

Administrative Services

COMPREHENSIVE PROGRAM REVIEW 2008

Background, Guidelines, and Documentation

Los Angeles City College

Office of Institutional Effectiveness

Web Resources: <http://www.lacitycollege.edu/prgd/programreview.html>

Last Revised: March 1, 2009

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I. Background

History

Los Angeles City College has a long history of administering Program Review & Planning. In the past, only the Academic Affairs and Student Services Divisions went through this process, but to make the linkage between program review and strategic planning fully operational, it became clear that all the divisions in the college should go through the program review and planning process. Thus, in summer 2008 the Administrative Service Division started their first comprehensive program review process.

What is Administrative Services Program Review?

Program Planning & Review serve as a mechanism for the assessment of performance that allows recognition and acknowledgment of good performance and academic excellence, improves the quality of instruction and services, updates programs and services, and fosters self-renewal and self-study. It provides mechanism for the identification of weak performance and assists programs in achieving much needed improvement. Next, Program Review should be seen as one of the main components of planning that will not only lead to better utilization of existing resources, but also lead to increased quality of instruction and service. A major function of program review should be to monitor and pursue the resemblance between the goals and priorities of institution and the actual practices in the program or service.

All the units in Administrative Service areas should undergo a comprehensive program review process every six years which is a self study process that results in a comprehensive assessment of institutional effectiveness. In addition, it will be reviewed and updated biannually. The goals and objective parts will be revisited annually as resource allocations and planning for each unit directly impacted by the plan in the program review document.

The major objectives of Program Review are to:

1. To provide a forum for serious reflection on the challenges and opportunities programs will face in coming years
2. To assure that the program supports its mission and the mission of the college.
3. To align departmental goals and efforts with the goals of the college's Educational Master Plan and the district's Strategic Plan
4. To assess the health of the current program
5. To spur innovation
6. To develop a set of clear goals to guide future unit / program efforts
7. To encourage inter- and intra-departmental dialog

Conceptual frameworks

1. Cycles of continuous improvement
2. Assessment and Accountability and Support Service Outcomes

Integral part of planning and budgeting process

1. Reinforcing System Loop – Program Review is part of each step: Plan – Act – Check
2. Annual Unit Plans/Budget are based on goals and activities of the Program Review
3. Program Review is a living process

II. Administrative Services, Comprehensive Program Review, 2008

Process

The evaluation cycle began with a comprehensive program review of each department in Administrative Services. Second, the validation teams were formed; each validation team had a representative from Administrative Services, Student Services, and Academic Affairs. This configuration allowed transferring the experience and expertise of Student Services and Academic Affairs. In addition, it helped to build an open, transparent, and collegial environment. The validation team reviewed the document and submitted the recommendations to the department at least one week prior to the validation meeting. Third, the validation review team presented its findings and department manager addressed them at the meeting. After the discussion the department had one week to make final changes to the program review document. Then the final document is finalized. After much research, Administrative Services used Plan Builder, a web application adapted from the program developed and used at Pasadena City College, for the 2008 Comprehensive Program Review. This was the first comprehensive program review cycle for the Administrative Services division.

Time line

Date	Activity	Responsible person/office
July-Aug 2008	Design process <ul style="list-style-type: none"> • Install and evaluate PCC software • Select data and data sources <ul style="list-style-type: none"> ○ Campus Climate Survey ○ Student Survey ○ Staff Survey ○ Other • Identify offices that will participate • Define validation review process and composition of validation review teams <ul style="list-style-type: none"> ○ 6 validation teams, each to review 1 program reviews ○ Composition of validation teams: <ul style="list-style-type: none"> ▪ Admin Services Reps ▪ Academic Affair Reps ▪ Student Serv. Reps 	IT/ Research Admin Serv/ Research Admin Serv/ Research Research Admin Serv/ Research IT Lucy Admin Services Admin Serv/ Research
Aug 12	Adm. Services staff meeting – kick off for PR review	Admin Serv/ Research
Aug 12 – Aug 22	Conduct Staff Survey	Admin Services
Sept 9, 10am-12pm	Training 1 on completion of program review	Research
Sept 25, 10am-12pm	Training 2 on completion of program review	Research
Oct 2, 10am-12pm	Training 3 on completion of program review	Research
Oct 9, 10am-12pm	Training 4 on completion of program review	Research
Oct 23, 10am-12pm	Training 5 on completion of program review	Research
Nov 10, 10am-12pm	Training 6 on completion of program review	Research
Nov 17	Program Reviews due, Group 1 Bookstore	Admin Services

	Purchasing / Contracts / Accounts Payable Facilities Administration	
Nov 20 at 2:45pm	Validation review process <ul style="list-style-type: none"> • Kick off • Training 	Research/Valid.Comm.
Nov 20 – Jan 13	Validation review of the program reviews, Group1	Validation Committee
Dec 1	Program Reviews due, Group 2 IT / AVMS / Reprographics Business Office/ Accounting Human Resources	Admin Services
Dec 1 – Jan 20	Validation review of the program reviews, Group2	Validation Committee
Jan 27	Validation Review - Report out Bookstore IT / AVMS / Reprographics	Validation Committee
Feb 5	Validation Review - Report out Purchasing / Contracts / Accounts Payable Human Resources	Validation Committee
Feb 10	Validation Review - Report out Business Office/ Accounting Facilities Management	Validation Committee
March 2009	Prepare annual unit plans /budget for 2009-10 incorporating goals and action plans of program review	Admin Services
April 2009	Recommendations forwarded to Vice President and to the President	Admin Services
Fall 2009	Annual update to program review	Admin Services

III. Participating Units & Managers

Administrative Services - Baron, Bruce

Bookstore - O'Connor, Christi

Bookstore - O'Connor, Christi

Facilities - Richmond, Willie

Facilities Management - Richmond, Willie

Finance and Technology - Arvizu, Richard

Business Office / Accounting – Robinson, Robin

Info Tech/ AVMS/ Reprographics/ Operators/Cub Card - Mendoza, Juan

Purchasing / Contracts / Accounts Payable - Zelaya, Mayra

Human Resources - Saunders, Lenore

Human Resources - Saunders, Lenore

IV. Validation Teams

Program	Bookstore	Facilities	Purchasing
Program Manager	O'Connor, Christi	Richmond, Willie	Zelaya, Mayra
Admin Services Rep	Mendoza, Juan	Arvizu, Richard	Saunders, Lenore
Student Services Rep	Petikyan, Yegisabet	Acuna, Belinda A	Rodgers, Corey D
Academic Affairs Rep	Obern, Vaughn G	Webber, Kalynda D	Reisch, Maria F

Program	Business Office	IT / AVMS / Repr.	Human Resources
Program Manager	Arvizu, Richard	Mendoza, Juan	Saunders, Lenore
Admin Services Rep	Acosta, Lucy	O'Connor, Christi	Zelaya, Mayra
Student Services Rep	Marmolejo, William A	Anderson, Randy L	Peters, Earic B
Academic Affairs Rep	Atkinson, Pamela S.	Meyer, Joseph N	Wanner, Dan

V. Section Guideline - Programs

Plan Builder Application - <http://pb.lacitycollege.edu/>

Additional Data / Survey Information - <http://www.lacitycollege.edu/prgd/index.html>

Major Program Review Sections, Programs

1. Program Mission Statement

Define the purpose of the program. In other words, establish a mission statement. Describe the program's purpose and what it intends to accomplish. Consider the following questions:

1. How does the program's mission relate to and support the college's mission and strategic directions?
2. What does the program intend to accomplish?
3. What is the purpose of the program?
4. What are the intended outcomes of the program or what changes does the program intend to produce?

More information: [Mission Statement Guidelines](#)

2. Program Outcomes

Support Service Outcomes are statements that describe: 1) what the program intends to produce in students, employees, community members, etc., who receive the key services; OR 2) what level of quality or efficiency the program desires to accomplish in its key services, activities, or processes (adapted from Smelin at el., 20051 and WEAVE: A Quality Enhancement Guide, 20002). SSOs are not outcomes that result from every single process, service, or activity. Rather, SSOs are the overarching or broadest outcomes that contribute to the accomplishment of the program's mission.

Ask yourself the following questions:

1. What are the broadest overarching outcomes that I intend to produce as a result of the stated services or processes in my mission statement?
2. What will my students or other clientele groups (e.g., employees, community members, etc.) think (e.g., attitudes, values), know, or do (e.g., skills, abilities, behaviors) following the provision of my program's core services and/or activities? You need to write your SSOs in specific measurable terms.
3. What do I expect to accomplish with my core services, activities, or processes? What is the level of quality or efficiency in my services, activities, or processes? Specify an end result to be achieved rather than an action to be implemented (Smelin at el., 2005).
4. What are the most important results or impacts that should occur as a result of my program's services and/or activities?

3. Program's Characteristics, Performance and Trends - Description of primary functions

CHARACTERISTICS

Consider the following questions:

1. What does the program do?
2. What programs, services, staff, etc., make up the program?
3. What services does the program provide to further its mission?
4. Who are the customers or clients the program has served over the past five years and how many?

PERFORMANCE AND TRENDS

Consider the following questions:

1. Has the program been growing, shrinking, or remaining stable over the last five years?
2. How does the program address diversity issues in the staffing, students, etc?
3. Have there been any changes that may affect the performance of the program?

More information: [Characteristics, Performance and Trends Guidelines](#)

4. Program's Strengths and Weaknesses

The strengths of the program are internal issues that make the program stronger or unique, or are sources of pride to the program. The weaknesses of the program are internal issues that affect the program's performance negatively.

Consider the following questions:

1. What are the program's strengths?
2. What are the program's weaknesses?
3. What changes are necessary to improve the program, or is it "good enough as-is"?

5. Program's Opportunities and Challenges

The opportunities of the program are those external factors, independent of your program, which you might choose to pursue. Opportunities are things that will give you the ability to further your mission, improve your performance, expand your program, etc. Conversely, the challenges of the program are those external factors that are out of your control, which threaten your program negatively.

Consider the following questions:

1. Has the nature of what the program deals with changed over the last five years? For example, automation, changes in regulatory laws, and/or new developments in the subject matter of the program.
2. What recommendations have been made to the program by other programs or outside agencies? For example, did the last Accreditation report make any comments about the program? Were there any recommendations for the program from an advisory committee?
3. Are there any new Accreditation Standards that the program will need to address? If so, what are they and what opportunities or challenges will the standards provide the program?

6. Evaluation of Program's Performance

To evaluate your unit's performance, use the information you presented in Section I through V, survey results (Campus Climate Survey, Student Survey and Staff Survey), as well as any other information you may have. Discuss and analyze how well the program is doing and what changes may be needed. Indicate what would help the program further its mission.

Consider the following questions:

1. Is the program exceeding, meeting, or falling short of its mission?
2. Are the users of the program attaining the program's intended outcomes?
3. Are there program additions, enhancements, reductions, or discontinuance?
4. Is the program strong and viable, stable, adequate, struggling, or slowly dying?
5. What changes or improvements are needed?
6. What timelines may be necessary to make the changes?

7. Program's 3-5 Year Strategic Directions

Using the information you have presented in the previous sections and any information you have, describe the strategic directions you foresee the program evolving, or changes you foresee over the next 3-5 years.

Consider the following questions:

1. How will the program change or evolve over the next 3-5 years?
2. Will demand for the program's services increase, remain stable, or decline in the future?
3. Are there functions the program will add, delete, or automate over time?
4. Will the skills required of the individuals working in the program change over time? If so, what will the program need to do to address those changes?

More information: [Guidelines for 3-5 Year Strategic Directions](#)

8. Goals

Consider the following questions as you develop your goals and objectives:

GOALS

1. Provide a description of the goal.
2. What is the relation of the goal to college-wide plan such as the Strategic Plan, Educational Master Plan, IT Plan, or Facilities Plan?
3. What changes must be made in order to accomplish the recommendations described in Section VI?
4. What specific steps or tasks must be done in order to accomplish each goal?
5. What is the timeline for accomplishing the goals and objectives?
6. What will have changed in the program as a result of accomplishing the goal? Addressing this question may be the easiest way to develop the evaluation of the goal.
7. What resources will be needed for each objective? Can the objective be done with existing resources?

EVALUATION

1. How will you evaluate the impact of the goals on the program?

9. Objectives (Action Plans)

Goals and objectives are closely related, but a little different. Think about a goal as a more general target or aim, while an objective is a component of the goal or a specific step/task necessary to accomplish the goal. Objectives also give you immediate feedback on the progress you are making on the goal throughout the process, not just at the end of the process.

Before you begin, ask yourselves the following questions:

1. What specific steps/tasks or objectives are needed to accomplish our goal?
2. Who or what is the actor of the objective?
3. What is the focus of our objective?
4. What is the change or outcome we will see as a result of our objective?
5. What are the conditions of our objective?
6. Is our objective measurable?

VI. Section Guideline - Validation Team

1. Program Mission Statement

Does the program's mission statement reflect the goals and activities of the program? Is it aligned with the college mission?

Describe any commendations or recommendations, if appropriate.

2. Program Outcomes

Has the program provided an adequate explanation of the core services? Have they adequately identified the expected impact of their services on students, staff, faculty, and the community?

Describe any commendations or recommendations, if appropriate.

3. Program's Characteristics, Performance and Trends - Description of primary functions

Has the program provided an adequate description of their characteristics? Does the program's analysis of performance and trends accurately address the issues outlined in the directions?

Describe any commendations or recommendations, if appropriate.

4. Program's Strengths and Weaknesses

Has the program provided an adequate analysis of the program's strengths and weaknesses?

Describe any commendations or recommendations, if appropriate.

5. Program's Opportunities and Challenges

Has the program provided an adequate analysis of the program's opportunities and challenges?

Describe any commendations or recommendations, if appropriate.

