

# LACCD Fall 2024 Student Survey Results, LAHC

Updated: February 27, 2025

## About the LACCD Student Survey

The biennial LACCD Student Survey was administered online in the Fall 2024 term. The survey population included LACCD students enrolled as of October 7, 2024 in the Fall 2024 term. Students who enrolled later in the term and requested to complete the survey were allowed to complete the survey. The survey was open from October 14 to December 18, 2024. A total of 8,545 individuals completed the survey, out of 118,401 invitations sent, which yielded a districtwide response rate of 7.2% and margin of error of 1.0%.

The general goal of the LACCD Student Survey is to support institutional effectiveness, which includes informing planning, accreditation, supporting grant development, improving our student services, and understanding student needs, especially for student groups who are disproportionately disadvantaged in higher education. The survey is divided into several sections that include information on: Student Information, Educational Goals & Plans, Financial Resources, College Services, College Facilities and Security, Academic Experiences, Campus Climate, College Communications, and Overall Experience.

The following table contains the response rates by college.

### Response Rates by College

	By Home Campus	Primary College Selected by Respondent	
College	# Invited	# Returned Surveys	Response Rate
ELAC	25,525	1,327	5.2%
LACC	16,160	1,542	9.5%
LAHC	7,343	459	6.3%
LAMC	9,876	723	7.3%
LAPC	17,826	1,477	8.3%
LASC	4,895	453	9.3%
LATTC	13,123	956	7.3%
LAVC	16,345	931	5.7%
WLAC	7,308	677	9.3%
District	118,401	8,545	7.2%

Note: Please keep in mind that students may select a different primary college on the survey than their home campus on file, so this response rate is not exact. Surveys were counted as returned if the student ID and answer to at least one non-identity question were recorded.

In the remainder of this report, percentages are calculated out of total respondents for each question.

## Student Information

### Q1. Which LACCD college do you consider to be your PRIMARY/HOME college? (Required)

459 Responses

Field	City	East LA	Harbor	Mission	Pierce	Southwest	Trade-Tech	Valley	West LA
N	0	0	459	0	0	0	0	0	0
Percentage	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

### Q11. Are you also enrolled in any of the following? (Select all that apply)

127 Responses

Field	High School	Another LACCD college	Other 2-year college (outside of LACCD)	4-year college or university
N	37	47	26	23
Percentage	29.1%	37.0%	20.5%	18.1%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

## Educational Goals & Plans

**Q1. How much did each SOURCE of information impact your decision to enroll at [primary/home college]?**

### Q1A. Word of mouth (e.g., family, friends, other students)

448 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	37	212	116	30	53
Percentage	8.3%	47.3%	25.9%	6.7%	11.8%

### Q1B. High school advisor, counselor, or teacher

444 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	81	136	86	37	104
Percentage	18.2%	30.6%	19.4%	8.3%	23.4%

### Q1C. College representative or recruiter coming to my high school

444 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	106	79	69	38	152
Percentage	23.9%	17.8%	15.5%	8.6%	34.2%

### Q01D. My employer

440 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	124	34	28	26	228
Percentage	28.2%	7.7%	6.4%	5.9%	51.8%

**Q1E. College or District website (e.g., class schedule, catalog, program information)**

443 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	49	152	112	46	84
Percentage	11.1%	34.3%	25.3%	10.4%	19.0%

**Q1F. College information mailed to my home (e.g., flyer, course schedules)**

443 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	77	71	87	56	152
Percentage	17.4%	16.0%	19.6%	12.6%	34.3%

**Q1G. College information that was e-mailed**

443 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	82	86	70	53	152
Percentage	18.5%	19.4%	15.8%	12.0%	34.3%

**Q1H. Social media**

440 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	88	47	78	54	173
Percentage	20.0%	10.7%	17.7%	12.3%	39.3%

**Q1I. Newspaper, radio, or television advertisement**

440 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	97	24	40	48	231
Percentage	22.0%	5.5%	9.1%	10.9%	52.5%

**Q1J. Bus, train, or billboard advertisement**

440 Responses

Field	Not Applicable	Very Much	Some	Very Little	Not At All
N	92	38	48	56	206
Percentage	20.9%	8.6%	10.9%	12.7%	46.8%

**Q2. How important was each REASON in your decision to enroll at [primary/home college]?**

**Q2A. Have friends or relatives who attend this college**

418 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	62	119	85	54	98
Percentage	14.8%	28.5%	20.3%	12.9%	23.4%

**Q2B. Close to home or work**

430 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	19	284	92	18	17
Percentage	4.4%	66.0%	21.4%	4.2%	4.0%

**Q2C. Availability of public transportation**

420 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	65	155	79	39	82
Percentage	15.5%	36.9%	18.8%	9.3%	19.5%

**Q2D. Minimal admission requirements**

425 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	33	188	122	41	41
Percentage	7.8%	44.2%	28.7%	9.6%	9.6%

**Q2E. Low cost**

428 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	22	307	74	16	9
Percentage	5.1%	71.7%	17.3%	3.7%	2.1%

**Q2F. College Promise / First Year Experience (FYE) Programs**

424 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	79	215	72	20	38
Percentage	18.6%	50.7%	17.0%	4.7%	9.0%

**Q2G. Specific Student Service (e.g., CalWORKS, Reentry, Foster Youth, International, Dream Resource Center)**

424 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	102	134	80	47	61
Percentage	24.1%	31.6%	18.9%	11.1%	14.4%

**Q2H. Specific educational program**

421 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	60	164	101	48	48
Percentage	14.3%	39.0%	24.0%	11.4%	11.4%

**Q2I. Availability of courses for my program or educational goal**

424 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	19	270	99	22	14
Percentage	4.5%	63.7%	23.3%	5.2%	3.3%

**Q2J. Availability of in-person courses that fit my schedule**

422 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	29	223	108	31	31
Percentage	6.9%	52.8%	25.6%	7.3%	7.3%

**Q2K. Availability of online courses that fit my schedule**

428 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	28	283	84	15	18
Percentage	6.5%	66.1%	19.6%	3.5%	4.2%

**Q2L. Availability of Credit for Prior Learning (i.e., college credit for my learning outside of the classroom from military service, industry certifications, credit by exam, or portfolios)**

424 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	103	136	74	39	72
Percentage	24.3%	32.1%	17.5%	9.2%	17.0%

**Q2M. Availability of Zero Cost Textbook**

426 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	25	251	101	26	23
Percentage	5.9%	58.9%	23.7%	6.1%	5.4%

**Q2N. Was enrolled at [primary/home] College when I was in high school**

423 Responses

Field	Not Applicable	Very Important	Important	Somewhat Not Important	Not Important
N	188	83	35	24	93
Percentage	44.4%	19.6%	8.3%	5.7%	22.0%

**Q3. Have any of the following been a problem for you in reaching your academic goals?**

**Q3A. Quality of high school preparation in: reading, writing, or math**

394 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	58	201	82	36	17
Percentage	14.7%	51.0%	20.8%	9.1%	4.3%

**Q3B. Study skills (e.g., note taking, test preparation)**

394 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	30	180	110	44	30
Percentage	7.6%	45.7%	27.9%	11.2%	7.6%

