

ACT Student Opinion Survey

Spring 2006

Summary of Responses to Additional Questions

Services

# of Surveys Distributed =	872
Response Rate =	53.4%

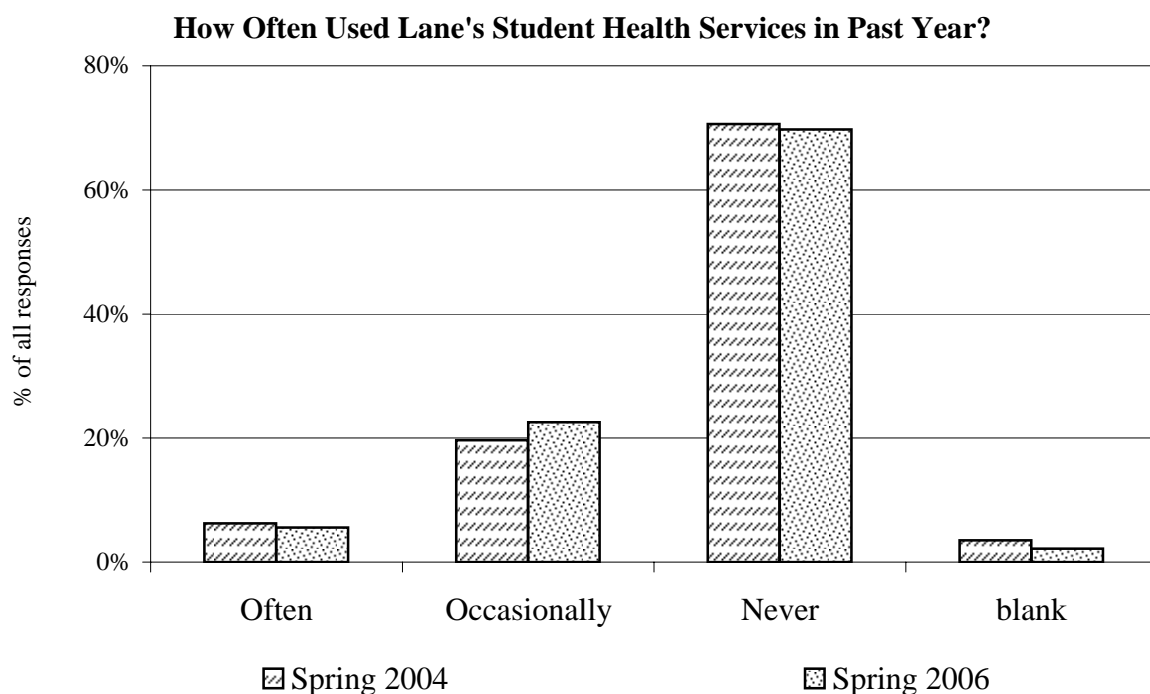
Question # : 1

Question description: **How often have you used Lane's Student Health Services in the past year?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	37	6.2%	6.4%	26	5.6%	5.7%
Occasionally	117	19.7%	20.4%	105	22.5%	23.0%
Never	420	70.6%	73.2%	325	69.7%	71.3%
blank	21	3.5%	na	10	2.1%	na
total	595	100%	100%	466	100%	100%

Example: 5.6% of all responses to this question for Spring 2006 were "Often" (N = 26).

Note: "Valid Responses" exclude those not responding to the question.



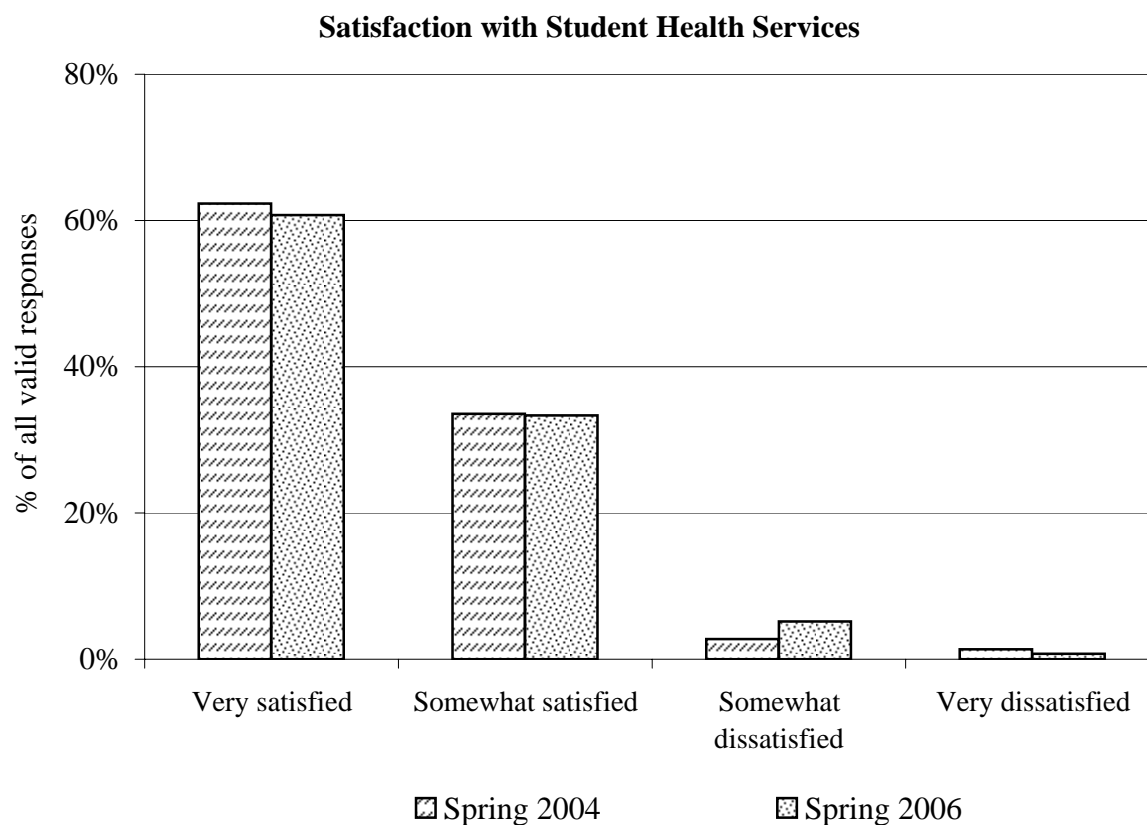
Question # : 2

Question description: **If you have used Lane's Student Health Services, how satisfied are you with the service you received?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	91	15.3%	62.3%	82	17.6%	60.7%
Somewhat satisfied	49	8.2%	33.6%	45	9.7%	33.3%
Somewhat dissatisfied	4	0.7%	2.7%	7	1.5%	5.2%
Very dissatisfied	2	0.3%	1.4%	1	0.2%	0.7%
blank	449	75.5%	na	331	71.0%	na
total	595	100%	100%	466	100%	100%

Example: 17.6% of all responses to this question for Spring 2006 were "Very satisfied" (N = 82).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 1 were included in this analysis.



Question # : 3

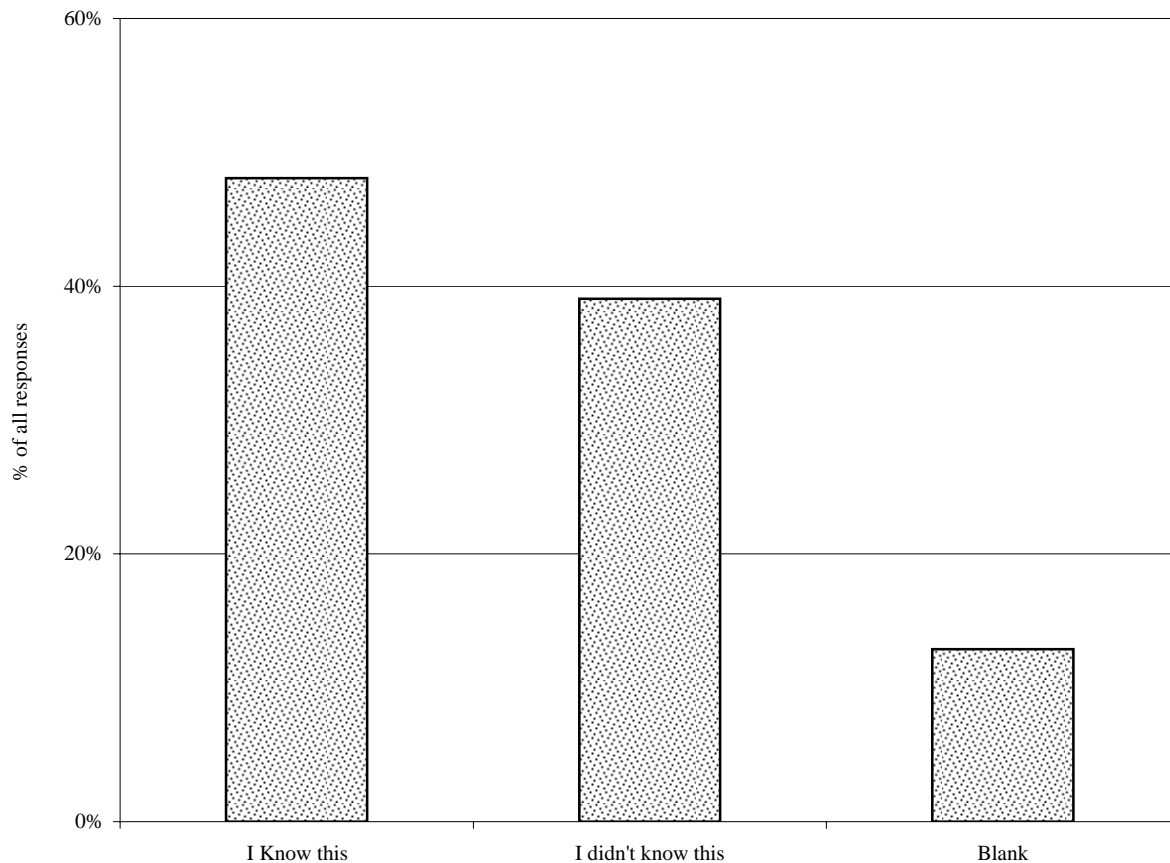
Question description: **If you have NOT used Lane's Health Clinic, were you aware that students who are enrolled in credit classes and pay the ASLCC Activity Fee are eligible to receive services that are free of charge and other services that are low cost in Lane's Health clinic?**

response category	Spring 2006		
	# of responses	% of responses	% of valid responses
I Know this	224	48.1%	55.2%
I didn't know this	182	39.1%	44.8%
Blank	60	12.9%	na
total	466	100%	100%

Example: 48.1% of all responses to this question for Spring 2006 "Know this" (N = 224).

Note: "Valid Responses" exclude those not responding to the question.

Knowledge of free/low cost services to credit students who pay the ASLCC Activity Fee?



