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# STUDENT EXPERIENCE SURVEY

## SUMMARY

The Student Experience Survey was conducted during the week of October 4-10 during the Fall quarter of academic year (AY) 2010-11. The survey was conducted online, and resulted in  $N = 473$  unique participants. The results of the survey are presented below.

### QUESTION 1

Have you already taken this survey this quarter?

Answer Options	Response Percent	Response Count
Yes*	4.6%	23
No	95.4%	473

\*NOTE: Students who answered 'Yes' were automatically directed out of the survey.

### QUESTION 2

Did you begin your college career at this college or elsewhere?

Answer Options	Response Percent	Response Count
Began at LTCC	57.3%	259
Began at a different college/university.	42.7%	193

### QUESTION 3

How long have you been a student at LTCC?

Answer Options	Response Percent	Response Count
This is my first quarter at LTCC.	29.6%	134
Less than 1 year	13.9%	63
1-2 years	25.0%	113
2-3 years	12.6%	57
3-4 years	7.3%	33
More than 4 years	11.5%	52

### QUESTION 4

For the current quarter, how would you characterize your enrollment at this college?

Answer Options	Response Percent	Response Count
Full-time (12 units or more)	61.5%	278
Part-time (less than 12 units)	38.5%	174

A majority of survey respondents identified themselves as full-time students. The actual percentage of full-time students at LTCC during the Fall quarter of AY 2010-11 was 31.2%. This oversampling of full-time students was purposeful in order to accurately inform the college with regard to subsequent questions related to student support services.

QUESTION 5

What is your goal as a student at LTCC?

Answer Options	Response Percent	Response Count
To complete a certificate program	10.0%	45
To obtain an associate (AA) degree	26.1%	118
To transfer to a 4-year college or university	43.8%	198
To obtain or up-date job-related skills	3.8%	17
Self-improvement/personal enjoyment	10.0%	45
To change careers	2.2%	10
Other	4.2%	19

QUESTION 5A

If your goal is to transfer to a 4-year college or university, would you agree or disagree that you have received clear and accurate information about transfer policies?

Answer Options	Response Percent	Response Count
Strongly Agree	29.5%	57
Agree	58.0%	112
Disagree	11.4%	22
Strongly Disagree	1.0%	2

QUESTION 6

When do you most frequently take classes at LTCC?

Answer Options	Response Percent	Response Count
In the daytime (morning or afternoon)	34.4%	153
In the evening.	16.2%	72
Both in the daytime and evening.	42.0%	187
Not applicable	7.4%	33

QUESTION 7

How do you typically take classes at LTCC?

Answer Options	Response Percent	Response Count
In the classroom with an instructor	59.6%	265
Online	10.6%	47
Both in the classroom and online	29.9%	133

QUESTION 7A

If you take both classroom and online courses at LTCC, how would you rate their quality in comparison to classroom based courses?

Answer Options	Response Percent	Response Count
Better quality than in the classroom.	13.5%	18
About the same quality as in the classroom.	64.7%	86
Inferior quality compared to in the classroom.	21.8%	29

QUESTION 7B

For online courses, how would you rate the responsiveness of instructors?

Answer Options	Response Percent	Response Count
Very Good (respond same day)	50.0%	89
Good (respond within 24 hours)	44.4%	79
Poor (respond within 48 hours)	3.9%	7
Very poor (longer than 72 hours, if at all)	1.7%	3

QUESTION 7C

Overall, how would you describe your experience taking online courses at LTCC?

Answer Options	Response Percent	Response Count
Very Good	44.9%	80
Good	47.2%	84
Poor	6.2%	11
Very poor	1.7%	3

QUESTION 8

What is your preferred method for communicating with your instructors?

Answer Options	Response Percent	Response Count
Face to face	67.2%	297
Telephone	0.0%	0
Email	32.1%	142
Social networking sites	0.7%	3

QUESTION 9

Outside of classes, do you regularly use College computers on campus?

Answer Options	Response Percent	Response Count
Yes	44.6%	197
No	55.4%	245

QUESTION 9A

Where do you typically use College computers? Check all that apply.

Answer Options	Response Count
Computer Labs (PC Labs)	91
Computer Labs (Mac Labs)	23
Library	159
Tutoring and Learning Center (TLC)	85
Other	26

QUESTION 9B

Do you have adequate access to computers on campus to meet your needs as a student support your learning?

Answer Options	Response Percent	Response Count
Yes	93.4%	183
No	6.6%	13

QUESTION 10

Do you bring your own laptop to use on campus?