6. Evaluation of Program's Performance

Has the program adequately analyzed and discussed the evaluation of the program's performance? Have they indicated what is necessary for further program improvement?

Describe any commendations or recommendations, if appropriate.

7. Program's 3-5 Year Strategic Directions

Has the program adequately discussed and analyzed the program direction for the next 3-5 years?

Are the goals identified appropriate for the proposed direction?

Do the action plans support the identified goals?

Describe any commendations or recommendations, if appropriate.

Los Angeles City College
Administrative Services Staff Survey
Summer 2008, n = 113

Distribution By Office / Program

	<u># of Replies</u>	<u>% of Replies</u>
Administrative Services / Budget Office	5	4%
Bookstore	12	11%
Business Office / Accounting	7	6%
Facilities Administration	4	4%
Information Technology / AVMS / Reprogram	15	13%
Operations	37	33%
Personnel/Payroll	9	8%
Physical Plant	18	16%
Purchasing / Contracts / Accounts Payable	6	5%
<u>Total</u>	113	100%

Total Response Distribution

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	80%	17%	0%	2%	100% 3.75
I value the work that I do.	73%	24%	0%	1%	100% 3.69
I feel good about where I work.	50%	33%	8%	6%	100% 3.28
Faculty & staff appreciate what we do for them.	24%	47%	21%	6%	100% 2.90
Students appreciate what we do for them.	24%	53%	17%	4%	100% 2.98
We work effectively to help students.	40%	52%	3%	2%	100% 3.31
We work efficiently to get the job done.	50%	42%	2%	4%	100% 3.38
I have an opportunity to provide ideas.	33%	35%	18%	13%	100% 2.89
I am kept informed and up-to-date.	19%	52%	16%	10%	100% 2.82
I have been given adequate training.	23%	55%	13%	7%	100% 2.94
My immediate supervisor supports me in my work.	46%	40%	7%	5%	100% 3.28
The office is clean and comfortable.	20%	49%	16%	13%	100% 2.77
Employee concerns are handled appropriately.	25%	42%	20%	11%	100% 2.81
We have adequate and appropriate equipment and supplies.	20%	40%	25%	13%	100% 2.69

*Mean calculation based on the following values:

Strongly agree = 4

Agree = 3

Disagree = 2

Strongly Disagree = 1

Mean* Response by Office / Program

	Administrative Services / Budget Office	Bookstore	Business Office / Accounting	Facilities Administration	Information Technology / AVMS / Reprographics	Operations	Personnel/Payroll	Physical Plant	Purchasing / Contracts / Accounts Payable	Overall Mean
We provide an important service.	4.0	3.8	3.9	3.8	3.9	3.5	4.0	3.8	3.8	3.7
I value the work that I do.	4.0	3.9	3.9	3.8	3.6	3.4	3.8	3.8	3.8	3.7
I feel good about where I work.	4.0	3.3	3.6	3.5	3.5	2.9	3.0	3.5	3.4	3.3
Faculty & staff appreciate what we do for them.	3.5	2.8	3.3	2.5	3.3	2.6	2.8	3.0	3.0	2.9
Students appreciate what we do for them.	3.8	2.7	3.1	3.0	3.4	2.8	3.0	2.9	3.0	3.0
We work effectively to help students.	3.8	3.3	3.1	2.7	3.3	3.2	3.4	3.5	3.2	3.3
We work efficiently to get the job done.	3.8	3.4	3.1	2.0	3.5	3.3	3.3	3.5	3.8	3.4
I have an opportunity to provide ideas.	4.0	3.5	3.1	3.5	3.0	2.4	3.1	2.8	3.0	2.9
I am kept informed and up-to-date.	3.8	3.1	2.9	2.5	2.7	2.6	3.0	2.9	2.8	2.8
I have been given adequate training.	3.0	3.5	3.2	3.0	2.6	2.8	2.9	3.0	3.2	2.9
My immediate supervisor supports me in my work.	3.6	3.6	3.7	3.5	3.1	2.8	3.1	3.6	3.8	3.3
The office is clean and comfortable.	3.8	2.7	3.0	3.3	2.9	2.3	2.3	3.1	3.6	2.8
Employee concerns are handled appropriately.	3.5	3.2	3.2	2.7	3.1	2.3	3.0	2.8	3.2	2.8
We have adequate and appropriate equipment	3.8	2.9	3.1	2.8	2.6	2.3	2.6	2.7	3.6	2.7

*Mean calculation based on the following values:

Strongly agree = 4

Agree = 3

Disagree =2

Strongly Disagree =1

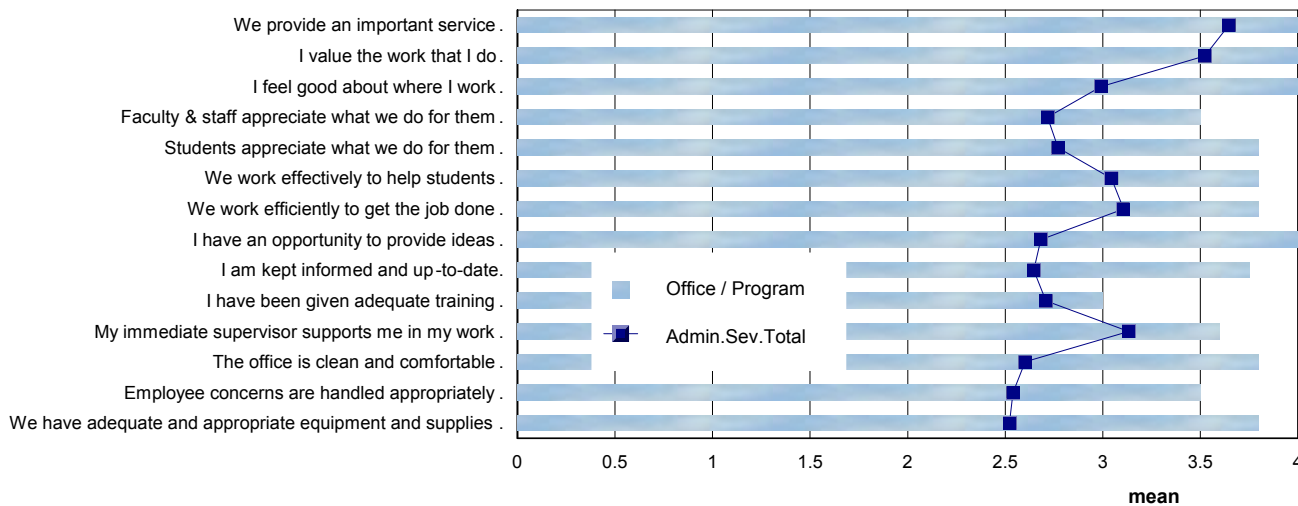
Administrative Services / Budget

Office

of Replies: 5

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	100%			100% 4.00
I value the work that I do.	100%			100% 4.00
I feel good about where I work.	100%			100% 4.00
Faculty & staff appreciate what we do for them.	50%	50%		100% 3.50
Students appreciate what we do for them.	80%	20%		100% 3.80
We work effectively to help students.	80%	20%		100% 3.80
We work efficiently to get the job done.	80%	20%		100% 3.80
I have an opportunity to provide ideas.	100%			100% 4.00
I am kept informed and up-to-date.	75%	25%		100% 3.75
I have been given adequate training.	20%	60%	20%	100% 3.00
My immediate supervisor supports me in my work.	60%	40%		100% 3.60
The office is clean and comfortable.	80%	20%		100% 3.80
Employee concerns are handled appropriately.	50%	50%		100% 3.50
We have adequate and appropriate equipment and supplies	80%	20%		100% 3.80
Total	75%	22%	1%	100% 3.74

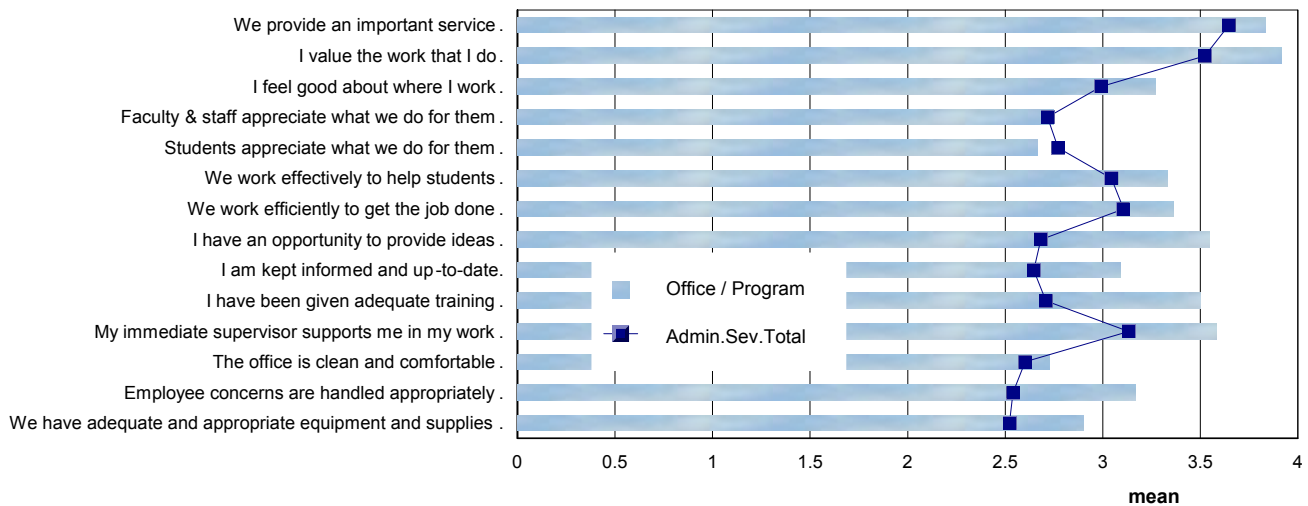
Comparison of Means: Office/Program & Admin. Services Total



Bookstore

	# of Replies: 12	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		83%	16%			100% 3.83
I value the work that I do.		91%	8%			100% 3.92
I feel good about where I work.		45%	36%	18%		100% 3.27
Faculty & staff appreciate what we do for them.		16%	41%	41%		100% 2.75
Students appreciate what we do for them.		8%	50%	41%		100% 2.67
We work effectively to help students.		41%	50%	8%		100% 3.33
We work efficiently to get the job done.		54%	36%		9%	100% 3.36
I have an opportunity to provide ideas.		63%	27%	9%		100% 3.55
I am kept informed and up-to-date.		27%	63%		9%	100% 3.09
I have been given adequate training.		50%	50%			100% 3.50
My immediate supervisor supports me in my work.		66%	25%	8%		100% 3.58
The office is clean and comfortable.		9%	63%	18%	9%	100% 2.73
Employee concerns are handled appropriately.		41%	41%	8%	8%	100% 3.17
We have adequate and appropriate equipment and supplies		30%	40%	20%	10%	100% 2.90
Total		45%	39%	12%	3%	100% 3.27

Comparison of Means: Office/Program & Admin. Services Total

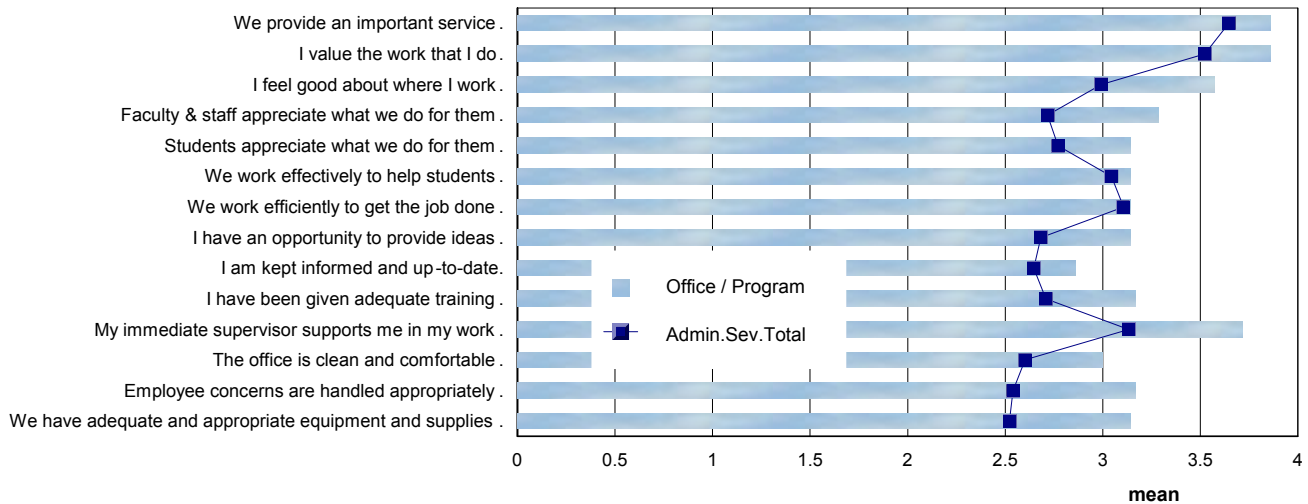


Business Office / Accounting

of Replies: 7

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	85%	14%		100% 3.86
I value the work that I do.	85%	14%		100% 3.86
I feel good about where I work.	57%	42%		100% 3.57
Faculty & staff appreciate what we do for them.	28%	71%		100% 3.29
Students appreciate what we do for them.	14%	85%		100% 3.14
We work effectively to help students.	14%	85%		100% 3.14
We work efficiently to get the job done.	14%	85%		100% 3.14
I have an opportunity to provide ideas.	14%	85%		100% 3.14
I am kept informed and up-to-date.		85%	14%	100% 2.86
I have been given adequate training.	16%	83%		100% 3.17
My immediate supervisor supports me in my work.	71%	28%		100% 3.71
The office is clean and comfortable.		100%		100% 3.00
Employee concerns are handled appropriately.	16%	83%		100% 3.17
We have adequate and appropriate equipment and supplies	28%	57%	14%	100% 3.14
Total	32%	65%	2%	100% 3.30