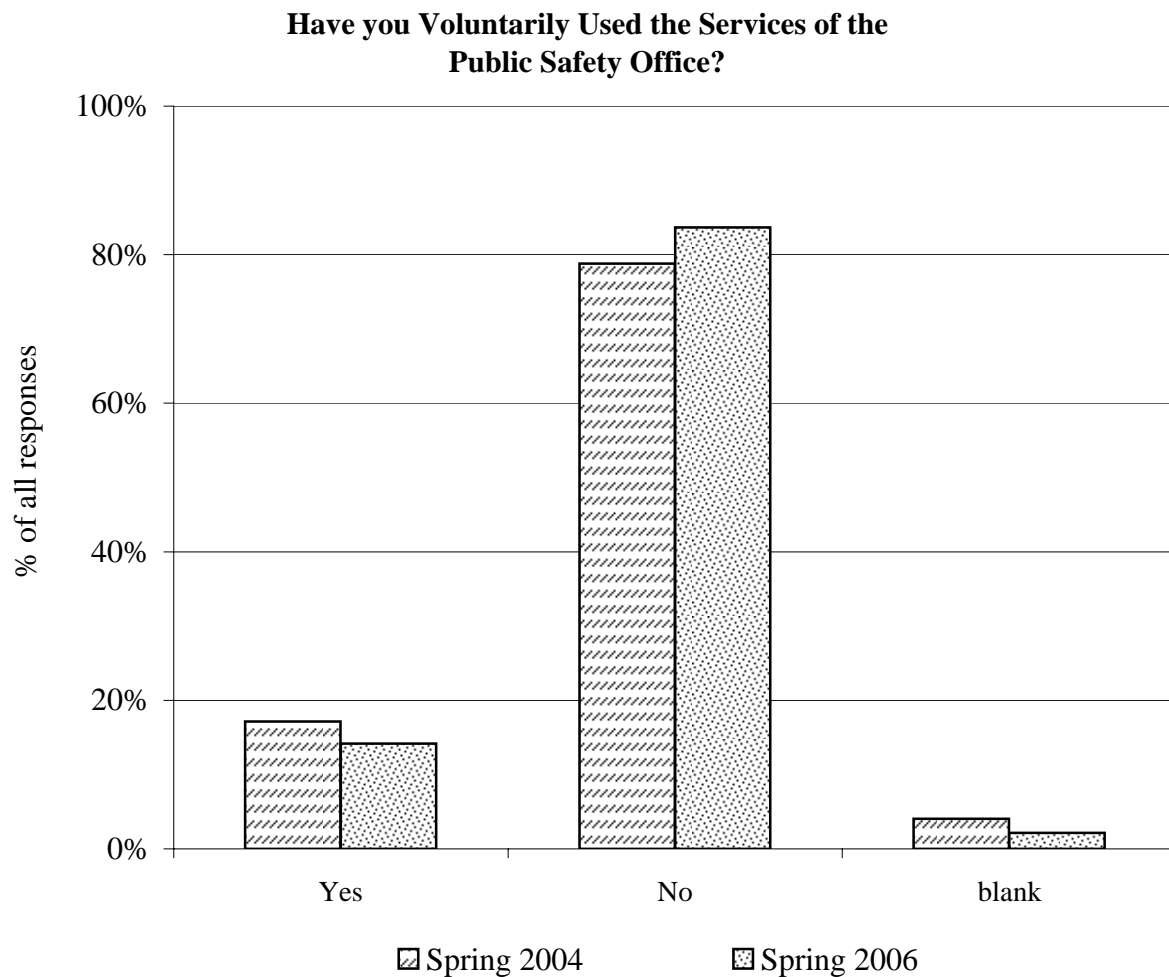
Question # : 4

Question description: **Have you voluntarily used the services of the Public Safety Office (e.g., lost and found, assistance with safety issues, battery charging)?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Yes	102	17.1%	17.9%	66	14.2%	14.5%
No	469	78.8%	82.1%	390	83.7%	85.5%
blank	24	4.0%	na	10	2.1%	na
total	595	100%	100%	466	100%	100%

Example: 14.2% of all responses to this question for Spring 2006 were "Yes" (N = 66).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 5

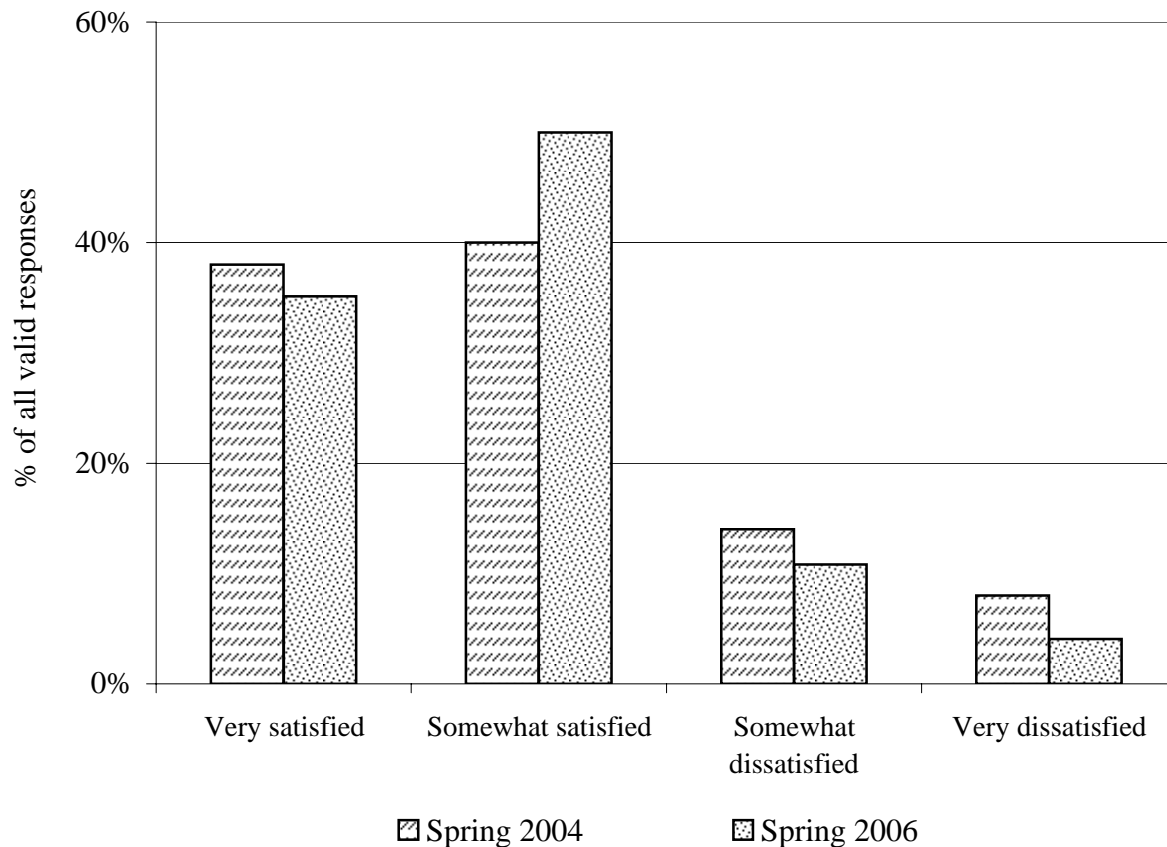
Question description: **If you have used the services of the Public Safety Office, how satisfied are you with the service you received?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	38	6.4%	38.0%	26	5.6%	35.1%
Somewhat satisfied	40	6.7%	40.0%	37	7.9%	50.0%
Somewhat dissatisfied	14	2.4%	14.0%	8	1.7%	10.8%
Very dissatisfied	8	1.3%	8.0%	3	0.6%	4.1%
blank	495	83.2%	na	392	84.1%	na
total	595	100%	100%	466	100%	100%

Example: 5.6% of all responses to this question for Spring 2006 were "Very satisfied" (N = 26).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 4 were included in this analysis.

Satisfaction with Public Safety Office



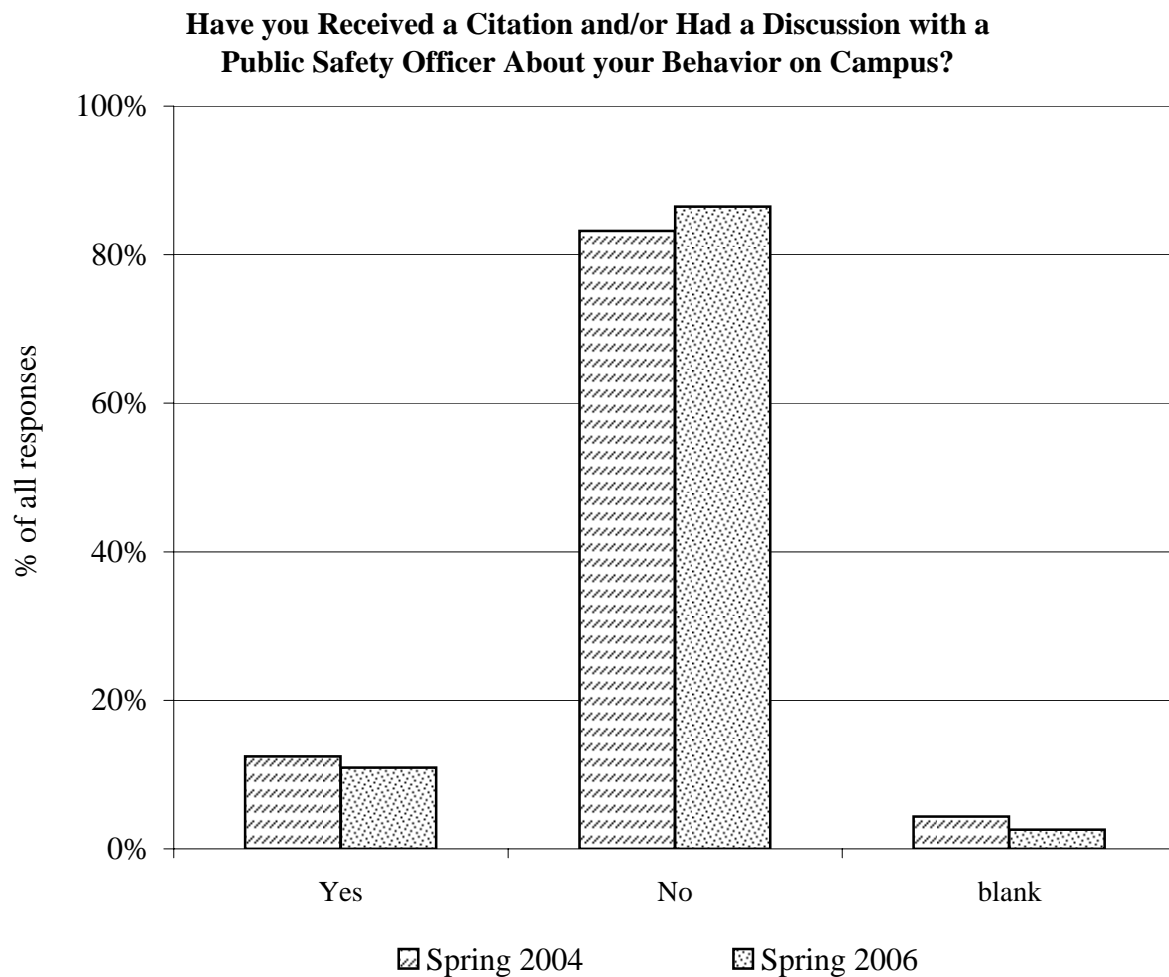
Question # : 6

Question description: **Have you received a citation and/or had a discussion with a Public Safety officer about your behavior on campus?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Yes	74	12.4%	13.0%	51	10.9%	11.2%
No	495	83.2%	87.0%	403	86.5%	88.8%
blank	26	4.4%	na	12	2.6%	na
total	595	100%	100%	466	100%	100%

Example: 10.9% of all responses to this question for Spring 2006 were "Yes" (N = 51).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 7

