

## Admission and Records (1,120 responses)

	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
<b>OVERALL</b>	<b>43.7%</b>	<b>2.9%</b>	<b>0.7%</b>	<b>10.4%</b>	<b>23.4%</b>	<b>8.0%</b>	<b>10.8%</b>	<b>100.0%</b>

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	43.3%	1.4%	0.9%	10.4%	24.9%	8.4%	10.7%	100.0%
M	44.4%	5.2%	0.4%	10.5%	21.1%	7.4%	10.9%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	42.6%	2.9%	0.7%	11.0%	24.1%	8.1%	10.5%	100.0%
White	48.1%	2.5%	1.2%	7.4%	14.8%	8.6%	17.3%	100.0%
Asian	50.0%	5.6%	0.0%	11.1%	20.4%	5.6%	7.4%	100.0%
Black	46.9%	0.0%	0.0%	3.1%	40.6%	3.1%	6.3%	100.0%
Multiethnic	66.7%	0.0%	0.0%	16.7%	0.0%	16.7%	0.0%	100.0%
Native American	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	26.1%	8.7%	8.7%		30.4%	8.7%	17.4%	100.0%
18-21	46.4%	3.3%	0.3%	8.8%	24.7%	5.4%	11.0%	100.0%
22-25	38.8%	1.1%	0.7%	9.0%	25.0%	12.7%	12.7%	100.0%
26-30	41.0%	3.8%	1.3%	19.2%	19.2%	11.5%	3.8%	100.0%
31-40	47.1%	3.9%	0.0%	19.6%	12.7%	9.8%	6.9%	100.0%
41-50	44.1%	2.9%	0.0%	17.6%	17.6%	5.9%	11.8%	100.0%
Over 50	40.7%	0.0%	3.7%	3.7%	29.6%	7.4%	14.8%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	45.4%	2.9%	0.7%	8.9%	23.3%	7.8%	11.0%	100.0%
CTE	50.0%	2.4%	0.0%	8.1%	17.7%	12.1%	9.7%	100.0%
General Education	39.5%	2.9%	1.2%	14.5%	29.1%	4.7%	8.1%	100.0%
Undecided	35.7%	3.8%	0.6%	14.6%	22.9%	10.2%	12.1%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	43.3%	4.3%	1.3%	8.6%	23.1%	7.8%	11.6%	100.0%
Continuing	44.8%	2.2%	0.4%	10.9%	24.1%	7.4%	10.2%	100.0%
Re-entering	34.4%	3.3%	0.0%	16.4%	16.4%	16.4%	13.1%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	43.3%	0.4%	0.4%	10.7%	26.2%	8.2%	10.7%	100.0%
Part-time (<12 units)	43.8%	3.4%	0.9%	10.7%	22.6%	7.3%	11.2%	100.0%
Non-credit only	43.9%	4.3%	0.0%	9.1%	23.0%	10.7%	9.1%	100.0%

## Assessment (1,426 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	67.8%	8.3%	2.2%	5.7%	3.5%	1.5%	10.9%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	69.2%	6.7%	2.6%	5.6%	3.5%	0.9%	11.5%	100.0%
M	65.9%	10.4%	1.7%	5.9%	3.6%	2.3%	10.2%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	66.9%	8.8%	2.5%	6.0%	3.3%	1.7%	10.7%	100.0%
White	72.1%	6.6%	1.6%	2.5%	4.1%	0.8%	12.3%	100.0%
Asian	74.1%	5.9%	0.0%	4.7%	3.5%	0.0%	11.8%	100.0%
Black	62.9%	2.9%	0.0%	14.3%	8.6%	0.0%	11.4%	100.0%
Multiethnic	76.9%	0.0%	0.0%	7.7%	0.0%	0.0%	15.4%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	58.6%	20.7%	0.0%	0.0%	0.0%	3.4%	17.2%	100.0%
18-21	61.5%	9.5%	2.0%	7.2%	4.1%	1.7%	14.0%	100.0%
22-25	74.9%	5.8%	2.0%	4.3%	3.8%	2.0%	7.3%	100.0%
26-30	82.4%	5.0%	2.5%	4.2%	1.7%	0.0%	4.2%	100.0%
31-40	72.2%	10.2%	4.6%	1.9%	1.9%	0.0%	9.3%	100.0%
41-50	71.1%	4.4%	2.2%	8.9%	2.2%	0.0%	11.1%	100.0%
Over 50	76.7%	6.7%	3.3%	6.7%	3.3%	0.0%	3.3%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	67.0%	6.8%	2.8%	6.2%	3.9%	1.8%	11.6%	100.0%
CTE	74.0%	7.7%	3.3%	2.8%	3.3%	0.6%	8.3%	100.0%
General Education	68.9%	11.3%	0.4%	5.9%	3.8%	1.3%	8.4%	100.0%
Undecided	64.7%	12.3%	1.0%	5.9%	2.0%	1.5%	12.7%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	62.7%	11.1%	2.5%	6.5%	1.7%	2.1%	13.4%	100.0%
Continuing	70.4%	6.8%	2.1%	5.3%	4.6%	1.1%	9.7%	100.0%
Re-entering	67.7%	8.6%	2.2%	6.5%	2.2%	2.2%	10.8%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	67.9%	6.4%	1.9%	8.0%	2.6%	1.3%	11.9%	100.0%
Part-time (<12 units)	66.0%	9.4%	2.6%	5.0%	4.3%	1.8%	11.0%	100.0%
Non-credit only	74.4%	6.4%	1.1%	5.6%	1.9%	0.8%	9.8%	100.0%

## Bookstore (869 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	34.8%	4.3%	1.5%	12.3%	19.8%	4.6%	22.6%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	33.0%	2.9%	1.9%	12.0%	21.7%	5.9%	22.7%	100.0%
M	37.4%	6.2%	1.0%	12.7%	17.1%	2.9%	22.6%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	33.6%	3.7%	1.9%	13.2%	20.1%	5.0%	22.6%	100.0%
White	40.6%	10.1%	0.0%	2.9%	17.4%	1.4%	27.5%	100.0%
Asian	42.3%	9.6%	0.0%	7.7%	23.1%	0.0%	17.3%	100.0%
Black	41.4%	0.0%	0.0%	20.7%	17.2%	3.4%	17.2%	100.0%
Multiethnic	40.0%	0.0%	0.0%	20.0%	10.0%	0.0%	30.0%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	15.0%	20.0%	0.0%	5.0%	15.0%	5.0%	40.0%	100.0%
18-21	37.7%	4.3%	1.4%	12.3%	19.1%	2.7%	22.5%	100.0%
22-25	30.3%	2.9%	1.0%	12.5%	29.3%	6.7%	17.3%	100.0%
26-30	41.1%	5.5%	1.4%	13.7%	5.5%	6.8%	26.0%	100.0%
31-40	33.8%	4.1%	4.1%	12.2%	9.5%	6.8%	29.7%	100.0%
41-50	27.3%	0.0%	0.0%	22.7%	22.7%	0.0%	27.3%	100.0%
Over 50	24.0%	4.0%	4.0%	4.0%	28.0%	16.0%	20.0%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	35.4%	3.9%	0.8%	13.2%	19.7%	4.5%	22.4%	100.0%
CTE	36.9%	6.3%	3.6%	5.4%	18.0%	6.3%	23.4%	100.0%
General Education	32.5%	5.3%	4.0%	17.2%	19.2%	4.6%	17.2%	100.0%
Undecided	33.8%	3.1%	0.0%	10.0%	21.5%	3.8%	27.7%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	45.4%	4.4%	2.5%	9.8%	13.3%	2.5%	21.9%	100.0%
Continuing	28.6%	4.2%	1.1%	13.3%	24.0%	5.5%	23.2%	100.0%
Re-entering	35.8%	3.8%	0.0%	17.0%	15.1%	7.5%	20.8%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	32.8%	0.6%	0.6%	13.2%	21.3%	4.6%	27.0%	100.0%
Part-time (<12 units)	34.1%	5.4%	1.9%	12.2%	20.0%	4.5%	21.9%	100.0%
Non-credit only	39.8%	4.3%	1.2%	11.8%	17.4%	5.0%	20.5%	100.0%

