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Student Satisfaction Survey: Fall 2005

Dear LPC Student,

The purpose of this survey is to help us understand how satisfied you are with your experiences at LPC, what educational experiences and gains you have had, and how we can serve you better. It is an evaluation of your overall experiences at LPC - not this particular class or instructor. It will take about 20-30 minutes to complete. We appreciate your honest feedback.

I want to assure you that this survey is anonymous - we do not require your name or student ID number. Your individual responses will not be available to any instructors or staff, and the results will be reported for groups only. If you have any questions or concerns about this study, please stop by the Office of Institutional Research and Planning in building 100 or call me at (925) 424-1027. Thank you very much for taking the time to give us this feedback.

Amber Machamer, Director, Institutional Research and Planning

Please write your responses in the boxes provided or fill in the appropriate circle. It is important that you use BLUE or BLACK INK to complete the survey. Please, no gel pens or pencils.

Shade Circles Like This> ●	\Box
Not Like This>	

1. If you have used the following services please rate your overall experience. Also, please rate each service "satisfactory", or "unsatisfactory" for each of the specific areas (quality of service, wait-time for the service, location etc...)

> First: Please rate your overall experience with the services you received. Please select one of the ratings for each of the services listed on the far left.

Second: Please mark the choices of "S" (Satisfactory) or "U" (Unsatisfactory) for the different aspects of the services listed on the left in the columns below.

	OVER	RALL	RATIN	IG OF	SERV	ICE	QUAL OF SERV		(/LEDGE OF 'AFF		PFUL TUDE	WAIT FO SERV		LOC	ATION
	EXCELLENT	VERY GOOD	SATIS- FACTORY	POOR	VERY POOR	NEVER USED	S	U	S	U	s	U	S	U	S	U
Admission and Records	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Career/Transfer Center	0	0	0	0	. 0		0	0	0	0	0	0	0	0	0	0
Financial Aid Office	0	0	0	0	. 0	0	0	0	0	0	0	0	0	0	0	0
Student Government	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Honors Program	0	0	0	0	0		0	0	0	0	0	0	0	0	0	- 0
Tutorial Center	0	0	0	0	; o	0	0	0	0	0	0	0	0	0	0	10
Intercollegiate Athletics	0	0	0	0	0	0	0	lo	0	0	0	0	0	0	0	0
EXPO	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internships/Work Exp.	0	0	0	0	0		0	0	0	0	0	0	0	¦ 0	0	0
Extended Opportunity Programs/Service EOPS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Disabled Students Programs/Services(DSPS)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
College Bookstore	0	0	0	0	0	0	0	-	0	0	0	0	0	0	0	0
Food Services	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0
Counseling Services	0	0	0	0	. 0	0	0	0	0	0	0	0	0	0	0	0
Assessment Testing	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Student Orientation	0	0	0	0	0		0	0	0	0	0	0	0	0	0	0
Health Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Campus Safety/Security	0	0	0	0	0		0	0	0	0	0	0	0	0	0	-0
Integrated Learning Center (Math)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Integrated Learning Center (Writing Center)	0	0	0	0	0	0	0	0	0	0	0	-	0	0	0	- O