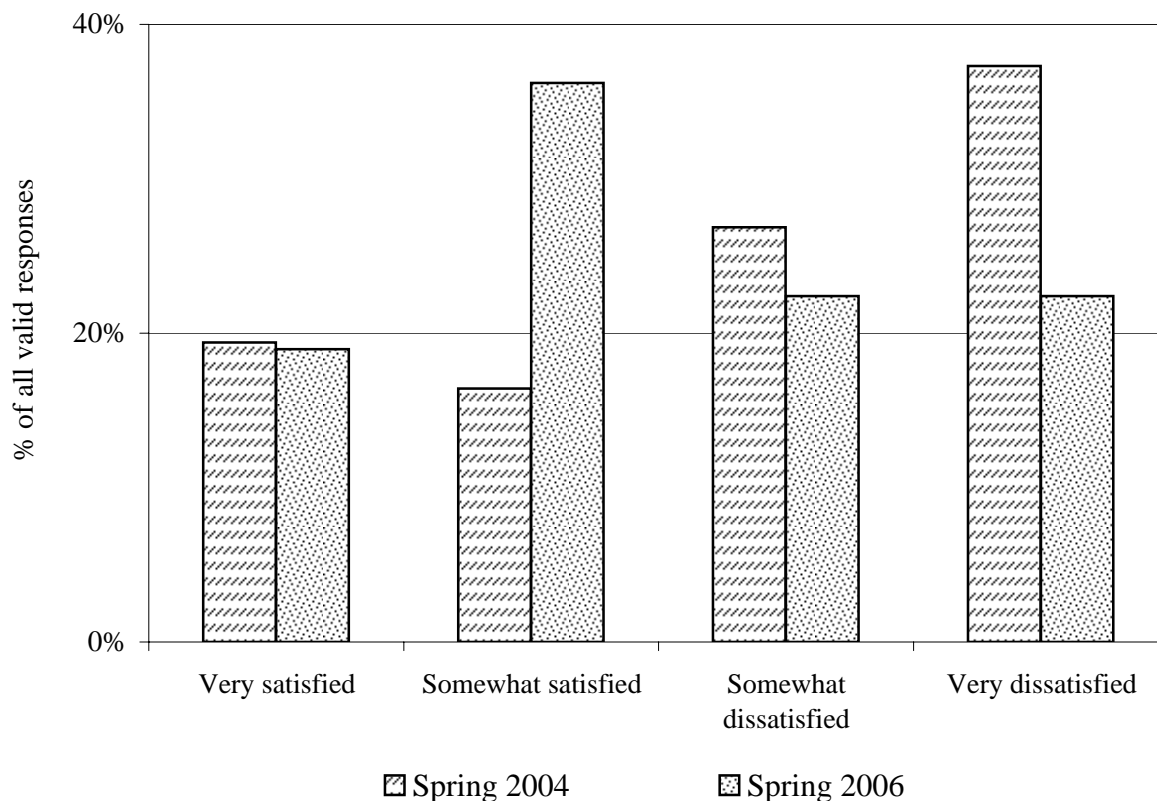
Question description: **If you have received a citation and/or had a discussion with a Public Safety Officer, how satisfied are you with your contact with Public Safety?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	13	2.2%	19.4%	11	2.4%	19.0%
Somewhat satisfied	11	1.8%	16.4%	21	4.5%	36.2%
Somewhat dissatisfied	18	3.0%	26.9%	13	2.8%	22.4%
Very dissatisfied	25	4.2%	37.3%	13	2.8%	22.4%
blank	528	88.7%	na	408	87.6%	na
total	595	100%	100%	466	100%	100%

Example: 2.4% of all responses to this question for Spring 2006 were "Very satisfied" (N = 11).

Note: "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 6 were included in this analysis.

Satisfaction with Contact with Public Safety



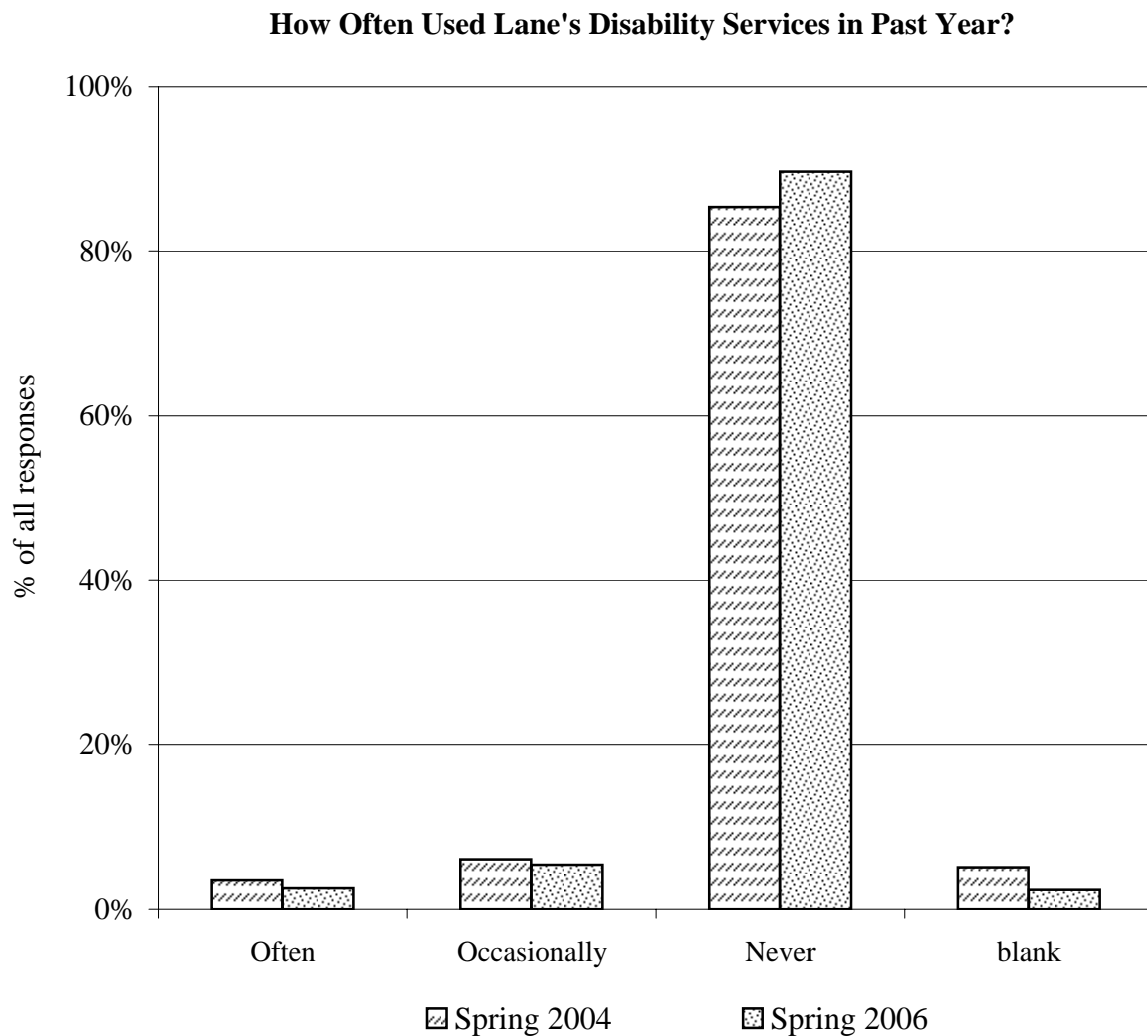
Question # : 8

Question description: **How often have you used Lane's Disability Services in the past year?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	21	3.5%	3.7%	12	2.6%	2.6%
Occasionally	36	6.1%	6.4%	25	5.4%	5.5%
Never	508	85.4%	89.9%	418	89.7%	91.9%
blank	30	5.0%	na	11	2.4%	na
total	595	100%	100%	466	100%	100%

Example: 2.6% of all responses to this question for Spring 2006 were "Often" (N = 12).

Note: "Valid Responses" exclude those not responding to the question.



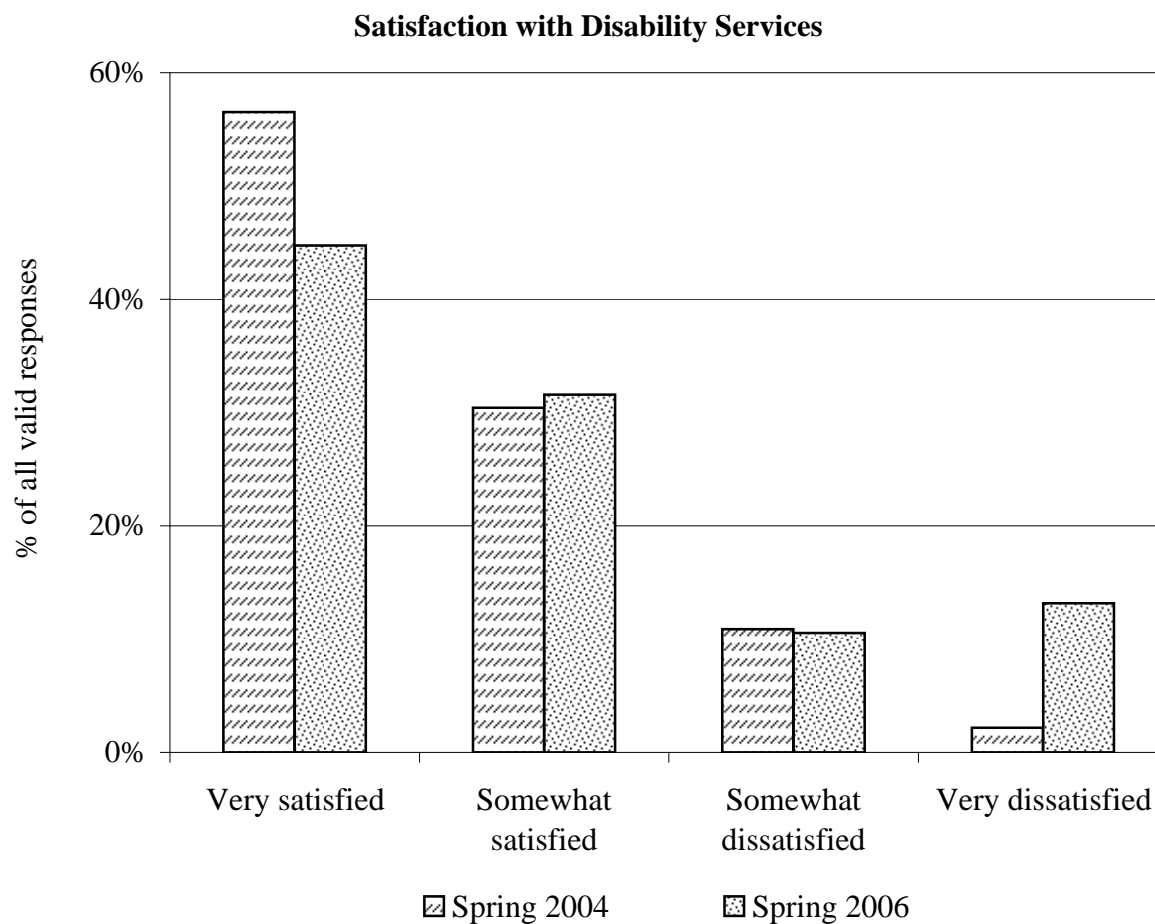
Question # : 9

Question description: **If you have used Lane's Disability Services, how satisfied are you with the service you received?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	26	4.4%	56.5%	17	3.6%	44.7%
Somewhat satisfied	14	2.4%	30.4%	12	2.6%	31.6%
Somewhat dissatisfied	5	0.8%	10.9%	4	0.9%	10.5%
Very dissatisfied	1	0.2%	2.2%	5	1.1%	13.2%
blank	549	92.3%	na	428	91.8%	na
total	595	100%	100%	466	100%	100%

Example: 3.6% of all responses to this question for Spring 2006 were "Very satisfied" (N = 17).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 8 were included in this analysis.



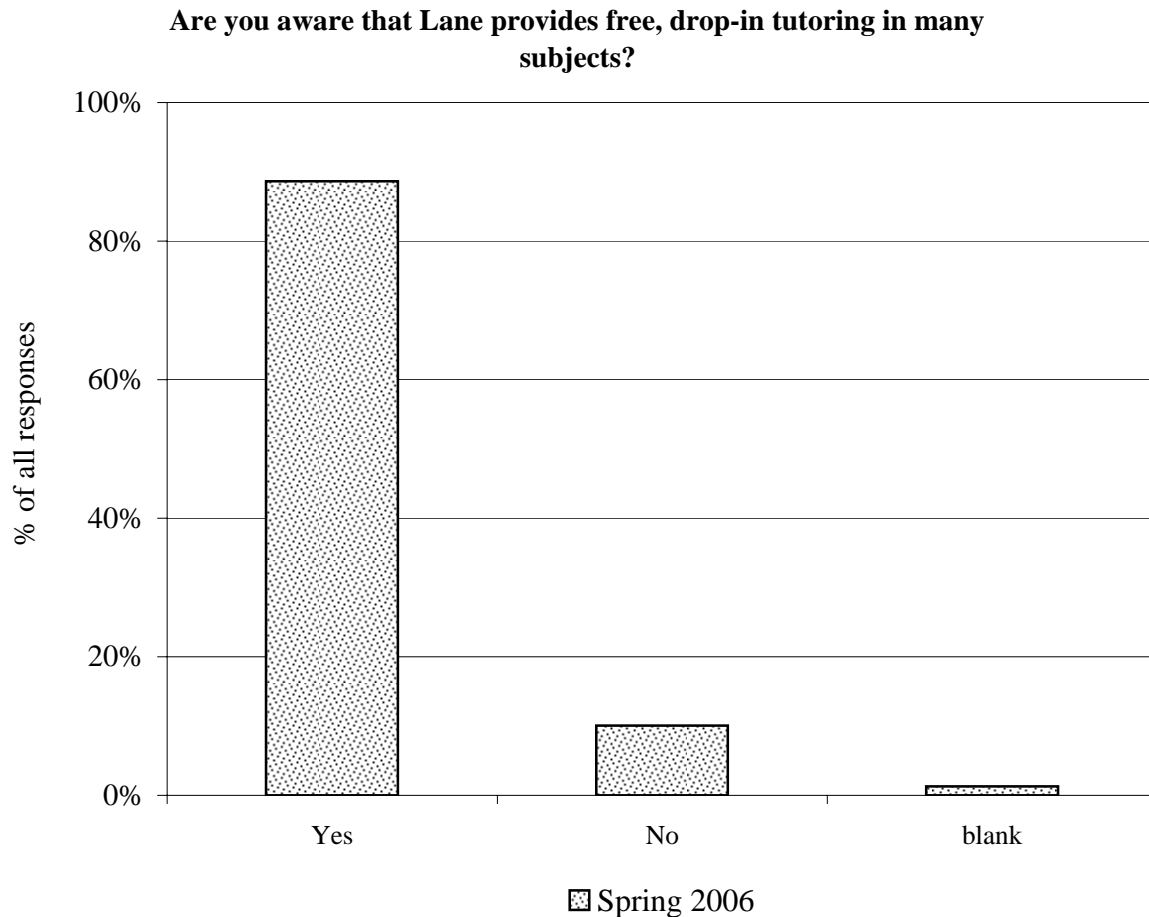
Question # : 10

Question description: Are you aware that Lane provides free, drop-in tutoring in many subjects?