Answer Options	Response Percent	Response Count
Yes	34.9%	154
No	65.1%	287

QUESTION 11

Do you regularly use social networking sites on the Internet (e.g., Facebook, MySpace, etc.)?

Answer Options	Response Percent	Response Count
Yes	64.5%	284
No	35.5%	156

QUESTION 11A

Do you regularly use social networking sites to communicate about coursework with your peers?

Answer Options	Response Percent	Response Count
Yes	29.6%	84
No	70.4%	200

QUESTION 11B

Do you regularly use social networking sites to receive updates from LTCC?

Answer Options	Response Percent	Response Count
Yes	27.8%	79
No	72.2%	205

QUESTION 12

In general, was the admission process for LTCC easy or difficult?

Answer Options	Response Percent	Response Count
Very Easy	45.8%	200
Easy	48.1%	210
Difficult	5.3%	23
Very Difficult	0.9%	4

QUESTION 13

In general, was registering for classes at LTCC easy or difficult?

Answer Options	Response Percent	Response Count
Very Easy	52.1%	226
Easy	43.8%	190
Difficult	3.2%	14
Very Difficult	0.9%	4

QUESTION 14

How do you prefer to register for classes at LTCC?

Answer Options	Response Percent	Response Count
In person at Admissions and Records	23.3%	102
Online	76.7%	335

QUESTION 15

In general, is the scheduling of classes (e.g., days, times, frequency) sufficient to meet your needs as a student?

Answer Options	Response Percent	Response Count
Yes	75.1%	328
No	24.9%	109

QUESTION 16

Have you participated in new student orientation at LTCC within the past two years?

Answer Options	Response Percent	Response Count
Yes	40.5%	177
No	59.5%	260

QUESTION 16A

Would you agree or disagree that the orientation provided you with the information that you need as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	39.2%	69
Agree	54.0%	95
Disagree	6.3%	11
Strongly Disagree	0.6%	1

QUESTION 17

Have you received academic counseling at LTCC within the past year?

Answer Options	Response Percent	Response Count
Yes	63.0%	274
No	37.0%	161

QUESTION 17A

Why did you receive academic counseling? Please choose all that apply.

Answer Options	Response Count
I needed assistance with educational planning (e.g., graduation, transfer, career, etc.)	206
It was required because I was a new student.	90
It was required because I had an issue to resolve (e.g., holds, prerequisites, repeatability, etc.)	74
It was required as part of a course I was taking.	15
It was required because I had been placed on academic probation due to grades.	17
It was required to maintain my funding (e.g., EOP&S, CalWorks, VA, etc.)	46
Other	32

QUESTION 17B

Would you agree or disagree that you received clear and accurate information about educational courses and programs from academic counselors?

Answer Options	Response Percent	Response Count
Strongly Agree	41.4%	113
Agree	49.8%	136
Disagree	7.0%	19
Strongly Disagree	1.8%	5

QUESTION 17C

Would you agree or disagree that the academic counseling was supportive of your development and success as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	44.5%	121
Agree	48.9%	133
Disagree	5.1%	14
Strongly Disagree	1.5%	4

QUESTION 18

Have you accessed the Tutoring and Learning Center (TLC) at LTCC in the past year?

Answer Options	Response Percent	Response Count
Yes	46.1%	200
No	53.9%	234

QUESTION 18A

What was (were) the reason(s) you accessed the TLC? Please choose all that apply.

Answer Options	Response Count
Assessment testing	68
Math tutoring	107
Writing center	71
Exam/quiz for class	59
Computer use	90
Other	23

QUESTION 18B

Would you agree or disagree that there are enough tutors to meet your needs as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	20.0%	40
Agree	61.5%	123
Disagree	15.5%	31
Strongly Disagree	3.0%	6

QUESTION 18C

Would you agree or disagree that the TLC helps to support your development and success as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	46.0%	92
Agree	51.5%	103
Disagree	1.0%	2
Strongly Disagree	1.5%	3

QUESTION 18D

Was your tutoring experience at the TLC ever made difficult by outside noise (i.e., noise from the Commons on the first floor)?

Answer Options	Response Percent	Response Count
Yes	16.0%	32
No	84.0%	168

QUESTION 19

Have you used the Library at LTCC in the past year?

Answer Options	Response Percent	Response Count
Yes	76.0%	330
No	24.0%	104

QUESTION 19A

For what purpose(s) do you mainly access the Library? Please check all that apply.

