



LBCC Graduate Satisfaction Study

A Mail Survey

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Office of Institutional Research/Academic Services

Long Beach City College

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Executive Summary

- A survey was sent to 550 randomly selected recent graduates of Long Beach City College.
- The majority of respondents were female, representing 75% of the 135 complete surveys that were returned.
- A majority of participants (80%) reported feeling *very prepared* or *adequately prepared* when they left Long Beach City College.
- Most of the students (93%) that returned surveys attended classes primarily at the LAC campus, compared to just over half (51%) of the total students in the fall of 2006.
- Of the students that primarily attended PCC, 80% were not satisfied with parking compared to 46% of the students that attend LAC primarily.
- Nearly all the students (92%) stated that they would encourage others to attend Long Beach City College.

Introduction

The Office of Institutional Research and Academic Services has periodically conducted surveys of student satisfaction. These surveys, conducted roughly once every three years, serve the purpose of monitoring student opinions of their experiences at the college and help provide data for instructional and student services administrators to use in evaluating their programs and services. The surveys have been commonly done both in the classroom and by mail services.

In fall 2001 a comprehensive survey was completed by a randomly selected set of classes in which enrolled students responded to items in the Noel Levitz Student Satisfaction Inventory for community and junior colleges. A parallel survey of employees, the Institutional Priorities Survey was administered at the same time to all full-time employees and a sample of the part-time faculty. Those results were posted to the accreditation web site and tailored reports were circulated to key offices and committees within the college. The findings were also presented to the Board of Trustees.

In spring 2004 the Student Satisfaction Inventory was again administered to a randomly selected set of classes, but the Institutional Priorities Survey was not repeated. Again, the results were posted to the accreditation web site and tailored reports were circulated to key offices and committees within the college. Two follow-up focused surveys were conducted with randomly selected students regarding their registration experiences.

In spring 2007, an older survey of graduates was substantially revised and expanded to assess student satisfaction. Using existing surveys as models, and incorporating new areas of interest, a 100 question survey was developed by Institutional Research and Academic Services, with input from different department heads, deans, and instructors across campus. It was administered to a group of randomly selected recent graduates of Long Beach City College. The survey was mailed out along with a stamped and addressed return envelope as well as a raffle ticket for a cash prize of \$50. The following pages discuss the results of this survey, as well as present many of the frequencies and percentages of students that answered the specific items.

Results

Demographics

The final survey was administered to 550 randomly selected recent graduates of Long Beach City College. Of the 550 sent out, 135 were returned for analysis. 102 Females returned the survey compared to 33 males. See figure 1. The largest two ethnic groups that returned surveys were Hispanic/Latino and White/non-Hispanic. Table 1 displays the results.

Figure 1.

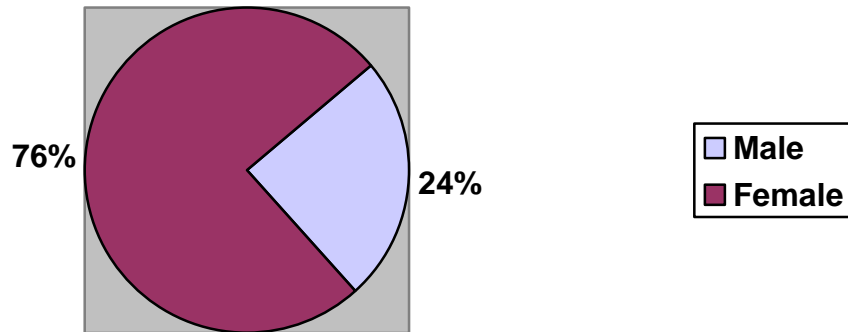


Table 1.

African American:	22 (16%)
Asian/Filipino/Pacific Islander:	25 (19%)
Hispanic/Latino:	37 (27%)
White/Non-Hispanic:	37 (27%)
Other:	9 (7%)
Decline to State:	5 (4%)

Summary of Survey Results

The results of the 100 question survey were broken down into categories. Before the survey results were analyzed, the questions were mapped to specific departments or areas of interest. In some cases, the questions that were grouped into categories came from all sections of the survey. In other cases, they all came from one specific section. The following summarize the results of each section. All the frequencies and percentages for each group can be found in the appendices at the end of the report.

Academic Services and Registration

Students seemed to be generally satisfied with the various aspects of academic services at Long Beach City College. Over half of the students reported being *satisfied* or *very satisfied* with all areas of the survey within this category, including the class schedule, the cost, the available programs, available courses, diversity, class syllabi, registration, and class size. Only 11% of students reported that they often could not get into classes they wanted to take, but 62% reported that this never or rarely occurred. See Appendix A for a summary table of these results.

