

OREGON SURVEY RESEARCH LABORATORY

LCC STUDENT SATISFACTION SURVEY 1996

CODE CATEGORIES FOR RESPONSES TO OPEN ENDED QUESTIONS

NONCRED4

From your point of view how could registration for credit classes be improved?

1 Telephone system: Have more phone lines/Touch tone phone lines are better than long lines/Mail and phoning help prevent long lines/If credit classes could be done over the phone

2 Prefer a person to automated telephone system: Want to have someone on the other end instead of a machine/If you go to the main campus you get help but if you try to get information over the phone it is very difficult

3 Other: Used to be bad but good now/First come first serve/Whole process is confusing/Good system but hard to do long distance from Florence

7 Refused

8 Don't know

9 No answer

INFO1

When you have a question or a problem (related to being an LCC student), what is the first thing you do or where is the first place you go to get an answer?

1 Individuals at LCC: Teacher/Instructor/Head of program/Coordinator of my department/Advisor/Counselor/CIT counselor/Track coach/Receptionist

2 Other individuals: Friends/High school teacher/Brother/Fiancee/Another student/ Mother-in-law/Husband

3 Student Services Centers: Student Counseling Center/Student Resource Center/Student Information Center/Student Services/Career Center/Student area on the main floor by the library/Information desk/Information line/Information booth/Women's Center/Disabled Services/Dislocated workers/ Veterans Service/ESL Office/Security/Student activities

4 LCC Offices: Admissions Office/Registration Office/Administration Office/ Registrar/Student Records Office/Main Office/Downtown Office/Office in Florence/Switchboard/ Front desk at local campus/Campus where the class was/Secretaries at flight technology/ Center building at the front desk/Cottage Grove campus/Service desk

5 Student Catalogue: Class schedule/Course book/First number I see on the class schedule

6 Depends on the problem

7 Refused

8 Don't know

9 No Answer/Never asked/Don't have problems

ENROLL4

Why not? Why have you not registered for classes using Classline?

- 1 Was signed up by someone or something else:** Classes assigned at downtown center/ Daughter did it for me/Job signed me up/Mother registered for me/One of the gals did it for me/Did it through my counselor/Husband signed us both up/Employer signed me up
 - 2 Attends LCC through high school program:** Not taking classes from LCC that are at LCC -- registers through high school/Taking a class that corresponds to high school
 - 3 Rather do it in person:** Easier in person/Better to talk to them in person/Somebody there who helps us -- don't speak English well/I live close and I'd rather do it in person/It is not the same over the phone
 - 4 Classline is too complicated or Other ways to register are easier:** Don't understand it/ Afraid -- I had to spell things and I was foreign/Easier to go downtown/Easier when the woman from LCC comes over/Don't like it/Easy to mail it in/Easy to get there/I gave up -- I think it is for people taking a lot of classes/Used to sending a check with the application/ Because usually I only take one class and I live so close
 - 5 Wasn't eligible:** As I understand it, you had to be registered before for classes and I wasn't/ Haven't had the opportunity/I had to re-register for class as a new student/Never done it on time/Wasn't part of my curriculum/It is my first time now/Not able to/Because the first time you have to go down and fill out an application
 - 6 Never heard of it:** Don't know what it is/Haven't even thought about it/Not familiar with it
 - 7 Other:** Have not registered at LCC/Have not taken any more classes/Don't want to use a credit card -- just want to pay
- 97 Refused
98 Don't know/Just haven't
99 No answer

ENROLL8

From your point of view how could (the information about) Classline be improved?

- 1 Make it easier to understand or Need to give more information:** Instructions are not clear/ Steps are not explained in enough detail/Need better instruction/Need to say there is no confirmation of classes/Make it more streamlined/I called three times and every time there was something new to add and I had to go back to the book -- ran out of patience/Make it bilingual/Make it simpler/Use more words instead of symbols/Finding different number for my class just for Classline
 - 2 Other:** Nothing LCC can do/Need more call in lines/Have a number to call for registration verification/Errors in booklet -- pay more attention to pamphlet/I have a rotary phone
- 7 Refused
8 Don't know
9 No answer

ID4

How could the process (of getting an ID card) be made easier for you?

