

**Lane Community College Public Perception Survey  
Instrument**

HELLO

Hello. This is \_\_\_\_\_ calling from \_\_\_\_\_. Lane Community College has asked us to conduct a survey about the classes and services offered by LCC. I want to assure you that I am not selling a thing, and that this survey is completely anonymous and voluntary. Please do not even tell me your name. I need to speak to the person age 18 or older in your household who has had the most recent birthday. (Is that you?)

*QUESTION*

This survey takes 10-14 minutes, depending on your answers. Your telephone number was chosen randomly from all possible telephone numbers in Lane County. Do you have any *QUESTIONS* about the survey before we begin?

R HAS *QUESTIONS* -----> REFER TO INTERVIEWER INSTRUCTIONS  
1 CONTINUE

*QUESTION*

Have you been living in Lane County for at least a year?

- 1 YES
- 2 NO

*QUESTION*

Have you ever heard of Lane Community College?

- 1 YES
- 2 NO

*QUESTION*

The next *QUESTIONS* are about how good a job you think LCC is doing. For each one, please tell me if you think LCC is doing excellent, good, fair, or poor. First, thinking about the overall quality of the classes and services offered by LCC, would you say that LCC is doing excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

How good a job do you think LCC is doing in meeting the educational needs of the community (excellent, good, fair, or poor)?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in meeting the educational needs of the community?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(How about / How good a job do you think LCC is doing) in providing education people can afford? PROBE:

Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in providing education which people can afford?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(How about / How good a job do you think LCC is doing) in offering a wide variety of classes and services?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in offering a wide variety of classes and services?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(How about / How good a job do you think LCC is doing) in providing value for your tax dollar?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an Excellent, Good, Fair, or Poor job in providing value for your tax dollar?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

Now I am going to read a list of places where people get information about LCC. Please tell me which of these places is where you get most of your information about LCC (READ LIST)

PROBE: Which of these places is the most important way for you to get information about LCC?

NOTE: CODE 1st MOST IMPORTANT SOURCE ON THIS SCREEN, 2nd MOST IMPORTANT SOURCE ON NEXT SCREEN.

- 1 OTHER PEOPLE (FAMILY, FRIENDS)
- 2 THE SCHEDULE OF CLASSES THAT IS MAILED TO YOUR HOME
- 3 STORIES ABOUT LCC IN THE NEWS
- 4 LCC ADVERTISEMENTS
- 5 OR FROM OTHER PLACES
- 6 IF VOLUNTEERED: A MIX OF SOURCES
- 7 IF VOLUNTEERED: DEPENDS (ON TYPE OF INFORMATION, ETC)

*QUESTION*

Which place from the list is the second most important way for you to get information about LCC?

PROBE FROM LIST

- 1 OTHER PEOPLE (FAMILY, FRIENDS)
- 2 THE SCHEDULE OF CLASSES THAT IS MAILED TO YOUR HOME
- 3 STORIES ABOUT LCC IN THE NEWS
- 4 LCC ADVERTISEMENTS
- 5 OR FROM OTHER PLACES
- 6 IF VOLUNTEERED: A MIX OF SOURCES
- 7 IF VOLUNTEERED: DEPENDS (ON TYPE OF INFORMATION, ETC)

*QUESTION*

The next set of *QUESTIONs* is about the programs and classes offered by Lane Community College. To start, are you aware that LCC offers classes which can be transferred to other colleges or universities for credit?

PROBE: Are you aware that students who take classes at LCC can sometimes transfer credit for those classes to other colleges and universities?

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC is doing (with that / in helping people earn credit which can be transferred to another college or university), excellent, good, fair, or poor?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in helping people earn credits to transfer to a college or university ?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

Are you aware that LCC offers vocational and technical training to prepare people for jobs -- for example, classes in auto repair, computer training and nursing?

- 1 YES
- 2 NO
- 7 REFUSED
- 8 DON'T KNOW

*QUESTION*

How good a job do you think LCC is doing (with that / in providing vocational and technical training (to prepare people for jobs)), excellent, good, fair, or poor?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in providing vocational and technical training to prepare people for jobs?

