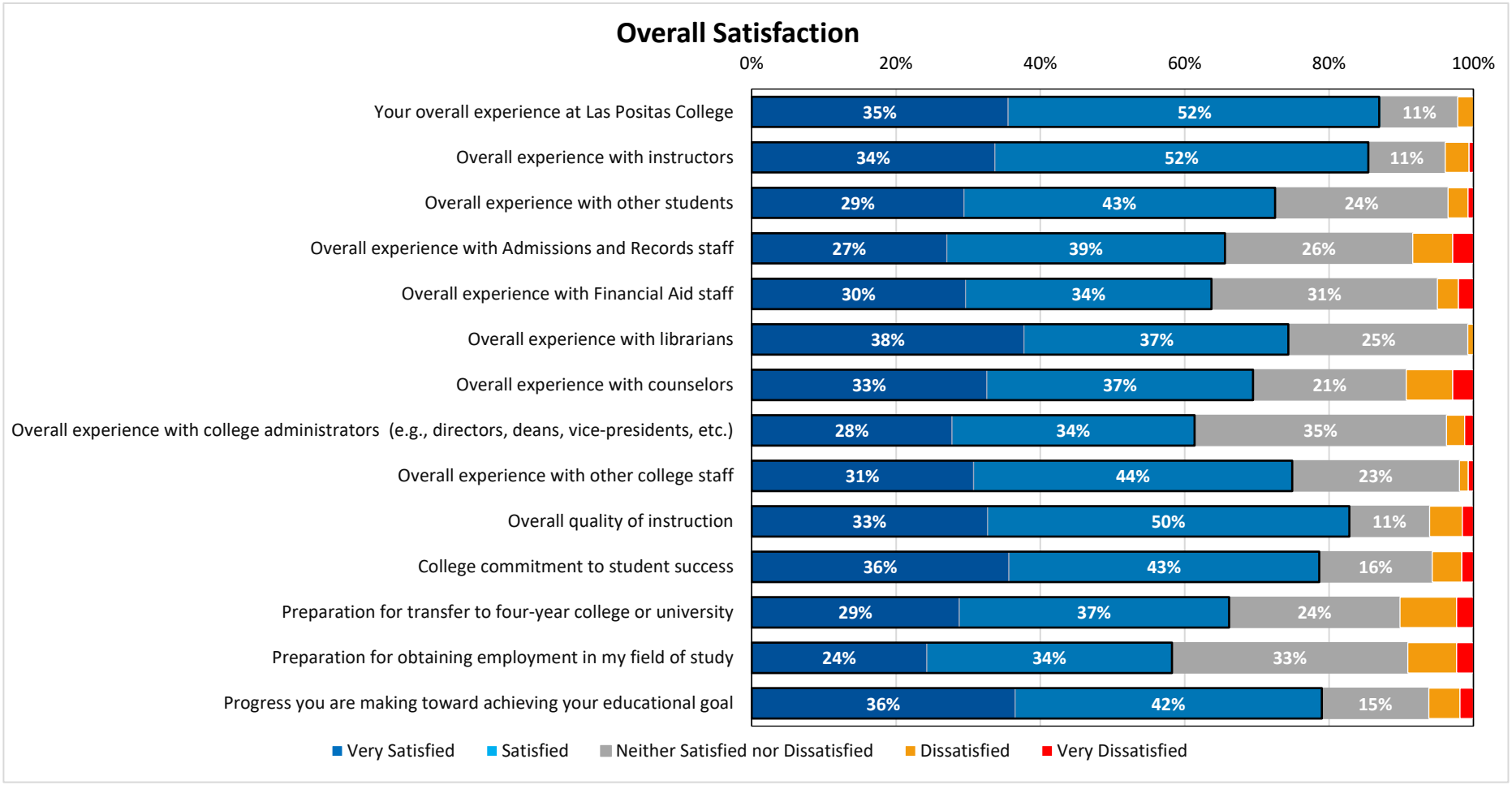
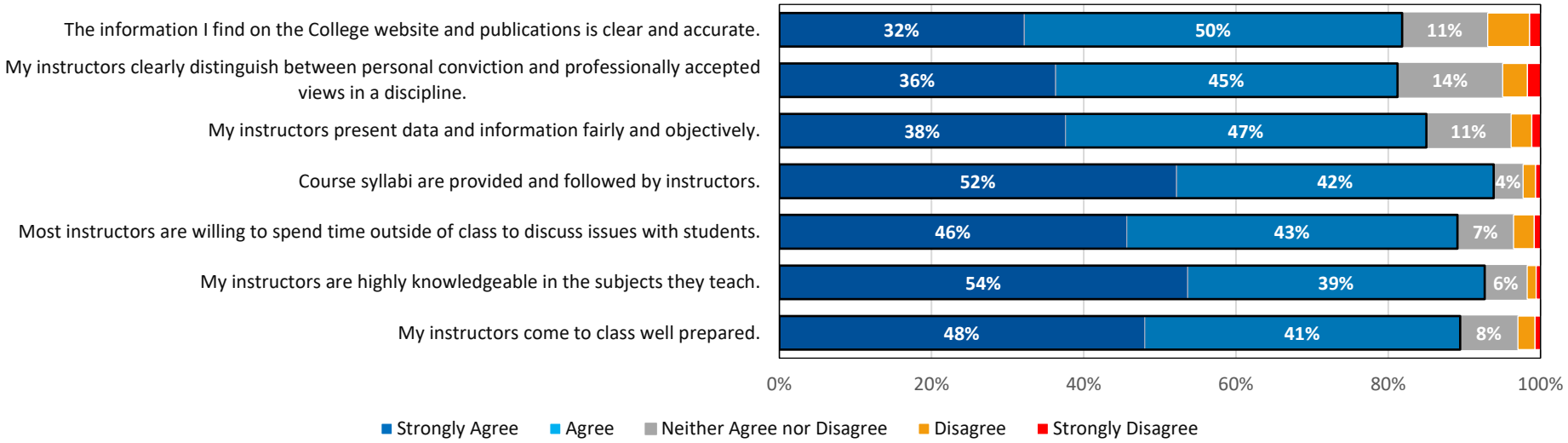
Las Positas College
Student Satisfaction Survey Results
March 2021
Percentage Distribution of All Survey Items
Based on a sample of 1,697 students