Comparison of Means: Office/Program & Admin. Services Total

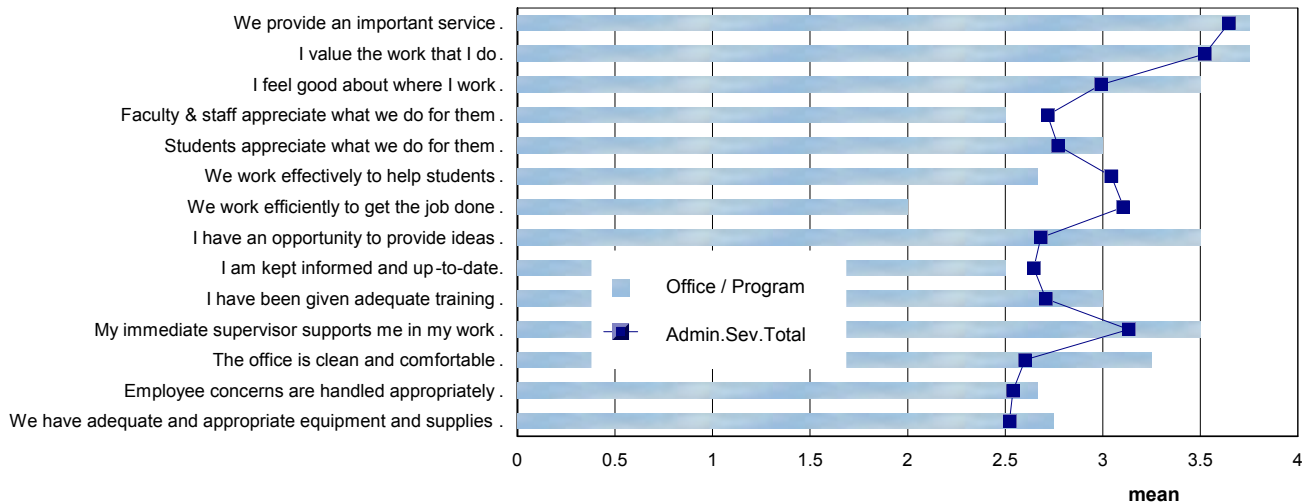


Facilities Administration

of Replies: 4

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	75%	25%			100% 3.75
I value the work that I do.	75%	25%			100% 3.75
I feel good about where I work.	50%	50%			100% 3.50
Faculty & staff appreciate what we do for them.		50%	50%		100% 2.50
Students appreciate what we do for them.		100%			100% 3.00
We work effectively to help students.		66%	33%		100% 2.67
We work efficiently to get the job done.		50%		50%	100% 2.00
I have an opportunity to provide ideas.	50%	50%			100% 3.50
I am kept informed and up-to-date.	25%	25%	25%	25%	100% 2.50
I have been given adequate training.	25%	50%	25%		100% 3.00
My immediate supervisor supports me in my work.	50%	50%			100% 3.50
The office is clean and comfortable.	50%	25%	25%		100% 3.25
Employee concerns are handled appropriately.		66%	33%		100% 2.67
We have adequate and appropriate equipment and supplies	25%	25%	50%		100% 2.75
Total	34%	44%	17%	4%	100% 3.09

Comparison of Means: Office/Program & Admin. Services Total

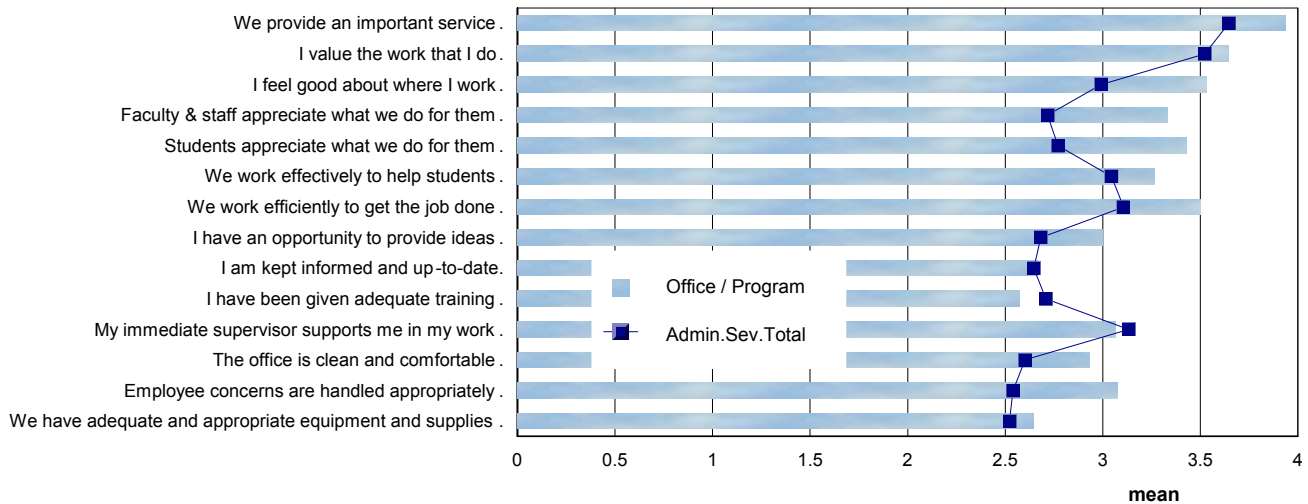


**Information Technology / AVMS /
Reprographics**

of Replies: 15

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.	93%	6%			100% 3.93
I value the work that I do.	64%	35%			100% 3.64
I feel good about where I work.	60%	33%	6%		100% 3.53
Faculty & staff appreciate what we do for them.	33%	66%			100% 3.33
Students appreciate what we do for them.	42%	57%			100% 3.43
We work effectively to help students.	33%	60%	6%		100% 3.27
We work efficiently to get the job done.	57%	35%	7%		100% 3.50
I have an opportunity to provide ideas.	40%	33%	13%	13%	100% 3.00
I am kept informed and up-to-date.		73%	20%	6%	100% 2.67
I have been given adequate training.	7%	57%	21%	14%	100% 2.57
My immediate supervisor supports me in my work.	20%	73%		6%	100% 3.07
The office is clean and comfortable.	20%	60%	13%	6%	100% 2.93
Employee concerns are handled appropriately.	30%	53%	7%	7%	100% 3.08
We have adequate and appropriate equipment and supplies	7%	64%	14%	14%	100% 2.64
Total	36%	50%	7%	4%	100% 3.19

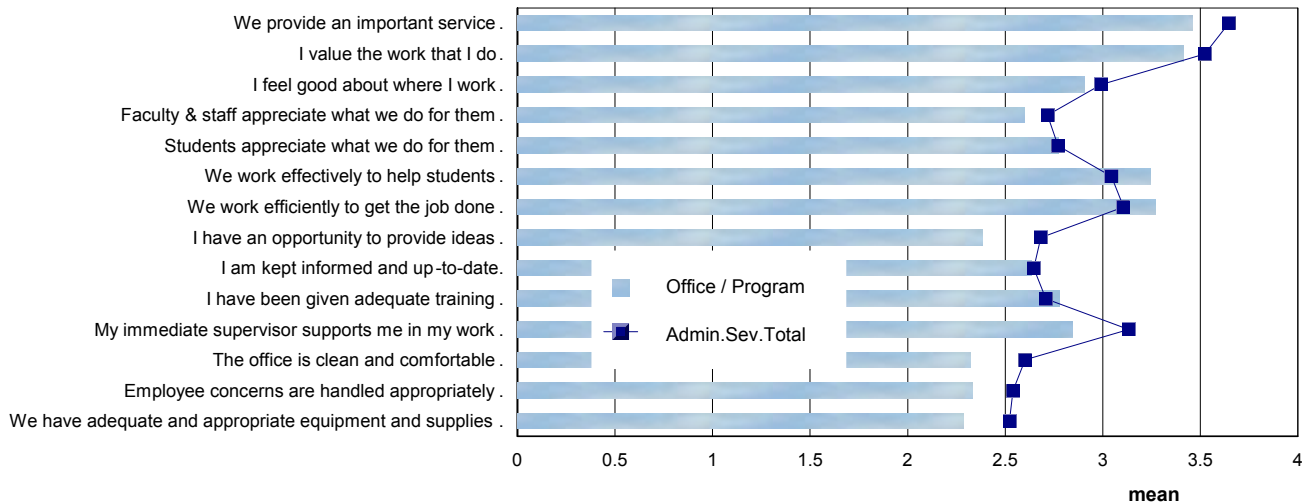
Comparison of Means: Office/Program & Admin. Services Total



Operations

	# of Replies: 37	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		62%	28%		8%	100% 3.46
I value the work that I do.		55%	35%	2%	5%	100% 3.41
I feel good about where I work.		37%	34%	9%	18%	100% 2.91
Faculty & staff appreciate what we do for them.		25%	28%	25%	20%	100% 2.60
Students appreciate what we do for them.		25%	40%	20%	14%	100% 2.77
We work effectively to help students.		45%	42%	3%	9%	100% 3.24
We work efficiently to get the job done.		45%	45%		9%	100% 3.27
I have an opportunity to provide ideas.		20%	26%	23%	29%	100% 2.38
I am kept informed and up-to-date.		21%	39%	21%	18%	100% 2.64
I have been given adequate training.		25%	43%	15%	15%	100% 2.78
My immediate supervisor supports me in my work.		31%	37%	15%	15%	100% 2.84
The office is clean and comfortable.		11%	32%	32%	23%	100% 2.32
Employee concerns are handled appropriately.		18%	24%	30%	27%	100% 2.33
We have adequate and appropriate equipment and supplies		11%	31%	31%	25%	100% 2.29
Total		31%	34%	16%	17%	100% 2.80

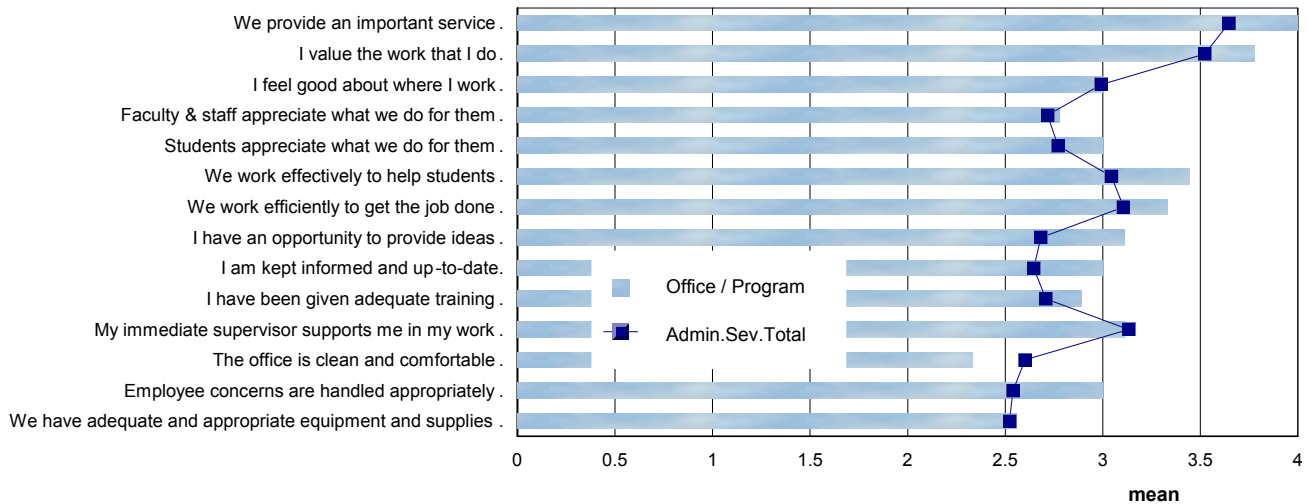
Comparison of Means: Office/Program & Admin. Services Total



Personnel/Payroll

	# of Replies: 9	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		100%				100% 4.00
I value the work that I do.		77%	22%			100% 3.78
I feel good about where I work.		44%	22%	22%	11%	100% 3.00
Faculty & staff appreciate what we do for them.		22%	33%	44%		100% 2.78
Students appreciate what we do for them.		11%	77%	11%		100% 3.00
We work effectively to help students.		44%	55%			100% 3.44
We work efficiently to get the job done.		44%	44%	11%		100% 3.33
I have an opportunity to provide ideas.		44%	22%	33%		100% 3.11
I am kept informed and up-to-date.		33%	33%	33%		100% 3.00
I have been given adequate training.		11%	66%	22%		100% 2.89
My immediate supervisor supports me in my work.		33%	44%	22%		100% 3.11
The office is clean and comfortable.		22%	22%	22%	33%	100% 2.33
Employee concerns are handled appropriately.		33%	33%	33%		100% 3.00
We have adequate and appropriate equipment and supplies		11%	33%	55%		100% 2.56
Total		38%	36%	22%	3%	100% 3.10

