

Spring 2005 Student Survey Los Angeles City College

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Our Vision: Los Angeles City College is an urban oasis of learning that educates minds, opens hearts, and celebrates community.

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Institutional Effectiveness
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Executive Summary

The Los Angeles Community College District has conducted a district wide survey of students since 1976. The previous survey was completed in Fall 2002. When appropriate we have included comparisons to Fall 2000 and Fall 2002 survey responses.

This report contains the results of the Spring 2005 survey of 2,453 students enrolled in 161 sections at Los Angeles City College (LACC). More than 73% of the randomly selected sections participated in the survey (161 out of 220) . The survey was completed during class time with instructors administering the survey. Instructors reported that beginning level ESL students found it difficult to complete the surveys so we excluded data from those courses.

Los Angeles City College continues to receive good ratings from students with respect to academic excellence. More than 90% indicate that "Reputation for good teaching" was an "important" or "very important" factor in the decision to enroll. The Academic excellence and faculty of LACC were reported as the number one thing liked best about LACC as measured by the number of mentions in the comments section of the survey.

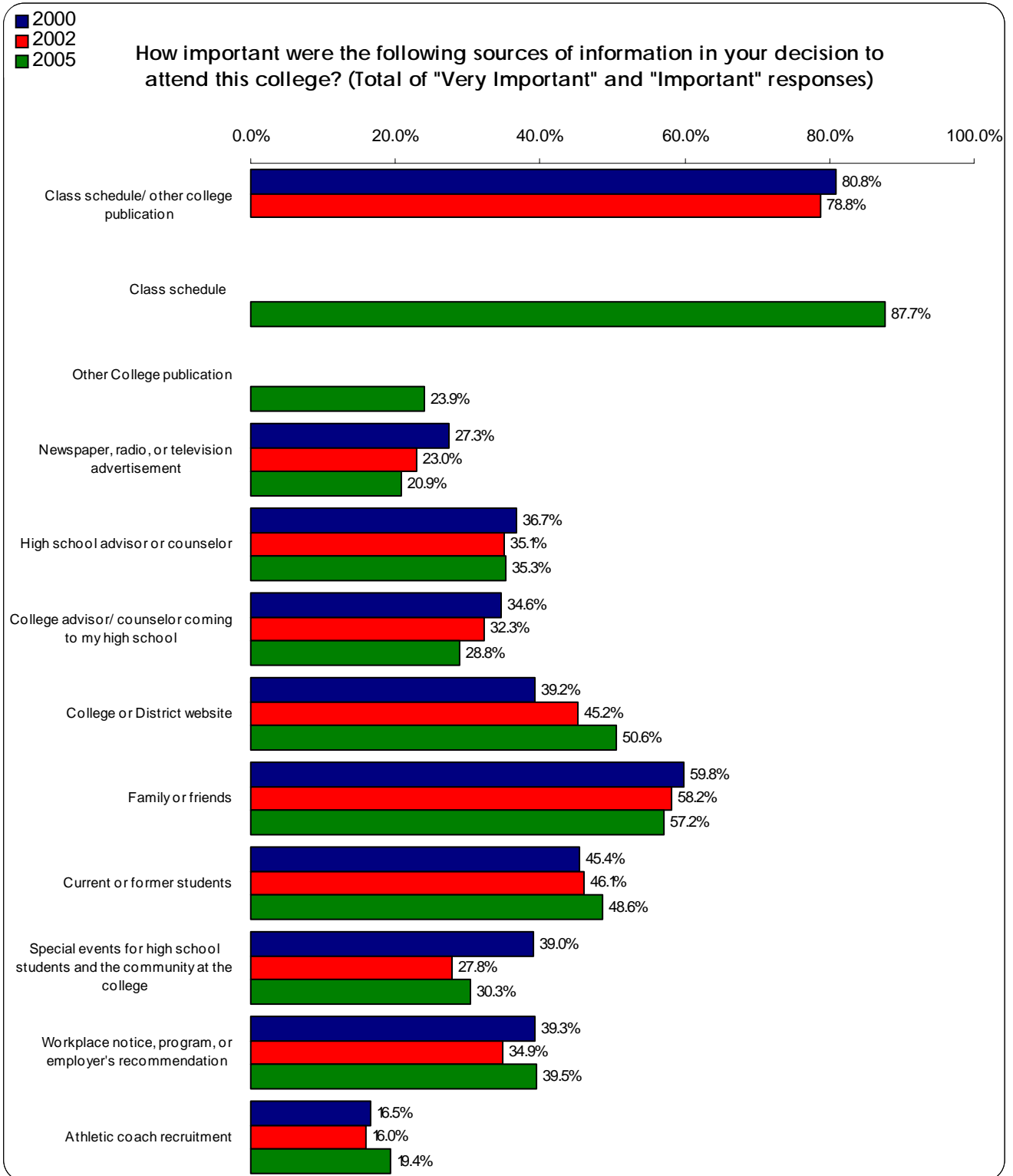
Financial considerations and convenience remain very important factors in the decision to attend LACC. More than 80% of students cite "Low cost" and "Close to home" as important factors in choosing to attend LACC.

Parking, restroom cleanliness, and food service continued to receive the most complaints with respect to facilities issues. In the comment section, students expressed extreme dissatisfaction with respect to parking and the physical state of the facilities. It is important to note that the new student restrooms had not opened and the new restroom program (focused on cleanliness) had not begun during the period of the survey. Parking showed a significant improvement in ratings from Fall 2002 to Spring 2005. It's important to note that new availability of Lot 5, that opened during the Spring 2004 semester, for student parking may have positively affected student opinion of parking.

The Bookstore and Food Services were the lowest rated of the student services with respect to "availability", "knowledge", and the "consideration and helpfulness" of the staff. In fact, when compared to the data for the other six colleges (not included in this report) the LACC Bookstore and Food Services were rated the lowest in the district. Student comments express a desire for lower book prices, more efficiency in the bookstore during peak periods and for an alternative to the food truck and vending machines.

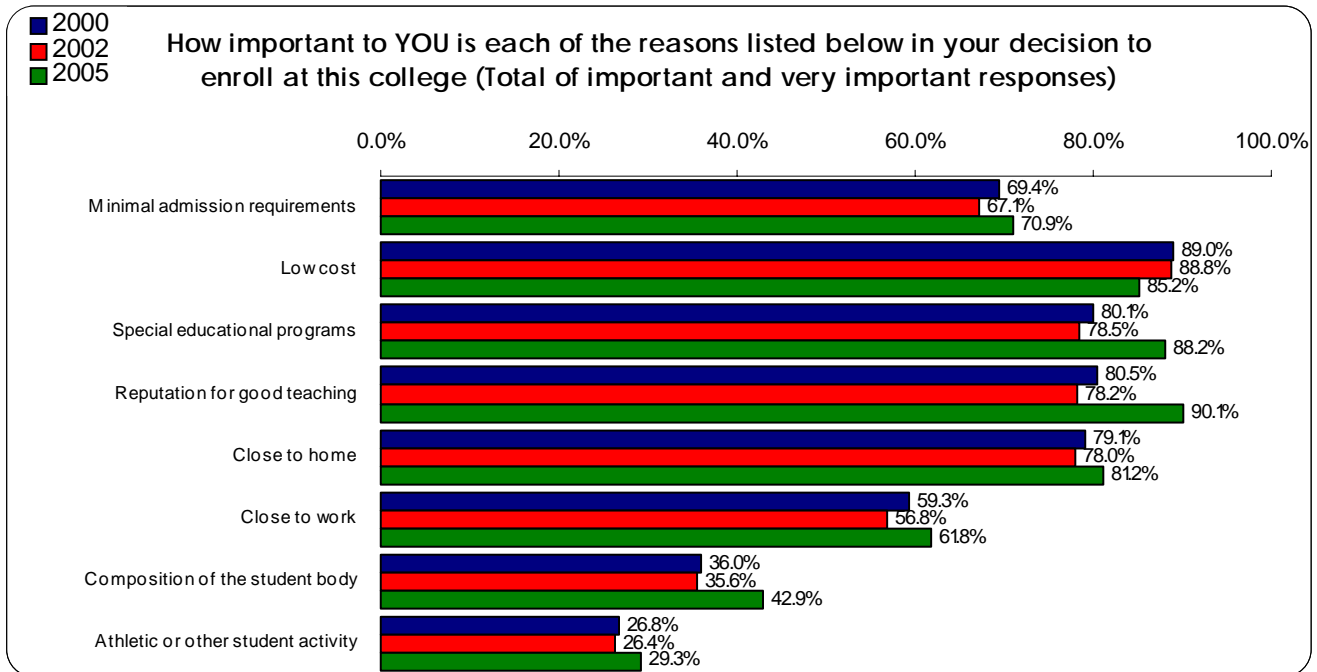
Educational Goals and Plans

The “class schedule” and “college and district website” increased their importance as a source for information that leads to attendance at LACC. “Family or friends” and “current or former students” continue to have a significant influence on a student’s decision to attend LACC.

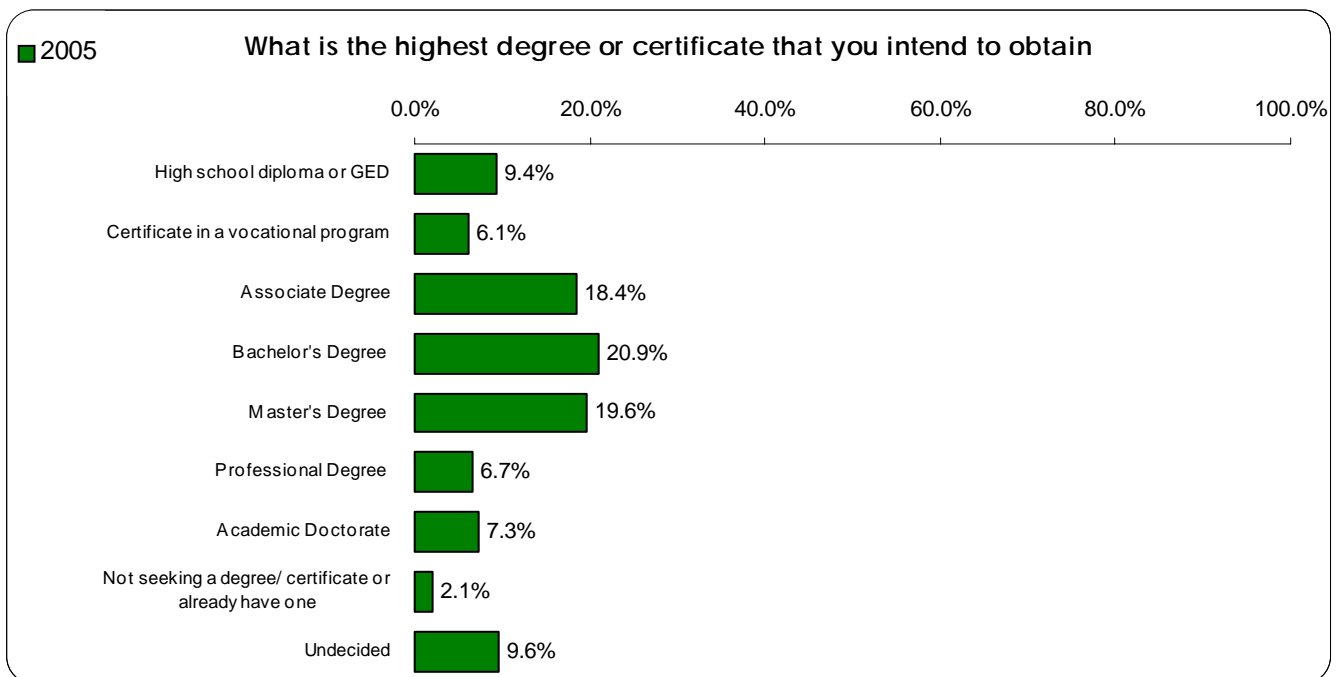


Educational Goals and Plans

“Reputation for good teaching” was cited by more than 90% of respondents as an “important” or “very important” in the decision to enroll at LACC. “Special educational programs” and “low cost” were also significant factors in the decision to enroll at LACC.