response category	Spring 2006		
	# of responses	% of responses	% of valid responses
Yes	413	88.6%	89.8%
No	47	10.1%	10.2%
blank	6	1.3%	na
total	466	100%	100%

Example: 88.6% of all responses to this question for Spring 2006 were "Often" (N = 413).

Note: "Valid Responses" exclude those not responding to the question.



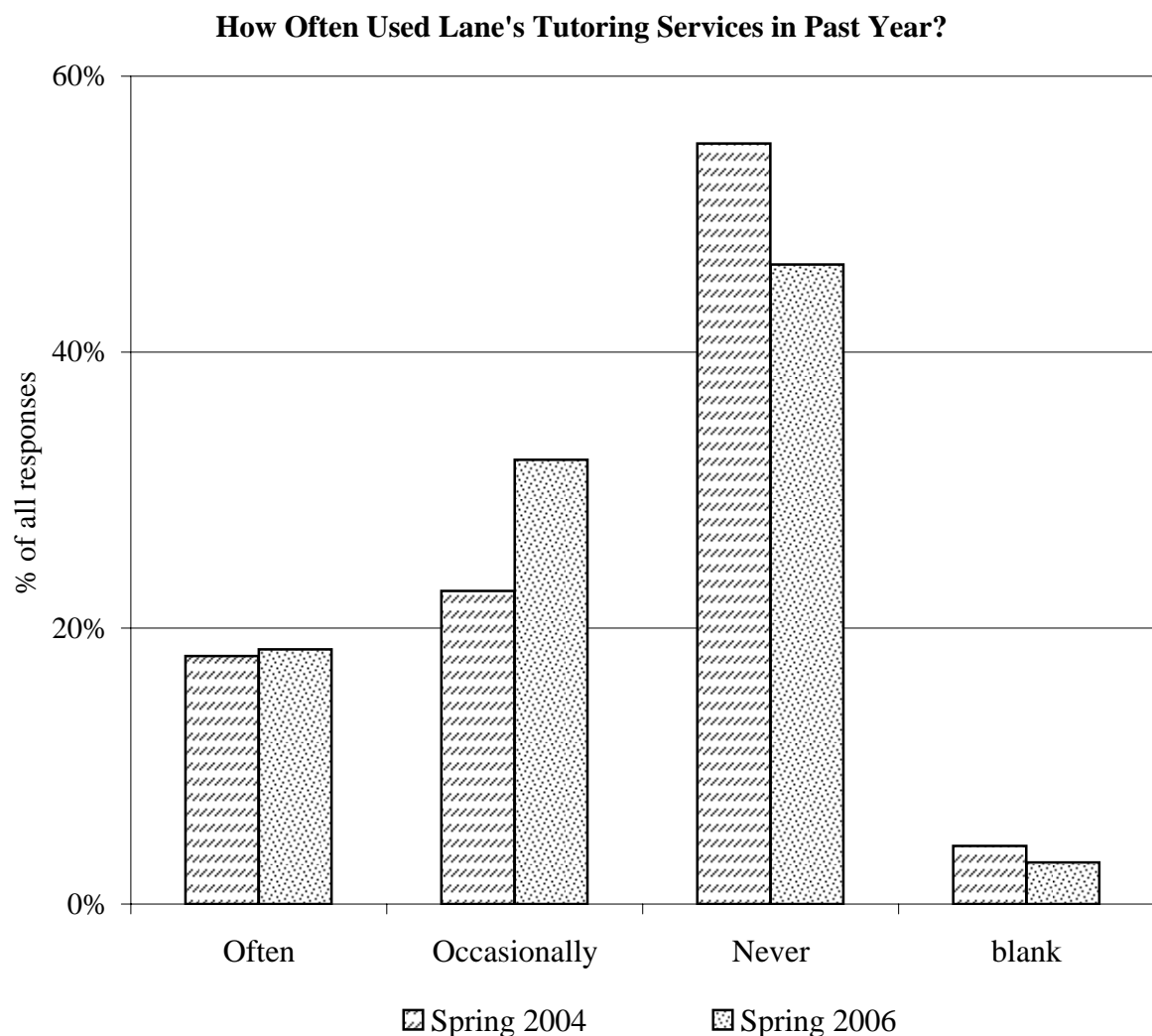
Question # : 11

Question description: How often have you used Lane's Tutoring Services in the past year?

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Often	107	18.0%	18.8%	86	18.5%	19.0%
Occasionally	135	22.7%	23.7%	150	32.2%	33.2%
Never	328	55.1%	57.5%	216	46.4%	47.8%
blank	25	4.2%	na	14	3.0%	na
total	595	100%	100%	466	100%	100%

Example: 18.5% of all responses to this question for Spring 2006 were "Often" (N = 86).

Note: "Valid Responses" exclude those not responding to the question.



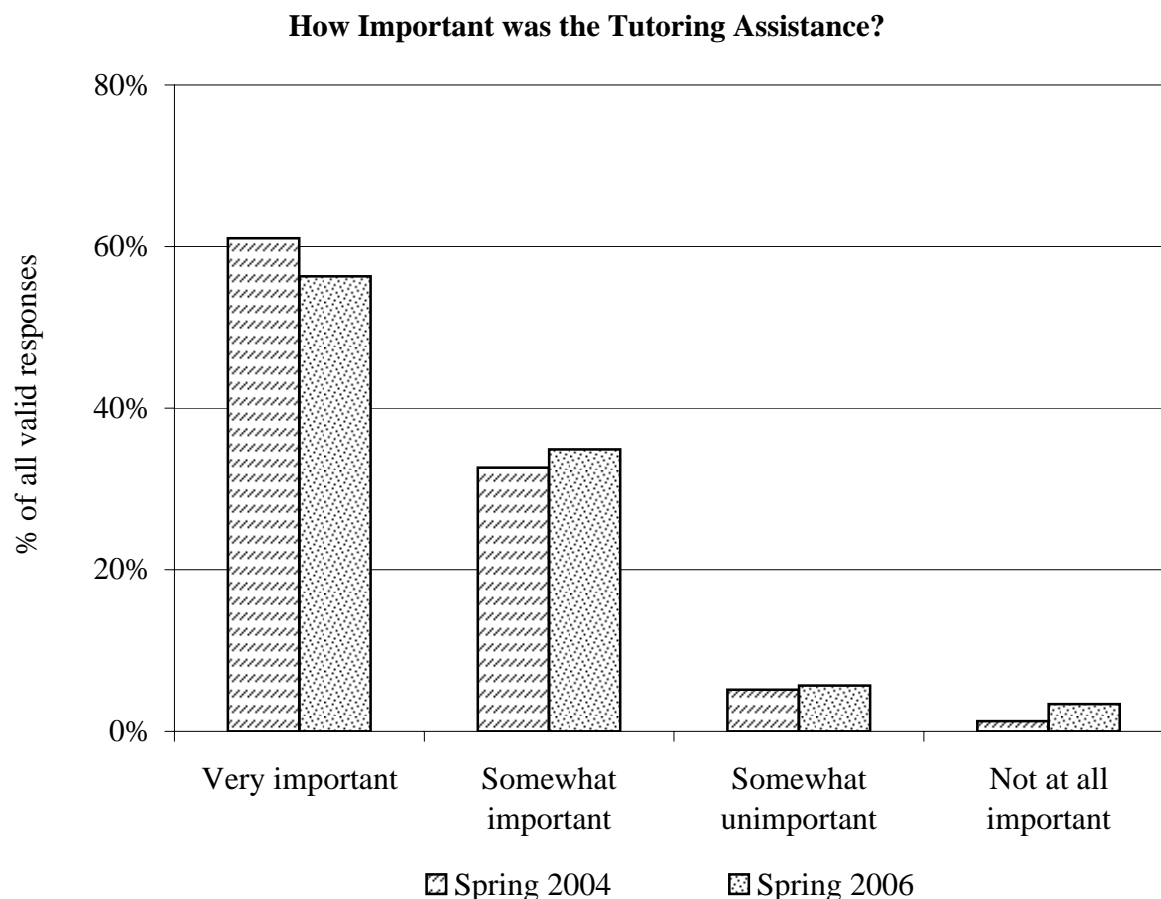
Question # : 12

Question description: **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?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	144	24.2%	61.0%	134	28.8%	56.3%
Somewhat important	77	12.9%	32.6%	83	17.8%	34.9%
Somewhat unimportant	12	2.0%	5.2%	13	2.8%	5.7%
Not at all important	3	0.5%	1.3%	8	1.7%	3.4%
blank	359	60.3%	na	228	48.9%	na
total	595	100%	100%	466	100%	100%

Example: 28.8% of all responses to this question for Spring 2006 were "Very important" (N = 134).

Notes: "Valid Responses" exclude those not responding to the question. Only students who responded "Often" or "Occasionally" to Question 10 were included in this analysis.