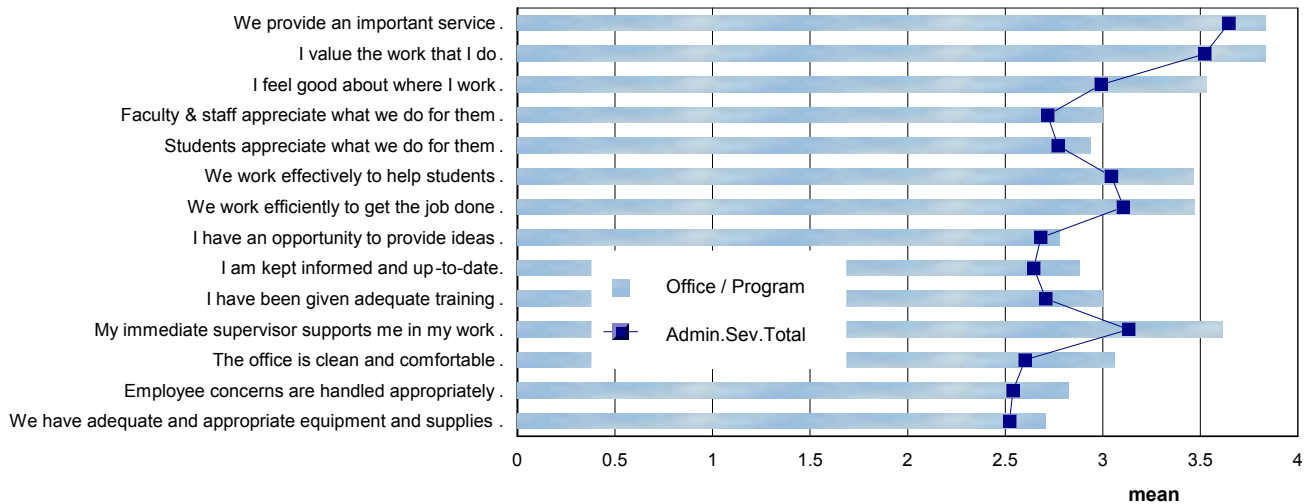
Comparison of Means: Office/Program & Admin. Services Total



Physical Plant

	# of Replies: 18	Strongly Agree	Agree	Disagree	Strongly Disagree	Total % & Mean
We provide an important service.		83%	16%			100% 3.83
I value the work that I do.		83%	16%			100% 3.83
I feel good about where I work.		60%	33%	6%		100% 3.53
Faculty & staff appreciate what we do for them.		17%	64%	17%		100% 3.00
Students appreciate what we do for them.		18%	56%	25%		100% 2.94
We work effectively to help students.		46%	53%			100% 3.47
We work efficiently to get the job done.		52%	41%	5%		100% 3.47
I have an opportunity to provide ideas.		22%	44%	22%	11%	100% 2.78
I am kept informed and up-to-date.		17%	64%	5%	11%	100% 2.88
I have been given adequate training.		23%	58%	11%	5%	100% 3.00
My immediate supervisor supports me in my work.		61%	38%			100% 3.61
The office is clean and comfortable.		18%	75%		6%	100% 3.06
Employee concerns are handled appropriately.		17%	52%	23%	5%	100% 2.82
We have adequate and appropriate equipment and supplies		17%	47%	23%	11%	100% 2.71
Total		38%	47%	10%	3%	100% 3.21

Comparison of Means: Office/Program & Admin. Services Total



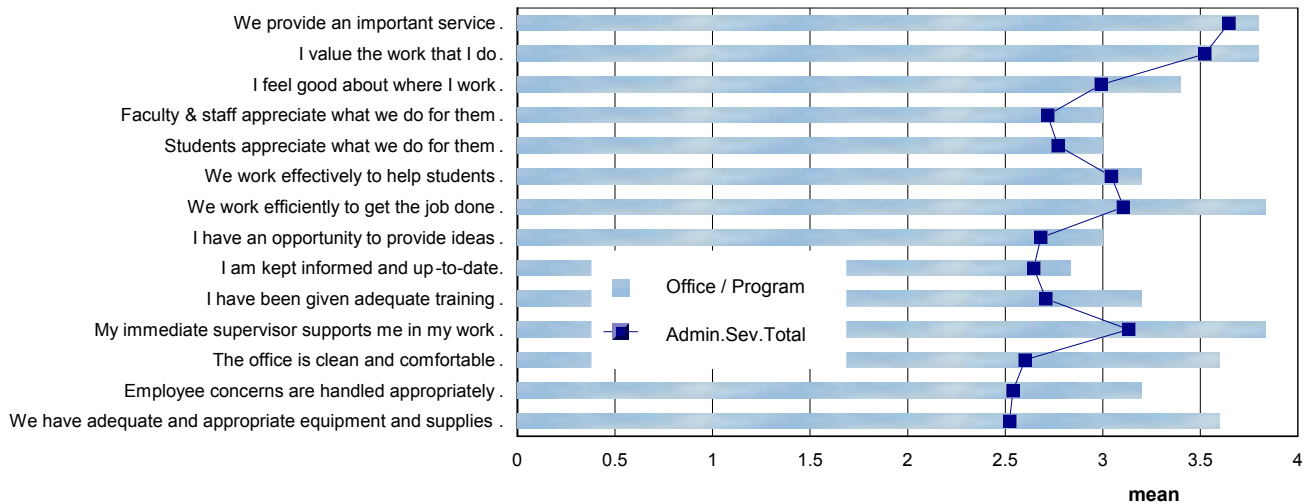
Purchasing / Contracts / Accounts

Payable

of Replies: 6

	Strongly Agree	Agree	Disagree	Total % & Mean
We provide an important service.	80%	20%		100% 3.80
I value the work that I do.	80%	20%		100% 3.80
I feel good about where I work.	40%	60%		100% 3.40
Faculty & staff appreciate what we do for them.	20%	60%	20%	100% 3.00
Students appreciate what we do for them.	25%	50%	25%	100% 3.00
We work effectively to help students.	20%	80%		100% 3.20
We work efficiently to get the job done.	83%	16%		100% 3.83
I have an opportunity to provide ideas.	20%	60%	20%	100% 3.00
I am kept informed and up-to-date.	16%	50%	33%	100% 2.83
I have been given adequate training.	20%	80%		100% 3.20
My immediate supervisor supports me in my work.	83%	16%		100% 3.83
The office is clean and comfortable.	60%	40%		100% 3.60
Employee concerns are handled appropriately.	40%	40%	20%	100% 3.20
We have adequate and appropriate equipment and supplies	60%	40%		100% 3.60
Total	47%	44%	8%	100% 3.39

Comparison of Means: Office/Program & Admin. Services Total



Los Angeles City College Campus Climate Survey - Fall 2007

II. Satisfaction with Campus Support Services

Satisfaction

	Very Dissatisfi ed	Somewh at Dissatisfi ed	Somewh at Satisfied	Very Satisfied	No Opinion/Do esn't Apply	Count	Mean
1. Bookstore	3.8%	9.9%	40.7%	32.4%	13.2%	182	3.17
2. Business Office	1.1%	3.9%	38.9%	30.0%	26.1%	180	3.32
3. (IT) Computer Repair/Support Staff	2.7%	9.9%	30.2%	46.2%	11.0%	182	3.35
4. (IT) Telephone Services	3.9%	9.4%	37.0%	33.7%	16.0%	181	3.20
5. Sheriff's Office	3.9%	8.3%	43.1%	33.7%	11.0%	181	3.20
6. Auxiliary Food Services such as truck and vending machines	22.7%	18.2%	26.5%	14.9%	17.7%	181	2.41
7. Plant facilities	7.2%	22.1%	38.1%	16.6%	16.0%	181	2.76
8. Custodial operations	19.2%	23.1%	37.9%	12.6%	7.1%	182	2.47
9. Instructional Multi-Media Center - Media Services	1.1%	4.5%	32.6%	43.8%	18.0%	178	3.45
10. Instructional Multi-Media Center - Copy Center	2.7%	5.5%	32.4%	44.0%	15.4%	182	3.39
11. Payroll	8.7%	8.7%	38.6%	37.5%	6.5%	184	3.12
12. Personnel	2.8%	5.0%	41.7%	37.2%	13.3%	180	3.31
13. Administrative Services Office	3.3%	3.8%	44.6%	28.8%	19.6%	184	3.23
14. Library Services	1.6%	2.7%	25.7%	43.2%	26.8%	183	3.51
15. Learning Skills Center	1.6%	7.7%	28.0%	28.0%	34.6%	182	3.26
16. Academic Affairs Office	2.7%	9.8%	32.8%	35.5%	19.1%	183	3.25
17. Admissions and Records	1.1%	5.4%	34.8%	44.6%	14.1%	184	3.43
18. (OSS) Office of Special Services	1.1%	7.1%	31.3%	34.1%	26.4%	182	3.34
19. Student Services Office	1.1%	5.0%	30.0%	27.2%	36.7%	180	3.32
20. Student Discipline	3.3%	8.3%	28.2%	24.9%	35.4%	181	3.15
21. Staff and Organizational Development	4.4%	12.8%	35.0%	27.2%	20.6%	180	3.07
22. Teaching-Learning Center	0.0%	2.7%	26.1%	42.9%	28.3%	184	3.56
23. Los Angeles City College Foundation	3.3%	8.7%	27.3%	19.7%	41.0%	183	3.07
24. Institutional Research	2.8%	4.5%	19.0%	22.3%	51.4%	179	3.25
25. Marketing	8.2%	8.2%	27.5%	14.3%	41.8%	182	2.82
26. Grants	4.4%	11.5%	18.0%	7.7%	58.5%	183	2.70
27. Workforce Development	3.8%	6.0%	23.0%	13.1%	54.1%	183	2.99
	4.5%	8.6%	32.2%	29.5%	25.2%	181.7	3.2

Los Angeles City College Campus Climate Survey - Summer 2008

II. Satisfaction with Campus Support Services

	Satisfaction						Count	Mean
	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion/Doesn't Apply			
1. Bookstore	1%	5%	34%	37%	24%	131	3.40	
2. Business Office	1%	0%	33%	41%	24%	135	3.50	
3. (IT) Computer Repair/Support Staff	4%	4%	32%	45%	14%	136	3.37	
4. (IT) Telephone Services	5%	6%	29%	44%	15%	136	3.33	
5. Sheriff's Office	4%	5%	38%	44%	9%	128	3.34	
6. Auxiliary Food Services such as truck and vending machines	12%	19%	35%	19%	16%	129	2.71	
7. Plant facilities	7%	10%	42%	30%	11%	135	3.08	
8. Custodial operations	10%	18%	40%	28%	4%	131	2.90	
9. Instructional Multi-Media Center - Media Services	2%	2%	32%	25%	39%	129	3.29	
10. Instructional Multi-Media Center - Copy Center	2%	5%	32%	24%	36%	127	3.23	
11. Payroll	7%	4%	35%	51%	4%	134	3.35	
12. Personnel	4%	6%	35%	49%	5%	130	3.37	
13. Administrative Services Office	5%	5%	30%	44%	16%	133	3.36	
14. Library Services	2%	2%	21%	39%	35%	131	3.49	
15. Learning Skills Center	2%	2%	22%	24%	50%	132	3.38	
16. Academic Affairs Office	3%	6%	23%	18%	50%	127	3.13	
17. Admissions and Records	3%	2%	26%	36%	33%	130	3.43	
18. (OSS) Office of Special Services	2%	4%	20%	26%	49%	133	3.38	
19. Student Services Office	1%	4%	22%	27%	46%	134	3.38	
20. Student Discipline	4%	5%	15%	20%	56%	135	3.13	
21. Staff and Organizational Development	4%	5%	30%	22%	38%	138	3.14	
22. Teaching-Learning Center	2%	2%	22%	26%	48%	132	3.36	
23. Los Angeles City College Foundation	2%	1%	23%	16%	57%	135	3.24	
24. Institutional Research	2%	2%	20%	13%	63%	133	3.16	
25. Marketing	3%	4%	19%	10%	64%	135	3.02	
26. Grants	4%	0%	17%	14%	65%	135	3.19	
27. Workforce Development	5%	0%	20%	15%	60%	136	3.11	
	3.9%	4.7%	27.7%	29.2%	34.5%	132.6	3.25	

**Table 1. Satisfaction with Various Aspects of Job and Campus:
Comparison of Fall 1999, Fall 2001, Fall 2003 and Fall 2005**

Sorted by Level of Satisfaction

	Fall 1999 Mean	Fall 2001 Mean	Fall 2003 Mean	Fall 2005 Mean	Change: 2003 to 2005
21. The extent to which you find your job challenging	3.60	3.49	3.48	3.46	-0.02
20. Your work assignment	3.53	3.46	3.39	3.40	0.01
23. Level of respect you receive from your department chair or supervisor	3.47	3.39	3.46	3.39	-0.07
22. Your relationships with peers in your department/ area/ program	3.48	3.29	3.41	3.38	-0.03
24. Competency level of colleagues/ co-workers	3.22	2.98	3.19	3.31	0.12
31. Degree to which you can freely seek information or assistance from your immediate supervisor, management team, or union	3.16	3.17	3.34	3.28	-0.06
41. Opportunities to interact informally with students	3.57	3.32	3.31	3.25	-0.06
19. Your employment experience at LACC over the past two years	3.00	3.09	3.11	3.16	0.05
33. Level of supervisor encouragement and support for professional growth and development	3.15	3.06	3.16	3.14	-0.02
13. Extent to which your union provides effective leadership for employees			2.88	3.13	0.25
35. Recognition received from peers	3.33	3.21	3.22	3.12	-0.10
25. Opportunities for creativity in professional responsibilities	3.04	2.95	3.08	3.10	0.02
42. Your level of participation in student-sponsored activities	3.11	2.98	3.11	3.07	-0.04
12. Extent to which the Academic Senate is effective in providing curricular and professional leadership	2.91	2.88	3.06	3.06	0.00
26. Opportunities to pursue innovation on the job	3.02	2.95	3.05	3.04	-0.01
55. Overall, how would you rate your satisfaction with LACC as an employee at the present time?				3.02	-
27. Workload distribution	2.85	2.92	3.01	2.97	-0.04
32. Level of college encouragement and support for professional growth and development	3.00	3.01	2.88	2.97	0.09
37. Opportunities to take a leadership role at LACC	3.11	2.97	2.97	2.96	-0.01
18. The success of LACC in serving its students	2.63	2.79	2.74	2.95	0.21
49. Access to adequate training about computers and technology necessary to do your job	3.00	2.89	3.00	2.91	-0.09
28. The extent to which job openings are advertised	2.56	2.77	2.62	2.84	0.22
11. LACCs governance process	2.62	2.64	2.71	2.82	0.11
3. Sense of cooperation among members of the overall campus community	2.57	2.58	2.60	2.76	0.16
1. The present campus climate	2.46	2.74	2.62	2.75	0.13
52. Security on campus	2.60	2.87	2.72	2.74	0.02
50. Maintenance of equipment in your area	2.23	2.58	2.63	2.73	0.10
29. The amount of space you have to do your job	2.77	2.86	2.92	2.72	-0.20
6. Your involvement in decisions that relate to your environment	2.47	2.60	2.59	2.71	0.12
36. Support and rewards fro innovation and excellence at LACC	2.57	2.66	2.56	2.71	0.15
44. Availability of personal counseling for employees	2.74	2.74	2.79	2.71	-0.08