## Business Office (1,210 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	66.1%	4.5%	1.9%	5.4%	3.5%	3.9%	14.6%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	65.5%	3.2%	1.2%	6.1%	2.8%	4.7%	16.4%	100.0%
M	67.0%	6.1%	2.9%	4.5%	4.3%	2.9%	12.3%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	65.4%	4.1%	1.8%	5.8%	3.7%	4.4%	14.8%	100.0%
White	67.5%	7.5%	2.5%	3.8%	1.3%	1.3%	16.3%	100.0%
Asian	77.6%	5.2%	0.0%	3.4%	5.2%	1.7%	6.9%	100.0%
Black	63.2%	5.3%	5.3%	2.6%	0.0%	2.6%	21.1%	100.0%
Multiethnic	83.3%	8.3%	0.0%	8.3%	0.0%	0.0%	0.0%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	65.9%	11.4%	2.3%	6.8%	0.0%	0.0%	13.6%	100.0%
18-21	69.9%	5.1%	1.9%	3.8%	3.2%	2.5%	13.6%	100.0%
22-25	61.3%	2.0%	2.4%	7.1%	4.7%	7.1%	15.5%	100.0%
26-30	73.0%	4.5%	1.1%	9.0%	1.1%	2.2%	9.0%	100.0%
31-40	53.3%	3.3%	2.2%	6.7%	2.2%	8.9%	23.3%	100.0%
41-50	48.3%	3.4%	0.0%	17.2%	10.3%	3.4%	17.2%	100.0%
Over 50	58.3%	8.3%	0.0%	0.0%	8.3%	4.2%	20.8%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	69.1%	4.7%	1.6%	5.6%	3.0%	3.8%	12.3%	100.0%
CTE	62.2%	3.1%	2.4%	4.7%	3.9%	2.4%	21.3%	100.0%
General Education	58.8%	5.4%	3.9%	4.9%	4.9%	3.9%	18.1%	100.0%
Undecided	64.4%	3.9%	1.1%	6.1%	3.9%	6.1%	14.4%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	72.2%	4.4%	1.4%	4.6%	1.8%	2.4%	13.1%	100.0%
Continuing	62.4%	4.0%	1.9%	5.8%	4.9%	5.1%	15.8%	100.0%
Re-entering	61.3%	9.3%	5.3%	6.7%	1.3%	2.7%	13.3%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	67.8%	4.3%	1.4%	5.4%	3.6%	3.6%	13.8%	100.0%
Part-time (<12 units)	63.8%	4.9%	2.0%	5.6%	3.7%	4.5%	15.5%	100.0%
Non-credit only	72.0%	3.4%	2.1%	4.7%	2.5%	2.5%	12.7%	100.0%

## CalWORKS (1,857 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	68.2%	19.2%	1.5%	1.8%	1.3%	0.1%	7.8%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	68.9%	19.4%	1.6%	1.9%	1.1%	0.3%	6.9%	100.0%
M	67.2%	18.9%	1.3%	1.8%	1.7%	0.0%	9.2%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	67.1%	19.7%	1.6%	2.0%	1.4%	0.2%	8.0%	100.0%
White	75.0%	15.4%	1.9%	0.0%	1.9%	0.0%	5.8%	100.0%
Asian	72.1%	18.6%	0.0%	0.8%	0.0%	0.0%	8.5%	100.0%
Black	69.4%	14.3%	0.0%	4.1%	0.0%	0.0%	12.2%	100.0%
Multiethnic	86.4%	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	61.0%	27.1%	6.8%	0.0%	0.0%	0.0%	5.1%	100.0%
18-21	65.7%	21.5%	1.3%	1.8%	1.3%	0.1%	8.2%	100.0%
22-25	70.2%	17.4%	1.3%	1.9%	1.3%	0.2%	7.8%	100.0%
26-30	68.1%	20.0%	0.0%	1.5%	3.7%	0.0%	6.7%	100.0%
31-40	78.6%	10.4%	2.6%	2.6%	0.0%	0.0%	5.8%	100.0%
41-50	75.5%	6.1%	2.0%	4.1%	2.0%	0.0%	10.2%	100.0%
Over 50	76.7%	6.7%	0.0%	0.0%	0.0%	3.3%	13.3%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	68.1%	19.8%	1.6%	1.1%	1.3%	0.2%	7.8%	100.0%
CTE	66.5%	19.5%	1.4%	2.3%	2.3%	0.0%	8.1%	100.0%
General Education	68.8%	16.6%	1.0%	4.3%	1.3%	0.0%	8.0%	100.0%
Undecided	68.7%	20.0%	1.5%	1.9%	0.8%	0.0%	7.2%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	66.1%	21.3%	1.5%	1.4%	1.0%	0.0%	8.7%	100.0%
Continuing	69.3%	18.4%	1.2%	2.0%	1.5%	0.3%	7.4%	100.0%
Re-entering	69.6%	13.9%	4.3%	3.5%	2.6%	0.0%	6.1%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	67.8%	22.2%	1.3%	1.7%	0.6%	0.2%	6.1%	100.0%
Part-time (<12 units)	67.5%	18.1%	1.5%	2.2%	1.7%	0.2%	8.7%	100.0%
Non-credit only	70.7%	18.6%	1.6%	0.8%	1.1%	0.0%	7.1%	100.0%

