



## Los Angeles Mission College - Student Survey Fall 2011

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The college is currently conducting surveys of several campus services. Your answers to this survey will provide valuable information that will help us to improve services.

### Survey details:

- All questions must be answered before the survey page can be submitted.
- All responses are due to later than Wednesday, November 2, 2011.

This survey is administered by the Office of Institutional Research and Technology. Thank you in advance for your participation.

**To access the survey, you must first enter your Student ID number below:**



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### Admissions and Records

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
1. Admissions and Records Office staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Admissions & Records Office staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I am well informed about the Admissions and Records Office location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The Admissions and Records Office is open/available when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. The Admissions and Records Office staff were concerned about my problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. I felt welcomed and comfortable in my interactions with the Admissions and Records Office staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Admissions and Records Office staff were well prepared to deal with my problem/situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Admissions and Records Office staff clearly informed me of college policies concerning my problem/situation.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Admissions and Records Office staff communicated clearly and effectively.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Admissions and Records Office staff made information available to me in a timely manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Do you have any comments regarding this campus service?

Reset

Submit/Continue

12% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### Business Office

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
12. Business Office staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Business Office staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. I am well informed about the Business Office location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Overall, I am satisfied with the service I received at the Business Office.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. The Business Office is open/available when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Do you have any comments regarding this campus service?

### Eagles Landing Student Store

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
18. Bookstore staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Bookstore staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. I am well informed about the Bookstore location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Overall, I am satisfied with the service I received at the Bookstore.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. The Bookstore is open/available when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

23. Do you have any comments regarding this campus service?

Reset

Submit/Continue

25% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### Counseling Office

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
24. I was able to make a counseling appointment at a convenient time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. Counseling staff were friendly and easy to approach.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. The days and hours that the Counseling Office is open meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. I understand the steps required to complete the matriculation process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Do you feel the online advising is helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. My Mission college counselor was responsive to my academic/educational needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### What is your awareness of, and satisfaction with the following student services?

	Aware of Service?		I am satisfied with with Service?				Not Applicable / no experience with this
	Yes	No	Very satisfied	Satisfied	Dis-satisfied	Very dis-satisfied	
30. Drop in Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. Counseling by Appointment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. Developing an Educational Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. Career / Occupational Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Counseling Office Overall Level of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

36. Do you have any comments regarding this campus service?

38% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### Financial Aid Office and Campus Technology

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
37. Financial Aid Office staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Financial Aid Office staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. I am well informed about the Financial Aid Office location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. The Financial Aid Office is open/available when I need it.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. The information resources of the Financial Aid Office are available, understandable, and reliable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. Do you have any comments regarding this campus service?

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
43. The availability of student computing facilities meets my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. I can access the Internet anywhere on campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. Mission College web site is easy to navigate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Do you have any comments regarding this campus service?

Reset

Submit/Continue

50% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### Sheriff's Office

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
47. I feel very safe in the parking structure.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. I feel very safe on campus, day and night.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. Sheriff's officers and cadets are easy to approach.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. Sheriff's officers and cadets are easy to find.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. Sheriff's Overall Level of Service is good.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

52. Do you have any comments regarding this campus service?

### Facilities

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
53. The signage on campus provides me with satisfactory help in finding my way around campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. Classrooms are clean.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
55. Restrooms are clean and well maintained.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
56. Food service areas are clean, tidy, and pleasant.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
57. Exterior walkway and parking lot/structure lights function properly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

58. Do you have any comments regarding this campus service?

Reset

Submit/Continue

62% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### The Learning Resource Center (LRC)

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
59. LRC staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
60. LRC staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
61. I am well informed about LRC location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
62. I understand the resources that are available to me through the LRC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. I have attended at least one workshop offered by the LRC (Biology, Critical Thinking, MLA, Note Taking, Chemistry, etc)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. LRC workshops are informative and useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
65. I will be able to use what I learned through LRC workshops.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. The number of hours that the LRC is open is adequate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. There are enough tutors in the LRC Math Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. There are enough tutors in the LRC Science Success Center.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69. There are enough tutors in the LRC Writing lab.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. I would recommend the Mission College LRC to my friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
71. The printing service offered in the Computer Commons works well.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
72. Overall, I am satisfied with the services offered by the LRC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

73. Do you have any comments regarding this campus service?

Reset

Submit/Continue

75% Complete



## Los Angeles Mission College - Student Survey Fall 2011

### Library

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
74. Library staff are knowledgeable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75. Library staff are friendly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76. I am well informed about Library location and hours of service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77. I understand the resources that are available to me through the Library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78. Library workshops are informative and useful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
79. I will be able to use what I learned through Library workshops.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80. I would recommend the Mission College library to my friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
81. Overall, I am satisfied with the services offered by the Library.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

82. Do you have any comments regarding this campus service?





88% Complete





## Los Angeles Mission College - Student Survey Fall 2011

### Supplemental Questions:

Rate your satisfaction with the college on each of the aspect of campus life below

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable / no experience with this
83. The quality of instructional programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
84. There are enough opportunities to be involved in student clubs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85. There are enough on campus activities, events, and programs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
86. Communication with instructor via email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87. Faculty are interested in my academic problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
88. Administrators are approachable to students.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
89. Program requirements are clear on curriculum, and class schedules.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
90. Channels for expressing student complaints are readily available.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
91. On the whole, I am able to experience intellectual growth at Mission College.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

92. What is the "one" thing you find challenging about Mission college?

Reset

Submit/Continue

100% Complete



**Thank you for completing this survey!**