

# ACT Student Opinion Survey (Northwest Edition)

## Survey Findings

### Section III -- College Services

Question #: 1

Question Descrip.: **Academic Advising/course planning services.**

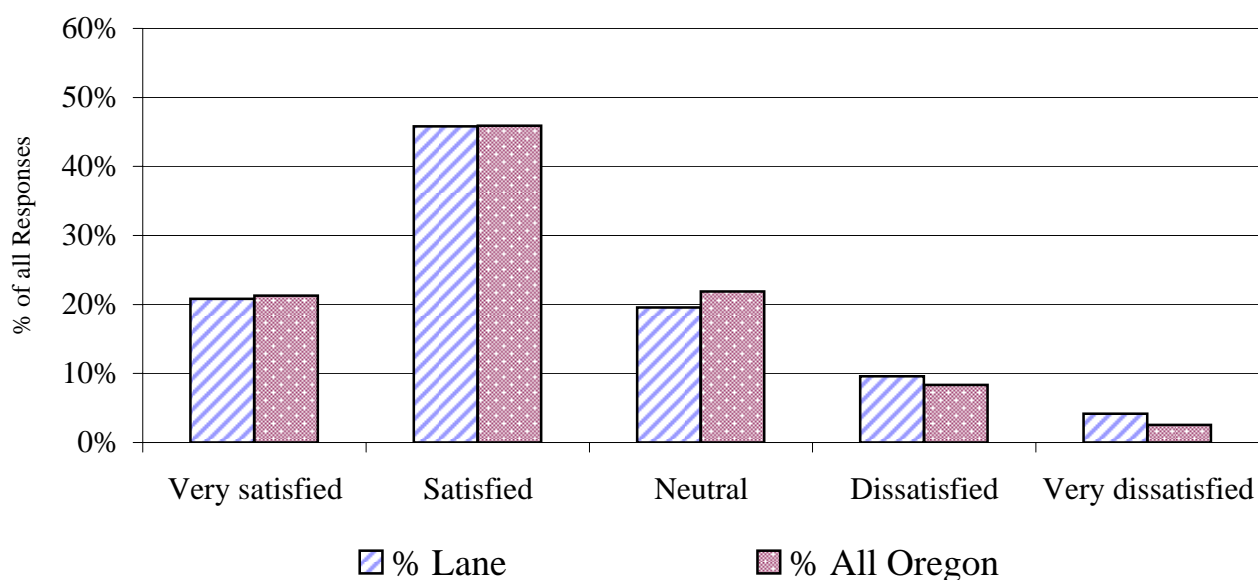
(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	100	20.8%	893	21.3%
Satisfied	220	45.8%	1,926	45.9%
Neutral	94	19.6%	918	21.9%
Dissatisfied	46	9.6%	350	8.3%
Very dissatisfied	20	4.2%	107	2.6%
total responses	480	100%	4,194	100%

**Example 1:** 100 Lane students (20.8% of Lane students responding to this question on the spring 2004 survey) reported they were "Very satisfied" with Lane's "Academic advising/course planning services."

**Example 2:** 893 Oregon community college students (21.3% of all students responding to this question on the spring 2004 survey) reported they were "Very satisfied" with their college's "Academic advising/course planning svcs."

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



Question #: 1

Question Descrip.: **Academic Advising/course planning services.**

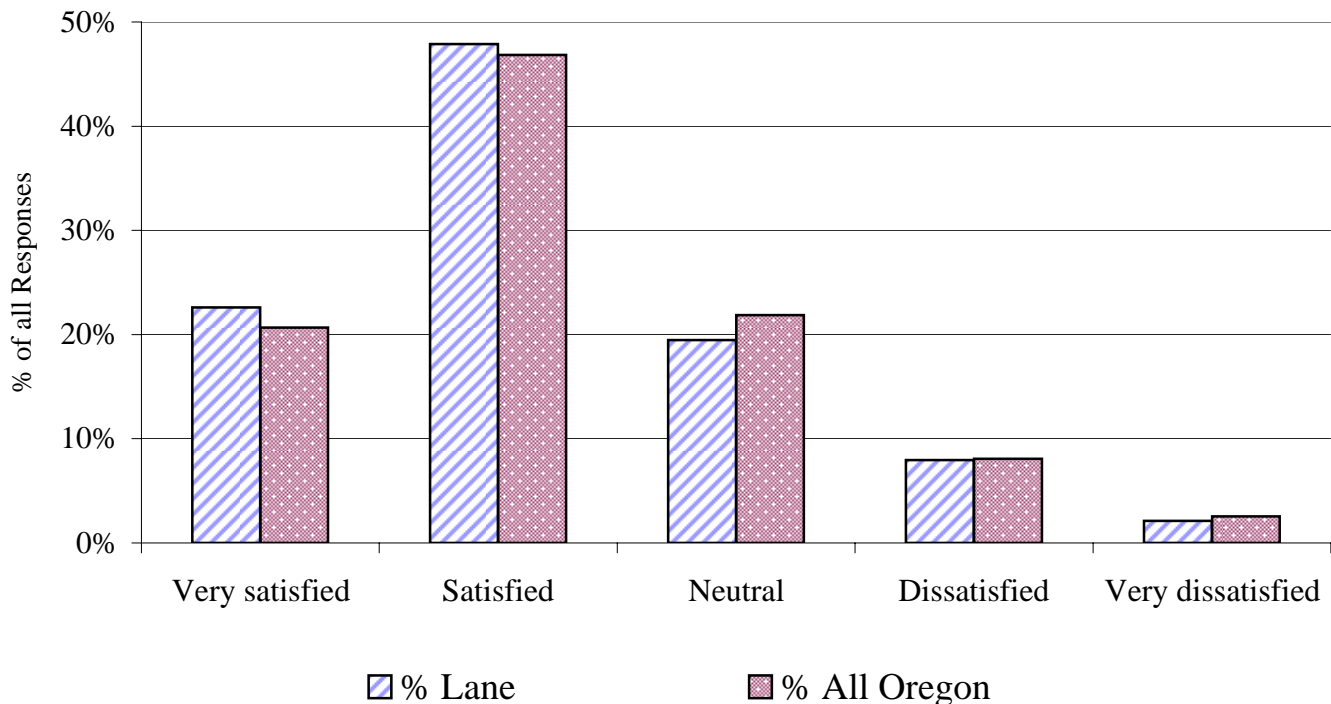
(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	430	22.6%	3,989	20.7%
Satisfied	910	47.9%	9,034	46.8%
Neutral	370	19.5%	4,220	21.9%
Dissatisfied	151	7.9%	1,557	8.1%
Very dissatisfied	40	2.1%	492	2.6%
total responses	1,901	100%	19,292	100%

**Example 1:** 430 **Lane** students (22.6% of Lane students responding to this question on the 1994, 1996, 1998, 2000 and 2002 surveys) reported they were "Very satisfied" with Lane's "Academic advising/course planning services."

**Example 2:** 3,989 **Oregon community college** students (20.7% of all students responding to this question on the 1994, 1996, 1998, 2000 and 2002 surveys) reported they were "Very satisfied" with their college's "Academic advising/course planning services."

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition)

## Survey Findings

### Section III -- College Services

Question #: 2

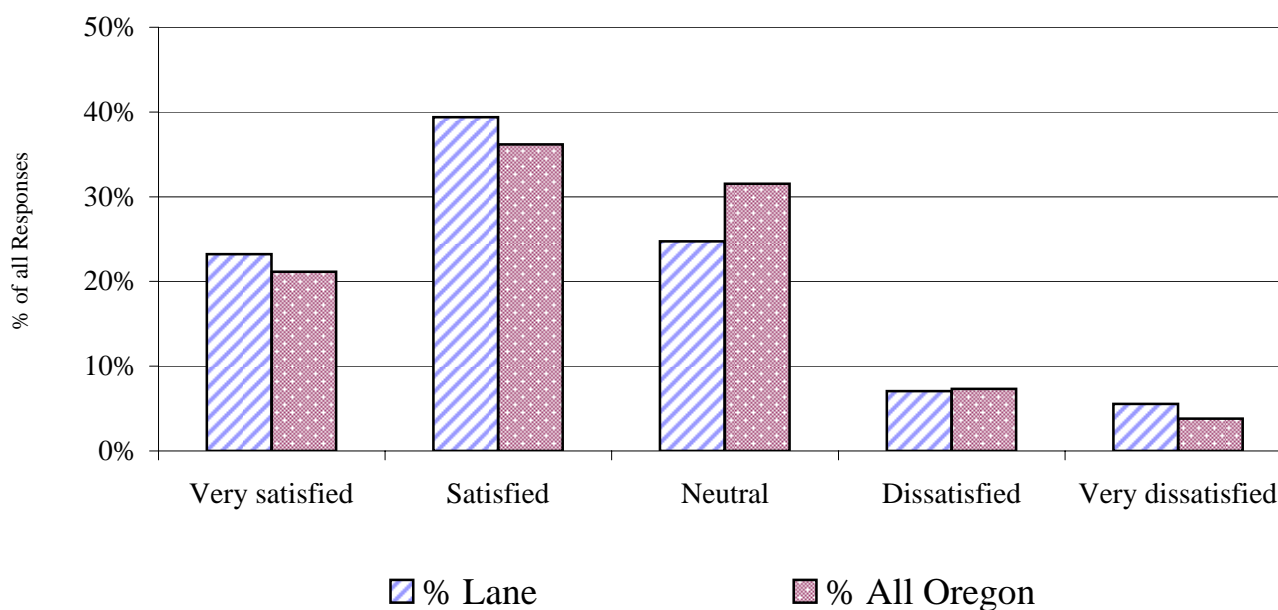
Question Descrip.: **Personal counseling services (for personal concerns and problems).**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

#### Spring 2004 survey

response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	46	23.2%	415	21.1%
Satisfied	78	39.4%	710	36.2%
Neutral	49	24.7%	619	31.5%
Dissatisfied	14	7.1%	144	7.3%
Very dissatisfied	11	5.6%	75	3.8%
total responses	198	100%	1,963	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



Question #: 2

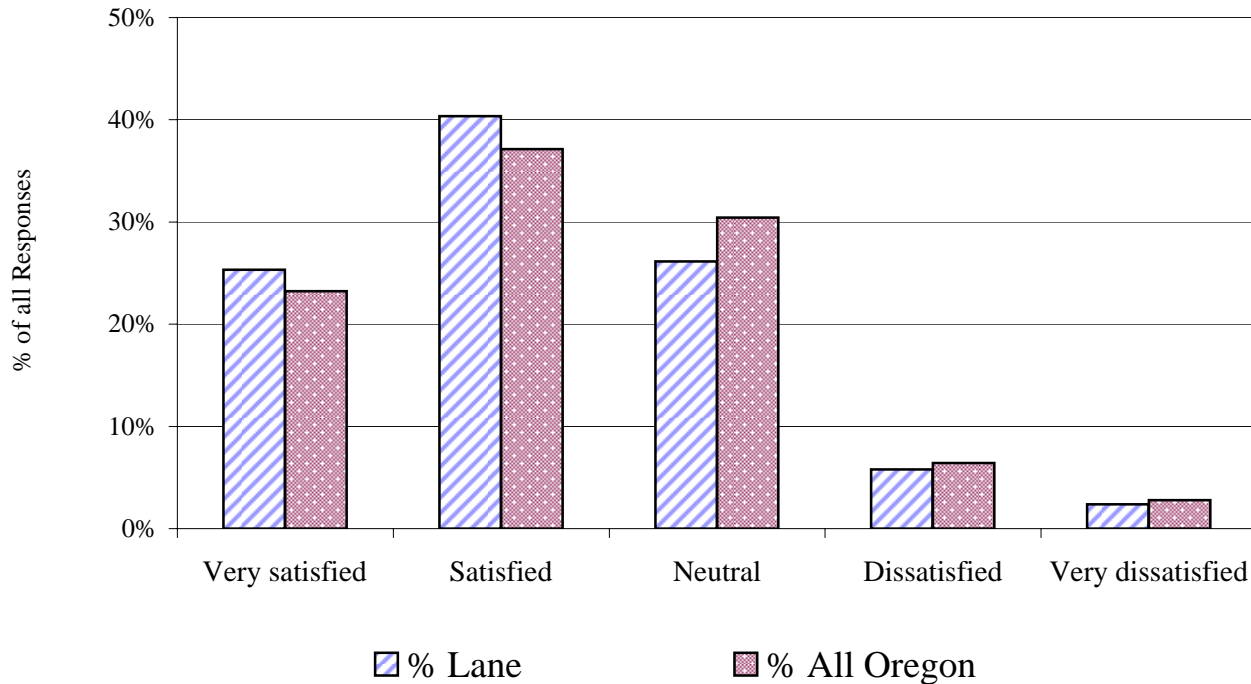
Question Descrip.: **Personal counseling services (for personal concerns and problems.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

**Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002**

response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	214	25.3%	1,954	23.2%
Satisfied	341	40.4%	3,122	37.1%
Neutral	221	26.2%	2,558	30.4%
Dissatisfied	49	5.8%	541	6.4%
Very dissatisfied	20	2.4%	234	2.8%
total responses	845	100%	8,409	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition)

## Survey Findings

### Section III -- College Services

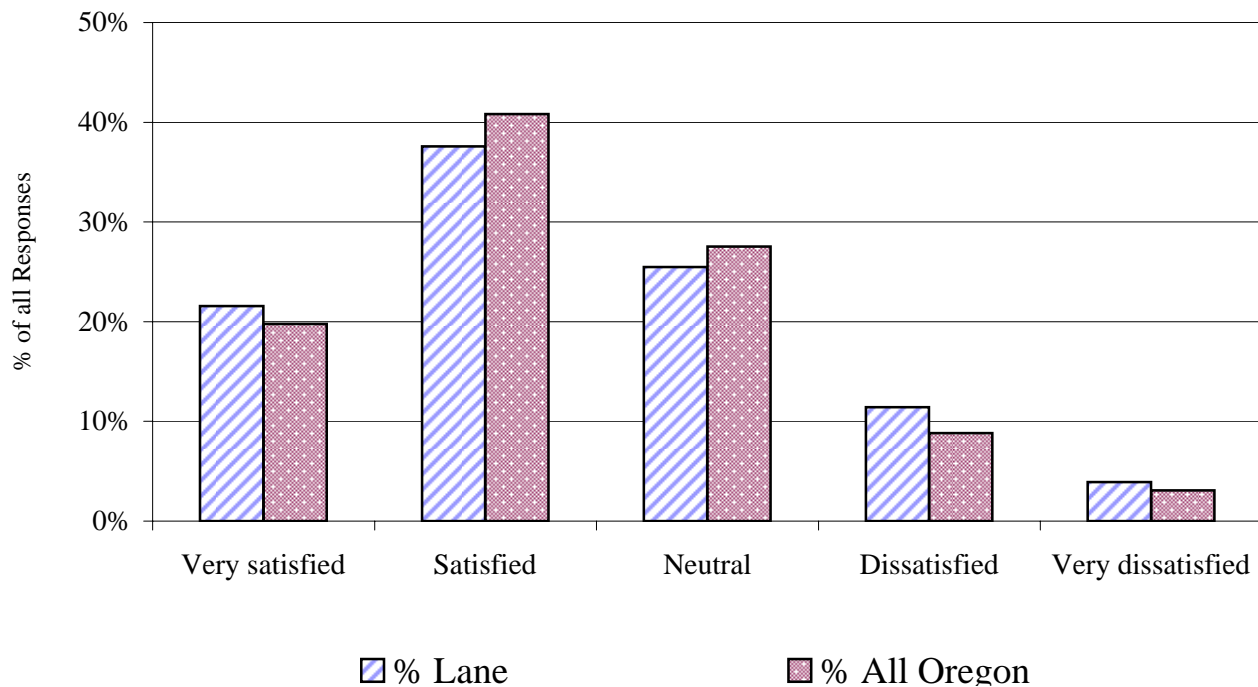
Question #: **3**  
 Question Descrip.: **Career planning services / guidance.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

#### Spring 2004 survey

response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	66	21.6%	554	19.8%
Satisfied	115	37.6%	1,144	40.8%
Neutral	78	25.5%	772	27.5%
Dissatisfied	35	11.4%	247	8.8%
Very dissatisfied	12	3.9%	86	3.1%
total responses	306	100%	2,803	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



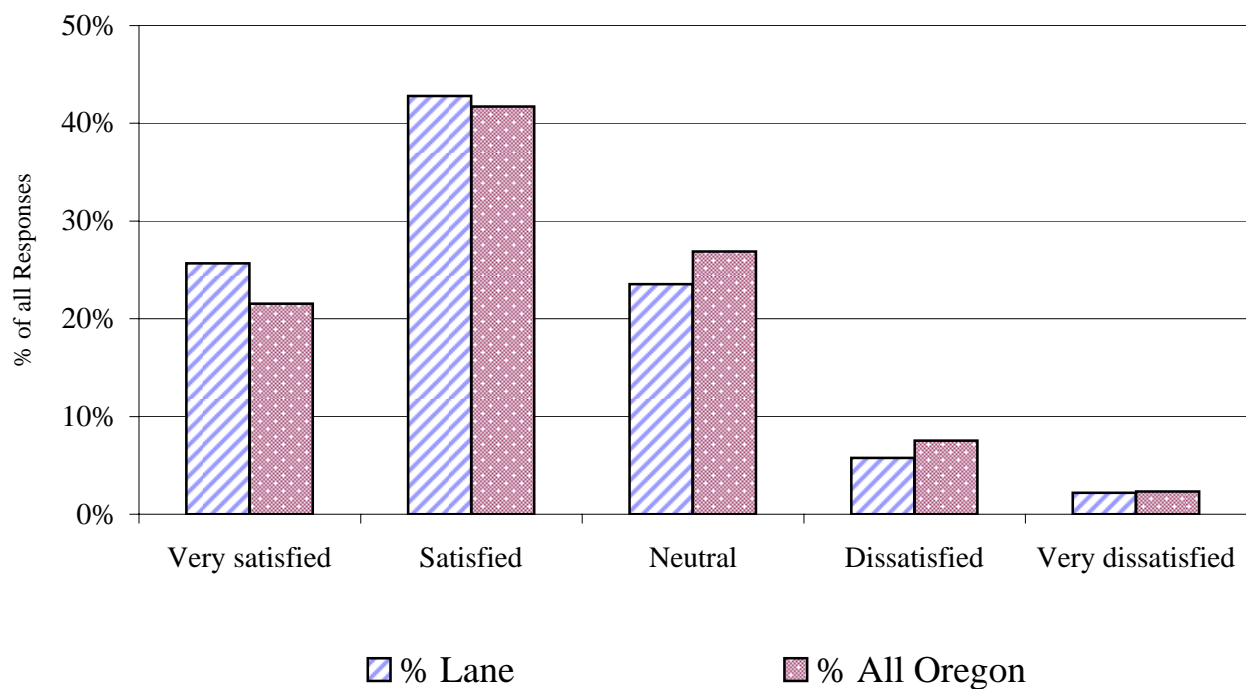
Question #: **3**  
 Question Descrip.: **Career planning services / guidance.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

**Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002**

response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	316	25.7%	2,613	21.6%
Satisfied	527	42.8%	5,056	41.7%
Neutral	290	23.6%	3,258	26.9%
Dissatisfied	71	5.8%	914	7.5%
Very dissatisfied	27	2.2%	281	2.3%
total responses	1,231	100%	12,122	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

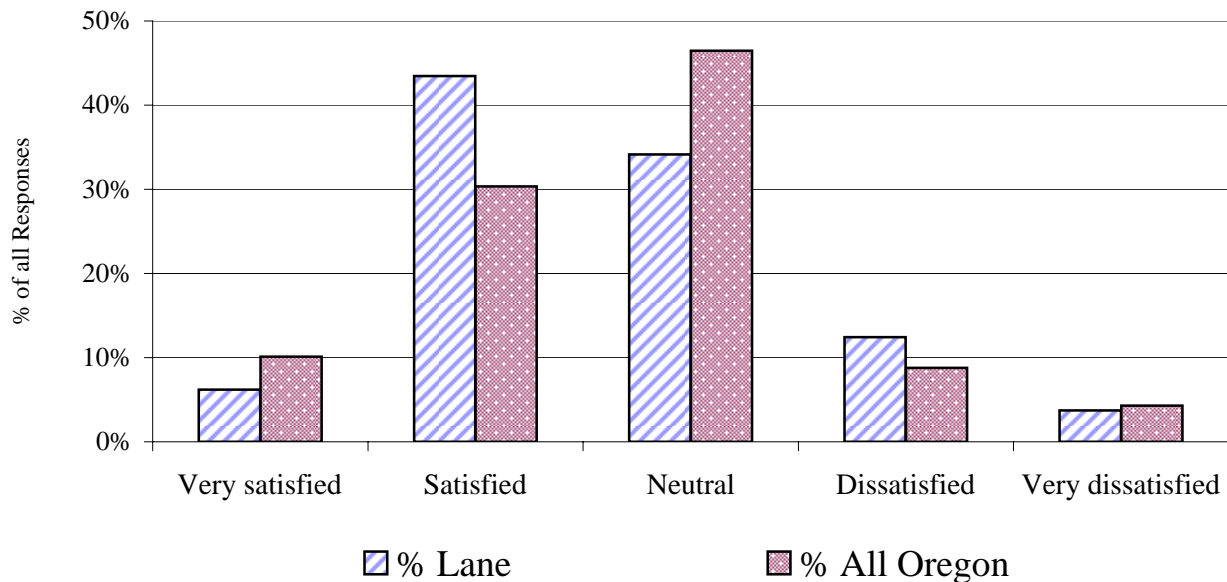
Question #: 4

Question Descrip.: **Job placement services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	10	6.2%	146	10.1%
Satisfied	70	43.5%	438	30.3%
Neutral	55	34.2%	671	46.5%
Dissatisfied	20	12.4%	127	8.8%
Very dissatisfied	6	3.7%	62	4.3%
total responses	161	100%	1,444	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



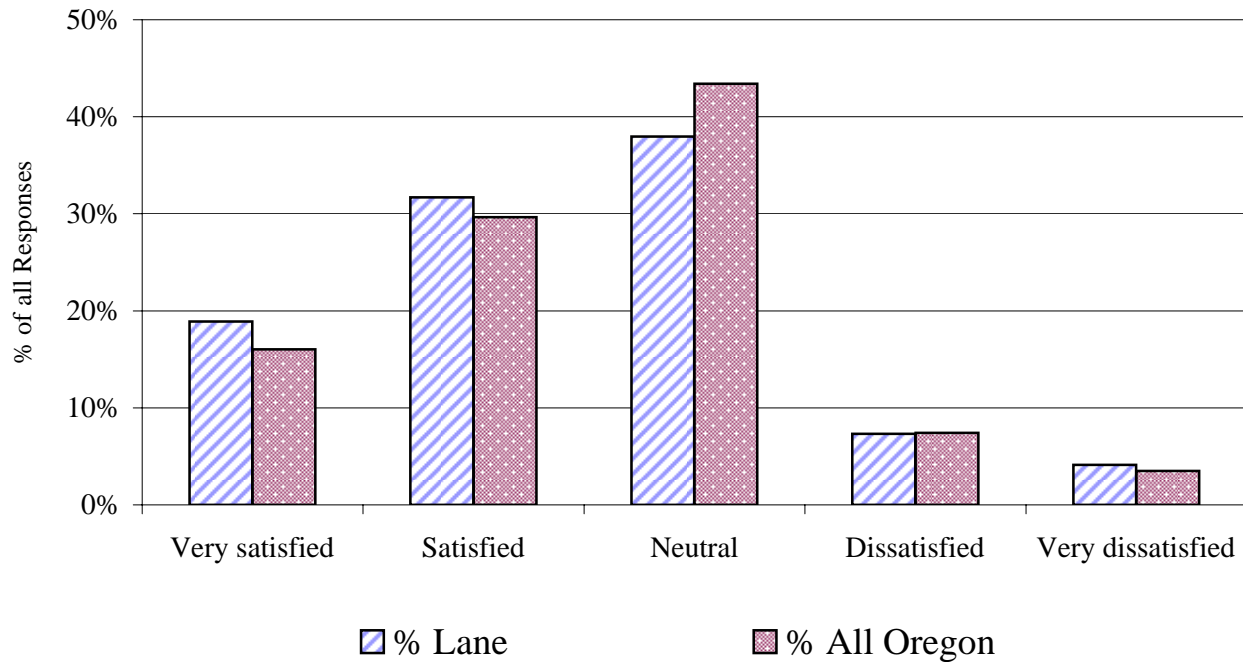
Question #: 4

Question Descrip.: **Job placement services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	124	18.9%	972	16.0%
Satisfied	208	31.7%	1,799	29.7%
Neutral	249	38.0%	2,632	43.4%
Dissatisfied	48	7.3%	451	7.4%
Very dissatisfied	27	4.1%	212	3.5%
total responses	656	100%	6,066	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

