

Las Positas College
Student Satisfaction Survey Results
October 2009

Percentage Distribution of All Survey Items
Based on a sample of 1,319 students

Satisfaction with overall experiences at LPC	Percentage who were	Percentage of those responding					Responses to each question		Margin of Error
	Very Satisfied or Satisfied	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N	Pct. of 1,319	
Overall experience at Las Positas College	80%	28%	52%	15%	4%	1%	1,301	99%	3%
Overall experience with other students	72%	20%	51%	24%	3%	1%	1,302	99%	3%
Overall experience with instructors	79%	27%	52%	18%	3%	<1%	1,302	99%	3%
Overall experience with college administrators	59%	16%	43%	36%	4%	1%	1,175	89%	4%
Overall experience with librarians	68%	25%	42%	29%	2%	1%	1,117	85%	4%
Overall experience with counselors	56%	21%	36%	27%	11%	5%	1,184	90%	4%
Overall appearance of the college	82%	35%	47%	15%	3%	<1%	1,294	98%	3%
Welcoming atmosphere of the college	73%	28%	45%	23%	3%	1%	1,293	98%	3%
Overall quality of instruction	78%	24%	54%	17%	4%	1%	1,290	98%	3%
Parking	22%	5%	17%	23%	32%	24%	1,254	95%	3%
Preparation for transfer to four-year college or university	51%	13%	38%	34%	12%	4%	1,152	87%	4%
Preparation for obtaining employment in my field of study	44%	12%	32%	43%	10%	3%	1,096	83%	4%
The instructors at LPC are diverse enough to meet my needs	70%	20%	50%	27%	3%	1%	1,260	96%	3%
Convenience of getting into an orientation session	54%	15%	39%	39%	5%	1%	1,051	80%	4%
Convenience of getting a counseling appointment	43%	12%	31%	27%	20%	11%	1,198	91%	4%

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	Somewhat Clear	Not at All Clear	N	Pct. of 1,319	
...each of my courses	80%	31%	49%	18%	2%	1,288	98%	3%
...my major, program	59%	23%	36%	32%	9%	1,194	91%	4%
...my degree/certificate	58%	23%	35%	32%	10%	1,161	88%	4%

Campus climate	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	Pct. of		
							N	1,319	
Counselors have been available when I needed to see them	50%	15%	35%	26%	17%	7%	1,195	91%	4%
Instructors encourage students to examine different points of view	73%	25%	48%	23%	3%	2%	1,292	98%	3%
Course syllabi are provided and followed by instructors	89%	51%	38%	8%	2%	1%	1,293	98%	2%
Assistance provided by library staff is adequate to meet student needs	74%	32%	42%	22%	3%	1%	1,141	87%	3%
Reference/research assistance provided by library is adequate to meet student needs	75%	31%	44%	22%	2%	1%	1,122	85%	3%
The resources of the library are adequate for required course assignments	73%	28%	46%	22%	3%	1%	1,156	88%	3%
The hours of service in the library are adequate to meet student needs	68%	26%	42%	21%	9%	2%	1,176	89%	4%
The availability of computers in the library is adequate to meet student needs	44%	15%	29%	25%	24%	7%	1,186	90%	4%

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	Pct. of		
							N	1,319	
At LPC, I have generally been treated with respect by:									
Instructors	90%	44%	46%	7%	1%	2%	1,301	99%	2%
Students	80%	31%	49%	16%	2%	2%	1,298	98%	3%
Office Staff	74%	30%	44%	20%	4%	2%	1,295	98%	3%
Administrators	71%	31%	41%	25%	2%	2%	1,288	98%	3%
At LPC, there is a general respect for differences in:									
Race-Ethnicity	78%	35%	44%	17%	2%	2%	1,292	98%	3%
Gender	81%	36%	45%	15%	2%	2%	1,292	98%	3%
Physical Disability	78%	35%	43%	18%	2%	2%	1,286	97%	3%
Age	79%	35%	43%	17%	3%	2%	1,291	98%	3%
Sexual Orientation	74%	33%	42%	21%	3%	2%	1,285	97%	3%
Religion	74%	33%	41%	21%	3%	2%	1,284	97%	3%