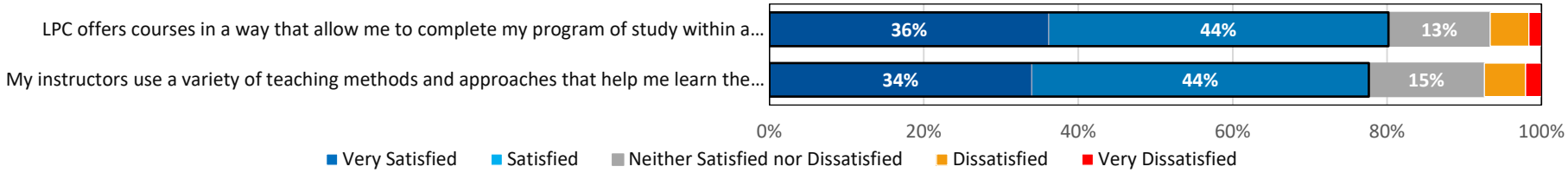
General Impression of Las Positas College OVERALL SATISFACTION	SUMMARY		Percentage of those responding who were:					Response Details	
	"Very Satisfied" or "Satisfied"		Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N	Pct. of 1,697
	Percent	*MOE*							
Your overall experience at Las Positas College	**87%**	±2%	35%	52%	11%	2%	<1%	1,694	100%
Overall experience with instructors	**85%**	±2%	34%	52%	11%	3%	1%	1,689	100%
Overall experience with other students	**73%**	±3%	29%	43%	24%	3%	1%	1,645	97%
Overall experience with Admissions and Records staff	**66%**	±3%	27%	39%	26%	6%	3%	1,572	93%
Overall experience with Financial Aid staff	**64%**	±3%	30%	34%	31%	3%	2%	1,262	74%
Overall experience with librarians	**74%**	±3%	38%	37%	25%	1%	<1%	1,278	75%
Overall experience with counselors	**69%**	±3%	33%	37%	21%	6%	3%	1,471	87%
Overall experience with college administrators (e.g., directors, deans, vice-presidents, etc.)	**61%**	±4%	28%	34%	35%	3%	1%	1,232	73%
Overall experience with other college staff	**75%**	±3%	31%	44%	23%	1%	1%	1,438	85%
Overall quality of instruction	**83%**	±2%	33%	50%	11%	5%	2%	1,692	100%
College commitment to student success	**79%**	±3%	36%	43%	16%	4%	2%	1,681	99%
Preparation for transfer to four-year college or university	**66%**	±3%	29%	37%	24%	8%	2%	1,492	88%
Preparation for obtaining employment in my field of study	**58%**	±3%	24%	34%	33%	7%	2%	1,463	86%
Progress you are making toward achieving your educational goal	**79%**	±3%	36%	42%	15%	4%	2%	1,666	98%
Learning Programs	**"Strongly Agree" or "Agree"**		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N	Pct. of 1,697
The information I find on the College website and publications is clear and accurate.	**82%**	±2%	32%	50%	11%	6%	1%	1,600	94%
My instructors clearly distinguish between personal conviction and professionally accepted views in a discipline.	**81%**	±3%	36%	45%	14%	3%	2%	1,576	93%
My instructors present data and information fairly and objectively.	**85%**	±2%	38%	47%	11%	3%	1%	1,601	94%
Course syllabi are provided and followed by instructors.	**94%**	±2%	52%	42%	4%	2%	1%	1,611	95%
Most instructors are willing to spend time outside of class to discuss issues with students.	**89%**	±2%	46%	43%	7%	3%	1%	1,579	93%
My instructors are highly knowledgeable in the subjects they teach.	**93%**	±2%	54%	39%	6%	1%	1%	1,612	95%
My instructors come to class well prepared.	**89%**	±2%	48%	41%	8%	2%	1%	1,592	94%

	"Very Satisfied" or "Satisfied"		Very Satisfied	Satisfied	Neither Satisfied nor	Dissatisfied	Very Dissatisfied	N	Pct. of 1,697
LPC offers courses in a way that allow me to complete my program of	**80%**	±3%	36%	44%	13%	5%	2%	1,578	93%
My instructors use a variety of teaching methods and approaches that help me learn the course material.	**78%**	±3%	34%	44%	15%	5%	2%	1,595	93%