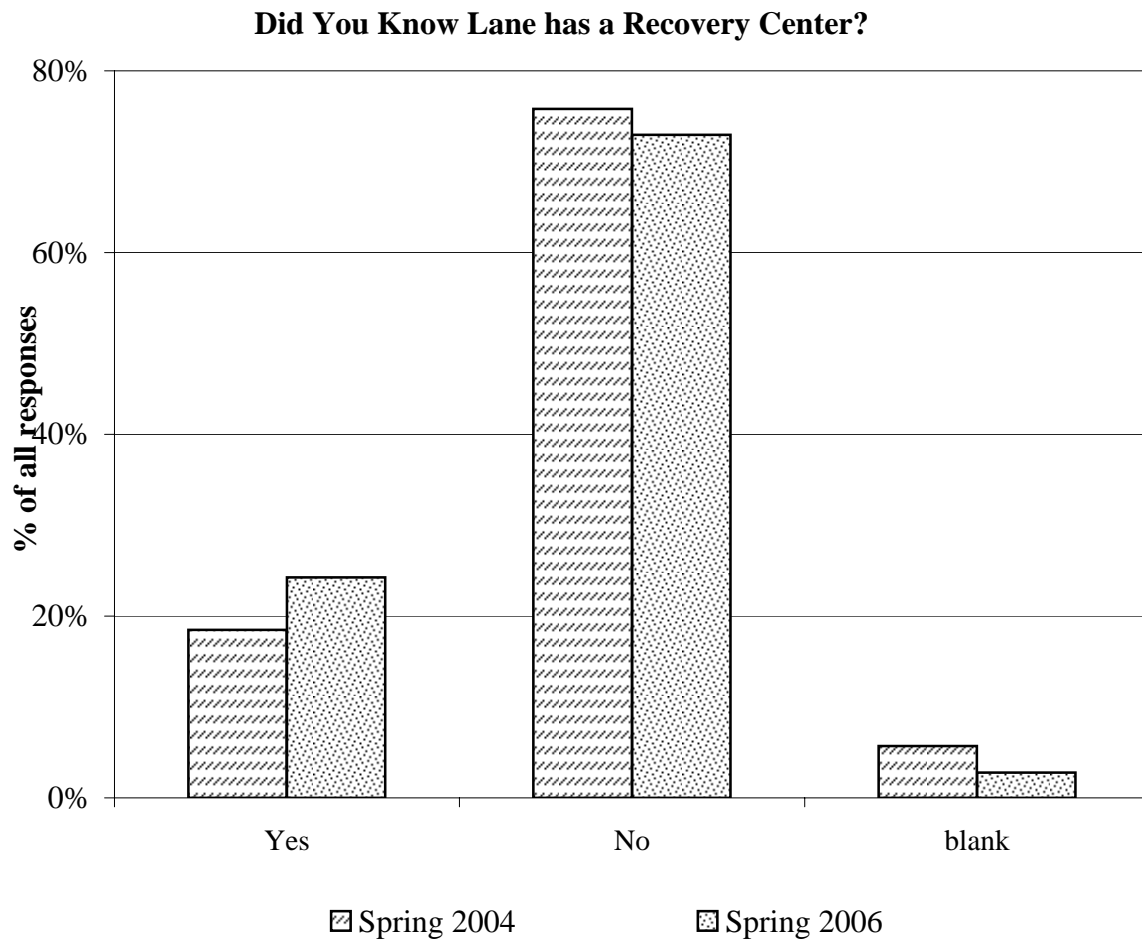
Question # : 13

Question description: **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?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Yes	110	18.5%	19.6%	113	24.2%	24.9%
No	451	75.8%	80.4%	340	73.0%	75.1%
blank	34	5.7%	na	13	2.8%	na
total	595	100%	100%	466	100.0%	100.0%

Example: 24.3% of all responses to this question for Spring 2006 were "Yes" (N = 113).

Note: "Valid Responses" exclude those not responding to the question.



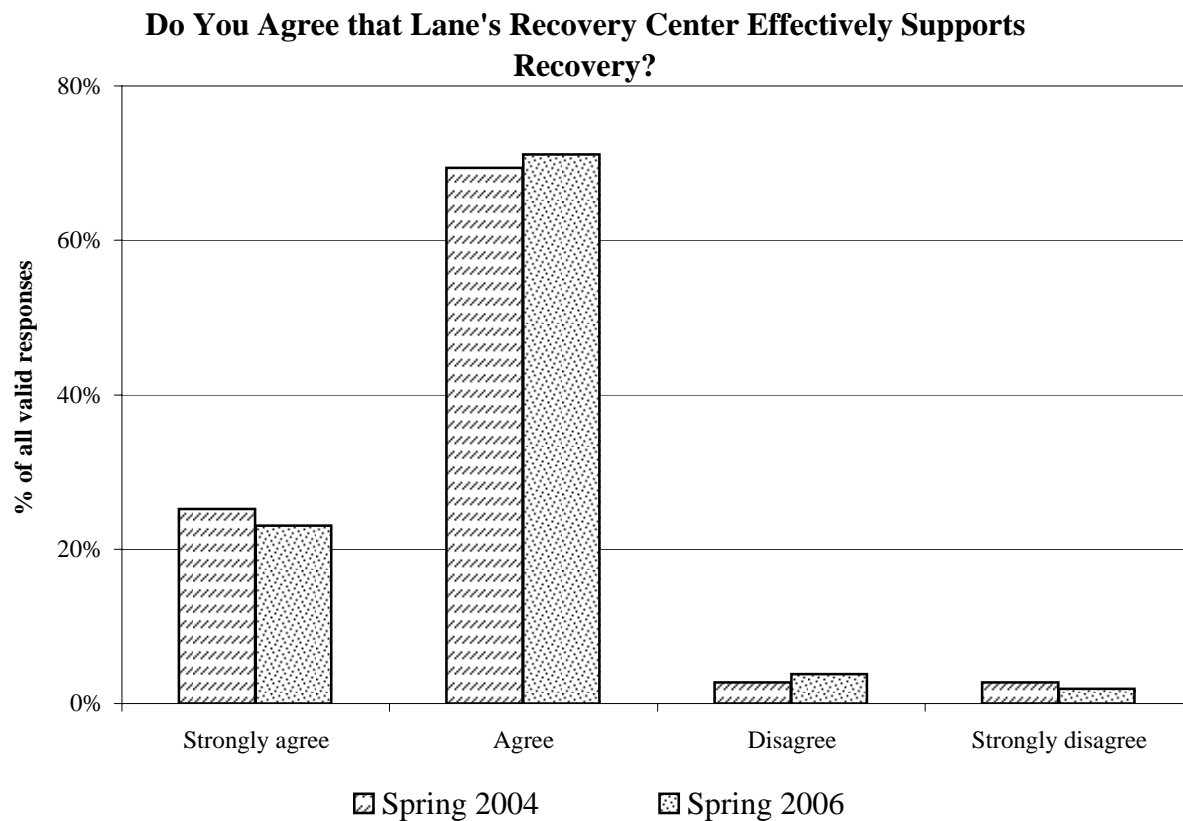
Question # : **14**

Question description: **If you are aware of Lane's Recovery Center, do you agree that it effectively supports recovery?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Strongly agree	28	4.7%	25.2%	24	5.2%	23.1%
Agree	77	12.9%	69.4%	74	15.9%	71.2%
Disagree	3	0.5%	2.7%	4	0.9%	3.8%
Strongly disagree	3	0.5%	2.7%	2	0.4%	1.9%
blank	484	81.3%	na	362	77.7%	na
total	595	100%	100%	466	100%	100%

Example: 5.2% of all responses to this question for Spring 2006 were "Strongly agree" (N = 24).

Notes: 1) "Valid Responses" exclude those not responding to the question. Only students who responded "Yes" to Question 13 were included in this analysis.



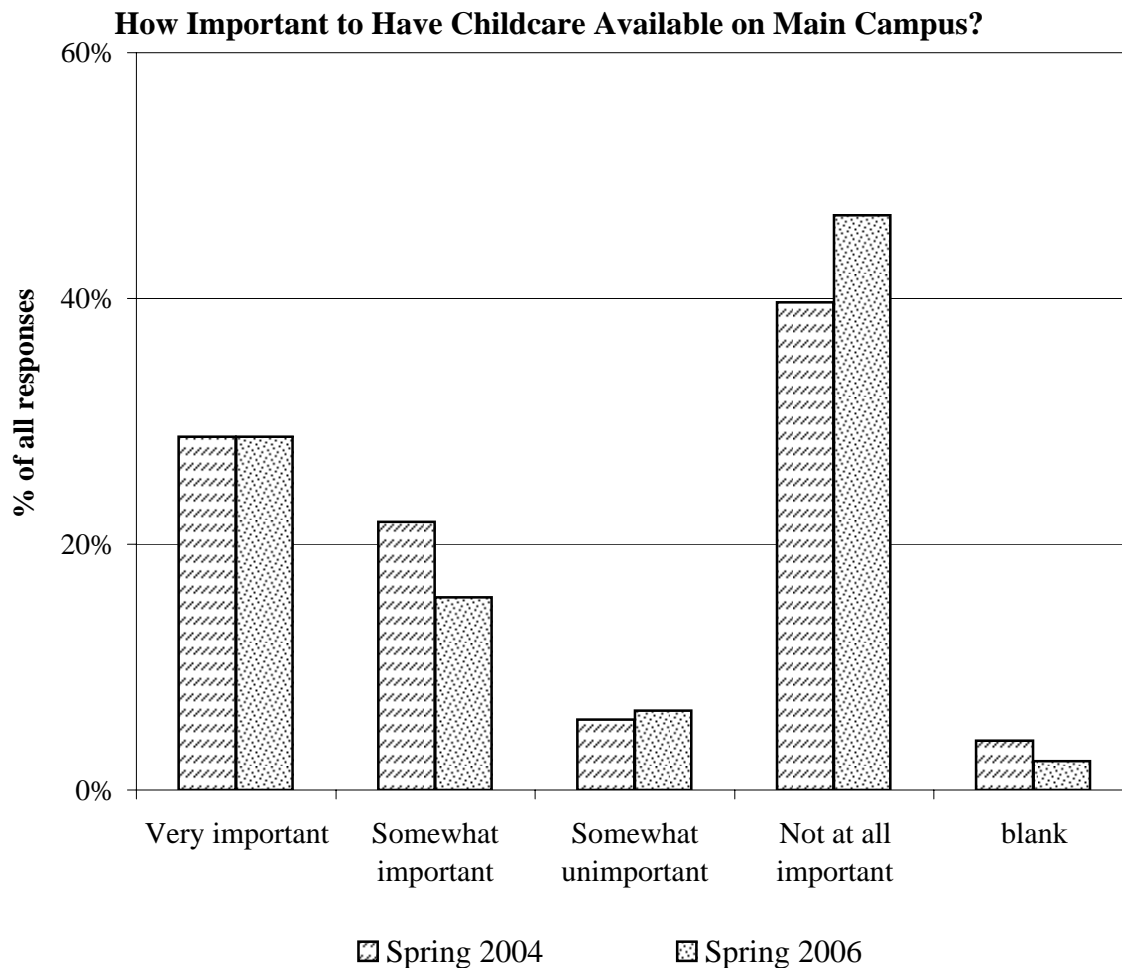
Question # : 15

Question description: **How important is it to you to have childcare available on main campus?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very important	171	28.7%	29.9%	134	28.8%	29.5%
Somewhat important	130	21.8%	22.8%	73	15.7%	16.0%
Somewhat unimportant	34	5.7%	6.0%	30	6.4%	6.6%
Not at all important	236	39.7%	41.3%	218	46.8%	47.9%
blank	24	4.0%	na	11	2.4%	na
total	595	100%	100%	466	100%	100%

Example: 28.8% of all responses to this question for Spring 2006 were "Very important" (N = 134).

Note: "Valid Responses" exclude those not responding to the question.



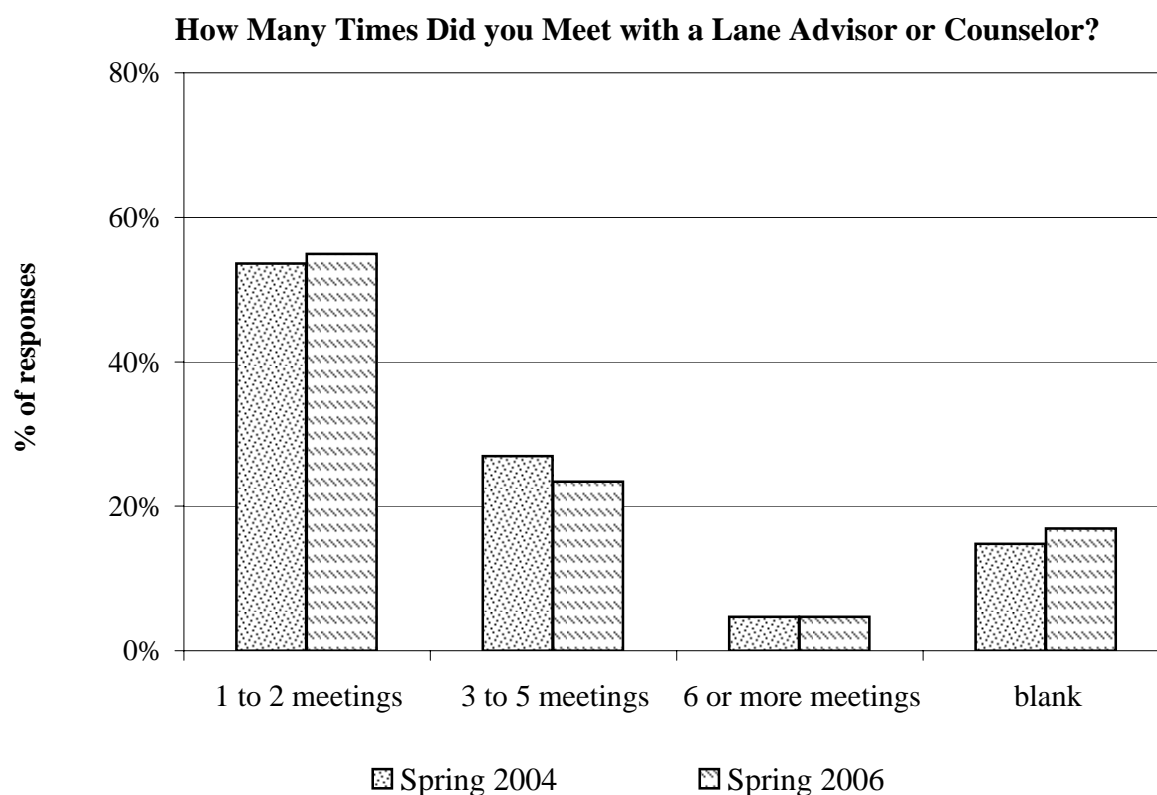
Question # : 16

Question description: **If you met with a Lane advisor or counselor during the current year, how many times did you meet?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
1 to 2 meetings	319	53.6%	62.9%	256	54.9%	66.1%
3 to 5 meetings	160	26.9%	31.6%	109	23.4%	28.2%
6 or more meetings	28	4.7%	5.5%	22	4.7%	5.7%
blank	88	14.8%	na	79	17.0%	na
total	595	100%	100%	466	100%	100%

Example: 54.9% of all responses to this question were "1 to 2 meetings." (N = 256).