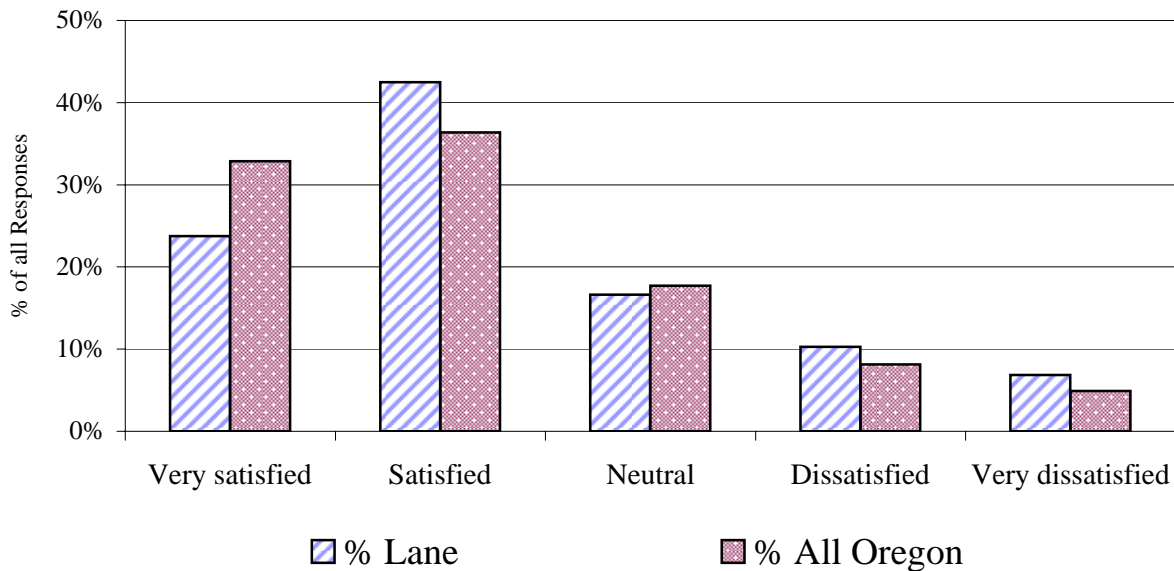
Question #: 5

Question Descrip.: **Financial aid services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	90	23.7%	1,114	32.9%
Satisfied	161	42.5%	1,233	36.4%
Neutral	63	16.6%	600	17.7%
Dissatisfied	39	10.3%	276	8.1%
Very dissatisfied	26	6.9%	166	4.9%
total responses	379	100%	3,389	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



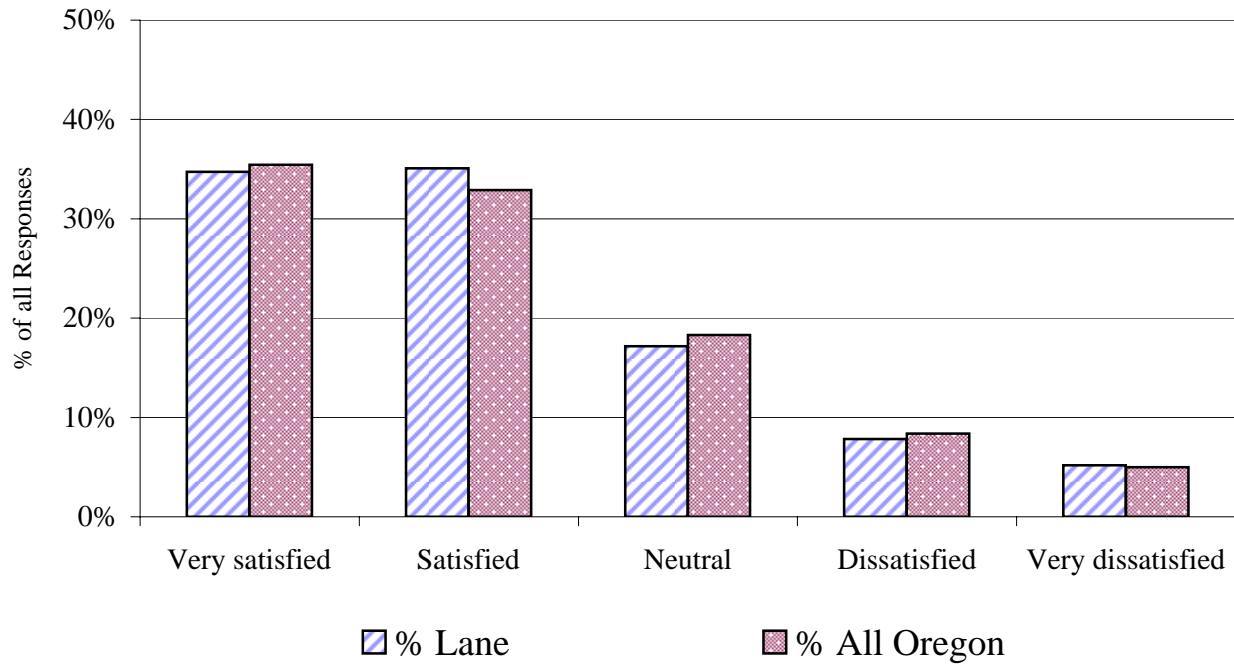
Question #: 5

Question Descrip.: **Financial aid services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	483	34.7%	5,068	35.4%
Satisfied	488	35.1%	4,703	32.9%
Neutral	239	17.2%	2,616	18.3%
Dissatisfied	109	7.8%	1,199	8.4%
Very dissatisfied	72	5.2%	712	5.0%
total responses	1,391	100%	14,298	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

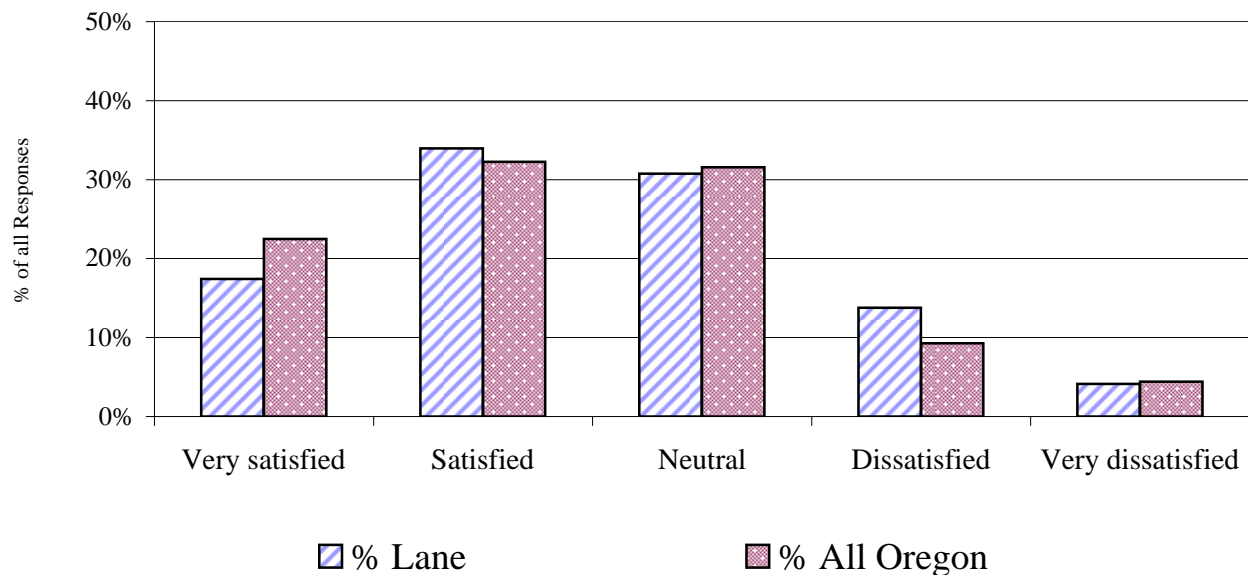
Question #: 6

Question Descrip.: **Scholarship services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	38	17.4%	492	22.5%
Satisfied	74	33.9%	706	32.3%
Neutral	67	30.7%	691	31.6%
Dissatisfied	30	13.8%	203	9.3%
Very dissatisfied	9	4.1%	97	4.4%
total responses	218	100%	2,189	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



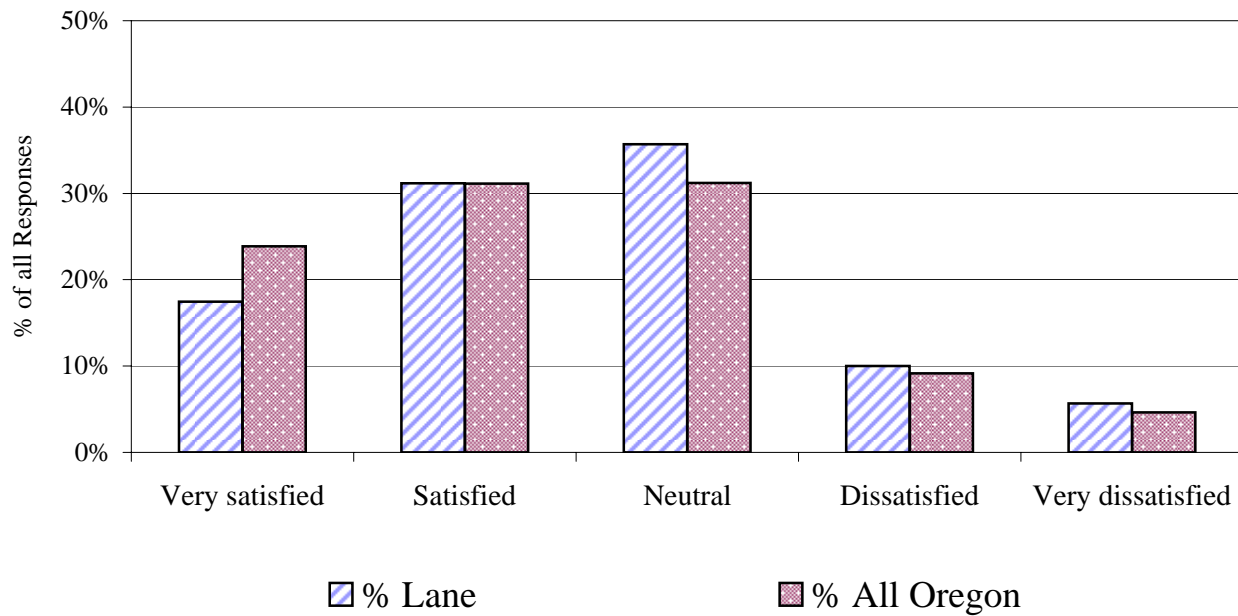
Question #: 6

Question Descrip.: **Scholarship services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	108	17.4%	1,885	23.9%
Satisfied	193	31.2%	2,460	31.1%
Neutral	221	35.7%	2,466	31.2%
Dissatisfied	62	10.0%	723	9.2%
Very dissatisfied	35	5.7%	366	4.6%
total responses	619	100%	7,900	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

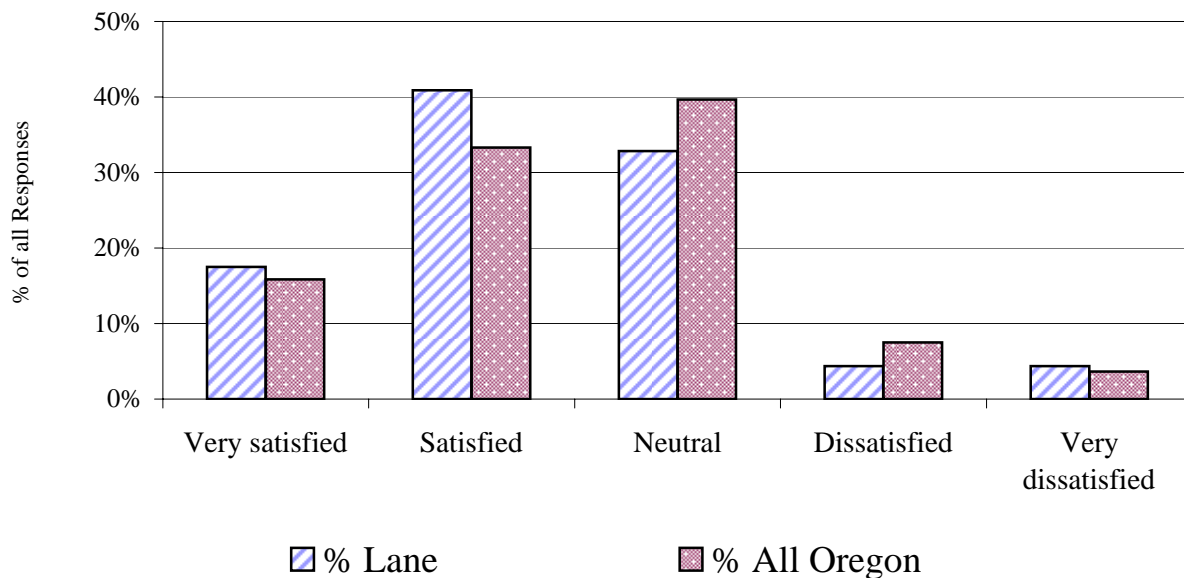
Question #: 7

Question Descrip.: **Recreational and intramural programs and services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	24	17.5%	222	15.9%
Satisfied	56	40.9%	466	33.3%
Neutral	45	32.8%	555	39.7%
Dissatisfied	6	4.4%	105	7.5%
Very dissatisfied	6	4.4%	51	3.6%
total responses	137	100%	1,399	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