Campus

Most students reported being satisfied with most of the areas of the LBCC campus. A whopping 93% of students reported being at least *somewhat satisfied* with the campus climate and feeling welcome and safe on campus. Fifty-nine percent of students reported that diversity on campus is *important* or *very important*, and 82% of students are *satisfied* or *very satisfied* with the diversity on campus. A mere 4% reported being *dissatisfied* with the appearance of the campus, while 77% reported being *satisfied* or *very satisfied* with it. When asked if they agreed with the statement *the landscaping at the LAC campus is very nice*, 22% strongly agreed, and 59% agreed. When asked if they agreed with the statement *the landscaping at the PCC campus is very nice*, 10% strongly agreed, and 37% agreed.

Only 7% of students reported being *dissatisfied* with community events such as plays, dances, and concerts on campus. Seventy-one percent of students were *satisfied* or *very satisfied* with such community events, but only 15% of students thought that such events are *very important*. Considering that 88% of students reported driving their own car to get to school, it's no surprise that parking was a major concern (see comments section). Of the students that primarily attended PCC, 80% were not satisfied with parking compared to 46% of the students that attend LAC primarily. Eighteen percent of students also reported that the ongoing construction negatively affected their education at LBCC. See Appendix B for a summary table of these results.

Campus Facilities/Instructional Facilities

A majority of students (69%) reported being *satisfied* or *very satisfied* with the athletic department, but 33% of students thought the athletic department is *not important*. Twenty five percent of students reported being *very satisfied* with the food services on campus and 13% reported being dissatisfied with food services. Only 7% of students reported being *very satisfied* with the health services and 5% reported being dissatisfied with health services. Nearly one third of the students (28%) reported being *dissatisfied* with the restrooms on campus, with only 10% being *very satisfied*. An even smaller percentage (6%) reported being

very satisfied with the parking lots on campus, and only a few people (5%) were *very satisfied* with the safety and lighting in the parking areas. Of the students that took courses mainly at the LAC campus, 56% were *not satisfied* with parking, compared to 80% of student that primarily took courses at the PCC campus. Nearly a quarter of students (24%) disagreed with the statement *instructional equipment in classrooms is sufficient and up to date*, and 20% disagreed with a similar statement about the equipment in labs. See Appendix C for a summary table of these results.

College Staff & Counseling

For the most part, students seemed to be happy with the assistance of most staff at LBCC, with 68% reported being *satisfied* or *very satisfied* with the staff in general. Only 16% reported being *very satisfied* with the Transfer Center however, and 14% reported being *dissatisfied* with the counselors. One out of three students reported being *satisfied* with the counselors, but 22% reported being *very satisfied*. Fifty eight percent of students believed the counseling center was open and available at convenient times, and 55% of students believed that the tutoring services were adequate to meet their needs. Only 11% of students did not feel prepared for obtaining employment in their field, while 51% reported that they were prepared. See Appendix D for a summary table of these results.

Faculty

Students overwhelmingly agreed that they were satisfied with the faculty at LBCC. An overwhelming majority (81%) of students reported being *satisfied* or *very satisfied* with the faculty, and only 4% reported being *dissatisfied*. Most of these students that were dissatisfied were all from the **nursing department** (see comments section). A majority of students reported being *satisfied* or *very satisfied* with the faculty's ability answer questions, help build confidence, and their availability outside of class. Seventeen percent of students strongly agreed and 70% agreed that grading practices are fair. Only 3% of students reported problems getting along with instructor *often*, and 15% reported problems *sometimes*. Only 40% of students felt *very prepared* for their career when leaving LBCC, and 40% felt *adequately prepared*. A strong majority of students (89%) reported being *satisfied* or *very satisfied* with their overall experience at LBCC. See Appendix E for a summary table of these results.

Library/Study Skills

Students were happy with the library in general. Only 4% of students were not satisfied with the orientation classes they took on how to use the library, and 4% were also not satisfied with the library staff. Four out of five students agreed that the library collection was well maintained, and 89% felt that it was open at convenient times. A large percentage (80%) of students reported being *satisfied*

or *very satisfied* with the campus bookstore. See Appendix F for a summary table of these results.