Skill and knowledge attainment	Compared to when you first entered LPC, how would you describe yourself now in the following knowledge, skills, and abilities?									To what extent did you expect to learn this at LPC?							
	Pct. who were	Percentage of those responding					Responses to each question		Margin of Error	Pct. who responded	Percentage of those responding			Responses to each question		Margin of Error	
		Stronger or Much Stronger	Much Stronger	No Change	Weaker	Much Weaker	Pct. of N	1,319			Somewhat or A lot	Not at All	Some-what A lot	Pct. of N	1,319		
Communication																	
Reading skills	51%	10%	41%	47%	2%	<1%	1,280	97%	4%	82%	18%	55%	28%	1,112	84%	3%	
Writing skills	65%	15%	50%	32%	2%	<1%	1,282	97%	3%	90%	10%	49%	41%	1,110	84%	2%	
Oral communication and speaking skills	59%	15%	45%	39%	2%	<1%	1,278	97%	4%	87%	13%	52%	35%	1,108	84%	3%	
Listening effectively	61%	13%	49%	37%	1%	<1%	1,280	97%	4%	81%	19%	53%	28%	1,109	84%	3%	
Ability to read, interpret, and generate charts/graphs	54%	12%	42%	45%	1%	<1%	1,278	97%	4%	83%	17%	55%	28%	1,104	84%	3%	
Critical Thinking																	
Critical thinking	70%	14%	56%	29%	1%	<1%	1,269	96%	3%	90%	10%	57%	33%	1,096	83%	2%	
Gathering information from multiple sources	68%	15%	53%	30%	1%	<1%	1,271	96%	3%	89%	11%	58%	30%	1,096	83%	2%	
Ability to learn on my own, pursue ideas and find info.	68%	16%	51%	31%	1%	<1%	1,268	96%	3%	87%	13%	56%	31%	1,090	83%	3%	
Using logic to draw conclusions from information	64%	13%	51%	35%	1%	<1%	1,268	96%	3%	88%	12%	58%	30%	1,090	83%	3%	
Mathematical skills and abilities	54%	13%	41%	41%	5%	<1%	1,266	96%	4%	88%	12%	49%	39%	1,094	83%	3%	
Using numerical data	49%	9%	41%	47%	4%	<1%	1,264	96%	4%	85%	15%	56%	29%	1,095	83%	3%	
Applying knowledge to new situations to solve problems	65%	14%	51%	33%	2%	<1%	1,265	96%	3%	88%	12%	57%	31%	1,097	83%	3%	
Creativity/Aesthetics																	
Appreciation for the arts and the role art plays in society	40%	14%	26%	56%	2%	1%	1,261	96%	4%	58%	42%	44%	14%	1,073	81%	4%	
Respect and Responsibility																	
Discovering my own potential	69%	17%	52%	28%	2%	<1%	1,271	96%	3%	82%	18%	57%	26%	1,087	82%	3%	
Performing to the best of my abilities	69%	17%	52%	28%	2%	1%	1,267	96%	3%	84%	16%	55%	28%	1,083	82%	3%	
Clarity of my own values and ethical standards	60%	16%	44%	39%	1%	<1%	1,264	96%	4%	72%	28%	52%	21%	1,078	82%	4%	
Exhibiting personal, professional, academic honesty	60%	16%	44%	39%	1%	<1%	1,263	96%	4%	75%	25%	51%	23%	1,079	82%	3%	
Understanding myself- abilities, interests, limitations	68%	17%	51%	30%	2%	<1%	1,265	96%	3%	80%	20%	55%	25%	1,079	82%	3%	
Developing clear career goals	64%	17%	47%	31%	4%	1%	1,264	96%	3%	87%	13%	52%	35%	1,082	82%	3%	
Ability to set goals and develop strategies to reach them	64%	15%	49%	32%	3%	1%	1,261	96%	3%	83%	17%	55%	27%	1,076	82%	3%	
Accepting responsibility for my own actions	60%	18%	42%	39%	1%	<1%	1,262	96%	4%	73%	27%	52%	21%	1,082	82%	3%	
Learning to work cooperatively with others	60%	15%	45%	38%	2%	<1%	1,265	96%	4%	76%	24%	54%	23%	1,079	82%	3%	
Demonstrating respect for rights, views, work of others	57%	16%	41%	42%	1%	<1%	1,262	96%	4%	75%	25%	54%	21%	1,078	82%	3%	
Ability to meet deadlines and complete tasks	64%	18%	45%	32%	4%	1%	1,262	96%	3%	84%	16%	53%	30%	1,079	82%	3%	
Skills I can use in my current or future career	70%	20%	50%	28%	2%	<1%	1,265	96%	3%	87%	13%	48%	39%	1,077	82%	3%	
Appreciation of my role in a democratic society	48%	12%	36%	50%	2%	1%	1,260	96%	4%	68%	32%	51%	18%	1,078	82%	4%	