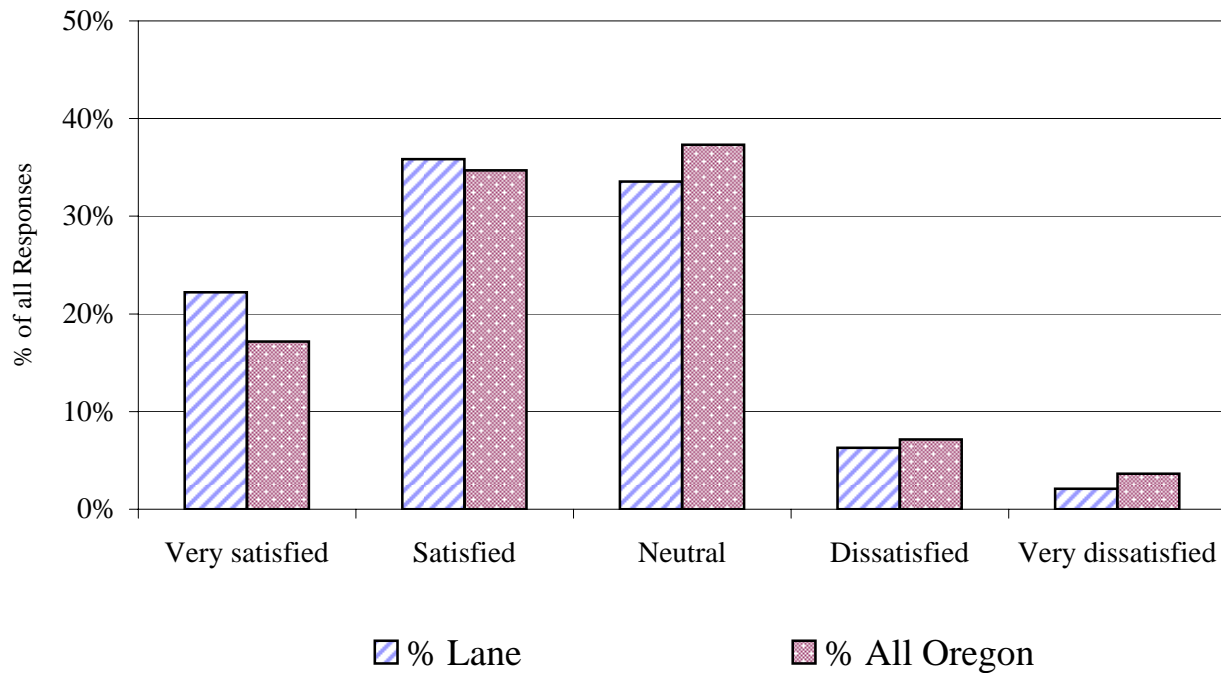
Question #: 7

Question Descrip.: **Recreational and intramural programs and services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	127	22.2%	1,110	17.2%
Satisfied	205	35.8%	2,242	34.7%
Neutral	192	33.6%	2,412	37.3%
Dissatisfied	36	6.3%	462	7.2%
Very dissatisfied	12	2.1%	235	3.6%
total responses	572	100%	6,461	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

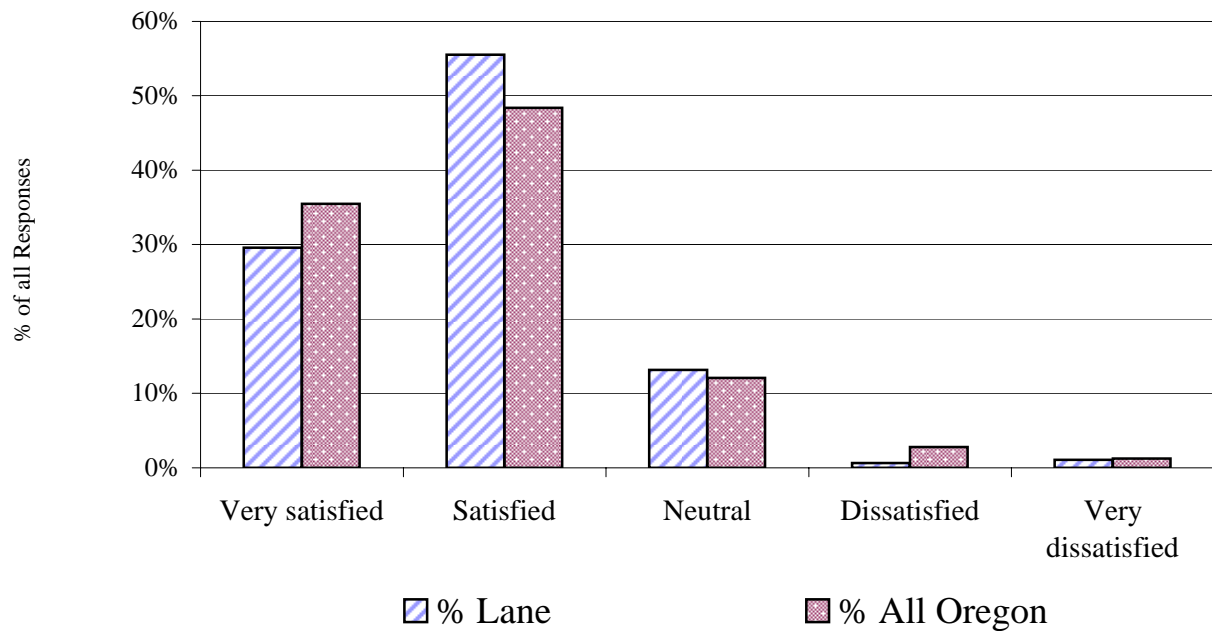
Question #: 8

Question Descrip.: **Library / learning resources center services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	137	29.6%	1,593	35.5%
Satisfied	257	55.5%	2,173	48.4%
Neutral	61	13.2%	543	12.1%
Dissatisfied	3	0.6%	125	2.8%
Very dissatisfied	5	1.1%	56	1.2%
total responses	463	100%	4,490	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



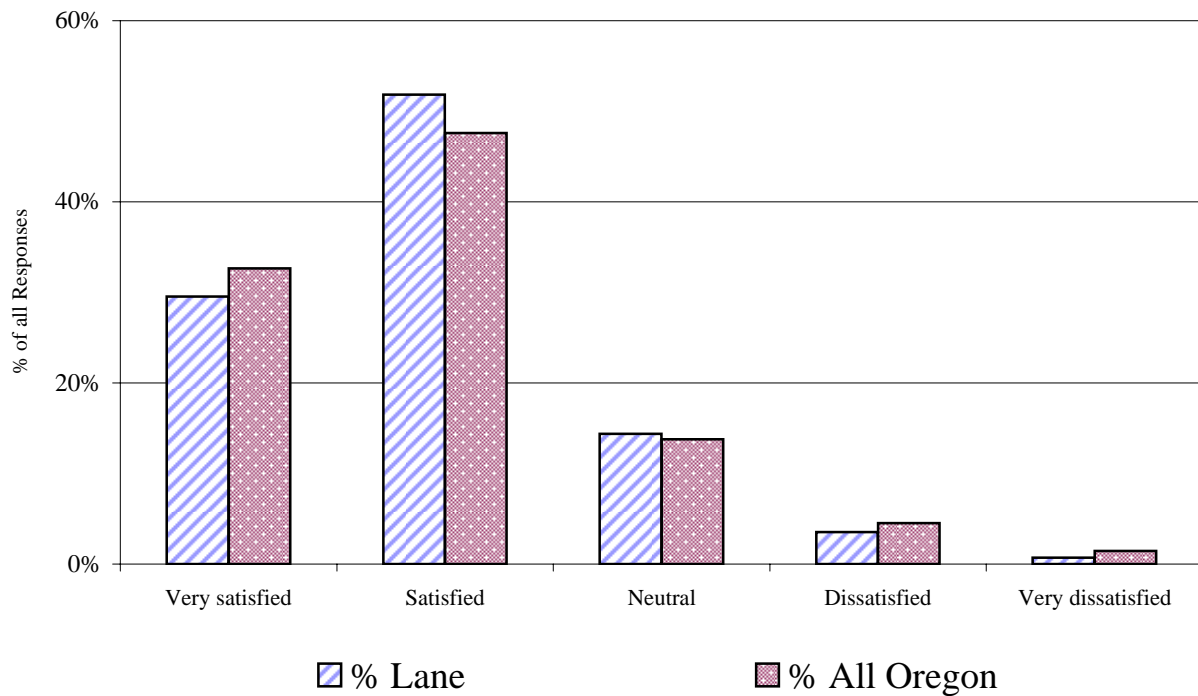
Question #: 8

Question Descrip.: **Library / learning resources center services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	593	29.5%	6,923	32.7%
Satisfied	1,041	51.8%	10,085	47.6%
Neutral	289	14.4%	2,924	13.8%
Dissatisfied	71	3.5%	957	4.5%
Very dissatisfied	14	0.7%	307	1.4%
total responses	2,008	100%	21,196	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

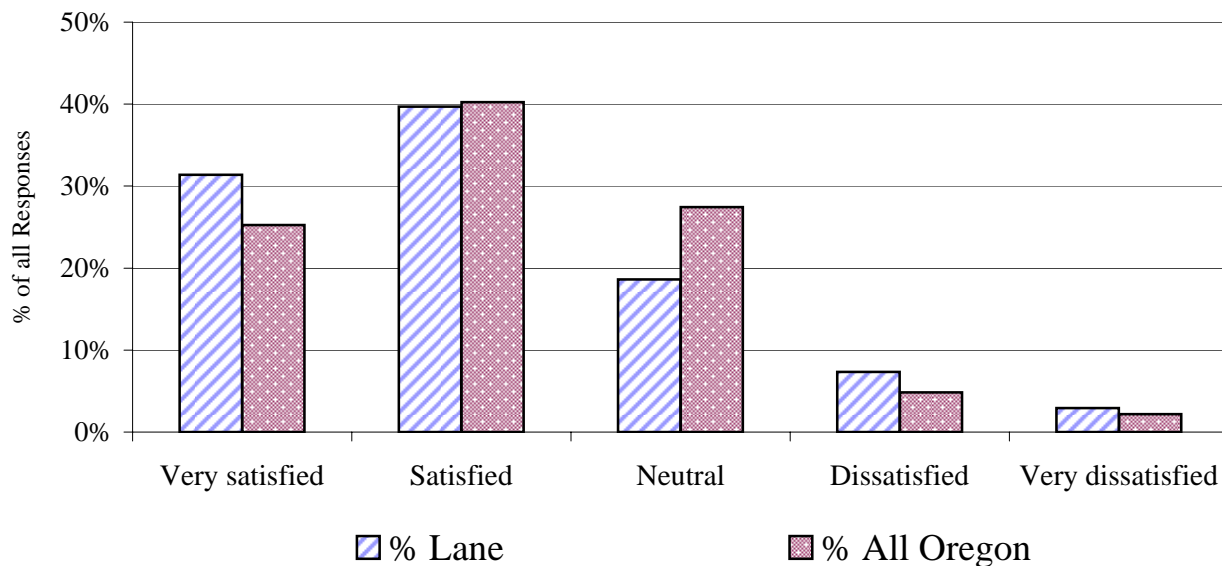
Question #: 9

Question Descrip.: **Course-related work opportunities (co-operative education, practicum, clinical)**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

Spring 2004 survey				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	64	31.4%	504	25.2%
Satisfied	81	39.7%	804	40.3%
Neutral	38	18.6%	548	27.4%
Dissatisfied	15	7.4%	97	4.9%
Very dissatisfied	6	2.9%	44	2.2%
total responses	204	100%	1,997	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