**Q3C. Availability of tutoring services**

394 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	41	246	68	22	17
Percentage	10.4%	62.4%	17.3%	5.6%	4.3%

**Q03D. Availability of academic counseling, guidance, and/or support**

392 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	30	265	60	26	11
Percentage	7.7%	67.6%	15.3%	6.6%	2.8%

**Q3E. Availability of technology (e.g., computer, internet)**

394 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	28	276	56	21	13
Percentage	7.1%	70.1%	14.2%	5.3%	3.3%

**Q3F. Cost of textbooks**

391 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	29	167	91	58	46
Percentage	7.4%	42.7%	23.3%	14.8%	11.8%

**Q3G. Cost of tools/supplies**

390 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	32	186	95	52	25
Percentage	8.2%	47.7%	24.4%	13.3%	6.4%

**Q3H. Transportation access**

392 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	47	215	68	40	22
Percentage	12.0%	54.8%	17.3%	10.2%	5.6%

**Q3I. Financial factors**

394 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	22	135	98	80	59
Percentage	5.6%	34.3%	24.9%	20.3%	15.0%

**Q3J. English is not my primary language**

388 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	149	191	20	13	15
Percentage	38.4%	49.2%	5.2%	3.4%	3.9%

**Q3K. Confused about college rules and regulations**

393 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	46	249	61	22	15
Percentage	11.7%	63.4%	15.5%	5.6%	3.8%

**Q3L. Too much is expected by instructors**

391 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	31	207	93	41	19
Percentage	7.9%	52.9%	23.8%	10.5%	4.9%

**Q3M. Some course have not met my expectations**

389 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	51	215	78	30	15
Percentage	13.1%	55.3%	20.1%	7.7%	3.9%

**Q3N. Availability of in-person courses**

389 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	46	245	57	21	20
Percentage	11.8%	63.0%	14.7%	5.4%	5.1%

**Q3O. Availability of online courses**

389 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	33	255	57	26	18
Percentage	8.5%	65.6%	14.7%	6.7%	4.6%

**Q3P. Falling behind in my coursework**

393 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	23	174	112	51	33
Percentage	5.9%	44.3%	28.5%	13.0%	8.4%

**Q3Q. Personal obligations (e.g., job or family)**

389 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	28	133	94	74	60
Percentage	7.2%	34.2%	24.2%	19.0%	15.4%

**Q3R. Child care obligations**

387 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	140	177	36	12	22
Percentage	36.2%	45.7%	9.3%	3.1%	5.7%

**Q3S. Lack of motivation**

391 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	38	147	108	56	42
Percentage	9.7%	37.6%	27.6%	14.3%	10.7%

**Q3T. Health issues**

390 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	50	218	71	33	18
Percentage	12.8%	55.9%	18.2%	8.5%	4.6%

**Q3U. Too much stress or anxiety**

391 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	26	102	113	93	57
Percentage	6.6%	26.1%	28.9%	23.8%	14.6%

**Q3V. Housing expenses**

393 Responses

Field	Not Applicable	Not a Problem	Minor Problem	Moderate Problem	Major Problem
N	60	173	54	53	53
Percentage	15.3%	44.0%	13.7%	13.5%	13.5%

**Q4. Do you have an up-to-date Student Educational Plan (i.e., list of courses you need to take each semester to meet your educational goal)? (Required)**

398 Responses

Field	Yes	No, I never had one	No, I have changed my mind about my program or goals	Not sure
N	300	42		22
Percentage	75.4%	10.6%		5.5%

**Q5. Have you been able to follow the recommended list of courses in your Student Educational Plan?**

298 Responses

Field	Yes	No, some of the courses I need have not been offered when I can attend	No, there has not been space in the courses I need	No, I believe that I did not need some of the courses listed on my plan
N	267	19	6	6
Percentage	89.6%	6.4%	2.0%	2.0%

Note: This question was only asked to students who indicated they had an up-to-date Student Education Plan (Question 4).

**Q6. In general, what types of classes are you interested in taking? (Select all that apply)**

*(Required)*

391 Responses

Field	Online Asynchronous Classes (i.e., courses with content available to access when it best suits your schedule)	Online Synchronous Classes (i.e., courses that happen in real time, with a set class schedule)	Online Hybrid (i.e., classes that are a mixture of synchronous and asynchronous schedules)	HyFlex/Dual Delivery (i.e., classes with a set schedule that you can choose to attend in person or online)	Hybrid (i.e., classes that are a mixture of in-person and online)	In-Person (i.e., classes with a set schedule that meet face-to-face)
N	240	74	81	76	109	207
Percentage	61.4%	18.9%	20.7%	19.4%	27.9%	52.9%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q7. What are the days that you prefer to take classes that have a set schedule and meet in real time (i.e., in-person, online synchronous, hybrid, and HyFlex classes)? (Select all that apply)**

305 Responses

Field	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
N	248	239	251	238	102	51	21
Percentage	81.3%	78.4%	82.3%	78.0%	33.4%	16.7%	6.9%

Note: This question was only asked to students who indicated that they were interested in taking online synchronous, online hybrid, hyflex, hybrid, or in-person classes (Question 6).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q8. What times do you prefer to take classes that have a set schedule and meet in real time (i.e., in-person, online synchronous, hybrid, and HyFlex classes)? (Select all that apply)**

304 Responses

Field	Morning (8:00 –11:59 a.m.)	Afternoon (12:00 – 4:29 p.m.)	Evening (4:30 p.m. and later)
N	230	155	96
Percentage	75.7%	51.0%	31.6%

Note: This question was only asked to students who indicated that they were interested in taking online synchronous, online hybrid, hyflex, hybrid, or in-person classes (Question 6).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q9. Do you prefer short-term or full-semester classes?**

366 Responses

Field	Short-term classes (i.e., classes that are 8 weeks or shorter than full semester length classes)	Full semester length classes (i.e., 16-week classes)	I like to take both short- and full-term classes
N	35	95	236
Percentage	9.6%	26.0%	64.5%

**Q10. For each term, please state your preferred class format.**

**Q10A. Summer**

376 Responses

Field	Only online classes	Mostly online classes, but some in-person classes	Mostly in-person classes, but some online classes	Only in-person classes	I don't take courses this term
N	180	60	56	35	45
Percentage	47.9%	16.0%	14.9%	9.3%	12.0%

**Q10B. Fall**

380 Responses

Field	Only online classes	Mostly online classes, but some in-person classes	Mostly in-person classes, but some online classes	Only in-person classes	I don't take courses this term
N	100	86	127	65	2
Percentage	26.3%	22.6%	33.4%	17.1%	0.5%

**Q10C. Winter**

373 Responses

Field	Only online classes	Mostly online classes, but some in-person classes	Mostly in-person classes, but some online classes	Only in-person classes	I don't take courses this term
N	175	59	65	35	39
Percentage	46.9%	15.8%	17.4%	9.4%	10.5%

**Q10D. Spring**

377 Responses

Field	Only online classes	Mostly online classes, but some in-person classes	Mostly in-person classes, but some online classes	Only in-person classes	I don't take courses this term
N	100	92	121	58	6
Percentage	26.5%	24.4%	32.1%	15.4%	1.6%

