

**LACCD SPRING 2017 STUDENT SURVEY RESULTS**  
**NUMBER OF RESPONDENTS: 1,312**

**A. GOALS AND PLANS**

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

		Very Much	Quite a Bit	Some	Very Little	Not At All
a.	Printed course schedule	33.1%	17.8%	21.7%	8.4%	19.0%
b.	Online course schedule	45.5%	18.6%	16.5%	6.2%	13.2%
c.	Newspaper, radio or TV advertisement	8.0%	8.7%	17.3%	16.6%	49.4%
d.	High school advisor or counselor	21.1%	14.8%	15.6%	12.9%	35.5%
e.	College rep coming to my high school	17.8%	12.3%	15.6%	9.6%	44.7%
f.	College or District website	33.7%	20.5%	21.0%	7.6%	17.1%
g.	Family or friends	39.2%	20.6%	17.6%	7.6%	15.1%
h.	Current or former students	29.4%	18.1%	19.2%	8.6%	24.7%
i.	Community events	13.0%	11.6%	19.4%	14.0%	42.0%
j.	Workplace notice, program or employer's recommendation	14.2%	9.5%	15.8%	12.2%	48.5%
k.	Athletic coach recruitment	8.4%	5.7%	10.8%	11.2%	63.8%
l.	Social media	10.8%	9.4%	15.8%	11.9%	52.1%
m.	College information mailed to my home	17.8%	11.9%	18.6%	11.2%	40.4%

**2. How important was each reason in your decision to enroll at this college?**

		Very Important	Important	Somewhat Important	Not Important
a.	Minimal admission requirements	39.8%	29.2%	16.9%	14.1%
b.	Low cost	70.0%	20.2%	6.2%	3.6%
c.	Specific educational program	47.3%	24.0%	17.2%	11.5%
d.	Availability of online courses	42.0%	20.6%	17.8%	19.5%
e.	Close to home or work	70.5%	18.2%	6.5%	4.8%
f.	Availability of public transportation	38.8%	17.6%	15.7%	28.0%
g.	Friends or relatives attend this college	28.8%	17.0%	18.4%	35.9%

**3. Have any of the following been a problem for you in reaching your academic goal?**

		Not a Problem	Minor Problem	Moderate Problem	Major Problem
a.	Quality of high school preparation	55.3%	23.5%	14.5%	6.7%
b.	Study skills	45.2%	27.6%	19.5%	7.7%
c.	Availability of tutoring services	62.2%	23.9%	9.7%	4.2%
d.	English is not my primary language	82.9%	9.1%	4.5%	3.5%
e.	Too much is expected by instructors	58.0%	26.4%	11.1%	4.5%
f.	Course is not meeting my expectations	66.5%	21.5%	8.4%	3.6%
g.	Unable to enroll in the courses I need	51.9%	22.7%	13.9%	11.6%
h.	Cost of textbooks	21.8%	23.5%	28.6%	26.1%
i.	Financial factors	28.5%	25.3%	26.8%	19.4%
j.	Transportation access	66.8%	21.0%	8.2%	4.0%
k.	Job obligations	45.3%	26.2%	16.2%	12.3%
l.	Family obligations	49.8%	25.4%	14.6%	10.2%
m.	Child care obligations	79.9%	9.4%	5.1%	5.6%
n.	Lack of motivation	57.3%	24.1%	12.2%	6.4%
o.	Health issues	73.9%	16.2%	6.5%	3.4%

**4. What days and times are you available and willing to come to classes?**

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
a. Early Morning (before 8:00am)	32.4%	32.3%	32.3%	31.4%	22.1%	17.0%	12.7%
b. Morning (8:00-11:59am)	60.6%	61.1%	62.0%	60.5%	38.9%	23.1%	16.8%
c. Afternoon (12:00-3:29pm)	50.1%	50.5%	50.8%	48.9%	31.6%	18.4%	14.0%
d. Late Afternoon (3:30-6:29pm)	44.1%	45.4%	44.9%	44.1%	29.9%	16.2%	12.8%
e. Evening (6:30pm and later)	43.3%	44.7%	43.9%	43.1%	31.9%	16.3%	13.1%