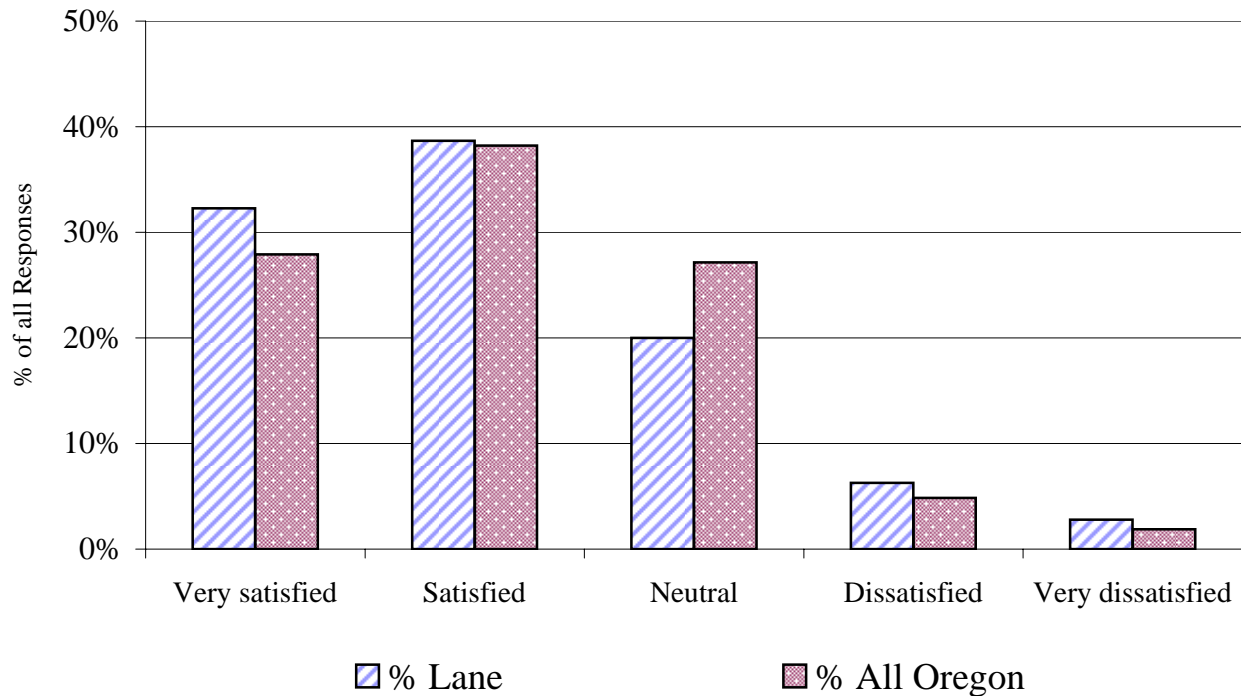
Question #: 9

Question Descrip.: **Course-related work opportunities (co-operative education, practicum, clinical)**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	242	32.3%	2,216	27.9%
Satisfied	290	38.7%	3,033	38.2%
Neutral	150	20.0%	2,154	27.1%
Dissatisfied	47	6.3%	384	4.8%
Very dissatisfied	21	2.8%	149	1.9%
total responses	750	100%	7,936	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

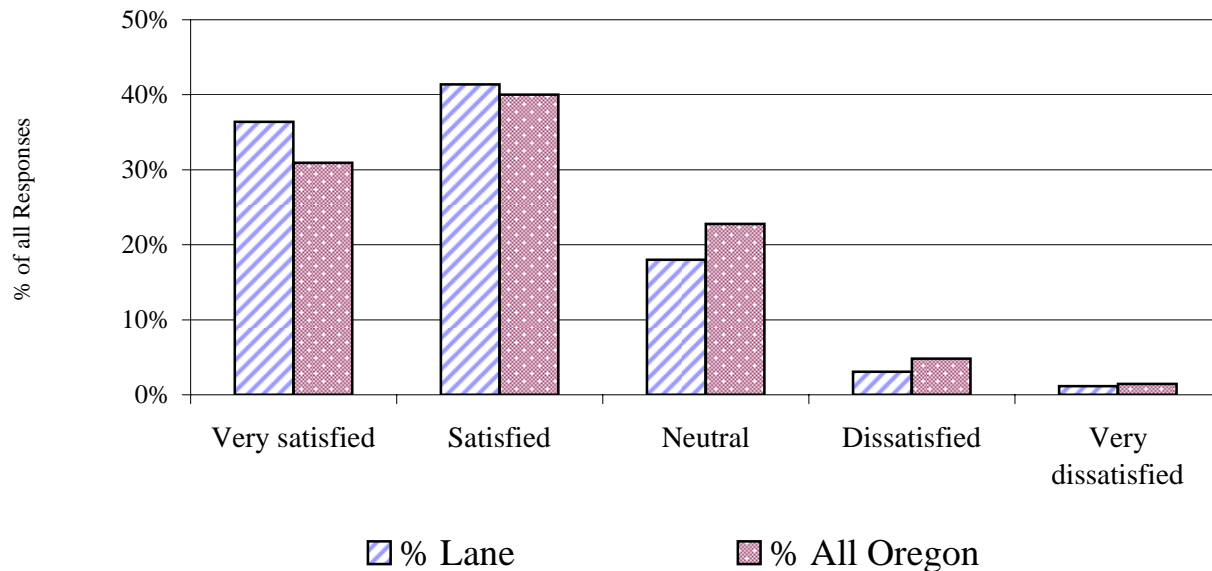
Question #: 10

Question Descri.: **College-sponsored tutorial services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	95	36.4%	695	30.9%
Satisfied	108	41.4%	899	40.0%
Neutral	47	18.0%	512	22.8%
Dissatisfied	8	3.1%	108	4.8%
Very dissatisfied	3	1.1%	33	1.5%
total responses	261	100%	2,247	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



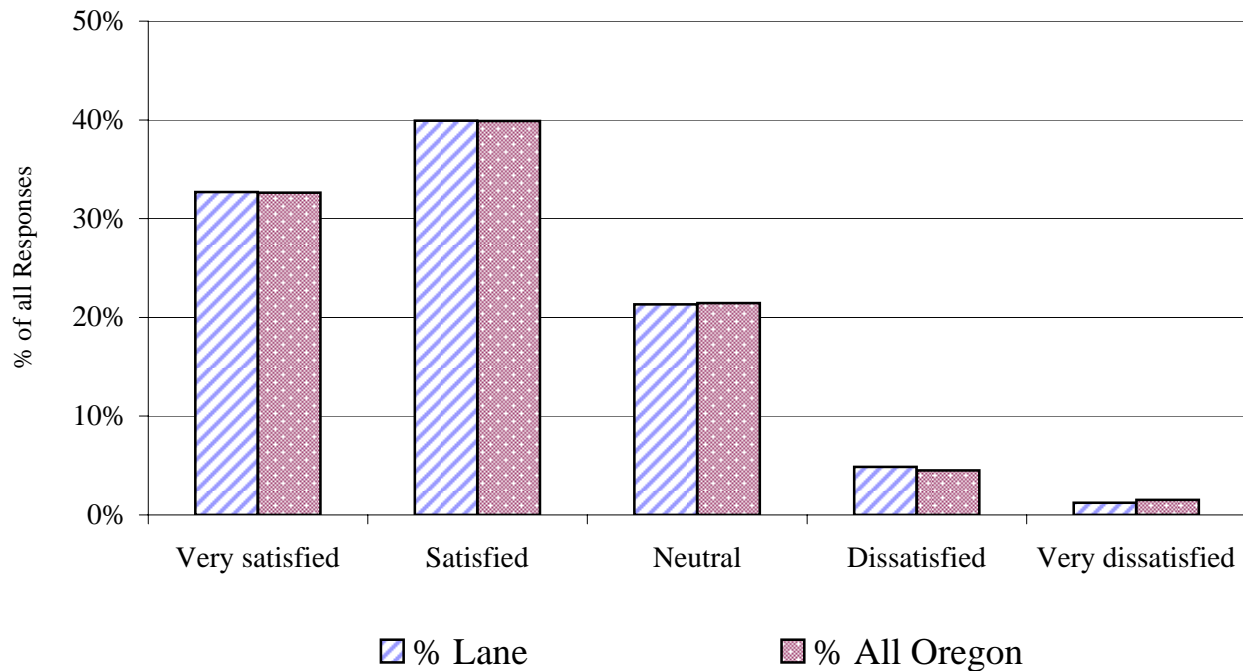
Question #: 10

Question Descrip.: **College-sponsored tutorial services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	290	32.7%	3,236	32.6%
Satisfied	354	39.9%	3,956	39.9%
Neutral	189	21.3%	2,129	21.5%
Dissatisfied	43	4.8%	446	4.5%
Very dissatisfied	11	1.2%	151	1.5%
total responses	887	100%	9,918	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

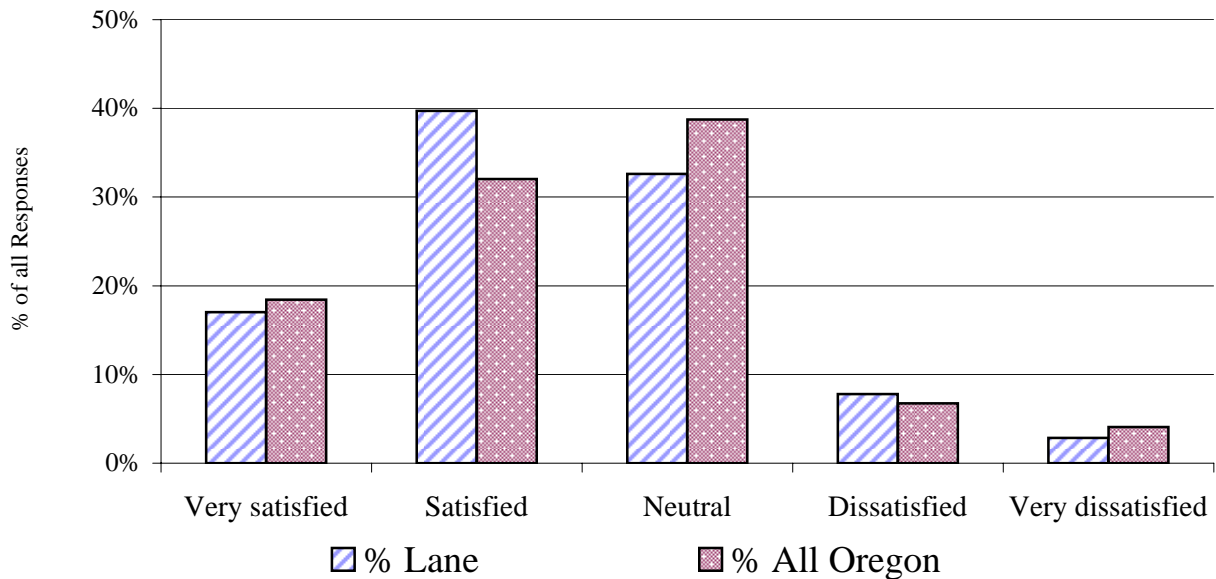
Question #: 11

Question Descrip.: **Student employment services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	24	17.0%	249	18.4%
Satisfied	56	39.7%	433	32.0%
Neutral	46	32.6%	524	38.8%
Dissatisfied	11	7.8%	91	6.7%
Very dissatisfied	4	2.8%	55	4.1%
total responses	141	100%	1,352	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



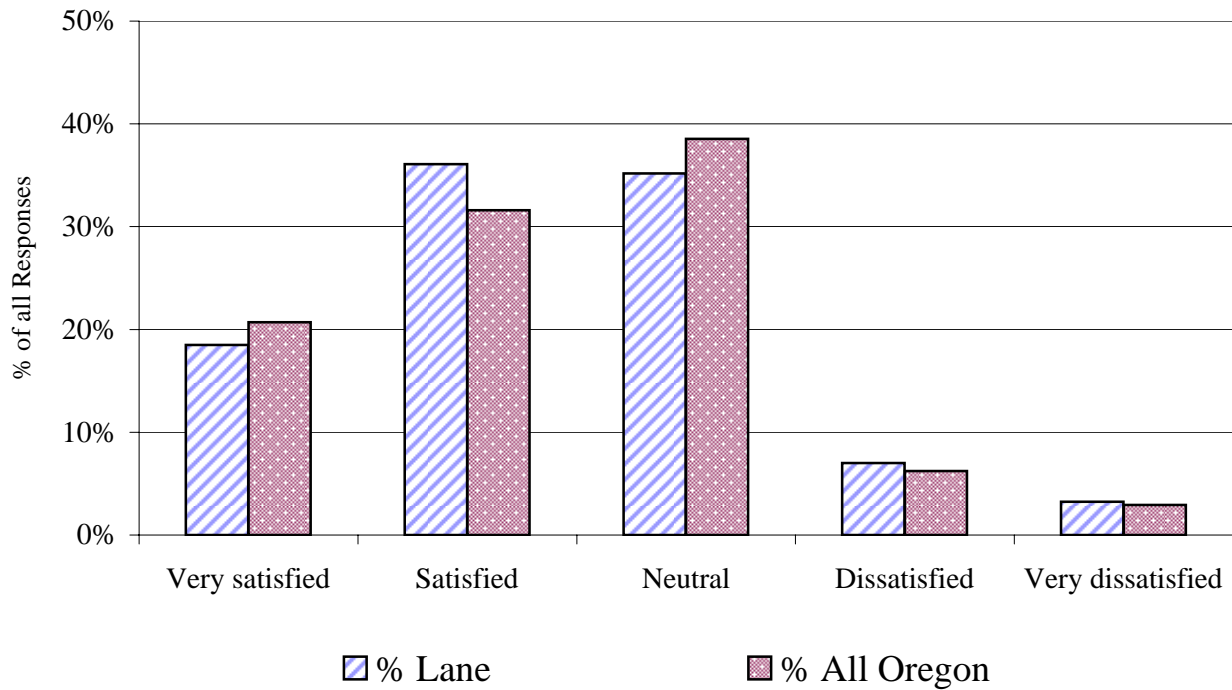
Question #: 11

Question Descrip.: **Student employment services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	103	18.5%	1,194	20.7%
Satisfied	201	36.1%	1,824	31.6%
Neutral	196	35.2%	2,224	38.5%
Dissatisfied	39	7.0%	360	6.2%
Very dissatisfied	18	3.2%	169	2.9%
total responses	557	100%	5,771	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