1 Reduce waiting time: Need more lines and more places/Different lines or different places/
Different location/Waiting is difficult/Lines/Really long lines/Timing -- someone needs to
work double duty to give out stickers/Make it known that you could go at the end of the
term and not have to stand in line

2 Be available for a longer time period: More times available/Inconvenient -- I only had certain
times to get up there/Evening and weekend hours/Go a day later

3 Other: Confusion as to whether or not I had a card/I had to have an ID to get an ID/Have to go to
too many places -- frustrating/Pay for replacement right there/Rude workers

7 Refused

8 Don't know

9 No answer

RECORD3

How could student records information be made more helpful to you?

1 Hard to use it: Went in circles/Hard to get grade information over the phone/Downtown Center
machine doesn't work/Make atlas machines easier

2 Didn't use it: Didn't have to go to them for help/Haven't ever had to call

3 Other: Be more on top of things -- had my transcript for four months and it still was not entered on
the computer/Give more information/Be able to get it over the phone/Things more closely
recorded -- kept track of easier

7 Refused

8 Don't know

9 No Answer

FINAN3

How could your monthly billing statement be made more helpful to you?

1 Make it easier to look at: More space -- everything too close together/Single line itemization instead of
bunching it together/Kind of itemized/One fee per line/Organize it/A little less cluttered on the
front of it

2 Make it easier to understand: Reference numbers and class catalogue numbers should be the
same/Don't know what I owe money for -- not clear/Explain the categories/Just put all the
information together without explanation of the totals/Have a hard time reading it -- explain
it more clearly/For it to be more specific as to what the bills are for/The fees are not broken
up with the individual classes/Wasn't clear/Current classes only, not the dropped
ones/More explanatory

3 Other: If there is a problem we should get a response/Not a problem

7 Refused

8 Don't know

9 No answer

BOOKS3

How could (it/the process of getting books and supplies) be made easier for you?

- 1 More cashiers and check stands:** Help at the other check stand/Only one register accepts checks -- need more/Lines are too long/More registers/More people helping in the bookstore/ Huge crowd/More workers/Less lines
- 2 Need better signs:** Need to more clearly mark where the books are/Couldn't find the books for the women's program -- they were hidden/Find out where used books are/No visual directions/Little cards they put onto books for the first week are vague/If you knew what you were looking for -- see the instructor's name/Aisles aren't well marked
- 3 Make books more available -- earlier and for longer:** Extend hours until classes start in the evening/ Open weekends/Should have books available before classes start so students can preview/ Don't close for restocking/Books available more than 2 or 3 days before classes start/Open earlier
- 4 Need books or supplies available for purchase at other places:** Downtown/At the class/No good local technical books available near Florence/Book availability depends on location/ Order from Cottage Grove and get them there/Know where to buy my books
- 5 Have adequate supplies:** Should be able to sign a list to guarantee you can get a book/ Teachers should order art supplies in advance so store would have supplies on hand/ Instructor didn't turn in list in time -- we never got the book/Need to have books on hand/ Need more used books
- 6 Know what books and supplies are required before class starts:** Text titles should be in catalogue/You don't know what books you need for the class/Know what supplies I need
- 7 Other:** Library -- hours and books available/Treated me like I was going to steal something/ More parking access

97 Refused

98 Don't know

99 No answer

ORIENT3

How could new student information sessions or orientation be made more helpful to you?

- 1 Not happy with information presented:** Material presented was identical to written material -- Waste of time/They could explain more about pass or no pass classes/Go over financial aid part too fast/Just explaining what was available to me/Didn't tell me anything not in the class schedule/ Counselors not helpful about remedial classes to upgrade skills in math and writing/Need more counselors from different departments
- 2 Don't remember:** Wasn't paying attention
- 3 Other:** Mistakenly put in health department group/Fast track deal -- didn't like it/I already knew what I wanted/I had already earned a bachelor's degree and knew my way around these kind of institutions/Mis-match for my level of need

7 Refused

8 Don't know

9 No Answer

CAREER3

How could (it/LCC's Career Information or Career Counseling Services) be made more helpful to you?