- 1 EXCELLENT

- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

Are you aware that LCC offers classes that allow people to complete high school or earn their GED?

PROBE: Are you aware that LCC offers high school equivalency and GED classes? NOTE: GED = "GRADUATE EQUIVALENCY DEGREE" IT IS EQUIVALENT TO A HIGH SCHOOL DEGREE

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC is doing (with that / in helping people complete high school or get their GEDs) (excellent, good, fair, or poor)?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in helping people complete high school or get their GEDs?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(What about / Are you aware that LCC offers) basic reading and math classes for adults?

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC is doing (with that / in helping people learn basic skills such as reading, and math)?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in helping people learn basic skills such as reading, writing, or math?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(What about / Are you aware that LCC offers) personal enrichment classes which are taken for personal pleasure rather than college credit?

PROBE: Classes such as arts, crafts, music, or traveling.

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC is doing (with that /in offering personal enrichment classes which are taken for personal pleasure rather than college credit)?

PROBE: Excellent, good, fair, or poor?

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in offering personal enrichment classes which are taken for personal pleasure rather than college credit?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

Are you aware that LCC offers training and services for small business owners?

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC is doing (with that / in providing training and services for small business owners)?

PROBE: Excellent, good, fair, or poor.

PROBE: Do you think LCC is doing an excellent, good, fair, or poor job in providing training and services for small business owners.

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

Are you aware that businesses and other employers can hire LCC to train their employees?

- 1 YES
- 2 NO

*QUESTION*

How good a job do you think LCC does (with that / when they are hired by businesses to train their employees)?

PROBE: Excellent, good, fair, or poor?

- 1 EXCELLENT
- 2 GOOD
- 3 FAIR
- 4 POOR

*QUESTION*

(What about / Are you aware that LCC offers) English language classes for those who speak other languages?

PROBE: Are you aware that LCC offers classes that teach people how to speak the English language?

- 1 YES
- 2 NO

*QUESTION*

Are you aware that LCC offers classes through a center in Cottage Grove?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) classes through a center in Florence?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) classes through a center in Downtown Eugene?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) classes in the evenings?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) classes on the weekends?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) classes on television?

- 1 YES
- 2 NO

*QUESTION*

Are you aware that LCC offers classes by computer over the internet?

NOTE: CLASSES OVER THE INTERNET (WHICH CAN BE TAKEN WITHOUT COMING TO CAMPUS) -- NOT "COMPUTER CLASSES" (WHICH ARE TAKEN ON CAMPUS)

- 1 YES
- 2 NO

*QUESTION*

We are over halfway done with the survey now and I would like to thank you very much for your help so far. The next set of *QUESTIONS* is about some of the services besides classes that are offered by Lane Community College. First, are you aware that LCC offers financial aid to some of its students?

PROBE: Are you aware that LCC helps to provide grants, loans, and scholarships to some students?

- 1 YES
- 2 NO

*QUESTION*

Are you aware that LCC offers career advising, even to people who are not students at LCC?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) opportunities for students to gain work experience through on-the-job training?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) cultural events such as plays and concerts?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC has) a recreational and sports program which is open to students, their families, and the public?

- 1 YES
- 2 NO

*QUESTION*

(What about the / Are you aware that LCC has a) library that can be used by anyone who lives in Lane County?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) child care resource and referral services for the general public?

- 1 YES
- 2 NO

*QUESTION*

(What about / Are you aware that LCC offers) child care for students on the main campus?

- 1 YES
- 2 NO

*QUESTION*

(What about the / Are you aware that LCC has a) radio station, KLCC? NOTE: KLCC IS 89.7 FM

- 1 YES
- 2 NO

*QUESTION*

Have you (personally) ever made use of LCC for anything other than classes or KLCC?

- 1 YES
- 2 NO

*QUESTION*

What (did you use LCC for other than classes or KLCC)?

OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

*QUESTION*

How likely is it that you (personally) will use a service provided by LCC in the next 3 years, not including taking classes or listening to KLCC -- (would you say) very likely, somewhat likely, not very likely, or not at all likely?

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY

*QUESTION*

In the past five years has any member of your household besides yourself attended any classes or used any services provided by LCC, other than the radio station KLCC?

NOTE: THIS MAY INCLUDE HOUSEHOLD MEMBERS WHO HAVE SINCE MOVED AWAY.

NOTE: INCLUDE ANYTHING THAT R THINKS IS AN LCC SERVICE (USING THE PARKING LOT TO LEARN HOW TO DRIVE, ETC.).

- 1 YES
- 2 NO

*QUESTION*

Have you (personally) ever taken any classes through LCC?

- 1 YES
- 2 NO



*QUESTION*

In the past five years have you taken any classes through LCC?

PROBE: (Have you taken any classes) since September of 1991?

- 1 YES
- 2 NO

*QUESTION*

How likely is it that you (personally) will take a class through LCC in the next 3 years, would you say very likely, somewhat likely, not very likely, or not at all likely?

PROBE: Not including classes to be taken this fall.

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY

*QUESTION*

Now I am going to read a list of reasons people have given for taking classes at LCC. As I read each one please answer "yes" if it is a reason you would have for taking a class, and "no" if it is not a reason that you would have for taking a class at LCC. First, to perform better in your present job or career?

PROBE: Would you attend LCC to help you perform better in your present job or career?

- 1 YES
- 2 NO

*QUESTION*

To get ready for a new job, a new career, or a career change?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

To explore different kinds of jobs or careers?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

To learn to speak English better?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO / R IS FLUENT IN ENGLISH

*QUESTION*

To learn basic skills such as reading, writing or math?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

To complete high school or earn a GED?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

To earn a two-year Associates degree?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

To earn college credit toward a four year degree?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

For personal interest, a hobby, or self-enrichment?

PROBE: Is that a reason you would have for taking a class at LCC?

- 1 YES
- 2 NO

*QUESTION*

If you decided to take a class at LCC, would you want a transcript or anything in writing that shows you have completed the course?

- 1 YES

2 NO

*QUESTION*

LCC offers classes a variety of times during the week. Please tell me whether or not you would be likely to take classes from LCC during each of the following times (if you were to take classes).

First, would you be likely to take classes from LCC on weekday mornings?

PROBE: Mornings are 7:00 a.m. to 12:00 noon.

PROBE: Weekdays are Monday through Friday.

1 YES

2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) weekday afternoons?

PROBE: Afternoons are 12:00 noon to 5:00 p.m.

PROBE: Weekdays are Monday through Friday.

1 YES

2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) weekday evenings?

PROBE: Evenings are 5:00 p.m. to 10:00 p.m.

PROBE: Weekdays are Monday through Friday.

1 YES

2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) Saturday mornings?

PROBE: Mornings are 7:00 a.m. to 12:00 noon.

1 YES

2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) Saturday afternoons?

PROBE: Afternoons are 12:00 noon to 5:00 p.m.

1 YES

2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) Sunday mornings?

PROBE: Mornings are 7:00 a.m. to 12:00 noon.

- 1 YES
- 2 NO

*QUESTION*

(How about / Would you be likely to take classes from LCC on) Sunday afternoons?

PROBE: Afternoons are 12:00 noon to 5:00 p.m.

- 1 YES
- 2 NO

*QUESTION*

There are many ways to offer a class. If you were going to take a 36 hour class would you rather attend 36 classes that last one hour, 12 classes that last three hours, or six classes that last 6 hours?

PROBE: RE-READ OPTIONS

- 1 36 ONE HOUR CLASSES
- 2 12 THREE-HOUR CLASSES
- 3 6 SIX-HOUR CLASSES

*QUESTION*

During the next three years, how likely are you to take a class from LCC by computer over the internet, (would you be) very likely, somewhat likely, not very likely, or not at all likely? NOTE: CLASSES OVER THE INTERNET (WHICH CAN BE TAKEN WITHOUT COMING TO CAMPUS), NOT "COMPUTER CLASSES" (WHICH ARE TAKEN ON CAMPUS).