2. At LPC, I have	generally	been treated	l with resp	ect by:		4. Enrollment	Time (choose one)			
	STRONGLY AGREE	AGREE NI	EUTRAL DI	SAGREE	STRONGLY DISAGREE	O Day only				
Instructors	O	0	0	0	O	O Day and I	O Day and Evening/Saturday			
Students	0	0	0	0	0	O Evening/Saturday Only				
Office Staff	=	0	0	0	0	F. Niversham a C.C.		\		
Administrator	s O	0	0	0	0		Current Units (choose	e one)		
3. At LPC, there is	a general	respect for o	differences	in:		O Full-time (12 or more units)				
	STRONG		NEUTRAL	DICACRE	STRONGLY	O Part-time (6.5-11.9 units)				
D Ed :	AGREE			DISAGRE	DISAGREE	O Part-time	O Part-time (0.5-6.5 units)			
Race-Ethnic Geno	5	0	0	0	0					
Physical Disabil	_	0	0	0	0	6. Number of Se	emesters Attending I		ollege	
_	Age O	0	0	0	0	O Less than	2 Semesters O	4-6 Semesters		
Sexual Orienta	-	0	0	0	0	0.226		7 or more Sen	nesters	
Relig		0	0	0	0	O 2-3 Semes	sters	, , or more sen	,	
									=	
7. Enrollment Typ	e (choose	one)			our educationa k only one)	ıl goal? 9. I	Race/Ethnicity (mark	all that appl	ly)	
O New (first time a	t any colleg	e)	() Transfer v	with AA/AS De	gree	Asian	O America	an Indian	
O Continuing (atte	nding LPC i	n Spring 2005)	O Transfer v	without AA/AS	AS Degree O African American O Pacific Isl			slander	
O Transfer (attended another college before LPC)			· (O Filipino O White			
,		<u> </u>	O Acquire job skills			Hispanic	O Other			
O Returning (attend	aea LPC bei	tore Spring 20	,		Development	nent				
O Enrolled in K-12				Other, Ur	ndecided		Middle Eastern			
10. It is clear to me what I am expected to learn, I in order to successfully complete:						before taxes? (l	ir average annual ho	nt and under		
	VERY CLEAR	CLEAR	OMEWHAT CLEAR	CLEAR	APPLY	O 20,000	_	parent's annual income.) s		
each of my cour		0	0	0	0	O 21,000-		51,000-100,000 101,000-150,00		
my major/progr		0	0	0	0	O 41,000-	(0.000		50	
my degree/certifi	_	0	0	0	0	0 61,000-	0 1	150,000+		
my transfer educa	inon O	0	0	0	0					
12. Gender:: O	Female	O Male			nany hours pe work while ir	r week do you college?	18. Highest educa parents.	tion level of	your	
		7		O none						
13. Age in years:				O 1-20	hours per wee	k		Mother	Father	
				O 21-34	hours per we	ek	Grade school or le	ess O	0	
14. What is your o	vorall CD	\ (actimata)		O 35+ ł	nour per week		Some high school	. 0	0	
14. What is your o	veran Gr		-				High school	0	0	
		J. <u> </u>				ible to get the e days or hours	Some college	0	0	
					good for you?	. ,	College degree (B	A or BS) O	0	
15. How many child	dren/depe	ndents do yo	ou have?	O Nev	er o N	early Always	Graduate/profess	,	0	
				O Seld		lways		-		
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19. Based on your overall experience, how satisfied are you with:	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	DOES NOT APPLY
Overall experience at Las Positas college	0	0	0	0	0	0
Overall experience with other students	0	0	0	0	0	0
Overall experience with instructors	0	0	0	0	0	0
Overall experience with college administrators	0	0	0	0	0	0
Overall experience with counselors	0	0	0	0	0	0
Overall experience with admissions and records staff	0	0	0	0	0	0
Overall experience with other college staff		0	0	0	0	0
Overall appearance of the college		0	0	0	0	0
College commitment to student success		0	0	0	0	0
Welcoming atmosphere of the college	0	0	0	0	0	0
Overall quality of instruction	0	0	0	0	0	0
Preparation for transfer to four-year college or university	0	0	0	0	0	0
Preparation for obtaining employment in my field of study	0	0	0	0	0	0
Encouragement from instructors to participate and share different viewpoints	0	0	0	0	0	0
Classroom (lecture) facilities	0	0	0	0	0	0
Cafeteria facilities	0	0	0	0	0	0
Parking facilities	. 0	0	0	0	0	0
Technology labs (auto, electronics, drafting, laser, photography, welding)	0	0	0	0	0	0
Science labs (biology, chemistry, geology, physics)	0	0	0	0	0	0
Computer laboratory facilities		0	0	0	0	0
Art/music/theatre/drama and performance areas and facilities	0	0	0	0	0	0
Learning Resources Center (Library)		0	0	0	0	0
Physical Education facilities	0	0	0	0	0	0
Bookstore facilities	0	0	0	0	0	0
Student Center	0	0	0	0	0	0
Counselors have been available when I needed to see	• 0	0	0	0	0	0
Instructors encourage students to examine different points of view	0	0	0	0	0	0
Course syllabi are provided and followed by instructors	0	0	0	0	0	0
The instructors at LPC are diverse enough to meet my needs	0	0	0	0	0	0
The current level of student activities available at LPC is adequate	0	0	0	0	0	0
Convenience of admissions process.	0	0	0	0	0	0
Assistance provided by admissions/records staff (A&R)		0	0	0	0	0
Efficiency of course registration over the Internet	_	0	0	0	0	0
Efficiency of course registration in person		0	0	0	0	0
Convenience of orientation/assessment testing sessions		0	0	0	0	0
Information provided by college catalog and class schedule		0	0	0	0	0
Information provided during orientation session		0	0	0	0	0
Assistance provided by counselor(s) in helping you to identify coeducational goal		0	0	0	0	0
Assistance provided by counselor(s) in helping you select appropriate courses		0	0	0	0	0