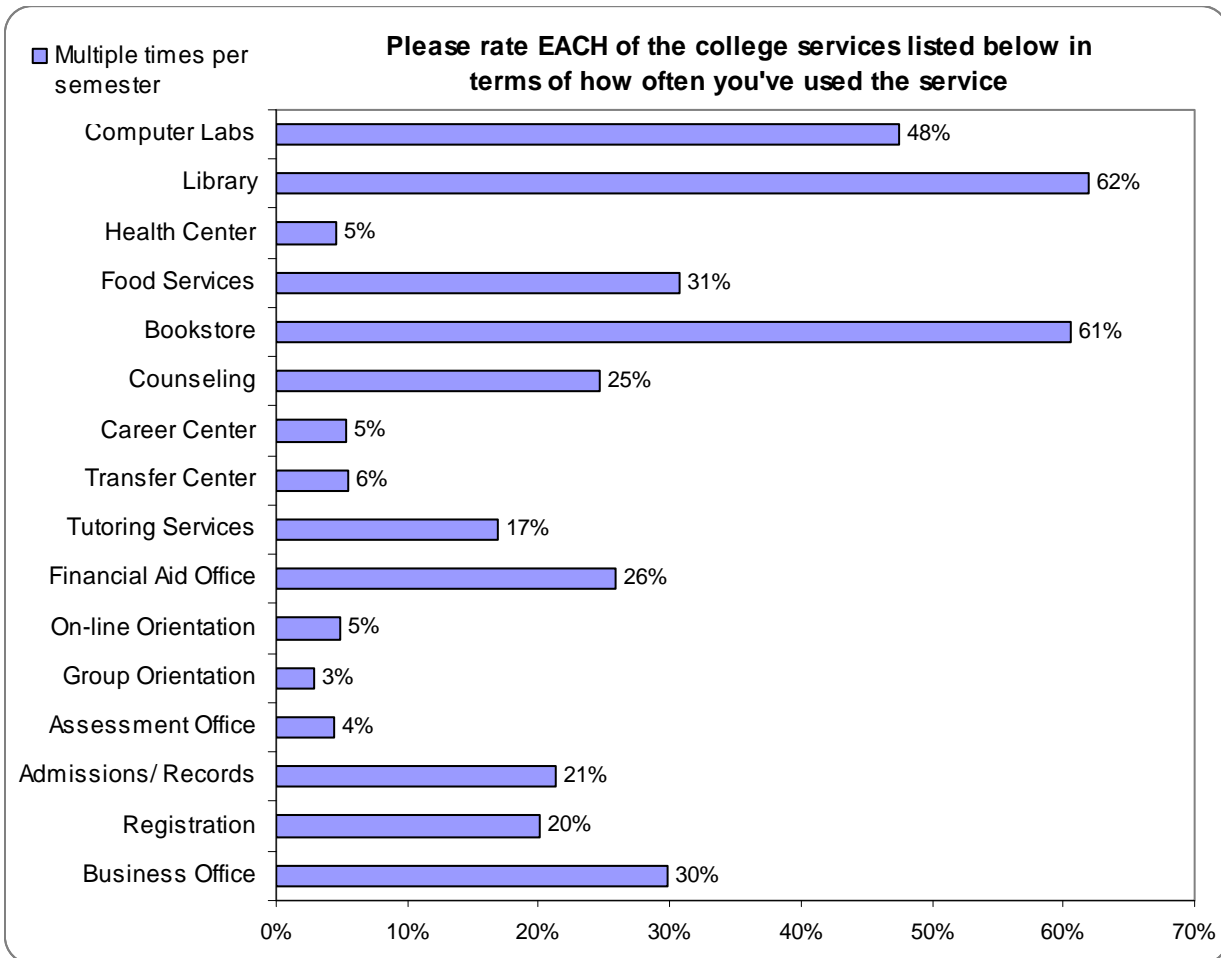
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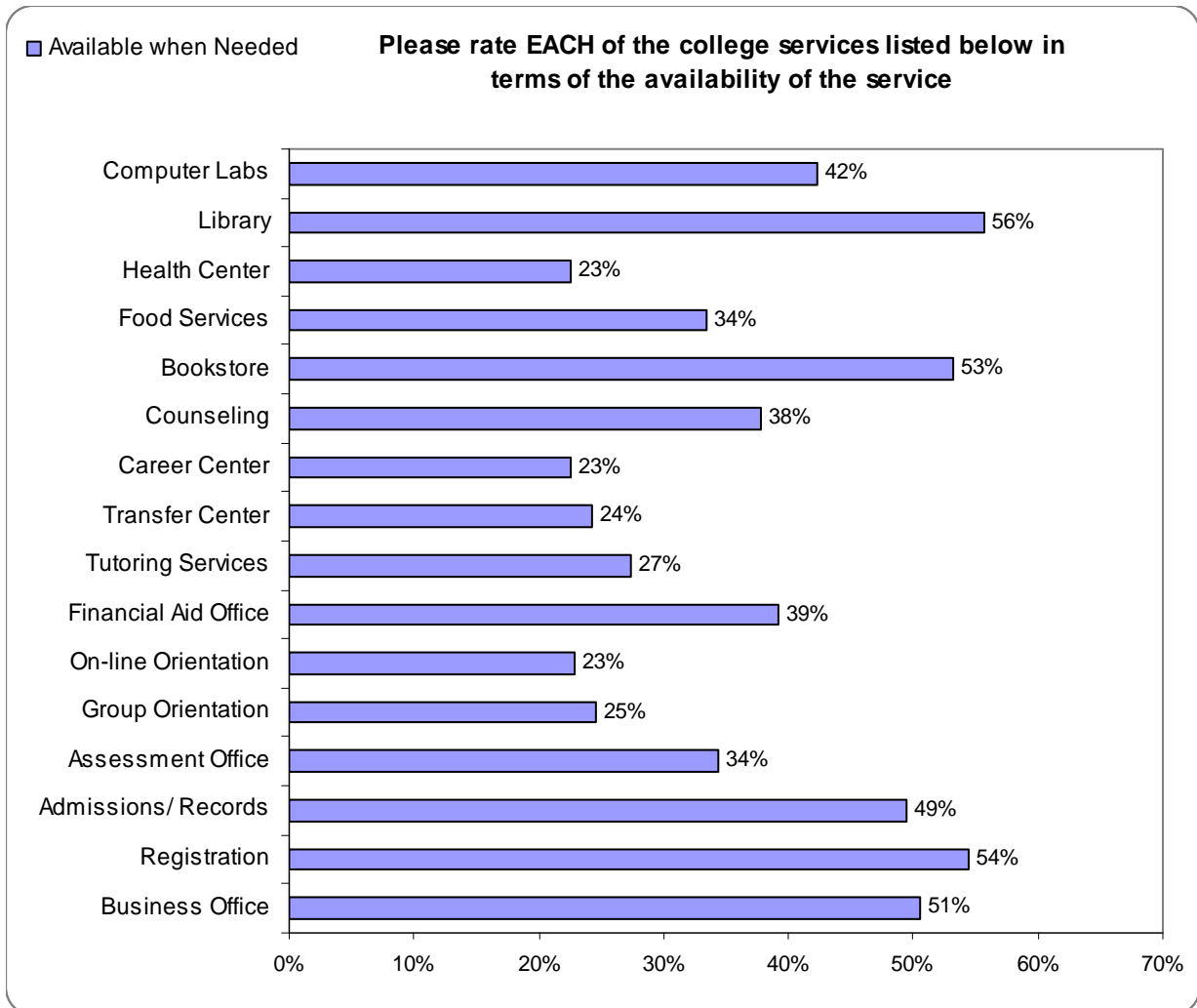
Continued from prior page	Fall 1999 Mean	Fall 2001 Mean	Fall 2003 Mean	Fall 2005 Mean	Change: 2003 to 2005
38. Flow of communication about campus activities and progress in meeting campus goals	2.66	2.86	2.88	2.70	-0.18
10. LACCs hiring procedures	2.27	2.47	2.55	2.67	0.12
2. Morale on this campus	2.31	2.38	2.38	2.63	0.25
34. Recognition received from LACC administrators	2.59	2.67	2.54	2.62	0.08
5. The extent to which resource allocation among programs/individuals is equitable and fair	2.45	2.53	2.48	2.61	0.13
15. Extent to which the role of the faculty in campus decision-making is clear	2.52	2.64	2.56	2.60	0.04
39. Flow of information between departments/ offices	2.26	2.41	2.56	2.60	0.04
40. Flow of information between administrative units and the faculty*				2.57	-
47. Sufficient numbers of support staff for your program	2.21	2.52	2.37	2.56	0.19
43. Availability of career guidance for employees	2.66	2.74	2.56	2.55	-0.01
48. Availability of state-of-the-art technology for instruction	2.53	2.63	2.60	2.54	-0.06
54. LACCs parking availability			2.12	2.54	0.42
16. Extent to which the role of the classified staff in campus decision-making is clear	2.63	2.51	2.42	2.52	0.10
30. The quality (air, light, etc.) of your work environment			2.42	2.51	0.09
17. LACCs budgeting process meets the needs of the institution	2.20	2.49	2.27	2.49	0.22
9. The extent to which management listens and responds to employees' problems, complaints, and suggestions for improving LACC	2.36	2.41	2.39	2.48	0.09
4. The level of trust that exists within the campus community	2.16	2.33	2.40	2.47	0.07
45. The cleanliness of your work environment	1.92	2.40	2.39	2.47	0.08
14. Extent to which the college community/campus has made progress or improved in the last 2 years	2.90	3.00	2.91	2.44	-0.47
7. Communication with District Offices (such as Payroll, personnel, educational services, business services)	2.29	2.38	2.51	2.43	-0.08
8. Responsiveness when dealing with District personnel in such areas as payroll, personnel, etc.	2.30	2.27	2.50	2.43	-0.07
51. Opportunity for input on remodeling or alteration of facilities	2.07	2.43	2.39	2.35	-0.04
46. LACCs physical resources (e.g., facilities, equipment)	2.00	2.38	2.39	2.32	-0.07
53. Conditions of restrooms on campus	1.96	2.20	2.02	2.22	0.20

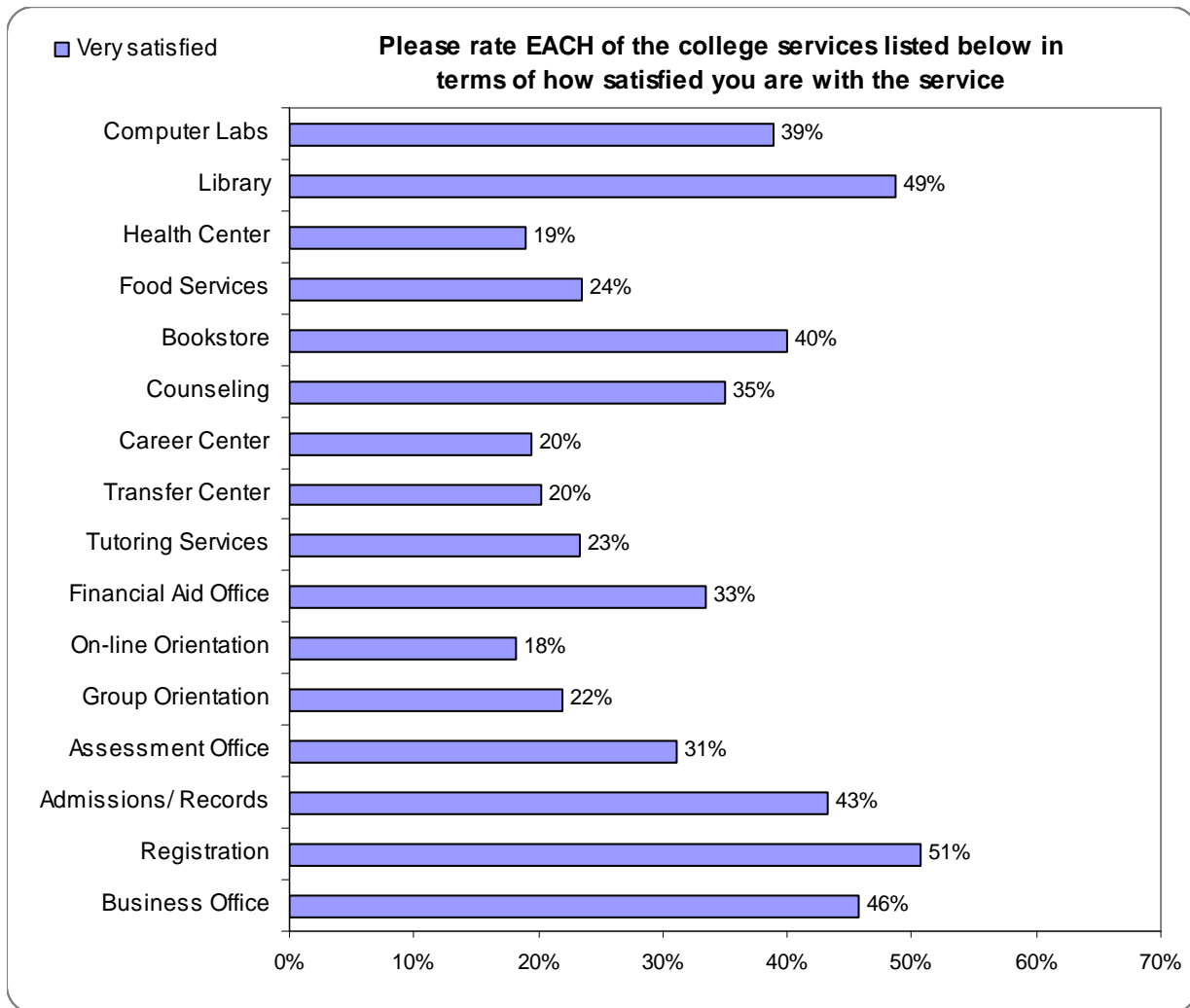
Scale: 1 = Very Dissatisfied; 2 = Somewhat Dissatisfied; 3 = Somewhat Satisfied; 4 = Very Satisfied