Student Life

The majority of students fell into the category of *satisfied* for all the student life questions. They also felt that most of the student life items were *not important* or only *somewhat important* in relation to their college experience. Eighty percent of students reported that the Viking newspaper and radio station are either *not important* or only *somewhat important*. Fifty five percent did report being *satisfied* or *very satisfied* with them. Nearly two thirds (62%) of the respondents stated that the college website is *very important* to them, and 87% reported being *satisfied* or *very satisfied* with it. Nearly half (42%) of students disagreed when asked if they thought the student body was well informed about college activities. Sixty five percent of students reported buying a "college services card", but 26% reported that they did not even know what this is. See Appendix G for a summary table of these results.

Problems

Students generally had few problems at Long Beach City College. Approximately one third of the students reported *sometimes* experiencing problems with their study skills, motivation to study, financial factors, work schedule and family responsibility conflict, and various other personal problems. When asked about class teaching style, 48% of students reported have a problem *sometimes* in this category, and 7% reported *often*. Nearly two thirds (64%) of the students reported never having problems with college rules and regulations, 51% reported never having problems getting along with instructors, and 34% reported never having problems with support services. One out of five students reported having problems with personal finance often, and 12% reported having job schedule or work conflict often. With the exception of class teaching style, 57% or more students chose *rarely* or *never* on for every item on the list of problems. See Appendix H for a summary table of these results.

Summary of Survey Comments

The comments section of the survey was very popular. Student had a lot to say about many aspects of the college. The following highlights some of what they had to say. They ranged from such diverse suggestions as installing a moving sidewalk to as common as suggestions for the parking situation. Many students made remarks about how much a certain teacher helped them through a course while others mentioned how certain instructors hindered their educational development. The following section discusses these comments and complete lists are attached as appendices for each section.

Students were asked what they were **most** pleased or satisfied with at Long Beach City College. The most common answer was Professors/Instructors, with 26 students writing that in. Three students wrote "teaching staff" in the blank, and 2 students wrote that "counselors were helpful". Some named specific professors that were very helpful, such as Mr. Canzano, Betty Martin, Mrs. Flecher, Dr. Goodson, Jim Steele, and Patty Hoovler. Other popular comments listed as favorites at LBCC were the Financial Aid services, the landscaping, and the rabbits. There are over 70 additional unique comments that students listed, which will be shared with those individuals involved.

Students were asked what they were **least** pleased or satisfied with at Long Beach City College. The most common answer was parking, with 27 students writing exactly that. Second on the list is the high cost of textbooks, counselors coming in third, restrooms and campus safety fourth, and lack of tutoring fifth. Construction noise was listed numerous times, as was the cafeteria food, overcrowded classrooms, other students lack of pro-social behavior, Admissions and Records department, the absence of campus police, and inconvenient class times. There are nearly 50 more unique comments, which will be shared with those involved.

Students were asked if they had any **ideas** or **suggestions** for ways in which Long Beach City College could be improved. The most common suggestion was to build a parking structure or provide more student parking, with 21 people writing this in. The second most popular idea was to keep the restrooms cleaner, with 7 people writing exactly that. Five people wrote that there should be more campus police, especially at night. Lowering book prices was another common suggestion, as well as increasing lighting in the parking lots. There are over 80 additional unique ideas or suggestion, which will be shared with those involved.

When asked about the ongoing construction, 24 people stated that it did negatively affect their learning experience at Long Beach City College. The most popular reason was that it made it harder to find parking, and that it made it more difficult to get to class on time. Other students had trouble studying with the noise, and others mentioned that campus tranquility was non-existent. The rest of the comments will be shared with those involved.

Appendix A, Admissions, Records, Classes and Registration

Not Important	Somewhat Important	Important	Very Important	Importance and Satisfaction		Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does not apply
0 (0%)	9 (7%)	20 (15%)	106(78%)	How important is the class schedule in relation to your college experience?						
				How satisfied are you with the class schedule at Long Beach City College?		4 (3%)	20 (15%)	57 (43%)	52 (39%)	
1 (<1%)	4 (3%)	21 (16%)	109(81%)	How important is the cost in relation to your college experience?						
				How satisfied are you with the cost at Long Beach City College?		10 (7%)	36 (27%)	54 (40%)	35 (26%)	
1 (<1%)	7 (5%)	39 (29%)	88 (65%)	How important are available programs in relation to your college experience?						
				How satisfied are you with the available programs at Long Beach City College?		5 (4%)	26 (20%)	60 (44%)	43 (32%)	
26 (19%)	29 (22%)	45 (33%)	35 (26%)	How important is diversity of the student body in relation to your college experience?						
				How satisfied are you with diversity of the student body at Long Beach City College?		5 (4%)	19 (14%)	73 (55%)	35 (27%)	

