

Las Positas College
Student Satisfaction Survey Results
October 2003

Percentage Distribution of All Survey Items
Based on a sample of 518 students

Satisfaction with overall experience at LPC	Percent who responded	Percentage of those responding					Response to each question		Margin of Error
	Very Satisfied & Satisfied	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dis-satisfied	N	Pct. of 518	
Overall experience at Las Positas College	77%	31%	46%	17%	4%	2%	513	99%	5%
Overall experience with other students	79%	29%	49%	18%	3%	1%	512	99%	5%
Overall experience with instructors	82%	34%	48%	15%	3%	1%	512	99%	4%
Overall experience with college administrators	63%	18%	45%	30%	5%	2%	485	94%	6%
Overall experience with counselors	57%	22%	36%	27%	11%	5%	469	91%	6%
Overall experience with admissions and records staff	65%	18%	46%	27%	6%	3%	485	94%	6%
Overall experience with other college staff	65%	19%	45%	31%	3%	1%	464	90%	6%
Overall appearance of the college	80%	33%	47%	17%	2%	1%	504	97%	5%
College commitment to student success	63%	24%	39%	29%	5%	2%	492	95%	6%
Welcoming atmosphere of the college	68%	25%	43%	27%	4%	1%	507	98%	5%
Overall quality of instruction	77%	28%	49%	18%	4%	1%	508	98%	5%
Preparation for transfer to four-year college or university	49%	13%	36%	33%	13%	5%	439	85%	6%
Preparation for employment in my field	42%	12%	29%	43%	11%	4%	428	83%	6%
Encouragement from instructors to participate and share different viewpoints	64%	24%	40%	29%	5%	2%	491	95%	6%
Classroom (lecture) facilities	68%	20%	48%	25%	6%	1%	497	96%	5%
Cafeteria facilities	63%	22%	42%	26%	8%	3%	450	87%	6%
Parking	51%	14%	37%	25%	15%	9%	502	97%	6%
Technology laboratories (auto, electronics, photography, welding)	59%	20%	39%	37%	3%	1%	324	63%	7%
Science laboratories (biology, chemistry, geology, physics)	63%	22%	42%	33%	2%	1%	342	66%	7%
Computer laboratories	71%	25%	46%	25%	3%	1%	390	75%	6%
Art/music/theatre/drama and performance areas and facilities	53%	18%	34%	40%	4%	3%	325	63%	7%
Learning Resources Center (Library)	80%	33%	46%	16%	3%	1%	467	90%	5%
Physical Education facilities	54%	21%	34%	34%	6%	6%	349	67%	7%
Bookstore facilities	75%	24%	50%	16%	7%	2%	490	95%	5%
Student Center	55%	18%	38%	40%	5%	0%	402	78%	6%

Satisfaction with overall experience at LPC	Percent who responded	Percentage of those responding					Response to each question		Margin of Error
	Very Satisfied & Satisfied	Very Satisfied	Satisfied	Neutral	Dis-satisfied	Very Dis-satisfied	N	Pct. of 518	
Compared to other community colleges,									
...LPC has a reputation for a safe campus	67%	20%	48%	29%	2%	1%	512	99%	5%
...LPC has a reputation for high quality education	53%	12%	42%	38%	8%	1%	512	99%	6%
...LPC has a reputation for excellent student services	39%	9%	30%	50%	9%	2%	509	98%	6%
...LPC has a reputation being having a friendly / welcoming environment	56%	13%	42%	39%	4%	1%	509	98%	6%

Course Availability and Cost	Percent who responded	Percentage of those responding					Response to each question		Margin of Error
	Strongly Agree or Agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N	Pct. of 518	
Because of the cuts in the number of courses this year, I have had to:									
...take fewer units than I wanted	29%	11%	17%	28%	29%	15%	507	98%	5%
...take a required course at an inconvenient hour or day	51%	24%	27%	20%	19%	10%	505	97%	6%
...wait a semester or more for a required course	51%	24%	27%	20%	19%	11%	505	97%	6%
...put off finishing my certificate, degree, or transfer units	21%	10%	11%	36%	28%	15%	505	97%	5%
...change my major or my educational goal	7%	4%	3%	33%	35%	25%	503	97%	3%
...plan on completing fewer total units at LPC	18%	7%	12%	33%	31%	18%	502	97%	4%
...plan or consider leaving LPC before completing my education goal	20%	8%	11%	27%	33%	20%	501	97%	5%
Because of fee increases this year, I had to:									
...take fewer units than I wanted	21%	10%	12%	24%	34%	20%	502	97%	5%
...apply for financial aid for the first time	13%	7%	5%	30%	36%	22%	501	97%	4%
...work more paidhours than I was working before	35%	17%	19%	20%	27%	18%	502	97%	5%
...put off or not buy required text books	33%	15%	18%	22%	26%	19%	503	97%	5%

