

Student Satisfaction Survey Results October 2018

Percentage Distribution of All Survey Items Based on a sample of 1,305 students

General Impression of Las Positas College	Percentage who were	Percentage of those responding					Responses to each question		Margin of Error
OVERALL SATISFACTION	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N	Pct. of 1,305	
Overall experience at Las Positas College	89%	28%	61%	9%	1%	<1%	1,301	100%	2%
Overall experience with instructors	84%	27%	58%	13%	2%	<1%	1,300	100%	3%
Overall experience with other students	73%	24%	49%	23%	3%	<1%	1,295	99%	3%
Overall experience with Admission and Records staff	68%	23%	45%	26%	5%	1%	1,221	94%	3%
Overall experience with Financial Aid staff	61%	25%	36%	33%	5%	2%	911	70%	4%
Overall experience with librarians	75%	32%	43%	23%	1%	<1%	1,094	84%	3%
Overall experience with counselors	70%	30%	40%	20%	7%	3%	1,173	90%	3%
Overall experience with college administrators (e.g. deans, VPs, etc.)	57%	21%	36%	40%	1%	1%	900	69%	4%
Overall experience with other college staff	75%	23%	52%	24%	1%	<1%	1,172	90%	3%
Overall appearance of the college	89%	39%	50%	10%	1%	<1%	1,295	99%	2%
Overall quality of instruction	81%	26%	55%	16%	2%	1%	1,294	99%	3%
College commitment to student success	75%	29%	46%	21%	3%	1%	1,273	98%	3%
Preparation for transfer to four-year college or university	64%	23%	41%	27%	8%	1%	1,153	88%	4%
Preparation for obtaining employment in my field of study	55%	21%	34%	36%	7%	2%	1,100	84%	4%
Progress you are making toward achieving your educational goal	74%	27%	48%	21%	5%	1%	1,278	98%	3%
Information provided during orientation session	62%	21%	41%	31%	5%	1%	1,164	89%	3%
Efficiency of course registration over the Internet (CLASS-WEB)	76%	29%	47%	15%	7%	1%	1,288	99%	3%
Assistance provided by Admissions & Records staff (A&R)	65%	22%	42%	30%	5%	1%	1,151	88%	3%
Convenience of getting a counseling appointment	56%	21%	34%	26%	13%	6%	1,188	91%	3%
Availability of courses offered	62%	19%	43%	23%	13%	2%	1,287	99%	3%
SATISFACTION WITH FACILITIES									
Maintenance/cleanliness of buildings and grounds	90%	41%	49%	7%	2%	1%	1,299	100%	2%
Classroom (lecture) facilities	90%	39%	50%	9%	1%	<1%	1,290	99%	2%
Computer laboratories	87%	38%	48%	12%	1%	<1%	1,178	90%	3%
Integrated Learning Center (ILC)	76%	34%	42%	22%	2%	<1%	1,046	80%	3%
Library facilities (e.g. building space, equipment,	88%	42%	46%	11%	1%	<1%	1,212	93%	2%
Tutoring facilities (e.g. building space, equipment,	79%	35%	43%	20%	1%	<1%	1,043	80%	3%
Parking lot	57%	22%	35%	21%	15%	8%	1,265	97%	4%
Physical Education facilities	70%	31%	39%	27%	2%	1%	920	70%	4%
Technology laboratories (auto, electronics, photography, welding)	71%	30%	41%	27%	1%	1%	838	64%	4%