How satisfied are you with your Class syllabus's that explained requirements, assignments, and grading?	2 (2%)	12 (9%)	61 (45%)	56 (42%)	4 (2%)
How satisfied are you with general registration procedures?	3 (2%)	15 (11%)	63 (47%)	51 (38%)	3 (2%)
How satisfied are you with availability of the courses you wanted at times you could take them?	13 (10%)	28 (21%)	66 (49%)	24 (18%)	3 (2%)
How satisfied are you with class size relative to the type of course?	1 (1%)	20 (15%)	80 (59%)	31 (23%)	3 (2%)

How often did you not get into classes I need because they were full?

25% (34) – Never
37% (50) - Rarely
36% (36) – Sometimes
11% (15) - Often

How did you usually register for courses?

3% **(4)** - In person/at enrollment desk
63% **(82)** - Internet/Long Beach City College website
34% **(45)** - Telephone

Were there any specific courses that you wanted to take but could not enroll because they were filled?

70% **(94)** - No
30% **(41)** - Yes

Appendix B. Campus

				Importance & Satisfaction			
Not Important	Somewhat Important	Important	Very Important		Not Satisfied	Somewhat Satisfied	Very Satisfied
32 (24%)	31 (23%)	38 (28%)	34 (25%)	How important are family and friends living nearby in relation to your college experience?			
				How satisfied are you with your family or friends living nearby at Long Beach City College?	5 (4%)	26 (20%)	72 (56%)
36 (27%)	50 (37%)	28 (21%)	20 (15%)	How important are Community events, such as dances, plays, and concerts on campus in relation to your college experience?			
				How satisfied are you with the community events, such as dances, plays, and concerts on campus at Long Beach City College?	9 (7%)	27 (21%)	73 (58%)
4 (3%)	18 (13%)	50 (37%)	63 (47%)	How important is the Appearance of the campus in relation to your college experience?			
				How satisfied are you with the appearance of campus at Long Beach City College?	5 (4%)	26 (19%)	71 (53%)
4 (3%)	17 (12%)	40 (30%)	74 (55%)	How important is being close to home in relation to your college experience?			
				How satisfied are you with being close to home at Long Beach City College?	0 (0%)	14 (10%)	55 (41%)
24 (18%)	21 (15%)	38 (28%)	52 (39%)	How important is being Close to work in relation to your college experience?			
				How satisfied are you with being close to work at Long Beach City College?	4 (3%)	18 (14%)	65 (49%)
26 (19%)	29 (22%)	45 (33%)	35 (26%)	How important is diversity of the student body in relation to your college experience?			
				How satisfied are you with the diversity of the student body at Long Beach City College?	5 (4%)	19 (14%)	73 (55%)
				How satisfied are you with the campus climate, feeling welcome and safe on campus	10 (8%)	28 (21%)	57 (44%)

Appendix B, Campus continued

How strongly do you agree with the following statements:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
The landscaping at the LAC campus was very nice	30 (22%)	80 (59%)	15 (11%)	5 (4%)	5 (4%)
The landscaping at the PCC campus was very nice	14 (10%)	49 (37%)	18 (13%)	8 (6%)	46 (34%)

Where did you take the majority of your courses? Did the ongoing building construction affect your education at Long Beach City College?

93% **(125)** 1. Liberal Arts Campus
7% **(10)** 2. Pacific Coast Campus
0% **(0)** 3. Distance Education
0% **(0)** 4. Off-campus location

82% **(111)** 1. No
18% **(24)** 2. Yes

What is your primary means of getting to school?

88% **(114)** 1. Drive my own car
2% **(3)** 2. Get a ride with a friend, family member, etc.
10% **(13)** 3. take the bus

Appendix C. Facilities- Campus and Instructional

Not Important	Somewhat Important	Important	Very Important	Importance & Satisfaction		Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does not apply
45 (33%)	45 (33%)	26 (20%)	19 (14%)	How important is the athletic department and sporting events in relation to your college experience?						
				How satisfied are you with the athletic department and sporting events at Long Beach City College?		9 (7%)	31 (24%)	66 (52%)	21 (17%)	
21 (16%)	52 (38%)	44 (33%)	18 (13%)	How important is student life events and services in relation to your college experience?						
				How satisfied are you with student life events and services at Long Beach City College?		6 (4%)	35 (27%)	68 (53%)	20 (16%)	