**Financial Resources**

**Q11. Were you claimed as a "dependent" on the most recent tax return?**

380 Responses

Field	Yes	No	I Don't Know
N	84	184	112
Percentage	22.1%	48.4%	29.5%

**Q12. What is your total household annual income, not including loans, grants, or scholarships? (if you answered yes in the previous question, your total earnings are what you and your parents made together. If you are unsure, give your best estimate)**

366 Responses

Field	N	Percentage
\$0 – \$15,060	104	28.4%
\$15,061 – \$20,440	44	12.0%
\$20,441 – \$25,820	23	6.3%
\$25,821 – \$31,200	26	7.1%
\$31,201 – \$36,580	25	6.8%
\$36,581 – \$41,960	23	6.3%
\$41,961 – \$47,340	15	4.1%
\$47,341 – \$52,420	25	6.8%
\$52,421 or more	81	22.1%

**Q13. How many people are in the household (including yourself) reported in the previous question?**

371 Responses

Field	1	2	3	4	5	6	7	8	9 or more
N	56	61	61	80	57	36	12	6	2
Percentage	15.1%	16.4%	16.4%	21.6%	15.4%	9.7%	3.2%	1.6%	0.5%

**Q14. Do you have children for whom you are a primary caregiver? (Required)**

376 Responses

Field	Yes	No
N	84	292
Percentage	22.3%	77.7%

**Q15. How old are your children? (Select all the age categories that apply) (Required)**

84 Responses

Field	Under 1 year old	1 - 2 years old	3 - 5 years old	6 - 12 years old	13 - 17 years old	18 and over with special needs or disability	18 and over with no special needs or disability
N	5	16	22	38	27	3	12
Percentage	6.0%	19.0%	26.2%	45.2%	32.1%	3.6%	14.3%

Note: This question was only asked to students who indicated they had children (Question 14).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q16. Do you have regular access to safe, reliable, and affordable childcare?**

63 Responses

Field	Yes	Sometimes	No
N	32	16	15
Percentage	50.8%	25.4%	23.8%

Note: This question only asked to students who indicated they had at least one child who was 12 years old or younger (Question 15).

**Q17. Approximately, how many hours per week do you currently work?**

375 Responses

Field	I don't work (0 hours)	1 - 9 hours	10 - 19 hours	20 - 39 hours	40 or more hours
N	177	37	46	72	43
Percentage	47.2%	9.9%	12.3%	19.2%	11.5%

**Q18. Are you receiving money from any public assistance program? (e.g., TANF / CalWORKs, SSI / SSDI, General Assistance, or Section 8)**

368 Responses

Field	Yes	No
N	73	295
Percentage	19.8%	80.2%

**Q19. Do you have regular access to the following for your classes?****Q19A. Computer (desktop, laptop, or Chromebook/Surface Go)**

369 Responses

Field	Yes	Sometimes	No
N	318	40	11
Percentage	86.2%	10.8%	3.0%

**Q19B. Internet**

371 Responses

Field	Yes	Sometimes	No
N	312	45	14
Percentage	84.1%	12.1%	3.8%

**Q19C. Webcam**

361 Responses

Field	Yes	Sometimes	No
N	260	54	47
Percentage	72.0%	15.0%	13.0%

**Q19D. Printer**

363 Responses

Field	Yes	Sometimes	No
N	170	100	93
Percentage	46.8%	27.5%	25.6%

**Q19E. Smartphone**

366 Responses

Field	Yes	Sometimes	No
N	330	25	11
Percentage	90.2%	6.8%	3.0%

## College Services

**Q20. Since the beginning of the semester, have you attempted to contact, contacted, or received services or information from any of the following departments at [primary/home college]? (Select all that apply for each service)**

### Q20A. Admissions and Records

361 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	179	93	113
Percentage	49.6%	25.8%	31.3%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

### Q20B. Bookstore

354 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	167	45	156
Percentage	47.2%	12.7%	44.1%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

### Q20C. Business and Fiscal Office

351 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	103	38	212
Percentage	29.3%	10.8%	60.4%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20D. Career and Employment Center**

351 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	55	34	267
Percentage	15.7%	9.7%	76.1%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20E. College Promise/ First Year Experience (FYE) Programs**

352 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	105	60	203
Percentage	29.8%	17.0%	57.7%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20F. Disabled Students Programs and Services (DSPS)**

354 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	47	32	285
Percentage	13.3%	9.0%	80.5%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20G. EOPS or CARE**

354 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	87	52	238
Percentage	24.6%	14.7%	67.2%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20H. Financial Aid Office**

359 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	161	105	123
Percentage	44.8%	29.2%	34.3%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20I. General College Counseling Services / Academic Counseling**

358 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	187	92	113
Percentage	52.2%	25.7%	31.6%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20J. Health Center / Wellness Center / Mental Health Services**

351 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	40	19	297
Percentage	11.4%	5.4%	84.6%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20K. Library**

356 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	188	30	149
Percentage	52.8%	8.4%	41.9%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20L. Orientation**

351 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	74	63	223
Percentage	21.1%	17.9%	63.5%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20M. Transfer Center**

349 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	77	40	243
Percentage	22.1%	11.5%	69.6%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20N. Tutoring Services / Learning Assistance Center / NetTutor**

352 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	63	31	268
Percentage	17.9%	8.8%	76.1%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q20O. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline**

354 Responses

Field	Yes, in person	Yes, virtually (online, email, phone)	No
N	130	35	200
Percentage	36.7%	9.9%	56.5%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q21. How SATISFIED were you with each in-person service at [primary/home college]?**

**Q21A. Admissions and Records**

179 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	92	70	14	3
Percentage	51.4%	39.1%	7.8%	1.7%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21B. Bookstore**

166 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	96	63	6	1
Percentage	57.8%	38.0%	3.6%	0.6%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21C. Business and Fiscal Office**

102 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	58	40	2	2
Percentage	56.9%	39.2%	2.0%	2.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21D. Career and Employment Center**

54 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	36	16	2	0
Percentage	66.7%	29.6%	3.7%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21E. College Promise/ First Year Experience (FYE) Programs**

104 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	65	35	4	0
Percentage	62.5%	33.7%	3.8%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21F. Disabled Students Programs and Services (DSPS)**

45 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	31	12	0	2
Percentage	68.9%	26.7%	0.0%	4.4%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21G. EOPS or CARE**

86 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	60	21	5	0
Percentage	69.8%	24.4%	5.8%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21H. Financial Aid Office**

159 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	86	57	9	7
Percentage	54.1%	35.8%	5.7%	4.4%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21I. General College Counseling Services / Academic Counseling**

183 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	114	62	5	2
Percentage	62.3%	33.9%	2.7%	1.1%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21J. Health Center / Wellness Center / Mental Health Services**

39 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	27	8	3	1
Percentage	69.2%	20.5%	7.7%	2.6%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21K. Library**

188 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	120	64	4	0
Percentage	63.8%	34.0%	2.1%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21L. Orientation**

71 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	47	24	0	0
Percentage	66.2%	33.8%	0.0%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21M. Transfer Center**

75 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	49	23	3	0
Percentage	65.3%	30.7%	4.0%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21N. Tutoring Services / Learning Assistance Center / NetTutor**

60 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	37	17	5	1
Percentage	61.7%	28.3%	8.3%	1.7%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q21O. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline**

129 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	84	42	3	0
Percentage	65.1%	32.6%	2.3%	0.0%

Note: This question was only asked to students who indicated they used an in-person service (Question 20).