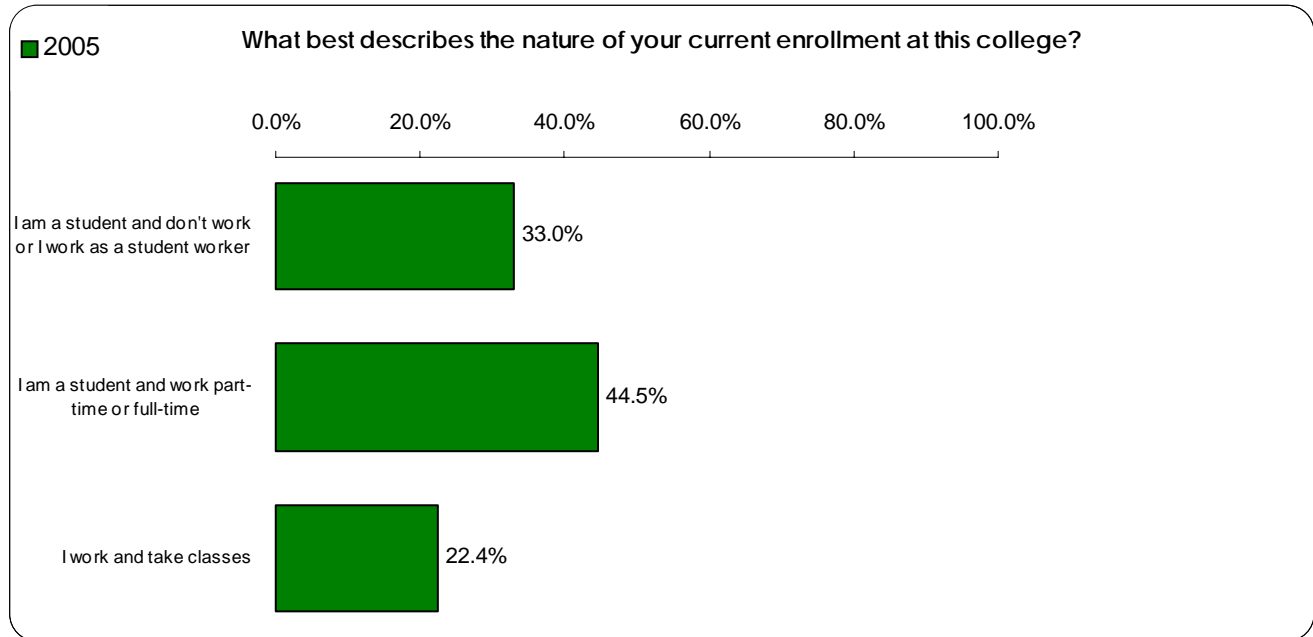


Most LACC students (almost 55%) plan to obtain a Bachelor’s degree or higher.

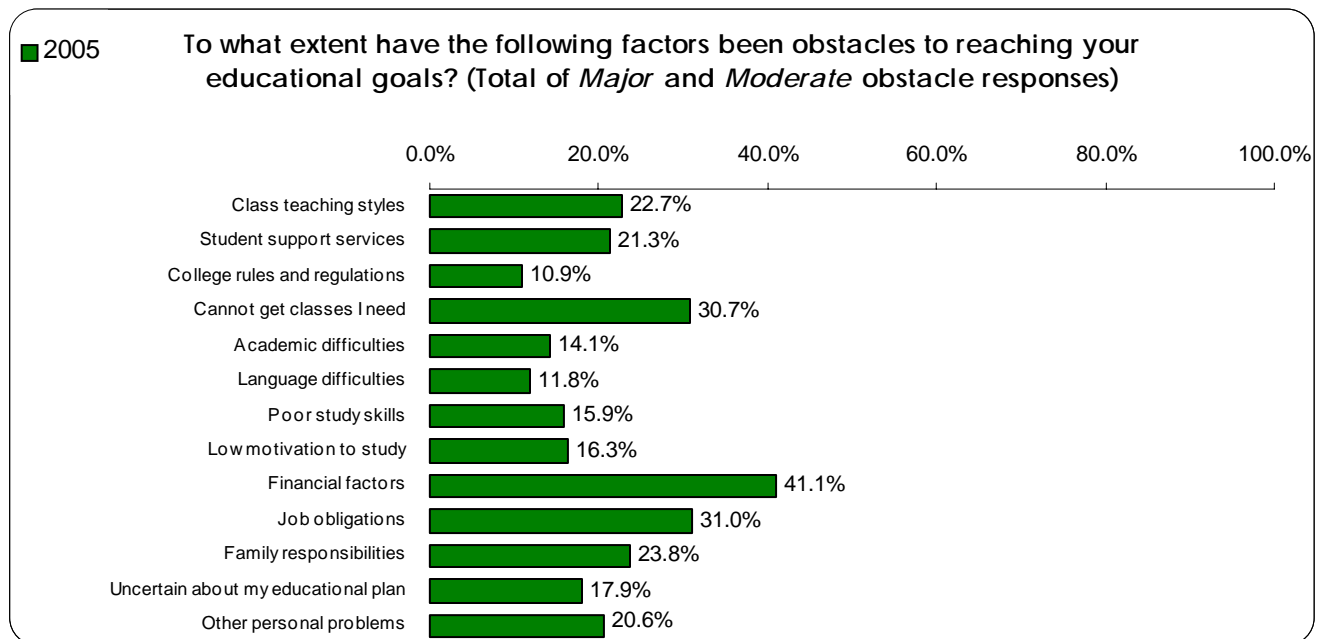


Educational Goals and Plans

More than three-fourths of LACC students consider themselves a “student” formost.

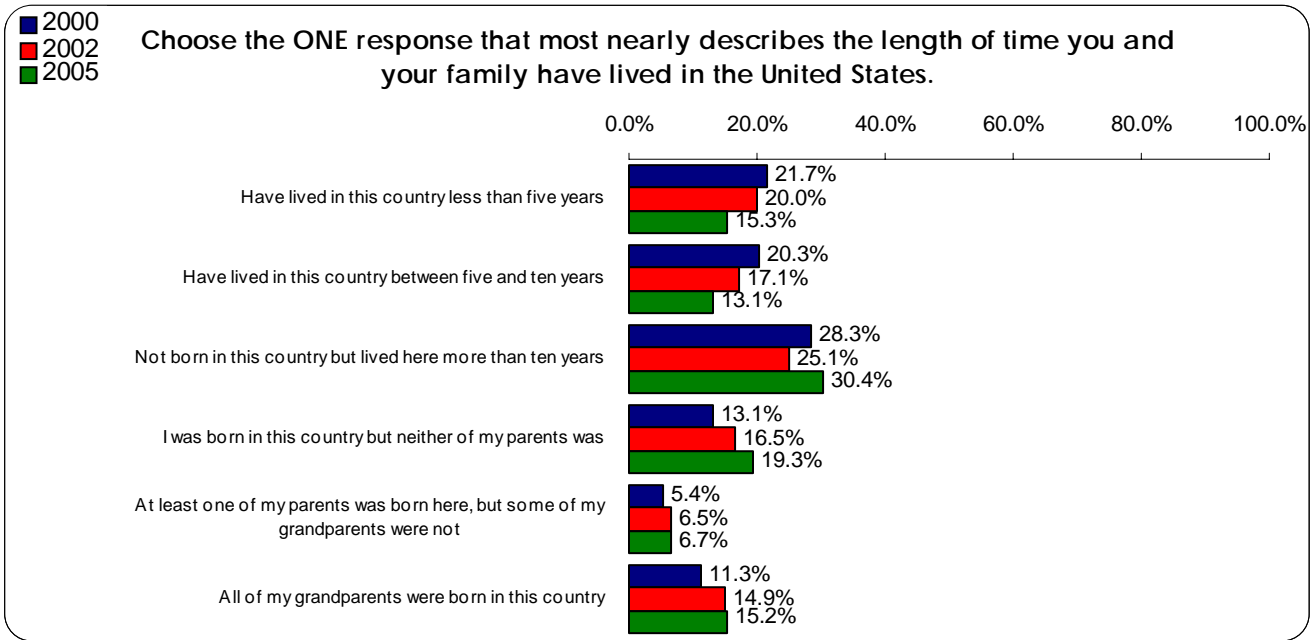


“Financial factors” was listed at the primary obstacle to reaching goals in Spring 2005 as it was for Fall 2002. “Job obligations” and “Cannot get classes I need” are other significant factors.

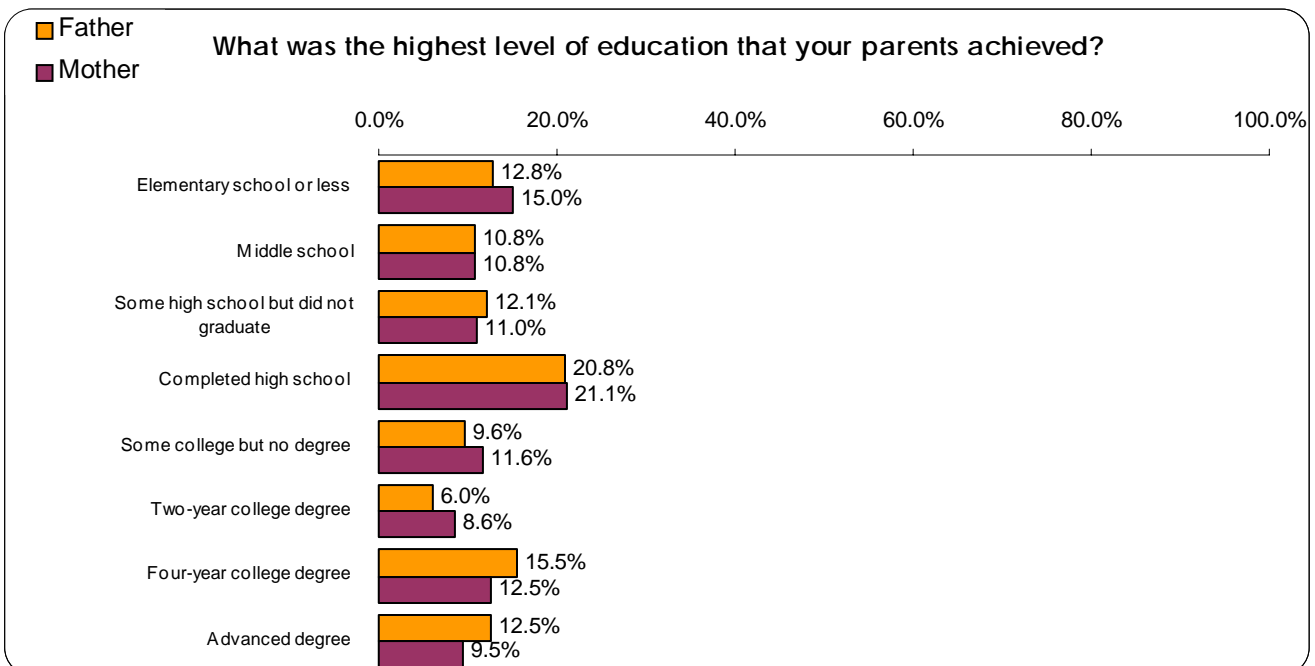


Student Background

The percent of students reporting that they were born in this country increased from 38% in 2002 to 41% in 2005.