How satisfied are you with food services on campus at Long Beach City College?	18 (13%)	26 (19%)	48 (36%)	34 (25%)	9 (7%)
How satisfied are you with health services at Long Beach City College?	6 (5%)	18 (13%)	36 (27%)	23 (17%)	52(38%)
How satisfied are you with the studio and practice facilities on campus?	3 (2%)	11 (8%)	35 (26%)	21 (16%)	65(48%)
How satisfied are you with study areas available on campus?	14 (10%)	20 (15%)	61 (45%)	34 (25%)	6 (5%)
How satisfied are you with the gym, pool, and athletic facilities on campus?	2 (2%)	7 (5%)	40 (30%)	18 (13%)	68(50%)
How satisfied are you with restrooms on campus?	38 (28%)	39 (29%)	43 (32%)	13 (10%)	2 (1%)
How satisfied are you with the parking availability on campus?	66 (49%)	36 (27%)	18 (13%)	8 (6%)	7 (5%)
How satisfied are you with safety and lighting in parking lots at Long Beach City College	34 (25%)	38 (28%)	49 (37%)	7 (5%)	7 (5%)
How satisfied are you with the college Technology laboratories and computer labs at Long Beach City	4 (3%)	17 (13%)	64 (47%)	41 (30%)	9 (7%)

How strongly do you agree with the following statements:	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
Textbooks are appropriate for the courses	29 (22%)	94 (70%)	11 (8%)	0 (0%)	1 (<1%)
Computer labs available at convenient times	29 (21%)	77 (57%)	11 (8%)	1 (<1%)	18 (14%)
Instructional equipment in classrooms is sufficient and up to date	20 (15%)	80 (59%)	25 (19%)	6 (4%)	4 (3%)
Instructional equipment in labs is sufficient and up to date	18 (13%)	80 (59%)	20 (15%)	7 (5%)	10 (8%)

Appendix C. College Staff and Counseling

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
How satisfied are you with the assistance provided by the college staff (any office)?	7 (5%)	30 (22%)	61 (46%)	29 (22%)	7 (5%)
How satisfied are you with the tutoring services available?	9 (7%)	13 (10%)	55 (41%)	26 (19%)	32(23%)
How satisfied are you with the transfer center (helping transition to a 4-year university)?	4 (3%)	23 (17%)	38 (28%)	21 (16%)	49(36%)
How satisfied are you with the library staff's ability to help with general questions and finding materials?	5 (4%)	17 (13%)	59 (44%)	41 (30%)	13 (9%)
How satisfied are you with the information provided by counselors?	19 (14%)	37 (27%)	44 (33%)	29 (22%)	6 (4%)
How satisfied are you with the preparation for transfer to a four year college or university?	10 (7%)	22 (16%)	42 (31%)	21 (16%)	40(30%)
How satisfied are you with the preparation for obtaining employment in your field of study?	15 (11%)	20 (15%)	47 (35%)	21 (16%)	32(23%)

How strongly do you agree with the following statements:

	Strongly Agree	Agree	Strongly Disagree	Disagree	Does not apply
The tutoring center was available and open at convenient times?	15 (11%)	63 (47%)	12 (9%)	4 (3%)	41(30%)
The tutoring services were adequate for my needs?	18 (13%)	56 (42%)	12 (9%)	4 (3%)	45(33%)

Appendix D. College Staff

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
How satisfied are you with the assistance provided by the college staff (any office)?	7 (5%)	30 (22%)	61 (46%)	29 (22%)	7 (5%)
How satisfied are you with the tutoring services available?	9 (7%)	13 (10%)	55 (41%)	26 (19%)	32(23%)
How satisfied are you with the transfer center (helping transition to a 4-year university)?	4 (3%)	23 (17%)	38 (28%)	21 (16%)	49(36%)
How satisfied are you with the library staff's ability to help with general questions and finding materials?	5 (4%)	17 (13%)	59 (44%)	41 (30%)	13 (9%)
How satisfied are you with the information provided by counselors?	19 (14%)	37 (27%)	44 (33%)	29 (22%)	6 (4%)
How satisfied are you with the preparation for transfer to a four year college or university?	10 (7%)	22 (16%)	42 (31%)	21 (16%)	40(30%)
How satisfied are you with the preparation for obtaining employment in your field of study?	15 (11%)	20 (15%)	47 (35%)	21 (16%)	32(23%)

How strongly do you agree with the following statements:

