



SPRING 2021 STUDENT SURVEY

Los Angeles Community Colleges

Your Experience and Opinions are Important!

Please **help your college** to do a better job by telling us about your background and your experiences with the education you are receiving. Your responses are kept confidential and the results will only be used for improving your college's services and programs. The survey takes an average of 30 minutes to complete. You do not have to complete the survey all at once, your progress will be saved as you go. Please think about your primary/home LACCD college when answering the survey questions.

STUDENT INFORMATION

I. Which LACCD college do you consider to be your PRIMARY/HOME college? *(Required)*

- | | | |
|-------------------------------|---------------------------------|----------------------------------|
| <input type="radio"/> City | <input type="radio"/> Mission | <input type="radio"/> Trade-Tech |
| <input type="radio"/> East LA | <input type="radio"/> Pierce | <input type="radio"/> Valley |
| <input type="radio"/> Harbor | <input type="radio"/> Southwest | <input type="radio"/> West LA |

II. Are you also enrolled in any of the following? *(Select all that apply)*

- High school
- Another LACCD college
- Other 2-year college (outside of LACCD)
- Non-credit class(es)

A. EDUCATIONAL GOALS

1. How much did each SOURCE of information impact your decision to enroll at [College Name]?

(Mark one response for each item)

- Not Applicable
 - Very Much
 - Some
 - Very Little
 - Not At All
- a. Newspaper, radio, or television advertisement
 - b. High school advisor, counselor, or teacher
 - c. College representative or recruiter coming to my high school
 - d. College or District website (e.g., class schedule, catalog, program information)
 - e. Family or friends
 - f. Current or former students
 - g. Workplace notice, program, or employer's recommendation
 - h. Social media
 - i. College information mailed to my home (e.g., flyer, course schedules)
 - j. Bus/train advertisement

2. How important was each REASON in your decision to enroll at [College Name]?

(Mark one response for each item)

- Not Applicable
 - Very Important
 - Important
 - Somewhat Not Important
 - Not Important
- a. Minimal admission requirements
 - b. Low cost
 - c. Specific educational program
 - d. Availability of courses for my program or educational goal
 - e. Availability of courses that fit my schedule
 - f. Close to home or work
 - g. Availability of public transportation
 - h. Have friends or relatives who attend this college
 - i. College promise/First Year Experience (FYE) Programs
 - j. Specific student service (e.g., CalWORKS, Reentry, Foster Youth, International, Dream Resource Center)
 - k. [College Name] felt welcoming
 - l. Feeling connected to [College Name]

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

(Mark one response for each item)

- Not Applicable
 - Not a Problem
 - Minor Problem
 - Moderate Problem
 - Major Problem
- a. Quality of high school preparation in: reading, writing, or math
 - b. Study skills (e.g., note taking, test preparation)
 - c. Availability of tutoring services
 - d. English is not my primary language
 - e. Too much is expected by instructors
 - f. Some courses have not met my expectations
 - g. Unable to enroll into the courses I need
 - h. Cost of textbooks
 - i. Cost of tools/supplies
 - j. Financial factors
 - k. Housing insecurity
 - l. Food insecurity
 - m. Confused about college rules and regulations
 - n. Appropriate academic counseling, guidance, and/or support
 - o. Job obligations
 - p. Job loss or reduced hours
 - q. Family obligations
 - r. Child care obligations
 - s. Lack of motivation
 - t. Health issues
 - u. Increased worry or anxiety
 - v. Online courses (e.g., prefer in-person classes)
 - w. Lack of campus support in a remote environment

4. Do you have an up-to-date Student Educational Plan (i.e., list of courses you need to take each semester to meet your educational goal)? *(Required) (If Yes, the survey continues; otherwise, the survey skips to question 6.)*
- Yes
 - No, I never had one
 - No, I have changed my mind about my program or goals
 - Not Sure
5. Have you been able to follow the recommended list of courses in your Student Educational Plan?
- Yes
 - No, some of the courses I need have not been offered when I can attend
 - No, there has not been space in the courses I need
 - No, I believe that I did not need some of the courses listed on my plan

