



SPRING 2017 STUDENT SURVEY

Los Angeles Community Colleges

Your Experience and Opinions are Important!

Please help your college to do a better job by telling us about your background and your experiences with the education you are receiving. Your participation is voluntary and your responses are kept confidential. Results will only be used for institutional statistics and research. The survey takes an average of 20 minutes to complete. Please think about your primary LACCD college when answering the survey questions.

STUDENT INFORMATION

I. Which LACDD college do you consider to be your PRIMARY college? *(This is a required field)*

- | | | |
|-------------------------------|---------------------------------|----------------------------------|
| <input type="radio"/> City | <input type="radio"/> Mission | <input type="radio"/> Trade-Tech |
| <input type="radio"/> East LA | <input type="radio"/> Pierce | <input type="radio"/> Valley |
| <input type="radio"/> Harbor | <input type="radio"/> Southwest | <input type="radio"/> West LA |

II. Are you also enrolled in any of the following? *(Select all that apply)*

- High school
- Another LACCD college
- Other 2-year college (outside of LACCD)
- 4-year college

III. What is your Student ID number? (9 digit number starting with 88; no dashes or spaces) *(This is a required field)*

[Textbox, 9 digits]

IV. What is your birthdate? (Use mm-dd-yyyy format)

[Textbox, date format]

A. GOALS AND PLANS

1. How much did each SOURCE of information impact your decision to enroll at this college?

(Mark one response for each item)

- Very Much
 - Quite a Bit
 - Some
 - Very Little
 - Not At All
- a. Printed course schedule
 - b. Online course schedule
 - c. Newspaper, radio, or television advertisement
 - d. High school advisor or counselor
 - e. College representative coming to my high school
 - f. College or District website
 - g. Family or friends
 - h. Current or former students
 - i. Community events
 - j. Workplace notice, program, or employer's recommendation
 - k. Athletic coach recruitment
 - l. Social Media
 - m. College information mailed to my home
 - n. Is there another source of information that impacted your decision to enroll at this college?

[Textbox]

2. How important was each REASON in your decision to enroll at this college? (Mark one response for each item)

- Very Important
- Important
- Somewhat Important
- Not Important

- a. Minimal admission requirements
- b. Low cost
- c. Specific educational program
- d. Availability of online courses
- e. Close to home or work
- f. Availability of public transportation
- g. Have friends or relatives who attend this college
- h. Is there another reason that was important in making your decision to enroll at this college?

[Textbox]

3. Have any of the following been a problem for you in reaching your academic goals? (Mark one response for each item)

- Not a Problem
- Minor Problem
- Moderate Problem
- Major Problem

- a. Quality of high school preparation in: reading, writing, or math
- b. Study skills (e.g., note taking, test preparation)
- c. Availability of tutoring services
- d. English is not my primary language
- e. Too much is expected by instructors
- f. Course is not meeting my expectations
- g. Unable to enroll into the courses I need
- h. Cost of textbooks
- i. Financial factors
- j. Transportation access
- k. Job obligations
- l. Family obligations
- m. Child care obligations
- n. Lack of motivation
- o. Health issues
- p. What other problems have affected your ability to reach your academic goals?

[Textbox]

4. The college wants to ensure that it is offering enough classes at the appropriate times to meet students' needs. What days and times are you available and willing to come to classes? (Select all that apply)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
a. Early Morning (before 8:00 a.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Morning (8:00 – 11:59 a.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Afternoon (12:00 - 3:29 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Late Afternoon (3:30 – 6:29 p.m.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Evening (6:30 p.m. and later)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. What types of classes are you interested in taking? (Select all that apply)

- 5-week classes
- 8-week classes
- 10-week classes
- Classes which start later in the semester
- Full semester length classes

6. Do you buy textbooks for your courses?

- Yes, I buy textbooks or e-books at the beginning of the course
- Yes, I buy textbooks or e-books later during the course
- Yes, I rent textbooks
- No, I do not buy textbooks or e-books
- My courses do not require textbooks

