

Student Satisfaction Survey Results October 2016

Percentage Distribution of All Survey Items Based on a sample of 1,513 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 1,513	
Overall experience at Las Positas College	88%	28%	60%	10%	2%	<1%	1,507	100%	2%
Overall experience with instructors	83%	24%	58%	15%	2%	<1%	1,503	99%	3%
Overall experience with other students	75%	21%	54%	21%	3%	1%	1,500	99%	3%
Overall experience with Admission and Records staff	67%	21%	46%	27%	5%	1%	1,400	93%	3%
Overall experience with Financial Aid staff	56%	23%	34%	35%	6%	2%	1,023	68%	4%
Overall experience with librarians	71%	31%	40%	26%	2%	1%	1,260	83%	3%
Overall experience with counselors	67%	26%	41%	21%	9%	3%	1,347	89%	3%
Overall experience with college administrators (e.g. deans, VPs, etc.)	53%	18%	36%	43%	2%	1%	1,076	71%	4%
Overall experience with other college staff	73%	20%	54%	25%	1%	<1%	1,342	89%	3%
Overall appearance of the college	89%	39%	50%	9%	1%	<1%	1,490	98%	2%
Overall quality of instruction	80%	25%	55%	16%	4%	<1%	1,500	99%	3%
College commitment to student success	73%	25%	48%	21%	4%	1%	1,473	97%	3%
Preparation for transfer to four-year college or university	62%	22%	40%	28%	9%	1%	1,332	88%	3%
Preparation for obtaining employment in my field of study	54%	18%	36%	36%	9%	2%	1,301	86%	4%
Progress you are making toward achieving your educational goal	73%	23%	49%	21%	5%	1%	1,462	97%	3%
Information provided during orientation session	69%	20%	50%	26%	4%	1%	1,360	89%	3%
Efficiency of course registration over the Internet (CLASS-WEB)	74%	29%	45%	17%	7%	2%	1,490	97%	3%
Assistance provided by Admissions & Records staff (A&R)	66%	24%	43%	27%	5%	2%	1,367	89%	3%
Convenience of getting a counseling appointment	60%	23%	38%	21%	11%	7%	1,321	86%	3%
Availability of courses offered	65%	17%	48%	20%	13%	3%	1,489	97%	3%
SATISFACTION WITH FACILITIES									
Maintenance/cleanliness of buildings and grounds	88%	39%	50%	9%	2%	1%	1,505	99%	2%
Classroom (lecture) facilities	87%	32%	55%	10%	2%	<1%	1,503	99%	2%
Computer laboratories	84%	33%	51%	13%	2%	<1%	1,357	90%	3%
Integrated Learning Center (ILC)	77%	30%	47%	19%	3%	1%	1,228	81%	3%
Library facilities (e.g. building space, equipment,	88%	41%	47%	11%	1%	<1%	1,384	91%	2%
Tutoring facilities (e.g. building space, equipment,	77%	32%	45%	20%	2%	1%	1,199	79%	3%
Parking lot	47%	15%	32%	22%	20%	12%	1,456	96%	3%
Physical Education facilities	74%	31%	43%	23%	2%	1%	1,132	75%	3%
Technology laboratories (auto, electronics, photography, welding)	65%	27%	38%	32%	2%	1%	978	65%	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 1,535	Margin of Error
					Very Satisfied	Satisfied	Not Satisfied			
Admission and Records	74%	94%	3%	22%	27%	68%	6%	1,488	97%	2%
Online Service Center (OSC, Bldg 1600, 2nd floor)	32%	95%	33%	35%	33%	63%	5%	1,487	97%	1%
Assessment/Placement Testing (Bldg. 1642)	71%	94%	9%	21%	28%	66%	6%	1,479	96%	2%
Bookstore (Bldg. 1300)	91%	91%	1%	7%	36%	55%	9%	1,485	97%	2%
Cafeteria (Bldg. 1600, 1st floor)	82%	92%	2%	16%	43%	49%	8%	1,468	96%	2%
CalWORKs (Bldg. 1600)	14%	91%	50%	36%	34%	57%	9%	1,481	96%	2%
Campus Safety/Security	48%	88%	6%	46%	33%	55%	12%	1,486	97%	2%
Child Development Center (Bldg. 2300)	19%	96%	20%	62%	52%	44%	4%	1,479	96%	1%
Computer Center (Rm 803)	48%	96%	12%	40%	42%	54%	4%	1,485	97%	1%
Counseling Services (Bldg. 1600, 1st floor)	70%	84%	3%	26%	35%	49%	16%	1,481	96%	2%
Disabled Students Programs/Services (DSPS)	16%	93%	24%	60%	50%	43%	7%	1,488	97%	2%
Extended Opportunity Programs/Service (EOPS)	13%	90%	40%	47%	49%	41%	10%	1,485	97%	2%
Financial Aid Office (Rm 1600, 2nd Floor)	42%	89%	5%	53%	40%	49%	11%	1,489	97%	2%
Health and Wellness Center (Bldg. 1700)	21%	97%	19%	60%	47%	50%	3%	1,485	97%	1%
Honors Transfer Program	11%	92%	35%	54%	38%	55%	8%	1,497	98%	2%
Intercollegiate Athletics	13%	90%	34%	54%	39%	52%	10%	1,482	97%	2%
ESL Lab (In the ILC, Bldg 600)	20%	96%	33%	47%	36%	60%	4%	1,487	97%	1%
Open Math Lab (In the ILC, Bldg 600)	57%	94%	13%	30%	40%	54%	6%	1,483	97%	2%
Library (Learning Resource Center, Bldg 2000)	80%	98%	3%	18%	54%	44%	2%	1,483	97%	1%
Student Online Orientation	67%	90%	12%	21%	31%	59%	10%	1,480	96%	2%
Program Planning Session	35%	90%	32%	32%	35%	55%	10%	1,484	97%	2%
Student Life (clubs/activities/student gov't)	34%	90%	14%	52%	35%	56%	10%	1,484	97%	2%
Textbook Loaner Program	24%	88%	36%	40%	41%	48%	12%	1,491	97%	2%
Transfer Center (Bldg. 1600)	26%	91%	19%	55%	35%	56%	9%	1,483	97%	2%
Reading and Writing Center (RAW Center, Rm 2400)	31%	98%	17%	52%	47%	52%	2%	1,491	97%	1%
Tutorial Center (STaRR ,Rm 2401)	29%	96%	20%	50%	45%	51%	4%	1,489	97%	1%
Veterans First Program (Bldg. 1000)	11%	95%	26%	63%	59%	36%	5%	1,494	97%	1%
Wheels Bus Free Service (LPC Easy Pass)	17%	97%	19%	64%	63%	33%	3%	1,496	97%	1%