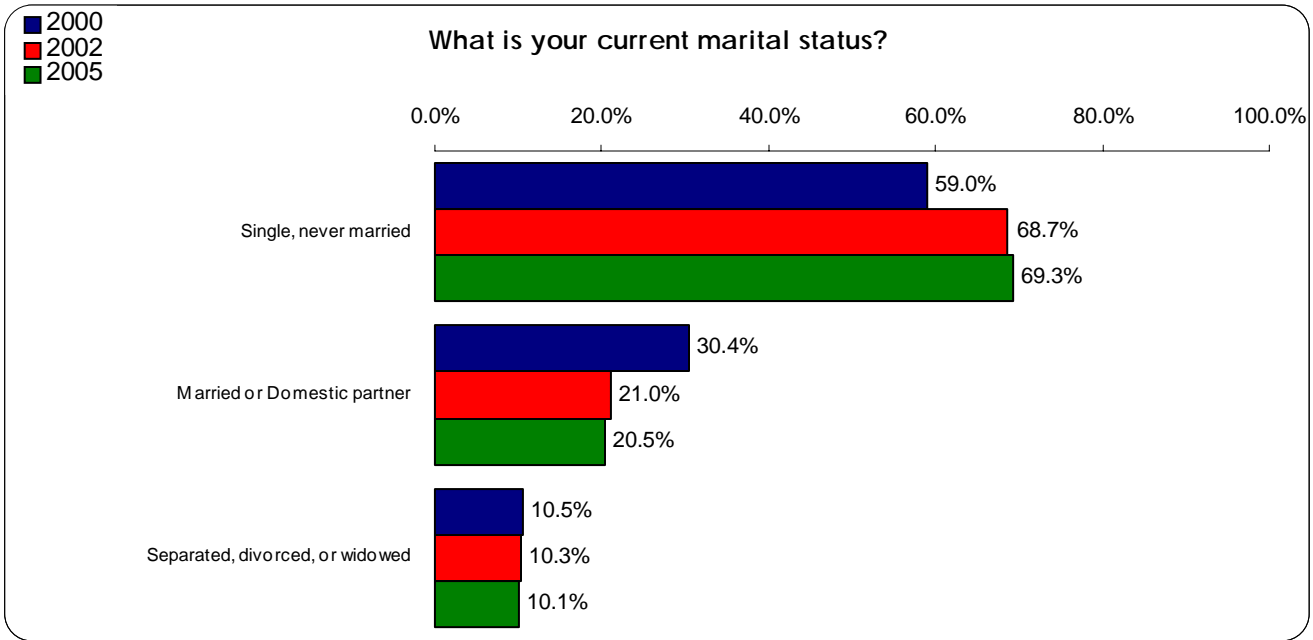


More 56% of the fathers of students and 57% of the mothers of students did not attend college.

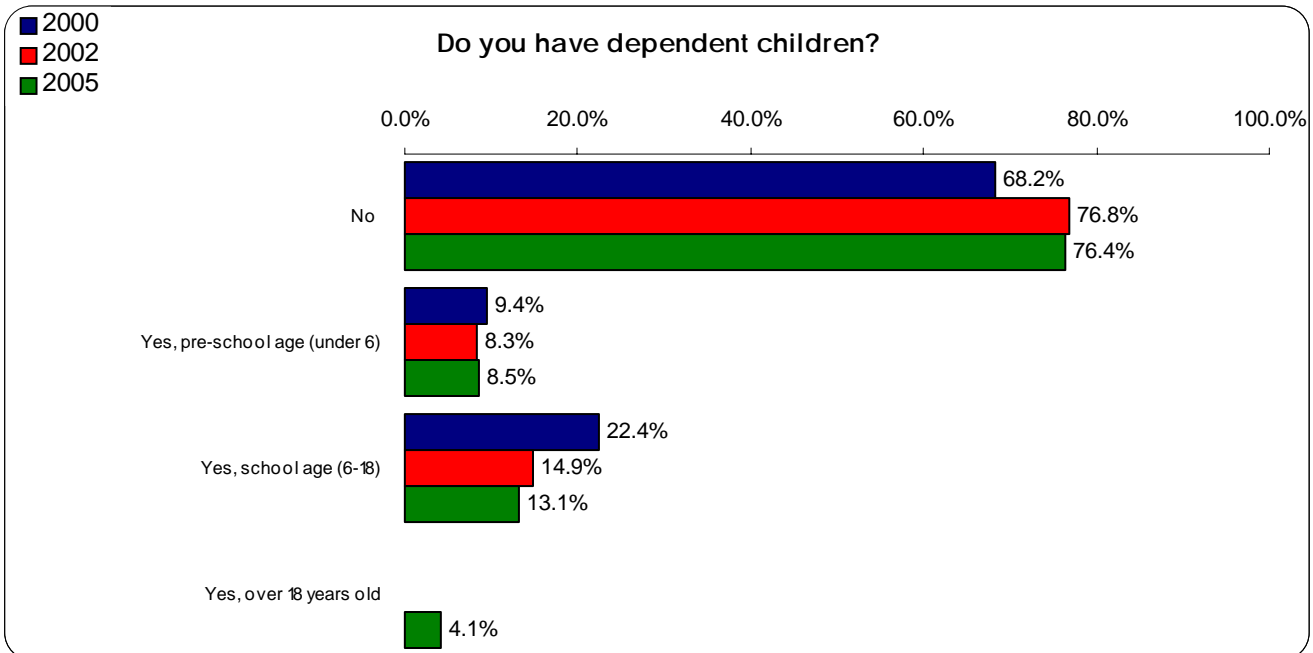


Student Background

Only 20% of LACC students are married.

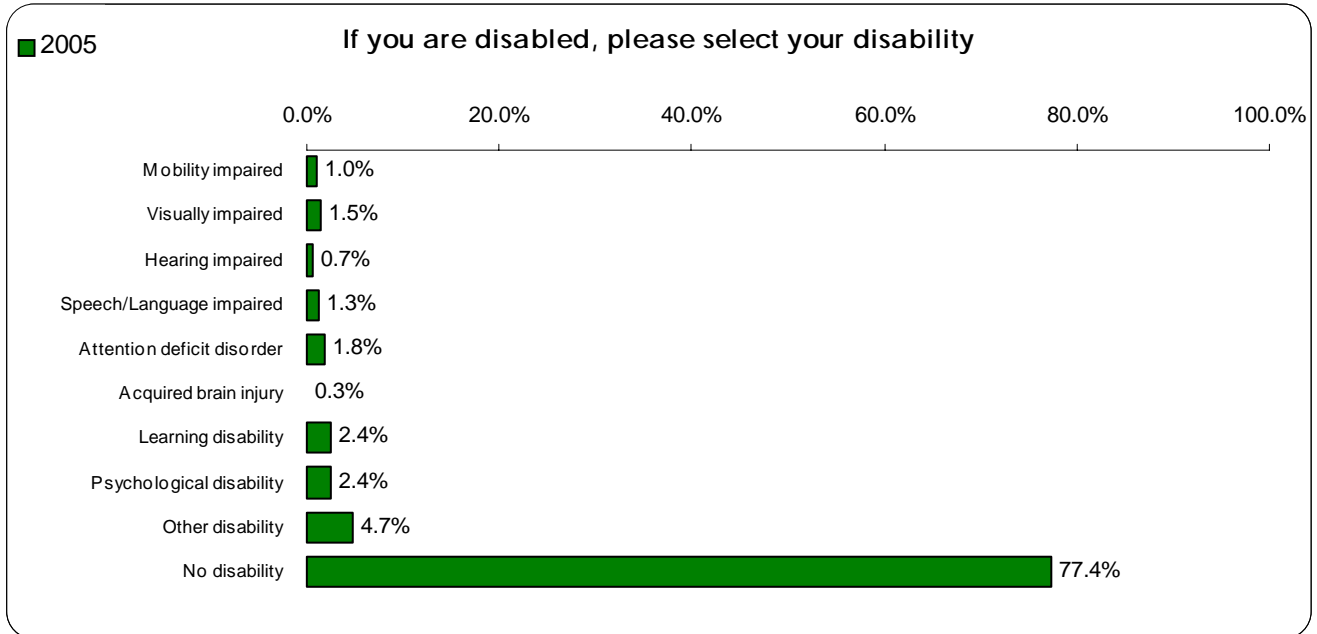


Three-fourths of LACC students do not have children.

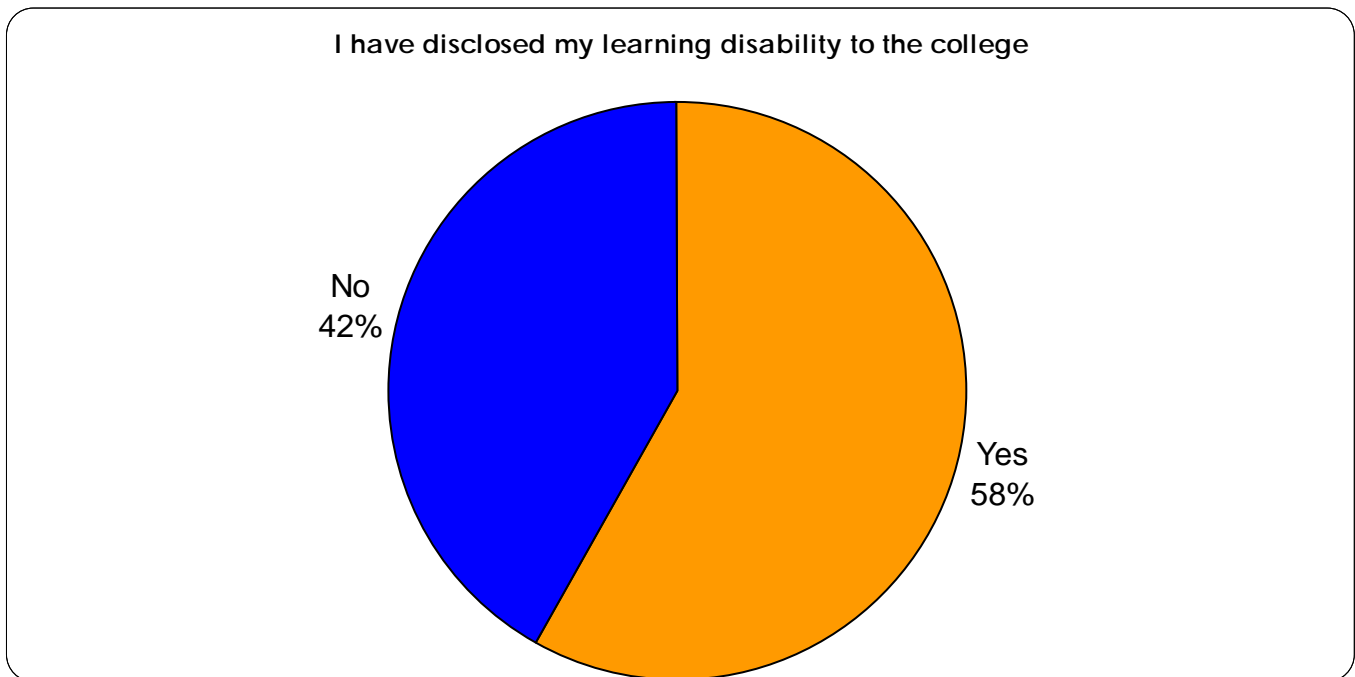


Student Background

More than 22% of students reported some type of disability.

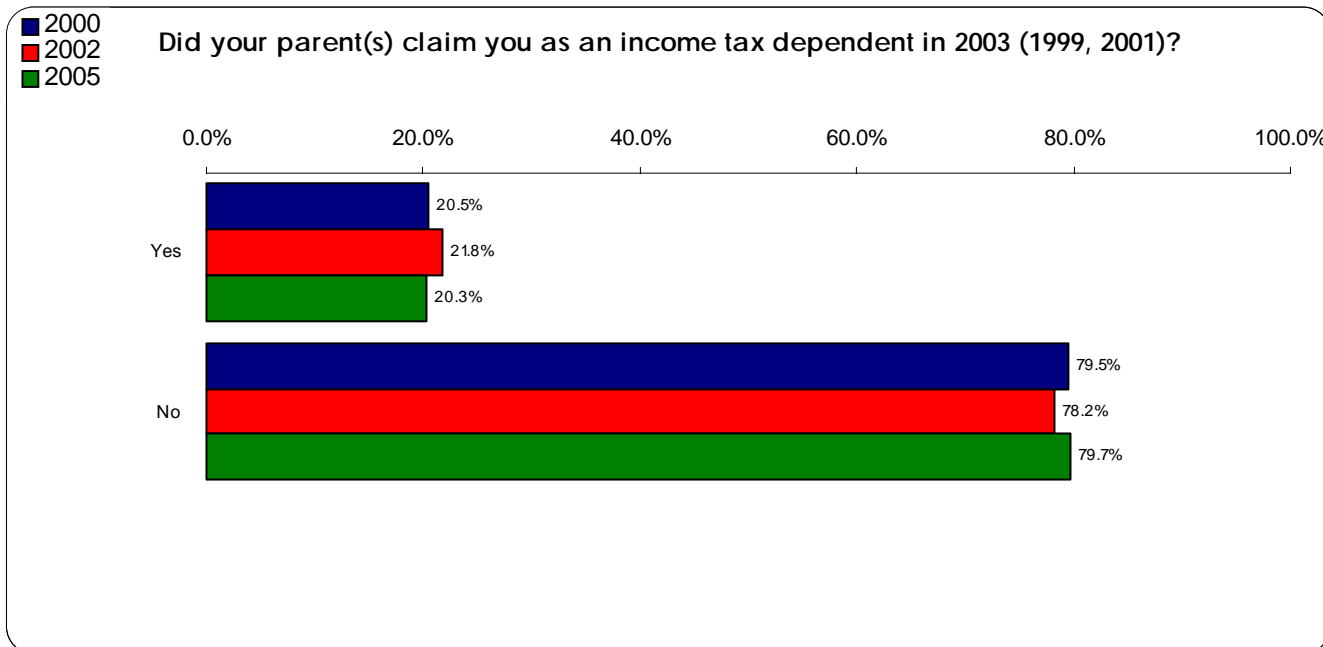


Almost 60% of students who report themselves are disabled have reported their disability to the college.