7. Have you been able to follow the recommended list of courses in your Student Educational Plan?

- Yes
- No, some of the courses I need have not been offered when I can attend
- No, there has not been space in the courses I need
- No, I have changed my mind about my program or goals
- I do not have a Student Educational Plan

8. How has this college helped support you in reaching your ACADEMIC GOALS?

[Textbox]

B. FINANCIAL RESOURCES

9. Did your parent(s) claim you as an income tax dependent in the most recent year?

- Yes
- No
- I do not know

10. What is your total household annual income, not including loans, grants, or scholarships? (If you answered yes in the previous question, your total earnings are what you and your parents made together. If you are unsure, give your best estimate)

- | | | |
|---|---|---|
| <input type="radio"/> \$0 – \$14,000 | <input type="radio"/> \$29,001 – \$34,000 | <input type="radio"/> \$49,001 – \$59,000 |
| <input type="radio"/> \$14,001 – \$19,000 | <input type="radio"/> \$34,001 – \$39,000 | <input type="radio"/> \$59,001 – or more |
| <input type="radio"/> \$19,001 – \$24,000 | <input type="radio"/> \$39,001 – \$44,000 | |
| <input type="radio"/> \$24,001 – \$29,000 | <input type="radio"/> \$44,001 – \$49,000 | |

11. How many people are in the household (including yourself) reported in the previous question?

- | | | |
|-------------------------|-------------------------|---------------------------------|
| <input type="radio"/> 1 | <input type="radio"/> 4 | <input type="radio"/> 7 |
| <input type="radio"/> 2 | <input type="radio"/> 5 | <input type="radio"/> 8 |
| <input type="radio"/> 3 | <input type="radio"/> 6 | <input type="radio"/> 9 or more |

12. How many hours per week do you currently work on and off campus? (Mark one response for each item)

- I do not work (0 hours)
- 1 – 9 hours
- 10 – 19 hours
- 20 – 39 hours
- 40 hours or more
 - a. On campus
 - b. Off campus

13. Are you receiving money from any public assistance program (e.g., TANF / CalWORKs, SSI / SSDI, General Assistance, or Section 8)?

- Yes
- No

C. COLLEGE SERVICES

14. How **SATISFIED** are you with **each** service? (Mark one response for each service)

- Very Satisfied
 - Somewhat Satisfied
 - Not Satisfied
 - Not Applicable
- a. Admissions and Records
 - b. Assessment and Placement Services
 - c. Associated Student Organization / Union
 - d. Athletics
 - e. Bookstore
 - f. Business and Fiscal Office
 - g. CalWORKs
 - h. Career and Employment Center
 - i. Child Care Center
 - j. College Sheriff
 - k. Disabled Students Programs and Services
 - l. EOPS or CARE
 - m. Financial Aid Office
 - n. Food Services
 - o. Foster Youth
 - p. General College Counseling Services
 - q. Health Center
 - r. Instructional or Computer Labs
 - s. International Students Program and Services
 - t. Library
 - u. On-campus Orientation
 - v. Online Orientation
 - w. PUENTE
 - x. Transfer Center
 - y. Tutoring Services
 - z. Umoja
 - aa. Veterans Office

15. Are you interested in receiving services for any of the following? (Select all that apply)

- Abuse survivors
- Disability
- First generation college student
- Food pantry
- Foster care youth
- High school student
- Homeless
- Incarcerated
- LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Questioning)
- Mental health
- Single parent
- Undocumented student
- Veteran
- Are there other types of services you are interested in receiving?
[Textbox]

16. Are there any comments or concerns you have about the SERVICES available at this college?

[Textbox]

D. COLLEGE FACILITIES AND SECURITY

17. To what extent do you agree with each statement about the FACILITIES and SERVICES at this college?

(Mark one response for each item)