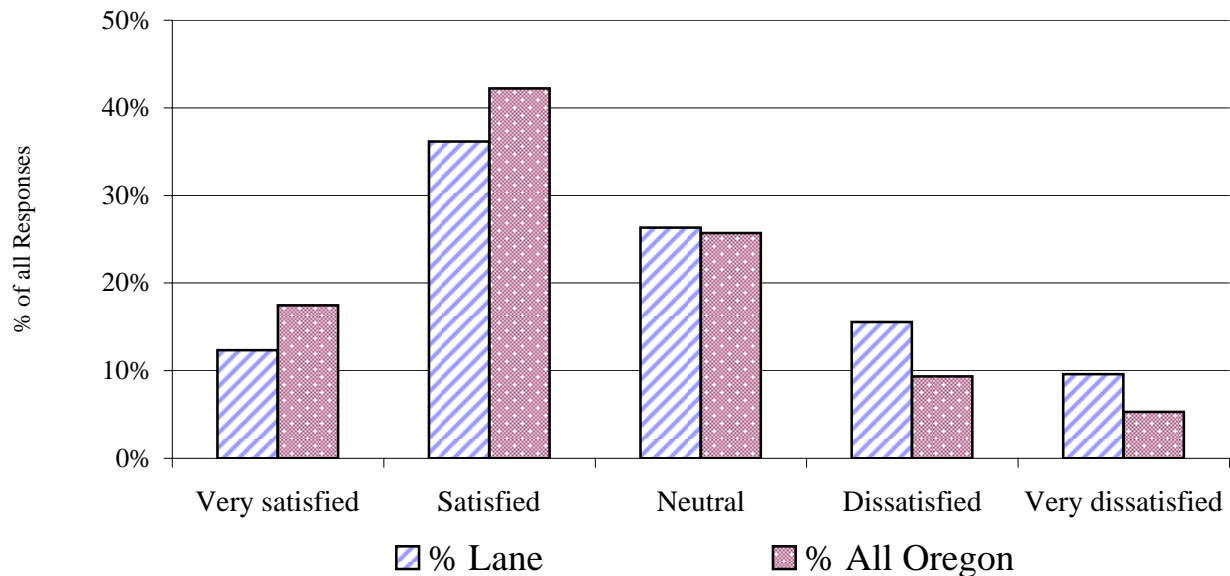
Question #: 12

Question Descrip.: **Cafeteria / food services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	54	12.4%	631	17.5%
Satisfied	158	36.2%	1,524	42.2%
Neutral	115	26.3%	928	25.7%
Dissatisfied	68	15.6%	337	9.3%
Very dissatisfied	42	9.6%	191	5.3%
total responses	437	100%	3,611	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.

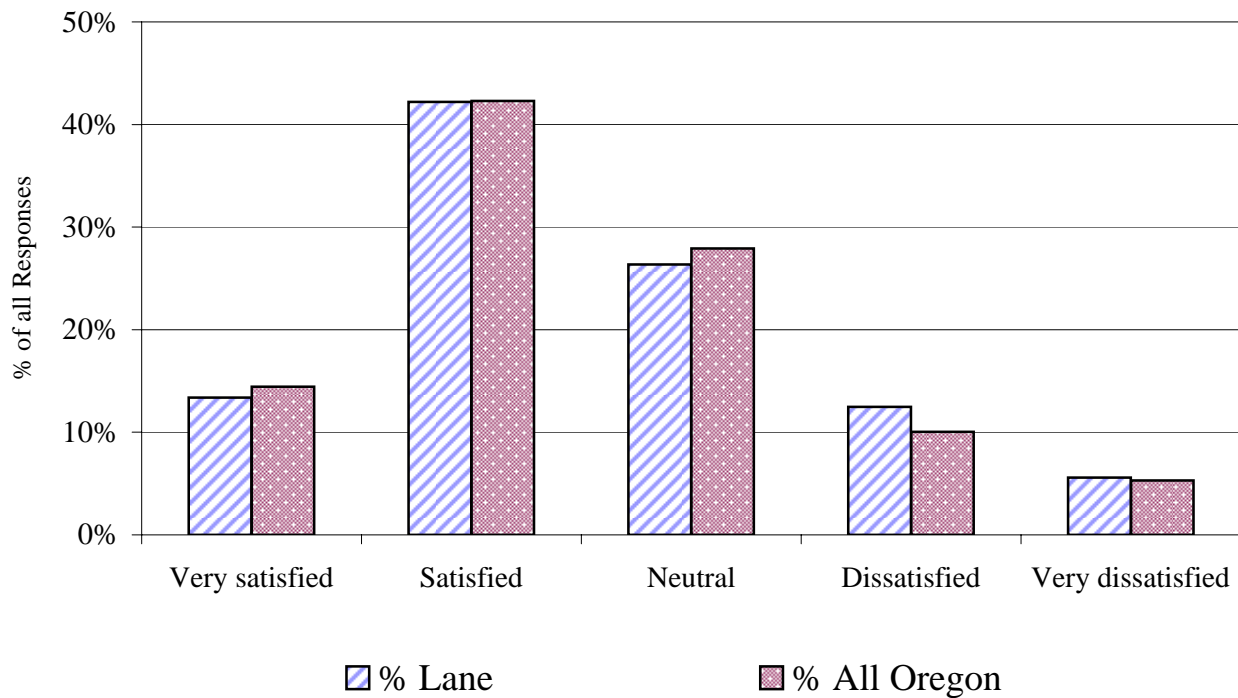


Question #: 12  
 Question Descrip.: **Cafeteria / food services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	264	13.4%	2,490	14.5%
Satisfied	832	42.2%	7,285	42.3%
Neutral	520	26.4%	4,812	27.9%
Dissatisfied	246	12.5%	1,729	10.0%
Very dissatisfied	110	5.6%	914	5.3%
total responses	1,972	100%	17,230	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

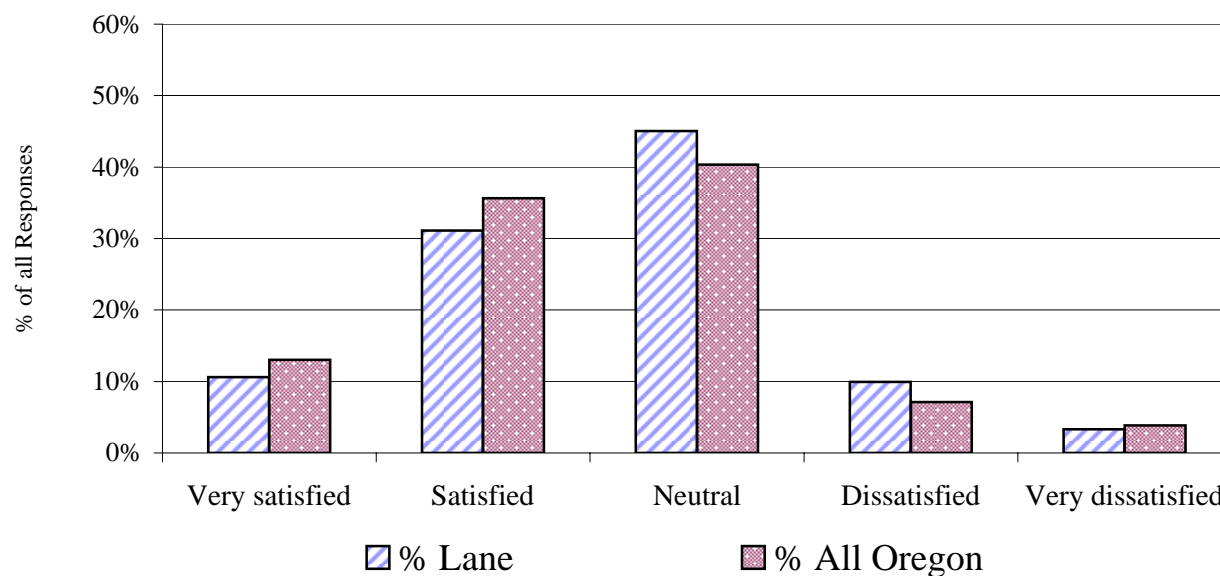
Question #: 13

Question Descrip.: **College-sponsored social activities.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	16	10.6%	199	13.0%
Satisfied	47	31.1%	545	35.6%
Neutral	68	45.0%	617	40.4%
Dissatisfied	15	9.9%	109	7.1%
Very dissatisfied	5	3.3%	59	3.9%
total responses	151	100%	1,529	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



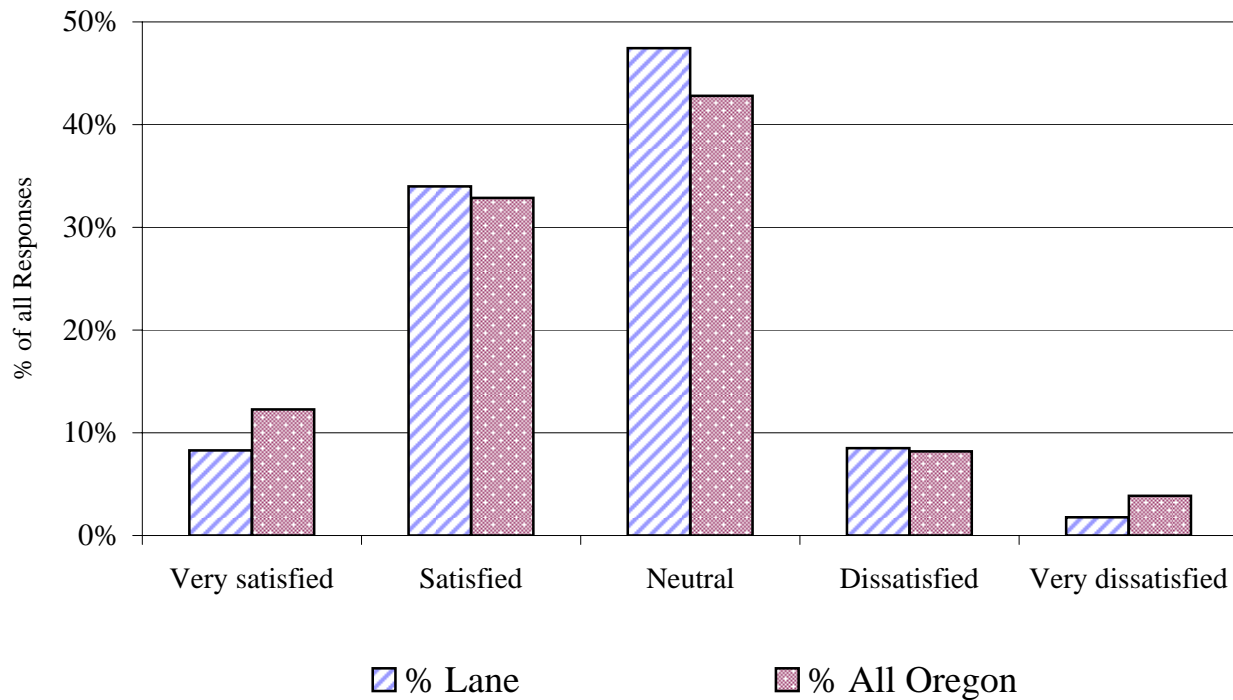
Question #: 13

Question Descrip.: **College-sponsored social activities.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	42	8.3%	811	12.3%
Satisfied	172	34.0%	2,174	32.9%
Neutral	240	47.4%	2,831	42.8%
Dissatisfied	43	8.5%	542	8.2%
Very dissatisfied	9	1.8%	255	3.9%
total responses	506	100%	6,613	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