**5. What types of classes are you interested in taking?**

5-week classes	8-week classes	10-week classes	Late-start classes	Full semester classes
37.7%	45.6%	41.5%	29.0%	82.4%

**6. Do you buy textbooks for your courses?**

Yes, I buy textbooks or e-books at the beginning of the course	56.0%
Yes, I buy textbooks or e-books later during the course	15.4%
Yes, I rent textbooks	21.4%
No, I do not buy textbooks or e-books	5.3%
My courses do not require textbooks	1.9%

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

Yes	60.4%
No, some of the courses I need have not been offered when I can attend	14.1%
No, there has not been space in the courses I need	4.7%
No, I have changed my mind about my program or goals	5.2%
I do not have a Student Educational Plan	15.6%

**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
33.3%	49.3%	17.3%

**10. What is your total household annual income, not including loans, grants, or scholarships?**

\$0-\$14,000	\$14,001-\$19,000	\$19,001-\$24,000	\$24,000-\$29,000	\$29,001-\$34,000	\$34,001-\$39,000	\$39,001-\$44,000	\$44,000-\$49,000	\$49,001-\$59,000	\$59,001 or more
28.7%	13.8%	11.2%	7.7%	7.4%	4.4%	5.2%	4.4%	4.4%	12.7%

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

1	2	3	4	5	6	7	8	9 or more
13.8%	13.0%	19.2%	21.8%	19.6%	8.1%	2.5%	1.0%	0.9%

**12. How many hours per week do you currently work on- and off-campus?**

	0 hours	1-9 hours	10-19 hours	20-39 hours	40 hours or more
a. On-campus	80.6%	6.0%	6.3%	5.2%	1.8%
b. Off-campus	39.9%	8.2%	11.0%	26.7%	14.2%

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

Yes	No
13.5%	86.5%

## C. COLLEGE SERVICES

### 14. How satisfied are you with each of the following services?

		Very Satisfied	Somewhat Satisfied	Not Satisfied
a.	Admissions and Records	56.8%	36.4%	6.8%
b.	Assessment and Placement Services	56.1%	37.3%	6.6%
c.	Associated Student Organization (ASO)	53.6%	39.8%	6.7%
d.	Athletics	57.1%	36.5%	6.4%
e.	Bookstore	53.1%	37.7%	9.2%
f.	Business Office	55.3%	38.3%	6.4%
g.	CalWORKs	53.3%	39.8%	7.0%
h.	Career Center	52.9%	39.3%	7.8%
i.	Child Care Center	57.9%	36.5%	5.6%
j.	College Sheriff	61.1%	33.9%	5.0%
k.	Disabled Student Programs & Services (DSPS)	59.1%	36.4%	4.5%
l.	EOPS/CARE	61.6%	32.8%	5.5%
m.	Financial Aid Office	53.9%	33.8%	12.3%
n.	Food Services	57.9%	34.8%	7.3%
o.	Foster Youth	53.3%	41.3%	5.3%
p.	General Counseling	50.1%	38.3%	11.6%
q.	Health Center	60.0%	35.6%	4.4%
r.	Instructional or Computer Labs	64.4%	32.6%	3.1%
s.	International Student Program	56.3%	39.7%	4.0%
t.	Library	67.9%	29.2%	2.9%
u.	On-campus Orientation	57.7%	35.8%	6.5%
v.	Online Orientation	56.7%	35.8%	7.6%
x.	Transfer Center	54.5%	39.5%	6.0%
y.	Tutoring Services	58.3%	35.0%	6.7%
z.	Veterans Office	56.6%	37.9%	5.6%

### 15. Are you interested in receiving services for any of the following?

Abuse survivors	2.8%
Disability	6.0%
First generation college student	23.8%
Food pantry	7.9%
Foster care youth	1.4%
High school student	4.9%
Homeless	2.1%
Incarcerated	0.6%
LGBTQ (Lesbian, Gay, Bisexual, Transgender, and Questioning)	4.7%
Mental health	10.2%
Single parent	6.5%
Undocumented student	5.2%
Veteran	2.1%

