



LA College Promise Student Survey – Summary of Results Spring 2019

The Los Angeles College Promise (LACP) Program conducted a survey of all former and current LACP students of the inaugural, 2017 cohort (N=4,052) during Spring 2019. The purpose of the survey was to learn about students' experience with the program, to help identify potential areas of improvement for the LACP.

There were 175 students who participated in the survey (4.3% response rate). The majority of the students were female (65.1%), Hispanic (75.4%), and were still enrolled full time in college in the Spring 2019 term (73.7%).

The students were initially asked about what LACP services were important to their success in college. The most highly rated services were: free tuition (98.3%), priority enrollment (95.4%), and help with financial aid (88.5%). Conversely the services that were used the least were the summer transition program (19.8%), promise success coach meetings (14.3%), help with personal challenges (13.8%), and LACP workshops (13.2%). It appears that the majority of students accessed most of the services provided by LACP.

The data also indicated that students generally had good experiences as LACP students and are happy with the services provided by the LACP staff. The majority of students said that the LACP staff was knowledgeable, able to provide help in a reasonable amount of time, and helped connect them with other student services. Additionally, 76.5% of students said that they were motivated to finish college because of the LACP Program. However, about a third of students indicated that they did not feel like they had stronger relationships with other college staff and faculty.

Overall, 94.2% of students were satisfied with the LACP Program and 93.6% would recommend the program to others.