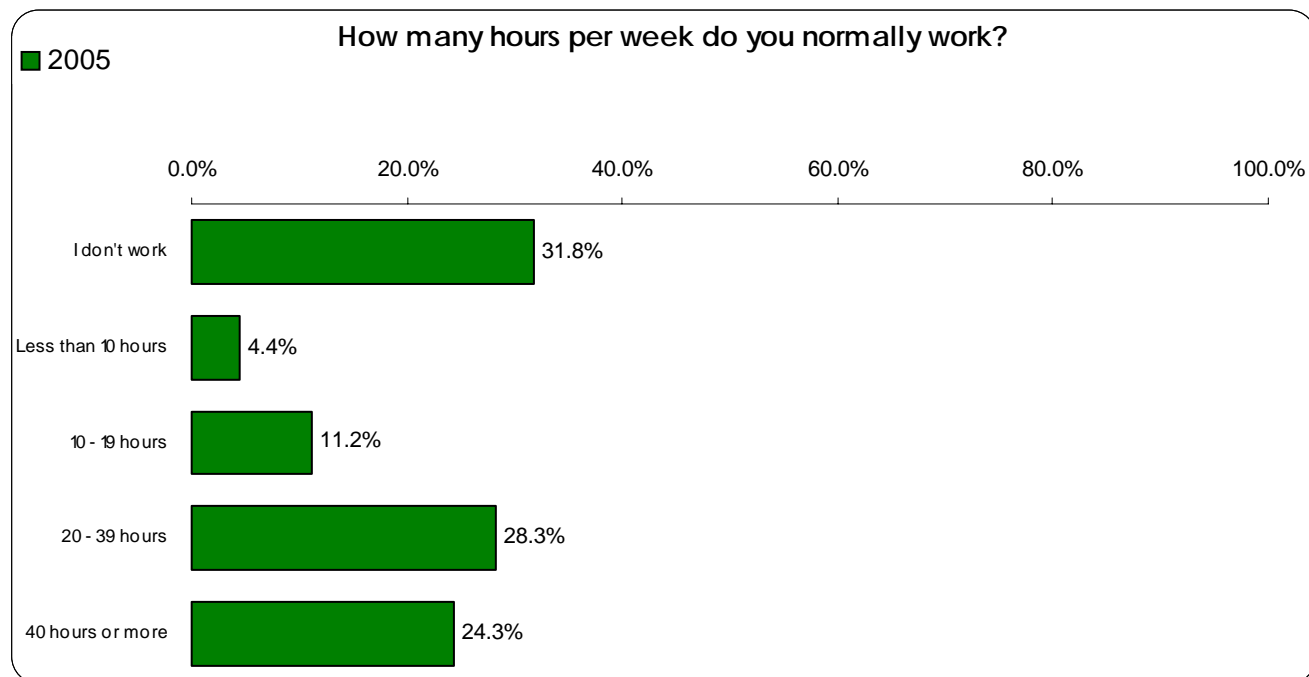


Financial Resources

The percentage of students who report that parents reported them as income tax dependents remains steady.

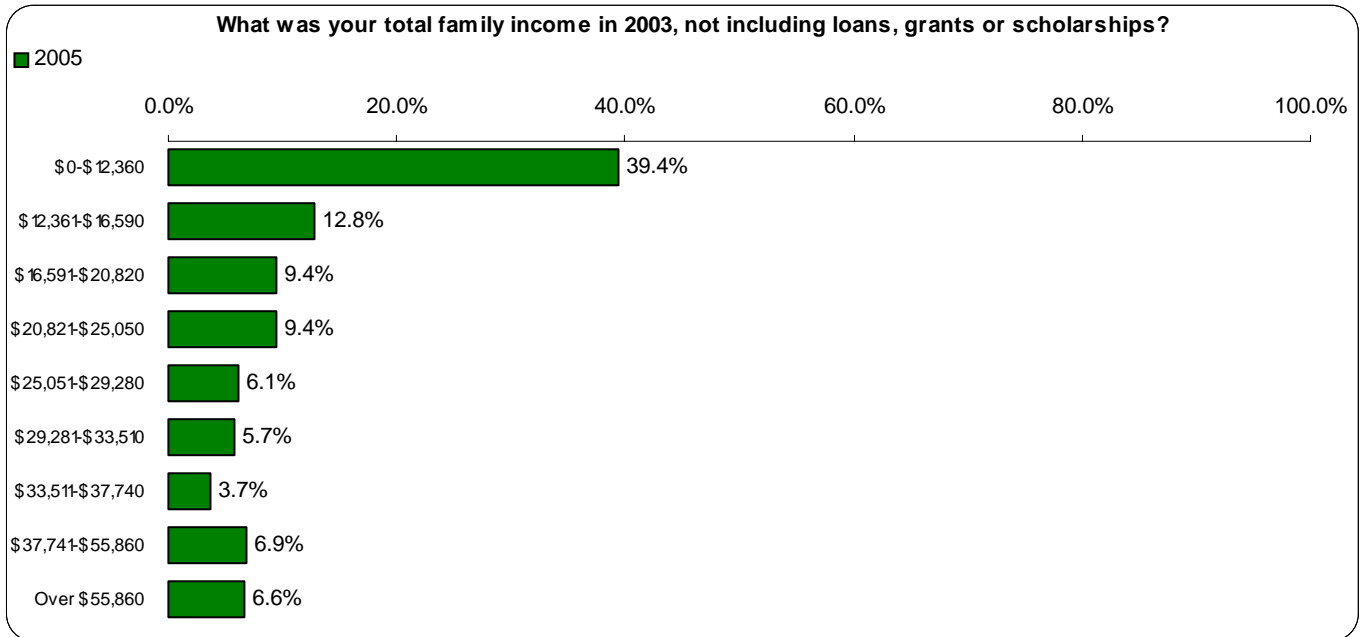


Almost one quarter of students work full-time.

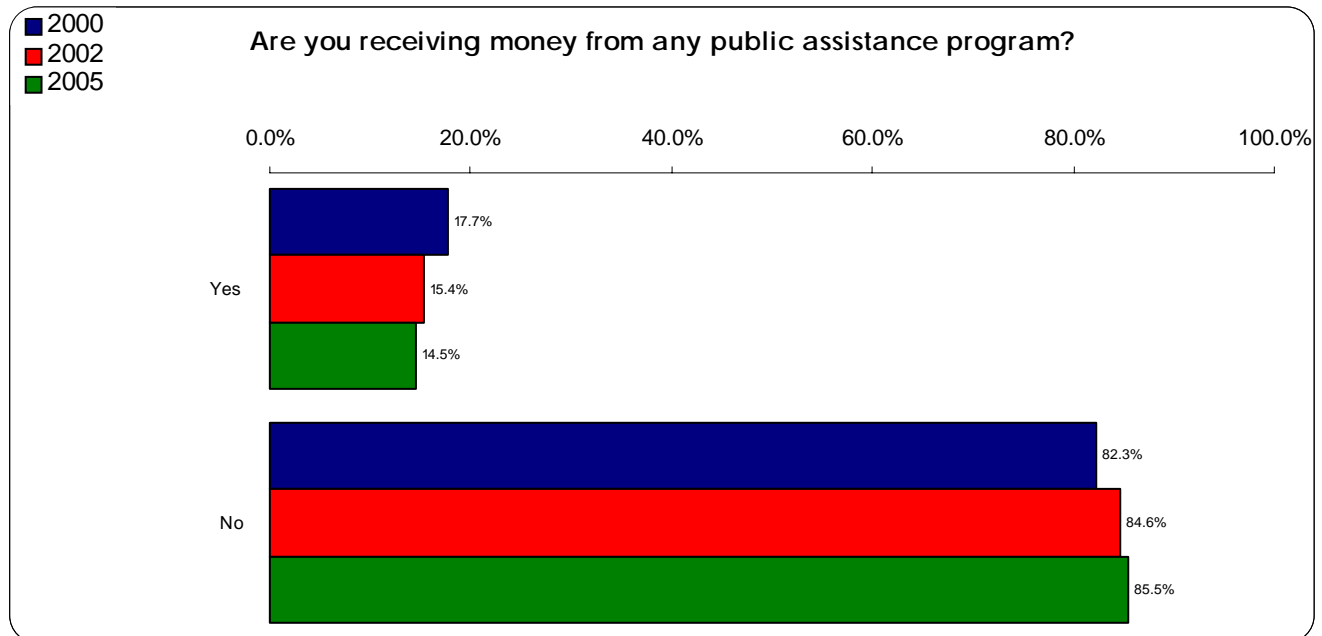


Financial Resources

Less than 7% of students report a family income of “over \$55,860.” The 29.3% of students who don’t know their family’s income were excluded from this chart.

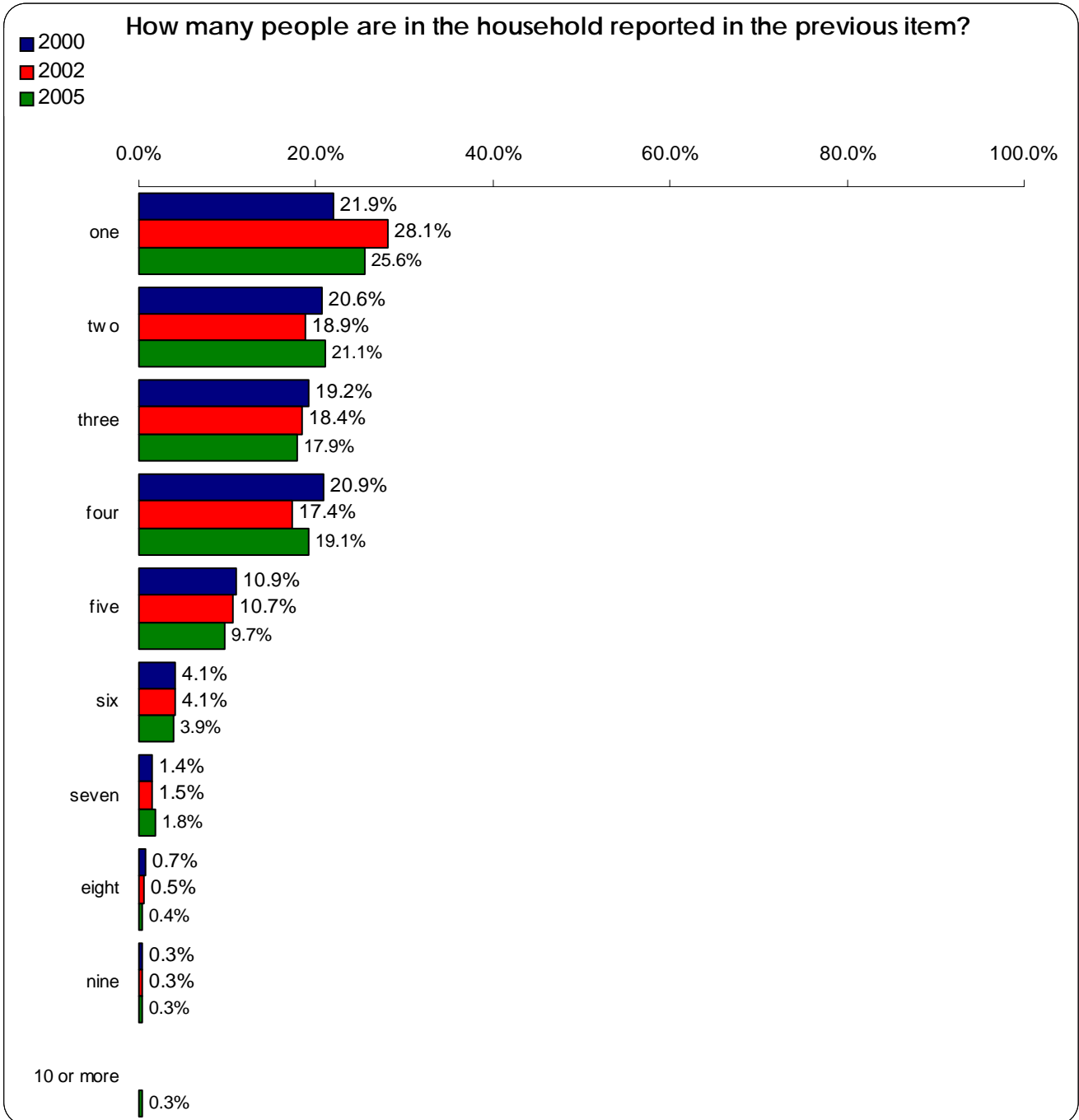


The percentage of students receiving public assistance continues to decrease.