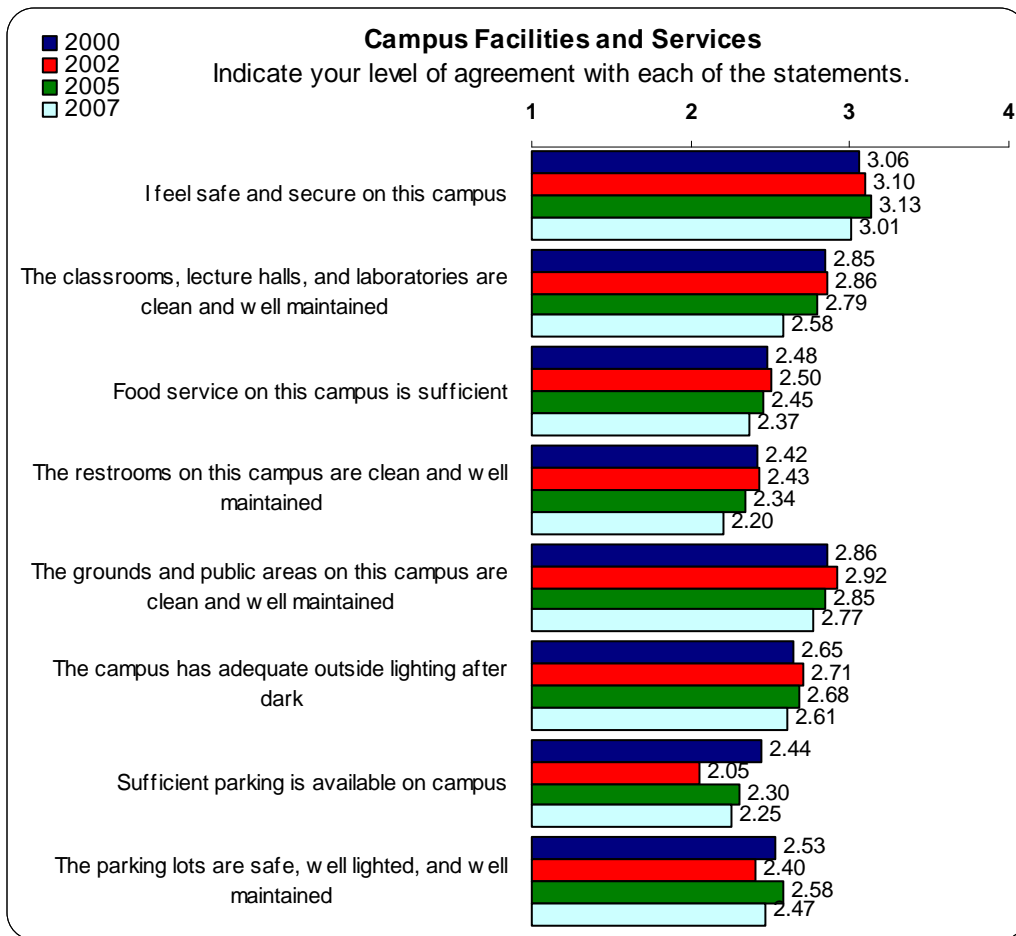
Section II. Satisfaction with Campus Support Services - Summary of Results

	Satisfaction						Count	Mean
	Very Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Very Satisfied	No Opinion/ Doesn't apply			
1. Bookstore	6.91%	17.09%	41.82%	20.00%	14.18%	275	2.87	
2. Business Office	0.75%	6.72%	35.45%	27.24%	29.85%	268	3.27	
3. (TSS) Computer Repair /Support Staff	5.04%	10.07%	35.25%	35.97%	13.67%	278	3.18	
4. (TSS) Telephone Services	4.68%	12.23%	37.05%	29.86%	16.19%	278	3.10	
5. Sheriff's Office	5.45%	15.64%	39.27%	26.18%	13.45%	275	3.00	
6. Auxiliary Food Services such as truck and vending machines	19.62%	16.23%	27.17%	17.74%	19.25%	265	2.53	
7. Plant facilities	6.81%	18.64%	40.14%	18.64%	15.77%	279	2.84	
8. Custodial operations	10.07%	20.50%	42.81%	19.78%	6.83%	278	2.78	
9. Instructional Multi-Media Center - Media Services	0.72%	3.62%	32.97%	35.14%	27.54%	276	3.42	
10. Instructional Multi-Media Center - Copy Center	1.13%	2.26%	32.08%	45.66%	18.87%	265	3.51	
11. Payroll	12.19%	15.77%	38.35%	26.88%	6.81%	279	2.86	
12. Personnel	3.21%	10.00%	40.71%	35.71%	10.36%	280	3.22	
13. Administrative Services Office	2.53%	6.14%	38.27%	31.41%	21.66%	277	3.26	
14. Library Services	1.11%	2.21%	32.10%	39.48%	25.09%	271	3.47	
15. Learning Skills Center	1.08%	3.60%	24.46%	31.65%	39.21%	278	3.43	
16 Academic Affairs Office	3.25%	9.03%	32.49%	31.77%	23.47%	277	3.21	
17. Admissions and Records	0.36%	5.11%	37.23%	40.88%	16.42%	274	3.42	
18. (OSS) Office of Special Services	1.50%	4.87%	26.59%	30.34%	36.70%	267	3.36	
19. Student Services Office	0.72%	4.69%	26.35%	27.80%	40.43%	277	3.36	
20. Student Discipline	3.26%	6.16%	24.64%	23.19%	42.75%	276	3.18	
21. Staff and Organizational Development	2.55%	7.64%	35.27%	33.09%	21.45%	275	3.26	
22. Teaching Learning Center	0.75%	4.85%	23.13%	37.31%	33.96%	268	3.47	
23. Los Angeles City College Foundation	5.43%	8.33%	21.01%	17.75%	47.46%	276	2.97	
24. Institutional Research	3.61%	2.17%	18.41%	23.10%	52.71%	277	3.29	
25. Marketing	3.60%	6.83%	22.66%	16.55%	50.36%	278	3.05	
26. Grants	5.43%	6.52%	18.48%	11.59%	57.97%	276	2.86	
27. Workforce Development	1.08%	6.86%	18.41%	13.36%	60.29%	277	3.11	









1=Strongly Disagree
 2=Disagree
 3=Agree
 4=Strongly Agree

Summary of Responses to Open-Ended Questions

52. Please describe the one or two things you like best about this college.

Category	Answer Count
Good Instructors	654
Location	415
Diverse Student Body	225
Large Variety of Classes	175
Programs	160
Good Staff	138
Low cost	134
Good Class Schedule	127
Other	79
Student Support	76
Quality of Classes	73
Environment	72
Good Student Body	70
Safe & Clean	58
Landscape	52
Library	49
Computer availability	41
Student Life	36
Counselors	33
Financial Aid	27
I-PASS	26
Parking	20
Transfer	9
Cultural Events	8
Large number of General Ed. classe	6
Child Care Center	5
Friendly to High school students	3
More adults	3

53. Please describe the one or two things at this college you would most like to see changed.

Category	Answer Count
Clean & maintain bathrooms	367
Parking	337
Cafeteria - food service - healthy food	214
Safety - security - light on campus at night (Monroe Ave)	199
Clean & maintain campus	151
More classes (too full) (evening, Sat)	149
Other	137
Classrooms -better air conditioning - projectors	134
Professors - better	95
Books - price too high	63
Class hours & days	59
Library - Lines & Service; extend night hours	57
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Prepared by George Prather, Ph.D., Senior Research Analyst and Dexter Kelly, Research Analyst with the help of Terri Fisher, Office Assistant, September, 2007.

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This document can be found at <http://research.laccd.edu> where it can be viewed and printed as a Microsoft Word file.

**Seeking to Understand Student
Engagement and Success**

The Spring 2007 Los Angeles Community Colleges Student Survey has been substantially revised from previous years to place more emphasis on questions of student engagement and success. In addition to questions that increase our understanding of student background, basis of college choice, degree and career goals, special needs and appraisal of college services, the 2007 Survey has expanded sections on classroom experiences, interactions with instructors and other students, participation in campus activities and student evaluation of instructional methodologies and outcomes.

The present report is the first of several planned to present the results of the Survey. This report provides the distribution of students on all questions by college. Subsequent reports will be topical—addressing specific issues and undertaking analysis in depth on a more limited set of questions.

The interpretation of survey results is far from a straightforward process. Some items seem to ask about facts such as in the area of student background. The answer to questions about

Acknowledgements: Completion of the LACCD Student Survey requires the commitment and cooperation of large numbers of faculty, staff and students at all colleges and at the district office. We would like to thank the students who made the effort to fill out the survey, and the faculty who were willing to take valuable classroom time to administer it. At each college, a campus coordinator was assigned the task of distributing and collecting the survey packets from each faculty member. The campus coordinators were: at City, Anna Badalyan and Rebecca Tillberg; at East, Christie Rainey; at Harbor, Rhea Estoya; at Mission, Maury Pearl; at Pierce, Adrian Youhanna and Carol Kozeracki; at Southwest, LaVonne Hamilton; at Trade-tech, Michael Wheeler; at Valley, Cherine Trombley; and at West, Edward Pai. Design and revision of the survey instrument was accomplished by staff of the Office of Institutional Research and Information in consultation with various LACCD faculty, staff, and administrators. Coordination of Survey production at the Office of Institutional Research and Information was accomplished by Research Analyst Dexter Kelly; the sampling procedure was designed and carried out by Senior Research Analyst George Prather.