## Child Development Center (1,790 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	85.3%	3.4%	0.8%	2.1%	0.8%	0.6%	6.9%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	85.1%	2.8%	1.1%	2.6%	0.6%	0.8%	7.0%	100.0%
M	85.7%	4.2%	0.5%	1.4%	1.0%	0.4%	6.9%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	85.2%	3.2%	1.0%	1.9%	0.7%	0.5%	7.5%	100.0%
White	85.5%	3.3%	0.7%	1.3%	2.0%	1.3%	5.9%	100.0%
Asian	92.9%	3.9%	0.0%	0.0%	0.0%	0.0%	3.1%	100.0%
Black	76.5%	5.9%	0.0%	11.8%	0.0%	3.9%	2.0%	100.0%
Multiethnic	77.8%	11.1%	0.0%	11.1%	0.0%	0.0%	0.0%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	85.5%	0.0%	4.8%	0.0%	0.0%	0.0%	9.7%	100.0%
18-21	85.5%	4.3%	0.7%	2.0%	1.0%	0.4%	6.0%	100.0%
22-25	85.1%	1.8%	0.2%	1.8%	0.5%	1.1%	9.5%	100.0%
26-30	87.6%	4.7%	0.0%	3.1%	0.0%	0.0%	4.7%	100.0%
31-40	82.3%	1.9%	1.9%	4.4%	0.6%	0.6%	8.2%	100.0%
41-50	88.6%	2.3%	2.3%	0.0%	2.3%	0.0%	4.5%	100.0%
Over 50	82.6%	4.3%	0.0%	0.0%	0.0%	8.7%	4.3%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	87.8%	2.5%	0.8%	1.8%	0.7%	0.6%	5.8%	100.0%
CTE	81.0%	6.2%	1.9%	1.9%	0.9%	0.5%	7.6%	100.0%
General Education	80.1%	3.5%	0.6%	2.6%	1.3%	1.0%	10.9%	100.0%
Undecided	84.5%	5.2%	0.4%	3.2%	0.4%	0.4%	6.0%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	85.7%	4.0%	1.2%	1.9%	0.5%	0.1%	6.5%	100.0%
Continuing	85.1%	3.1%	0.5%	2.0%	0.9%	1.0%	7.4%	100.0%
Re-entering	85.0%	2.8%	0.9%	4.7%	0.9%	0.0%	5.6%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	86.5%	3.8%	0.2%	1.5%	0.4%	0.7%	6.9%	100.0%
Part-time (<12 units)	84.1%	3.7%	1.0%	2.2%	0.9%	0.8%	7.4%	100.0%
Non-credit only	88.0%	2.0%	1.1%	2.5%	0.8%	0.0%	5.6%	100.0%

## College Sheriff (1,820 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	84.2%	3.7%	0.7%	1.5%	0.5%	1.9%	7.6%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	85.5%	3.3%	0.8%	1.2%	0.3%	1.7%	7.2%	100.0%
M	82.4%	4.3%	0.6%	1.8%	0.7%	2.1%	8.1%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	84.3%	3.7%	0.9%	1.4%	0.4%	1.8%	7.6%	100.0%
White	83.3%	4.7%	0.0%	0.7%	0.7%	0.7%	10.0%	100.0%
Asian	87.0%	4.3%	0.0%	1.7%	1.7%	0.9%	4.3%	100.0%
Black	87.8%	2.0%	0.0%	4.1%	0.0%	4.1%	2.0%	100.0%
Multiethnic	73.9%	4.3%	0.0%	4.3%	0.0%	13.0%	4.3%	100.0%
Native American	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	84.6%	7.7%	0.0%	0.0%	0.0%	0.0%	7.7%	100.0%
18-21	83.9%	5.0%	0.4%	1.0%	0.5%	1.4%	8.0%	100.0%
22-25	85.4%	1.5%	0.9%	1.3%	0.2%	3.3%	7.3%	100.0%
26-30	86.4%	1.4%	1.4%	4.1%	0.7%	0.7%	5.4%	100.0%
31-40	84.6%	1.3%	2.6%	2.6%	0.6%	1.3%	7.1%	100.0%
41-50	75.6%	6.7%	0.0%	4.4%	2.2%	4.4%	6.7%	100.0%
Over 50	75.9%	3.4%	0.0%	0.0%	3.4%	6.9%	10.3%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	86.9%	3.0%	0.6%	1.2%	0.1%	1.7%	6.6%	100.0%
CTE	77.9%	5.1%	1.4%	1.8%	1.4%	0.9%	11.5%	100.0%
General Education	81.1%	5.3%	0.7%	2.3%	1.3%	2.0%	7.3%	100.0%
Undecided	81.0%	4.5%	0.7%	1.1%	0.7%	3.4%	8.6%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	84.5%	5.1%	0.8%	1.0%	0.3%	1.0%	7.4%	100.0%
Continuing	83.8%	3.1%	0.6%	1.7%	0.7%	2.4%	7.7%	100.0%
Re-entering	85.5%	1.8%	0.9%	2.7%	0.0%	1.8%	7.3%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	84.7%	3.7%	0.4%	0.9%	0.6%	2.2%	7.5%	100.0%
Part-time (<12 units)	82.6%	4.0%	0.7%	2.1%	0.5%	2.0%	8.1%	100.0%
Non-credit only	88.5%	3.0%	1.1%	0.3%	0.3%	1.1%	5.8%	100.0%

## Counseling (1,339 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	48.8%	5.1%	1.8%	9.2%	12.1%	7.1%	15.9%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	46.3%	4.2%	2.4%	10.2%	12.6%	7.9%	16.3%	100.0%
M	52.6%	6.4%	0.9%	7.7%	11.4%	5.7%	15.2%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	46.5%	5.4%	2.1%	9.8%	12.8%	7.1%	16.3%	100.0%
White	54.5%	5.4%	0.9%	5.4%	6.3%	8.0%	19.6%	100.0%
Asian	67.1%	2.7%	0.0%	5.5%	11.0%	8.2%	5.5%	100.0%
Black	54.1%	0.0%	0.0%	10.8%	13.5%	2.7%	18.9%	100.0%
Multiethnic	75.0%	0.0%	0.0%	16.7%	8.3%	0.0%	0.0%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	78.7%	8.5%	0.0%	2.1%	2.1%	0.0%	8.5%	100.0%
18-21	50.3%	5.9%	2.6%	7.5%	12.1%	5.1%	16.5%	100.0%
22-25	38.3%	3.6%	1.6%	12.3%	14.9%	11.4%	17.9%	100.0%
26-30	50.5%	3.2%	0.0%	11.6%	13.7%	11.6%	9.5%	100.0%
31-40	48.4%	4.0%	0.0%	11.3%	8.9%	7.3%	20.2%	100.0%
41-50	50.0%	0.0%	0.0%	21.1%	10.5%	7.9%	10.5%	100.0%
Over 50	65.5%	10.3%	3.4%	3.4%	10.3%	6.9%	0.0%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	47.8%	5.3%	2.7%	8.7%	13.1%	7.9%	14.5%	100.0%
CTE	57.9%	3.8%	0.6%	10.7%	6.3%	5.0%	15.7%	100.0%
General Education	50.0%	4.8%	0.4%	10.5%	11.4%	4.4%	18.4%	100.0%
Undecided	43.0%	5.9%	0.5%	9.1%	14.0%	8.6%	18.8%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	53.9%	7.9%	3.0%	6.5%	8.9%	2.6%	17.2%	100.0%
Continuing	45.5%	3.4%	1.2%	10.9%	14.0%	10.1%	14.9%	100.0%
Re-entering	51.3%	5.0%	1.3%	8.8%	12.5%	3.8%	17.5%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	49.0%	4.7%	0.7%	10.1%	15.8%	6.7%	13.1%	100.0%
Part-time (<12 units)	48.2%	5.4%	1.9%	10.3%	11.2%	7.1%	15.9%	100.0%
Non-credit only	50.6%	4.5%	2.9%	4.5%	11.0%	7.3%	19.2%	100.0%