Strongly Agree

Agree

Disagree

Strongly Disagree

Not Applicable

- a. I feel safe and secure at this college
- b. Buildings are clean and well maintained
- c. Food service at this college is sufficient
- d. Restrooms are clean and well maintained
- e. The grounds and public areas at this college are clean and well maintained
- f. Trash is emptied regularly
- g. This college is free of safety hazards
- h. This college has adequate outside lighting
- i. Sufficient parking is available
- j. Parking lots are safe, well lighted, and well maintained
- k. This college has made a good effort to reduce the impact of construction on students
- l. Buildings and signage are clearly marked and easy-to-read
- m. Learning facilities (equipment, classrooms, and labs) are adequate and up-to-date
- n. There are enough labs and study spaces to meet my needs

18. Are there any comments or concerns you have about the FACILITIES, SECURITY, or SERVICES at this college?

[Textbox]

E. ACADEMIC EXPERIENCES

19. At this college, how often do you do each of the following?

(Mark one response for each item)

Often

Sometimes

Seldom

Never

- a. Ask questions or participate in class discussions
- b. Give a presentation or performance in class
- c. Work in groups during class
- d. Work on course assignments outside of class
- e. Discuss ideas from your courses outside of class
- f. Engage with students who differ from you in terms of their religious beliefs, political opinions, or ethnic background

20. In general, to what extent do you agree with each statement?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I do not know

- a. Textbooks and reading materials are useful for my courses
- b. Grading practices in my courses are clearly defined
- c. Tests cover the course material presented
- d. Policies and penalties for cheating are clear and enforced
- e. The college catalog provides accurate information on this college, its programs, and policies
- f. Course syllabi are followed
- g. My instructors present information fairly and objectively, distinguishing between personal convictions and professionally accepted views
- h. My instructors inform me about the types of skills or learning outcomes I am expected to master through classroom activities and assignments
- i. My instructors adequately use available technology in and out of the classroom

21. How would you describe your interactions with most of your INSTRUCTORS?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

- a. My instructors regularly hold office hours
- b. I visit my instructors during office hours
- c. My instructors are available outside of class
- d. I discuss ideas from my readings or courses with my instructors outside of class
- e. I discuss educational or career plans with my instructors
- f. My instructors are approachable

22. How much have your experiences at this college, both in and out of class, improved your ability to do each of the following?

(Mark one response for each item)

- Very Much
- Quite a Bit
- Some
- Very Little

- a. Acquire a broad general education
- b. Acquire job or work-related knowledge and skills
- c. Write and speak clearly and effectively
- d. Think critically and analytically
- e. Solve numerical problems
- f. Use computers and other information technology
- g. Work effectively with others
- h. Learn effectively on your own
- i. Appreciate the arts
- j. Understand yourself
- k. Develop a personal code of values and ethics

- l. Develop clearer career goals
- m. Set educational goals and monitor your progress
- n. Understand people of other racial, cultural, or religious backgrounds
- o. Contribute to the welfare of your community
- p. Advance in your career

23. How often do you use each of the following?

(Mark one response for each item)

- Often
 - Sometimes
 - Seldom
 - Never
 - Not Applicable
- a. College website
 - b. Course website (Blackboard, Canvas, Etudes, Moodle)
 - c. College library website
 - d. Desktop or laptop for coursework
 - e. Mobile device for coursework (tablet, iPad, or cell phone)
 - f. Email, social media, or text messaging to communicate with other students about coursework
 - g. Email, social media, or text messaging to communicate with an instructor
 - h. Email, social media, text messaging, or this college's website to keep informed about college events
 - i. Online resources for an assignment

24. To what extent do you agree with each statement?

(Mark one response for each item)

- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
- a. In general, technology at this college is reliable
 - b. I regularly check my LACCD email (or forward it to my personal email)
 - c. I receive too many emails from this college
 - d. I can easily find the information I need on the college website
 - e. Information on the college website is current and accurate
 - f. I am satisfied with the college's Emergency Alert System
 - g. This college's Wi-Fi is reliable

25. How many hours per week do you spend ON CAMPUS studying, using the library, attending cultural events, or engaging in leisure activities?