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES										
HOW OFTEN HAVE YOU USED THE FOLLOWING COLLEGE SERVICES ?										
17a. Business Office										
Multiple times per Semester	23.9	6.6	7.4	13.7	15.0	33.8	16.5	10.9	20.5	14.8
Once a Semester	44.2	19.0	20.6	47.3	43.3	35.4	33.7	44.4	39.5	36.1
Once ever	10.7	10.0	10.0	9.5	11.3	6.9	9.6	12.5	11.1	10.5
Never	12.5	55.5	53.1	17.6	23.7	13.1	27.1	22.3	22.1	29.3
No answer this question	8.8	8.9	8.8	12.0	6.7	10.8	13.1	9.9	6.8	9.2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
18a. Registration										
Multiple times per Semester	16.3	22.1	22.8	16.8	14.8	21.3	18.5	14.1	22.9	18.2
Once a Semester	51.1	50.9	54.0	51.8	50.3	51.3	49.4	51.3	49.7	50.9
Once ever	18.9	15.5	12.4	14.0	17.8	11.3	14.4	17.6	14.6	16.0
Never	4.1	4.2	4.6	5.6	10.2	5.1	5.8	7.3	6.1	6.1
No answer this question	9.6	7.4	6.3	11.8	6.9	11.0	11.9	9.7	6.8	8.8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
19a. Admissions and Records										
Multiple times per Semester	17.2	19.8	25.2	18.8	19.7	27.0	15.1	16.9	23.4	19.4
Once a Semester	38.1	37.0	40.1	38.8	38.8	39.1	36.0	36.7	34.9	37.6
Once ever	21.6	20.8	16.8	16.0	20.3	13.9	17.5	21.9	20.5	19.7
Never	12.1	13.2	10.2	12.3	13.1	6.4	16.4	13.4	12.0	12.8
No answer this question	10.9	9.2	7.8	14.2	8.0	13.6	15.0	11.0	9.2	10.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
20a. Assessment Office										
Multiple times per Semester	3.3	3.0	2.7	1.6	2.8	7.2	2.6	2.4	3.8	3.0
Once a Semester	11.3	11.4	10.3	10.9	11.1	19.2	13.0	8.4	13.0	11.4
Once ever	33.6	29.2	31.6	30.3	35.0	27.2	25.9	22.6	29.7	29.7
Never	39.0	45.6	45.3	42.4	42.5	31.5	42.4	54.0	43.2	44.0
No answer this question	12.8	10.8	10.0	14.8	8.6	14.9	16.1	12.6	10.2	11.9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
21a. Group Orientation										
Multiple times per Semester	45.3	45.3	46.9	51.4	46.1	44.5	49.7	49.9	50.4	47.4
Once a Semester	2.3	2.0	1.2	1.2	1.5	3.1	1.9	1.4	1.6	1.8
Once ever	7.4	6.2	4.7	5.6	3.4	9.2	9.5	5.3	5.6	6.1
Never	17.3	17.9	10.2	15.5	10.7	8.7	14.4	16.5	14.9	14.7
No answer this question	60.7	63.9	73.6	63.4	75.1	64.6	59.5	63.8	68.2	65.9
	12.4	10.0	10.3	14.3	9.2	14.4	14.8	13.0	9.7	11.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
HOW OFTEN HAVE YOU USED THE FOLLOWING COLLEGE SERVICES ? (cont.)										
22a. On-line Orientation										
Multiple times per Semester	4.4	4.3	2.0	2.5	3.8	4.4	3.7	3.0	3.0	3.6
Once a Semester	6.2	6.4	5.9	5.4	7.1	9.0	7.3	5.9	8.3	6.7
Once ever	7.5	9.1	7.3	6.7	20.9	7.4	11.3	8.5	16.5	11.2
Never	68.5	69.6	74.5	70.5	59.2	64.4	61.6	69.2	62.7	66.5
No answer this question	13.4	10.6	10.3	14.9	9.0	14.9	16.1	13.4	9.5	12.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
23a. Financial Aid Office										
Multiple times per Semester	18.5	21.4	14.9	17.0	12.9	24.8	17.0	14.6	18.6	17.3
Once a Semester	20.5	23.7	17.1	18.8	14.5	19.2	21.3	17.8	17.0	19.1
Once ever	12.4	14.8	10.7	10.4	9.9	10.5	12.2	12.8	11.6	12.1
Never	37.9	30.9	48.4	40.1	54.2	32.7	35.3	42.9	44.3	40.9
No answer this question	10.7	9.3	9.0	13.7	8.6	12.8	14.2	11.8	8.5	10.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
24a. Tutoring Services										
Multiple times per Semester	13.5	20.1	8.6	15.8	9.5	16.2	7.2	13.9	9.7	13.1
Once a Semester	8.4	9.1	5.9	6.9	6.1	8.5	6.7	7.1	5.4	7.3
Once ever	8.7	11.5	8.0	9.0	8.2	8.7	8.1	7.8	7.5	8.8
Never	57.6	50.1	68.5	54.8	67.8	53.3	62.6	59.6	68.2	59.9
No answer this question	11.9	9.2	9.0	13.6	8.4	13.3	15.5	11.6	9.2	10.9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
25a. Transfer Center										
Multiple times per Semester	4.6	4.2	3.2	3.0	4.4	8.5	3.7	5.1	4.5	4.4
Once a Semester	7.6	7.1	6.6	8.3	7.8	9.0	5.9	8.2	7.3	7.5
Once ever	11.8	12.4	9.6	10.2	10.8	8.2	7.1	11.0	9.2	10.5
Never	64.2	66.2	70.8	64.1	68.1	60.0	68.2	63.2	69.7	66.2
No answer this question	11.9	10.1	9.8	14.4	8.9	14.4	15.1	12.5	9.2	11.4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
26a. Career Center										
Multiple times per Semester	4.2	4.1	3.1	2.3	3.8	9.0	3.6	4.4	2.3	4.0
Once a Semester	8.0	8.3	7.1	7.2	6.7	10.0	7.3	7.0	5.9	7.5
Once ever	11.5	12.7	10.5	10.7	10.0	9.5	9.1	10.2	8.4	10.6
Never	63.7	64.7	69.0	64.9	70.5	57.9	64.8	65.6	73.9	66.3
No answer this question	12.6	10.2	10.3	14.9	8.9	13.6	15.2	12.8	9.6	11.7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
HOW OFTEN HAVE YOU USED THE FOLLOWING COLLEGE SERVICES ? (cont.)										
27a. Counseling										
Multiple times per Semester	17.1	15.8	16.8	17.4	14.6	23.5	14.6	14.1	17.4	16.0
Once a Semester	23.5	28.5	23.2	24.1	20.6	24.3	20.5	21.6	21.2	23.2
Once ever	17.1	20.5	20.7	17.8	20.0	15.3	20.5	16.8	16.9	18.8
Never	30.6	25.7	30.2	27.2	36.2	23.0	29.3	35.0	35.5	30.9
No answer this question	11.7	9.5	9.2	13.5	8.6	13.8	15.0	12.4	9.0	11.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
28a. Bookstore										
Multiple times per Semester	49.2	48.5	61.8	48.1	55.7	56.9	51.6	47.5	60.4	52.1
Once a Semester	26.6	28.0	19.3	28.0	21.8	20.8	20.2	26.3	21.0	24.2
Once ever	7.5	7.6	4.9	6.3	6.7	4.9	7.3	6.5	5.4	6.7
Never	6.5	7.3	5.8	5.1	8.9	4.4	7.7	9.3	5.9	7.3
No answer this question	10.2	8.6	8.3	12.5	6.9	13.1	13.1	10.5	7.3	9.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
29a. Food Services										
Multiple times per Semester	23.8	25.4	29.1	40.1	40.4	26.2	24.1	23.7	32.9	29.1
Once a Semester	6.2	7.9	8.8	8.1	7.6	6.7	6.3	8.4	6.3	7.4
Once ever	7.8	10.5	9.0	8.1	8.7	5.6	9.3	9.5	5.9	8.7
Never	50.0	45.6	43.0	29.5	34.8	46.4	45.1	45.8	45.6	43.1
No answer this question	12.2	10.5	10.2	14.2	8.5	15.1	15.2	12.6	9.4	11.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
30a. Health Center										
Multiple times per Semester	3.2	3.8	8.0	3.5	4.7	4.9	3.2	3.8	2.8	4.1
Once a Semester	6.1	5.4	8.6	4.4	6.6	9.2	5.0	6.8	4.5	6.1
Once ever	9.8	8.8	9.5	7.6	7.5	6.9	9.7	7.0	7.5	8.3
Never	68.1	71.8	64.5	70.2	72.7	63.9	67.2	70.0	76.2	70.0
No answer this question	12.9	10.2	9.5	14.3	8.5	15.1	14.9	12.3	9.0	11.5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
31a. Library										
Multiple times per Semester	51.0	51.4	46.4	50.0	39.2	59.5	42.5	36.8	44.8	45.6
Once a Semester	11.3	13.1	14.6	11.4	12.5	11.0	10.2	13.8	11.3	12.3
Once ever	9.2	8.9	8.1	6.5	10.5	6.7	9.8	10.8	9.9	9.4
Never	18.4	18.0	22.0	18.8	29.8	10.8	24.5	27.2	26.0	22.7
No answer this question	10.1	8.6	8.8	13.2	8.0	12.1	13.1	11.4	8.0	10.0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
HOW OFTEN HAVE YOU USED THE FOLLOWING COLLEGE SERVICES (cont.) ?										
32a. Computer Center										
Multiple times per Semester	37.3	41.9	32.5	40.8	26.0	41.8	23.7	23.7	32.2	32.5
Once a Semester	9.4	11.5	9.1	9.8	9.5	10.0	8.5	10.0	8.9	9.8
Once ever	8.5	10.0	9.0	7.2	7.9	7.7	8.7	10.2	9.0	8.9
Never	34.2	27.9	40.6	28.6	48.8	27.4	44.8	44.4	41.7	38.5
No answer this question	10.6	8.7	8.8	13.5	7.8	13.1	14.2	11.7	8.2	10.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF THE FOLLOWING COLLEGE SERVICES										
17b. Business Office										
Available when Needed	40.6	22.4	24.0	39.9	42.7	51.3	32.3	35.2	41.1	35.2
Usually Available	31.9	20.3	21.2	26.5	27.7	21.3	24.4	29.5	27.3	25.9
Not available when Needed	3.1	2.6	1.2	3.0	2.0	1.0	3.2	3.3	1.7	2.5
Not Applicable	8.0	39.6	37.4	12.8	15.9	7.7	16.9	15.4	15.8	20.2
No answer this question	16.5	15.1	16.2	17.8	11.6	18.7	23.2	16.6	14.1	16.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
18b. Registration										
Available when Needed	44.1	45.4	44.7	43.6	46.4	52.8	42.1	41.9	50.9	45.1
Usually Available	30.6	32.3	34.4	29.0	30.1	22.6	27.2	32.2	27.8	30.3
Not available when Needed	3.2	3.1	1.9	2.8	2.5	1.3	2.7	2.1	1.9	2.6
Not Applicable	4.7	4.4	5.4	6.2	8.6	3.8	5.2	7.0	4.9	5.8
No answer this question	17.4	14.9	13.6	18.5	12.4	19.5	22.7	16.9	14.6	16.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
19b. Admissions and Records										
Available when Needed	38.0	39.3	40.8	39.6	43.8	49.6	36.7	37.3	45.4	40.3
Usually Available	28.6	31.3	33.5	26.9	29.0	22.3	25.5	29.7	27.0	28.8
Not available when Needed	3.7	3.5	2.7	3.0	3.4	1.0	2.5	2.6	1.7	3.0
Not Applicable	9.8	9.1	8.3	10.0	10.4	5.6	10.5	11.7	9.7	9.8
No answer this question	19.9	16.8	14.7	20.4	13.5	21.5	24.8	18.7	16.2	18.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
AVAILABILITY OF THE FOLLOWING COLLEGE SERVICES										
20b. Assessment Office										
Available when Needed	25.1	24.5	26.2	25.8	28.8	38.1	23.5	19.4	27.0	25.5
Usually Available	22.9	21.3	22.0	18.1	21.5	17.4	17.6	18.5	18.6	20.2
Not available when Needed	2.9	2.4	1.7	2.6	3.4	1.8	3.0	2.0	3.0	2.6
Not Applicable	26.8	33.5	33.0	31.8	30.9	18.2	28.9	38.1	33.9	31.5
No answer this question	22.3	18.2	17.1	21.6	15.3	24.6	27.1	22.1	17.6	20.2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
AVAILABILITY OF THE FOLLOWING COLLEGE SERVICES (cont.)										
21b. Group Orientation										
Available when Needed	17.2	16.3	14.5	18.5	17.1	23.3	16.4	15.8	16.5	16.8
Usually Available	16.4	15.0	14.2	12.0	12.9	11.3	13.8	15.3	12.9	14.2
Not available when Needed	3.1	2.9	1.5	2.8	2.2	1.5	2.2	1.8	1.4	2.3
Not Applicable	39.8	46.3	50.8	44.5	51.3	36.8	39.3	44.3	49.7	45.2
No answer this question	23.5	19.5	18.9	22.2	16.5	27.1	28.4	22.9	19.5	21.5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
22b. On-line Orientation										
Available when Needed	16.7	15.9	15.5	17.1	28.1	22.6	18.6	15.8	22.9	19.2
Usually Available	13.2	13.8	13.7	10.6	13.9	12.1	11.8	13.3	12.2	13.0
Not available when Needed	2.3	2.2	1.4	2.1	2.1	0.8	2.1	2.1	2.3	2.1
Not Applicable	43.5	48.7	50.5	48.1	40.2	37.7	38.1	45.6	43.6	44.2
No answer this question	24.2	19.4	18.9	22.2	15.7	26.9	29.4	23.2	19.1	21.5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
23b. Financial Aid Office										
Available when Needed	28.6	33.3	22.5	28.9	27.1	39.0	28.6	22.8	27.3	28.3
Usually Available	20.2	24.7	23.0	18.1	17.4	15.6	19.1	22.5	19.3	20.6
Not available when Needed	4.8	3.8	4.6	3.2	3.1	1.5	3.3	3.8	4.0	3.7
Not Applicable	25.5	21.1	32.8	28.2	37.2	20.5	22.2	30.3	32.5	28.0
No answer this question	21.0	17.2	17.2	21.7	15.2	23.3	26.9	20.6	17.0	19.5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
24b. Tutoring Services										
Available when Needed	19.5	26.0	19.3	25.7	20.5	29.2	17.7	19.2	19.1	21.5
Usually Available	17.1	19.7	15.7	13.9	16.0	12.8	11.9	17.2	12.7	16.0
Not available when Needed	4.2	3.9	1.9	2.5	3.0	2.3	4.4	3.2	2.8	3.3
Not Applicable	36.9	32.8	46.0	36.4	44.9	31.8	38.7	39.1	46.6	39.0
No answer this question	22.4	17.6	17.1	21.6	15.7	23.8	27.3	21.2	18.8	20.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
25b. Transfer Center										
Available when Needed	17.3	18.2	16.4	18.6	19.7	24.6	16.1	17.9	17.7	18.2
Usually Available	16.0	16.1	15.4	12.5	15.6	13.1	12.1	16.7	13.0	15.0
Not available when Needed	3.2	2.7	1.9	3.9	2.5	1.0	2.5	2.1	2.4	2.6
Not Applicable	40.2	44.6	48.5	42.7	46.0	35.4	40.5	40.8	48.1	43.2
No answer this question	23.3	18.4	17.8	22.3	16.2	25.9	28.7	22.4	18.8	21.0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
AVAILABILITY OF THE FOLLOWING COLLEGE SERVICES (cont.)										
26b. Career Center										
Available when Needed	15.9	17.5	17.4	18.1	18.5	25.6	16.5	16.4	15.5	17.4
Usually Available	16.1	16.4	14.9	12.1	15.0	12.6	13.8	15.8	11.8	14.9
Not available when Needed	3.2	2.7	1.4	3.3	2.0	1.3	2.3	2.1	1.9	2.4
Not Applicable	40.9	44.5	47.5	43.7	47.3	34.9	39.6	43.0	51.2	43.9
No answer this question	23.9	18.9	18.9	22.7	17.2	25.6	27.9	22.6	19.6	21.4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
27b. Counseling										
Available when Needed	27.1	29.7	29.8	29.6	32.3	39.0	27.3	24.0	29.5	29.1
Usually Available	24.5	26.9	28.8	23.2	22.9	19.0	21.7	24.5	22.9	24.2
Not available when Needed	6.7	8.5	4.4	7.4	4.1	3.3	4.6	7.1	4.3	6.0
Not Applicable	19.8	18.1	21.0	19.6	25.8	15.9	19.2	24.1	25.5	21.4
No answer this question	21.9	16.9	16.1	20.2	14.9	22.8	27.2	20.3	17.7	19.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
28b. Bookstore										
Available when Needed	41.3	47.1	51.8	46.9	53.8	52.6	45.7	42.5	56.9	47.8
Usually Available	28.2	27.3	25.4	24.4	23.0	18.2	19.8	26.9	20.9	24.6
Not available when Needed	5.6	3.6	2.4	3.7	2.5	2.3	2.6	3.2	1.2	3.2
Not Applicable	5.7	6.1	5.9	5.1	7.8	4.4	7.0	8.9	6.3	6.7
No answer this question	19.2	16.0	14.6	19.9	12.8	22.6	24.9	18.4	14.8	17.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
29b. Food Services										
Available when Needed	24.1	27.3	26.5	38.5	39.4	31.4	25.3	25.1	31.5	29.6
Usually Available	17.1	19.5	22.0	17.6	18.6	11.6	15.4	20.1	14.8	18.0
Not available when Needed	4.2	3.4	4.7	2.5	2.2	1.8	2.9	2.6	2.8	3.1
Not Applicable	31.3	31.5	30.1	19.9	25.1	29.0	29.7	30.7	32.2	29.1
No answer this question	23.2	18.3	16.7	21.6	14.7	26.2	26.6	21.5	18.8	20.2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
30b. Health Center										
Available when Needed	15.8	17.9	23.0	18.8	20.3	21.5	17.2	16.1	15.5	18.1
Usually Available	14.5	13.6	15.7	11.6	13.8	11.0	11.4	14.7	11.0	13.4
Not available when Needed	3.1	2.4	1.5	2.5	1.9	2.6	3.1	1.8	2.1	2.3
Not Applicable	42.7	46.8	42.7	43.9	47.3	37.7	40.5	44.7	51.5	44.7
No answer this question	23.9	19.4	17.1	23.2	16.7	27.2	27.8	22.7	20.0	21.4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
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C. COLLEGE SERVICES (cont.)