**Q22. What were some of the reasons you were dissatisfied with each in-person service at [primary/home college]? (Select all that apply for each service)**

**Q22A. Admissions and Records**

16 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	5	5	6	5
Percentage	31.3%	31.3%	37.5%	31.3%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22B. Bookstore**

6 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	1	4
Percentage	16.7%	0.0%	16.7%	66.7%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22C. Business and Fiscal Office**

4 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	1	1	2
Percentage	25.0%	25.0%	25.0%	50.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22D. Career and Employment Center**

2 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	2	0	0	0
Percentage	100.0%	0.0%	0.0%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22E. College Promise/ First Year Experience (FYE) Programs**

Note: Due to a programming error, this question did not appear as intended for all students who were dissatisfied or very dissatisfied with service (Question 21).

**Q22F. Disabled Students Programs and Services (DSPS)**

Note: Due to a programming error, this question did not appear as intended for all students who were dissatisfied or very dissatisfied with service (Question 21).

**Q22G. EOPS or CARE**

Note: Due to a programming error, this question did not appear as intended for all students who were dissatisfied or very dissatisfied with service (Question 21).

**Q22H. Financial Aid Office**

16 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	4	2	7	7
Percentage	25.0%	12.5%	43.8%	43.8%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22I. General College Counseling Services / Academic Counseling**

7 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	0	3	3	2
Percentage	0.0%	42.9%	42.9%	28.6%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22J. Health Center / Wellness Center / Mental Health Services**

3 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	0	2
Percentage	33.3%	0.0%	0.0%	66.7%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22K. Library**

4 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	2	1
Percentage	25.0%	0.0%	50.0%	25.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21). Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22L. Orientation**

There were no respondents to this question.

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21). Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22M. Transfer Center**

3 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	2	0
Percentage	33.3%	0.0%	66.7%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21). Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22N. Tutoring Services / Learning Assistance Center / NetTutor**

5 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	2	4	0
Percentage	20.0%	40.0%	80.0%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q22O. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline**

3 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	1	1
Percentage	33.3%	0.0%	33.3%	33.3%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 21).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q23. How SATISFIED were you with each online service at [primary/home college]?**

**Q23A. Admissions and Records**

90 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	34	50	5	1
Percentage	37.8%	55.6%	5.6%	1.1%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23B. Bookstore**

43 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	21	22	0	0
Percentage	48.8%	51.2%	0.0%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23C. Business and Fiscal Office**

37 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	26	2	1
Percentage	21.6%	70.3%	5.4%	2.7%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23D. Career and Employment Center**

32 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	7	23	2	0
Percentage	21.9%	71.9%	6.3%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23E. College Promise/ First Year Experience (FYE) Programs**

57 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	24	31	0	2
Percentage	42.1%	54.4%	0.0%	3.5%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23F. Disabled Students Programs and Services (DSPS)**

29 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	12	15	2	0
Percentage	41.4%	51.7%	6.9%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23G. EOPS or CARE**

52 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	28	16	6	2
Percentage	53.8%	30.8%	11.5%	3.8%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23H. Financial Aid Office**

103 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	35	61	4	3
Percentage	34.0%	59.2%	3.9%	2.9%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23I. General College Counseling Services / Academic Counseling**

89 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	41	42	6	0
Percentage	46.1%	47.2%	6.7%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23J. Health Center / Wellness Center / Mental Health Services**

19 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	3	10	5	1
Percentage	15.8%	52.6%	26.3%	5.3%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23K. Library**

29 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	10	19	0	0
Percentage	34.5%	65.5%	0.0%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23L. Orientation**

62 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	29	30	2	1
Percentage	46.8%	48.4%	3.2%	1.6%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23M. Transfer Center**

39 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	16	21	2	0
Percentage	41.0%	53.8%	5.1%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23N. Tutoring Services / Learning Assistance Center / NetTutor**

30 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	11	15	3	1
Percentage	36.7%	50.0%	10.0%	3.3%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q23O. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline**

34 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	23	3	0
Percentage	23.5%	67.6%	8.8%	0.0%

Note: This question was only asked to students who indicated they used virtual services (Question 20).

**Q24. What were some of the reasons you were dissatisfied with each online service at [primary/home college]? (Select all that apply for each service)**

**Q24A. Admissions and Records**

6 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	4	2	0
Percentage	16.7%	66.7%	33.3%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24B. Bookstore**

There were no respondents to this question.

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24C. Business and Fiscal Office**

2 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	2	0	0	0
Percentage	100.0%	0.0%	0.0%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24D. Career and Employment Center**

2 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	1	0
Percentage	50.0%	0.0%	50.0%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24E. College Promise/ First Year Experience (FYE) Programs**

2 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	1	0	0
Percentage	50.0%	50.0%	0.0%	0.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24F. Disabled Students Programs and Services (DSPS)**

Note: Due to a programming error this question did not appear as intended for all students who were dissatisfied or very dissatisfied with service (Question 23).

**Q24G. EOPS or CARE**

Note: Due to a programming error this question did not appear as intended for all students who were dissatisfied or very dissatisfied with service (Question 23).

**Q24H. Financial Aid Office**

7 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	2	2	4	1
Percentage	28.6%	28.6%	57.1%	14.3%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24I. General College Counseling Services / Academic Counseling**

6 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	3	2	2
Percentage	16.7%	50.0%	33.3%	33.3%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24J. Health Center / Wellness Center / Mental Health Services**

6 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	3	0	2	1
Percentage	50.0%	0.0%	33.3%	16.7%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24K. Library**

There were no respondents to this question.

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).  
 Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24L. Orientation**

3 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	0	1	1	2
Percentage	0.0%	33.3%	33.3%	66.7%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).  
 Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24M. Transfer Center**

2 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	0	0	0	2
Percentage	0.0%	0.0%	0.0%	100.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).  
 Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24N. Tutoring Services / Learning Assistance Center / NetTutor**

4 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	0	0	3	1
Percentage	0.0%	0.0%	75.0%	25.0%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q24O. Welcome Center / Bridges to Success / One-Stop Center / Help Desk / Fresh Desk Hotline**

3 Responses

Field	I did not get a response.	I did get a response, but it was not timely.	I did get a response, but they did not address my issue.	I did get a response, but I experienced poor customer service.
N	1	0	0	2
Percentage	33.3%	0.0%	0.0%	66.7%

Note: This question was only asked to students who were dissatisfied or very dissatisfied with service (Question 23).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q25. Related to General College Counseling / Academic Counseling services at [primary/home] College, did any of the following describe your experience? (Select all that apply)**

213 Responses

Field	N	Percentage
I had trouble with the system used to schedule an online appointment (Cranium Café)	27	12.7%
I wanted an on-line appointment, but none were available	22	10.3%
I tried to see a counselor by walking-in, but the wait was too long or there were no counselors available	19	8.9%
I received counseling related to math courses that was appropriate (i.e., I was able to enroll in the class that had the right level of difficulty and support)	41	19.2%
I received counseling related to English courses that was appropriate (i.e., I was able to enroll in the class that had the right level of difficulty and support)	42	19.7%
The appointment length was about right	173	81.2%

Note: This question was only asked to students who indicated they received service from General College Counseling/Academic Counseling (Question 20).

Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q26. Since the beginning of the semester, have you received services or information from any of the following student support services at [primary/home college]?**

**Q26A. Asian Pacific American Student Services (APASS)**

354 Responses

Field	Not applicable to me	Yes	No
N	178	35	141
Percentage	50.3%	9.9%	39.8%

**Q26B. Assessment and Placement Services**

349 Responses

Field	Not applicable to me	Yes	No
N	127	32	190
Percentage	36.4%	9.2%	54.4%

**Q26C. Associated Student Organization / Union**

352 Responses

Field	Not applicable to me	Yes	No
N	99	67	186
Percentage	28.1%	19.0%	52.8%

**Q26D. Athletics**

351 Responses

Field	Not applicable to me	Yes	No
N	128	37	186
Percentage	36.5%	10.5%	53.0%

**Q26E. Basic Needs Center/Food Pantry**

351 Responses

Field	Not applicable to me	Yes	No
N	102	95	154
Percentage	29.1%	27.1%	43.9%

**Q26F. CalWORKs/GAIN**

347 Responses

Field	Not applicable to me	Yes	No
N	111	47	189
Percentage	32.0%	13.5%	54.5%

**Q26G. Child Care Center / Child Development Center**

352 Responses

Field	Not applicable to me	Yes	No
N	162	24	166
Percentage	46.0%	6.8%	47.2%

**Q26H. Dream Resource Center / Undocumented Student Services**

350 Responses

Field	Not applicable to me	Yes	No
N	173	26	151
Percentage	49.4%	7.4%	43.1%

**Q26I. Food Services / Cafeteria / Food Trucks**

352 Responses

Field	Not applicable to me	Yes	No
N	73	118	161
Percentage	20.7%	33.5%	45.7%

**Q26J. Foster Youth / Guardian Scholars / Next Up (CAFYES)**

350 Responses

Field	Not applicable to me	Yes	No
N	169	8	173
Percentage	48.3%	2.3%	49.4%

**Q26K. Honors Program**

352 Responses

Field	Not applicable to me	Yes	No
N	109	45	198
Percentage	31.0%	12.8%	56.3%

**Q26L. Incarcerated / Reentry / Rising Scholars**

350 Responses

Field	Not applicable to me	Yes	No
N	170	7	173
Percentage	48.6%	2.0%	49.4%

**Q26M. Information Technology Support (e.g., help with passwords or using live chats)**

354 Responses

Field	Not applicable to me	Yes	No
N	112	62	180
Percentage	31.6%	17.5%	50.8%

**Q26N. Instructional or Computer Labs**

352 Responses

Field	Not applicable to me	Yes	No
N	107	56	189
Percentage	30.4%	15.9%	53.7%

**Q26O. International Student Program and Services**

345 Responses

Field	Not applicable to me	Yes	No
N	155	16	174
Percentage	44.9%	4.6%	50.4%

**Q26P. LGBTQIA+ / Pride Center**

349 Responses

Field	Not applicable to me	Yes	No
N	154	35	160
Percentage	44.1%	10.0%	45.8%

**Q26Q. MESA**

350 Responses

Field	Not applicable to me	Yes	No
N	143	30	177
Percentage	40.9%	8.6%	50.6%

**Q26R. PUENTE**

349 Responses

Field	Not applicable to me	Yes	No
N	134	34	181
Percentage	38.4%	9.7%	51.9%

**Q26S. TRIO**

349 Responses

Field	Not applicable to me	Yes	No
N	153	6	190
Percentage	43.8%	1.7%	54.4%

**Q26T. Umoja / Black Scholars**

350 Responses

Field	Not applicable to me	Yes	No
N	161	32	157
Percentage	46.0%	9.1%	44.9%

**Q26U. Veterans Office**

350 Responses

Field	Not applicable to me	Yes	No
N	185	4	161
Percentage	52.9%	1.1%	46.0%

**Q26V. Work Source Center**

350 Responses

Field	Not applicable to me	Yes	No
N	124	34	192
Percentage	35.4%	9.7%	54.9%

**Q27. How satisfied are you with each support service at [primary/home college]?**

**Q27A. Asian Pacific American Student Services (APASS)**

34 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	23	3	0
Percentage	23.5%	67.6%	8.8%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27B. Assessment and Placement Services**

31 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	14	16	1	0
Percentage	45.2%	51.6%	3.2%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27C. Associated Student Organization / Union**

65 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	28	34	2	1
Percentage	43.1%	52.3%	3.1%	1.5%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27D. Athletics**

35 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	18	17	0	0
Percentage	51.4%	48.6%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27E. Basic Needs Center/Food Pantry**

93 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	55	35	3	0
Percentage	59.1%	37.6%	3.2%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27F. CalWORKs/GAIN**

46 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	29	17	0	0
Percentage	63.0%	37.0%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27G. Child Care Center / Child Development Center**

23 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	14	1	0
Percentage	34.8%	60.9%	4.3%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27H. Dream Resource Center / Undocumented Student Services**

26 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	11	11	3	1
Percentage	42.3%	42.3%	11.5%	3.8%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27I. Food Services / Cafeteria / Food Trucks**

114 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	66	44	2	2
Percentage	57.9%	38.6%	1.8%	1.8%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27J. Foster Youth / Guardian Scholars / Next Up (CAFYES)**

8 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	3	4	1	0
Percentage	37.5%	50.0%	12.5%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27K. Honors Program**

45 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	23	20	2	0
Percentage	51.1%	44.4%	4.4%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27L. Incarcerated / Reentry / Rising Scholars**

7 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	5	2	0	0
Percentage	71.4%	28.6%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27M. Information Technology Support (e.g., help with passwords or using live chats)**

60 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	29	28	3	0
Percentage	48.3%	46.7%	5.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27N. Instructional or Computer Labs**

55 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	33	20	2	0
Percentage	60.0%	36.4%	3.6%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27O. International Student Program and Services**

16 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	7	1	0
Percentage	50.0%	43.8%	6.3%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27P. LGBTQIA+ / Pride Center**

33 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	15	17	1	0
Percentage	45.5%	51.5%	3.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27Q. MESA**

29 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	10	16	3	0
Percentage	34.5%	55.2%	10.3%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27R. PUENTE**

34 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	15	19	0	0
Percentage	44.1%	55.9%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27S. TRIO**

6 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	3	2	1	0
Percentage	50.0%	33.3%	16.7%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27T. Umoja / Black Scholars**

31 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	19	12	0	0
Percentage	61.3%	38.7%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27U. Veterans Office**

3 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	3	0	0	0
Percentage	100.0%	0.0%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q27V. Work Source Center**

33 Responses

Field	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	16	17	0	0
Percentage	48.5%	51.5%	0.0%	0.0%

Note: This question was only asked to students who indicated they received services (Question 26).