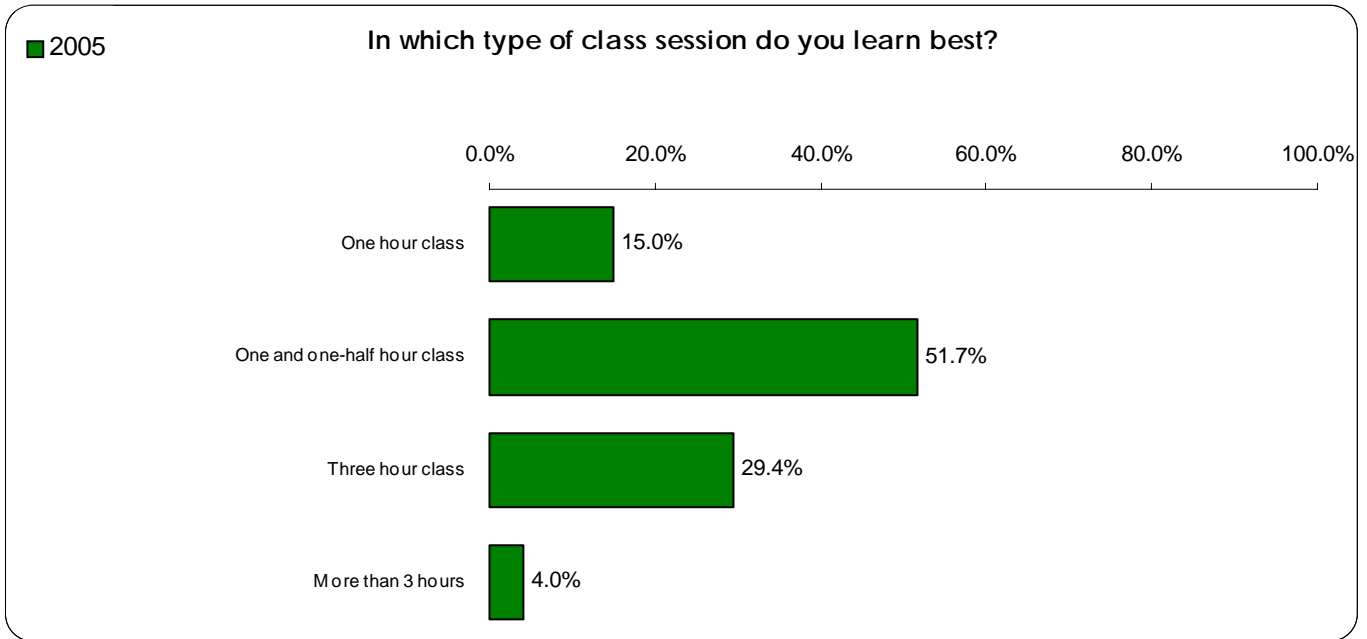
Financial Resources

More than 25% of students live alone.

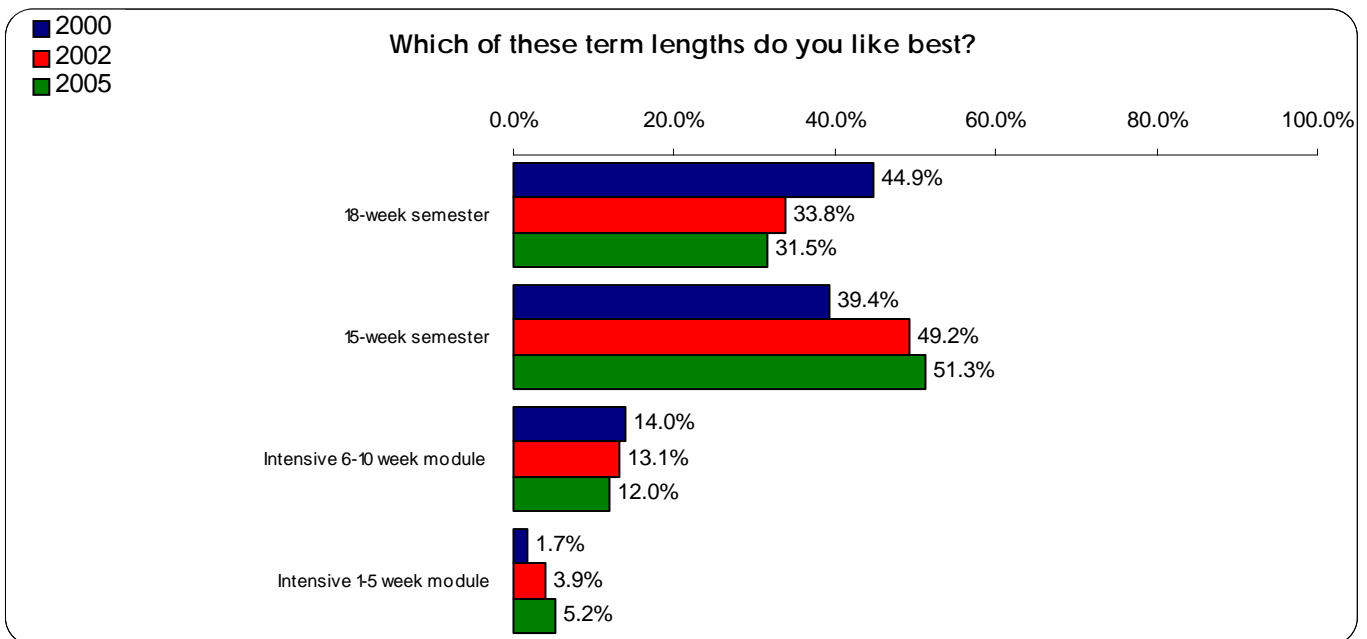


College Attendance

More than half of students prefer the one and one-half hour class length.

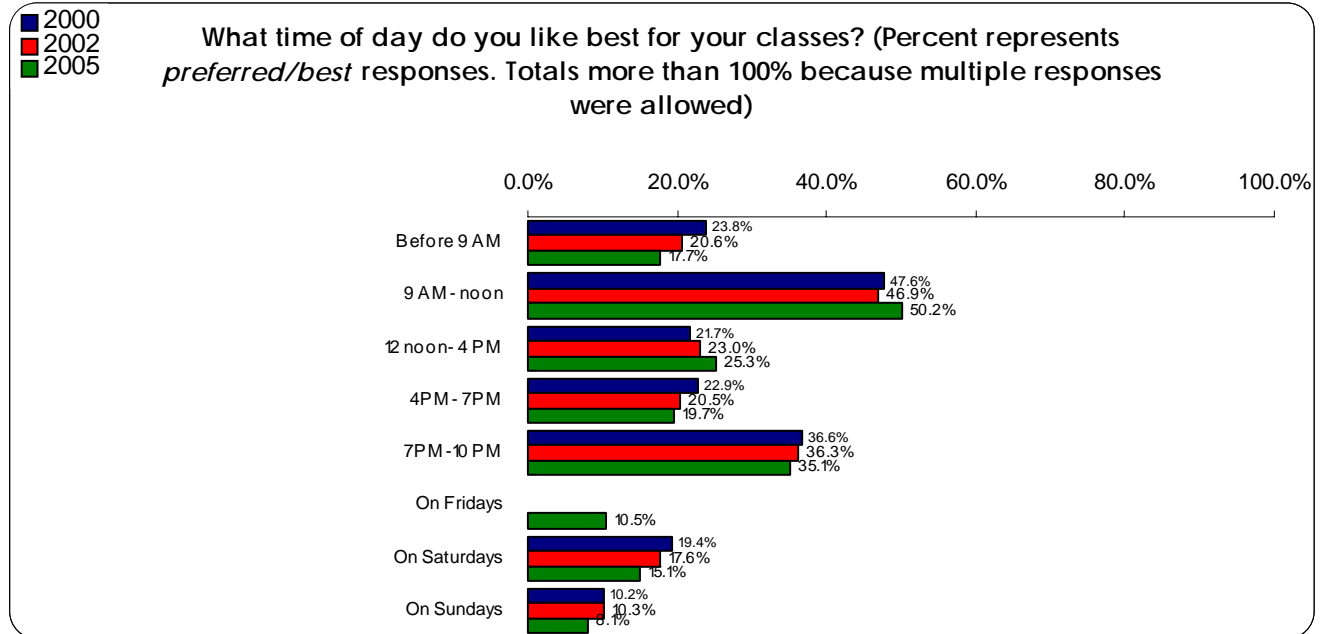


More than half of students prefer the 15-week semester.

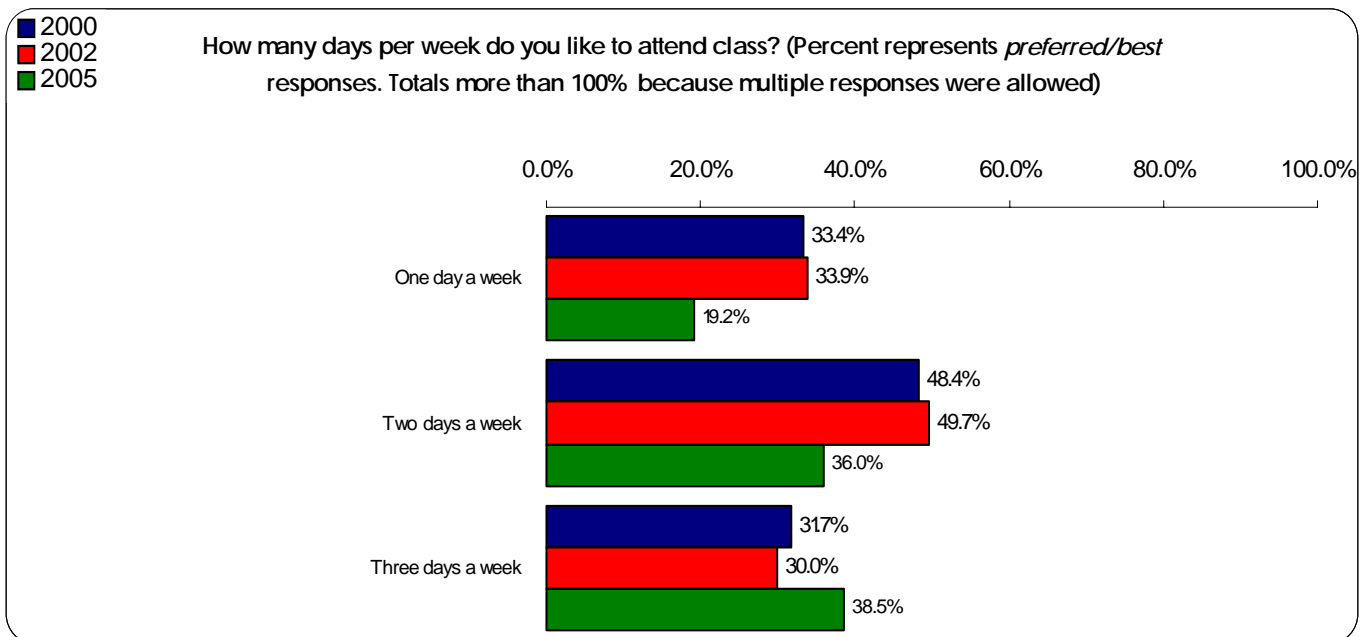


College Attendance

Nine to noon and 7pm to 10pm remain the preferred class times.