Skill and knowledge attainment Since enrolling at LPC, how much progress have you made in developing the following knowledge, skills, and abilities?	Pct. who responded	Percentage of those responding					Responses to each question		Margin of Error
	"A little" to "Very much"	None	A little	Some	Much	Very much	N	Pct. of 518	
Reading skills	74%	26%	16%	35%	19%	5%	507	98%	5%
Writing Skills	89%	11%	26%	28%	16%	20%	505	97%	4%
Oral communication and speaking skills	90%	10%	25%	28%	15%	23%	509	98%	3%
Listening effectively	88%	12%	27%	30%	15%	15%	506	98%	4%
Critical thinking	84%	16%	15%	30%	29%	10%	507	98%	4%
Mathematical skills and abilities	72%	28%	12%	26%	22%	12%	504	97%	5%
Ability to read, interpret, and generate charts and graphs	68%	32%	15%	28%	19%	6%	502	97%	5%
Using numerical data	66%	34%	17%	27%	17%	5%	502	97%	5%
Applying my knowledge to new situations to solve problems	81%	19%	16%	34%	22%	8%	501	97%	5%
Gathering information from multiple sources	84%	16%	15%	28%	29%	11%	502	97%	4%
Using logic to draw conclusions from information	81%	19%	14%	34%	24%	9%	501	97%	4%
Ability to learn on my own, pursue ideas and find information	85%	15%	14%	29%	29%	13%	501	97%	4%
Developing clear career goals	80%	20%	16%	28%	24%	12%	504	97%	5%
Skills I can use in my current or future career	83%	17%	15%	26%	27%	15%	502	97%	4%
Ability to meet challenges of a rapidly-changing society	77%	23%	18%	31%	22%	7%	501	97%	5%
Ability to meet deadlines and complete tasks	85%	15%	14%	28%	29%	13%	499	96%	4%
Ability to use computers effectively	75%	25%	15%	25%	21%	13%	497	96%	5%
Overall technical literacy	69%	31%	16%	25%	20%	9%	501	97%	5%
Awareness of your civic or community responsibility	63%	37%	17%	29%	13%	5%	501	97%	6%
Appreciation of my role in a democratic society	62%	38%	15%	27%	14%	5%	500	97%	6%
Discovering my own potential	83%	17%	15%	28%	25%	14%	500	97%	4%
Performing to the best of my abilities	86%	14%	13%	30%	28%	15%	500	97%	4%
Clarity of your own values and ethical standards	79%	21%	13%	30%	24%	12%	499	96%	5%
Understanding myself - abilities, interests, and limitations	84%	16%	13%	30%	27%	14%	501	97%	4%
Ability to set goals and develop strategies to reach them	84%	16%	16%	31%	28%	10%	498	96%	4%
Learning to work cooperatively with others	86%	14%	15%	29%	30%	11%	497	96%	4%
Ability to get along with different kinds of people	85%	15%	14%	29%	27%	16%	500	97%	4%
Awareness and appreciation of diverse cultures and ways of life	82%	18%	15%	29%	24%	14%	498	96%	4%
Recognizing my own biases and values	81%	19%	15%	29%	25%	11%	501	97%	5%
Desire to contribute to my community/Society	72%	28%	17%	30%	18%	8%	501	97%	5%
Accepting responsibility for my own actions	79%	21%	12%	28%	25%	14%	496	96%	5%
Demonstrating respect for rights, views, work of others	80%	20%	14%	30%	21%	15%	496	96%	5%
Exhibiting personal, professional, and academic honesty	80%	20%	10%	26%	28%	16%	501	97%	5%
Appreciation for the Arts and role art plays in Society	70%	30%	13%	24%	18%	14%	498	96%	5%