**Q28. How SATISFIED are you with each of the following at [primary/home college]?**

**Q28A. College Website**

354 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	9	153	167	20	5
Percentage	2.5%	43.2%	47.2%	5.6%	1.4%

**Q28B. College Library Website**

348 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	59	127	151	9	2
Percentage	17.0%	36.5%	43.4%	2.6%	0.6%

**Q28C. Canvas**

354 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	6	196	135	12	5
Percentage	1.7%	55.4%	38.1%	3.4%	1.4%

**Q28D. Student Portal / SIS / PeopleSoft**

356 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	8	179	150	13	6
Percentage	2.2%	50.3%	42.1%	3.7%	1.7%

**Q28E. Cranium Cafe / Live Chat / Fresh Desk**

350 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	100	92	120	30	8
Percentage	28.6%	26.3%	34.3%	8.6%	2.3%

**Q28F. NetTutor**

349 Responses

Field	Not Applicable	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
N	180	53	103	11	2
Percentage	51.6%	15.2%	29.5%	3.2%	0.6%

**College Facilities and Security**

**Q30. In Fall 2024, are you taking: (Required)**

359 Responses

Field	Only online classes	Online and in-person classes	Only in-person classes
N	123	162	74
Percentage	34.3%	45.1%	20.6%

**Q31. To what extent do you agree with each statement about the FACILITIES and SERVICES at [primary/home college]?**

**Q31A. I feel safe and secure at this college**

231 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	12	90	115	14	0
Percentage	5.2%	39.0%	49.8%	6.1%	0.0%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31B. Buildings are clean and well maintained**

231 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	10	79	121	16	5
Percentage	4.3%	34.2%	52.4%	6.9%	2.2%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31C. Food service at this college is sufficient**

229 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	65	61	86	13	4
Percentage	28.4%	26.6%	37.6%	5.7%	1.7%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31D. Restrooms are clean and well maintained**

231 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	21	70	106	24	10
Percentage	9.1%	30.3%	45.9%	10.4%	4.3%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31E. The grounds and public areas at this college are clean and well maintained**

229 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	11	82	126	8	2
Percentage	4.8%	35.8%	55.0%	3.5%	0.9%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31F. This college is free of safety hazards**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	25	73	122	10	2
Percentage	10.8%	31.5%	52.6%	4.3%	0.9%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31G. This college has adequate outside lighting**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	32	71	117	11	1
Percentage	13.8%	30.6%	50.4%	4.7%	0.4%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31H. Sufficient parking is available**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	35	73	116	8	0
Percentage	15.1%	31.5%	50.0%	3.4%	0.0%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31I. Parking lots are safe, well lighted, and well maintained**

230 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	33	64	123	10	0
Percentage	14.3%	27.8%	53.5%	4.3%	0.0%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31J. This college has made a good effort to reduce the impact of construction on students**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	36	73	108	13	2
Percentage	16%	31%	47%	6%	1%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31K. Buildings and signage are clearly marked and easy-to-read**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	11	74	132	13	2
Percentage	4.7%	31.9%	56.9%	5.6%	0.9%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31L. Learning facilities (equipment, classrooms, and labs) are adequate and up-to-date**

232 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	19	64	123	21	5
Percentage	8.2%	27.6%	53.0%	9.1%	2.2%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31M. There are enough labs and study spaces to meet my needs**

231 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	32	71	113	12	3
Percentage	13.9%	30.7%	48.9%	5.2%	1.3%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31N. This college's Wi-Fi is reliable**

230 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	24	61	113	20	12
Percentage	10.4%	26.5%	49.1%	8.7%	5.2%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q31O. The presence of security personnel is adequate.**

231 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	36	64	98	29	4
Percentage	15.6%	27.7%	42.4%	12.6%	1.7%

Note: This question was only asked to students who indicated they were taking classes "online and in-person" or "only in-person" (Question 30).

**Q32. How many hours per week do you spend ON CAMPUS studying, using the library, attending cultural events, or engaging in leisure activities?**

354 Responses

Field	None	1 - 3 hours	4 - 6 hours	7 - 9 hours	10 - 12 hours	13 or more hours
N	120	112	55	26	17	24
Percentage	33.9%	31.6%	15.5%	7.3%	4.8%	6.8%

**Academic Experiences**

**Q33. In general, to what extent do you agree with each statement?**

**Q33A. Textbooks and reading materials are useful for my courses**

350 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	117	194	18	9	12
Percentage	33.4%	55.4%	5.1%	2.6%	3.4%

**Q33B. Grading practices in my courses are clearly defined**

352 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	118	207	19	1	7
Percentage	33.5%	58.8%	5.4%	0.3%	2.0%

**Q33C. Tests cover the course material presented**

351 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	105	197	29	3	17
Percentage	29.9%	56.1%	8.3%	0.9%	4.8%

**Q33D. Policies and penalties for cheating are clear and enforced**

348 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	151	171	7	2	17
Percentage	43.4%	49.1%	2.0%	0.6%	4.9%

**Q33E. The college catalog provides accurate information on this college, its programs, and policies**

351 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	114	190	18	1	28
Percentage	32.5%	54.1%	5.1%	0.3%	8.0%

**Q33F. Instructors follow the course syllabus**

349 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	129	200	14	4	2
Percentage	37.0%	57.3%	4.0%	1.1%	0.6%

**Q33G. My instructors present information fairly and objectively, distinguishing between personal convictions and professionally accepted views**

349 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	129	195	9	6	10
Percentage	37.0%	55.9%	2.6%	1.7%	2.9%

**Q33H. My instructors inform me about the types of skills or learning outcomes I am expected to master through classroom activities and assignments**

351 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	131	202	9	3	6
Percentage	37.3%	57.5%	2.6%	0.9%	1.7%

**Q33I. My instructors adequately use available technology in and out of the classroom**

350 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	122	198	14	4	12
Percentage	34.9%	56.6%	4.0%	1.1%	3.4%

**Q33J. My instructors provide outside resources that support my learning (e.g., library, relevant websites)**

351 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	138	187	13	4	9
Percentage	39.3%	53.3%	3.7%	1.1%	2.6%

**Q33K. I feel that I can share my thoughts, feelings, and questions in the classroom**

352 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	130	186	15	6	15
Percentage	36.9%	52.8%	4.3%	1.7%	4.3%

**Q33L. I feel respected in the classroom**

352 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	132	193	1	5	21
Percentage	37.5%	54.8%	0.3%	1.4%	6.0%

**Q34. Since the beginning of the term, how often do you do each of the following at [primary/home college]?**

**Q34A. Ask questions or participate in class discussions (e.g., in chats or class discussion boards)**

347 Responses

Field	Often	Sometimes	Seldom	Never
N	179	126	25	17
Percentage	51.6%	36.3%	7.2%	4.9%