Skill and knowledge attainment	Compared to when you first entered LPC, how would you describe yourself now in the following knowledge, skills, and abilities?									To what extent did you expect to learn this at LPC?						
	Pct. who were	Percentage of those responding					Responses to each question		Margin of Error	Pct. who responded	Percentage of those responding			Responses to each question		Margin of Error
		Stronger or Much Stronger	Much Stronger	No Change	Weaker	Much Weaker	N	Pct. of 1,319			Somewhat or A lot	Not at All	Some-what A lot	N	Pct. of 1,319	
	Desire to contribute to my community/society	49%	13%	36%	48%	2%	1%	1,262	96%	4%	69%	31%	52%	17%	1,081	82%
Ability to meet challenges of a rapidly-changing society	54%	12%	42%	44%	2%	<1%	1,258	95%	4%	74%	26%	56%	18%	1,078	82%	3%
Awareness of my civic or community responsibilities	45%	10%	35%	52%	2%	1%	1,258	95%	4%	69%	31%	52%	17%	1,077	82%	4%
Recognizing my own biases and values	57%	13%	44%	42%	1%	<1%	1,259	95%	4%	72%	28%	55%	18%	1,078	82%	4%
Ability to get along with different kinds of people	60%	18%	43%	37%	2%	<1%	1,263	96%	4%	75%	25%	53%	22%	1,081	82%	3%
Awareness/ appreciation of diverse cultures/ ways of life	58%	17%	42%	40%	1%	<1%	1,261	96%	4%	74%	26%	54%	20%	1,074	81%	3%
Technology																
Overall technological literacy	46%	11%	36%	52%	2%	<1%	1,254	95%	4%	72%	28%	52%	19%	1,072	81%	4%
Ability to use computers effectively	46%	13%	32%	52%	2%	<1%	1,249	95%	4%	72%	28%	51%	20%	1,066	81%	4%

Life challenges affecting education	Pct who responded	Percentage of those responding			Responses to each question		Margin of Error
	Somewhat or Significant problem	Not a Problem	Somewhat of a Problem	Significant Problem	N	Pct. of 1,319	
Finances	59%	41%	44%	15%	1,260	96%	4%
Health	24%	76%	20%	4%	1,258	95%	3%
Work pressures	56%	44%	40%	16%	1,262	96%	4%
Housing	24%	76%	18%	6%	1,261	96%	3%
Family problems	33%	67%	24%	9%	1,258	95%	3%
Choosing a career	53%	47%	39%	15%	1,262	96%	4%
Time management	68%	32%	49%	19%	1,264	96%	3%
Availability of courses	68%	32%	48%	19%	1,263	96%	3%
Deciding educational goals	52%	48%	42%	10%	1,256	95%	4%
Discrimination due to race, ethnicity, gender, religion, disability, or sexual orientation	9%	91%	7%	1%	1,257	95%	2%
Too many courses required for major and/or degree/certificate	40%	60%	32%	8%	1,256	95%	4%
Lack of reading, writing, and math skills needed to succeed	23%	77%	19%	4%	1,260	96%	3%