1 More or different information: Need people not computers/List too broad/More one on one

2 Counselors need to be more informed: Counselor didn't know much about some programs/
Teachers didn't have knowledge of other courses and areas/People working there need to be
more informed/How to use my skills learned in a foreign country here/Unrealistic responses/
Need to address income more/How applicable your education will be to your job

3 Other: Too far from Florence/Couldn't narrow my interests and abilities/Too much time and
effort/Counselors are over-extended/More counselors/I was misdirected -- I didn't need their
services/ Haven't really used them

7 Refused

8 Don't know

9 No answer

ADVIS4

How could academic advising be made more helpful to you?

1 Improve Advisors: Didn't know what was necessary/Doesn't know about courses/Very impersonal

2 Didn't need it: LCC is for young people needing an education and I don't fit that slot/Didn't matter
because I know what I wanted to do

3 Other:

7 Refused

8 Don't know

9 No answer

WEAKNESS

If there is one thing you could change or improve at LCC, what would it be?

10 ACADEMICS: CLASSES/PROGRAMS/RESOURCES

11 Classes -- size/selection and timing: More classes and more variety of classes/The courses that I need are only offered every other year/ Need access to more classes/Number of classes offered at Cottage Grove/Availability of more classes/Change schedule and don't spread out class times -- hard to have a job and take classes spaced out across the day/Need more one-time or weekend classes/Need more variety of night classes/Need more night classes/ Schedule more classes for the required classes in the Business Department/More in classrooms or more classes available/Do something about the classes canceled because of lack of enrollment/ Wider variety of classes downtown/ More services to outside areas like Cottage Grove/Number of college-high classes you can take in high school/Classes too full of other people/Make classes smaller

12 Classes and programs-- content and requirements: Writing classes need to be less discussion based/ The Spanish class need to last longer than 20 hours to really learn Spanish/Have problems scheduling tests for telecourses/Need a larger computer science program/ Make woodworking classes for credit again/Need more art instructors to teach different kinds of art classes than are offered now/More telecourses in music/ Don't cancel paramedic program/Add homeopathic classes/Way people are chosen for nursing program/ Should have a summer ceramics class/More modern classes/Need more testing to analyze people's levels and abilities so they don't have to take unnecessary classes

13 Standards: Raise the standards of classes/The level of classes is too lazy/Level of classes lower than I would expect for an Associate's degree/Classes too loose and lax

14 Computer Resources: More access to certain programs in the computer lab/Evening hours for the computer lab/Improve computer system/LCC's Web site/Paying for computers to use/ More computers/Upgrade computers/Give students flexible times to use computers/Have internet accounts

15 Other resources (excluding computers): Extend hours in the CBE lab/Open library on Sundays/Need a resource room in every department/Library information about books and periodicals is hard to get to

19 Other academic issues:

20 TEACHING /ADVISING/TUTORING

21 Quality of teachers and instructors: Instructors could be better/Quality of instruction/ Better computer instructors at Florence/Some of the teachers don't meet my expectations/ Hire new instructors - new blood

22 Availability of teachers and instructors: Teaching staff doesn't seem approachable/ Teachers should have more office hours/Need on line information from the instructor/More individual tutoring by the teacher/Need more

23 Teacher and instructor attitudes: Politics should not be in the classroom/Get rid of liberal teachers/Attitudes of some of the teachers/Instructors are rude/Be more helpful/Need to treat students like adults

29 Other teaching issues: Fairness in teaching/Tenure status for teachers/Exploitive to hire so many part-time instructors instead of full-time ones/Need surveys more than once a quarter for instructor performance

30 ADMINISTRATIVE ISSUES/STUDENT SERVICES

31 Counseling and advising issues: Knowledge about your advisor/Counseling office needs more information on classes/ There are a lot of older returning students and nobody really cares about us/Problems with specific counselors/More help for learning disabled