B. EDUCATIONAL PLANS

6. In a remote learning environment, what types of classes are you interested in taking? *(Select all that apply)*
- Online Synchronous Classes (i.e., courses that happen in real time, with a set class schedule)
 - Online Asynchronous Classes (i.e., courses with content available for students to access when it best suits their schedule)
 - Online Hybrid (i.e., classes that are a mixture of synchronous and asynchronous schedules)
 - Low or Zero Cost Textbook Classes
 - Weekend
 - Evening
 - Classes that start later in the semester
 - Short-term (i.e., classes that are shorter than full semester length classes)
 - Full semester length classes
7. In a remote learning environment, at what times do you prefer to take synchronous classes? *(Select all that apply)*
- Morning
 - Afternoon
 - Evening
 - Weekends
 - Asynchronous Classes (i.e., courses with content available for students to access when it best suits their schedule)
8. When campuses are open for in-person learning, what types of classes do you think you will be interested in taking? *(Select all that apply)*
- In-person Classes
 - Hybrid (i.e., classes that are both online and meet on campus)
 - Online Synchronous Classes (i.e., courses that happen in real time, with a set class schedule)
 - Online Asynchronous Classes (i.e., courses with content available to students to access when it best suits their schedule)
 - Online Hybrid (i.e., classes that are a mixture of synchronous and asynchronous schedules)
 - Low or Zero Cost Textbook Classes
 - Weekend
 - Evening
 - Classes that start later in the semester
 - Short-term (i.e., classes that are shorter than full semester length classes)
 - Full semester length classes

9. When campuses are open again for in-person learning, at what times do you think you will *prefer* to take classes? (Select all that apply)

- Morning
- Afternoon
- Evening
- Weekends
- Online Synchronous Classes (i.e., courses that happen in real time, with a set class schedule)
- Online Asynchronous Classes (i.e., courses with content available to students to access when it best suits their schedule)

10. Are you planning to attend in-person classes as soon as the county and state restrictions are lifted?

- Yes, but only if I have received a COVID-19 vaccine
- Yes, whether or not I have received a COVID-19 vaccine
- No, I prefer to continue remote learning
- No, I don't need to take additional classes
- Not Sure

11. If classes are still online in Fall 2021, are you planning to enroll in classes?

- Yes
- No, I prefer to wait until campus is open
- No, I will be done with my program/goal
- Not Sure

12. How would you like the college to communicate with you? (Select all that apply)

- Email
- Facebook
- Twitter
- Instagram
- Information on the College website
- Recorded Voicemail Message
- Text Message Alert

C. FINANCIAL RESOURCES

13. Did your parent(s) claim you as an income tax dependent in the most recent year?

- Yes
- No
- I Don't Know

14. What is your total household annual income, not including loans, grants, or scholarships? (If you answered yes in the previous question, your total earnings are what you and your parents made together. If you are unsure, give your best estimate)

- \$0 – \$12,880
- \$12,881 – \$19,320
- \$19,321 – \$26,130
- \$26,131 – \$32,940
- \$32,941 – \$39,750
- \$39,751 – \$46,560
- \$46,561 – \$53,370
- \$53,371 – \$60,180
- \$60,181 – \$66,990
- \$66,991 or more

15. 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

16. Approximately, how many hours per week do you currently work?

- I don't work (0 hours)
- 1 – 9 hours
- 10 – 19 hours
- 20 – 39 hours
- 40 hours or more

17. Are you receiving money from any public assistance program? (e.g., TANF / CalWORKs, SSI / SSDI, General Assistance, or Section 8)

- Yes
- No

18. Since the beginning of the school year, have you experienced any of the following? (Mark one response for each item)

- Yes
- No

- a. **Food Insecurity** (having limited or uncertain access to adequate food; e.g., worried about food running out, cut the size of or skipped meals, and/or worried there wasn't enough money for food)
- b. **Housing Insecurity** (having an uncertain living situation; e.g., could not pay the full amount of utilities and/or rent/mortgage, moved two or more times per year, and/or moved in with other people due to financial problems)
- c. **Homelessness** (having no home; e.g., thrown out or evicted from home, stayed in a shelter, stayed in an abandoned building, auto, or other place not meant as housing, and/or did not know where you were going to sleep, even for one night)

D. COLLEGE SERVICES

19. Since the beginning of the semester, have you attempted to contact, contacted, or received services or information from any of the following departments at [College Name]? (Mark one response for each service) (If Yes, the survey continues; If No, the survey skips to Question 22.)