## DSPS (1,905 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	86.1%	3.5%	0.8%	1.7%	0.8%	1.1%	6.0%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	88.0%	2.4%	0.8%	1.3%	0.4%	0.8%	6.3%	100.0%
M	83.4%	5.0%	0.9%	2.2%	1.3%	1.5%	5.7%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	86.3%	3.6%	0.8%	1.7%	0.5%	1.1%	6.0%	100.0%
White	83.8%	4.5%	1.9%	0.6%	0.6%	1.9%	6.5%	100.0%
Asian	88.5%	0.8%	0.0%	0.8%	2.3%	0.0%	7.7%	100.0%
Black	83.0%	4.3%	0.0%	6.4%	4.3%	0.0%	2.1%	100.0%
Multiethnic	89.5%	0.0%	0.0%	5.3%	0.0%	5.3%	0.0%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	87.5%	4.7%	0.0%	0.0%	0.0%	0.0%	7.8%	100.0%
18-21	85.5%	4.2%	1.0%	0.9%	1.1%	0.9%	6.4%	100.0%
22-25	87.1%	2.3%	0.2%	2.3%	0.2%	1.2%	6.6%	100.0%
26-30	88.6%	1.4%	1.4%	5.0%	0.0%	0.7%	2.9%	100.0%
31-40	88.8%	1.3%	1.3%	3.9%	0.0%	0.7%	3.9%	100.0%
41-50	80.0%	6.0%	2.0%	0.0%	4.0%	2.0%	6.0%	100.0%
Over 50	74.3%	8.6%	0.0%	0.0%	0.0%	11.4%	5.7%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	89.3%	2.8%	0.6%	1.1%	0.6%	0.9%	4.7%	100.0%
CTE	78.6%	4.1%	1.8%	2.3%	1.4%	2.3%	9.5%	100.0%
General Education	80.8%	4.5%	1.6%	2.9%	1.3%	1.0%	8.0%	100.0%
Undecided	83.7%	5.4%	0.4%	2.2%	0.4%	1.4%	6.5%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	86.4%	4.9%	0.5%	0.8%	0.7%	0.4%	6.2%	100.0%
Continuing	86.2%	2.8%	0.8%	1.9%	0.9%	1.7%	5.8%	100.0%
Re-entering	83.2%	2.5%	3.4%	4.2%	0.0%	0.0%	6.7%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	88.5%	3.8%	0.8%	1.0%	0.4%	1.0%	4.4%	100.0%
Part-time (<12 units)	84.1%	3.5%	0.8%	2.3%	0.8%	1.3%	7.1%	100.0%
Non-credit only	89.2%	3.0%	0.8%	0.6%	1.1%	0.6%	4.7%	100.0%

## EOPS/CARE (1,787 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	73.2%	10.1%	1.1%	4.2%	2.0%	1.3%	8.1%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	71.9%	9.6%	1.4%	4.4%	2.1%	1.6%	9.0%	100.0%
M	75.1%	10.8%	0.7%	3.9%	1.8%	0.9%	6.8%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	72.9%	10.1%	1.3%	4.1%	2.1%	1.5%	8.0%	100.0%
White	73.7%	8.6%	0.0%	3.3%	2.0%	0.7%	11.8%	100.0%
Asian	77.4%	15.7%	0.0%	2.6%	0.0%	0.0%	4.3%	100.0%
Black	72.5%	5.0%	2.5%	7.5%	2.5%	0.0%	10.0%	100.0%
Multiethnic	86.4%	0.0%	0.0%	13.6%	0.0%	0.0%	0.0%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	72.1%	21.3%	0.0%	0.0%	0.0%	0.0%	6.6%	100.0%
18-21	72.5%	11.0%	1.3%	4.0%	2.2%	0.8%	8.3%	100.0%
22-25	74.6%	9.6%	1.1%	3.7%	2.2%	2.0%	7.0%	100.0%
26-30	72.0%	8.4%	1.4%	7.0%	2.1%	2.1%	7.0%	100.0%
31-40	74.8%	2.7%	0.7%	5.4%	0.0%	3.4%	12.9%	100.0%
41-50	76.2%	9.5%	0.0%	4.8%	4.8%	0.0%	4.8%	100.0%
Over 50	74.1%	7.4%	0.0%	7.4%	3.7%	0.0%	7.4%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	74.4%	9.9%	1.7%	3.6%	2.0%	1.1%	7.3%	100.0%
CTE	68.7%	11.8%	0.0%	7.6%	2.4%	1.4%	8.1%	100.0%
General Education	72.1%	9.7%	1.0%	3.4%	1.7%	1.3%	10.7%	100.0%
Undecided	72.6%	10.2%	0.0%	5.3%	2.3%	1.9%	7.9%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	71.9%	12.1%	1.1%	3.2%	1.4%	1.0%	9.2%	100.0%
Continuing	74.6%	8.6%	1.2%	4.6%	2.4%	1.4%	7.2%	100.0%
Re-entering	68.1%	11.5%	0.9%	6.2%	1.8%	1.8%	9.7%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	71.0%	9.5%	0.7%	5.7%	2.9%	1.8%	8.4%	100.0%
Part-time (<12 units)	73.6%	9.7%	1.4%	3.8%	1.8%	1.2%	8.4%	100.0%
Non-credit only	74.6%	12.0%	0.9%	3.7%	1.4%	0.9%	6.6%	100.0%

## Financial Aid and Scholarships (1,238 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	46.4%	5.1%	1.9%	7.0%	19.5%	5.2%	14.8%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	44.3%	3.7%	2.5%	6.7%	21.4%	5.5%	16.1%	100.0%
M	49.4%	7.2%	1.1%	7.5%	17.0%	4.8%	13.1%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	43.6%	5.1%	2.2%	7.1%	21.3%	6.1%	14.6%	100.0%
White	62.8%	4.4%	0.0%	2.7%	13.3%	1.8%	15.0%	100.0%
Asian	58.5%	11.0%	2.4%	7.3%	6.1%	0.0%	14.6%	100.0%
Black	41.2%	0.0%	0.0%	17.6%	20.6%	2.9%	17.6%	100.0%
Multiethnic	56.3%	0.0%	0.0%	18.8%	12.5%	6.3%	6.3%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	69.8%	4.7%	2.3%	0.0%	14.0%	2.3%	7.0%	100.0%
18-21	43.1%	6.0%	1.8%	6.8%	22.8%	5.0%	14.6%	100.0%
22-25	46.8%	2.2%	2.2%	9.2%	18.2%	4.9%	16.6%	100.0%
26-30	46.9%	6.1%	3.1%	9.2%	15.3%	7.1%	12.2%	100.0%
31-40	53.8%	7.7%	1.7%	3.4%	13.7%	6.8%	12.8%	100.0%
41-50	39.4%	6.1%	0.0%	12.1%	18.2%	6.1%	18.2%	100.0%
Over 50	62.1%	3.4%	0.0%	0.0%	6.9%	3.4%	24.1%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	44.9%	6.2%	1.9%	6.7%	20.8%	6.3%	13.2%	100.0%
CTE	49.1%	6.3%	0.6%	7.5%	20.1%	3.8%	12.6%	100.0%
General Education	51.0%	2.0%	3.5%	7.6%	14.1%	4.0%	17.7%	100.0%
Undecided	46.4%	3.3%	1.1%	7.7%	19.7%	3.3%	18.6%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	50.1%	5.4%	3.0%	5.8%	16.6%	4.9%	14.2%	100.0%
Continuing	44.3%	4.9%	1.3%	7.5%	21.4%	5.2%	15.4%	100.0%
Re-entering	45.5%	5.7%	1.1%	9.1%	19.3%	6.8%	12.5%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	41.0%	3.8%	1.1%	8.3%	27.4%	5.6%	12.8%	100.0%
Part-time (<12 units)	47.2%	4.8%	2.3%	6.9%	17.8%	5.1%	15.9%	100.0%
Non-credit only	49.8%	7.7%	1.3%	6.0%	16.7%	5.2%	13.3%	100.0%

