

ACT Student Opinion Survey - Northwest Edition (2004)

Lane Community College

Additional Questions 1 - 30

Page 4, Section V -- Student Opinion Survey -- Northwest Edition

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

Directions: Answer the questions below by marking your response beginning with Item 1 on Section V of the Student Opinion Survey – Northwest Edition. ➔ Mark your responses for the last 18 questions directly on the last 2 additional pages.

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. How important is it to you to have Lane's Student Health Services available during the evening or on weekends?

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

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

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

10. How often have you used Lane's Tutoring Services in the past year?

- A. Often
- B. Occasionally
- C. Never – *skip to Question 12*

11. 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

12. 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*

13. 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

14. If you are aware of Lane's Recovery Center, how did you learn about it? (please check only one – the primary way you learned about the Center)
 - A. Lane's Catalog
 - B. Lane's printed term class schedule
 - C. Recovery Center's website
 - D. Word of mouth (friends, instructors, etc.)
 - E. Other _____
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
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
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
20. How many times in the last year have you gone to the Students First! Center in person? (skip to Question # 21 if you did not visit the Center this year)
 - A. 0 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 line each time 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 in line 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 the Students First! Center?
 - A. Very satisfied
 - B. Somewhat satisfied
 - C. Somewhat dissatisfied
 - D. Very dissatisfied
24. How much do you agree with the following statement: The Students First! 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

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

Environment

26. 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
27. 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

Computer Technology

28. Do you have access to a computer when you are away from Lane?
A. Yes
B. No
29. Do you have access to the Internet when you are away from Lane?
A. Yes
B. No
30. How comfortable are you using ExpressLane to register for Lane classes?
A. Very comfortable
B. Somewhat comfortable
C. Somewhat uncomfortable
D. Very uncomfortable

***** Please answer the following questions directly on this sheet by marking the box that best represents your view or by responding briefly with an explanation. *****

- i. Did you pay your spring term Lane bill using ExpressLane?
☐ Yes
☐ No
- ii. Do you think Lane provides students adequate access to computers and related equipment on campus?
☐ Yes
☐ No

Courses

- iii. How important is it to you to be able to take on-line/internet-based courses?
☐ Very important
☐ Somewhat important
☐ Somewhat unimportant
☐ Not at all important
- iv. 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?
☐ Excellent
☐ Adequate
☐ Not adequate
☐ I didn't try to use Library resources for the class
☐ No Library resources were needed for the class

- v. How would you rate the usefulness of the library's services and materials in completing your course work at Lane?
☐ Excellent
☐ Adequate
☐ Not adequate
☐ I haven't used the library's services or materials

- vi. How important is it to you to be able to take telecourses?
☐ Very important
☐ Somewhat important
☐ Somewhat unimportant
☐ Not at all important

- vii. 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.)?
☐ Very important
☐ Somewhat important
☐ Somewhat unimportant
☐ Not at all important

- viii. How familiar are you with interdisciplinary linked classes and other learning community opportunities at Lane?
☐ Very familiar
☐ Somewhat familiar
☐ Not at all familiar

- ix. If you are familiar with learning communities at Lane, how did you find out about them?
☐ Lane's Catalog
☐ Lane's printed term class schedule
☐ Recovery Center's website
☐ Word of mouth (friends, instructors, etc.)
☐ Other _____

- x. How often have you used Lane's on-line catalog?
☐ Often
☐ Occasionally
☐ Never

- xi. How often have you used Lane's web pages?
☐ Often
☐ Occasionally
☐ Never

Student Activities

- xi-2 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?
☐ Yes
☐ No – skip to question xii

xii. If you are aware of the Student Life and Leadership Development offerings, how satisfied are you with those offerings?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

xiii. 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 →

xiv. Are you aware of the programs and services available to Lane students who pay the mandatory ASLCC student activity fee (currently \$32.56 per term)?

- ☐ Yes
- ☐ No – *skip to question xvi*

xv. 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?

- ☐ Very satisfied
- ☐ Somewhat satisfied
- ☐ Somewhat dissatisfied
- ☐ Very dissatisfied

Student Success at Lane

xvi. Check 3 things that would most help you increase your ability to successfully reach your academic goals:

- ☐ Improved access to information on how to enroll in classes
- ☐ Improved access to Financial Aid information
- ☐ More Information about Satellite programs and/or Community Learning Centers
- ☐ More information on how to be successful in college for new students
- ☐ More learning communities (linked classes)
- ☐ More availability of tutoring attached to specific classes
- ☐ More access to academic advising
- ☐ Have mid-term grade reports so you know how you're doing before the end of the term
- ☐ Other:

xvii. Check the 3 biggest challenges that could keep you from succeeding at Lane:

- ☐ Don't have necessary basic skills (reading, writing, math)
- ☐ Lack of family support
- ☐ Difficulty of classes
- ☐ Work too many hours
- ☐ Family obligations
- ☐ Test anxiety

- ☐ Health issues
- ☐ Overwhelmed by the college system
- ☐ Childcare issues
- ☐ Finances issues
- ☐ Personal reasons
- ☐ Transportation
- ☐ Don't attend classes regularly
- ☐ Not able to get the classes I need
- ☐ Other:

xviii. Check the 3 things that are most helpful to your success at Lane:

- ☐ Tutoring
- ☐ Academic advising
- ☐ Having supportive peers
- ☐ Availability of instructors
- ☐ Involvement in Learning Communities
- ☐ Being involved in Student Services (eg.: ASLCC, Women's Center, Multicultural Center, TRIO, Student Unions)
- ☐ Participating in Study Groups
- ☐ Taking certain classes (which ones?)
- ☐ Career information and counseling
- ☐ Scholarships
- ☐ Financial aid
- ☐ Night and weekend classes
- ☐ Available information about Lane services
- ☐ Work experiences at Lane
- ☐ Other:

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.