TRANSPORTATION

How do you usually get to campus each day?	Pct. of those responding	
	N	Pct
Drive alone	1,161	82%
Dropped-off	71	5%
Carpool	103	7%
Motorcycle	7	<1%
Public Transit	54	4%
Bicycle	6	<1%
Walk	8	1%
Other	4	<1%
Total	1,414	100%

What County do you live in?	Pct. of those responding	
	N	Pct
Alameda County	963	66%
Contra Costa County	131	9%
San Joaquin County	322	22%
Stanislaus County	23	2%
Other Central Valley	13	1%
Other North Bay	1	<1%
Other SF Peninsula	-	-
Other South Bay	7	<1%
Total	1,460	100%

If you usually drive alone to get to campus, what other ways would you be willing to try?	Pct. of those responding	
	N	Pct* of 1,187
Bicycle	115	10%
Carpool	856	72%
Public Transit	382	32%
Vanpool	44	4%
Walk	36	3%

What is the most important to you when choosing how you get to campus?	Pct. of those responding	
	N	Pct* of 1,458
Ability to make stops	57	4%
Comfort and Safety	307	21%
Convenience/Flexibility	565	39%
Cost	224	15%
Reducing pollution	40	3%
Reliability	219	15%
Stress	115	8%
Travel Time	539	37%

Would you ride the ACE Train (Altamont Corridor Express) if it were significantly discounted?	Pct. of those responding	
	N	Pct
Yes	365	41%
No	533	59%
Total	898	100%

Do you plan to use the Wheels Bus Free Service (LPC Easy Pass)?	Pct. of those responding	
	N	Pct
Yes	322	28%
No	809	72%
Total	1,131	100%