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20. Since enrolling at LPC, how much progress have you made in developing the following knowledge, skills, and abilities?	NO PROGRESS	JUST A LITTLE PROGRESS	SOME PROGRESS	GOOD PROGRESS	VERY GOOD PROGRESS
Reading skills	0	0	0	0	0
Writing Skills	0	0	0	0	0
Oral communication and speaking skills	0	0	0	0	0
Listening effectively	0	0	0	0	0
Critical thinking	0	0	0	0	0
Mathematical skills and abilities	0	0	0	0	0
Ability to read, interpret, and generate charts and graphs	0	0	0	0	0
Using numerical data	0	0	0	0	0
Applying my knowledge to new situations to solve problems	0	0	0	0	0
Gathering information from multiple sources	0	0	0	0	0
Using logic to draw conclusions from information	0	0	0	0	0
Ability to learn on my own, pursue ideas and find information	0	0	0	0	0
Developing clear career goals	0	0	0	0	0
Skills I can use in my current or future career	0	0	0	0	0
Ability to meet challenges of a rapidly-changing society	0	0	0	0	0
Ability to meet deadlines and complete tasks	0	0	0	0	0
Ability to use computers effectively	0	0	0	0	0
Overall technological literacy	0	0	0	0	0
Awareness of my civic or community responsibilities	0	0	0	0	0
Appreciation of my role in a democratic society	0	0	0	0	0
Discovering my own potential	0	0	0	0	0
Performing to the best of my abilities	0	0	0	0	0
Clarity of my own values and ethical standards	0	0	0	0	0
Understanding myself- abilities, interests, and limitations	0	0	0	0	0
Ability to set goals and develop strategies to reach them	0	0	0	0	0
Learning to work cooperatively with others	0	0	0	0	0
Ability to get along with different kinds of people	0	0	0	0	0
Awareness and appreciation of diverse cultures and ways of life	0	0	0	0	0
Recognizing my own biases and values	0	0	0	0	0
Desire to contribute to my community/Society	0	0	0	0	0
Accepting responsibility for my own actions	0	0	0	0	0
Demonstrating respect for rights, views, work of others	0	0	0	0	0
Exhibiting personal, professional, and academic honesty	0	0	0	0	0
Appreciation for the Arts and the role art plays in Society	0	0	0	0	0

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21. Compared to other community colleges	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE
LPC has a reputation of being a safe campus	0	0	0	0	0
LPC has a reputation for high quality education	0	0	0	0	0
LPC has a reputation for excellent student services	0	0	0	0	0
LPC has a reputation for having a friendly/welcoming environment	0	0	0	0	0

22. Please indicate the degree to which you have personally experienced each of the following problems or barriers in attempting to achieve your educational goal at Las Positas College.

NOT A PROBLEM	SOMEWHAT OF A PROBLEM	SIGNIFICANT PROBLEM	NO PROB		SIGNIFICANT PROBLEM
Finances	0	0	Deciding educational goals(0	0
Health · · · · · O	0	0	Discrimination due to race, ethnicity,		
Lack of support systemO	0	0	gender, religion, disability, or sexual	_	_
Stress/tensionO	0	0	orientation		0
Work pressures	0	0	Inadequate advising and counseling(0	0
Housing O	0	0	Unnecessary course prerequisites) 0	0
Transportation	0	0	Unnecessary courses required for major and/or degree/ certificate		0
Child care	0	0	Too many courses required for		
Family problems	0	0	major and/or degree/Certificate) ()	0
Choosing a career	0	0	Lack of reading, writing, and math	,	
Time management	0	0	skills needed to succeed		0
Friendships/personal			Lack of positive role models		0
relationships	0	0	Low self-esteem) 0	0
Availability of courses	0	0	Lack of motivation	0	0
Difficulty of courses	0	0	Methods of instruction	0	0

O	ptional	Student	ID number	or Social Securit	y Number if	you don't know	your LPC student ID

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This is an anonymous survey and you are under no obligation to give us your ID number. This information is requested so that we may later connect student performance (grades, graduation etc..) to the satisfaction responses in this survey. This information will be held in a secured data base. No personnel other than the Director of Institutional Research and Planning will have access to this information. This type of information will help us determine the types of experiences, services and programs that improve student life and learning at LPC. Again, providing your ID number is not required but by doing so you will be helping future generations of students.

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23. How important were each of the following reasons for enrolling at LPC?

	VERY IMPORTANT	SOMEWHAT IMPORTANT	NOT IMPORTANT	NOT APPLICABLE
Recommended by teacher	0	0	0	0
Recommended by family member/relative	0	0	0	0
Recommended by high school counselor	0	0	0	0
Recommended by a friend	0	0	0	0
Low tuition	0	0	0	0
College is close to my home	0	0	0	0
College is close to my work	0	0	0	0
College is on my commute	0	0	0	0
Good academic reputation of college	0	0	0	0
Friendly reputation of the college	0	0	0	0
Special programs offered by the college	0	0	0	0
Reputation as a safe campus	0	0	0	0
Many of my friends go here	0	0	0	0
LPC graduates transfer to good 4-yr colleges	0	0	0	0
Classes offered at good times for me	0	0	0	0
Ease of enrollment process	0	0	0	0

24. On average, how much time do you spend during a typical week on the following activities?

	NONE	1-5 HOURS	6-10 HOURS	11-20 HOURS	21-50 HOURS	50 + HOURS
Socializing with friends	0	0	0	0	0	0
Exercising/ Sports	0	0	0	0	0	0
Partying	0	0	0	0	0	0
Reading for pleasure	0	0	0	0	0	0
Volunteer work	0	0	0	0	0	0
Working for pay	0	0	0	0	0	0
Clubs or groups	0	0	0	0	0	0
Watching TV	0	0	0	0	0	0
Commuting	0	0	0	0	0	0
Hobbies	0	0	0	0	0	0
Classes/Labs	0	0	0	0	0	0
Studying/Homework	0	0	0	0	0	0
Playing video/ computer games	0	0	0	0	0	0