Note: 1) "Valid Responses" exclude those not responding to the question.



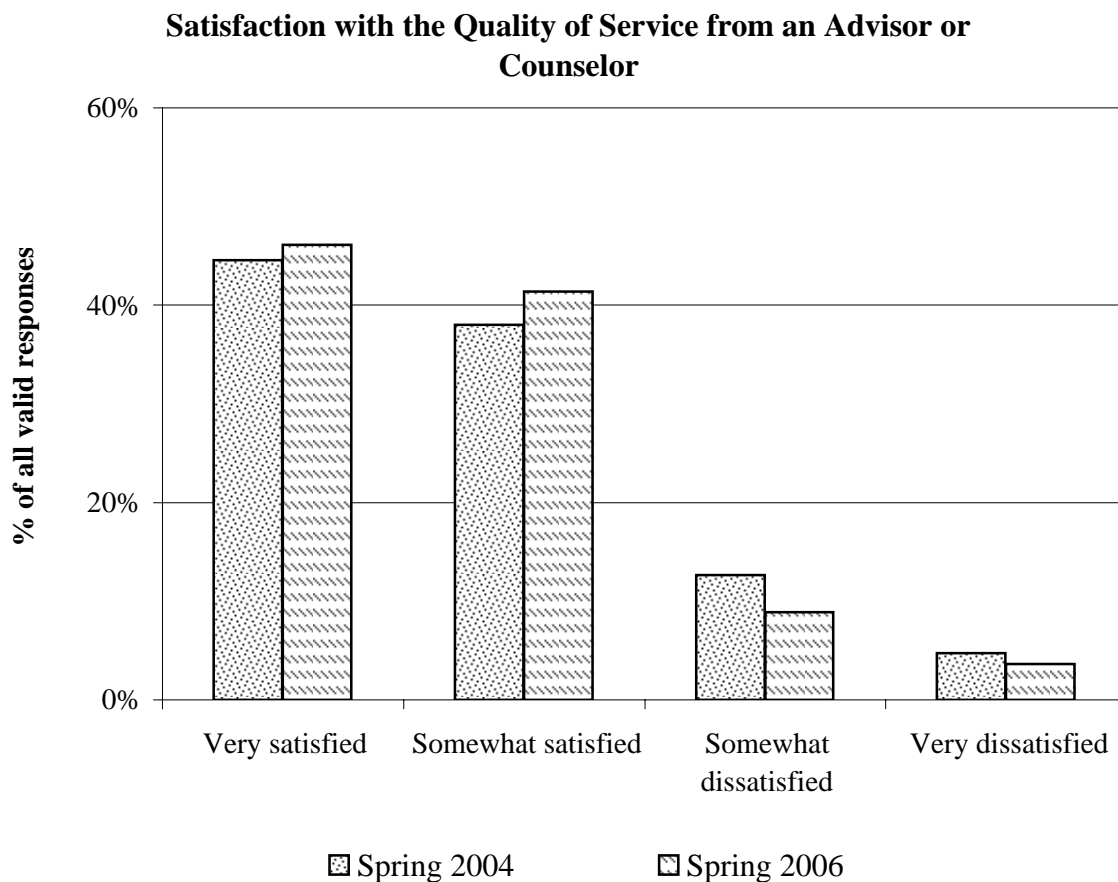
Question # : 17

Question description: **How satisfied were you with the quality of service you received from a Lane advisor or counselor?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	225	37.8%	44.6%	177	38.0%	46.1%
Somewhat satisfied	192	32.3%	38.0%	159	34.1%	41.4%
Somewhat dissatisfied	64	10.8%	12.7%	34	7.3%	8.9%
Very dissatisfied	24	4.0%	4.8%	14	3.0%	3.6%
blank	90	15.1%	na	82	17.6%	na
total	595	100%	100%	466	100%	100%

Example: 38% of all responses to this question were "Very satisfied" (N = 177).

Note: 1) "Valid Responses" exclude those not responding to the question.



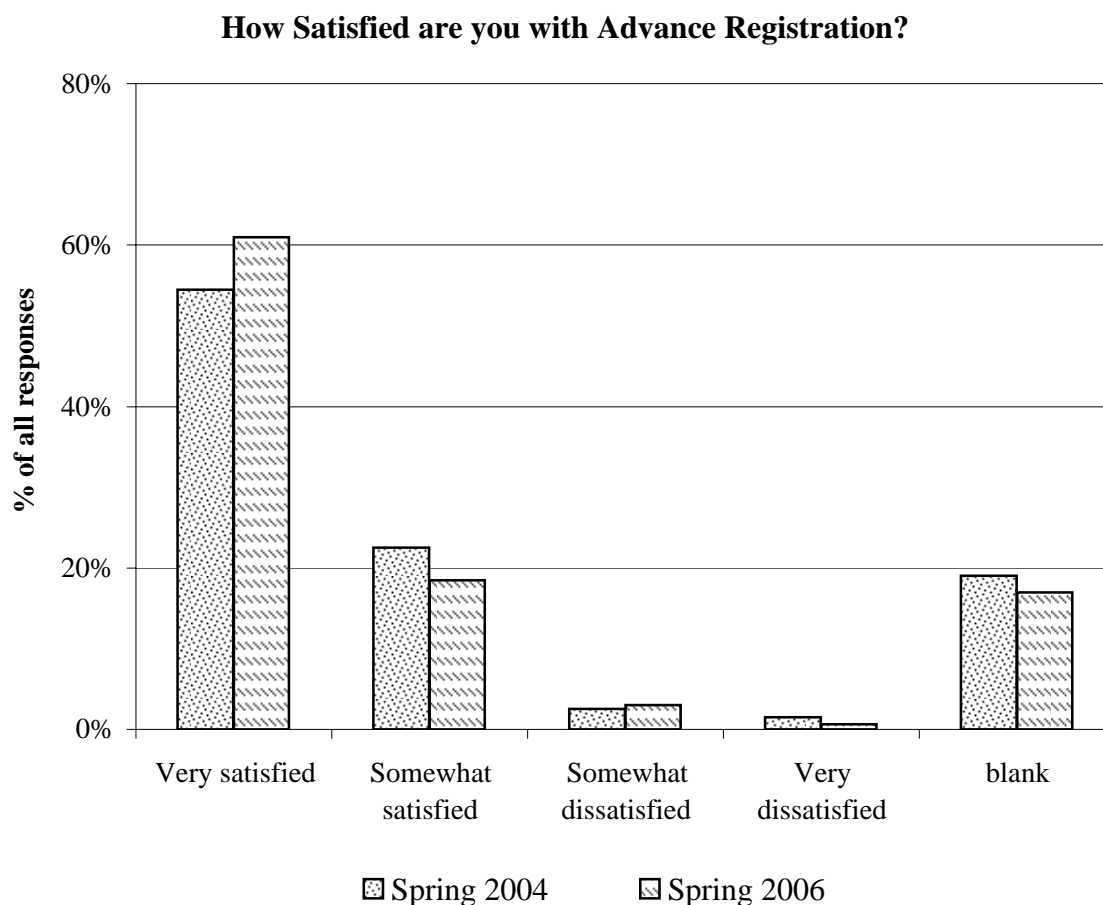
Question # : 18

Question description: If you participated in Advance Registration at Lane, how satisfied are you with the opportunity it provides for getting into classes early?

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	324	54.5%	67.2%	284	60.9%	73.4%
Somewhat satisfied	134	22.5%	27.8%	86	18.5%	22.2%
Somewhat dissatisfied	15	2.5%	3.1%	14	3.0%	3.6%
Very dissatisfied	9	1.5%	1.9%	3	0.6%	0.8%
blank	113	19.0%	na	79	17.0%	na
total	595	100%	100%	466	100%	100%

Example: 60.95% of all responses to this question were "Very satisfied" (N = 284).

Note: 1) "Valid Responses" exclude those not responding to the question.



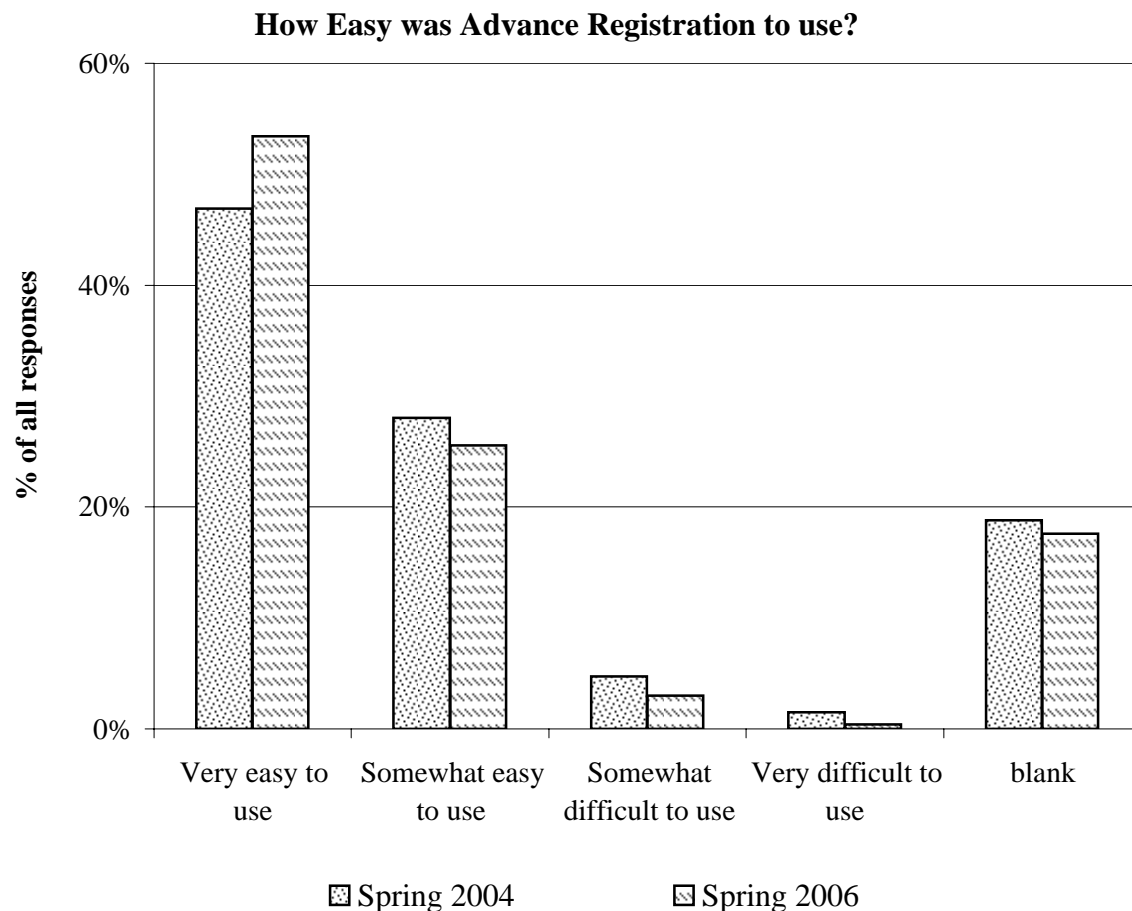
Question # : **19**

Question description: **If you participated in Advance Registration, how easy was it to use?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very easy to use	279	46.9%	57.8%	249	53.4%	64.8%
Somewhat easy to use	167	28.1%	34.6%	119	25.5%	31.0%
Somewhat difficult to use	28	4.7%	5.8%	14	3.0%	3.6%
Very difficult to use	9	1.5%	1.9%	2	0.4%	0.5%
blank	112	18.8%	na	82	17.6%	na
total	595	100%	100%	466	100%	100%

Example: 53.4% of all responses to this question were "Very easy to use" (N =249).