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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	
CAMPUS CLIMATE									
I feel welcome at Las Positas College	85%	36%	49%	13%	1%	1%	1,463	97%	2%
Overall I feel safe at Las Positas College	89%	39%	50%	9%	1%	<1%	1,444	95%	2%
At LPC, I have generally been treated with respect by:									
Instructors	90%	42%	48%	7%	2%	<1%	1,495	99%	2%
Students	87%	34%	53%	11%	1%	1%	1,493	99%	2%
Office Staff	84%	35%	49%	12%	3%	1%	1,448	96%	2%
Administrators	84%	36%	48%	13%	2%	1%	1,375	91%	3%
At LPC, there is a general respect for differences in:									
Race-Ethnicity	88%	39%	50%	10%	1%	<1%	1,453	96%	2%
Gender	89%	39%	50%	10%	1%	<1%	1,457	96%	2%
Physical Disability	88%	40%	48%	11%	1%	<1%	1,404	93%	2%
Age	88%	39%	49%	10%	1%	1%	1,454	96%	2%
Sexual Orientation	86%	39%	48%	13%	1%	<1%	1,413	93%	2%
Religion	84%	37%	47%	14%	2%	1%	1,432	95%	2%
Native Language	83%	36%	47%	14%	1%	1%	1,414	93%	3%
COUNSELING SERVICES									
Counselors have been available when I needed to see them	59%	20%	39%	23%	14%	5%	1,326	88%	3%
Counselors helped me clarify my educational goal	62%	23%	39%	22%	10%	6%	1,311	87%	3%
Counselors helped me clarify my career goal	53%	19%	33%	30%	12%	5%	1,273	84%	4%
Counselors gave me encouragement and support	59%	23%	36%	28%	9%	4%	1,293	85%	4%
LIBRARY & TUTORING SERVICES									
The resources of the library are adequate for required course assignments	78%	29%	49%	18%	3%	1%	1,294	86%	3%
The hours of service in the library are adequate to meet student needs	78%	28%	50%	15%	5%	2%	1,316	87%	3%
The Library is open when I need it to be	78%	30%	47%	15%	5%	3%	1,329	88%	3%
The availability of computers in the library is adequate to meet student needs	80%	30%	50%	16%	3%	1%	1,303	86%	3%
Assistance provided by Library Staff is adequate to meet student needs	79%	30%	49%	19%	1%	1%	1,283	85%	3%
The Library feels welcoming to me	84%	36%	48%	13%	2%	1%	1,345	89%	3%
Sufficient tutoring resources are available for students in a variety of subjects	70%	26%	44%	26%	3%	1%	1,183	78%	3%
The Tutorial Center is open when I need it to be	64%	23%	40%	31%	3%	2%	1,055	70%	4%
The Tutorial Center feels welcoming to me	65%	25%	40%	32%	2%	1%	1,051	69%	4%
The Reading and Writing Center is open when I need it to be	61%	20%	41%	35%	2%	2%	956	63%	4%
The Reading and Writing Center feels welcoming to me	62%	22%	40%	35%	2%	1%	966	64%	4%

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INSTRUCTION	'Strongly Agree' or 'Agree'	Strongly Agree		Neither Agree nor Disagree		Strongly Disagree	Pct. of			
		Agree	Agree	Disagree	Disagree		N	1,513		
Instructors encourage students to examine different points of view	72%	27%	46%	22%	4%	1%	1,412	93%	3%	
Course syllabi are provided and followed by instructors	85%	37%	48%	12%	2%	1%	1,430	95%	2%	
A barrier to achieving my academic goal is the lack of access to reliable internet services	35%	13%	22%	25%	23%	17%	1,302	86%	3%	
COURSE AVAILABILITY	'Always', 'Nearly always', or 'Usually'	Always		Nearly Always		Seldom	Never	Pct. of		Margin of Error
		Always	Always	Usually	Usually			N	1,513	
How often are you able to get the courses you need on the days or hours that are good for you?	84%	17%	24%	42%	15%	2%	1,486	98%	4%	
Do you have regular access to a computer/laptop?	96%	67%	19%	11%	3%	1%	1,495	99%	4%	
Do you have regular access to internet at home?	97%	75%	14%	8%	2%	1%	1,493	99%	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		Somewhat Clear		Not at All Clear				
		Very clear	Clear	Clear	Clear	Clear	Clear	N	Pct.	
Each of my courses	83%	40%	43%	15%	2%		1,488	98%	3%	
My major/program	64%	30%	35%	29%	7%		1,410	93%	3%	
My degree/certificate	62%	29%	32%	31%	8%		1,380	91%	3%	
My transfer education*	57%	28%	29%	34%	9%		1,052	70%	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?	"Some" or "A Lot" of progress	None	A Little	Some	A Lot	N	Pct. of 1,513	
COMMUNICATION								
Reading skills	67%	11%	22%	41%	27%	1,371	91%	3%
Writing skills	74%	7%	18%	37%	37%	1,380	91%	3%
Oral communication and speaking skills	71%	10%	19%	37%	34%	1,374	91%	3%
Listening effectively	75%	8%	17%	40%	35%	1,395	92%	3%
Ability to read, interpret, and generate charts/graphs	69%	10%	22%	40%	29%	1,364	90%	3%
CRITICAL THINKING								
Critical thinking	77%	5%	18%	42%	35%	1,407	93%	3%
Gathering information from multiple sources	79%	5%	16%	41%	38%	1,409	93%	3%
Ability to learn on my own, pursue ideas and find info.	78%	5%	17%	39%	39%	1,411	93%	3%
Using logic to draw conclusions from information	78%	5%	17%	43%	35%	1,403	93%	3%
Mathematical skills and abilities	67%	12%	21%	36%	31%	1,324	88%	3%
Applying knowledge to new situations to solve problems	75%	6%	19%	42%	33%	1,394	92%	3%
CREATIVITY/AESTHETICS								
Appreciation for the arts and the role art plays in society	60%	19%	21%	31%	29%	1,203	80%	4%
RESPECT and RESPONSIBILITY								
Performing to the best of my abilities	79%	5%	16%	40%	39%	1,416	94%	3%
Clarity of my own values and ethical standards	78%	7%	15%	38%	40%	1,409	93%	3%
Exhibiting personal, professional, academic honesty	81%	6%	13%	35%	46%	1,402	93%	3%
Developing clear career goals	73%	8%	19%	36%	37%	1,401	93%	3%
Learning to work cooperatively with others	78%	6%	16%	38%	40%	1,416	94%	3%
Ability to meet deadlines and complete tasks	79%	6%	15%	36%	43%	1,415	94%	3%
Appreciation of my role in a democratic society	70%	11%	19%	36%	34%	1,348	89%	3%
Awareness of my civic or community responsibilities	67%	13%	20%	34%	33%	1,363	90%	3%
Understanding diverse philosophies, cultures, ways of life	74%	8%	18%	36%	38%	1,388	92%	3%
TECHNOLOGY								
Overall technological literacy	69%	11%	20%	37%	32%	1,354	89%	3%
Ability to use computers effectively	71%	11%	18%	35%	36%	1,354	89%	3%