## Food Services (1,330 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	69.3%	5.4%	1.3%	5.0%	4.3%	1.4%	13.3%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	70.6%	4.6%	1.3%	4.5%	4.4%	1.3%	13.4%	100.0%
M	67.5%	6.4%	1.4%	5.8%	4.2%	1.5%	13.2%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	68.3%	5.7%	1.2%	5.1%	4.4%	1.6%	13.7%	100.0%
White	76.1%	5.1%	0.0%	2.6%	3.4%	0.9%	12.0%	100.0%
Asian	81.3%	1.1%	0.0%	4.4%	1.1%	0.0%	12.1%	100.0%
Black	56.0%	4.0%	12.0%	12.0%	8.0%	0.0%	8.0%	100.0%
Multiethnic	69.2%	0.0%	15.4%	7.7%	0.0%	0.0%	7.7%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	79.2%	5.7%	0.0%	1.9%	5.7%	0.0%	7.5%	100.0%
18-21	69.5%	6.6%	0.9%	4.0%	4.8%	1.1%	13.0%	100.0%
22-25	66.6%	3.6%	2.4%	7.2%	3.6%	1.5%	15.2%	100.0%
26-30	70.7%	3.3%	4.3%	5.4%	3.3%	1.1%	12.0%	100.0%
31-40	72.1%	6.3%	0.0%	6.3%	2.7%	0.9%	11.7%	100.0%
41-50	64.7%	0.0%	0.0%	11.8%	2.9%	2.9%	17.6%	100.0%
Over 50	67.9%	0.0%	0.0%	0.0%	7.1%	10.7%	14.3%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	70.2%	5.4%	1.7%	4.6%	4.2%	1.2%	12.7%	100.0%
CTE	65.9%	5.4%	1.2%	7.2%	4.2%	3.0%	13.2%	100.0%
General Education	69.6%	5.0%	0.0%	5.4%	5.8%	1.3%	12.9%	100.0%
Undecided	68.1%	5.9%	1.6%	4.3%	2.7%	1.1%	16.5%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	72.8%	7.0%	0.9%	3.3%	2.4%	0.7%	12.8%	100.0%
Continuing	66.7%	4.4%	1.3%	6.5%	5.5%	1.6%	13.9%	100.0%
Re-entering	72.0%	3.7%	3.7%	1.2%	4.9%	3.7%	11.0%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	67.9%	3.6%	1.3%	6.5%	5.2%	0.6%	14.9%	100.0%
Part-time (<12 units)	67.7%	6.1%	1.4%	5.2%	4.1%	1.7%	13.8%	100.0%
Non-credit only	76.3%	4.9%	1.1%	2.6%	4.1%	1.1%	9.8%	100.0%

## International Student Center (1,867 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	84.3%	7.2%	0.6%	1.4%	0.8%	0.2%	5.5%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	86.1%	6.1%	0.6%	1.2%	0.4%	0.3%	5.4%	100.0%
M	81.7%	8.9%	0.6%	1.7%	1.3%	0.1%	5.7%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	84.3%	7.4%	0.7%	1.3%	0.5%	0.2%	5.5%	100.0%
White	81.4%	8.1%	0.0%	0.6%	0.6%	0.0%	9.3%	100.0%
Asian	89.0%	3.9%	0.0%	0.8%	3.1%	0.0%	3.1%	100.0%
Black	84.0%	8.0%	0.0%	6.0%	0.0%	0.0%	2.0%	100.0%
Multiethnic	87.5%	8.3%	0.0%	4.2%	0.0%	0.0%	0.0%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	88.9%	6.3%	0.0%	0.0%	0.0%	0.0%	4.8%	100.0%
18-21	82.8%	9.2%	0.5%	1.0%	1.0%	0.3%	5.3%	100.0%
22-25	85.1%	6.6%	0.6%	1.7%	0.4%	0.2%	5.4%	100.0%
26-30	89.6%	1.5%	0.7%	3.0%	0.7%	0.0%	4.5%	100.0%
31-40	86.9%	2.5%	1.9%	2.5%	0.6%	0.0%	5.6%	100.0%
41-50	82.7%	3.8%	0.0%	1.9%	1.9%	0.0%	9.6%	100.0%
Over 50	84.8%	3.0%	0.0%	0.0%	0.0%	0.0%	12.1%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	86.1%	7.4%	0.7%	0.9%	0.6%	0.2%	4.2%	100.0%
CTE	84.8%	6.1%	1.3%	1.3%	1.3%	0.0%	5.2%	100.0%
General Education	80.4%	6.2%	0.0%	3.7%	1.6%	0.6%	7.5%	100.0%
Undecided	80.5%	9.2%	0.4%	0.8%	0.4%	0.0%	8.8%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	82.6%	8.7%	0.4%	1.1%	0.7%	0.3%	6.3%	100.0%
Continuing	85.4%	6.4%	0.7%	1.5%	0.9%	0.1%	5.0%	100.0%
Re-entering	83.9%	6.3%	0.9%	1.8%	0.0%	0.9%	6.3%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	84.7%	7.6%	0.6%	1.4%	0.6%	0.0%	5.0%	100.0%
Part-time (<12 units)	83.2%	7.1%	0.7%	1.8%	0.8%	0.3%	6.1%	100.0%
Non-credit only	87.4%	7.0%	0.3%	0.0%	0.8%	0.3%	4.2%	100.0%