32 Registration: Make it easier to register to continue a core sequence/Have registration earlier than a week or two before class/Had trouble getting my son registered at LCC/ Confirmation of classes

33 Administrative or information issues: Administration is very bureaucratic/ Grade reporting system/ Improve billing/ Access to telephone numbers/ Politics and administration/ Need more detailed information in the manual that comes out every term/ Provide more information translated into Spanish/ Need a consolidated information area/ Easier to get transcripts/ More atlas grades

34 Parking and transportation: More parking/ Parking downtown/ Closer parking/ Need bus coupons/ Offer bus pass

35 Bookstore: Get rid of long lines at the bookstore/ Be able to return books for a longer time/ Long lines at student service like bookstore/ System of getting books

36 The cafeteria: Needs longer hours/ Needs better food

39 Other administrative or student services issues: Better job placement/ Intern program/ Drawback that they don't have dorms/ Add a dental lab

40 FINANCIAL ISSUES

41 Tuition and /or fees are too high: Lower cost/ Tuition/ Lower fees/ Lower prices/ Should be free/ Used to top out amount of tuition you'd pay

42 Costs of other student expenses are too high: Price of books/ Price of food in the cafeteria is too high/ Cost of daycare/ Professors shouldn't require expensive books that are not useful and a waste of money

43 Financial aid: Eligibility/ Customer service at financial aid -- not helpful/ Lines/ Financial aid process/ Financial aid personnel or staff should be more accessible/ There's compensation for physically disabled but not mentally disabled/ Financial aid program penalizes me for working

44 Improvements to buildings and grounds: Wish had more money for maintenance/ More windows in classrooms/ More windows in library/ Make better classrooms -- more user friendly/ More classrooms/ Facilities at downtown center are noisy, crowded and hot/ Bigger facility for my ceramics class/ Classroom in the technical building is very noisy/ Need a larger weight room in the P.E. Department/ Bigger classrooms with more seating/ Improve the grounds -- landscaping/ Make campus look better

45 Improvements to equipment and furniture: Fix overhead projectors -- cannot be focused/ Chairs and desks too small for large people/ Surface sander needed for woodworking

46 Funding in general: Get back to before Measure 5/ More money to increase class offerings/ Get money filtered down to student level instead of special groups like OSPIRG/ Expand it

49 Other financial issues: Haven't received refund yet

90 MISCELLANEOUS

91 Location: Distance from Junction City/ Access from northwest part of Eugene/ Separated from the rest of the town/ Move campus closer to the north part of town/ Distance from my home/ Too far outside of town/ Closer to Eugene

92 Accessibility: Accessibility of bathrooms/ Architecture -- hard to get around/ More benches in upper level of business building because of my disability/ Need more left-handed desks/ Handicapped access parking

93 Stairs (excluding accessibility): I would put no stairs in/ Stairs are awful/ Spacing on stairs/ Stairs

94 Smoking on campus: Should be a designated smoking area/ All the smokers

95 Other miscellaneous issues: More student activities/ Survey questions/ Restrooms in the science wing are always a mess/ Get high school students out of there -- annoying and boisterous/ Lighting at night/ Security/ Vegetarian meals in daycare/ Unsafe where I take my classes -- a lot of guy and drug dealers hang around

96 Nothing to change/R should've done something different:

97 Refused

98 Don't know

99 No answer

NFO3

What is the one thing you wish you had known about LCC before you started taking classes there?

10 EDUCATION

11 Class variety and availability: Variety of evening classes/Some classes are not offered every quarter/About the pre-vet classes/ What kind of art classes they offer/Variety of classes earlier/When classes are scheduled/If I had known about the fire fighting course/ Other programs available at LCC/That massage therapy classes are so popular and hard to get into/That LCC offers a GED

12 Class content and presentation: That the math was set up with math tutors/If the class is comfortable for me -- atmosphere and organization/How difficult it was to learn the computer/It has small classes that are easier to understand than the big classes/All the homework from my classes/Homework commitment/That some classes are self-paced classes/Classes don't keep up with current trends -- behind the times/Telecourses pack too much information into too short a time

