do it online in 30 seconds</i>		convenient	fast
<i>Because I needed to have a consular to find out</i>	counselor		
<i>Campus closure due to Covid-19.</i>	Covid		

Pass/No Pass Petition Comments (84 responses)	Theme 1	Theme 2	Theme 3
Q4 Please explain why you selected the answer above.			
<i>I don't think that just calling people or emailing them has the same effect that it would have if you were to talk face to face.</i>		different effect	
<i>It is too difficult and time consuming for students to drive to campus just to submit a form</i>	difficult		
<i>This was a direct and convenient way to submit a pass/no pass form.</i>	direct	convenient	
<i>Very direct and clear once you sign in :)</i>	direct	clear	
<i>Because it was very easy</i>	easy		
<i>easy</i>	easy		
<i>Easy to use</i>	easy		
<i>Filling out the form was very easy and simple.</i>	easy	simple	
<i>Filling out this petition was very intimidating at first I held it off but once I clicked and continued everything went well and easy, It went well. thank you!</i>	easy		
<i>I Strongly disagree with fact the online classes are really easy and good for me.</i>	easy	good	
<i>I submitted a exceptional action petition to Admissions and it was difficult to get a hold of them but this made it very easy.</i>		easy	
<i>It is easier and more convenient to have access to this form.</i>	easy	convenient	
<i>It is easy to finish and submit the form, but it is hard to find it</i>	easy	hard to find	
<i>It was easy</i>	easy		
<i>It was easy for me to fill out and it was easy for me to turn in as well the way it is set up is very neat and organized</i>		easy	
<i>it was easy once I found the link</i>	easy		
<i>It was easy to access and convenient to obtain.</i>	easy	convenient	
<i>It was easy to access.</i>	easy		
<i>It was easy to fill out (2)</i>	easy		
<i>it was easy to fill out but the link sent to my student email did not open up to the pass/no pass petition, but all I had to was type in pass/no pass on the citrus search bar and it popped up.</i>	easy		
<i>It was easy to fill out, and was located in a convenience and expected place on the Citrus College web-page.</i>		easy	convenient
<i>It was easy to fill out, but it only allowed for two courses at a time.</i>	easy		
<i>It was easy to use and answer</i>	easy		
<i>It was made really easy and available!</i>	easy	available	
<i>it was on the home page and easy to guide me through</i>	easy		
<i>It was pretty easy to fill out the form.</i>	easy		
<i>It was really easy filling out the form that I needed. I thought it was going to be a bit harder than it actually was.</i>		easy	
<i>It was super easy.</i>	easy		
<i>It was very easy for me to find and complete the form.</i>	easy		
<i>made it easy to use and accesses</i>	easy	accessible	
<i>makes it really easy</i>	easy		
<i>The form was easy to fill out and easy to access.</i>	easy		
<i>The process was easy and straight forward</i>	easy	straight forward	
<i>This was an easy and smooth process to submit this form.</i>	easy	smooth	
<i>very easy to navigate</i>	easy		
<i>was very easy and convenient</i>	easy	convenient	
<i>Because, I know that I didn't pass my 3rd try passed my English 101 E class with xxx</i>	failed		
<i>Fast and easy to use.</i>	fast	easy	
<i>I was able to apply quickly and efficiently</i>	fast	efficient	
<i>I'm surprised how quick and easy this was. I was expecting it to take me a little longer.</i>	fast	easy	
<i>It made it very quick and allowed me to do it with no help.</i>	fast		
<i>It was fast and very simple to fill out</i>	fast	simple	
<i>Not a lot of questions. Fast and easy.</i>	fast	easy	
<i>I needed to submit the form and it helped</i>	helpful		
<i>It helps especially through difficult times that I have been having.</i>	helpful		
<i>I hope it went through and that I can get a confirmation</i>	hopeful		
<i>I stand with what it's meant to mean</i>	meaning		
<i>The form needs more explanation about what to put in the different categories and how to find it.</i>	more explanation		
<i>N/A</i>	na		
<i>The email didn't have an accessible link but the website solved that issue.</i>	no accessible link		
<i>I didn't have to go to school for the form</i>	no campus visit		
<i>In this time of remote learning it was nice to be able to file this petition without having to go on campus.</i>	off campus		
<i>It was ok</i>	ok		