Note: 1) "Valid Responses" exclude those not responding to the question.



Question # : 20

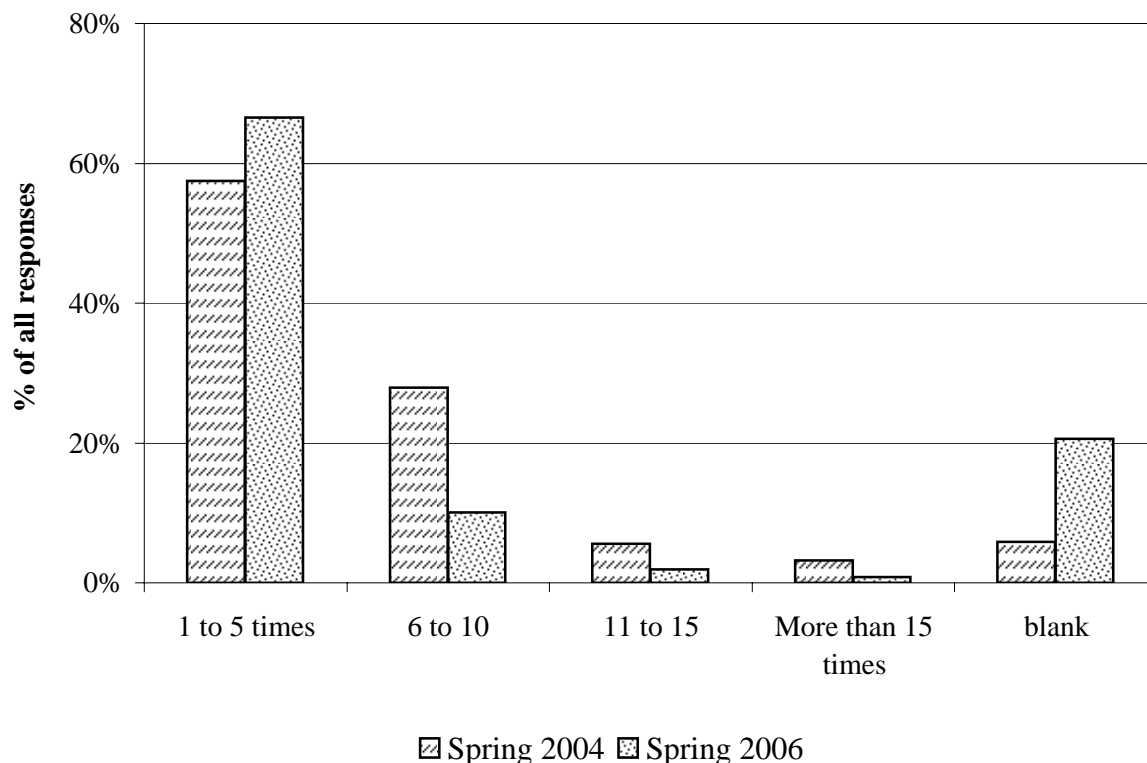
Question description: **How many times in the last year have you gone to Enrollment Services and Financial Aid in person?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
1 to 5 times	342	57.5%	61.1%	310	66.5%	83.8%
6 to 10	166	27.9%	29.6%	47	10.1%	12.7%
11 to 15	33	5.5%	5.9%	9	1.9%	2.4%
More than 15 times	19	3.2%	3.4%	4	0.9%	1.1%
blank	35	5.9%	na	96	20.6%	na
total	595	100%	100%	466	100%	100%

Example: 66.5% of all responses to this question were "1 to 5 times" (N = 310).

Note: "Valid Responses" exclude those not responding to the question.

How Many Times have you Gone to Enrollment Services and Financial Aid?



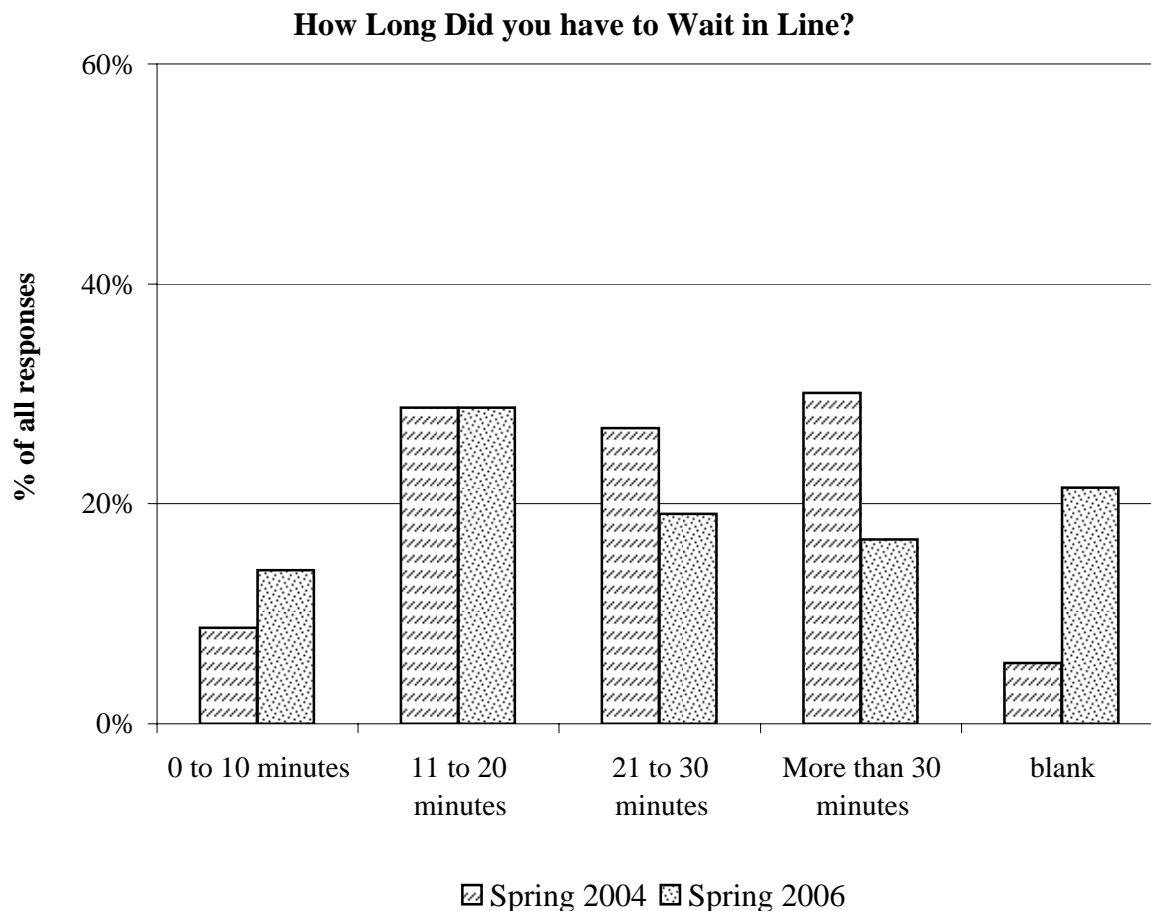
Question # : 21

Question description: **On average, how long did you have to wait in line each time before receiving assistance?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
0 to 10 minutes	52	8.7%	9.3%	65	13.9%	17.8%
11 to 20 minutes	171	28.7%	30.4%	134	28.8%	36.6%
21 to 30 minutes	160	26.9%	28.5%	89	19.1%	24.3%
More than 30 minutes	179	30.1%	31.9%	78	16.7%	21.3%
blank	33	5.5%	na	100	21.5%	na
total	595	100%	100%	466	100%	100%

Example: 13.9% of all responses to this question were "0 to 10 minutes" (N =65).

Note: "Valid Responses" exclude those not responding to the question.



Question # : 22

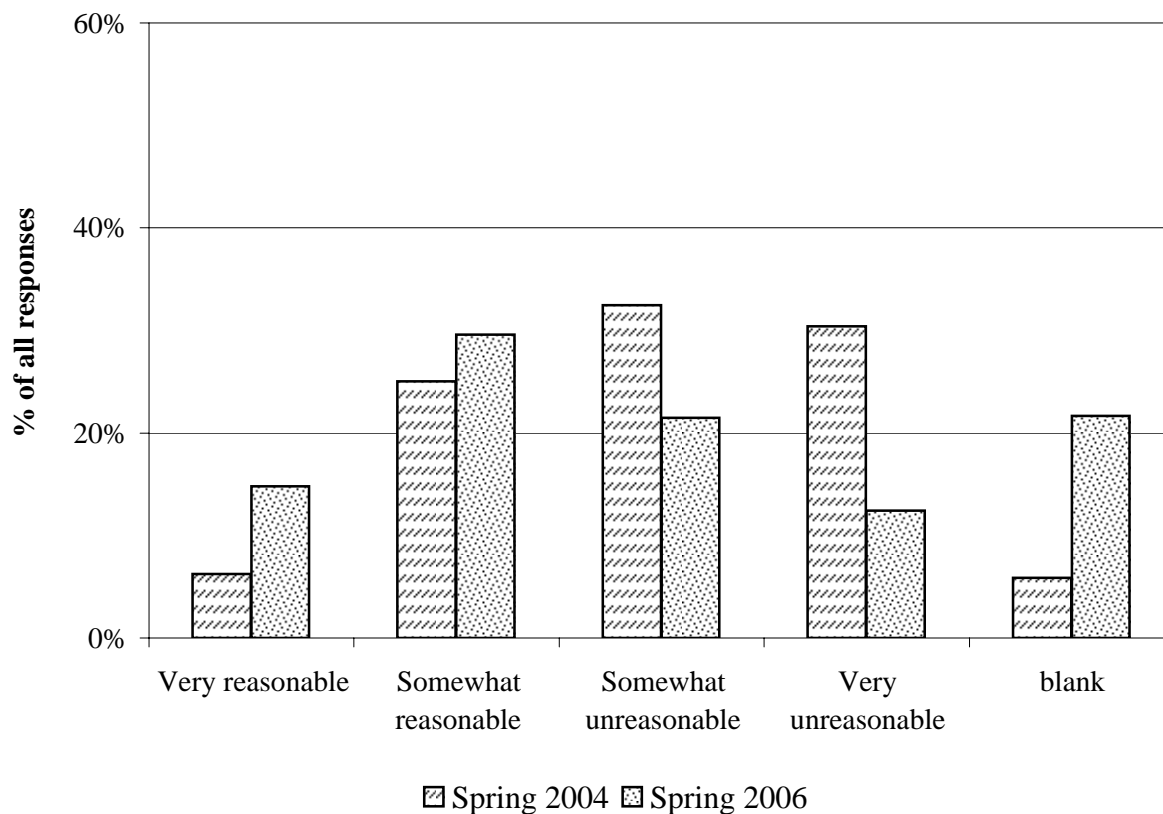
Question description: **How would you describe the amount of time you waited in line to speak to a representative?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very reasonable	37	6.2%	6.6%	69	14.8%	18.9%
Somewhat reasonable	149	25.0%	26.6%	138	29.6%	37.8%
Somewhat unreasonable	193	32.4%	34.5%	100	21.5%	27.4%
Very unreasonable	181	30.4%	32.3%	58	12.4%	15.9%
blank	35	5.9%	na	101	21.7%	na
total	595	100%	100%	466	100%	100%

Example: 14.8% of all responses to this question were "Very reasonable" (N = 69).

Note: "Valid Responses" exclude those not responding to the question.

How Would you Describe the Amount of Time you Waited in Line?