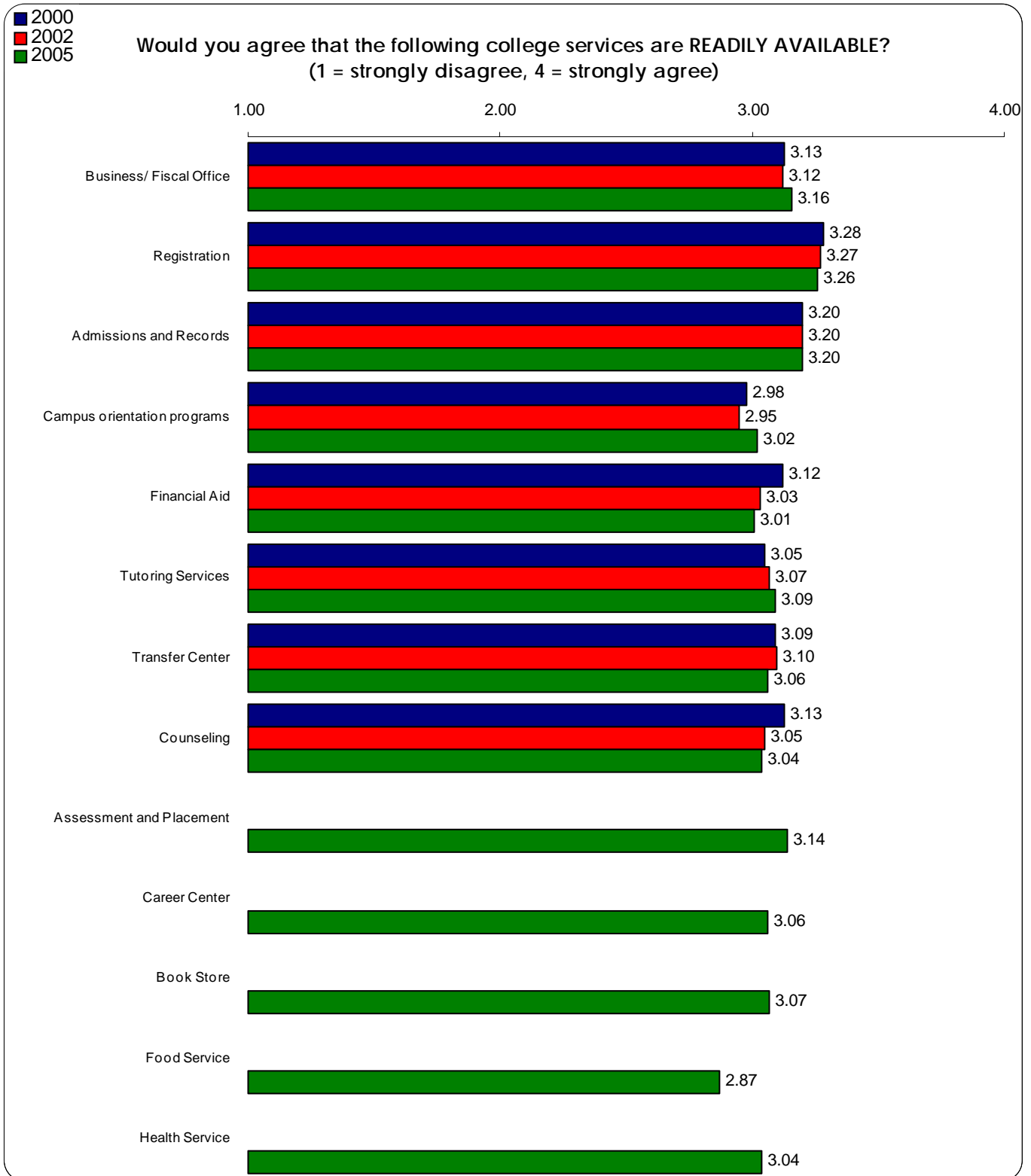


There has been a significant shift towards preferences for classes to be held three days per week.



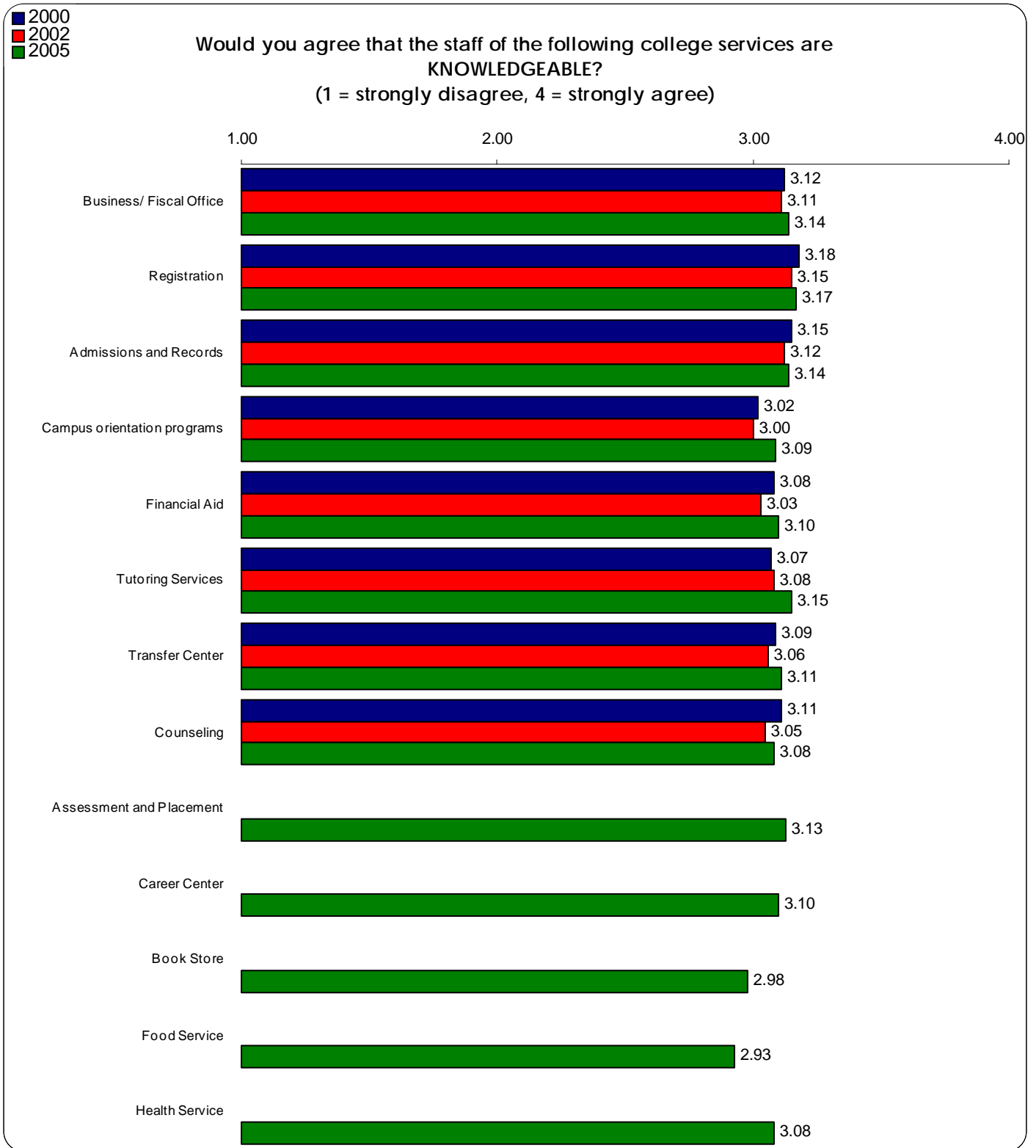
College Services

“Food Service” is rated as the least readily available service. “Registration” remains the most readily available service.



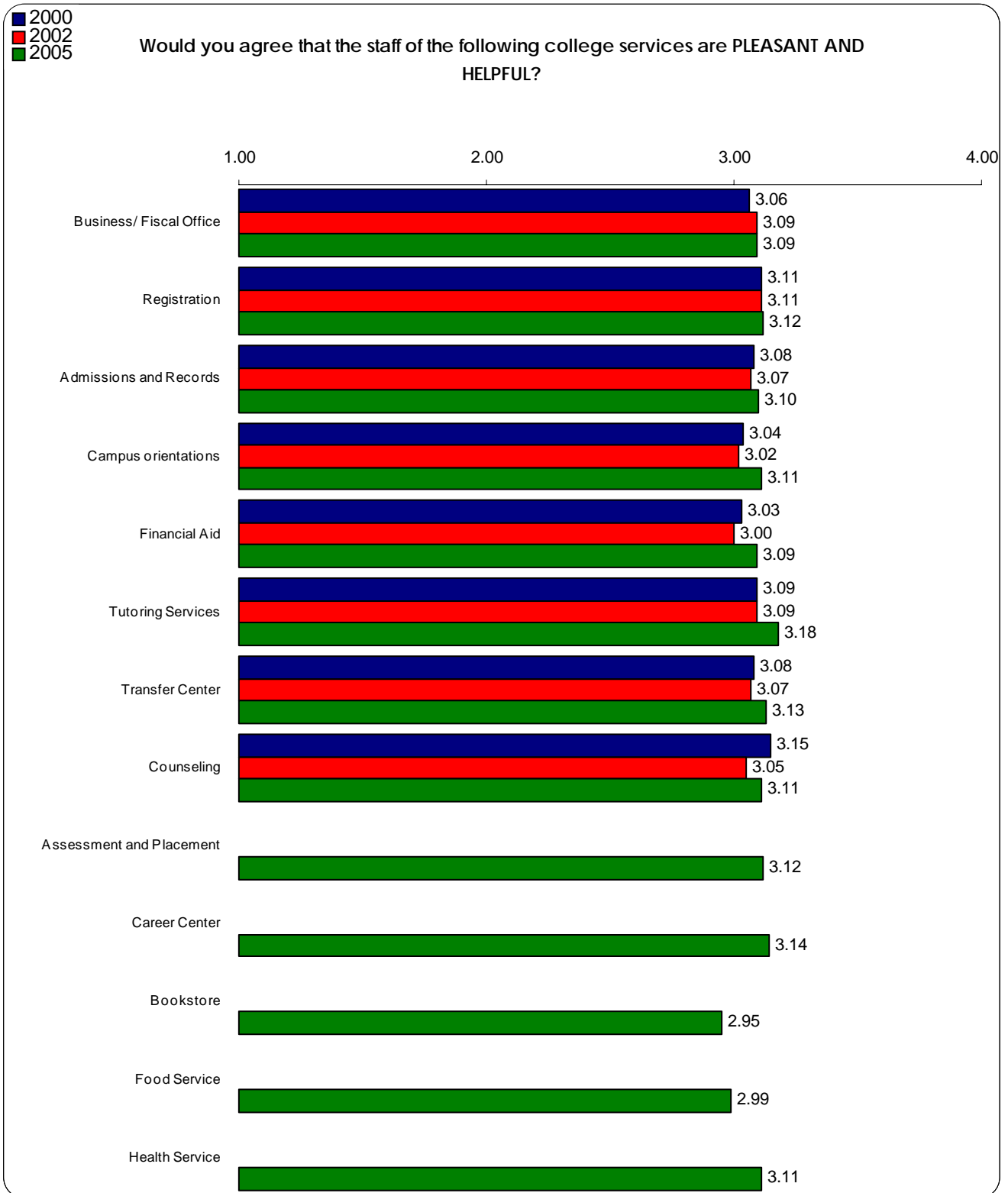
College Services

“Book store” and “Food Service” receive the lowest ratings with respect to staff “knowledge”. All services have improved with respect to this measurement.