Pass/No Pass Petition Comments (84 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
<i>I was pleased to see I could fill it out online and submit it immediately.</i>	pleased		
<i>It was quick and easy</i>	quick	easy	
<i>It will make me redo the class and have a better grade</i>	redo class		
<i>it was pretty simple to go where I needed to go because most of the time/sometimes it gets difficult to find where to go</i>		simple	
<i>It was simple and easy to access.</i>	simple		
<i>It was simple and easy. During this period where time is so limited for me, I really appreciate the ease of it.</i>	simple	easy	appreciat
<i>Simple and user friendly</i>	simple	user friendly	
<i>Very simple.</i>	simple		
<i>After finding how to start the form, the rest was smooth. There were no bumps, filling out the petition was straightforward.</i>	straightforward	strghtfrwr	smooth
<i>Had no issue coordinating with filling out form's instructions. Very straightforward.</i>	straight forward		
<i>straight forward process</i>	straight forward		
<i>Very straight forward</i>	straight forward		
<i>I was not aware of this petition until it was to late. I wish this was posted on an email so we could have tried to apply. I struggled in the middle of the semester due to Covid and I am health care worker working long day.</i>		unaware	Covid
<i>The form was easy to understand.</i>	understandable		
<i>The online form was extremely understandable and easy to fill out.</i>	understandable		easy

Prerequisite Clearance Form (47 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
<i>The form was easily accessible and allowed to take care of this process efficiently.</i>	accessible	efficient	
<i>the prerequisite classes should be updated automatically, instead of having the student to clear it. The system should be able to recognized and updated the classes on its own, to make the process smoother.</i>	automatic updates	smoother process	
<i>It was clear and easy to fill out.</i>	clear	easy	
<i>The online form was clearly laid out, and helped as I would not be able to fill out the form in person at the physical location.</i>		clear	helped
<i>It was confusing and when I called and asked for help they were fast to hang up</i>	confusing		
<i>It was confusing to fill out as a concurrent enrollment student</i>	confusing		
<i>It was convenient to select everything and have the option to upload documents if needed</i>	convenient		
<i>It was simply more convenient to actually solve my issue, especially when the time I had is so short, it was quick, efficient, and simple.</i>	convenient	quicker	simple
<i>I had some difficulty with what classes I was looking for on my transcript.</i>	difficult		
<i>It is difficult to find the prerequisite for Citrus Math 211 from my old school. The prerequisite I've had is under different class.</i>			difficult
<i>There is no option for student's whose prerequisites are cleared by AP credit from high school, making the form very difficult to fill out</i>			difficult
<i>To be completely honest, I don't know what I'm doing wrong when I'm registering. I asked someone for help, and they tol</i>		doing something wrong	
<i>me to fill this out, even though I thought I sent my AP Scores and that I was just waiting for that so I could finally register.</i>			
<i>Able to do all online and form was easy to understand.</i>	easy	understandable	
<i>easy</i>	easy		
<i>Easy Form, straight forward.</i>	easy	straight forward	
<i>Easy to use</i>	easy		
<i>I had no problems</i>	easy		
<i>It was easy</i>	easy		
<i>It's easy to find, fill up the needed information and user friendly</i>	easy	user friendly	
<i>It's easy to get a hold of them and ask our questions quicker.</i>	easy	quicker	
<i>Very easy</i>	easy		
<i>Very easy and interpretable</i>	easy	interpretable	
<i>I like the ability to be able to fill out a form without asking permission/requesting a form from admissions and records as sometimes they are extremely busy; especially now that with the COVID-19, everything is online and every single online service is backed up and experiencing some type of delay. Putting forms online for students to easily access and use is a nice way of speeding the process up.</i>		everything online	quicker
<i>It is good to know which students you are to bring in your institute, it seems fair that you are doing what you are doing.</i>	fair		
<i>It was hard to find. It was also not convenient to not have multiple sections to input the classes needed for one single pre req</i>		hard to find	not convenient
<i>I hope there's faster ways so I can register for class before every seat is taken. Thank you.</i>	hope for faster way		thank you



Prerequisite Clearance Form (47 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
The process has not been completed as of yet. I have yet to see the response time from counseling department to see if this method was more convenient and effective.	incomplete process		
I just submitted my clearance form and haven't heard back from the admissions and records office.	just submitted		
Upon submission, the individual who made the clearance made a mistake and I had to make another form.		mistakes made	
Directions could've been more clear	more clear		
Need more slots	more slots		
N/A	na		
Needed to register for class.	needed		
I never received the follow up form to attach my unofficial transcript.	never received form		
I didn't benefit much from this, but I didn't struggle with it either.	no benefit	no struggle	
Form did not include a place to attach my unofficial transcripts to prove I have completed the courses.	no place to attach		
I tested into my classes at Pcc but those did not transfer over.	not transfer over		
I tried calling the admissions office multiple times and was also not able to leave a message (there were too many). I would have preferred to talk to a representative to sort out my issue.	preferred talking		
I wish someone would answer the phone when I call so I can have the help and assistance I need.	preferred talking		
Access quickly	quicker		
Fast and easy	quicker	easy	
It was fast and easy to fill out	quicker	easy	
Self-explanatory and easy to use system.	self-explanatory		easy
The process itself was simple and useful, but gave me no indication of when to expect a response or to be able to talk to someone if desired.	simple	useful	preferred talking
This was such a simple form to fill out. Thank you so much.	simple	thank you	
I do not know how long it will take for admissions to get back to me.	time		
Online form is easy to understand.	understandable		

