SURVEY QUESTIONS (Confidential)

1. How many times each semester do you use the LACCD Student Information System to access or make changes to your student record, (such as adding classes, checking for open classes, dropping classes, changing your educational goal, etc.)? In other words, please indicate how often you use the system to access Admissions and Records information.

   a. never
   b. 1 to 5 times per semester
   c. 6 or more times per semester

2. What is your preferred to receive registration appointment information?

   a. electronic mail
   b. class schedule
   c. other ________________

3. How do you usually find out about Admissions and Records deadlines?

   a. LAMC website
   b. Schedule of classes
   c. other ________________

4. How do you rate your overall experience at the Mission College admissions counter, by rating on a scale of 1 to 10, with 1 being the least favorable and 10 being the most favorable?

   1 2 3 4 5 6 7 8 9 10
   (lowest) (highest)

5. How do you rate your overall experience in making phone calls to the Mission College Admissions and Records office, by rating on a scale of 1 to 10, with 1 being the least favorable and 10 being the most favorable?

   2 2 3 4 5 6 7 8 9 10
   (lowest) (highest)

6. We would like feedback on Admissions customer service. Please provide a brief statement.

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