## Learning Resource Center (1,448 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	70.2%	9.8%	2.6%	4.4%	1.1%	0.8%	11.1%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	70.3%	8.6%	2.7%	4.6%	0.8%	1.0%	11.9%	100.0%
M	70.2%	11.5%	2.5%	4.0%	1.5%	0.5%	9.8%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	70.1%	9.8%	2.6%	4.3%	1.1%	1.0%	11.1%	100.0%
White	71.3%	8.2%	4.1%	4.1%	0.8%	0.0%	11.5%	100.0%
Asian	72.9%	9.4%	1.0%	4.2%	1.0%	0.0%	11.5%	100.0%
Black	55.3%	15.8%	5.3%	10.5%	0.0%	0.0%	13.2%	100.0%
Multiethnic	80.0%	13.3%	0.0%	0.0%	0.0%	0.0%	6.7%	100.0%
Native American	66.7%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	66.0%	8.0%	0.0%	6.0%	0.0%	0.0%	20.0%	100.0%
18-21	71.1%	12.1%	2.1%	2.9%	1.3%	0.4%	10.0%	100.0%
22-25	69.4%	8.6%	1.9%	4.7%	0.6%	1.7%	13.1%	100.0%
26-30	74.7%	2.0%	6.1%	6.1%	1.0%	2.0%	8.1%	100.0%
31-40	71.4%	3.2%	7.1%	6.3%	0.8%	0.0%	11.1%	100.0%
41-50	51.2%	9.3%	0.0%	18.6%	4.7%	0.0%	16.3%	100.0%
Over 50	66.7%	11.1%	3.7%	7.4%	0.0%	3.7%	7.4%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	73.5%	9.3%	3.1%	4.1%	0.8%	0.2%	9.0%	100.0%
CTE	68.5%	11.1%	3.1%	3.7%	1.2%	0.6%	11.7%	100.0%
General Education	63.1%	8.5%	1.9%	5.8%	1.9%	2.7%	16.2%	100.0%
Undecided	65.3%	13.0%	0.9%	4.6%	1.4%	1.4%	13.4%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	70.7%	12.4%	2.0%	2.1%	0.8%	0.5%	11.5%	100.0%
Continuing	69.4%	7.8%	3.1%	6.4%	1.3%	1.0%	10.9%	100.0%
Re-entering	74.2%	11.3%	2.1%	0.0%	1.0%	1.0%	10.3%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	67.4%	8.7%	2.4%	4.8%	0.9%	1.5%	14.4%	100.0%
Part-time (<12 units)	69.7%	9.6%	3.1%	4.5%	1.2%	0.7%	11.1%	100.0%
Non-credit only	74.9%	11.4%	1.3%	3.6%	1.0%	0.3%	7.5%	100.0%

## Library (954 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	56.4%	4.0%	2.2%	9.9%	1.7%	2.6%	23.1%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	55.2%	2.6%	2.6%	11.2%	1.0%	3.5%	23.8%	100.0%
M	58.0%	5.9%	1.7%	8.0%	2.8%	1.4%	22.2%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	54.3%	3.9%	2.4%	10.3%	1.6%	2.9%	24.5%	100.0%
White	58.0%	5.7%	3.4%	8.0%	4.5%	0.0%	20.5%	100.0%
Asian	80.8%	2.6%	0.0%	5.1%	0.0%	0.0%	11.5%	100.0%
Black	39.1%	4.3%	0.0%	21.7%	0.0%	13.0%	21.7%	100.0%
Multiethnic	55.6%	11.1%	0.0%	22.2%	0.0%	0.0%	11.1%	100.0%
Native American	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	44.4%	18.5%	0.0%	11.1%	0.0%	0.0%	25.9%	100.0%
18-21	57.3%	3.8%	1.5%	9.0%	1.3%	2.5%	24.5%	100.0%
22-25	54.9%	2.8%	3.6%	9.1%	1.6%	3.2%	24.9%	100.0%
26-30	62.3%	4.3%	1.4%	7.2%	1.4%	0.0%	23.2%	100.0%
31-40	56.9%	2.9%	4.9%	14.7%	2.0%	4.9%	13.7%	100.0%
41-50	47.1%	0.0%	0.0%	20.6%	11.8%	2.9%	17.6%	100.0%
Over 50	59.1%	13.6%	0.0%	9.1%	0.0%	0.0%	18.2%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	55.7%	3.8%	2.4%	10.8%	1.0%	2.4%	23.7%	100.0%
CTE	64.1%	2.6%	2.6%	10.3%	1.7%		18.8%	100.0%
General Education	52.9%	4.6%	2.3%	9.2%	3.4%	3.4%	24.1%	100.0%
Undecided	56.3%	5.1%	1.3%	7.6%	2.5%	4.4%	22.8%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	60.9%	3.7%	2.6%	6.9%	1.6%	2.6%	21.6%	100.0%
Continuing	53.2%	3.8%	2.2%	12.1%	2.1%	2.6%	24.1%	100.0%
Re-entering	58.5%	7.7%	0.0%	7.7%	0.0%	3.1%	23.1%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	53.6%	2.6%	2.1%	8.9%	2.1%	3.1%	27.6%	100.0%
Part-time (<12 units)	54.9%	4.3%	2.1%	11.5%	1.8%	2.3%	23.0%	100.0%
Non-credit only	64.3%	4.3%	2.7%	5.4%	1.1%	3.2%	18.9%	100.0%

## On-campus Orientation (1,663 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	74.9%	9.1%	1.3%	3.1%	0.9%	0.6%	10.1%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	75.0%	9.2%	1.2%	3.0%	1.0%	0.6%	10.0%	100.0%
M	74.7%	9.0%	1.5%	3.2%	0.8%	0.7%	10.1%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	75.2%	8.6%	1.3%	3.2%	1.0%	0.6%	10.1%	100.0%
White	70.5%	11.4%	0.7%	2.0%	0.7%	1.3%	13.4%	100.0%
Asian	76.1%	13.7%	0.0%	0.9%	0.0%	0.9%	8.5%	100.0%
Black	65.9%	6.8%	9.1%	9.1%	0.0%	0.0%	9.1%	100.0%
Multiethnic	90.0%	5.0%	0.0%	5.0%	0.0%	0.0%	0.0%	100.0%
Native American	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	71.7%	15.2%	0.0%	0.0%	0.0%	0.0%	13.0%	100.0%
18-21	72.3%	10.8%	1.4%	3.9%	0.8%	0.6%	10.2%	100.0%
22-25	79.2%	7.1%	1.5%	2.1%	1.1%	0.2%	8.8%	100.0%
26-30	81.2%	5.8%	2.2%	2.9%	0.0%	0.7%	7.2%	100.0%
31-40	76.2%	3.3%	0.7%	2.6%	2.6%	0.0%	14.6%	100.0%
41-50	69.4%	10.2%	0.0%	4.1%	2.0%	4.1%	10.2%	100.0%
Over 50	64.5%	22.6%	0.0%	0.0%	0.0%	3.2%	9.7%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	75.5%	9.9%	1.4%	3.5%	0.6%	0.6%	8.6%	100.0%
CTE	75.9%	9.5%	0.0%	2.0%	2.5%	0.5%	9.5%	100.0%
General Education	70.0%	8.9%	1.7%	3.1%	1.4%	0.7%	14.3%	100.0%
Undecided	77.3%	6.0%	1.7%	1.7%	0.9%	0.9%	11.6%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	68.1%	8.9%	2.4%	4.4%	1.3%	0.8%	14.1%	100.0%
Continuing	79.1%	8.9%	0.8%	2.1%	0.8%	0.4%	7.9%	100.0%
Re-entering	68.0%	13.0%	1.0%	7.0%	0.0%	1.0%	10.0%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	71.9%	11.5%	1.3%	3.4%	1.0%	1.0%	9.9%	100.0%
Part-time (<12 units)	75.4%	8.4%	1.2%	2.9%	0.9%	0.5%	10.6%	100.0%
Non-credit only	76.5%	8.7%	1.9%	3.4%	0.9%	0.3%	8.4%	100.0%