Transcript Evaluation Request (48 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
Easy Access to form. Easy to complete.	accessible	easy	
It is easy access.	accessible		
Because I agree	agree		
Because I agree with the question.	agree		
More confidentially than having to go into the office and sign forms in person. Also because of covid it's better this way.		confident	Covid
Instructions are confusing; uploading of documents were not successful first or second time.	confusing	failed upload	
The form is somewhat confusing to fill out.	confusing		
Because it is more convenient and available to me.	convenient	available	
I think it is so convenient that these forms are available to students. It allows us to get specific information quicker.		convenient	fast
This was convenient.	convenient		
The counselor that helped advise me on my graduation application was very informative and helpful. I recommend every student should schedule appointments to seek counselor advisement.	counselor		
It didn't provide me the options that aligned with my needs	didn't provide options		
It was a little difficult to locate.	difficult		
Easier than going into the office	easy		
easier to fill form out online	easy		
easy to navigate	easy		
Easy to navigate, questions were straightforward	easy	straight forward	
easy to use	easy		
It seemed pretty easy, fast and self-explanatory.	easy	fast	self-explanatory
It was easy and convenient	easy	convenient	
it's easy to fill out	easy		
Submitting the Transcript Evaluation Request form was so much easier than I thought it would be.	easy	simple	smooth
Very simple and smooth flow.			
The process was easy and convenient.	easy	convenient	
The service was easy to use and quick to get through.	easy	fast	

Transcript Evaluation Request (48 responses)			
Q4 Please explain why you selected the answer above.	Theme 1	Theme 2	Theme 3
<i>The form was efficient &amp; dir. were clear. I needed less time to complete process than the old method.</i>	efficient	clear	timely
<i>Fast and easy.</i>	fast	simple	
<i>filled in boxes rather than some sites requiring a form print upload fax or mail</i>	filled in		
<i>Because I am disabled and sometimes when I'm sick to move or in chronic pain it can get hard moving.</i>	hard		
<i>It is a helpful tool to clear the path before transfer to CSU</i>	helpful		
<i>I was unable to access this form for months because the school could not confirm my email.</i>	inaccessible		
<i>I like being able to complete forms electronically, however, I wish an email would be sent to confirm that the form has been received.</i>			no confirmation
<i>It does not confirm though email that my request has been received or reviewed</i>	no confirmation		
<i>Summited one prior back in Spring 2020, Didn't get the result back.</i>	no confirmation		
<i>No need to wait in line, very easy and fast submission.</i>	no wait	easy	fast
<i>The accounting certificate was not displayed as an option under program/degree.</i>	not all majors listed		
<i>The form required me to choose my major and not all majors were listed - including mine Communications ADT.</i>		not all majors listed	
<i>It is not clear to click the Start/Log In etc. I had to call and email multiple people to get this explained. Also, I just wanted my course numbers upgraded to their current listings since I have classes I took in 99 and their old numbers on my transcript. I just needed that and not transfer or GE. Can I get that option listed or an "Other" button as well?</i>			not clear
<i>It has been a nightmare trying to get a hold of someone in admission, I have not gotten a straight answer from anyone regarding my application for graduation. I want to know if I need to worry about taking any classes in the fall and without confirmation, I feel like I am in limbo.</i>			prefer speaking
<i>It was simple and easy to fill out</i>	simple	easy	
<i>It was simple and quick to access</i>	simple	fast	
<i>It was simple.</i>	simple		
<i>It is specific to what I need and is straight to the point. Also, there was no need to make any appointment. Although I would like to point out that before needing to access the form, I clarified with Admissions and Records staff to have them verified when I turned my transcripts in person. They responded with "Yes" that my transcripts would be evaluated and it will take 4-6 weeks to be processed. This was when I transferred to Citrus during Spring 2020. However, when accessing my student account only one of my college transcripts was shown. The staff was very polite, I was just hoping to bring this to light because I had trouble registering for classes this Fall 2020 due to prerequisite requirements that I have taken at my other colleges.</i>	specific	straight forward	trouble registering
<i>Everything was straightforward</i>	straight forward		
<i>I have submitted the form multiple times and my credit still has not been applied</i>	submitted multiple times		
<i>Submitted multiple times, but unfortunately, I haven't heard back from anyone. Form is easy, but would much rather speak to someone directly to know the request has been received.</i>	submitted multiple times		prefer speaking
<i>Third time turning this piece of trash in, and I still don't know if it's worked. I've waited six months for my transcript to be evaluated already. Thanks guys</i>	submitted multiple times		thank you
<i>this is the second time having to fill out this form with still no reply</i>	submitted multiple times		
<i>This is the second time I submit a request and it still has not been evaluated.</i>	submitted multiple times		