## D. COLLEGE FACILITIES AND SECURITY

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

		Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
a.	I feel safe and secure at this college	53.4%	40.7%	2.2%	0.6%	3.1%
b.	Buildings are clean and well-maintained	42.4%	43.2%	8.4%	3.2%	2.9%
c.	Food service at this college is sufficient	40.7%	35.5%	6.6%	2.2%	15.0%
d.	Restrooms are clean and well-maintained	37.0%	40.0%	13.0%	5.9%	4.1%
e.	The grounds and public areas at this college are clean and well-maintained	47.0%	43.2%	4.7%	2.2%	2.9%
f.	Trash is emptied regularly	42.5%	42.3%	6.9%	2.5%	5.8%
g.	This college is free of safety hazards	44.0%	44.1%	5.7%	1.3%	4.9%
h.	This college has adequate outside lighting	43.1%	37.5%	10.9%	2.9%	5.6%
i.	Sufficient parking is available	37.3%	34.9%	12.2%	7.1%	8.5%
j.	Parking lots are safe well-lit and well-maintained	41.1%	39.0%	7.3%	2.7%	9.9%
k.	This college has made a good effort to reduce the impact of construction on students	40.3%	40.7%	9.4%	3.2%	6.3%
l.	Buildings and signage are clearly marked and easy-to-read	44.9%	41.9%	7.6%	1.9%	3.6%
m.	Learning facilities (equipment, classrooms, labs) are adequate and up-to-date	44.6%	43.0%	5.7%	1.9%	4.9%
n.	There are enough labs and study spaces to meet my needs	44.6%	39.1%	6.5%	2.1%	7.7%

## E. ACADEMIC EXPERIENCES

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

		Often	Sometimes	Seldom	Never
a.	Ask questions or participate in class discussions	50.9%	38.3%	8.6%	2.2%
b.	Give a presentation or performance in class	31.2%	45.5%	16.4%	7.0%
c.	Work in groups during class	47.7%	38.4%	10.5%	3.5%
d.	Work on course assignments outside of class	62.5%	28.2%	6.6%	2.7%
e.	Discuss ideas from your courses outside of class	44.6%	37.8%	13.1%	4.6%
f.	Engage with students who differ from you in terms of their religious beliefs, political opinions or ethnic background	47.3%	32.3%	10.9%	9.5%

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

		Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
a.	Textbooks and reading materials are useful for my courses	38.7%	48.3%	8.3%	3.2%	1.5%
b.	Grading practices in my courses are clearly defined	44.6%	48.0%	4.5%	0.9%	1.9%
c.	Tests cover the course material presented	43.1%	48.9%	5.1%	1.1%	1.8%
d.	Policies and penalties for cheating are clear and enforced	58.3%	36.2%	1.7%	0.6%	3.2%
e.	The college catalog provides accurate information on this college, its programs and policies	51.3%	40.5%	2.6%	0.5%	5.1%
f.	Course syllabi are followed	51.3%	44.0%	2.4%	1.1%	1.2%
g.	My instructors present information fairly and objectively, distinguishing between personal convictions and professionally accepted views	51.3%	42.7%	2.5%	1.2%	2.3%
h.	My instructors inform me about the types of skills or learning outcomes I am expected to master through classroom activities and assignments	53.1%	42.5%	2.3%	0.8%	1.4%
i.	My instructors adequately use available technology in and out of the classroom	51.3%	42.4%	2.3%	0.9%	3.1%

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

		<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N/A</b>
a.	My instructors regularly hold office hours	48.5%	41.4%	3.4%	0.8%	5.9%
b.	I visit my instructors during office hours	17.9%	33.4%	22.6%	6.3%	19.7%
c.	My instructors are available outside of class	32.1%	45.9%	7.5%	1.3%	13.1%
d.	I discuss ideas from my readings or courses with my instructors outside of class	22.6%	31.0%	23.8%	5.6%	16.9%
e.	I discuss educational or career plans with my instructors	23.6%	31.6%	21.8%	7.1%	15.9%
f.	My instructors are approachable	50.4%	42.3%	3.3%	1.3%	2.8%