## Online Orientation (1,673 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	76.2%	9.9%	0.8%	2.2%	0.7%	0.5%	9.7%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	77.0%	9.8%	0.6%	2.0%	0.4%	0.6%	9.7%	100.0%
M	75.2%	10.0%	1.1%	2.4%	1.2%	0.4%	9.6%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	76.6%	9.6%	0.8%	2.3%	0.6%	0.6%	9.5%	100.0%
White	70.1%	11.1%	0.7%	1.4%	2.8%	0.0%	13.9%	100.0%
Asian	79.4%	9.8%	0.0%	0.0%	0.0%	1.0%	9.8%	100.0%
Black	78.6%	9.5%	2.4%	2.4%	0.0%	0.0%	7.1%	100.0%
Multiethnic	82.6%	13.0%	0.0%	4.3%	0.0%	0.0%	0.0%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	72.9%	14.6%	0.0%	0.0%	0.0%	0.0%	12.5%	100.0%
18-21	73.8%	11.8%	0.8%	1.8%	1.0%	0.3%	10.5%	100.0%
22-25	80.5%	6.8%	1.1%	2.6%	0.4%	0.7%	7.9%	100.0%
26-30	82.6%	6.8%	0.8%	2.3%	0.0%	0.8%	6.8%	100.0%
31-40	76.4%	4.7%	0.7%	4.7%	0.7%	0.7%	12.2%	100.0%
41-50	79.5%	9.1%	0.0%	0.0%	2.3%	0.0%	9.1%	100.0%
Over 50	57.1%	32.1%	0.0%	0.0%	0.0%	3.6%	7.1%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	78.0%	10.0%	1.0%	2.2%	0.6%	0.2%	8.1%	100.0%
CTE	70.9%	11.8%	0.5%	3.0%	1.5%	1.5%	10.8%	100.0%
General Education	72.5%	10.9%	0.7%	2.5%	0.7%	1.1%	11.6%	100.0%
Undecided	76.9%	7.3%	0.0%	1.3%	0.9%	0.4%	13.2%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	72.0%	11.4%	0.7%	2.3%	0.3%	0.2%	13.1%	100.0%
Continuing	78.8%	8.7%	0.8%	2.1%	1.0%	0.6%	7.8%	100.0%
Re-entering	73.7%	13.1%	1.0%	2.0%	0.0%	1.0%	9.1%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	78.1%	10.8%	0.7%	1.7%	1.0%	0.0%	7.7%	100.0%
Part-time (<12 units)	75.0%	9.7%	0.9%	2.6%	0.7%	0.8%	10.3%	100.0%
Non-credit only	78.1%	9.3%	0.3%	1.3%	0.6%	0.3%	10.0%	100.0%

## Student Health Center (1,740 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	77.6%	6.1%	3.2%	2.6%	1.4%	0.4%	8.7%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	78.6%	5.6%	2.7%	2.6%	1.3%	0.5%	8.6%	100.0%
M	76.1%	6.8%	3.9%	2.5%	1.5%	0.3%	8.9%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	76.8%	6.4%	3.5%	2.8%	1.3%	0.5%	8.7%	100.0%
White	78.5%	5.4%	2.0%	2.7%	1.3%	0.0%	10.1%	100.0%
Asian	87.3%	2.5%	1.7%	0.0%	0.8%	0.0%	7.6%	100.0%
Black	74.4%	4.7%	7.0%	4.7%	0.0%	0.0%	9.3%	100.0%
Multiethnic	85.7%	4.8%	0.0%	0.0%	0.0%	0.0%	9.5%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	83.3%	5.0%	0.0%	5.0%	0.0%	0.0%	6.7%	100.0%
18-21	77.4%	7.0%	3.6%	1.8%	1.1%	0.1%	9.0%	100.0%
22-25	78.7%	6.0%	2.3%	2.3%	0.7%	0.5%	9.5%	100.0%
26-30	77.5%	3.5%	7.7%	4.2%	2.1%	0.0%	4.9%	100.0%
31-40	76.8%	4.0%	1.3%	6.0%	2.6%	2.6%	6.6%	100.0%
41-50	71.7%	2.2%	2.2%	4.3%	4.3%	0.0%	15.2%	100.0%
Over 50	71.9%	6.3%	0.0%	0.0%	9.4%	3.1%	9.4%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	80.6%	5.9%	2.8%	2.3%	0.9%	0.2%	7.4%	100.0%
CTE	73.8%	5.3%	2.7%	3.7%	3.2%	0.5%	10.7%	100.0%
General Education	72.8%	3.9%	4.9%	4.2%	1.9%	1.6%	10.7%	100.0%
Undecided	71.7%	10.7%	3.7%	1.2%	1.6%	0.0%	11.1%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	78.7%	7.0%	2.1%	2.0%	0.7%	0.3%	9.1%	100.0%
Continuing	77.0%	5.6%	3.7%	3.0%	1.9%	0.5%	8.3%	100.0%
Re-entering	76.1%	5.3%	5.3%	2.7%	0.0%	0.9%	9.7%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	77.9%	6.7%	2.8%	1.9%	0.9%	0.2%	9.5%	100.0%
Part-time (<12 units)	76.8%	6.0%	3.2%	3.0%	1.7%	0.5%	8.8%	100.0%
Non-credit only	79.7%	5.5%	3.8%	2.3%	0.9%	0.3%	7.5%	100.0%

## TRiO (1,899 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	76.3%	14.8%	1.3%	1.2%	0.7%	0.1%	5.6%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	76.1%	15.8%	0.9%	0.7%	0.6%	0.2%	5.9%	100.0%
M	76.6%	13.5%	1.9%	2.0%	0.8%	0.1%	5.1%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	76.0%	14.9%	1.4%	1.3%	0.7%	0.2%	5.5%	100.0%
White	75.2%	17.6%	0.6%	0.0%	0.6%	0.0%	6.1%	100.0%
Asian	85.2%	8.6%	0.0%	0.8%	0.0%	0.0%	5.5%	100.0%
Black	67.3%	17.3%	1.9%	3.8%	1.9%	0.0%	7.7%	100.0%
Multiethnic	76.0%	20.0%	0.0%	4.0%	0.0%	0.0%	0.0%	100.0%
Native American	75.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	80.0%	15.4%	0.0%	0.0%	0.0%	0.0%	4.6%	100.0%
18-21	75.8%	15.2%	1.3%	1.1%	0.8%	0.1%	5.8%	100.0%
22-25	78.9%	13.0%	1.2%	1.4%	0.6%	0.2%	4.5%	100.0%
26-30	74.7%	16.9%	2.6%	2.6%	0.0%	0.0%	3.2%	100.0%
31-40	75.9%	14.2%	1.2%	0.6%	0.6%	0.0%	7.4%	100.0%
41-50	70.9%	14.5%	0.0%	1.8%	1.8%	0.0%	10.9%	100.0%
Over 50	66.7%	21.2%	3.0%	0.0%	0.0%	3.0%	6.1%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	77.3%	15.5%	0.7%	1.2%	0.4%	0.1%	4.7%	100.0%
CTE	75.1%	16.0%	0.9%	0.9%	1.3%	0.0%	5.8%	100.0%
General Education	72.2%	13.5%	3.1%	1.5%	1.2%	0.6%	8.0%	100.0%
Undecided	77.3%	12.7%	2.3%	1.2%	0.8%	0.0%	5.8%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	76.7%	15.0%	0.7%	0.7%	0.5%	0.0%	6.4%	100.0%
Continuing	76.2%	15.1%	1.7%	1.3%	0.7%	0.2%	4.9%	100.0%
Re-entering	75.0%	10.8%	1.7%	3.3%	1.7%	0.8%	6.7%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	74.0%	17.2%	1.0%	1.2%	0.6%	0.0%	5.9%	100.0%
Part-time (<12 units)	76.8%	13.5%	1.8%	1.4%	0.7%	0.2%	5.6%	100.0%
Non-credit only	77.8%	15.9%	0.0%	0.5%	0.8%	0.0%	4.9%	100.0%