- Yes
- No

- a. Admissions and Records
- b. Assessment and Placement Services
- c. Bookstore
- d. Business and Fiscal Office
- e. Career and Employment Center
- f. Child Care Center / Child Development Center
- g. College Sheriff
- h. Financial Aid Office
- i. Food Pantry
- j. General College Counseling Services / Academic Counseling
- k. Health Center / Wellness Center / Mental Health Services
- l. Library
- m. Online Orientation
- n. Transfer Center
- o. Tutoring Services / Learning Assistance Center / NetTutor
- p. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline
- q. Work Source Center

20. How SATISFIED were you with each service at [College Name]? (Mark one response for each service)

(Only student services identified as “Yes” in Question 19 will be displayed) (If “Dissatisfied” or “Very Dissatisfied,” the survey continues; If “Very Satisfied” or “Satisfied,” the survey skips to Question 22.)

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

21. What were some of the reasons you were dissatisfied with each service at [College Name]? (Select all that apply for each service) (Only services identified as “Dissatisfied” or “Very Dissatisfied” in Question 20 will be displayed)

- I was not able to connect with anyone (e.g., no one responded, the platform was confusing)
- Difficulty getting a response in a timely manner (e.g., no available appointments, long wait times, office closed)
- I was not able to get the help or information I needed

22. Since the beginning of the semester, have you received services or information from any of the following student support services at [College Name]? (Mark one response for each service) (If Yes, the survey continues; If No, the survey skips to Question 24.)

- Yes
- No

- a. Asian Pacific American Student Services (APASS)
- b. Associated Student Organization / Union
- c. Athletics
- d. CalWORKs
- e. Disabled Students Programs and Services (DSPS)
- f. Dream Resource Center / Undocumented Student Services
- g. EOPS or CARE
- h. Foster Youth / Guardian Scholars / Next Up (CAFYES)
- i. Honors Program
- j. Incarcerated / Reentry
- k. International Students Program and Services
- l. LGBTQIA+ / Genderdiversity
- m. Promise / FYE
- n. PUENTE
- o. TRIO
- p. Umoja / Black Scholars
- q. Veterans Office

23. How SATISFIED are you with each student support service at [College Name]? (Mark one response for each service) (Only student support services identified as “Yes” in Question 22 will be displayed)

- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

24. How SATISFIED are you with each student application at [College Name]? (Mark one response for each service)

- Not Applicable
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

- a. College Website
- b. College Library Website
- c. Canvas
- d. Student Portal / SIS / PeopleSoft
- e. Cranium Café / Live Chat / Fresh Desk

25. Are there any comments or concerns you have about the SERVICES available at [College Name]?

[Textbox]

E. REMOTE LEARNING EXPERIENCES

26. Do you have regular access to the following for your classes? *(Mark one response for each item)*

- A. Computer (desktop, laptop, or Chromebook/Surface Go)
 - B. Internet
 - C. Webcam
 - D. Printer
- Yes
 - No
 - Sometimes

27. How do you primarily connect to the internet?

- Through my phone
- Personal Hotspot
- WiFi/Internet connection in my home
- WiFi in the community (e.g., public space, friend's house)
- Other

28. How do you primarily access the internet for your classes?

- Computer (desktop, laptop, or Chromebook)
- Tablet
- Cell Phone
- I don't have access to the internet
- Other

29. To what extent do you agree with each statement? *(Mark one response for each item)*

- A. I have a quiet place to do my schoolwork
 - B. I have enough time to participate in classes
- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree

30. Currently, in my classes: *(Mark one response for each item)*

- A. I have regular contact with my instructor
 - B. I have regular access to course materials
 - C. I know what work is expected of me in my classes
- Yes, in ALL my classes
 - Yes, for SOME of my classes
 - No, in NONE of my classes

31. To what extent do you agree with each statement about [College Name]? *(Mark one response for each item)*

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I Don't Know

- a. I feel a sense of belonging or community at [College Name]
- b. I feel like the faculty and staff care about my success at [College Name]
- c. [College Name] demonstrates a commitment to diversity and equity
- d. I feel comfortable sharing my views about diversity and equity at [college Name]
- e. I have experienced or observed tensions related to individual or group differences at [College Name]