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

		<b>Very Much</b>	<b>Quite a Bit</b>	<b>Some</b>	<b>Very Little</b>
a.	Acquire a broad general education	54.2%	31.5%	10.6%	3.7%
b.	Acquire job or work-related knowledge and skills	42.9%	29.5%	16.6%	11.1%
c.	Write and speak clearly and effectively	50.5%	33.1%	11.9%	4.6%
d.	Think critically and analytically	54.3%	31.0%	11.2%	3.5%
e.	Solve numerical problems	48.7%	29.6%	14.7%	7.1%
f.	Use computers and other information technology	53.6%	26.9%	13.8%	5.7%
g.	Work effectively with others	52.5%	31.6%	11.7%	4.3%
h.	Learn effectively on your own	56.8%	29.9%	10.0%	3.3%
i.	Appreciate the arts	50.3%	26.1%	14.5%	9.1%
j.	Understand yourself	51.7%	28.5%	12.8%	7.0%
k.	Develop a personal code of values and ethics	51.0%	29.4%	12.2%	7.5%
l.	Develop clearer career goals	53.2%	27.8%	12.3%	6.7%
m.	Set educational goals and monitor your progress	54.6%	27.7%	12.4%	5.3%
n.	Understand people of other racial, cultural or religious backgrounds	55.8%	27.1%	10.8%	6.4%
o.	Contribute to the welfare of your community	42.0%	26.8%	17.4%	13.8%
p.	Advance in your career	50.8%	25.3%	14.8%	9.1%

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

		<b>Often</b>	<b>Sometimes</b>	<b>Seldom</b>	<b>Never</b>	<b>N/A</b>
a.	College website	71.7%	21.5%	4.7%	1.0%	1.1%
b.	Course website (Blackboard, Canvas, Etudes, Moodle)	72.3%	17.3%	5.7%	2.6%	2.1%
c.	College library website	34.3%	31.0%	19.0%	11.4%	4.3%
d.	Desktop or laptop for coursework	70.8%	18.2%	4.9%	3.0%	3.0%
e.	Mobile device for coursework (tablet, iPad or cell phone)	61.2%	23.6%	7.3%	5.6%	2.4%
f.	Email, social media or text messaging to communicate with other students about coursework	54.0%	26.0%	11.6%	5.5%	2.9%
g.	Email, social media or text messaging to communicate with an instructor	47.8%	32.2%	11.0%	6.0%	3.1%
h.	Email, social media, text messaging or this college's website to keep informed about college events	45.5%	26.9%	13.7%	10.6%	3.3%
i.	Online resources for an assignment	66.6%	23.0%	5.5%	2.3%	2.6%

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

		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	In general, technology at this college is reliable	52.7%	42.7%	3.6%	1.0%
b.	I regularly check my LACCD email (or forward it to my personal email)	50.8%	33.3%	12.1%	3.9%
c.	I receive too many emails from this college	23.8%	31.6%	39.9%	4.6%
d.	I can easily find the information I need on the college website	44.5%	46.4%	7.5%	1.6%
e.	Information on the college website is current and accurate	47.0%	45.7%	5.6%	1.7%
f.	I am satisfied with the college's Emergency Alert System	42.9%	49.2%	6.1%	1.8%
g.	This college's Wi-Fi is reliable	46.2%	37.4%	11.5%	5.0%

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

0 hours	1-3 hours	4-6 hours	7-9 hours	10-12 hours	12 or more hours
16.3%	33.0%	22.0%	11.6%	7.7%	9.3%

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

a.	Participated in a community service project as part of a course or through a student club	19.9%
b.	Tutored or taught other students (paid or voluntary)	17.7%
c.	Attended a college event (theater, music, art, speakers)	33.3%
d.	Attended a college club meeting	17.7%
e.	Attended a college science event	11.1%