Respect on campus	Pct. who responded	Percentage of those responding					Responses to each question		Margin of Error
	Strongly Agree or Agree	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N	Pct. of 518	
At LPC, I have generally been treated with respect by:									
Instructors	89%	47%	42%	10%	<1%	1%	513	99%	4%
Students	87%	37%	50%	12%	1%	<1%	513	99%	4%
Office Staff	78%	34%	45%	18%	3%	1%	511	99%	5%
Administrators	76%	33%	43%	20%	4%	1%	508	98%	5%
At LPC, there is a general respect for differences in:									
Race-Ethnicity	77%	35%	43%	20%	1%	1%	510	98%	5%
Gender	79%	36%	43%	19%	1%	1%	507	98%	5%
Physical Disability	75%	35%	40%	23%	1%	1%	504	97%	5%
Age	77%	35%	42%	20%	2%	1%	507	98%	5%
Sexual Orientation	68%	29%	39%	29%	2%	1%	505	97%	5%
Religion	68%	31%	37%	28%	2%	2%	508	98%	5%

It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:	Pct. who responded	Percentage of those responding				Responses to each question		Margin of Error
	Very Clear or Clear	Very clear	Clear	Somewh at Clear	Not at All Clear	N	Pct. of 518	
...each of my courses	83%	39%	44%	15%	2%	503	97%	4%
...my major, program	56%	23%	33%	33%	11%	455	88%	6%
...my degree/certificate	53%	21%	32%	35%	12%	441	85%	6%
...my transfer education	49%	21%	29%	34%	17%	446	86%	6%

OTHER QUESTIONS

How often are you able to get the courses you need on the days or hours that are good for you?	Pct	n = 509
Never	2%	12
Seldom	20%	102
Usually	41%	209
Nearly Always	22%	110
Always	15%	76

Based upon your experience and what you have heard, which best describes your impression of	Pct	n = 507
Highly unfavorable	1%	3
Unfavorable	2%	12
Neutral	22%	111
Favorable	53%	269
Highly Favorable	22%	112

How many people do you know who left LPC because they could not get into classes this semester?	Pct	n = 504
None	63%	319
1	12%	62
2	12%	58
3 or more	13%	65

Do you have...	Pct	n
...regular access to a computer?	96%	487
...regular access to the Internet?	93%	472
...an e-mail account that you use regularly?	87%	443

Satisfaction with student services	Percent who USED service		Percentage of those responding who:							Responses to each question		Margin of Error
	All	"Excellent" "Very Good" or "Satis-factory"	Never Heard of Service	Heard of, but Never Used Service	USED SERVICE					N	Pct. of 518	
					Excellent	Very Good	Satis-factory	Poor	Very Poor			
Admission and Records	83%	93%	3%	13%	14%	34%	46%	5%	2%	513	99%	3%
Career/Transfer Center	42%	93%	7%	51%	22%	32%	39%	6%	1%	513	99%	3%
Financial Aid Office	23%	84%	6%	70%	23%	31%	30%	8%	8%	511	99%	4%
Food Services	64%	89%	11%	25%	17%	31%	41%	8%	3%	511	99%	4%
Honors Program	14%	92%	29%	56%	21%	32%	40%	7%	1%	510	98%	3%
Tutorial Center	31%	95%	10%	59%	23%	38%	34%	4%	1%	512	99%	3%
College Bookstore	94%	94%	2%	3%	20%	42%	32%	4%	2%	515	99%	3%
Intercollegiate Athletics	19%	83%	27%	54%	24%	28%	30%	9%	8%	512	99%	4%
Student Government	16%	85%	17%	67%	17%	27%	41%	10%	5%	513	99%	4%
Internships/work experience	12%	81%	24%	64%	26%	27%	27%	10%	10%	515	99%	4%
PACE Program	6%	94%	56%	37%	30%	33%	30%	3%	3%	509	98%	3%
Conseling Services	67%	83%	29%	4%	18%	32%	33%	11%	6%	509	98%	4%
Assessment Testing	68%	91%	6%	27%	13%	31%	47%	7%	2%	512	99%	3%
New Student Orientation	46%	87%	15%	39%	13%	31%	43%	8%	5%	506	98%	4%
Health Center	22%	96%	18%	60%	36%	36%	24%	3%	2%	508	98%	2%
Open Math Lab	34%	94%	18%	48%	30%	39%	26%	6%	1%	514	99%	3%
The Writing Center	20%	93%	27%	53%	30%	38%	25%	5%	2%	514	99%	3%
Campus Safety and Security	54%	78%	6%	40%	15%	20%	43%	11%	11%	513	99%	5%
Disabled Students Programs/ Services (DSPS)	15%	94%	31%	54%	38%	31%	25%	6%	0%	514	99%	3%
Extended Opportunity Programs/Services (EOPS)	11%	93%	43%	46%	36%	30%	27%	4%	4%	512	99%	3%