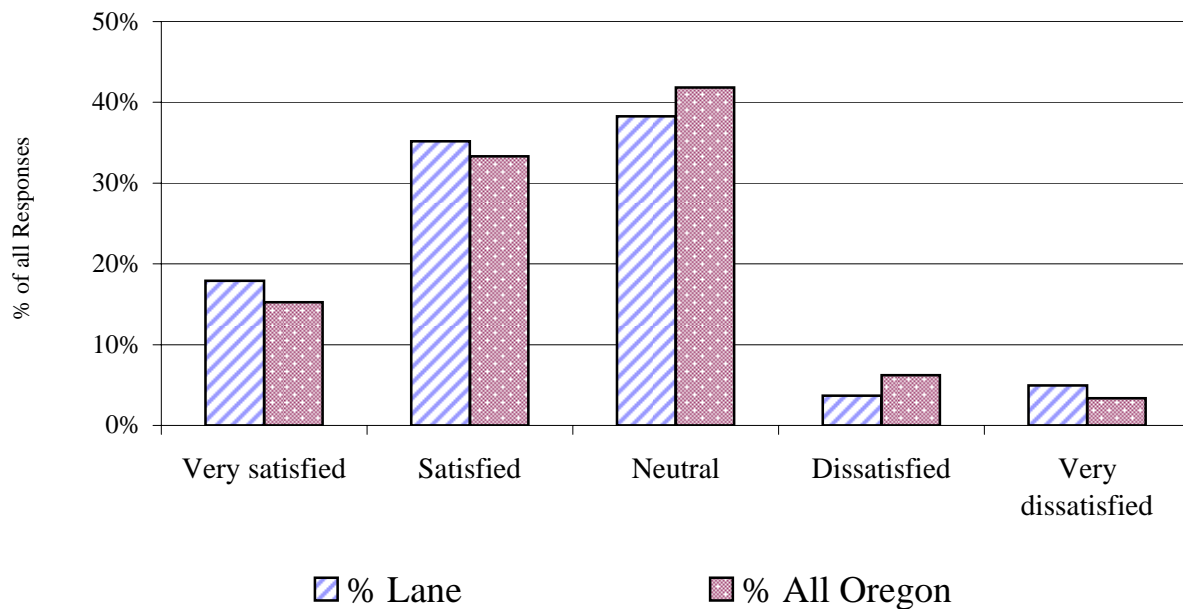
Question #: 14

Question Descrip.: **Cultural programs and activities.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	29	17.9%	226	15.2%
Satisfied	57	35.2%	494	33.3%
Neutral	62	38.3%	620	41.8%
Dissatisfied	6	3.7%	92	6.2%
Very dissatisfied	8	4.9%	50	3.4%
total responses	162	100%	1,482	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



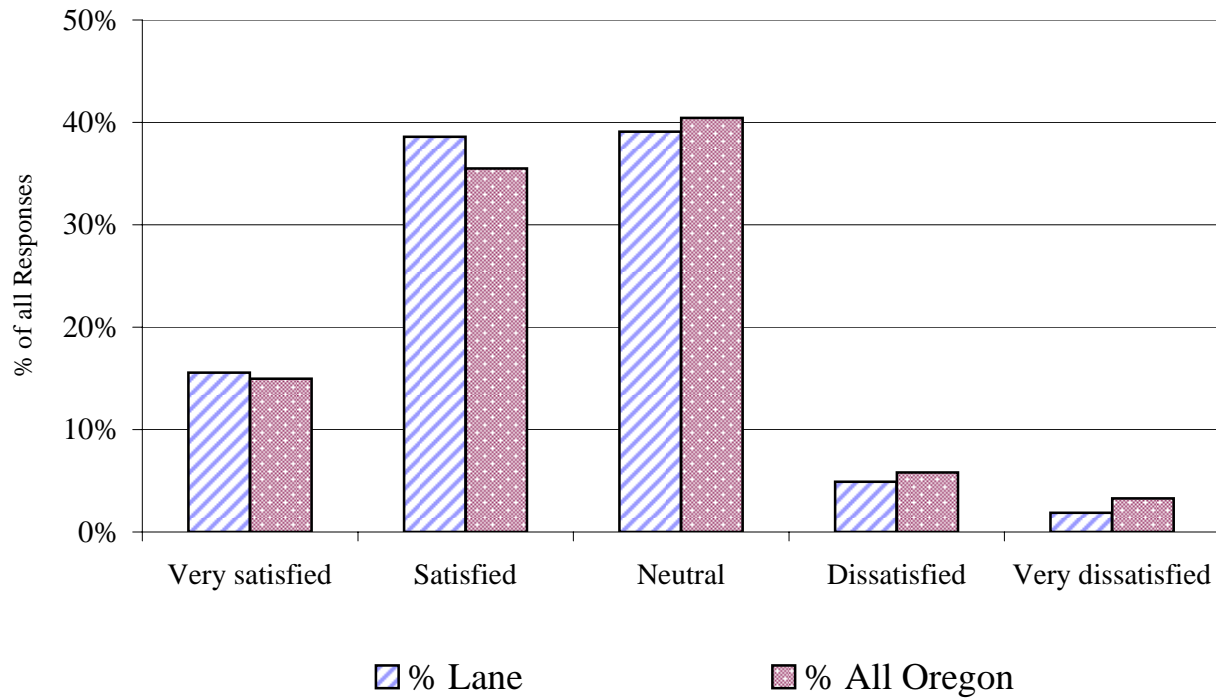
Question #: 14

Question Descrip.: **Cultural programs and activities.**

(level of satisfaction: Very satisfied to Very dissatisfied)

<b>Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	92	15.6%	989	15.0%
Satisfied	228	38.6%	2,348	35.5%
Neutral	231	39.1%	2,675	40.4%
Dissatisfied	29	4.9%	384	5.8%
Very dissatisfied	11	1.9%	218	3.3%
total responses	591	100%	6,614	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

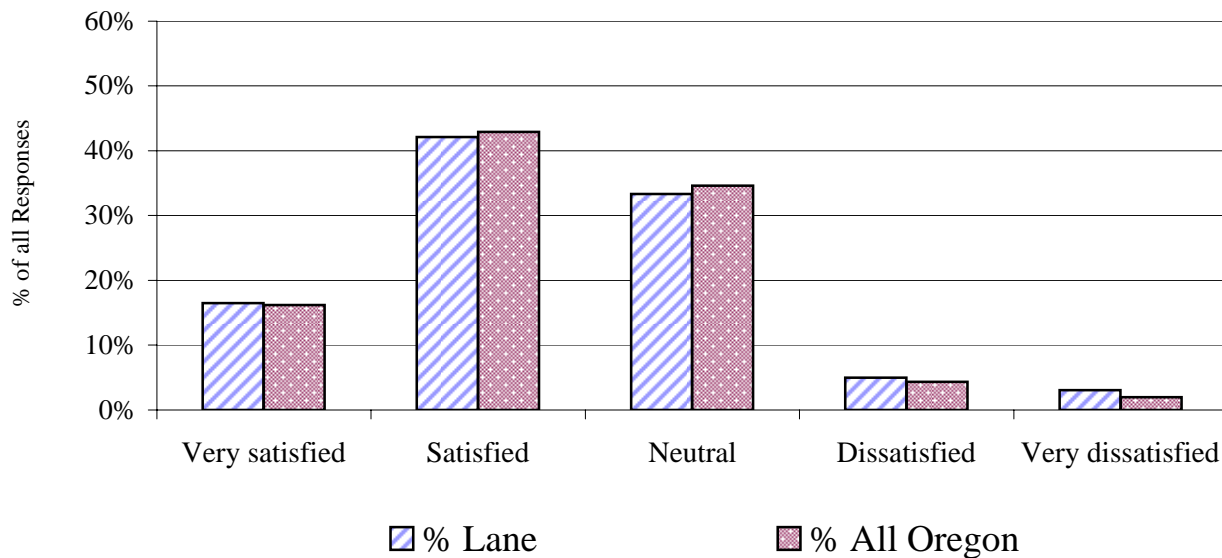
Question #: 15

Question Descri.: **College orientation program.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	43	16.5%	394	16.2%
Satisfied	110	42.1%	1,045	42.9%
Neutral	87	33.3%	843	34.6%
Dissatisfied	13	5.0%	106	4.4%
Very dissatisfied	8	3.1%	48	2.0%
total responses	261	100%	2,436	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



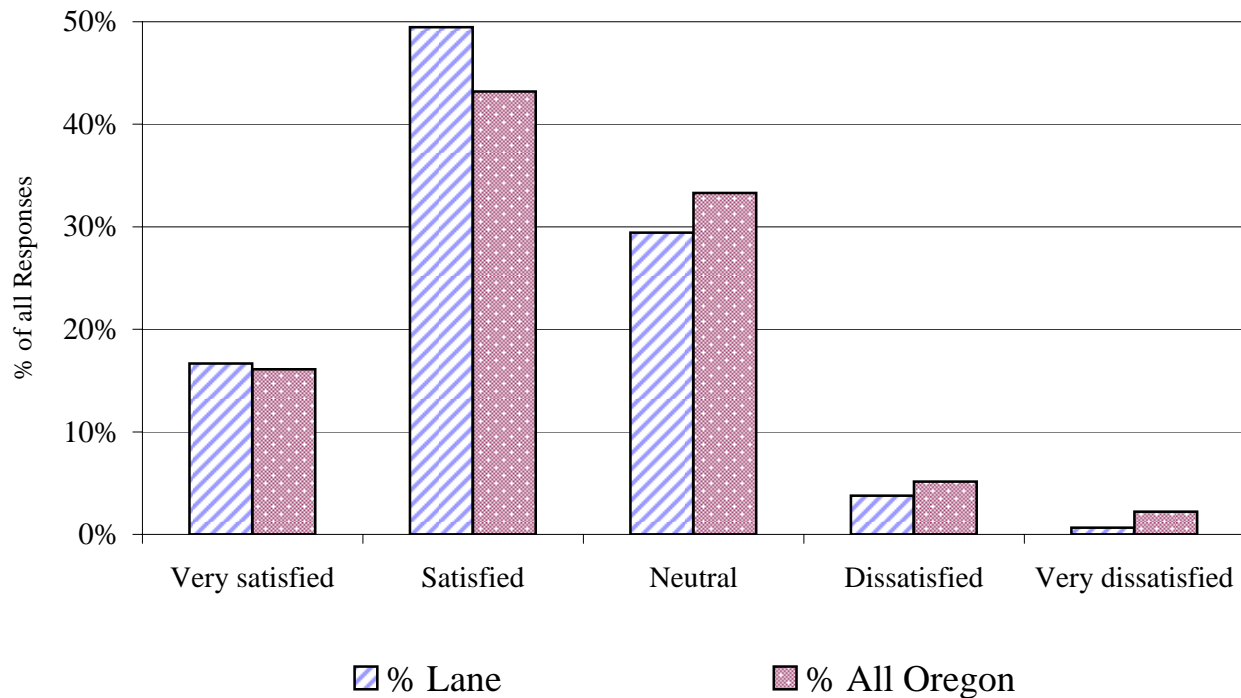
Question #: 15

Question Descrip.: **College orientation program.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	207	16.7%	2,060	16.1%
Satisfied	615	49.5%	5,530	43.2%
Neutral	366	29.4%	4,264	33.3%
Dissatisfied	47	3.8%	660	5.2%
Very dissatisfied	8	0.6%	284	2.2%
total responses	1,243	100%	12,798	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

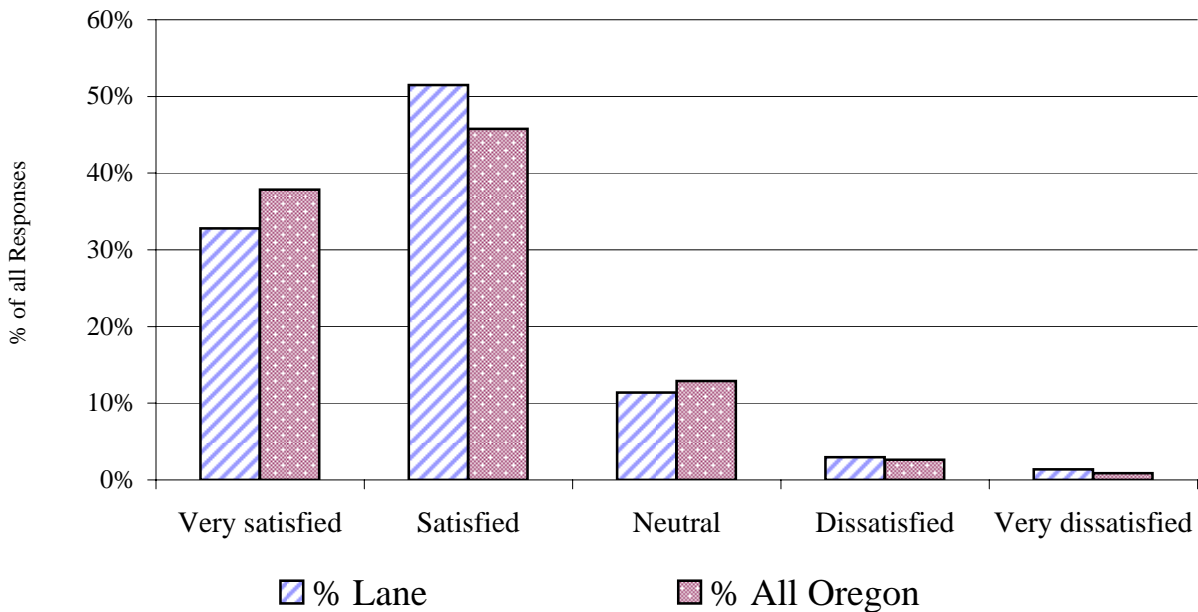
Question #: 16

Question Descri.: **Computer lab services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	144	32.8%	1,584	37.8%
Satisfied	226	51.5%	1,915	45.8%
Neutral	50	11.4%	539	12.9%
Dissatisfied	13	3.0%	110	2.6%
Very dissatisfied	6	1.4%	37	0.9%
total responses	439	100%	4,185	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