Answer Options	Response Count
Access books or periodicals for reading	178
Access computers to complete coursework (e.g., papers, presentations, etc.)	194
Access computers to conduct research	151
Access computers to get online	157
Access textbooks on reserve	117
Check out DVDs	56
Use the study areas (not computers)	194
Other	37

QUESTION 19B

Do you agree or disagree that the Library provides adequate resources (i.e., print, online, and multi-media) for you as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	45.7%	150
Agree	50.3%	165
Disagree	2.7%	9
Strongly Disagree	1.2%	4

QUESTION 19C

Do you agree or disagree that the library is valuable in supporting your success as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	59.1%	194
Agree	39.6%	130
Disagree	1.2%	4
Strongly Disagree	0.0%	0



QUESTION 20

Please indicate which student support service(s) you have accessed in the past year at LTCC. Please choose all that apply.

Answer Options	Response Count
Admissions and Records (e.g., registration, transcripts, etc.)	359
Academic Counseling	243
Tutoring and Learning Center (TLC)	162
Disability Resource Center (DRC)	40
Financial Aid Counselor	201
EOP&S	38
Cal WORKs	14
Work Experience	16
CARE	4
Career Counseling	40
Transfer Planning	95
Child Development Center (CDC)	17
Veterans Services	4

QUESTION 21

In general, would you agree or disagree that LTCC provides you with adequate student support services and programs to support your development, learning, and success as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	38.8%	167
Agree	57.9%	249
Disagree	2.8%	12
Strongly Disagree	0.5%	2

QUESTION 22

Have you accessed the Bookstore online to purchase books or supplies?

Answer Options	Response Percent	Response Count
Yes	30.4%	117
No	69.6%	268

QUESTION 23

Do you agree or disagree that the Bookstore provides adequate resources to meet your needs as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	21.8%	84
Agree	66.0%	254
Disagree	8.8%	34
Strongly Disagree	3.4%	13

QUESTION 24

Do you agree or disagree that you have adequate access to courses and instructional programs at LTCC to meet your needs as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	28.2%	120
Agree	60.1%	256
Disagree	10.8%	46
Strongly Disagree	0.9%	4

QUESTION 25

Do you agree or disagree that courses use up-to-date technology to deliver instruction?

Answer Options	Response Percent	Response Count
Strongly Agree	33.3%	142
Agree	62.2%	265
Disagree	3.8%	16
Strongly Disagree	0.7%	3

QUESTION 26

Do you agree or disagree that instructors are accessible to you as a student (e.g., during office hours, after class, by email, etc.)?

Answer Options	Response Percent	Response Count
Strongly Agree	45.3%	193
Agree	52.3%	223
Disagree	1.9%	8
Strongly Disagree	0.5%	2

QUESTION 27

Do you agree or disagree that the campus is accessible you as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	46.3%	195
Agree	50.1%	211
Disagree	2.4%	10
Strongly Disagree	1.2%	5

QUESTION 28

Do you agree or disagree that the facilities of the College are safe?

Answer Options	Response Percent	Response Count
Strongly Agree	51.5%	218
Agree	45.9%	194
Disagree	2.1%	9
Strongly Disagree	0.5%	2

QUESTION 29

Do you agree or disagree that the facilities at the College provide a comfortable learning environment?

Answer Options	Response Percent	Response Count
Strongly Agree	45.4%	192
Agree	52.0%	220
Disagree	2.4%	10
Strongly Disagree	0.2%	1

QUESTION 30

Would you agree or disagree that Food Service on campus is adequate to meet your needs as a student?

Answer Options	Response Percent	Response Count
Strongly Agree	11.1%	47
Agree	53.0%	224
Disagree	23.6%	100
Strongly Disagree	12.3%	52

STUDENT DEMOGRAPHICS

What is your age?

Answer Options	Response Percent	Response Count
Less than 18 years of age.	2.9%	12
18-24	54.2%	228
25-30	16.6%	70
31-41	14.0%	59
41-60	11.2%	47
More than 60 years of age.	1.0%	4
Decline to state	0.2%	1

What is your gender?

Answer Options	Response Percent	Response Count
Female	60.1%	253
Male	39.7%	167
Decline to state	0.2%	1

What is your race/ethnicity?

Answer Options	Response Percent	Response Count
African-American	1.2%	5
White, non-Hispanic	64.1%	270
Hispanic	17.8%	75
Asian	3.1%	13
Pacific Islander	2.1%	9
Native American/Alaskan Native	1.7%	7
Other	4.0%	17
Decline to state	5.9%	25

What is your employment status?

Answer Options	Response Percent	Response Count
Employed full-time	29.7%	125
Employed part-time	28.3%	119
Self employed	5.0%	21
Unemployed	31.6%	133
Decline to state	5.5%	23