Las Positas College Fall 2003 Student Satisfaction Survey

STUDENT ENROLLMENT STATUS AND DEMOGRAPHICS

Fall Census vs. Enrollments vs. Survey sample

	All Students in Fall 2003		Fall 2003 Survey Sample	
	Fall Census (Headcount)	Enrollment (Class seats)	Enrollment (Class seats)	
Number of students:	7,339	19,132	518	
Enrollment Type (choose one)			n = 511	
New	20%	27%	25%	130
Continuing	56%	55%	44%	223
Transfer	19%	14%	15%	75
Returning	4%	3%	15%	78
Enrolled k-12	1%	1%	1%	5
Number of Semesters Attending LPC			n = 448	
Less than 2 Semesters	—	—	28%	127
2-3 Semesters	—	—	28%	125
4-6 Semesters	—	—	32%	144
7 or more Semesters	—	—	12%	52
Enrollment Status			n = 454	
Full-Time (12 or more units)	33%	53%	57%	261
Part-Time (6.5-11.9 units)	30%	30%	23%	103
Part-Time (0.5-6.5 units)	38%	17%	20%	90
Enrollment Time			n = 456	
Day only	42%	40%	34%	155
Day and Evening/Saturday	29%	43%	49%	223
Evening/Saturday Only	29%	17%	17%	78
Educational Goal			n = 501	
Transfer with AA/AS Degree	32%	40%	50%	252
Transfer without AA/AS Degree	11%	13%	20%	100
AA/AS Degree	9%	9%	8%	41
Acquire job skills	16%	9%	5%	24
Personal Development	11%	9%	7%	34
Other, Undecided	22%	21%	10%	50
What is your overall GPA (estimate)			n = 470	
.00-.99	—	—	2%	10
1.00-1.99	—	—	1%	4
2.00-2.99	—	—	22%	103
3.00-3.49	—	—	39%	181
3.50-4.00	—	—	37%	172
Expected Amount of Work			n = 509	
None	—	—	12%	61
1-20 hours per week	—	—	28%	144
21-34 hours per week	—	—	35%	180
35+ hours per week	—	—	24%	124
How many children/dependents to you have?			n = 490	
0	—	—	79%	388
1	—	—	7%	35
2	—	—	6%	31
3	—	—	3%	14
4 or more	—	—	4%	22

NOTE: — Not available. SOURCE: Fall Census and Enrollment: Institutional Research Dataset, Fall 2003 Census file.

	All Students in Fall 2003		Fall 2003 Survey Sample	
	Fall Census (Headcount)	Enrollment (Class seats)	Enrollment (Class seats)	
Race/Ethnicity			n = 504	
Asian	9%	9%	7%	33
African American	3%	3%	3%	13
Filipino	3%	4%	2%	10
Hispanic	14%	14%	14%	72
Middle Eastern	2%	2%	2%	8
American Indian	1%	1%	1%	3
Pacific Islander	1%	1%	1%	3
White	66%	66%	61%	306
Other	1%	1%	6%	28
Mixed Race	—	—	6%	28
Gender			n = 510	
Female	58%	56%	55%	280
Male	42%	44%	45%	230
Age			n = 507	
19 or younger	30%	43%	40%	202
20-24	27%	29%	31%	159
25-29	9%	7%	7%	34
30-39	13%	9%	8%	39
40-49	11%	7%	8%	43
50 or older	11%	6%	6%	30
Highest education level of mother			n = 505	
Grade schools or less	—	—	4%	19
Some high school	—	—	3%	16
High school	—	—	24%	119
Some college	—	—	32%	163
College degree (BA, BS)	—	—	24%	119
Graduate/professional	—	—	14%	69
Highest education level of father			n = 501	
Grade schools or less	—	—	3%	17
Some high school	—	—	4%	20
High school	—	—	21%	103
Some college	—	—	26%	129
College degree (BA, BS)	—	—	26%	129
Graduate/professional	—	—	21%	103
Highest education level of either parent			n = 509	
Grade schools or less	—	—	3%	15
Some high school	—	—	2%	9
High school	—	—	12%	63
Some college	—	—	28%	144
College degree (BA, BS)	—	—	29%	148
Graduate/professional	—	—	26%	130
Average annual household income			n = 470	
under \$20,000	—	—	14%	65
\$21,000-40,000	—	—	13%	62
\$41,000-60,000	—	—	12%	56
\$61,000-80,000	—	—	14%	68
\$81,000-100,000	—	—	19%	89
\$101,000-150,000	—	—	17%	78
\$150,000+	—	—	11%	52

NOTE: — Not available. SOURCE: Fall Census and Enrollment: Institutional Research Dataset, Fall 2003 Census file.