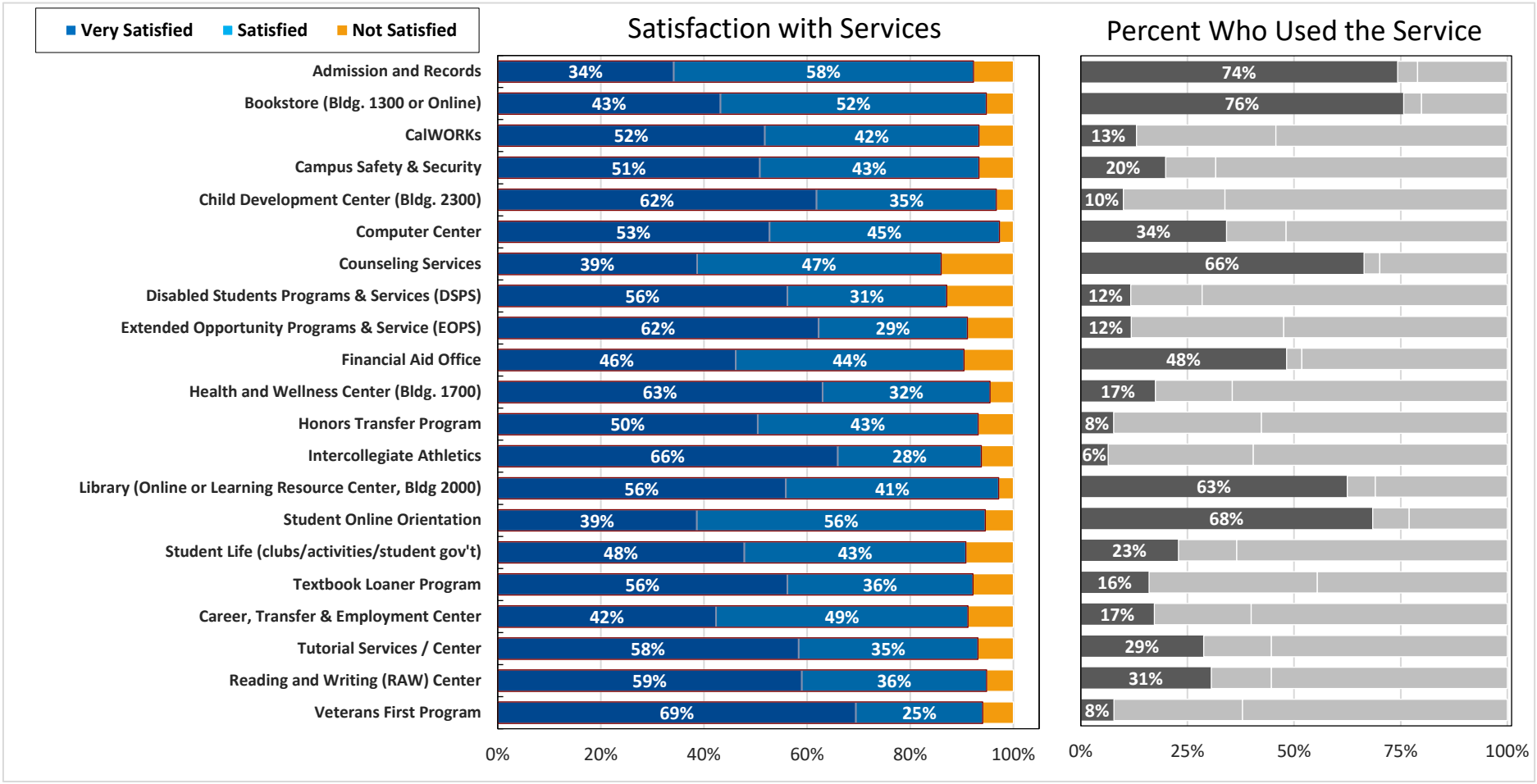


Learning Programs

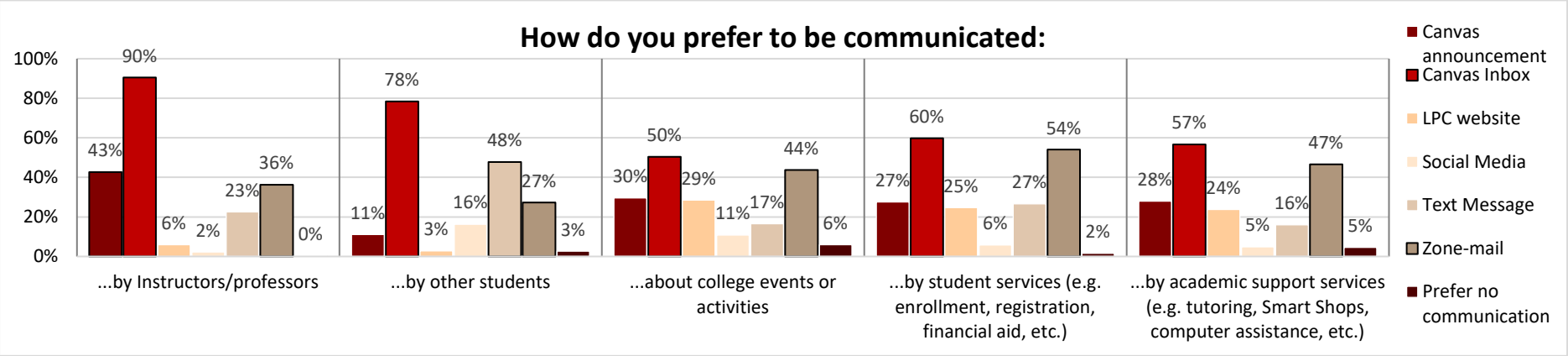




Student Services and Learning Support Usage and Satisfaction with Services	SUMMARY			Percentage of those responding who:					Response Details	
	Used Service	"Satisfied" or "Very Satisfied"		Never Heard of Service	Heard of, but Never Used Service	USED Service and:				
		Percent	*MOE*			Not Satisfied	Satisfied	Very Satisfied	N	Pct. of 1,697
Admission and Records	**74%**	**92%**	*±2%*	5%	21%	8%	58%	34%	1,518	89%
Bookstore (Bldg. 1300 or Online)	**76%**	**95%**	*±2%*	4%	20%	5%	52%	43%	1,513	89%
CalWORKs	**13%**	**93%**	*±5%*	33%	54%	7%	42%	52%	1,490	88%
Campus Safety & Security	**20%**	**93%**	*±4%*	12%	68%	7%	43%	51%	1,512	89%
Child Development Center (Bldg. 2300)	**10%**	**97%**	*±4%*	24%	66%	3%	35%	62%	1,519	90%
Computer Center	**34%**	**97%**	*±2%*	14%	52%	3%	45%	53%	1,515	89%
Counseling Services	**66%**	**86%**	*±3%*	4%	30%	14%	47%	39%	1,507	89%
Disabled Students Programs & Services (DSPS)	**12%**	**87%**	*±7%*	17%	72%	13%	31%	56%	1,519	90%
Extended Opportunity Programs & Service (EOPS)	**12%**	**91%**	*±5%*	36%	52%	9%	29%	62%	1,521	90%
Financial Aid Office	**48%**	**90%**	*±3%*	4%	48%	10%	44%	46%	1,517	89%
Health and Wellness Center (Bldg. 1700)	**17%**	**95%**	*±3%*	18%	64%	5%	32%	63%	1,515	89%
Honors Transfer Program	**8%**	**93%**	*±6%*	35%	58%	7%	43%	50%	1,516	89%
Intercollegiate Athletics	**6%**	**94%**	*±6%*	34%	60%	6%	28%	66%	1,509	89%
Library (Online or Learning Resource Center, Bldg 2000)	**63%**	**97%**	*±1%*	7%	31%	3%	41%	56%	1,520	90%