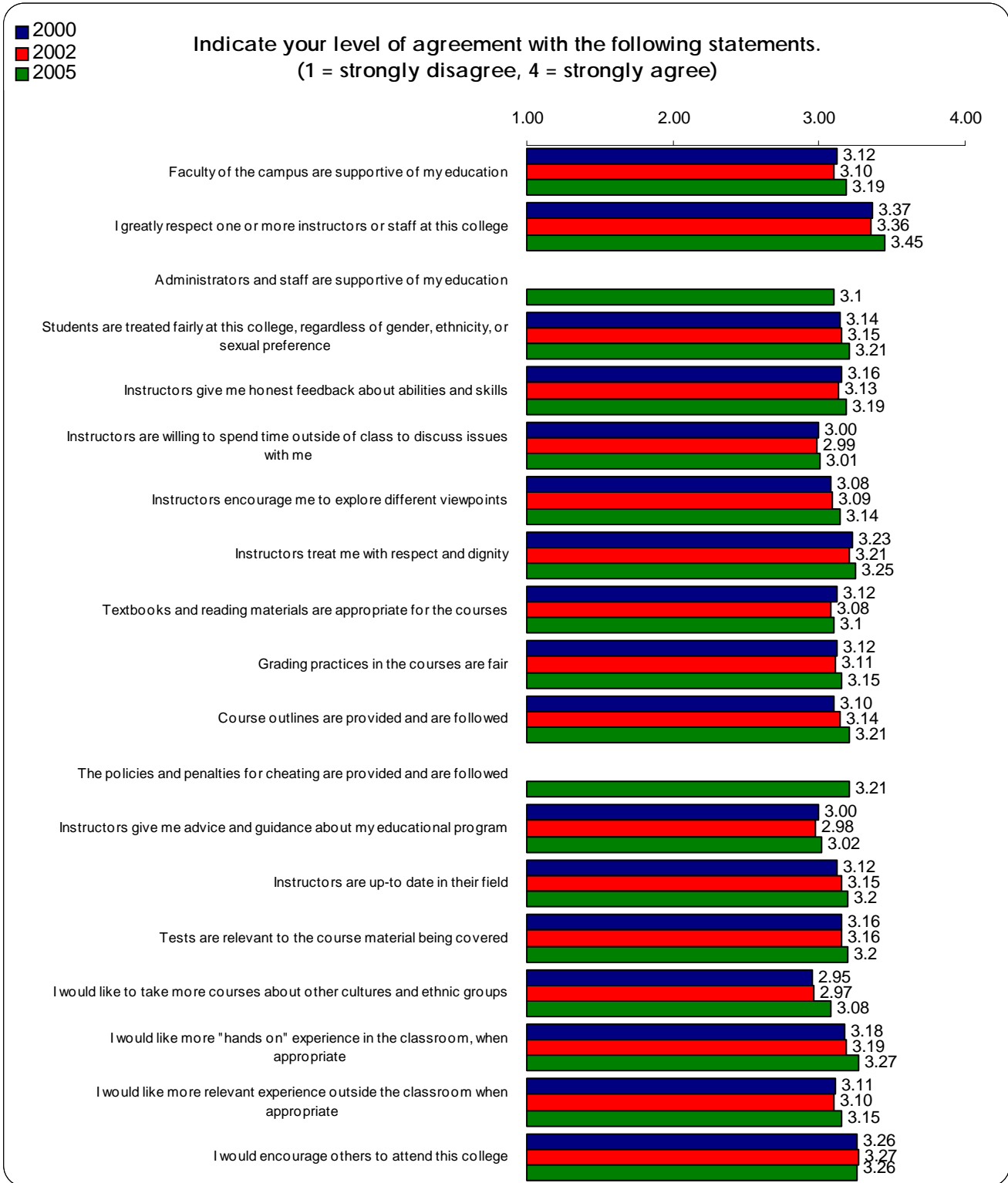
College Services

“Food Service” and the “Bookstore” are rated lowest with respect to the measurement of “pleasant and helpful”. All services have increased with respect to this measurement.



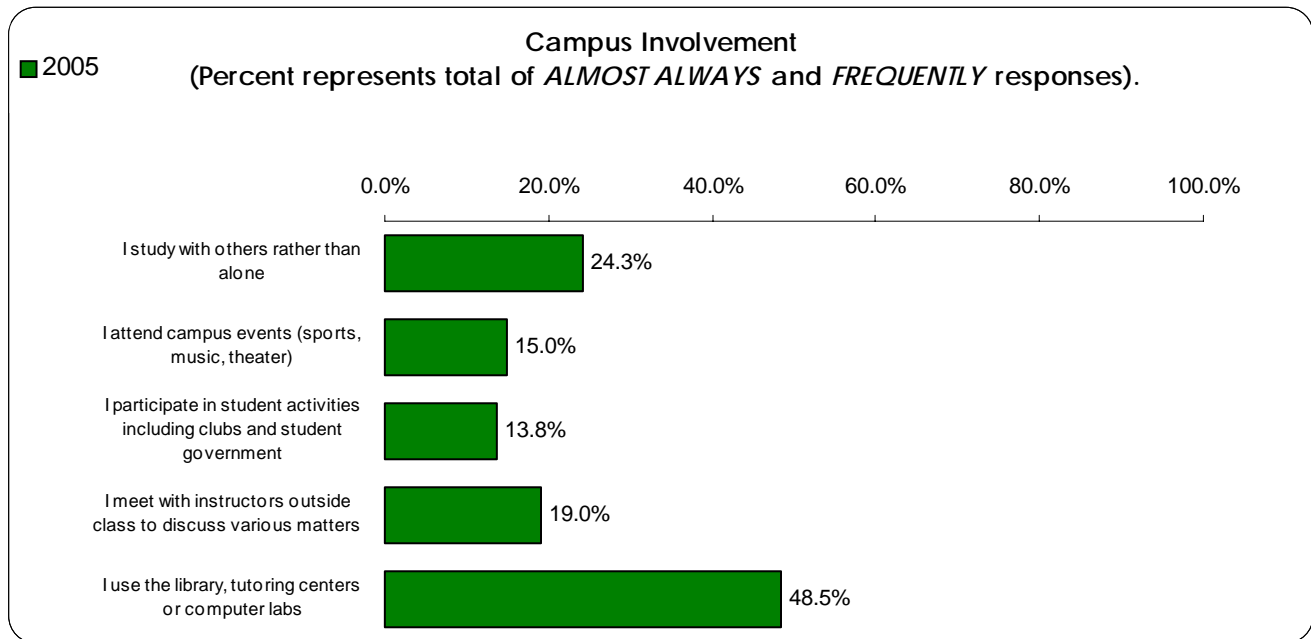
Educational Programs

Students express their strongest agreement with the statements “I greatly respect one or more instructors or staff,” “Instructors treat me with respect and dignity,” and “I would encourage others to attend this college.”

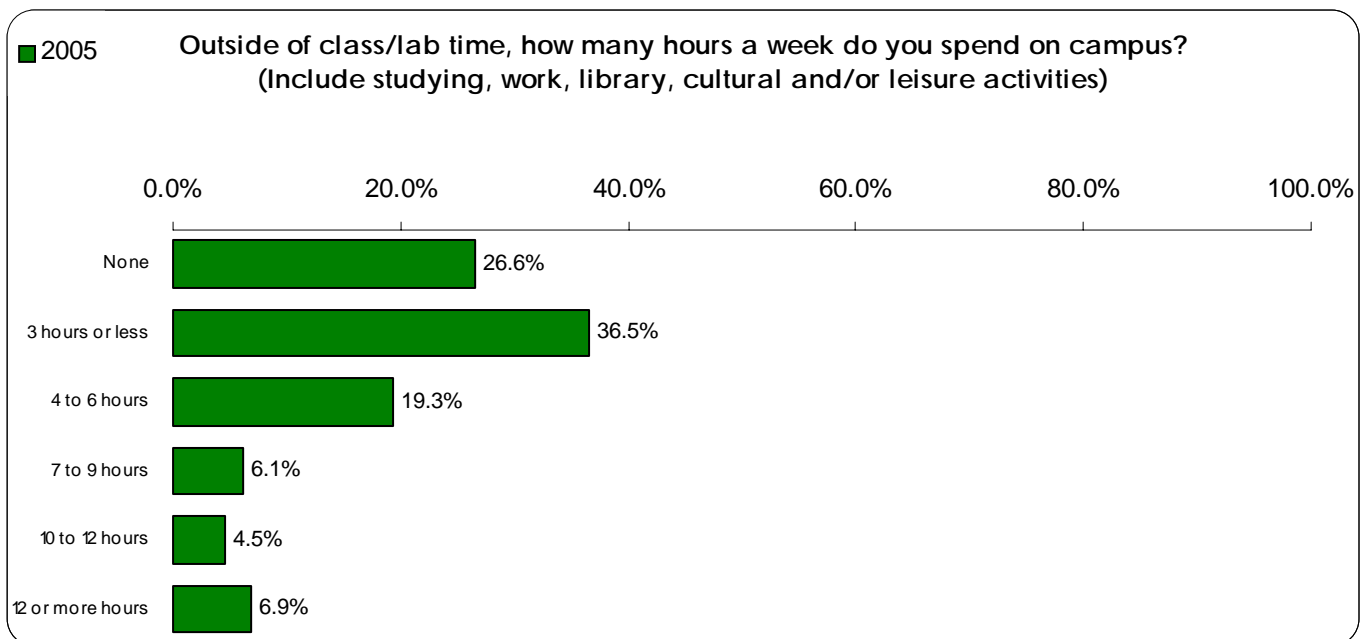


Campus Involvement

Almost half of students use the library, tutoring centers or computer labs.

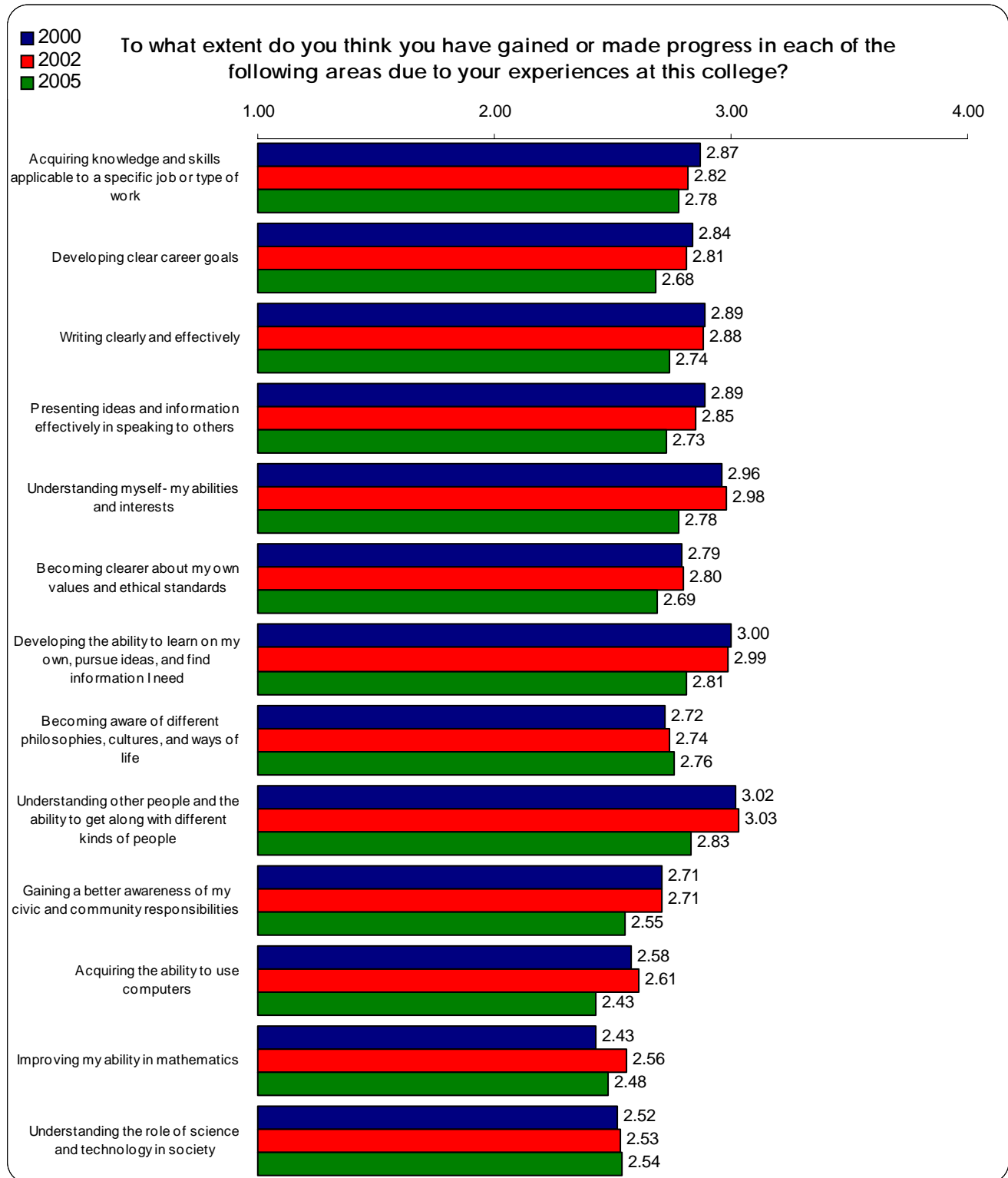


Most students (63%) spend three hours or less on campus outside of class/lab time.