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Student Services and Learning Support USE and SATISFACTION	Percent who USED service		Percentage of those responding who:					Responses to each question		
	All	"Satisfied" or "Very Satisfied"	Never Heard of Service	Heard of, but Never Used Service	USED Service			N	Pct. of 1,305	Margin of Error
				Very Satisfied	Satisfied	Not Satisfied				
Admission and Records	72%	95%	5%	23%	29%	66%	5%	1,273	98%	2%
Online Service Center (OSC, Bldg 1600, 2nd floor)	34%	96%	34%	32%	33%	63%	4%	1,274	98%	1%
Assessment/Placement Testing (Bldg. 1642)	71%	96%	10%	19%	32%	65%	4%	1,275	98%	1%
Bookstore (Bldg. 1300)	90%	90%	2%	9%	34%	56%	10%	1,269	97%	2%
Cafeteria (Bldg. 1600, 1st floor)	83%	93%	2%	14%	41%	52%	7%	1,264	97%	2%
CalWORKs (Bldg. 1600)	17%	97%	47%	36%	35%	62%	3%	1,277	98%	1%
Campus Safety/Security	48%	92%	6%	46%	36%	56%	8%	1,277	98%	2%
Child Development Center (Bldg. 2300)	17%	95%	22%	61%	46%	50%	5%	1,283	98%	1%
Computer Center (Rm 803)	43%	98%	14%	43%	44%	54%	2%	1,279	98%	1%
Counseling Services (Bldg. 1600, 1st floor)	68%	89%	4%	28%	36%	53%	11%	1,273	98%	2%
Disabled Students Programs/Services (DSPS)	17%	92%	22%	61%	49%	43%	8%	1,288	99%	2%
Extended Opportunity Programs/Service (EOPS)	16%	92%	35%	48%	51%	41%	8%	1,287	99%	2%
Financial Aid Office (Rm 1600, 2nd Floor)	43%	92%	6%	51%	41%	51%	8%	1,282	98%	2%
Health and Wellness Center (Bldg. 1700)	23%	96%	18%	59%	53%	43%	4%	1,289	99%	1%
Honors Transfer Program	12%	95%	38%	50%	40%	55%	5%	1,294	99%	2%
Intercollegiate Athletics	13%	93%	37%	50%	46%	47%	7%	1,286	99%	2%
ESL Lab (In the ILC, Bldg 600)	18%	94%	35%	47%	41%	52%	6%	1,288	99%	2%
Open Math Lab (In the ILC, Bldg 600)	52%	94%	16%	32%	43%	51%	6%	1,283	98%	2%
Library (Learning Resource Center, Bldg 2000)	81%	99%	3%	16%	55%	43%	1%	1,282	98%	1%
Student Online Orientation	69%	94%	11%	20%	32%	61%	6%	1,279	98%	2%
Program Planning Session	33%	88%	35%	32%	36%	52%	12%	1,284	98%	2%
Student Life (clubs/activities/student gov't)	33%	90%	14%	52%	38%	52%	10%	1,287	99%	2%
Queer Straight Alliance Club (QSA)	13%	87%	36%	51%	39%	48%	13%	1,290	99%	2%
Textbook Loaner Program	18%	91%	39%	43%	45%	46%	9%	1,293	99%	2%
Transfer Center (Bldg. 1600)	25%	90%	21%	54%	39%	51%	10%	1,282	98%	2%
Reading and Writing Center (RAW Center, Rm 2400)	29%	98%	20%	51%	46%	51%	2%	1,286	99%	1%
Tutorial Center (STaRR ,Rm 2401)	28%	96%	23%	49%	47%	48%	4%	1,290	99%	1%
Veterans First Program (Bldg. 1310)	13%	95%	24%	63%	61%	34%	5%	1,289	99%	2%
Wheels Bus Free Service (LPC Easy Pass)	23%	97%	18%	58%	68%	29%	3%	1,295	99%	1%