	Strongly Agree	Agree	Strongly Disagree	Disagree	Does not apply
The tutoring center was available and open at convenient times?	15 (11%)	63 (47%)	12 (9%)	4 (3%)	41(30%)
The tutoring services were adequate for my needs?	18 (13%)	56 (42%)	12 (9%)	4 (3%)	45(33%)

Appendix E. Faculty

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
How satisfied are you with the professors at Long Beach City College?	5 (4%)	20 (15%)	58 (43%)	52 (38%)	
How satisfied are you with the Faculty's ability to help develop your educational goals	7 (5%)	27 (20%)	62 (46%)	34 (25%)	5 (4%)
How satisfied are you with the Faculty feedback about your course performance	9 (7%)	32 (24%)	61 (45%)	26 (19%)	7 (5%)
How satisfied are you with the Faculty were available out of class	7 (5%)	28 (21%)	62 (46%)	27 (20%)	11 (8%)
How satisfied are you with the Faculty who helped build your confidence and self- esteem	13 (10%)	22 (16%)	44 (33%)	43 (32%)	12 (9%)
How satisfied are you with the Faculty's ability to answer questions and help with course related problems	4 (3%)	14 (11%)	67 (50%)	45 (33%)	5 (3%)
How satisfied are you with the Quality of instruction in your major area of study	2 (2%)	14 (10%)	62 (46%)	51 (38%)	6 (4%)
How satisfied are you with the Overall educational experience at Long Beach City College	1 (<1%)	10 (8%)	64 (47%)	57 (42%)	3 (2%)

How strongly do you agree with the following statements:	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
Grading practices are fair	23 (17%)	94 (70%)	16 (12%)	1 (<1%)	1 (<1%)
Tests are relevant to course material	27 (20%)	99 (73%)	8 (6%)	0 (0%)	1 (<1%)
More hands on experience in class would help	41 (30%)	70 (52%)	18 (13%)	1 (<1%)	5 (4%)
More relevant experience outside of class would help	33 (24%)	67 (50%)	26 (19%)	1 (<1%)	8 (6%)

	Never	Rarely	Sometimes	Often
How often did you have a problem with class teaching style?	15 (11%)	46 (34%)	64 (48%)	10 (7%)
How often did you have a problem with not getting along with my instructor?	69 (51%)	42 (31%)	20 (15%)	4 (3%)
How often did you have a problem with language difficulties (could not understand instructor)?	57 (42%)	45 (33%)	29 (22%)	4 (3%)

Appendix F. Library and Study Skills

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Does Not Apply
How satisfied are you with the orientation classes on how to use the library to do college work?	5 (4%)	11 (8%)	52 (39%)	29 (21%)	38 (28%)
How satisfied are you with the library staff's ability to help with general questions and finding materials?	5 (4%)	17 (13%)	59 (44%)	41 (30%)	13 (9%)
How satisfied are you with the campus bookstore?	7 (5%)	18 (13%)	67 (50%)	40 (30%)	3 (2%)

How strongly do you agree with the following statements:	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
The library collection was well maintained	25 (19%)	83 (61%)	8 (6%)	3 (2%)	16 (12%)
The library was open at convenient times	39 (29%)	81 (60%)	6 (4%)	2 (2%)	7 (5%)

	Never	Rarely	Sometimes	Often
How often did you have a problem with your study skills	36 (27%)	52 (39%)	41 (30%)	6 (4%)
How often did you have a problem with your motivation to study	39 (29%)	49 (36%)	43 (32%)	4 (3%)

What is the average number of hours you studied each week during this past term?

- 19%** (24) - Less than 10 hours each week
- 42%** (55) - 10 – 20 hours each week
- 22%** (28) - 20 – 30 hours each week
- 12%** (16) - 30 – 40 hours each week
- 5%** (7) - Over 40 hours each week