13 Program and class requirements and credits: The programs they offer and their requirements/If there is a pre-requisite for a class/More understanding of the programs/ Difference between an AA and AS/ Better idea of class requirements/Difference between non- credit and credit curriculum/How hard it is to get into the nursing program

14 Standards of LCC education: Ranking/That D's are not passing grades/How good my program is/I thought it was harder than it is/Takes a lot more effort and time than high school/ Not as terrifying as it looks/LCC is so easy and fun/Not so hard to go back to school at my age/ Easy as it is/Easier transition than from high school to a university

15 Faculty: How helpful the teachers are/Accessibility of the teachers/How wonderful the teachers are/Quality of faculty/Problems with professors/Like to see what other students think of teachers/More about instructors scholastic backgrounds

16 Equipment and resources: Math lab computer/Knew more about the computer systems in the library

19 Other education issues (in general or not referenced above): That LCC exists -- not just UO/ Two year program in general/It is so easy to get going -- everyone is anxious to help you succeed

20 ADMINISTRATIVE AND STUDENT SERVICES

21 Registration: How registration works/How you can change your classes around/ Registration for credit variable classes/Easier to follow process for getting in/About Classline/ How easy it is to get signed up

22 Transferring credits: Which credits transfer/That some programs do not transfer/ Oregon Transfer Degree program/How easy it is to transfer credits/Can't do a block transfer if you have already been to UO/If you take 7 or more credits for LCC you can't get residency for UO/That my life experiences from the military can't be used for credit

23 Counseling and advising: Go to counseling first and receive information about my degree before I started/About counseling services/About Career Counseling Center/Should've gone to counseling to help me lay out what I needed to take/Thurston Outreach Center

24 Course book: If it would be more explanatory about how classes are taught/Not clear where classes would be/Class descriptions are not always accurate

25 Job placement/Co-op education: Easier to get a job from LCC than UO

26 Parking: Lack of parking/Parking situation/Where parking was downtown/Do I need a sticker?

INFO3 (continued)

What is the one thing you wish you had known about LCC before you started taking classes there?

27 Bookstore: How to buy books at the bookstore/Bookstore doesn't have enough books

29 Other administrative and student services (in general or not referenced above): More about the services they offer/Services available/How long a term is/Do not send home grade confirmation/Not student friendly/Tours about where to go your first day and how to do things

30 ECONOMIC ISSUES

31 Cost of Tuition and fees: Wish fees were more reasonable/The cost/Sliding scale prices/What a good deal I was getting/That the student fee allows your family to participate in free clinics and summer camp/All the prerequisite classes that suck up your money/Less expensive to go to LCC for the first two years/Cheaper than UO/Fees to graduate

32 Other student expenses: Cost of books/How expensive the food is/That library fines are so high

33 Financial Aid: Eligibility/Policies/How financial aid worked/That there was a cap on the units I could take and receive grants/Scholarships/Availability

39 Other economic issues:

40 ENVIRONMENT: PHYSICAL AND EMOTIONAL

41 Location: Distance/How far away it is/That it is over a big hill/That the road would fall off/How to get there/That it has off campus facilities/Is at high schools/Could take classes at Oakridge

42 Layout of Campus: Layout of classrooms/Where the bathrooms are/How to get to each classroom/If they had a tour instead of just a map/Where things were/How easy to get around

43 Accessibility: It is an obstacle course for people with physical limitations/Access for people with disabilities

44 Cultural Community: Cultural diversity was a nice surprise/How nice they are to international students/Take good care of international students/Varied student body

45 Smoking on campus: How many people smoke on campus/All the smokers/Students smoking marijuana and how the police ignore that it is against the law/That it is a non-smoking campus

49 Other physical and emotional environment issues: Nothing to do/High school students are loud

90 OTHER ISSUES

91 Nothing -- Knew what I needed to know: Happy with LCC

92 Doesn't matter because LCC is only option: Only place to get my training/LCC is the only community college around here

93 Miscellaneous personal wishes: I wish I had started school sooner/What I wanted to do/A member of my family had gone there

97 Refused

98 Don't know

99 No Answer

STRENGTH

To end the survey, please tell me what you think is LCC's one greatest strength.