Student Online Orientation	**68%**	**95%**	*±2%*	9%	23%	5%	56%	39%	1,509	89%
Student Life (clubs/activities/student gov't)	**23%**	**91%**	*±4%*	14%	63%	9%	43%	48%	1,514	89%
Textbook Loaner Program	**16%**	**92%**	*±4%*	39%	45%	8%	36%	56%	1,511	89%
Career, Transfer & Employment Center	**17%**	**91%**	*±5%*	23%	60%	9%	49%	42%	1,518	89%
Tutorial Services / Center	**29%**	**93%**	*±3%*	16%	55%	7%	35%	58%	1,518	89%
Reading and Writing (RAW) Center	**31%**	**95%**	*±3%*	14%	55%	5%	36%	59%	1,514	89%
Veterans First Program	**8%**	**94%**	*±6%*	30%	62%	6%	25%	69%	1,522	90%


Very Satisfied
Satisfied
Not Satisfied
Satisfaction with Services
Percent Who Used the Service
Admission and Records 34% 58% 74%
Bookstore (Bldg. 1300 or Online) 43% 52% 76%
CalWORKs 52% 42% 13%
Campus Safety & Security 51% 43% 20%
Child Development Center (Bldg. 2300) 62% 35% 10%
Computer Center 53% 45% 34%
Counseling Services 39% 47% 66%
Disabled Students Programs & Services (DSPS) 56% 31% 12%
Extended Opportunity Programs & Service (EOPS) 62% 29% 12%
Financial Aid Office 46% 44% 48%
Health and Wellness Center (Bldg. 1700) 63% 32% 17%
Honors Transfer Program 50% 43% 8%
Intercollegiate Athletics 66% 28% 6%
Library (Online or Learning Resource Center, Bldg 2000) 56% 41% 63%
Student Online Orientation 39% 56% 68%
Student Life (clubs/activities/student gov't) 48% 43% 23%
Textbook Loaner Program 56% 36% 16%
Career, Transfer & Employment Center 42% 49% 17%
Tutorial Services / Center 58% 35% 29%
Reading and Writing (RAW) Center 59% 36% 31%
Veterans First Program 69% 25% 8%
0% 20% 40% 60% 80% 100%
0% 25% 50% 75% 100%