Appendix G. Student Life

Not Important	Somewhat Important	Important	Very Important	Importance and Satisfaction	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	
54 (40%)	54 (40%)	18 (13%)	9 (7%)	How important is the Viking newspaper and radio station in relation to your college experience?					
				How satisfied are you with the Viking newspaper and radio station?	9 (7%)	48 (38%)	55 (43%)	15 (12%)	
2 (1%)	12 (9%)	37 (28%)	84 (62%)	How important is the college website in relation to your college experience?					
				How satisfied are you with the college website?	4 (3%)	13 (10%)	67 (51%)	48 (36%)	
32 (24%)	31 (23%)	38 (28%)	34 (25%)	How important is it that family or friends live nearby in relation to your college experience?					
				How satisfied are you with family or friends living near campus?	5 (4%)	26 (20%)	72 (56%)	26 (20%)	
21 (16%)	52 (38%)	44 (33%)	18 (13%)	How important are student life events and services in relation to your college experience?					
				How satisfied are you with the student life events and services?	6 (4%)	35 (27%)	68 (53%)	20 (16%)	
36 (27%)	50 (37%)	28 (21%)	20 (15%)	How important are community events, such as dances, plays, and concerts on campus in relation to your college experience?					
				How satisfied are you with the community events, such as dances, plays, and concerts on campus?	9 (7%)	27 (21%)	73 (58%)	17 (14%)	
26 (19%)	29 (22%)	45 (33%)	35 (26%)	How important is the diversity of student body in relation to your college experience?					
				How satisfied are you with the diversity of student body?	5 (4%)	19 (14%)	73 (55%)	35 (27%)	
54 (40%)	41 (31%)	29 (22%)	9 (7%)	How important is it that friends go to the same school in relation to your college experience?					
				How satisfied are you with the number of friends that go to the same school?	8 (6%)	38 (30%)	65 (50%)	18 (14%)	
				How satisfied are you with the campus climate, feeling welcome and safe on campus?	10 (7%)	28 (21%)	57 (43%)	36 (27%)	3 (2%)
				How satisfied are you with the opportunities for involvement in extra curricular activities?	3 (2%)	19 (14%)	53 (39%)	15 (11%)	45 (34%)

Does not apply

**Appendix
G.
Student
Life
continued**

How Strongly do you agree with the following statement?	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
Students are well informed about college activities	14 (10%)	62 (45%)	45 (34%)	10 (8%)	4 (3%)

84. While going to school, did you ever purchase a "college services card"?

- 65%** **(85)** 1. Yes I did
9% **(12)** 2. No I did not, but I know what a "college services card" is
26% **(33)** 3. No I did not, and I do not know what a "college services card"

Appendix H. Problem Areas

Total	Never	Rarely		Sometimes	Often	Total
45%	15 (11%)	46 (34%)	How often did you have a problem with class teaching style?	64 (48%)	10 (7%)	55%
76%	45 (34%)	56 (42%)	How often did you have a problem with support services for learning?	26 (19%)	7 (5%)	24%
88%	86 (64%)	32 (24%)	How often did you have a problem with college rules and regulations?	12 (9%)	4 (3%)	12%
62%	34 (25%)	50 (37%)	How often did you have a problem with could not get into classes I need because they were full?	36 (27%)	15 (11%)	38%
82%	69 (51%)	42 (31%)	How often did you have a problem with did not get along with my instructor?	20 (15%)	4 (3%)	18%
75%	57 (42%)	45 (33%)	How often did you have a problem with language difficulties (could not understand instructor)?	29 (22%)	4 (3%)	25%
66%	36 (27%)	52 (39%)	How often did you have a problem with your study skills?	41 (30%)	6 (4%)	34%
65%	39 (29%)	49 (36%)	How often did you have a problem with your motivation to study?	43 (32%)	4 (3%)	35%
48%	25 (19%)	39 (29%)	How often did you have a problem with personal finance factors?	42 (31%)	29 (21%)	52%
57%	39 (29%)	38 (28%)	How often did you have a problem with job schedule or work conflict?	41 (31%)	16 (12%)	43%
59%	39 (29%)	40 (30%)	How often did you have a problem with family responsibility or conflict?	40 (30%)	16 (11%)	41%
69%	56 (42%)	37 (27%)	How often did you have a problem with uncertainty about your educational plans?	36 (27%)	6 (4%)	31%
60%	35 (26%)	46 (34%)	How often did you have a problem with other personal problems?	44 (33%)	9 (7%)	40%

Appendix I. Written Responses Summarized

Most Satisfied Written Comments

Students were **most** pleased or satisfied with the following at Long Beach City College:

26 students stated that they were most satisfied with the Professors/Instructors at LBCC.