10 EDUCATION

11 Quality of faculty and staff: They treat everyone like adults/Teachers are really awesome/Expertise of teachers/Professors care a lot about their students/ Quality of faculty/ Kudos to individual teachers/The instructors/Instructors are willing to help/Individualized attention/Dedication of instructors/Diversity of teaching/Diversity of faculty/Friendliness of teachers/Employees and teachers are very helpful/Personnel/Staff and teachers/Willingness of staff to help/I could get help if I needed it / the people who work there/People at the Cottage Grove office/Staff in the study skills center

12 Quality of specific programs and departments: (Content and quality) Good math department/ Music department/Good advertising/Quality theater/Technical education/Art class/Science/ Program through the high schools/That they teach English/Having community education classes/Good Business department/Apprenticeship program

13 Quality or availability of classes: (Class scheduling/Class structure/Class size/ Class variety) Smaller classrooms/Student to teacher ratio/Evening classes/Versatility -- the numerous classes/Personalized -- I was treated as an individual/Flexible schedules/ Variety of subjects to meet people's different interests

14 Quality of LCC education (in general): It seems to pursue success/It's a teaching college instead of a research facility/Good school/ Tries hard to satisfy the students' needs/Strong in education/ Values students from all walks of life/Quality of technology/ Academics are really good/ Reputation/Very success oriented/ Willingness to help a student succeed/Realistic hands-on information/ Curriculum/ Works with business and the community/ Responds well to businesses like Sony and the RV's/Really efficient/Options to go to both UO and LCC -- UO gives you the degree and LCC gives you more relevant classes/A working man's college -- teaches practical occupations/Serves an important part in the community/You achieve what you really want/A lot of people like it

15 LCC provides educational opportunities: A great opportunity for education in this town/ Number of people they can reach/Excellent choice for young adults who are not geared toward a 4 year program/To educate the unemployed/It is there -- it is available to me/ Accessibility -- anyone can take a class/ Available for busy people with families to still pursue an education/ Availability and versatility/ Accessibility to high school students/Easy access to current programs/Helping people who couldn't get in to other colleges/Retraining people who lost their jobs/Can transfer/Their outreach/Does an excellent job of meeting the needs of lots of people

19 Other LCC education issues :

20 ECONOMIC BENEFITS

21 Cost: How cheap it is/ Price relative to going to a bigger school/Not terribly expensive/ Affordable/Low cost/Economical

22 Financial aid: Availability to students who cannot afford to go to college

29 Other economic benefits not referenced above:

30 ENVIRONMENT: PHYSICAL AND EMOTIONAL

31 Location: Accessible -- closer than UO/Accessibility to students/ The availability to get there/everyone can take classes close to their home/ Accessibility of the different campuses/Branches in different areas/Just being here in Florence

STRENGTH (continued)

To end the survey, please tell me what you think is LCC's one greatest strength.

32 Campus: Small size/Ease of facilities/User friendly environment/Easy access to parking/Facilities/Weight room

33 LCC community and atmosphere: Like the people at LCC/Students are good/People that help you/Everybody/Working with people -- it is very friendly/It is a kicked back school with its own little culture/Everybody is so nice/Friendly/Casual atmosphere/Nice atmosphere/ Welcoming environment

34 Diversity: Their ability to include all sorts of people/Diversity of people/Diversity in general/Many students come from other countries/People of all ages go there/Diversity of students/Great place for international students

39 Other environment issue (not referenced above): Chairs in library are better than the chairs in the UO library

90 OTHER ISSUES

91 Services: It has so much information/Sends information in the mail to everyone not just students/Access to information about different areas/Information is nice/Ease of registration/ Easy for students coming out of high school to register/How you can change your credits around

92 Everything

93 No "one greatest strength": No strengths/Can't tell you one/Haven't found one

97 Refused

98 Don't know

99 No answer