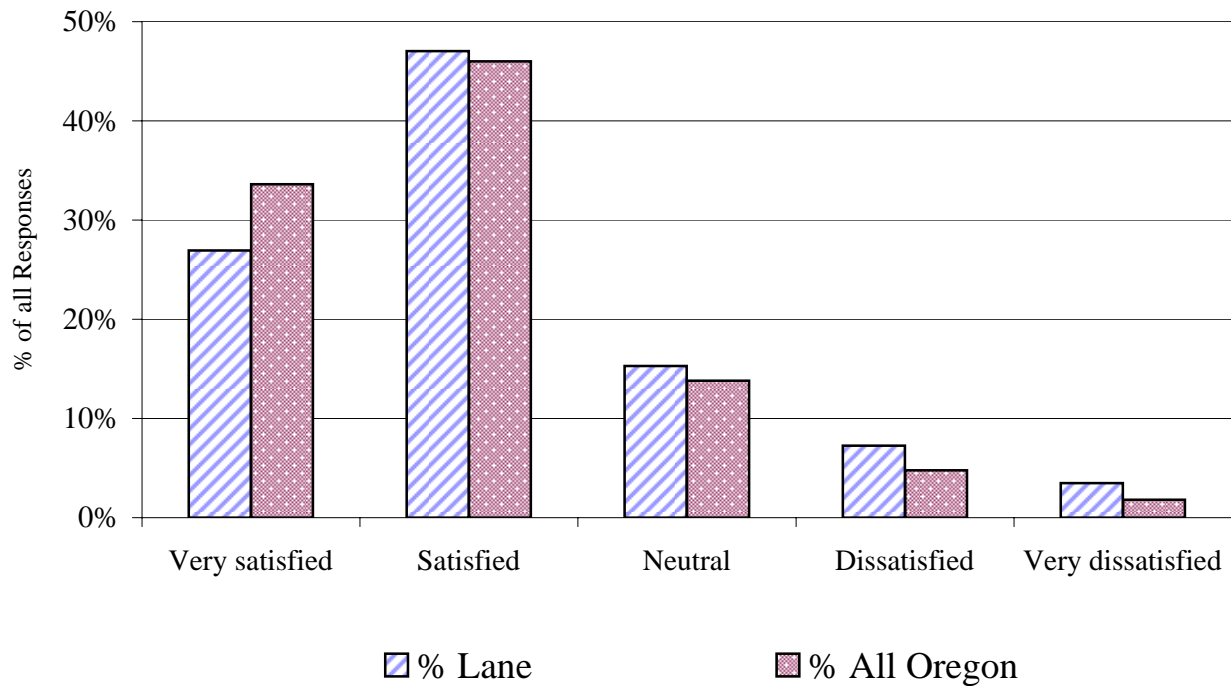
Question #: 16

Question Descrip.: **Computer lab services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	465	26.9%	6,190	33.6%
Satisfied	812	47.0%	8,474	46.0%
Neutral	264	15.3%	2,545	13.8%
Dissatisfied	125	7.2%	877	4.8%
Very dissatisfied	60	3.5%	334	1.8%
total responses	1,726	100%	18,420	100%

Notes: 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

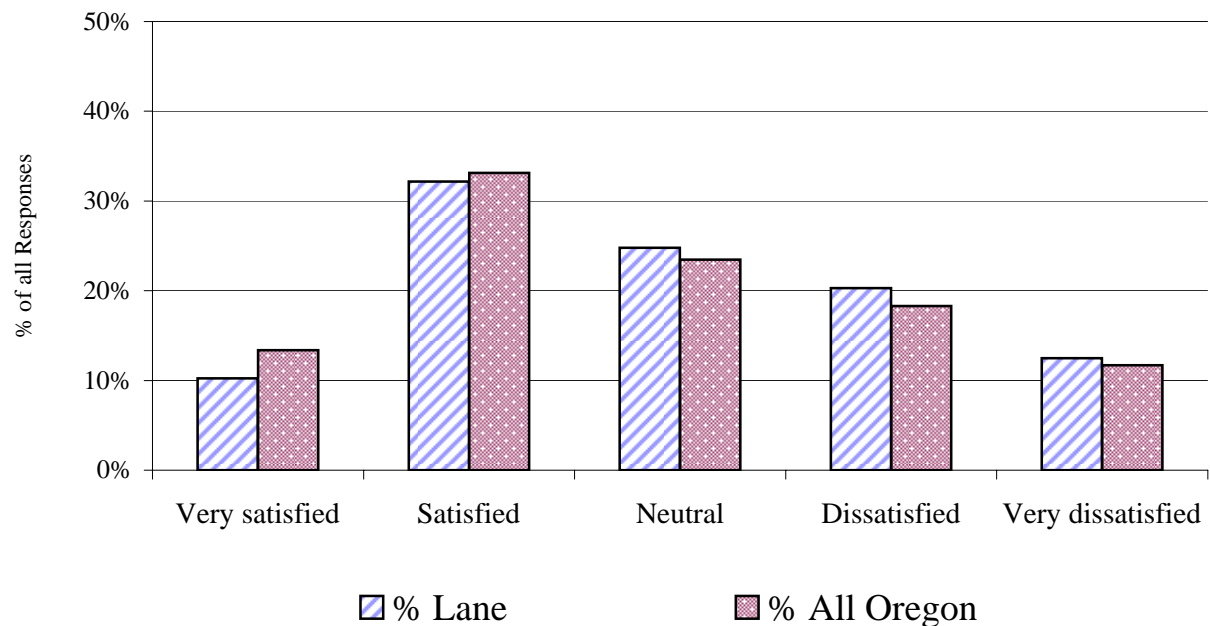
Question #: 17

Question Descrip.: **Parking facilities and services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	50	10.2%	642	13.4%
Satisfied	157	32.2%	1,590	33.1%
Neutral	121	24.8%	1,126	23.5%
Dissatisfied	99	20.3%	878	18.3%
Very dissatisfied	61	12.5%	561	11.7%
total responses	488	100%	4,797	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



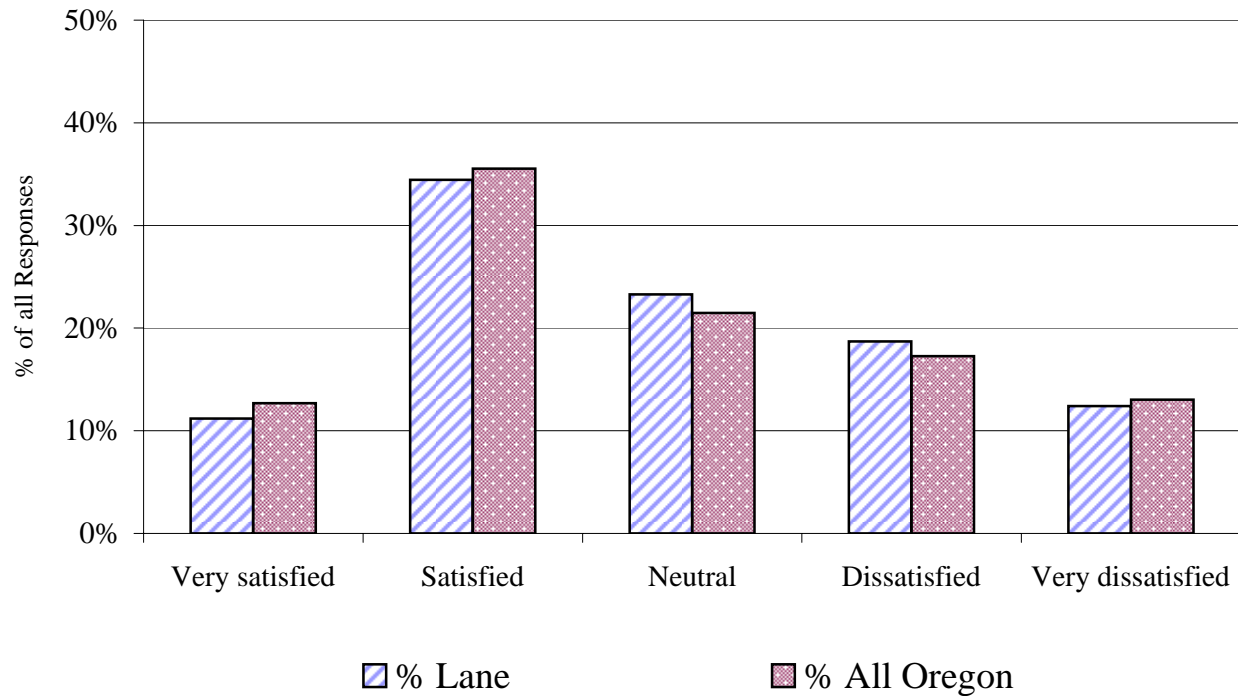
Question #: 17

Question Descrip.: **Parking facilities and services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	244	11.2%	3,001	12.7%
Satisfied	752	34.4%	8,393	35.5%
Neutral	508	23.3%	5,077	21.5%
Dissatisfied	408	18.7%	4,078	17.3%
Very dissatisfied	271	12.4%	3,077	13.0%
total responses	2,183	100%	23,626	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



# ACT Student Opinion Survey (Northwest Edition) Survey Findings

## Section III -- College Services

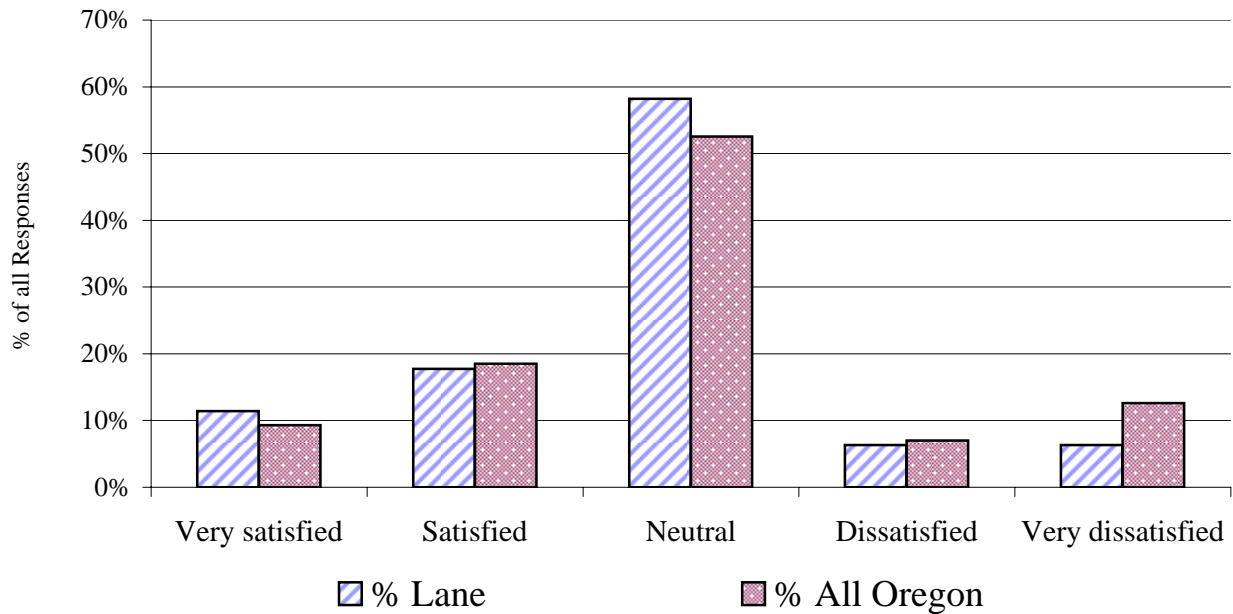
Question #: 18

Question Descrip.: **Child care services.**

(indicate level of satisfaction: Very satisfied to Very dissatisfied)

<b>Spring 2004 survey</b>				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	9	11.4%	73	9.3%
Satisfied	14	17.7%	145	18.5%
Neutral	46	58.2%	412	52.6%
Dissatisfied	5	6.3%	55	7.0%
Very dissatisfied	5	6.3%	99	12.6%
total responses	79	100%	784	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.



Question #: 18  
 Question Descrip.: **Child care services.**

(level of satisfaction: Very satisfied to Very dissatisfied)

Total of 5-surveys -- 1994, 1996, 1998, 2000 and 2002				
response category	# Lane	% Lane	# All Oregon	% All Oregon
Very satisfied	45	17.1%	446	14.2%
Satisfied	53	20.2%	442	14.1%
Neutral	127	48.3%	1,681	53.6%
Dissatisfied	22	8.4%	222	7.1%
Very dissatisfied	16	6.1%	345	11.0%
total responses	263	100%	3,136	100%

**Notes:** 1. Only students who responded to this question are included in the calculation of percent.