Additional Professors/Instructors Comments:

Encouragement and support from my instructors, faculty, staff, and fellow students
The faculty and staff involved in teaching the curriculum provided the most satisfying
Some of my teachers had a pleasant personality and teaching method
I am very satisfied with the instructors and all the faculty at LBCC
Quality of teachers and their enthusiasm to teach and help students
LBCC liberal arts campus has some really good teachers
Teachers and their attitude to the students
The professors are wonderful and well prepared
The way that professors are willing to help
Instructors in the fashion design department
I have come across amazing and truly caring instructors
Instructors that listen to students
Quality of instruction

Specific Professor/Instructor Comments

Mr. Canzano was very hard, but helped you understand the subject matter
Accounting teacher Mr. Canzano was awesome!
The professors at this campus. Mr. Wheeler is a great professor.
Betty Martin, she's the best instructor
The help and encouragement from my wonderful teacher, Mrs. Donna Flecher
Mr. Bortis from the Math department is a wonderful teacher
My teacher Dr. Goodson and Mr. Jim Steele
My English professor Patty Hoovler

Department Instruction Specific Comments:

All the professors in the Administrative Justice Department
Dietetic Technician and support from Dietary professors
Teachers in the RN program
The nursing instructors are amazing
Not *all* of the (nursing) teachers were horrible
Excellent instructors in the DMI program
Teachers in English department
Speech communication department faculty

Staff Comments

The teaching staff (3)
Counselors were helpful (2)
The ladies in the Nursing Office/Reception, they rock!
The staff in the nursing center library and skills lab
Teaching staff is super and dedicated to students
Friendly staff, great nursing program
The People who work at LBCC are very helpful (3)

Appendix I. Written Responses Summarized (continued)

General Program Comments:

The Nursing Program
Athletics
LVN program
The Science Department
Registered nursing curriculum
Science/Nursing department
The ADN program
Registration program (OLE)
Science lab
Disabilities program
Disabled student services and staff
Disabled student services
The Resource Center
The Career Center

Other Comments:

Financial Aid services (4)
LBCC landscaping (2)
The bunnies and rabbits (2)
Tutoring that was offered (2)
The LBCC Library
Study rooms in LAC library
Small campus
The smaller size classrooms
Location of the LAC campus
The Computer Labs
Easy to read and understand class catalogs and curriculum guides
Class schedule
Easy registration and helpful office staff
Registration procedures
I could get into classes when I went to petition
The variety of classes and the availability
Better food served in the cafeteria
Diversity of students and staff
The LBCC experience
Level of education
Coverage of subjects in each class
Good learning atmosphere
Education Standard
Low cost to finish a degree
Scholarships
EOP/care
Online grades
Educational environment is very friendly
Hands on training
The opportunity to network
Safety on campus

Appendix I. Written Responses Summarized (continued)

Least Satisfied Written Comments

Students were **least** pleased or satisfied with the following at Long Beach City College:

Parking (27)
The high cost of textbooks (7)
Counselors (5)
Restrooms on campus are unclean (4)
Overall campus safety (4)
Lack of tutoring opportunities (3)

Additional Parking Comments:

Parking availability at certain hours
Inadequate Parking
Distance to parking lot
Lights in parking area

Additional Facilities Comments:

Restrooms in C building (2)
The bathrooms in the nursing building
Restrooms for the disabled
The water fountain at the library

Additional Department Specific Comments:

Disorganized nursing program
RN Program
Supplies for the RN program
Nursing instructors were blinded and biased.
Nursing exams were copies, and cheating was rampant (and staff was aware)
The way some nursing instructors treated the students
Unjust, unfair, and unreasonable rules they didn't apply to all (in nursing program)
Change the Nursing program to get us more prepared for the nurse role and not the CNA role
The Math instructors
The Math teachers had strong accents
Mathematics
Tutoring in math lab
Class availability for Math 110B
Overcrowded Math and English classes
Culinary Arts 213C did not have a classroom
Lack of CS course availability, including Math 55
Indifference of the Biology teachers
Biology Lab 41L
Biology lab hours
The Interior Design department

Additional Instructor/Counselor Comments:

Some instructors like to talk down to people from other countries that they do not like
Some teachers had bad attitudes
Some instructors in the program are better off not teaching at all

Appendix I. Written Responses Summarized (continued)

The negative responses from the professors regarding disabled students in their classes
Lack of motivation of certain instructors toward students
Unfair/hard instructors
Most professors were stuck up
Lack of instructors
Lack of counselor availability
Counselors all give wrong and contradictory information

Other Comments:

Construction noise and renovation (3)
Cafeteria food and prices (3)
Overcrowded classrooms (3)
Students lack of pro-social behavior (3)
Admissions and Records (2)
The absence of campus police at night (2)
Classes are at inconvenient times (2)
Not offering required classes every semester (2)
The line for financial aid was very long
Lack of student involvement in campus activities
Communication regarding special admissions for disabled students at CSULB
Lack of transferable units from other colleges
Lack of transcript evaluation feedback
Access in and out of certain buildings
The mud in the front lawn
Graduation services