

ACT Student Opinion Survey - Northwest Edition (2006)

Lane Community College -- Additional Questions

The items on these additional sheets are being asked only of Lane Community College students.

Directions: Answer the questions below by circling the letter next to the response that best represents your opinion, perceptions or experiences at Lane – mark directly on these additional sheets – do not use the bubble form.

Lane's Student Health Services

1. How often have you used Lane's Student Health Services in the past year?
 - A. Often
 - B. Occasionally
 - C. Never -- *skip to Question 3*
2. If you have used Lane's Student Health Services, how satisfied are you with the service you received?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied
3. If you have NOT used Lane's Health Clinic, were you aware that students who are enrolled in credit classes and pay the ASLCC Activity Fee are eligible to receive services that are free of charge and other services that are low cost in Lane's Health Clinic?
 - A. I know this
 - B. I didn't know this

Public Safety Office

4. Have you voluntarily used the services of the Public Safety Office (e.g., lost and found, assistance with safety issues, battery charging)?
 - A. Yes – *go to Question 5*
 - B. No – *skip to Question 6*
5. If you have used the services of the Public Safety Office, how satisfied are you with the service you received?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied
6. Have you received a citation and/or had a discussion with a Public Safety officer about your behavior on campus?
 - A. Yes – *go to question 7*
 - B. No – *skip to Question 8*
7. If you have received a citation and/or had a discussion with a Public Safety officer, how satisfied are you with your contact with Public Safety?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied

Disability Services

8. How often have you used Lane's Disability Services in the past year?
 - A. Often
 - B. Occasionally
 - C. Never -- *skip to Question 10*
9. If you have used Lane's Disability Services, how satisfied are you with the service you received?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied

Tutoring Services

10. Are you aware that Lane provides free, drop-in tutoring in many subjects?
 - A. Yes
 - B. No
11. How often have you used Lane's Tutoring Services in the past year?
 - A. Often
 - B. Occasionally
 - C. Never – *skip to Question 13*
12. If you have used Lane's Tutoring Services, how important was the tutoring assistance in helping you get better grades, complete a course or stay in school?
 - A. Very important
 - B. Somewhat important
 - C. Somewhat unimportant
 - D. Not at all important

Recovery Center

13. Did you know that Lane has a Recovery Center on campus for information, referral, support, and counseling about substance abuse and related issues that affect students and families?
 - A. Yes
 - B. No – *skip to Question 15*
14. If you are aware of Lane's Recovery Center, do you agree that it effectively supports recovery?
 - A. Strongly agree
 - B. Agree
 - C. Disagree
 - D. Strongly disagree

Childcare

15. How important is it to you to have childcare available on main campus?
- A. Very important
 - B. Somewhat important
 - C. Somewhat unimportant
 - D. Not at all important

Advising and Counseling Services

16. If you met with a Lane advisor or counselor during the current year, how many times did you meet? (If you didn't meet, skip to question #18)
- A. 1 to 2 meetings
 - B. 3 to 5 meetings
 - C. 6 or more meetings
17. How satisfied were you with the quality of service you received from a Lane advisor or counselor?
- A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied

Advance Registration

18. If you participated in Advance Registration at Lane, how satisfied are you with the opportunity it provides for getting into classes early? (If you didn't participate, skip to question #20)
- A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied
19. If you participated in Advance Registration, how easy was it to use?
- A. Very easy to use
 - B. Somewhat easy to use
 - C. Somewhat difficult to use
 - D. Very difficult to use

Enrollment Services and Financial Aid

20. How many times in the last year have you gone to Enrollment Services and Financial Aid in person? (skip to Question # 25 if you did not visit Enrollment Services this year)
- A. 1 to 5 times
 - B. 6 to 10
 - C. 11 to 15
 - D. More than 15 times
21. On average, how long did you have to wait in the lobby before receiving assistance?
- A. 0 to 10 minutes
 - B. 11 to 20 minutes
 - C. 21 to 30 minutes
 - D. More than 30 minutes
22. How would you describe the amount of time you waited to speak to a representative?
- A. Very reasonable
 - B. Somewhat reasonable
 - C. Somewhat unreasonable
 - D. Very unreasonable

23. How satisfied were you with the service you received in Enrollment Services and Financial Aid?

- A. Very satisfied
- B. Somewhat satisfied
- C. Somewhat dissatisfied
- D. Very dissatisfied

24. How much do you agree with the following statement: The Enrollment Services and Financial Aid Representatives I talked with in person provided good customer service.

- A. Strongly agree
- B. Agree
- C. Disagree
- D. Strongly Disagree

25. How much do you agree with the following statement: I know where to find information about policies and procedures regarding Lane registration and billing.