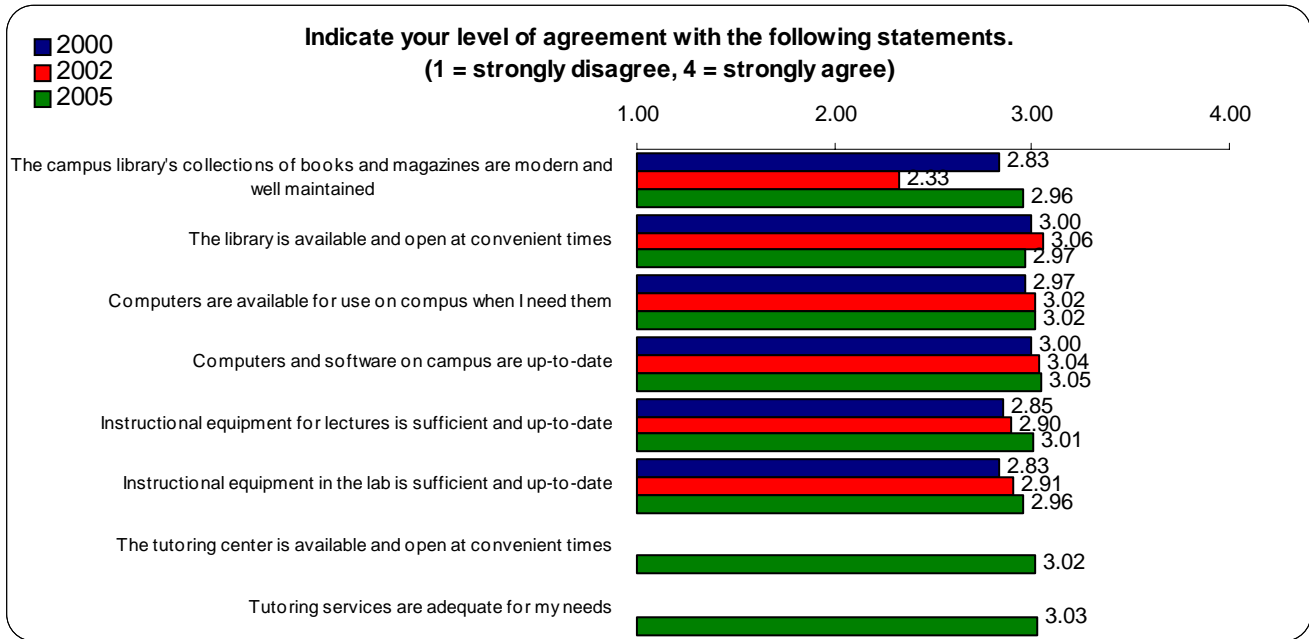
Gains in Skills and Knowledge

Relative to prior years, students were less likely to agree that they have “gained or made progress” in most of the areas listed below.



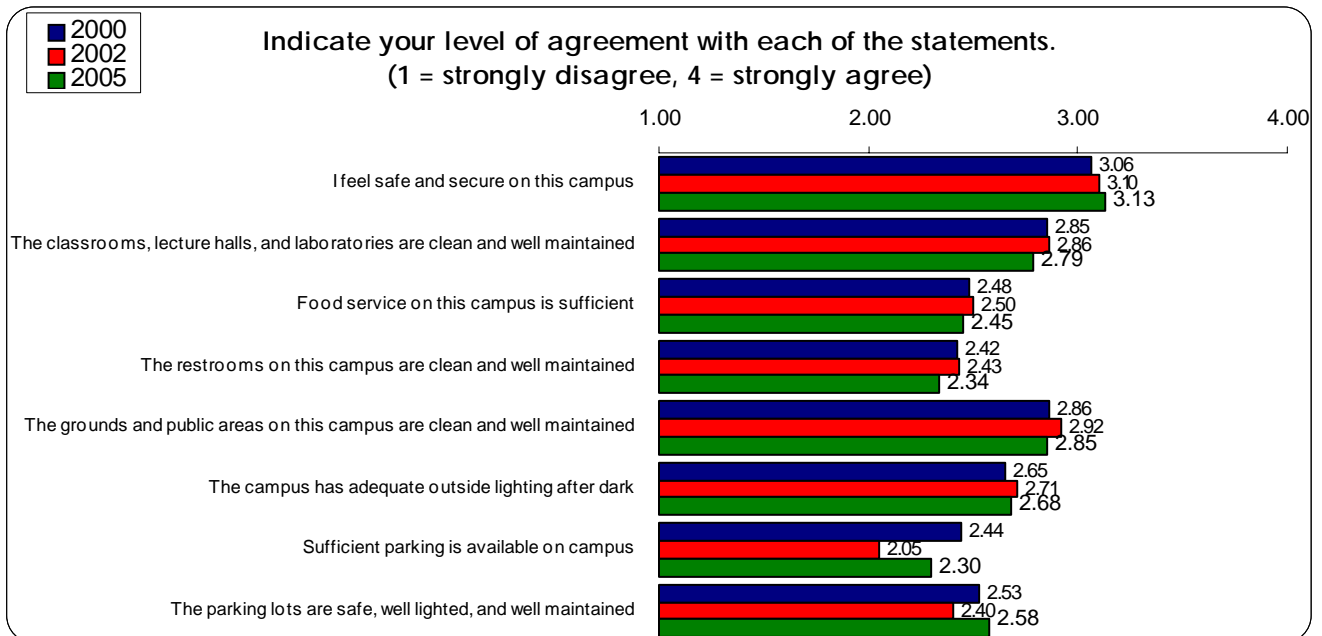
Instructional Support

Students have developed a more positive opinion of the campus library's collection since 2002.



Campus Facilities and Service

Parking, usually the lowest rated facilities, has improved. (note, this survey was administered after the lot 5 was opened to student in Spring 2004) "Parking" and "Restrooms" are the lowest rated facilities.



Summary of Comments: Things liked best _____

The statement “**Please describe the one thing you like best about the college**” elicited many responses from the students. The top five topics (*in order of number of responses*) were (1) academic excellence of faculty , (2) location, (3) availability of classes and scheduling, (4) diversity, (5) staff.

Academic Excellence and Faculty

“The tradition of having excellence for the students; and the feeling of pride of being part of such a prestigious institution. I love LACC. It’s part of my life.

“LACC is an international college. It is the best college.”

“The college offers me a great sanctuary and venue to delve into myself as a capable, independent student and to begin to master myself in the career of my choice. I love the options and independence.”

“The LACC’s professors. I’ve had that wonderful experience with a wide range of powerful teachers. For that I thank you.”

“Considering that it is a community college, it does have good programs, i.e. Cinema and Music. I have also been fortunate enough to find several very good teachers who are very cooperative, understanding and intelligent”

“I’ve had a fabulous experience with all my instructors. They are by the far the best. They are well versed in their fields. This is what makes LACC, the instructors.”

Location

“It’s easy to get to and the teachers are understanding (that) the students have to work and have families.”

“Its location. I must admit there was no other selling point for me. I do like it here though.”

“Is it convenient to home and work.”

“Very accessible, both the location itself and the college’s website. I felt welcome on campus from the start.”

“There are many easy ways of commuting to school.”

Summary of Comments: Things liked best _____

Availability of Classes and Scheduling

"The college has/offers more classes than other colleges."

"Flexible schedules"

"It's not crowded. Classes are more available."

"The ability to have a flexible schedule appropriate for your lifestyle."

"After work hours schedules available."

Diversity

"Diversity in its student body as well as its faculty."

"The most diversified college."

"The large diversity and to see different faces everyday and being able to learn about different cultures"

"I am amazed at the multiple ethnicities on campus and kindness everyone shares with each other. LACC is definitely welcoming."

"The diversity among the student body and the compassion that is projected by some instructors through their lectures by the understanding of their pupil's backgrounds, which creates a much more personal relationship between us and the teachers."

"It has a very diverse student population. No one ethnic groups or social group is a majority. Hence, everyone feels equal to everyone in terms of rights and privileges."

Staff

"The co-operation and support from staff and also the availability of counselors at almost all times is the best."

"I like the nice attitude at some of the offices. I also like the help they provide."

"School staff are approachable when needing help."

"Friendly, good people. It's actually quite a good campus."

Summary of Comments: Things want changed_____

The statement “**Please describe the one thing you would most like to see change**” elicited many responses from the students. The top four topics (*in order of number of responses*) were (1) parking, (2) facilities, (3) restrooms, (4) Book store, (5) Availability of classes and flexibility of scheduling, and (6) Staff/Faculty

Parking

“I hate the parking. I paid for a permit and I can’t find a place to park.”

“PARKING! How can I get to class and obtain an education when I can’t even park my car?! And I have PAID for a parking permit and STILL can’t park! I have missed classes ENTIRELY because I can’t park!”

“Keep second (Lot 5) parking lot open all semester.”

Facilities

“The classrooms, the halls, the laboratories are very badly maintained.”

“ Please change desks and chairs because they are too old and uncomfortable.”

“To have the facilities improved and the construction of new buildings started soon, so that resources are better utilized.”

“I’d like to see it painted different, lighter colors and cleaning.”

“The classrooms look very old and dated. They need to be modernized.”

“The buildings. They are too old and need renovation.”

“Get rid of the driving range and put back the football field.”

“I’d like to see a place to sit and eat.”

Restrooms

“Restrooms are extremely dirty.”

“The bathrooms are unkempt, dirty and smelly all the time.”

“The restrooms are filthy.”

“The restrooms need to be maintained and stocked more often.”

Summary of Comments: Things want changed _____

Bookstore

"Bookstore prices. Bookstore procedures in the first two weeks of a semester."

"The student Bookstore needs more cashiers."

"Too see the Bookstore have all the necessary books I need for my classes."

"The Bookstore and its exorbitant prices."

"The Bookstore service during the first two weeks of the semester is horrible."

Availability of Classes and Flexibility of Scheduling

"More classes that are required (for) transfer."

"More film classes. I can never get the one I need."

"Evening classes need to start at 7 pm. More classes should be offered Sat and Sun including summer sessions."

"I wish classes were offered from 5:30 to 8:30 pm or 6—9 pm in the evenings."

"More sections opened so we wouldn't have crowded rooms like the ones we have."

Staff / Faculty

"Sometimes people in the service offices are not respectful or kind. They don't greet you. When people enter to work at LACC, they should know how important this college has been in the history of education in CA and USA. As students we need to have a feeling of welcome and being helped by the workers."

"I hate the long bureaucratic lines at the offices. They are very unaware of my needs and constantly send me back and forth between offices"

"I wish that the staff would be more helpful to the students. It seems that they don't care if they are doing their job right."

"More counseling services."

"Have better instructors who care more about the students."

"I'd like to see more common sense and efficiency in all the administration offices."

"The teachers to be on time to their class!! They are always 10 –15 minutes late!!"