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

		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	I am aware of opportunities for involvement in student clubs and activities	30.8%	44.8%	18.1%	6.2%
b.	I know how to bring forth an idea to college leadership to improve a practice, program or service at this college	21.2%	35.7%	33.1%	9.9%
c.	Student needs are taken into consideration by this college when making decisions	30.5%	54.6%	11.0%	4.0%

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

		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	College policies and procedures that affect me as a student	32.5%	48.0%	16.1%	3.5%
b.	Student achievement information for this college and my program	33.3%	51.4%	12.1%	3.2%
c.	Courses and educational programs	40.4%	52.1%	5.4%	2.1%
d.	Student support services and programs	36.0%	51.1%	10.0%	2.9%
e.	Career or employment	31.5%	45.2%	19.1%	4.2%

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

		Strongly Agree	Agree	Disagree	Strongly Disagree
a.	I am familiar with the mission statement of this college	33.9%	44.8%	16.6%	4.6%
b.	I am aware of the intended learning outcomes of this college	36.2%	52.4%	8.4%	3.0%
c.	I am aware of the learning outcomes for my educational program	39.1%	49.8%	8.7%	2.4%
d.	I am aware of the learning outcomes for my courses	43.8%	51.5%	2.8%	1.9%
e.	I feel that the courses required in my educational program prepare me for further coursework, employment and/or transfer	43.8%	50.7%	3.6%	1.9%
f.	I receive excellent instruction in most of my courses	44.1%	49.3%	4.9%	1.6%
g.	Overall, I am satisfied with my experience at this college	47.8%	47.4%	3.1%	1.7%
h.	I would encourage others to attend this college	49.9%	45.5%	2.6%	2.0%

**F. ONLINE COURSE EXPERIENCE**

	Yes	No
<b>31. Are you currently taking an online course?</b>	27.3%	72.7%
<b>32. Is this your first experience with an online course?</b>	33.4%	66.6%
<b>33. Are you currently taking any on-campus (i.e., non-online) courses?</b>	75.9%	24.1%

**34. Where do you primarily access your online course?**

Home	School	Work	Other
89.9%	6.7%	1.7%	1.7%

**35. How important was each reason why you enrolled in this online course?**

	Very Important	Important	Somewhat Important	Not Important
a. I travel sometimes and cannot attend an on-campus course regularly	28.8%	22.6%	15.6%	32.9%
b. My work schedule is heavy and an online course is more convenient	49.6%	24.2%	7.0%	19.2%
c. I thought it was easier than an on-campus course	25.5%	24.3%	17.0%	33.1%
d. I was curious, wanted to try something new	26.3%	23.1%	14.3%	36.3%
e. It was recommended by someone	26.3%	20.5%	12.6%	40.6%
f. I had a good experience with an online course before	44.6%	20.9%	9.9%	24.6%
g. The same course on-campus was full	33.6%	21.1%	11.1%	34.2%
h. Personal circumstances (family, health, etc.) made an online course more convenient	48.1%	19.3%	7.2%	25.4%
i. Accessibility issues (long commute, parking, access to transportation, etc.) made an online course more convenient	39.4%	20.7%	9.0%	30.9%
j. I thought online courses were self-paced and I could begin the course anytime during the term	32.3%	18.3%	10.5%	39.0%
k. An extra course online lets me graduate sooner	43.8%	20.7%	7.1%	28.4%

**36. What was the most important reason why you enrolled in this online course?**

I travel sometimes and cannot attend an on-campus course regularly	3.5%
My work schedule is heavy and an online course is more convenient	41.9%
I thought it was easier than an on-campus course	4.4%
I was curious, wanted to try something new	4.1%
It was recommended by someone	3.2%
I had a good experience with an online course before	7.1%
The same course on-campus was full	6.5%
Personal circumstances (family, health, etc.) made an online course more convenient	14.5%
Accessibility issues (long commute, parking, access to transportation, etc.) made an online course more convenient	4.7%
I thought online courses were self-paced and I could begin the course anytime during the term	3.2%
An extra course online lets me graduate sooner	6.8%

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

Very likely	Likely	Somewhat likely	Not likely
70.9	13.5	10.9	4.7