- 1 VERY LIKELY
- 2 SOMEWHAT LIKELY
- 3 NOT VERY LIKELY
- 4 NOT AT ALL LIKELY

*QUESTION*

Now I'd like to ask you three general *QUESTIONS* about what you think of LCC. First, what do you like most about Lane Community College?

OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

*QUESTION*

What do you like least about Lane Community College?

OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

*QUESTION*

Are there any classes, educational programs, or services that LCC does not offer that you think it should?

PROBE: What are the (classes / educational programs / services) that you think LCC should offer?

OPEN-ENDED TYPE IN EXACT RESPONSE BELOW

*QUESTION*

I need to end the survey by asking a few *QUESTIONS* about yourself. First, what is the highest level of education you have completed?

PROBE: Have you completed a (degree / diploma)?==> IF YES: Which one?

NOTE: BUSINESS/SECRETARIAL SCHOOL / OTHER "CERTIFICATE" PROGRAMS DO NOT COUNT AS A.A. OR B.A. (PROBE FOR H.S., A.A., or SOME COLLEGE)

- 01 DOCTORATE (PhD, EdD) or PROFESSIONAL (MD, JD, DVM, DDS)
- 02 MASTERS (MA, MS, MBA, MEd)
- 03 BACHELORS (BA, BS, AB)
- 04 ASSOCIATES (AA)
- 05 SOME COLLEGE
- 06 HIGH SCHOOL DIPLOMA or GED
- 07 9th - 12th GRADE, NO DIPLOMA
- 08 8th GRADE OR LESS

*QUESTION*

What racial group do you belong to?

PROBE FROM LIST

- 1 WHITE / CAUCASIAN
- 2 ASIAN / PACIFIC ISLANDER
- 3 HISPANIC, MEXICAN, LATIN AMERICAN
- 4 AMERICAN INDIAN / NATIVE AMERICAN
- 5 BLACK / AFRICAN AMERICAN
- 6 OTHER / MIXED

*QUESTION*

Are you male or female?

- 1 MALE
- 2 FEMALE

*QUESTION*

How old are you ?

KEY IN EXACT NUMBER  
96 96 OR OLDE R

*QUESTION*

What is your zip code?

974

*QUESTION*

What were you doing most of last week -- were you working for pay, keeping house, going to school, looking for work, unable to work, retired, or something else?

PROBE FROM LIST

- 01 WORKING, OR SICK/ON VACATION FROM REGULAR JOB
- 02 KEEPING HOUSE
- 03 GOING TO SCHOOL, ON BREAK FROM SCHOOL
- 04 LOOKING FOR WORK / UNEMPLOYED
- 05 UNABLE TO WORK, DISABLED
- 06 RETIRED
- 08 DOING NOTHING, HANGING OUT AND NOT LOOKING
- 09 TEMPORARY LAYOFF, LEAVE OF ABSENCE WITHOUT PAY
- 10 VOLUNTEER WORK ONLY

*QUESTION*

If you added together the 1995 income of all the members of your household, before taxes, would the total be:

PROBE FROM LIST

- 1 LESS THAN \$20,000
- 2 BETWEEN \$20 AND \$40,000
- 3 BETWEEN \$40 AND \$60,000
- 4 \$60,000 OR MORE

*QUESTION*

On behalf of Lane Community College, I would like to thank you sincerely for the time you took to answer these *QUESTIONS*. If we were to conduct another survey about community colleges would you be willing to be surveyed again?

- 1 YES
- 2 NO

*QUESTION*

That's the end of the survey! Thank you very much for your time. Have a nice (day / evening)! PLEASE RECORD ANY ADDITIONAL COMMENTS MADE BY THE RESPONDENT AND/OR YOUR OWN OBSERVATIONS IN THIS SPACE

*QUESTION*

I'm sorry, we can only interview adults age 18 and over who have lived in Lane County for at least a year. I'm sorry to have bothered you. Good-bye.