**Q34B. Give a presentation or performance in class**

345 Responses

Field	Often	Sometimes	Seldom	Never
N	62	133	62	88
Percentage	18.0%	38.6%	18.0%	25.5%

**Q34C. Work in groups during class (e.g., breakout rooms in zoom)**

345 Responses

Field	Often	Sometimes	Seldom	Never
N	94	122	47	82
Percentage	27.2%	35.4%	13.6%	23.8%

**Q34D. Work on course assignments outside of class**

345 Responses

Field	Often	Sometimes	Seldom	Never
N	211	79	27	28
Percentage	61.2%	22.9%	7.8%	8.1%

**Q34E. Discuss ideas from your courses outside of class**

344 Responses

Field	Often	Sometimes	Seldom	Never
N	122	119	47	56
Percentage	35.5%	34.6%	13.7%	16.3%

**Q34F. Engage with students who differ from you in terms of their religious beliefs, political opinions, or ethnic background**

347 Responses

Field	Often	Sometimes	Seldom	Never
N	131	124	42	50
Percentage	37.8%	35.7%	12.1%	14.4%

**Q35. In general, to what extent do you agree with each statement?**

**Q35A. My instructors regularly hold office hours**

347 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	27	137	166	14	3
Percentage	7.8%	39.5%	47.8%	4.0%	0.9%

**Q35B. I visit my instructors during office hours**

346 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	71	48	97	95	35
Percentage	20.5%	13.9%	28.0%	27.5%	10.1%

**Q35C. My instructors are available outside of class**

345 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	64	90	162	21	8
Percentage	18.6%	26.1%	47.0%	6.1%	2.3%

**Q35D. I discuss ideas from my readings or courses with my instructors outside of class**

347 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	70	47	113	81	36
Percentage	20.2%	13.5%	32.6%	23.3%	10.4%

**Q35E. I discuss educational or career plans with my instructors**

348 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	64	57	117	76	34
Percentage	18.4%	16.4%	33.6%	21.8%	9.8%

**Q35F. My instructors are approachable**

345 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	18	141	174	9	3
Percentage	5.2%	40.9%	50.4%	2.6%	0.9%

**Q36. How much have your experiences at [primary/home college], both in and out of class, improved your ability to do each of the following?**

**Q36A. Acquire a broad general education**

341 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	174	100	54	13
Percentage	51.0%	29.3%	15.8%	3.8%

**Q36B. Acquire job or work-related knowledge and skills**

339 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	123	90	77	49
Percentage	36.3%	26.5%	22.7%	14.5%

**Q36C. Write, speak, and express myself clearly and effectively**

342 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	158	106	65	13
Percentage	46.2%	31.0%	19.0%	3.8%

**Q36D. Think critically and analytically**

339 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	174	98	57	10
Percentage	51.3%	28.9%	16.8%	2.9%

**Q36E. Solve numerical problems**

338 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	127	98	73	40
Percentage	37.6%	29.0%	21.6%	11.8%

**Q36F. Solve practical problems and/or create useful products**

338 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	139	103	69	27
Percentage	41.1%	30.5%	20.4%	8.0%

**Q36G. Use computers and other information technology**

340 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	160	100	62	18
Percentage	47.1%	29.4%	18.2%	5.3%

**Q36H. Work effectively with others**

340 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	153	103	62	22
Percentage	45.0%	30.3%	18.2%	6.5%

**Q36I. Learn effectively on your own**

340 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	180	101	47	12
Percentage	52.9%	29.7%	13.8%	3.5%

**Q36J. Appreciate the arts**

339 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	147	96	58	38
Percentage	43.4%	28.3%	17.1%	11.2%

**Q36K. Understand yourself**

342 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	161	97	63	21
Percentage	47.1%	28.4%	18.4%	6.1%

**Q36L. Develop a personal code of values and ethics**

337 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	154	96	55	32
Percentage	45.7%	28.5%	16.3%	9.5%

**Q36M. Develop clearer career goals**

340 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	168	94	60	18
Percentage	49.4%	27.6%	17.6%	5.3%

**Q36N. Set educational goals and monitor your progress**

337 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	180	90	49	18
Percentage	53.4%	26.7%	14.5%	5.3%

**Q36O. Understand people of other racial, cultural, or religious backgrounds**

340 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	178	90	51	21
Percentage	52.4%	26.5%	15.0%	6.2%

**Q36P. Contribute to the welfare of your community**

338 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	141	75	73	49
Percentage	41.7%	22.2%	21.6%	14.5%

**Q36Q. Advance in your career**

338 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	162	78	68	30
Percentage	47.9%	23.1%	20.1%	8.9%

**Q36R. Find sources of information that are trustworthy**

338 Responses

Field	Very Much	Quite a Bit	Some	Very Little
N	168	104	48	18
Percentage	49.7%	30.8%	14.2%	5.3%

**Q37. To what extent do you agree with each statement about your knowledge of where to find INFORMATION?**

**Q37A. College policies and procedures that affect me as a student**

337 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	102	173	56	6
Percentage	30.3%	51.3%	16.6%	1.8%

**Q37B. Student achievement information for this college and my program**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	107	186	32	10
Percentage	31.9%	55.5%	9.6%	3.0%

**Q37C. Courses and educational programs**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	125	187	18	5
Percentage	37.3%	55.8%	5.4%	1.5%

**Q37D. Student support services and programs**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	125	179	25	6
Percentage	37.3%	53.4%	7.5%	1.8%

**Q37E. Career or employment**

331 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	107	174	41	9
Percentage	32.3%	52.6%	12.4%	2.7%

**Q38. To what extent do you agree with each statement?**

**Q38A. I am familiar with the mission statement of this college**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	89	162	72	12
Percentage	26.6%	48.4%	21.5%	3.6%

**Q38B. I am aware of the intended learning outcomes of this college**

333 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	97	192	42	2
Percentage	29.1%	57.7%	12.6%	0.6%

**Q38C. I am aware of the learning outcomes for my educational program**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	133	173	25	5
Percentage	39.6%	51.5%	7.4%	1.5%

**Q38D. I am aware of the learning outcomes for my courses**

334 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	139	183	9	3
Percentage	41.6%	54.8%	2.7%	0.9%

**Q38E. I feel that the courses required in my educational program prepare me for further coursework, employment, and/or transfer**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	135	185	12	3
Percentage	40.3%	55.2%	3.6%	0.9%

**Q38F. I receive excellent instruction in most of my courses**

339 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	129	193	16	1
Percentage	38.1%	56.9%	4.7%	0.3%

**Q38G. I know how to bring forth an idea to college leadership to improve a practice, program, or service at this college**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	92	159	66	18
Percentage	27.5%	47.5%	19.7%	5.4%

**Q38H. Student needs are taken into consideration by this college when making decisions**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	108	198	24	6
Percentage	32.1%	58.9%	7.1%	1.8%

**Q38I. Overall, I am satisfied with my experience at [primary/home] College**

339 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	154	168	13	4
Percentage	45.4%	49.6%	3.8%	1.2%

**Q38J. I would encourage others to attend [primary/home] College**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	165	154	12	4
Percentage	49.3%	46.0%	3.6%	1.2%