- A. Strongly agree
- B. Agree
- C. Disagree
- D. Strongly Disagree

Library

26. How would you rate the usefulness of the library's services and materials in completing your course work at Lane?

- A. Excellent
- B. Adequate
- C. Not adequate
- D. I haven't used the library's services or materials

Computer Technology

27. Do you have access to a computer when you are away from Lane?

- A. Yes
- B. No

28. Do you have access to the Internet when you are away from Lane?

- A. Yes
- B. No

29. Do you think Lane provides students adequate access to computers and related equipment on campus?

- A. Yes
- B. No

Courses

30. How important is it to you to be able to take on-line/internet-based courses?

- A. Very important
- B. Somewhat important
- C. Somewhat unimportant
- D. Not at all important

31. If you have taken on-line/internet-based courses at Lane, on average, how would you rate the availability of the necessary Library resources for the courses?
- A. Excellent
 - B. Adequate
 - C. Not adequate
 - D. I didn't try to use Library resources for the classes
 - E. No Library resources were needed for the classes

32. How important is it to you to be able to take telecourses?
- A. Very important
 - B. Somewhat important
 - C. Somewhat unimportant
 - D. Not at all important

33. How important is it to you to be able to complete an entire degree through distance learning (e.g., on-line/internet-based courses, telecourses, etc.)?
- A. Very important
 - B. Somewhat important
 - C. Somewhat unimportant
 - D. Not at all important

34. How familiar are you with interdisciplinary linked classes and other learning community opportunities at Lane?
- A. Very familiar
 - B. Somewhat familiar
 - C. Not at all familiar

35. If you are familiar with learning communities at Lane, how did you find out about them?
- A. Lane's Catalog
 - B. Lane's printed term class schedule
 - C. Lane's website
 - D. Word of mouth (friends, instructors, etc.)
 - E. Other _____

Lane's Website

36. How often have you used Lane's on-line catalog?
- A. Often
 - B. Occasionally
 - C. Never
37. Overall, how would you rate Lane's website?
- A. Excellent
 - B. Adequate
 - C. Not adequate

For the next 2 questions, please indicate how well the statement reflects your experience at Lane.

Environment

38. The general college environment is welcoming and accepting to all students, regardless of their race or national origin, gender, religion, physical ability, age, or sexual orientation.
- A. Strongly agree
 - B. Agree
 - C. Disagree
 - D. Strongly Disagree
39. Instructors strive to create a classroom environment that is comfortable and fair to all students regardless of their race or national origin, gender, religion, physical ability, age, or sexual orientation.
- A. Strongly agree
 - B. Agree
 - C. Disagree
 - D. Strongly Disagree

Student Activities

40. The Student Life and Leadership Development Department offers a variety of activities, events and programs to support instructional offerings on campus. Are you aware of these programs and offerings?
- A. Yes
 - B. No – skip to question 42
41. If you are aware of the Student Life and Leadership Development offerings, how satisfied are you with those offerings?
- A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied
42. What types of programs, services or activities would you like to have offered through the Student Life and Leadership Development Dept.? List or briefly describe here →
- _____
- _____
43. Are you aware of the programs and services available to Lane students who pay the mandatory ASLCC student activity fee (currently \$42.75 per term)?
- A. Very aware
 - B. Somewhat aware
 - C. Not at all aware – skip to question 45
44. If you are aware of the programs and services available through the mandatory student activity fee, how satisfied are you with those programs and services?
- A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied

Student Success at Lane

45. Do the following things keep you from being successful at Lane?

<i>Please circle the number that represents your opinion for items a - q</i>	Yes	Possibl y	Probabl y Not	Not at All
a. Lack of family support	4	3	2	1
b. Don't have strong enough Writing skills	4	3	2	1
c. Don't have strong enough Math skills	4	3	2	1
d. Enrolling in classes that are beyond my ability	4	3	2	1
e. Work too many hours	4	3	2	1
f. Family obligations	4	3	2	1
g. Test anxiety	4	3	2	1
h. Health issues	4	3	2	1
i. Confusing college procedures	4	3	2	1
j. Childcare issues	4	3	2	1
k. Discrimination	4	3	2	1
l. Difficulty figuring out how the college works	4	3	2	1
m. Finance issues	4	3	2	1
n. Getting along with peers	4	3	2	1
o. Transportation	4	3	2	1
p. Trouble attending classes regularly	4	3	2	1
q. Not able to get the classes I need	4	3	2	1
r. Other _____	4	3	2	1

46. Would the following things help you succeed at Lane to reach your academic goals?

<i>Please circle the number that represents your opinion for items a - p</i>	Yes	Possibl y	Probabl y Not	Not at All
a. Improved access to information on how to enroll in classes	4	3	2	1
b. Improved access to Financial Aid information	4	3	2	1
c. Information about scholarships and how to apply	4	3	2	1
d. Information about Satellite programs and/or Community Learning Centers	4	3	2	1
e. Information for new students on how to be successful in college	4	3	2	1
f. Involvement in Learning communities (two or more linked classes in which the same students are enrolled)	4	3	2	1
g. Tutoring directly connected to a specific class	4	3	2	1
h. More access to academic advising	4	3	2	1
i. Same advisor throughout my entire time	4	3	2	1
j. Being involved in Student Services (eg.: Student Government, Women's Center, Multicultural Center, TRIO, Student Unions)	4	3	2	1
k. Have mid-term grade reports so I know how I'm doing before the end of the term	4	3	2	1
l. Career information and counseling	4	3	2	1
m. Work Experiences at Lane	4	3	2	1
n. Participating in Study Groups	4	3	2	1
o. More night and weekend classes	4	3	2	1
p. Having supportive peers	4	3	2	1
r. Other _____	4	3	2	1

Thanks for your help! We appreciate very much the time you gave to complete and return this survey. Your input will help us improve the learning environment at Lane.

Transforming lives through learning