- None
- 1 – 3 hours
- 4 – 6 hours
- 7 – 9 hours
- 10 – 12 hours
- 12 or more hours

26. During your attendance at this college, have you done any of the following?

(Mark Yes or No for each item)

- Yes
 - No
- a. Participated in a community service project as part of a course or through a student club
 - b. Tutored or taught other students (paid or voluntary)

- c. Attended a college event (theater, music, art, speakers)
- d. Attended a college club meeting
- e. Attended a college science event

27. To what extent do you agree with each statement?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. I am aware of opportunities for involvement in student clubs and activities
- b. I know how to bring forth an idea to college leadership to improve a practice, program, or service at this college
- c. Student needs are taken into consideration by this college when making decisions

28. To what extent do you know where to find INFORMATION on each of the following?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. College policies and procedures that affect me as a student
- b. Student achievement information for this college and my program
- c. Courses and educational programs
- d. Student support services and programs
- e. Career or employment

29. To what extent do you agree with each statement?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. I am familiar with the mission statement of this college
- b. I am aware of the intended learning outcomes of this college
- c. I am aware of the learning outcomes for my EDUCATIONAL PROGRAM
- d. I am aware of the learning outcomes for my COURSES
- e. I feel that the courses required in my educational program prepare me for further coursework, employment, and/or transfer
- f. I receive excellent instruction in most of my courses
- g. Overall, I am satisfied with my experience at this college
- h. I would encourage others to attend this college

30. Are there any comments or concerns about your ACADEMIC EXPERIENCE at this college?

[Textbox]

F. ONLINE COURSE EXPERIENCE

31. Are you currently taking an online course? *(This is a required field. If Yes, the survey continues. If No, the survey skips to question 39)*

- Yes
- No

32. Is this your first experience with an online course?

- Yes
- No

33. Are you currently taking any on-campus (i.e., non-online) courses?

- Yes
- No

34. Where do you primarily access your online course?

- Home
- School
- Work
- Other

35. How important was each REASON for why you enrolled in this online course? (Mark one response for each item)

- Very Important
- Important
- Somewhat Important
- Not Important

- a. I travel sometimes and cannot attend an on-campus course regularly
- b. My work schedule is heavy and an online course is more convenient
- c. I thought it was easier than an on-campus course
- d. I was curious, wanted to try something new
- e. It was recommended by someone
- f. I had a good experience with an online course before
- g. The same course on-campus was full
- h. Personal circumstances (family, health, etc.) made an online course more convenient
- i. Accessibility issues (long commute, parking, access to transportation, etc.) made an online course more convenient
- j. I thought online courses were self-paced and I could begin the course anytime during the term
- k. An extra course online lets me graduate sooner

36. What was the MOST IMPORTANT reason for why you enrolled in this online course?

- I travel sometimes and cannot attend an on-campus course regularly
- My work schedule is heavy and an online course is more convenient
- I thought it was easier than an on-campus course
- I was curious, wanted to try something new
- It was recommended by someone
- I had a good experience with an online course before
- The same course on-campus was full
- Personal circumstances (family, health, etc.) made an online course more convenient
- Accessibility issues (long commute, parking, access to transportation, etc.) made an online course more convenient
- I thought online courses were self-paced and I could begin the course anytime during the term
- An extra course online lets me graduate sooner

37. How likely are you to take another online course?

- Very Likely
- Likely
- Somewhat Likely
- Not Likely

38. Are there any comments or concerns about your ONLINE COURSE EXPERIENCE at this college?

[Textbox]

OVERALL EXPERIENCE

39. Please describe the one or two things you like best about this college.

[Textbox]

40. Please describe the one or two things at this college that you would most like to see changed.

[Textbox]