**Q39. To what extent do you agree with each statement regarding AI (Artificial Intelligence)?**

**Q39A. My instructors provide me with clear guidelines of when, where and how I can use AI in my coursework.**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	127	120	64	24
Percentage	37.9%	35.8%	19.1%	7.2%

**Q39B. I have a clear understanding of when using AI could be considered plagiarism.**

337 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	170	134	21	12
Percentage	50.4%	39.8%	6.2%	3.6%

**Q39C. AI is an important tool/skill for the career that I am seeking.**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	83	90	112	51
Percentage	24.7%	26.8%	33.3%	15.2%

**Q39D. The development and use of AI will positively impact my education.**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree
N	89	115	97	34
Percentage	26.6%	34.3%	29.0%	10.1%

## Campus Climate

**Q40. During your attendance at [primary/home college], have you done any of the following?**

**Q40A. Participated in a community service project as part of a course or through a student club**

336 Responses

Field	Yes	No
N	63	273
Percentage	18.8%	81.3%

**Q40B. Tutored or taught other students (paid or voluntary)**

336 Responses

Field	Yes	No
N	49	287
Percentage	14.6%	85.4%

**Q40C. Attended a college event (theater, music, art, cultural events, science events, speakers, athletics)**

335 Responses

Field	Yes	No
N	144	191
Percentage	43.0%	57.0%

**Q40D. Attended a college club meeting**

337 Responses

Field	Yes	No
N	61	276
Percentage	18.1%	81.9%

**Q41. To what extent do you agree with each statement about [primary/home college]?**

**Q41A. I feel a sense of belonging or community at [primary/home] College**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	86	172	17	9	52
Percentage	25.6%	51.2%	5.1%	2.7%	15.5%

**Q41B. [Primary/home] College demonstrates a commitment to diversity and equity**

337 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	117	182	8	3	27
Percentage	34.7%	54.0%	2.4%	0.9%	8.0%

**Q41C. The faculty and staff reflect the diversity of the community**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	111	185	10	3	27
Percentage	33.0%	55.1%	3.0%	0.9%	8.0%

**Q41D. I feel like the faculty and staff care about my success at [primary/home] College**

337 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	120	170	15	2	30
Percentage	35.6%	50.4%	4.5%	0.6%	8.9%

**Q41E. My instructors support anti-racist classroom environments**

336 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	124	155	7	3	47
Percentage	36.9%	46.1%	2.1%	0.9%	14.0%

**Q41F. I feel comfortable sharing my views about diversity and equity at [primary/home] College**

334 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	106	169	13	5	41
Percentage	31.7%	50.6%	3.9%	1.5%	12.3%

**Q41G. [Primary/home] College sponsors activities about racial diversity (e.g., lecture, workshop)**

334 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	100	130	7	7	90
Percentage	29.9%	38.9%	2.1%	2.1%	26.9%

**Q41H. I have experienced or observed tensions related to individual or group differences at [primary/home]**

**College**

335 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
N	38	64	80	57	96
Percentage	11.3%	19.1%	23.9%	17.0%	28.7%

**Q41I. I feel my ideas are dismissed by others**

334 Responses

Field	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable/ I Don't Know
Count	34	49	108	83	60
Percentage	10.2%	14.7%	32.3%	24.9%	18.0%

## College Communications

### Q42. To what extent do you agree with each statement?

#### Q42A. I regularly check my LACCD e-mail (or forward it to my personal e-mail)

336 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	12	172	125	20	7
Percentage	3.6%	51.2%	37.2%	6.0%	2.1%

#### Q42B. I receive too many e-mails from this college

336 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	27	30	66	180	33
Percentage	8.0%	8.9%	19.6%	53.6%	9.8%

#### Q42C. I can easily find the information I need on the college website

335 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	17	102	178	26	12
Percentage	5.1%	30.4%	53.1%	7.8%	3.6%

#### Q42D. Information on the college website is current and accurate

336 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	31	91	170	34	10
Percentage	9.2%	27.1%	50.6%	10.1%	3.0%

**Q42E. I am satisfied with the college's Emergency Notification System**

335 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	55	110	150	16	4
Percentage	16.4%	32.8%	44.8%	4.8%	1.2%

**Q40F. I am aware of opportunities for involvement in student clubs and activities**

336 Responses

Field	Not Applicable/ I Don't Know	Strongly Agree	Agree	Disagree	Strongly Disagree
N	45	104	133	42	12
Percentage	13.4%	31.0%	39.6%	12.5%	3.6%

**Q43. How often do you use each of the following?**

**Q43A. Communicate with other students about coursework using Canvas, e-mail, social media, or text messaging**

335 Responses

Field	Not Applicable	Often	Sometimes	Seldom	Never
N	23	118	86	55	53
Percentage	6.9%	35.2%	25.7%	16.4%	15.8%

**Q43B. Communicate with an instructor using Canvas, e-mail, social media, or text messaging**

335 Responses

Field	Not Applicable	Often	Sometimes	Seldom	Never
N	19	162	122	26	6
Percentage	5.7%	48.4%	36.4%	7.8%	1.8%

**Q43C. Keep informed about college events using Canvas, e-mail, social media, text messaging, Cranium Café, or this college’s website**

335 Responses

Field	Not Applicable	Often	Sometimes	Seldom	Never
N	19	178	89	30	19
Percentage	5.7%	53.1%	26.6%	9.0%	5.7%

**Q44. How would you prefer to be informed about events or activities at [primary/home] College? (Select all that apply)**

335 Responses

Field	Email	Facebook	Twitter/X	Instagram	College Website	Recorded Voicemail Message	Text Message Alert	TikTok
N	307	7	4	61	145	28	125	11
Percentage	91.6%	2.1%	1.2%	18.2%	43.3%	8.4%	37.3%	3.3%

Note: Students were allowed to select multiple responses, so the total frequency may exceed the total number of students.

**Q45. How often do you see or hear advertisements for [primary/home college] on the following platforms? (Required)**

**Q45A. Social Media**

339 Responses

Field	Often	Sometimes	Seldom	Never
N	51	86	56	146
Percentage	15.0%	25.4%	16.5%	43.1%

**Q45B. Newspapers, radio, or television**

339 Responses

Field	Often	Sometimes	Seldom	Never
N	20	41	48	230
Percentage	5.9%	12.1%	14.2%	67.8%

**Q45C. Buses, trains, or billboards**

339 Responses

Field	Often	Sometimes	Seldom	Never
N	39	83	54	163
Percentage	11.5%	24.5%	15.9%	48.1%

**Q46. Did the advertisements you saw motivate you to enroll at [primary/home] College?**

187 Responses

Field	N	Percentage
Yes, I was not planning to enroll until I saw an advertisement for [PRIMARY/HOME] College	20	10.7%
Probably, I was already planning to attend [PRIMARY/HOME] College, but the advertisements reminded me to enroll	50	26.7%
No, I was already planning to attend [PRIMARY/HOME] College	98	52.4%
Not Sure	19	10.2%

Note: This question was only asked to students who answered they had seen or heard advertisements for their college "often" or "sometimes" (Question 45).