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Campus Climate, Student Services and Learning Support Programs	Percentage who were	Percentage of those responding					Responses to each question		Margin of Error
		'Strongly Agree' or 'Agree'	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N	
LEARNING SUPPORT									
I would prefer taking classes with the same students, with a set schedule for multiple semesters, and greater chance of reaching my goal on time, even if it means less flexibility in picking my classes	28%	8%	20%	25%	31%	17%	1,272	97%	3%
I would prefer to set my own schedule (based on course availability) and have different classmates even if it means my schedule may change every semester	80%	37%	43%	16%	3%	1%	1,274	98%	3%
I have access to the learning support services I need to succeed academically	77%	25%	52%	19%	4%	<1%	1,249	96%	3%
I make use of the learning support services on campus throughout the semester	50%	16%	34%	33%	15%	3%	1,208	93%	4%
I don't have access to learning support services that help me with my coursework	10%	3%	8%	27%	45%	18%	1,167	89%	2%
Personally, I find it worthwhile to make use of support services offered at LPC	57%	17%	40%	37%	5%	1%	1,197	92%	4%
I feel I can succeed without using learning support services outside of class	42%	11%	31%	36%	15%	6%	1,249	96%	4%
CAMPUS CLIMATE									
I feel welcome at Las Positas College	86%	37%	49%	13%	1%	<1%	1,249	96%	3%
Overall I feel safe at Las Positas College	87%	38%	49%	11%	2%	<1%	1,220	93%	2%
At LPC, I have generally been treated with respect by:									
Instructors	91%	45%	46%	6%	2%	<1%	1,283	98%	2%
Students	88%	40%	48%	11%	2%	<1%	1,287	99%	2%
Office Staff	87%	41%	46%	10%	2%	1%	1,248	96%	2%
Administrators	87%	42%	45%	10%	2%	1%	1,205	92%	2%
At LPC, there is a general respect for differences in:									
Race-Ethnicity	88%	44%	44%	9%	2%	<1%	1,268	97%	2%
Gender	89%	44%	45%	10%	1%	<1%	1,255	96%	2%
Physical Disability	89%	44%	45%	9%	1%	<1%	1,232	94%	2%
Age	89%	44%	45%	9%	1%	<1%	1,267	97%	2%
Sexual Orientation	88%	45%	43%	11%	1%	<1%	1,241	95%	2%
Religion	86%	44%	43%	11%	2%	1%	1,252	96%	2%
Native Language	86%	42%	43%	12%	2%	1%	1,248	96%	3%
COUNSELING SERVICES									
Counselors have been available when I needed to see them	59%	23%	36%	22%	13%	6%	1,136	87%	4%
Counselors helped me clarify my educational goal	63%	26%	37%	22%	10%	5%	1,116	86%	4%
Counselors helped me clarify my career goal	53%	22%	31%	29%	12%	6%	1,079	83%	4%
Counselors gave me encouragement and support	61%	26%	35%	27%	8%	4%	1,107	85%	4%

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LIBRARY & TUTORING SERVICES	'Strongly Agree' or 'Agree'	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Pct. of		Margin of Error	
		Agree	Agree	Disagree	Disagree		N	1,305		
The resources of the library are adequate for required course assignments	76%	27%	48%	21%	2%	1%	1,152	88%	3%	
The hours of service in the library are adequate to meet student needs	79%	31%	48%	17%	3%	1%	1,163	89%	3%	
The Library is open when I need it to be	80%	33%	48%	15%	3%	1%	1,181	90%	3%	
The availability of computers in the library is adequate to meet student needs	80%	32%	48%	16%	4%	<1%	1,143	88%	3%	
Assistance provided by Library Staff is adequate to meet student needs	78%	29%	49%	20%	2%	1%	1,129	87%	3%	
The Library feels welcoming to me	84%	35%	49%	14%	2%	<1%	1,188	91%	3%	
Sufficient tutoring resources are available for students in a variety of subjects	69%	23%	46%	27%	3%	1%	1,055	81%	4%	
The Tutorial Center is open when I need it to be	66%	23%	43%	31%	3%	1%	925	71%	4%	
The Tutorial Center feels welcoming to me	67%	26%	41%	30%	2%	1%	907	70%	4%	
The Reading and Writing Center is open when I need it to be	60%	21%	39%	36%	3%	1%	824	63%	4%	
The Reading and Writing Center feels welcoming to me	63%	23%	40%	35%	2%	1%	823	63%	4%	
INSTRUCTION										
Instructors encourage students to examine different points of view	74%	27%	47%	22%	3%	1%	1,235	95%	3%	
Course syllabi are provided and followed by instructors	84%	36%	48%	13%	2%	1%	1,258	96%	3%	
CAREER GUIDANCE										
I have access to useful information about career options	61%	22%	39%	27%	9%	3%	1,203	92%	4%	
LPC has provided sufficient support to help me explore career options	56%	21%	35%	28%	12%	3%	1,185	91%	4%	
I know what careers and jobs my major prepares me for	64%	25%	39%	22%	11%	4%	1,204	92%	4%	
COURSE AVAILABILITY										
	'Always', 'Nearly always', or 'Usually'	Always	Nearly Always	Usually	Seldom	Never	Pct. of		Margin of Error	
							N	1,305		
How often are you able to get the courses you need on the days or hours that are good for you?	87%	13%	26%	48%	13%	1%	1,272	97%	4%	
It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:	'Very Clear' or 'Clear'	Very clear	Clear	Somewhat Clear	Not at All Clear					
Each of my courses	82%	34%	48%	16%	2%		1,285	98%	3%	
My major/program	65%	27%	39%	28%	7%		1,225	94%	4%	
My degree/certificate	62%	26%	36%	31%	8%		1,206	92%	4%	
My transfer education*	57%	24%	33%	33%	10%		943	72%	4%	

*Includes only students who indicated that their educational goal was to transfer (with or without earning an Associates).

