Many colleges continue to report high attrition rates among distance education students. This study included a survey of students at Coastline Community College to determine why they dropped or failed their distance-learning courses and to identify methods that might improve their success and retention. Questionnaires were sent to a group of randomly selected students who responded to five general topics. Support service options in the survey focused on supplemental tutoring and pre-course orientation sessions. Results were cross-tabulated by student performance (i.e., success, drop, failure). Fifty-nine percent of the respondents said they would use free tutoring, either onsite or online. Forty-six percent felt they would benefit by orientations. Onlinetutoring services and a distance learning student success course were developed and offered at Coastline with mixed results.