## Transfer Center (1,754 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	74.8%	5.8%	3.7%	2.9%	1.4%	0.8%	10.6%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	75.7%	5.6%	3.7%	1.9%	1.4%	1.1%	10.6%	100.0%
M	73.6%	6.0%	3.6%	4.4%	1.3%	0.5%	10.5%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	74.6%	5.8%	3.7%	3.0%	1.4%	1.0%	10.5%	100.0%
White	77.5%	6.6%	3.3%	2.0%	1.3%	0.0%	9.3%	100.0%
Asian	77.0%	6.2%	2.7%	0.9%	1.8%	0.0%	11.5%	100.0%
Black	67.3%	3.8%	11.5%	5.8%	0.0%	0.0%	11.5%	100.0%
Multiethnic	76.9%	3.8%	0.0%	7.7%	0.0%	3.8%	7.7%	100.0%
Native American	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	82.5%	9.5%	0.0%	0.0%	0.0%	0.0%	7.9%	100.0%
18-21	73.7%	7.4%	4.8%	2.1%	1.3%	0.4%	10.3%	100.0%
22-25	74.1%	3.4%	3.7%	3.2%	2.0%	2.5%	11.1%	100.0%
26-30	79.3%	2.2%	3.0%	8.1%	0.0%	0.0%	7.4%	100.0%
31-40	78.7%	4.5%	0.6%	2.6%	1.3%	0.6%	11.6%	100.0%
41-50	70.2%	1.8%	0.0%	8.8%	3.5%	0.0%	15.8%	100.0%
Over 50	77.4%	3.2%	0.0%	0.0%	0.0%	3.2%	16.1%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	75.7%	5.2%	4.0%	3.1%	0.9%	0.9%	10.3%	100.0%
CTE	74.1%	6.1%	2.4%	2.4%	2.8%	0.0%	12.3%	100.0%
General Education	74.2%	6.0%	3.0%	3.0%	2.3%	1.7%	9.9%	100.0%
Undecided	71.6%	8.4%	4.4%	2.7%	1.3%	0.4%	11.1%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	76.2%	6.6%	3.3%	1.8%	1.4%	0.1%	10.5%	100.0%
Continuing	73.5%	5.3%	3.7%	3.8%	1.5%	1.2%	11.1%	100.0%
Re-entering	79.8%	4.8%	6.7%	1.0%	0.0%	1.9%	5.8%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	74.9%	5.1%	4.5%	2.2%	0.9%	0.7%	11.6%	100.0%
Part-time (<12 units)	74.7%	5.7%	3.5%	3.1%	1.4%	1.2%	10.5%	100.0%
Non-credit only	75.2%	6.9%	3.3%	3.3%	1.8%	0.0%	9.6%	100.0%

## Veterans Affairs (1,914 responses)

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
TOTAL	87.3%	4.6%	0.7%	1.1%	0.6%	0.4%	5.2%	100.0%

<b>GENDER</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
F	89.8%	4.3%	0.5%	0.7%	0.2%	0.2%	4.3%	100.0%
M	83.8%	5.1%	1.0%	1.7%	1.3%	0.7%	6.4%	100.0%

<b>ETHNICITY</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Hispanic	87.4%	4.6%	0.8%	1.1%	0.6%	0.5%	5.0%	100.0%
White	87.5%	3.8%	0.6%	0.0%	0.6%	0.0%	7.5%	100.0%
Asian	87.7%	6.2%	0.0%	0.0%	0.8%	0.0%	5.4%	100.0%
Black	80.7%	5.3%	1.8%	5.3%	0.0%	0.0%	7.0%	100.0%
Multiethnic	96.2%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	100.0%
Native American	66.7%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	100.0%

<b>AGE</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
0-17	92.3%	1.5%	0.0%	0.0%	0.0%	0.0%	6.2%	100.0%
18-21	85.9%	6.4%	0.9%	1.1%	0.4%	0.3%	5.0%	100.0%
22-25	87.9%	3.5%	0.6%	1.2%	0.6%	0.2%	5.8%	100.0%
26-30	90.5%	0.7%	0.7%	1.4%	2.7%	0.7%	3.4%	100.0%
31-40	90.6%	2.5%	0.0%	1.3%	0.0%	0.6%	5.0%	100.0%
41-50	86.8%	0.0%	1.9%	0.0%	1.9%	0.0%	9.4%	100.0%
Over 50	87.9%	0.0%	0.0%	0.0%	0.0%	9.1%	3.0%	100.0%

<b>EDUCATIONAL GOAL</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Transfer	88.3%	4.5%	0.8%	1.0%	0.3%	0.2%	4.9%	100.0%
CTE	85.4%	4.4%	0.9%	0.9%	0.9%	0.4%	7.1%	100.0%
General Education	86.1%	3.7%	0.3%	1.9%	0.9%	0.9%	6.2%	100.0%
Undecided	85.9%	6.5%	0.8%	0.8%	1.6%	1.2%	3.2%	100.0%

<b>STATUS</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
New	86.9%	5.8%	0.4%	0.8%	0.1%	0.1%	5.9%	100.0%
Continuing	87.5%	4.2%	0.8%	1.2%	0.8%	0.7%	4.7%	100.0%
Re-entering	87.6%	0.9%	1.8%	2.7%	1.8%	0.0%	5.3%	100.0%

<b>UNIT LOAD</b>	Did not need service	Did not know about it	Could not find location	Limited open hours	Long lines/ wait times	Unwelcoming staff	Other	Total
Full-time (12+ units)	87.9%	3.6%	0.4%	1.4%	0.4%	0.2%	6.0%	100.0%
Part-time (<12 units)	85.9%	5.5%	1.0%	1.2%	0.7%	0.6%	5.1%	100.0%
Non-credit only	91.1%	3.0%	0.3%	0.3%	0.8%	0.3%	4.3%	100.0%