Responses to Health-Related Questions

Within the last school year, have any of the following affected your academic performance?	Yes, affected academics	Percentage of those responding					Responses to each question		Margin of Error
		YES...				NO,	N	Pct. of 1,513	
		But did not affect my academics	Earned a lower exam grade	Earned a lower course grade	Received an incomplete/dropped	Did not experience this			
Stress	58%	25%	26%	22%	10%	17%	1,430	95%	3%
Sleep difficulties	43%	29%	21%	17%	4%	28%	1,412	93%	3%
Flu/ cold/ seasonal allergies	19%	37%	11%	7%	2%	44%	1,396	92%	3%
Drug use	4%	13%	1%	1%	1%	84%	1,403	93%	1%
Alcohol use	3%	17%	1%	1%	1%	81%	1,408	93%	1%
Depression/ anxiety/ seasonal affect disorder	31%	17%	10%	14%	6%	52%	1,415	94%	3%

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 1,513	
		14 days	30 days	12 months	not in the last 12 months	never			
Felt things were hopeless	45%	17%	9%	19%	15%	40%	1,398	92%	3%
Felt overwhelmed by all you had to do	71%	36%	13%	21%	6%	23%	1,399	92%	3%
Felt very sad	54%	23%	10%	20%	14%	32%	1,401	93%	3%
Felt overwhelming anxiety	55%	25%	11%	19%	11%	35%	1,399	92%	3%
Seriously considered suicide	10%	3%	2%	6%	14%	76%	1,396	92%	2%
Felt so depressed that it was difficult to function	29%	9%	6%	14%	13%	59%	1,400	93%	3%
Attempted suicide	3%	1%	1%	2%	8%	89%	1,398	92%	1%

Within the last 30 days, on how many days did you use:	Used within last 30 days	Percentage of those responding								Responses to each question		Margin of Error
		Never Used	Have used, but not in last 30 days	Days						N	Pct. of 1,513	
				1-2	3-5	6-9	10-19	20-29	All			
Marijuana	21%	62%	17%	5%	3%	2%	4%	2%	5%	1,410	93%	3%
Alcohol	36%	45%	18%	13%	8%	7%	5%	2%	1%	1,406	93%	3%
Prescription pain pills (not prescribed)	5%	84%	11%	2%	1%	1%	0%	0%	1%	1,360	90%	2%

On average, how many days a week do you engage in moderate to strenuous exercise?	Percentage of those responding	
	N	Pct
0 days	220	15%
1-2 days	444	31%
3-4 days	461	32%
4-7 days	300	21%
Total	1,425	100%

When you do engage in strenuous exercise, on average, how many minutes do you exercise at this level?	Percentage of those responding	
	N	Pct
15 min	160	12%
30 min	292	22%
45 min	256	19%
60 min	611	46%
Total	1,319	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	115	8%
1-2 servings	809	58%
3-4 servings	382	27%
5 or more	99	7%
Total	1,405	100%