How do you prefer to be communicated:	Canvas announcement	Canvas Inbox	LPC website	Social Media	Text Message	Zonemail	Prefer no communication	Total
...by Instructors/professors	43%	90%	6%	2%	23%	36%	<1%	1,517
...by other students	11%	78%	3%	16%	48%	27%	3%	1,514
...about college events or activities	30%	50%	29%	11%	17%	44%	6%	1,473
...by student services (e.g. enrollment, registration, financial aid, etc.)	27%	60%	25%	6%	27%	54%	2%	1,513
...by academic support services (e.g. tutoring, Smart Shops, computer assistance, etc.)	28%	57%	24%	5%	16%	47%	5%	1,509



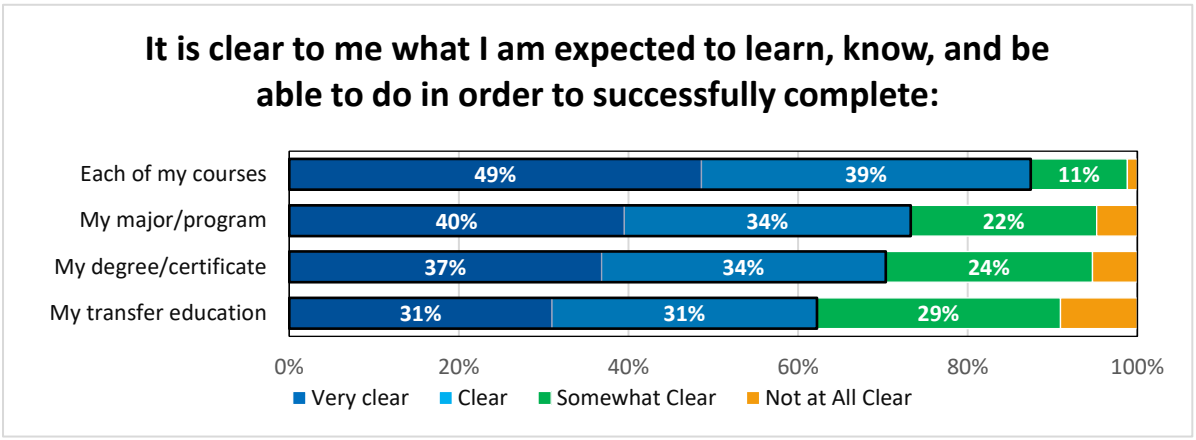
Comments: How do you prefer to be communicated… other (please specify):	
Personal email // Personal email account // Personal mail // Direct email to my own email address is prefered way ofcommunication for me. // EMAIL // Email through regular email (not zonemail) is okay too // home email // my personal email. // Student services can communicate directly to my regular email! // through my personal email because zonemail keeps logging me out and canvas doesnt tell me when i have new mail	17
Phone call and Zoom // Phone calls // For services I like phone calls // FaceTime	4
Related to zonemail:	3
I Don't know how to use zonemail	
NO ZONEMAIL	
Zonemail connected to my other Gmail emails is perfect.	
Other comments:	5
urgent announcements for a class should be delivered by canvas mail and an announcement on the class page	
A test message would be ideal for most college events, activities and even smart shops. Most students who have a fun, will receive the text, and be aware of what is going on.	
I don't receive any support services. I attempted but no one ever returned my calls	
I prefer not to use social media.	
I think it would be cool if LPC implemented professional communication tools such as Slack.	

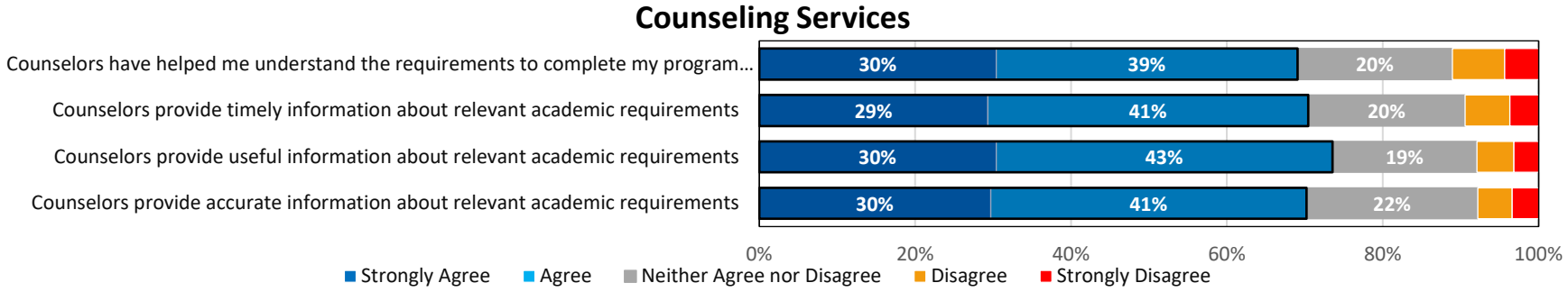
Student Services and Learning Support Programs It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:	SUMMARY 'Very Clear' or 'Clear' Percent	MOE	Percentage of those responding who were: Very clear	Clear	Somewhat Clear	Not at all Clear	Response Details N	Pct. of 1,697
Each of my courses	**87%**	±2%	49%	39%	11%	1%	1,512	89%
My major/program	**73%**	±3%	40%	34%	22%	5%	1,415	83%
My degree/certificate	**70%**	±3%	37%	34%	24%	5%	1,399	82%
My transfer education	**62%**	±3%	31%	31%	29%	9%	1,355	80%