F. ACADEMIC EXPERIENCES

32. Since the beginning of the term, how often do you do each of the following at [College Name]?

(Mark one response for each item)

- Often
- Sometimes
- Seldom
- Never

- a. Ask questions or participate in class discussions (e.g., in chats or class discussion boards)
- b. Give a presentation or performance in class
- c. Work in groups during class (e.g., breakout rooms in zoom)
- d. Work on course assignments outside of class
- e. Discuss ideas from your courses outside of class
- f. Engage with students who differ from you in terms of their religious beliefs, political opinions, or ethnic background

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

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- I Don't Know

- a. Textbooks and reading materials are useful for my courses
- b. Grading practices in my courses are clearly defined
- c. Tests cover the course material presented
- d. Policies and penalties for cheating are clear and enforced
- e. The college catalog provides accurate information on this college, its programs, and policies
- f. Course syllabi are followed
- g. My instructors present information fairly and objectively, distinguishing between personal convictions and professionally accepted views
- h. My instructors inform me about the types of skills or learning outcomes I am expected to master through classroom activities and assignments
- i. My instructors adequately use available technology in and out of the classroom
- j. My instructors provide meaningful outside resources that support my learning (e.g., library, relevant websites)

34. How would you describe your interactions with most of your INSTRUCTORS?

(Mark one response for each item)

- Not Applicable
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. My instructors regularly hold office hours
- b. I visit my instructors during office hours
- c. My instructors are available outside of class
- d. I discuss ideas from my readings or courses with my instructors outside of class
- e. I discuss educational or career plans with my instructors
- f. My instructors are approachable

35. How much have your experiences at [College Name], both in and out of class, improved your ability to do each of the following? *(Mark one response for each item)*

- Very Much
- Quite a Bit
- Some
- Very Little

- a. Acquire a broad general education
- b. Acquire job or work-related knowledge and skills
- c. Write, speak, and express myself clearly and effectively
- d. Think critically and analytically
- e. Solve numerical problems
- f. Solve practical problems and/or create useful products
- g. Use computers and other information technology
- h. Work effectively with others
- i. Learn effectively on your own
- j. Appreciate the arts
- k. Understand yourself
- l. Develop a personal code of values and ethics
- m. Develop clearer career goals
- n. Set educational goals and monitor your progress
- o. Understand people of other racial, cultural, or religious backgrounds
- p. Contribute to the welfare of your community
- q. Advance in your career

36. How often do you use each of the following?

(Mark one response for each item)

- Not Applicable
- Often
- Sometimes
- Seldom
- Never

- a. Canvas, e-mail, social media, or text messaging to communicate with other students about coursework
- b. Canvas, e-mail, social media, or text messaging to communicate with an instructor
- c. Canvas, e-mail, social media, text messaging, Cranium Café, or this college's website to keep informed about college events
- d. Online resources for an assignment

37. To what extent do you agree with each statement?

(Mark one response for each item)

- Not Applicable
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. I regularly check my LACCD e-mail (or forward it to my personal e-mail)
- b. I receive too many e-mails from this college
- c. I can easily find the information I need on the college website
- d. Information on the college website is current and accurate
- e. I am aware of opportunities for involvement in student clubs and activities
- f. I know how to bring forth an idea to college leadership to improve a practice, program, or service at this college
- g. Student needs are taken into consideration by this college when making decisions

38. To what extent do you agree with each statement about your knowledge of where to find INFORMATION?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. College policies and procedures that affect me as a student
- b. Student achievement information for this college and my program
- c. Courses and educational programs
- d. Student support services and programs
- e. Career or employment

39. To what extent do you agree with each statement?

(Mark one response for each item)

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

- a. I am familiar with the mission statement of this college
- b. I am aware of the intended learning outcomes of this college
- c. I am aware of the learning outcomes for my EDUCATIONAL PROGRAM
- d. I am aware of the learning outcomes for my COURSES
- e. I feel that the courses required in my educational program prepare me for further coursework, employment, and/or transfer
- f. Overall, I am satisfied with my experience at [College Name]
- g. I would encourage others to attend [College Name]

G. OVERALL EXPERIENCE

40. Please describe the one or two things at [College Name] that you would most like to see changed.

[Textbox]

41. Please describe the one or two things you like best about [College Name]?

[Textbox]