Question # : 23

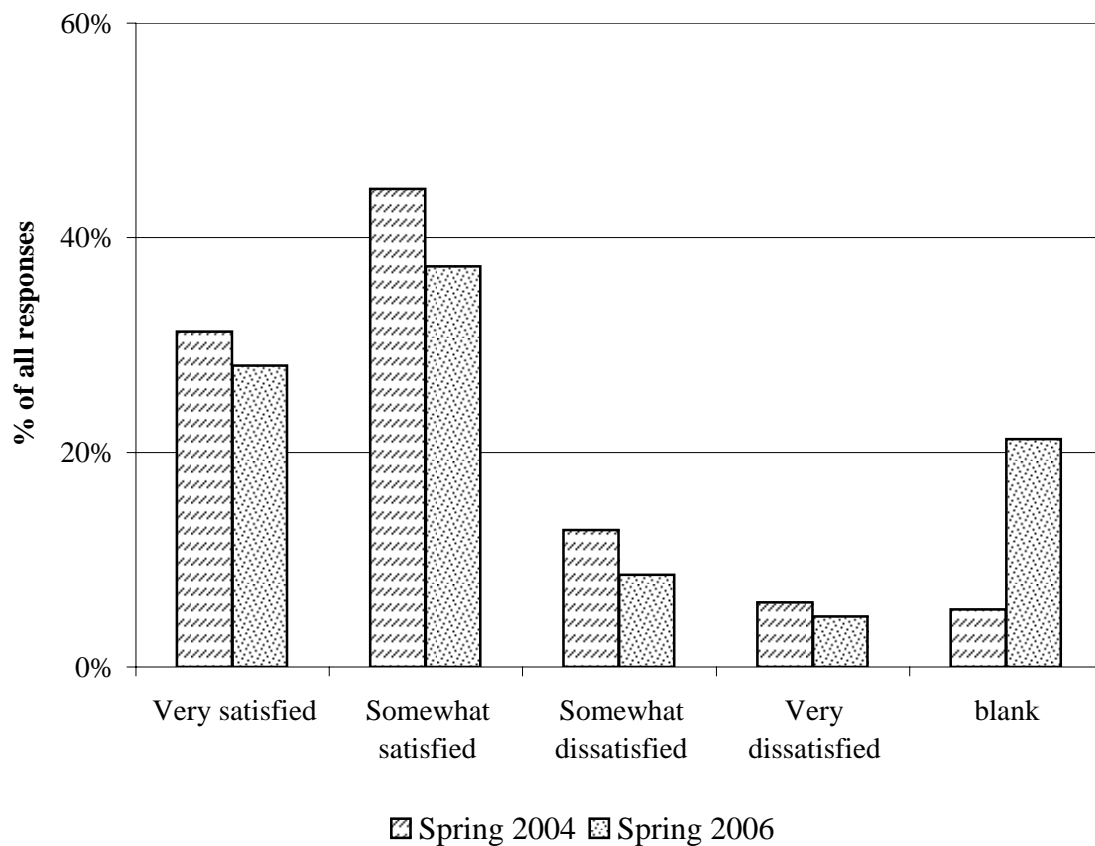
Question description: **How satisfied were you with the service you received in the Enrollment Services and Financial Aid?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Very satisfied	186	31.3%	33.0%	131	28.1%	35.7%
Somewhat satisfied	265	44.5%	47.1%	174	37.3%	47.4%
Somewhat dissatisfied	76	12.8%	13.5%	40	8.6%	10.9%
Very dissatisfied	36	6.1%	6.4%	22	4.7%	6.0%
blank	32	5.4%	na	99	21.2%	na
total	595	100%	100%	466	100%	100%

Example: 28.1% of all responses to this question were "Very satisfied" (N = 131).

Note: "Valid Responses" exclude those not responding to the question.

Satisfaction with the Enrollment Services and Financial Aid



Question # : 24

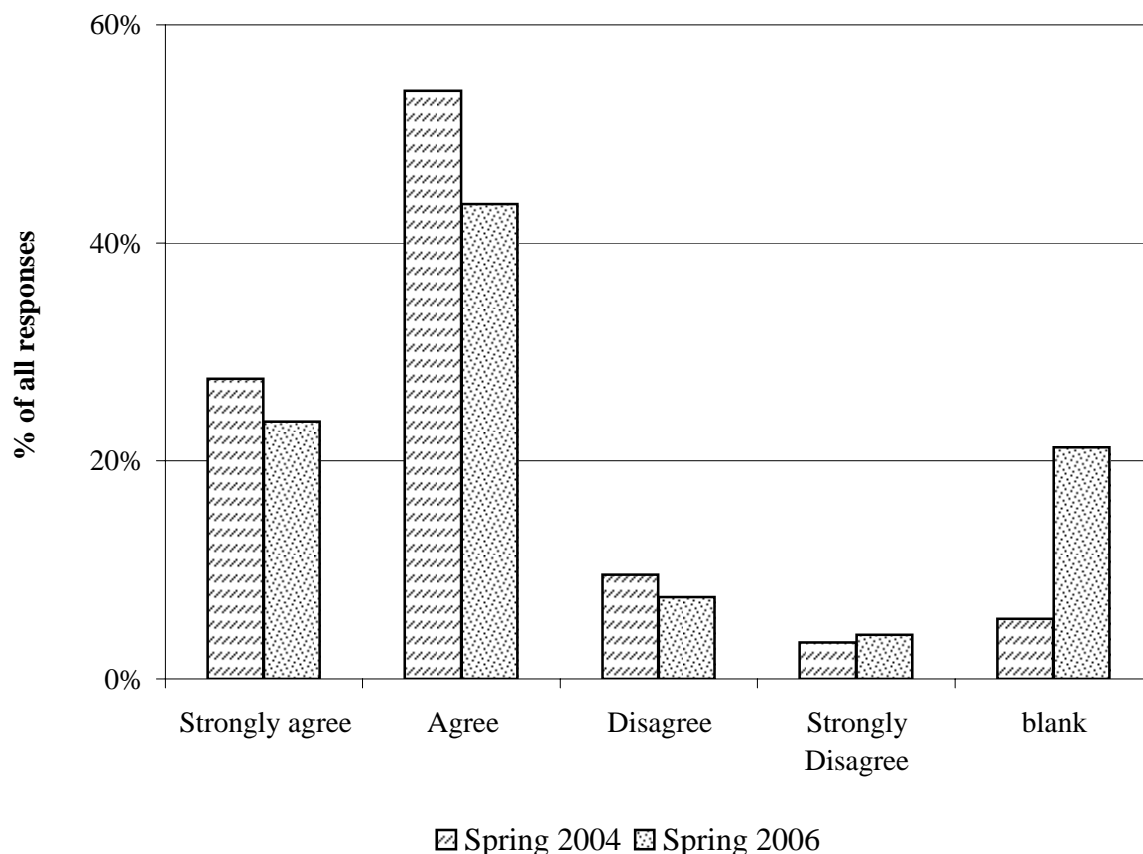
Question description: **How much do you agree with the following statement: The Enrollment Services and Financial Aid Representatives I talked with in person provided good customer service.**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Strongly agree	164	27.6%	29.2%	110	23.6%	30.0%
Agree	321	53.9%	57.1%	203	43.6%	55.3%
Disagree	57	9.6%	10.1%	35	7.5%	9.5%
Strongly Disagree	20	3.4%	3.6%	19	4.1%	5.2%
blank	33	5.5%	na	99	21.2%	na
total	595	100%	100%	466	100%	100%

Example: 23.6% of all responses to this question were "Strongly agree" (N = 110).

Note: "Valid Responses" exclude those not responding to the question.

Students First! Representatives Provide Good Customer Service



Question # : 25

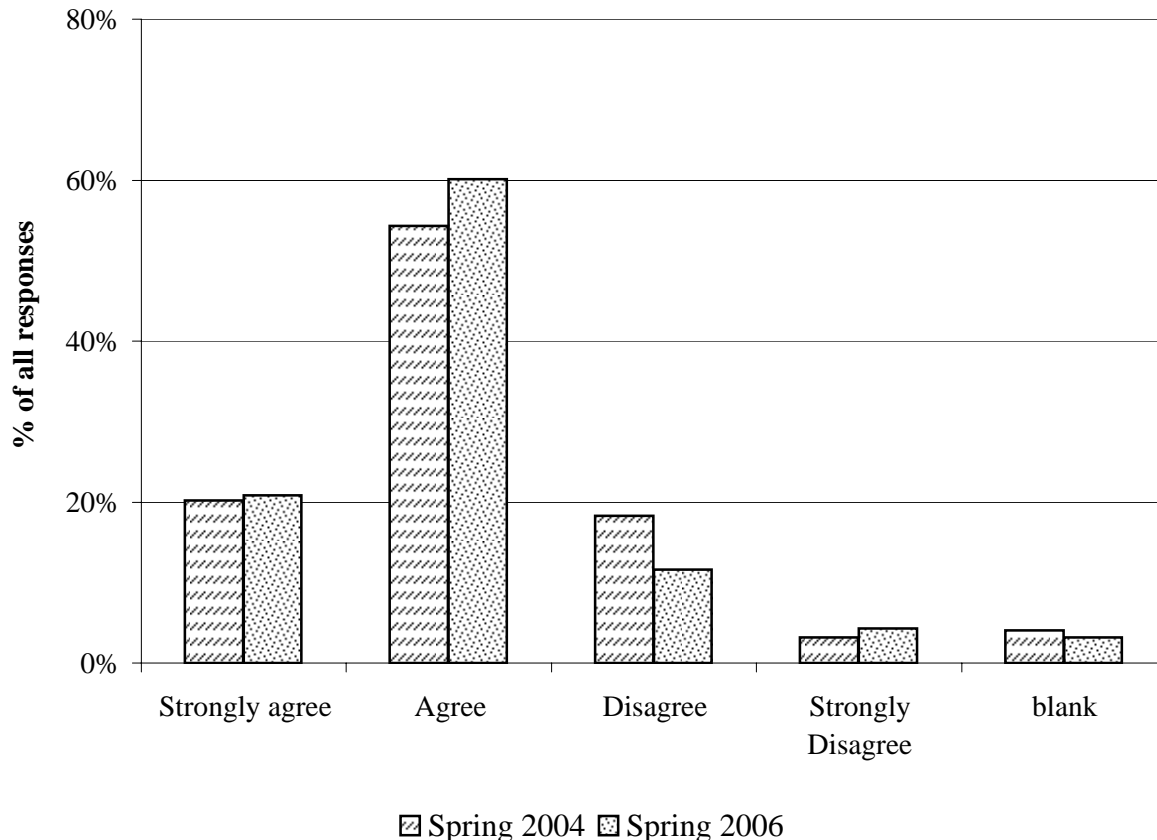
Question description: **How much do you agree with the following statement: I know where to find information about policies and procedures regarding Lane registration and billing.**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Strongly agree	120	20.2%	21.0%	97	20.8%	21.5%
Agree	323	54.3%	56.6%	280	60.1%	62.1%
Disagree	109	18.3%	19.1%	54	11.6%	12.0%
Strongly Disagree	19	3.2%	3.3%	20	4.3%	4.4%
blank	24	4.0%	na	15	3.2%	na
total	595	100%	100%	466	100%	100%

Example: 20.8% of all responses to this question were "Strongly agree" (N = 97).

Note: "Valid Responses" exclude those not responding to the question.

I Know Where to Find Information About Policies and Procedures



Question # : 26

Question description: **How would you rate the usefulness of the library's services and materials in completing your course work at Lane?**

response category	Spring 2004			Spring 2006		
	# of responses	% of responses	% of valid responses	# of responses	% of responses	% of valid responses
Excellent	110	18.5%	21.3%	144	30.9%	31.6%
Adequate	284	47.7%	55.0%	229	49.1%	50.2%
Not adequate	20	3.4%	3.9%	16	3.4%	3.5%
Haven't used the library's services or materials	102	17.1%	19.8%	67	14.4%	14.7%
blank	79	13.3%	na	10	2.1%	na
total	595	100%	100%	466	100%	100%

Example: 30.9% of all responses to this question for Spring 2006 were "Excellent" (N = 144).

Note: "Valid Responses" exclude those not responding to the question.

Usefulness of the Library's Services and Materials