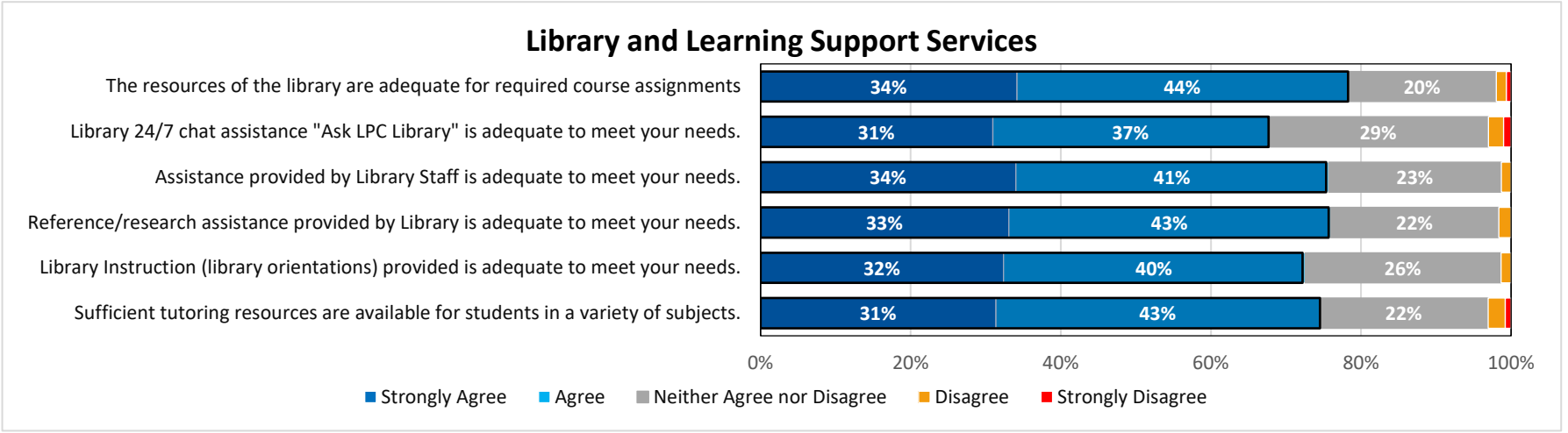
Counseling Services	'Strongly Agree' or 'Agree'		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N	Pct. of 1,697
Counselors have helped me understand the requirements to complete my program of study.	**69%**	±3%	30%	39%	20%	7%	4%	1,335	79%
Counselors provide timely information about relevant academic requirements	**70%**	±3%	29%	41%	20%	6%	4%	1,323	78%
Counselors provide useful information about relevant academic requirements	**74%**	±3%	30%	43%	19%	5%	3%	1,323	78%
Counselors provide accurate information about relevant academic requirements	**70%**	±3%	30%	41%	22%	4%	3%	1,320	78%

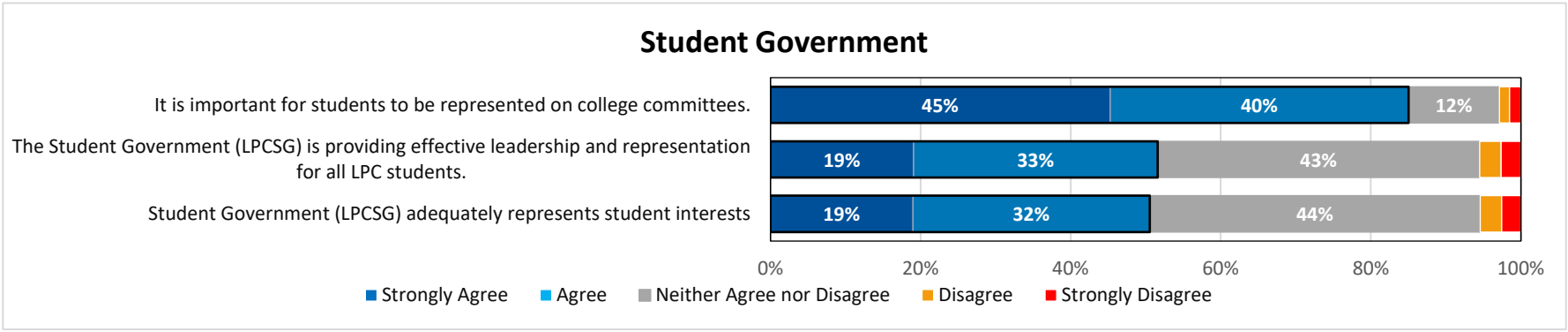
Library and Learning Support Services	'Strongly Agree' or 'Agree'		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N	Pct. of 1,697
The resources of the library are adequate for required course assignments	**78%**	±3%	34%	44%	20%	1%	1%	1,271	75%
Library 24/7 chat assistance "Ask LPC Library" is adequate to meet your needs.	**68%**	±4%	31%	37%	29%	2%	1%	1,089	64%
Assistance provided by Library Staff is adequate to meet your needs.	**75%**	±3%	34%	41%	23%	1%	<1%	1,157	68%
Reference/research assistance provided by Library is adequate to meet your needs.	**76%**	±3%	33%	43%	22%	2%	<1%	1,168	69%
Library Instruction (library orientations) provided is adequate to meet your needs.	**72%**	±3%	32%	40%	26%	1%	<1%	1,130	67%
Sufficient tutoring resources are available for students in a variety of subjects.	**75%**	±3%	31%	43%	22%	2%	1%	1,174	69%