Time Management	Spent 6+ hours	Percentage of those responding						Responses to each question		Margin of Error
		None	1-5 Hours	6-10 Hours	11-20 Hours	21-50 Hours	50+ Hours	N	Pct. of 1,319	
Socializing with friends	55%	6%	39%	28%	16%	7%	4%	1,228	93%	4%
Exercising/Sports	38%	14%	48%	24%	10%	4%	1%	1,241	94%	4%
Partying	20%	45%	36%	10%	5%	1%	3%	1,235	94%	3%
Reading for pleasure	17%	40%	43%	11%	4%	1%	1%	1,230	93%	3%
Volunteer work	9%	69%	22%	5%	2%	1%	1%	1,234	94%	2%
Working for pay	70%	23%	7%	10%	24%	34%	3%	1,241	94%	3%
Clubs or groups	7%	76%	17%	4%	1%	1%	1%	1,232	93%	2%
Watching TV	36%	12%	52%	23%	10%	2%	2%	1,236	94%	4%
Commuting	29%	15%	56%	19%	6%	2%	1%	1,235	94%	3%
Hobbies	34%	23%	43%	21%	9%	3%	2%	1,229	93%	3%
Classes/labs	79%	3%	18%	32%	36%	10%	2%	1,238	94%	3%
Studying/homework	61%	2%	36%	34%	21%	5%	1%	1,238	94%	4%
Video/computer games	20%	55%	24%	10%	6%	3%	2%	1,237	94%	3%
Internet/texting/email	53%	4%	43%	26%	13%	7%	7%	1,237	94%	4%

How do you access the Schedule of Classes?		
	Pct	n = 1247
Exclusively online	37%	463
Mostly online	33%	410
Equally online and print	21%	261
Mostly print	7%	88
Exclusively print	2%	25

How do you access the College Catalog?		
	Pct	n = 1155
Exclusively online	24%	278
Mostly online	27%	312
Equally online and print	27%	314
Mostly print	16%	184
Exclusively print	6%	67

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 "Satisfactory"	Never Used	USED Service					Pct. of		
				Excellent	Very Good	Satisfactory	Poor	Very Poor	N	1,319	
Admissions and Records	86%	95%	14%	19%	29%	46%	4%	1%	1,051	80%	2%
Career/Transfer	57%	88%	43%	15%	24%	49%	9%	4%	682	52%	3%
Financial Aid	49%	87%	51%	25%	25%	37%	11%	2%	591	45%	4%
Student Life	46%	92%	54%	18%	25%	48%	7%	2%	546	41%	3%
Honors Transfer Program	27%	92%	73%	18%	23%	51%	5%	3%	320	24%	4%
Tutorial Center in building 2400	43%	93%	57%	24%	31%	37%	5%	2%	514	39%	3%
Intercollegiate Athletics	30%	93%	70%	23%	25%	44%	5%	2%	349	26%	4%
Library	86%	95%	14%	25%	33%	38%	4%	1%	1,060	80%	2%
Internships/Work Experience	29%	91%	71%	22%	22%	47%	6%	3%	342	26%	4%
Extended Opportunity Programs/Service (EOPS)	26%	91%	74%	22%	25%	44%	7%	1%	302	23%	4%
Disabled Students Programs/Services (DSPS)	26%	93%	74%	24%	25%	44%	4%	3%	304	23%	4%
Health Center	41%	94%	59%	23%	34%	37%	4%	2%	482	37%	3%
Food Services	74%	88%	26%	16%	25%	47%	9%	3%	889	67%	3%
Counseling Services	80%	79%	20%	15%	26%	38%	13%	8%	974	74%	3%
Assessment/Placement Testing	76%	87%	24%	14%	25%	49%	9%	4%	917	70%	3%
New Student Orientation	61%	92%	39%	16%	30%	46%	7%	1%	726	55%	3%
Computer Center in 803	54%	95%	46%	25%	32%	39%	3%	2%	644	49%	2%
Campus Safety/Security	62%	84%	38%	17%	26%	41%	10%	6%	731	55%	3%
ILC Math	65%	90%	35%	20%	31%	39%	8%	3%	775	59%	3%
ILC Writing Center	59%	91%	41%	20%	30%	41%	6%	3%	697	53%	3%