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Student Learning Outcomes	Percentage who made	Percentage of those responding					Responses to each question		Margin of Error
As a result of being at Las Positas College, how much progress have you made in the following areas?	"Good" or "Excellent" of progress	None	Poor	Adequate	Good	Excellent	N	Pct. of 1,305	
COMMUNICATION									
Reading skills	60%	8%	3%	29%	45%	15%	1,277	98%	4%
Writing skills	65%	6%	4%	26%	46%	19%	1,275	98%	3%
Oral communication and speaking skills	59%	7%	5%	29%	40%	19%	1,273	98%	4%
Ability to read, interpret, and generate charts/graphs	60%	7%	4%	29%	43%	17%	1,275	98%	4%
CRITICAL THINKING									
Identifying and defining a problem	66%	5%	3%	27%	47%	19%	1,274	98%	3%
Gathering information from multiple sources	68%	4%	3%	25%	45%	22%	1,274	98%	3%
Mathematical skills and abilities	54%	9%	9%	28%	36%	18%	1,272	97%	4%
Applying knowledge to new situations to solve problems	66%	4%	4%	26%	48%	18%	1,275	98%	3%
Gathering information to help make decisions	68%	5%	3%	24%	48%	20%	1,271	97%	3%
CREATIVITY/AESTHETICS									
Appreciation for the Arts and the role art plays in society	46%	20%	7%	27%	31%	15%	1,268	97%	4%
Analyzing or producing creative and artistic expression	45%	20%	8%	28%	31%	14%	1,274	98%	4%
Identifying the ways that the Arts contribute to various academic areas of	44%	20%	8%	28%	31%	13%	1,273	98%	4%
RESPECT and RESPONSIBILITY									
Responding appropriately to challenging situations	62%	7%	4%	27%	43%	19%	1,274	98%	4%
Applying ethical standards to decision making	65%	7%	3%	26%	42%	22%	1,277	98%	3%
Identifying conflict and working toward mutual agreement	63%	8%	3%	26%	42%	21%	1,275	98%	3%
Recognizing the impact of human activity on local and global environments	61%	8%	4%	26%	39%	22%	1,275	98%	4%
Recognizing the commonality and differences between human experiences across cultures and communities	62%	8%	4%	26%	40%	23%	1,276	98%	4%
Developing clear career goals	54%	8%	9%	28%	34%	20%	1,262	97%	4%
TECHNOLOGY									
Overall technological literacy	56%	10%	6%	28%	38%	18%	1,270	97%	4%
Ability to use computers effectively	60%	10%	4%	26%	39%	21%	1,272	97%	4%
Using technology to solve problems	59%	10%	5%	26%	38%	21%	1,274	98%	4%
Demonstrating ethical, legal, and safe use of technology	60%	11%	5%	24%	39%	21%	1,275	98%	4%

Responses to Health-Related Questions

Please respond if you have experienced the following:	Yes, within 12 months	Percentage of those responding					Responses to each question		Margin of Error
		YES, in the last...			NO,		N	Pct. of 1,305	
		14 days	30 days	12 months	not in the last 12 months	never			
Felt things were hopeless	51%	20%	10%	21%	18%	31%	1,192	91%	4%
Felt overwhelmed by all you had to do	75%	41%	15%	19%	8%	17%	1,197	92%	3%
Felt very sad	59%	24%	14%	21%	18%	23%	1,195	92%	4%
Felt overwhelming anxiety	64%	30%	14%	20%	11%	25%	1,188	91%	4%
Seriously considered suicide	14%	3%	3%	7%	17%	69%	1,193	91%	3%
Felt so depressed that it was difficult to function	33%	11%	8%	15%	16%	50%	1,195	92%	4%
Attempted suicide	4%	1%	1%	3%	10%	86%	1,200	92%	2%

On average, how many days a week do you engage in moderate to strenuous exercise?	Percentage of those responding	
	N	Pct
0 days	203	17%
1-2 days	384	31%
3-4 days	406	33%
4-7 days	229	19%
Total	1,222	100%

How many servings of fruits and vegetables do you get in a day? (1 serving = 1 med. Sized whole fruit or 1/2 cup of chopped)	Percentage of those responding	
	N	Pct
none	92	7%
1-2 servings	691	56%
3-4 servings	344	28%
5 or more	104	8%
Total	1,231	100%