Student Government	'Strongly Agree' or 'Agree'		Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	N	Pct. of 1,697
It is important for students to be represented on college committees.	**85%**	±2%	45%	40%	12%	1%	2%	1,391	82%
The Student Government (LPCSG) is providing effective leadership and representation for all LPC students.	**52%**	±4%	19%	33%	43%	3%	3%	1,184	70%
Student Government (LPCSG) adequately represents student interests	**51%**	±4%	19%	32%	44%	3%	3%	1,179	69%

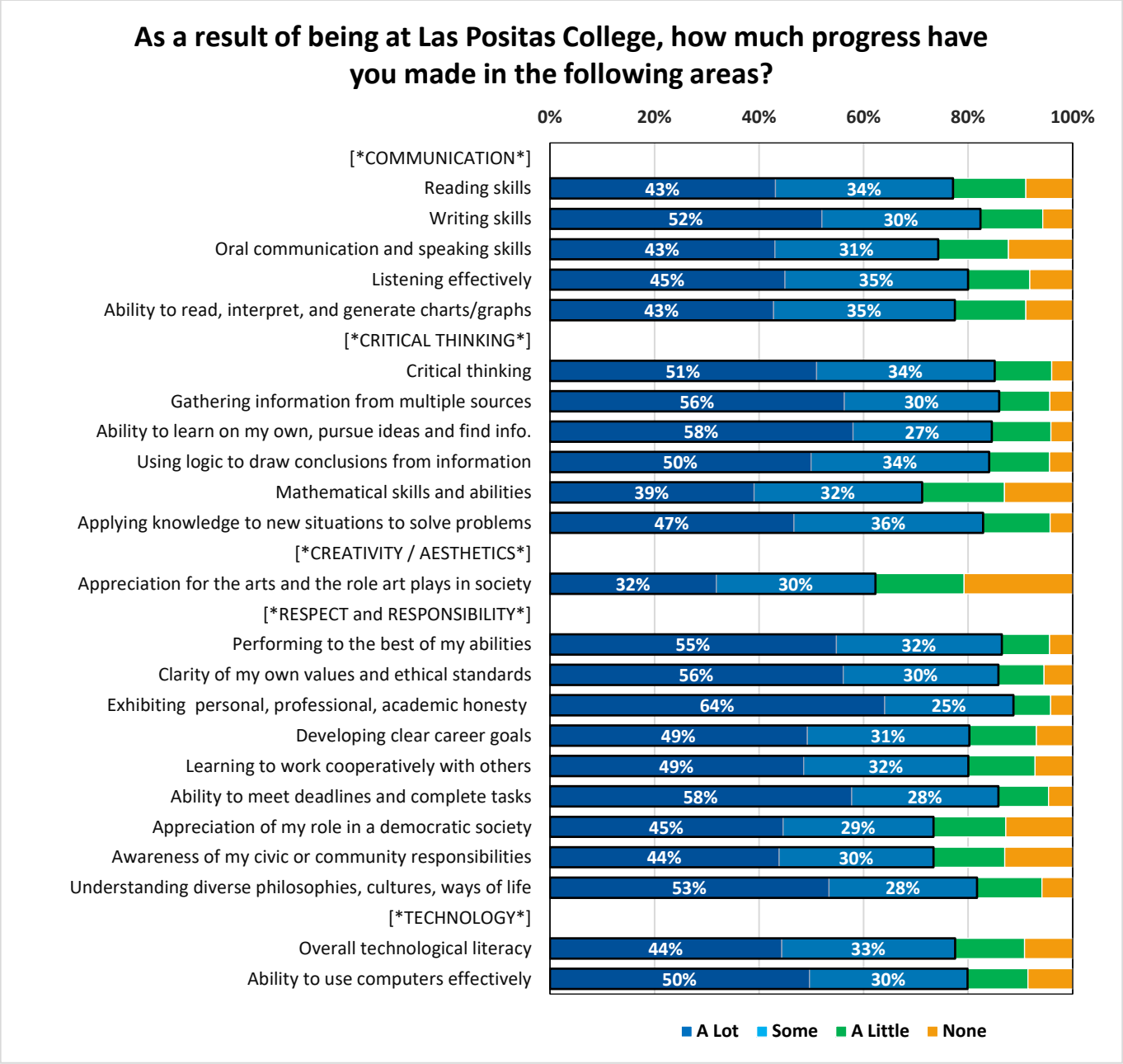

It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:
Each of my courses
My major/program
My degree/certificate
My transfer education
49%
39%
11%
40%
34%
22%
37%
34%
24%
31%
31%
29%
0%
20%
40%
60%
80%
100%
Very clear
Clear
Somewhat Clear
Not at All Clear


Counseling Services
Counselors have helped me understand the requirements to complete my program...
Counselors provide timely information about relevant academic requirements
Counselors provide useful information about relevant academic requirements
Counselors provide accurate information about relevant academic requirements
30%
39%
20%
29%
41%
20%
30%
43%
19%
30%
41%
22%
0%
20%
40%
60%
80%
100%
Strongly Agree
Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree


Library and Learning Support Services
The resources of the library are adequate for required course assignments
Library 24/7 chat assistance "Ask LPC Library" is adequate to meet your needs.
Assistance provided by Library Staff is adequate to meet your needs.
Reference/research assistance provided by Library is adequate to meet your needs.
Library Instruction (library orientations) provided is adequate to meet your needs.
Sufficient tutoring resources are available for students in a variety of subjects.
34%
44%
20%
31%
37%
29%
34%
41%
23%
33%
43%
22%
32%
40%
26%
31%
43%
22%
0%
20%
40%
60%
80%
100%
Strongly Agree
Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree


Student Government
It is important for students to be represented on college committees.
The Student Government (LPCSG) is providing effective leadership and representation for all LPC students.
Student Government (LPCSG) adequately represents student interests
45%
40%
12%
19%
33%
43%
19%
32%
44%
0%
20%
40%
60%
80%
100%
Strongly Agree
Agree
Neither Agree nor Disagree
Disagree
Strongly Disagree

Student Learning Outcomes As a result of being at Las Positas College, how much progress have you made in the following areas?	SUMMARY "Some" or "A Lot"		Percentage of those responding who were:				Response Details	
	Percent	*MOE*	None	A Little	Some	A Lot	N	Pct. of 1,697
Communication								
Reading skills	**77%**	±3%	9%	14%	34%	43%	1,386	82%
Writing skills	**82%**	±3%	6%	12%	30%	52%	1,398	82%
Oral communication and speaking skills	**74%**	±3%	12%	13%	31%	43%	1,385	82%
Listening effectively	**80%**	±3%	8%	12%	35%	45%	1,399	82%
Ability to read, interpret, and generate charts/graphs	**77%**	±3%	9%	14%	35%	43%	1,381	81%
Critical Thinking								
Critical thinking	**85%**	±2%	4%	11%	34%	51%	1,414	83%
Gathering information from multiple sources	**86%**	±2%	4%	10%	30%	56%	1,422	84%
Ability to learn on my own, pursue ideas and find info.	**85%**	±2%	4%	11%	27%	58%	1,421	84%
Using logic to draw conclusions from information	**84%**	±3%	4%	12%	34%	50%	1,419	84%
Mathematical skills and abilities	**71%**	±3%	13%	16%	32%	39%	1,381	81%
Applying knowledge to new situations to solve problems	**83%**	±3%	4%	13%	36%	47%	1,405	83%
Creativity/Aesthetics								
Appreciation for the arts and the role art plays in society	**62%**	±3%	21%	17%	30%	32%	1,325	78%
Respect and Responsibility								
Performing to the best of my abilities	**86%**	±2%	4%	9%	32%	55%	1,425	84%
Clarity of my own values and ethical standards	**86%**	±2%	5%	9%	30%	56%	1,405	83%
Exhibiting personal, professional, academic honesty	**89%**	±2%	4%	7%	25%	64%	1,404	83%
Developing clear career goals	**80%**	±3%	7%	13%	31%	49%	1,412	83%
Learning to work cooperatively with others	**80%**	±3%	7%	13%	32%	49%	1,418	84%
Ability to meet deadlines and complete tasks	**86%**	±2%	5%	10%	28%	58%	1,435	85%
Appreciation of my role in a democratic society	**73%**	±3%	13%	14%	29%	45%	1,336	79%
Awareness of my civic or community responsibilities	**73%**	±3%	13%	14%	30%	44%	1,364	80%
Understanding diverse philosophies, cultures, ways of life	**82%**	±3%	6%	12%	28%	53%	1,388	82%
Technology								
Overall technological literacy	**78%**	±3%	9%	13%	33%	44%	1,344	79%
Ability to use computers effectively	**80%**	±3%	9%	12%	30%	50%	1,378	81%


As a result of being at Las Positas College, how much progress have you made in the following areas?
0%
20%
40%
60%
80%
100%
[*COMMUNICATION*]
Reading skills
43%
34%
Writing skills
52%
30%
Oral communication and speaking skills
43%
31%
Listening effectively
45%
35%
Ability to read, interpret, and generate charts/graphs
43%
35%
[*CRITICAL THINKING*]
Critical thinking
51%
34%
Gathering information from multiple sources
56%
30%
Ability to learn on my own, pursue ideas and find info.
58%
27%
Using logic to draw conclusions from information
50%
34%
Mathematical skills and abilities
39%
32%
Applying knowledge to new situations to solve problems
47%
36%
[*CREATIVITY / AESTHETICS*]
Appreciation for the arts and the role art plays in society
32%
30%
[*RESPECT and RESPONSIBILITY*]
Performing to the best of my abilities
55%
32%
Clarity of my own values and ethical standards
56%
30%
Exhibiting personal, professional, academic honesty
64%
25%
Developing clear career goals
49%
31%
Learning to work cooperatively with others
49%
32%
Ability to meet deadlines and complete tasks
58%
28%
Appreciation of my role in a democratic society
45%
29%
Awareness of my civic or community responsibilities
44%
30%
Understanding diverse philosophies, cultures, ways of life
53%
28%
[*TECHNOLOGY*]
Overall technological literacy
44%
33%
Ability to use computers effectively
50%
30%
A Lot
Some
A Little
None