AVAILABILITY OF THE FOLLOWING COLLEGE SERVICES (cont.)

31b. Library

Available when Needed	42.0	47.3	44.6	45.6	40.6	53.3	36.5	38.0	41.6	42.5
Usually Available	22.1	21.0	21.8	17.7	19.8	14.4	16.8	20.2	19.7	19.8
Not available when Needed	3.1	2.3	1.5	2.1	2.5	1.8	3.4	2.0	2.8	2.5
Not Applicable	13.3	13.0	17.1	13.7	22.5	8.2	18.0	20.2	19.7	16.8
No answer this question	19.5	16.3	15.0	20.9	14.6	22.3	25.2	19.6	16.3	18.4
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

32b. Computer Labs

Available when Needed	30.8	35.9	32.7	39.7	28.5	41.1	25.4	24.6	31.1	31.1
Usually Available	21.8	24.3	20.5	16.9	19.4	16.7	15.3	21.3	18.4	20.2
Not available when Needed	4.2	3.9	1.9	2.8	3.2	1.5	4.2	3.2	3.5	3.4
Not Applicable	22.6	20.1	29.1	20.4	34.2	18.0	29.0	30.3	30.6	26.6
No answer this question	20.6	15.8	15.9	20.2	14.7	22.6	26.2	20.6	16.5	18.8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

YOUR SATISFACTION WITH THE FOLLOWING COLLEGE SERVICES

17c. Business Office

Very Satisfied	37.1	18.5	20.5	40.1	38.5	46.7	27.7	33.0	40.8	32.0
Somewhat Satisfied	32.0	20.6	21.0	26.2	27.3	24.4	25.2	29.6	25.0	26.0
Not Satisfied	5.0	2.6	1.7	1.8	2.6	1.8	5.4	3.0	1.9	3.1
Not Applicable	8.7	43.3	40.6	12.7	18.5	7.4	18.0	17.1	16.7	22.0
No answer this question	17.2	15.0	16.2	19.3	13.1	19.7	23.7	17.2	15.6	16.9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

18c. Registration

Very Satisfied	40.6	41.6	43.4	41.4	42.3	50.8	35.7	38.5	48.5	41.5
Somewhat Satisfied	31.4	34.6	33.6	29.0	31.3	21.3	30.4	33.2	28.7	31.5
Not Satisfied	4.2	4.1	3.4	3.9	3.0	2.3	5.1	3.2	3.1	3.7
Not Applicable	4.5	4.9	5.3	5.8	9.5	3.3	4.7	7.5	5.2	6.0
No answer this question	19.2	14.8	14.4	19.9	13.8	22.3	24.0	17.6	14.4	17.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

19c. Admissions and Records

Very Satisfied	33.6	36.0	39.4	35.0	38.2	46.4	28.2	32.6	41.6	35.7
Somewhat Satisfied	30.2	31.4	32.3	28.6	30.6	22.8	28.7	32.1	26.8	30.1
Not Satisfied	5.2	4.6	3.7	5.1	4.7	2.3	4.3	3.2	3.7	4.3
Not Applicable	10.0	10.5	9.5	10.0	11.6	4.9	12.3	12.9	11.0	10.8
No answer this question	21.0	17.5	15.1	21.3	14.9	23.6	26.4	19.1	17.0	19.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
YOUR SATISFACTION WITH THE FOLLOWING COLLEGE SERVICES (cont.)										
20c. Assessment Office										
Very Satisfied	22.4	22.1	23.9	22.1	23.8	33.8	17.9	17.0	24.7	22.1
Somewhat Satisfied	21.1	20.2	19.5	17.9	20.7	16.9	18.7	18.2	17.2	19.4
Not Satisfied	3.7	3.1	2.4	2.5	4.1	1.8	2.7	2.1	3.7	3.1
Not Applicable	29.5	36.6	37.1	33.7	34.5	20.8	32.6	41.1	35.8	34.6
No answer this question	23.3	18.0	17.1	23.7	16.9	26.7	28.1	21.5	18.6	20.9
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
21c. Group Orientation										
Very Satisfied	14.7	13.6	12.4	14.9	13.1	19.2	13.0	13.1	14.8	13.9
Somewhat Satisfied	15.2	16.0	12.4	11.8	12.4	11.5	14.1	15.4	12.0	14.0
Not Satisfied	2.9	2.4	1.4	2.5	2.0	1.3	2.1	2.2	1.7	2.2
Not Applicable	42.9	49.1	55.3	46.4	55.2	39.7	42.0	47.0	51.9	48.2
No answer this question	24.2	18.9	18.6	24.4	17.4	28.2	28.8	22.3	19.6	21.8
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
22c. On-line Orientation										
Very Satisfied	13.1	12.5	12.3	14.1	20.4	19.8	14.1	12.4	18.1	14.9
Somewhat Satisfied	12.9	14.1	12.5	9.9	15.2	11.3	12.6	13.5	13.4	13.3
Not Satisfied	2.5	2.7	1.9	2.1	2.7	1.0	2.6	2.1	1.9	2.4
Not Applicable	46.8	51.2	55.1	49.3	44.0	39.1	41.0	49.1	46.9	47.3
No answer this question	24.7	19.4	18.2	24.6	17.6	28.8	29.6	23.0	19.8	22.2
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
23c. Financial Aid Office										
Very Satisfied	23.7	29.4	22.5	26.2	22.2	32.3	24.0	19.9	24.8	24.5
Somewhat Satisfied	18.8	24.5	19.1	17.2	16.0	17.2	19.0	20.7	15.8	19.3
Not Satisfied	6.5	5.2	4.7	4.2	4.0	2.8	4.4	5.3	5.4	4.9
Not Applicable	28.0	22.9	36.2	29.5	41.3	22.1	24.7	32.9	35.4	30.6
No answer this question	23.0	18.0	17.4	22.8	16.5	25.6	27.9	21.2	18.6	20.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
24c. Tutoring Services										
Very Satisfied	16.3	22.0	15.9	23.1	16.6	24.9	13.6	17.3	15.5	18.0
Somewhat Satisfied	15.7	20.7	13.7	12.3	14.1	13.1	12.5	16.1	11.0	15.3
Not Satisfied	4.3	3.5	1.5	2.6	2.7	2.3	2.8	2.8	2.8	3.0
Not Applicable	40.2	36.0	51.3	38.4	49.8	34.4	42.3	42.2	51.1	42.7
No answer this question	23.4	17.8	17.6	23.6	16.8	25.4	28.9	21.4	19.7	21.0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
25c. Transfer Center										
Very Satisfied	13.9	13.9	14.4	16.0	15.8	21.6	12.1	13.8	14.2	14.6
Somewhat Satisfied	15.2	16.4	13.2	11.8	14.4	11.3	11.1	16.6	12.0	14.3
Not Satisfied	3.3	3.2	2.0	2.8	2.6	1.3	2.6	2.2	2.4	2.6
Not Applicable	43.5	47.4	52.5	45.0	49.2	37.0	44.4	44.7	51.4	46.5
No answer this question	24.2	19.1	17.9	24.4	18.0	28.8	29.7	22.6	20.0	22.0
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
C. COLLEGE SERVICES (cont.)										
YOUR SATISFACTION WITH THE FOLLOWING COLLEGE SERVICES (cont.)										
26c. Career Center										
Very Satisfied	13.2	14.5	15.4	15.4	14.4	22.3	11.6	12.4	13.0	14.1
Somewhat Satisfied	14.7	16.1	13.0	11.1	13.7	11.5	13.6	16.0	9.7	14.0
Not Satisfied	3.7	3.0	2.2	2.6	2.7	1.5	2.4	2.3	2.1	2.7
Not Applicable	43.7	47.1	50.5	45.6	50.8	36.4	43.1	46.4	54.9	46.9
No answer this question	24.7	19.2	18.9	25.3	18.3	28.2	29.4	22.9	20.3	22.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
27c. Counseling										
Very Satisfied	24.8	29.0	29.7	28.8	26.1	36.9	25.0	21.2	28.1	26.7
Somewhat Satisfied	22.9	25.9	24.3	19.6	22.4	16.9	20.2	23.4	19.1	22.5
Not Satisfied	7.5	8.2	6.3	8.1	6.7	2.3	4.9	8.9	6.4	7.1
Not Applicable	21.9	19.1	23.0	21.2	27.7	16.7	21.4	26.6	27.6	23.2
No answer this question	22.9	17.8	16.7	22.3	17.2	27.2	28.4	19.9	18.8	20.6
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
28c. Bookstore										
Very Satisfied	31.3	38.4	44.4	42.9	45.6	46.2	33.8	31.7	48.1	38.9
Somewhat Satisfied	29.8	32.9	27.7	25.8	26.2	20.3	26.3	31.1	26.2	28.5
Not Satisfied	11.1	5.0	5.4	4.6	4.9	4.9	5.3	8.6	3.1	6.2
Not Applicable	7.3	6.7	7.1	6.0	8.7	4.9	8.2	9.8	7.1	7.7
No answer this question	20.5	17.0	15.4	20.7	14.6	23.8	26.3	18.8	15.5	18.7
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
29c. Food Services										
Very Satisfied	16.5	20.8	22.0	35.3	29.1	25.6	19.0	17.0	22.4	22.3
Somewhat Satisfied	17.5	21.0	20.8	19.8	22.0	13.1	16.5	21.6	16.3	19.5
Not Satisfied	9.0	5.3	7.3	2.3	5.0	4.1	3.7	7.2	7.0	5.9
Not Applicable	32.8	33.9	33.2	20.0	27.7	29.0	32.0	33.1	34.8	31.2
No answer this question	24.2	19.0	16.8	22.6	16.2	28.2	28.7	21.1	19.5	21.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
30c. Health Center										
Very Satisfied	13.0	14.1	21.1	16.7	16.5	19.3	13.0	13.4	11.8	14.9
Somewhat Satisfied	13.3	13.7	12.7	10.5	12.6	11.3	11.0	14.2	10.4	12.6
Not Satisfied	3.6	2.9	1.4	1.8	1.6	1.8	2.6	1.7	2.1	2.3
Not Applicable	45.5	49.7	47.6	47.1	51.5	39.6	43.0	48.5	55.1	48.1
No answer this question	24.5	19.6	17.2	23.9	17.7	28.0	30.4	22.2	20.5	22.1
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
31c. Library										
Very Satisfied	36.0	41.2	40.7	44.4	34.4	47.4	30.8	33.6	37.2	37.3
Somewhat Satisfied	24.2	24.3	22.5	16.9	22.3	17.4	19.3	22.2	21.6	22.0
Not Satisfied	4.3	3.1	2.0	1.6	3.0	2.1	3.9	2.5	3.8	3.1
Not Applicable	14.1	14.8	19.2	14.8	24.4	8.5	19.2	22.2	21.4	18.4
No answer this question	21.4	16.6	15.6	22.2	15.9	24.6	26.7	19.6	16.0	19.3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

	City	East	Harbor	Mission	Pierce	South-west	Trade-Tech	Valley	West	District
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C. COLLEGE SERVICES (cont.)

YOUR SATISFACTION WITH THE FOLLOWING COLLEGE SERVICES (cont.)

32c. Computer Labs

Very Satisfied	28.0	34.9	31.0	39.8	25.3	39.1	20.5	23.1	29.0	28.8
Somewhat Satisfied	20.9	22.8	18.4	14.6	18.0	14.9	16.8	20.3	18.6	19.2
Not Satisfied	4.7	4.4	1.5	2.5	3.0	2.6	4.6	2.8	3.8	3.5
Not Applicable	24.8	21.2	33.0	21.6	37.6	19.0	31.0	33.2	32.6	28.9
No answer this question	21.6	16.7	16.1	21.6	16.1	24.4	27.0	20.7	16.0	19.6

	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
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Number of respondents*	2,907	3,138	1,892	1,822	3,161	1,323	1,853	2,758	1,635	20,489
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*Figures are the unweighted number of respondents completing the survey to this point.



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