Las Positas College Fall 2009 Student Satisfaction Survey

STUDENT ENROLLMENT STATUS AND DEMOGRAPHICS

Fall Census vs. Enrollments vs. Survey sample

	All Students in Fall 2009		Fall 2009 Survey Sample	
	Fall Census (Headcount)	Enrollment (Class seats)	Enrollment (Class seats)	
Number of students:	9,377	26,352	1,319	
Enrollment Type (choose one)			Pct	n = 1290
New	21%	28%	30%	382
Continuing	57%	55%	44%	568
Transfer	20%	15%	10%	131
Returning	1%	1%	16%	202
Enrolled k-12	1%	1%	1%	7
Number of Semesters Attending LPC			Pct	n = 1227
Less than 2 Semesters	—	—	40%	488
2-3 Semesters	—	—	29%	352
4-6 Semesters	—	—	24%	296
7 or more Semesters	—	—	7%	91
Enrollment Status			Pct	n = 1249
Full-Time (12 or more units)	39%	59%	69%	861
Part-Time (6.5-11.9 units)	29%	27%	20%	248
Part-Time (0.5-6.5 units)	32%	14%	11%	140
Enrollment Time			Pct	n = 1249
Day only	44%	42%	54%	670
Day and Evening/Saturday	34%	47%	41%	516
Evening/Saturday Only	22%	12%	5%	63
Educational Goal			Pct	n = 1280
Transfer with AA/AS Degree	37%	45%	57%	728
Transfer without AA/AS Degree	12%	14%	20%	253
AA/AS Degree	7%	6%	9%	116
Acquire job skills	14%	8%	3%	38
Personal Development	10%	9%	3%	34
Other, Undecided	20%	18%	9%	111
What is your overall GPA (estimate)			Pct	n = 1127
.00-.99	—	—	<1%	3
1.00-1.99	—	—	2%	24
2.00-2.99	—	—	27%	301
3.00-3.49	—	—	40%	448
3.50-4.00	—	—	31%	351
Expected Amount of Work			Pct	n = 1283
None	—	—	14%	175
1-20 hours per week	—	—	45%	582
21-34 hours per week	—	—	29%	367
35+ hours per week	—	—	12%	159

NOTE: — Not available. SOURCE: Fall Census and Enrollment: Institutional Research Dataset, Fall 2009 Census file.

	All Students in Fall 2009		Fall 2009 Survey Sample	
	Fall Census (Headcount)	Enrollment (Class seats)	Enrollment (Class seats)	
Race/Ethnicity			Pct	n = 1278
Asian	13%	12%	8%	108
African American	5%	5%	4%	46
Filipino	4%	4%	3%	33
Hispanic	19%	19%	19%	245
Middle Eastern	1%	1%	2%	26
American Indian	1%	1%	<1%	4
Pacific Islander	1%	1%	1%	9
White	56%	56%	49%	627
Other	1%	1%	4%	53
Mixed Race	—	—	10%	127
Gender			Pct	n = 1296
Female	54%	51%	52%	680
Male	46%	49%	48%	616
Age			Pct	n = 1281
19 or younger	32%	44%	46%	593
20-24	30%	31%	36%	461
25-29	9%	7%	6%	79
30-39	10%	7%	6%	74
40-49	9%	5%	3%	37
50 or older	10%	5%	3%	37
Highest education level of mother			Pct	n = 1279
Grade schools or less	—	—	5%	60
Some high school	—	—	4%	52
High school	—	—	23%	297
Some college	—	—	33%	428
College degree (BA, BS)	—	—	26%	332
Graduate/professional	—	—	9%	110
Highest education level of father			Pct	n = 1255
Grade schools or less	—	—	4%	54
Some high school	—	—	4%	53
High school	—	—	24%	295
Some college	—	—	28%	352
College degree (BA, BS)	—	—	25%	308
Graduate/professional	—	—	15%	193
Highest education level of either parent			Pct	n = 1285
Grade schools or less	—	—	3%	36
Some high school	—	—	2%	29
High school	—	—	14%	177
Some college	—	—	31%	394
College degree (BA, BS)	—	—	32%	414
Graduate/professional	—	—	18%	235
Average annual household income			Pct	n = 1121
under \$15,500	—	—	17%	196
15,500-24,999	—	—	11%	121
\$25,000-34,999	—	—	7%	81
\$35,000-49,999	—	—	8%	93
\$50,000-64,999	—	—	12%	136
\$65,000-79,999	—	—	11%	122
\$80,000-104,999	—	—	15%	165
\$105,000+	—	—	18%	207

NOTE: — Not available. SOURCE: Fall Census and Enrollment: Institutional Research Dataset, Fall 2009 Census file.