

## LCC STUDENT SURVEY 1996

HELLO1

Hello. May I please speak with \_\_\_\_\_ ?

HELLO2

This is \_\_\_\_\_ calling from the Oregon Survey Research Laboratory. Lane Community College has asked us to conduct a survey of students to find out about your satisfaction with various student services. You were randomly selected by LCC to take part in this survey. I want to assure you that it is completely confidential and voluntary, and it should only take about 12 minutes to complete. Do you have any questions about the survey before we begin?

1 CONTINUE

HAS QUESTIONS --> REFER TO INTERVIEWER INSTRUCTIONS

COOPERAT

We appreciate your cooperation. I'd like to begin the survey now.

1 OKAY

CTRL-END NO

YRFIRST

I'd like to begin by asking you a few questions about your student status. In what year did you first start taking classes at LCC?

PROBE: credit or non-credit classes

01 1996

02 1995

03 1994

04 1993

05 1992

06 1991

07 1990

08 1989

09 1988

10 1987

11 1986

12 1985

13 1984

14 1983

15 1982

16 1981

17 1980 AND EARLIER

EZREG

When you signed up for classes with LCC the first time, was it very easy for you, somewhat easy, somewhat difficult or very difficult?

1 VERY EASY

2 SOMEWHAT EASY

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT

WHERE

Where do you take classes now?

PROBE: at what location?

PROBE: What place in Eugene do you take classes at?

PROBE IF MORE THAN ONE: Do you take more classes at one place than the other?

01 MAIN CAMPUS, EUGENE

02 DOWNTOWN CENTER LCC, EUGENE

03 AIRPORT, EUGENE, FLIGHT TECHNOLOGY CENTER

- 04 OTHER EUGENE (WILLAMETTE H.S., BETHESDA LUTHERAN CHURCH)
- 05 COTTAGE GROVE LCC
- 06 ELMIRA H.S.
- 07 FLORENCE LCC
- 08 HARRISBURG H.S.
- 09 JUNCTION CITY H.S.
- 10 OAKRIDGE H.S.
- 11 SPRINGFIELD (SPRINGFIELD H.S., THURSTON H.S., LUTHERAN CHURCH, DEPOT)
- 12 VENETA/FERN RIDGE H.S.
- 95 MULTIPLE PLACES
- 96 OTHER
- 97 DON'T KNOW
- 98 REFUSE
- 99 NO ANSWER

#### LEVEL

Are you taking college-level classes, high school level classes, or something else?

- 1 COLLEGE
- 2 HIGH SCHOOL
- 3 SOMETHING ELSE

#### CREDIT

Are you taking classes for credit or not for credit?

- 1 CREDIT
- 2 NON-CREDIT ---> SKIPTO NONCRED
- 3 BOTH

#### LCCGOAL

What is your educational goal at LCC (that you are taking credit classes toward)?

NOTE: THIS IS NOT NECESSARILY R'S LIFETIME EDUCATIONAL GOAL

PROBE FROM LIST

- 1 VOCATIONAL CERTIFICATE
- 2 HIGH SCHOOL DIPLOMA OR GED
- 3 TWO-YEAR DEGREE, ASSOCIATES, INCLUDE TRANSFER TO 4-YEAR COLLEGE
- 3 JUST TAKING CLASSES
- 4 UNDECIDED
- 5 OTHER

#### EDUC

What is the highest level of education that you have completed, not including courses you are taking this term?

PROBE: Have you completed at least one year of college?

- 01 8TH GRADE OR LESS
- 02 SOME HIGH SCHOOL
- 03 HIGH SCHOOL DIPLOMA OR GED
- 04 LESS THAN 1 YEAR OF COLLEGE
- 05 MORE THAN 1 YEAR OF COLLEGE, NO DEGREE
- 06 VOCATIONAL CERTIFICATE
- 07 ASSOCIATE DEGREE
- 08 BACHELOR'S DEGREE
- 09 MASTER'S DEGREE
- 10 DOCTORATE---> SKIPTO INFO1
- 11 OTHER

#### HIDEGREE

What is the highest academic degree that you would like to obtain (in your life)?

- 01 NONE
- 02 HIGH SCHOOL DIPLOMA
- 03 VOCATIONAL CERTIFICATE

04 ASSOCIATE DEGREE  
 05 BACHELOR'S DEGREE  
 06 MASTER'S DEGREE  
 07 DOCTORATE  
 08 OTHER  
 IF CREDIT EQ 1, SKIPTO INFO1

NONCRED1

What is your main reason for taking noncredit classes?

PROBE FROM LIST

- 1 PERSONAL ENRICHMENT, EXPLORE OPTIONS (INCLUDE CONTINUING EDUCATION)
- 2 JOB SKILLS ENHANCEMENT (INCLUDE BUSINESS & INDUSTRY SERVICES,  
 BUSINESS DEVELOPMENT CENTER, DISLOCATED WORKERS PROGRAM,  
 SHORT-TERM VOCATIONAL TRAINING, JOBS PROGRAM)
- 3 ADULT BASIC & SECONDARY EDUCATION (INCLUDE ENGLISH AS A SECOND LANGUAGE,  
 GED, ADULT HIGH SCHOOL, ADULTS WITH SPECIAL NEEDS)
- 4 OTHER, SPECIFY
- 7 DON'T KNOW
- 8 REFUSE
- 9 NO ANSWER

NONCRED2

Have you ever signed up for a class for credit at LCC, or tried to?

- 1 YES
- 2 NO ---> SKIPTO INFO1

NONCRED3

How easy or difficult was it for you to (register/try to register) for credit classes?

PROBE: Was it very easy for you, somewhat easy, somewhat difficult or very difficult?

- 1 VERY EASY ---> SKIPTO INFO1
- 2 SOMEWHAT EASY ---> SKIPTO INFO1
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

NONCRED4

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

PROBE: What was difficult for you?

INFO1

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

PROBE: Which one source of information do you use the most?

INFO2

When you have a question or problem, how often do you get an answer the first place you go? Always, often, sometimes, rarely or never?

- 1 ALWAYS
- 2 OFTEN
- 3 SOMETIMES
- 4 RARELY
- 5 NEVER

ENROLL1

When you want to take a class at LCC (now), where do you go, or what do you do first, to find out how to sign up for it?

- 01 READ CLASS SCHEDULE

- 02 TALK WITH ADMISSIONS OFFICE STAFF
- 03 TALK WITH COUNSELOR OR ADVISOR
- 04 INSTRUCTIONAL DEPARTMENT OFFICES
- 05 OTHER SUPPORT SERVICE OFFICES, INCLUDE  
     WOMEN'S CENTER, DISABILITY SERVICES, VETERAN'S OFFICE,  
     MULTICULTURAL CENTER, NATIVE AMERICAN STUDENTS ASSOCIATION,  
     SUBSTANCE ABUSE SERVICES, DISLOCATED WORKERS PROGRAM)
- 06 TALK WITH FRIENDS OR FAMILY
- 07 OTHER (SPECIFY)

#### ENROLL1A

How easy or difficult is the printed class schedule for you to understand?

PROBE: Is it very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 VERY EASY
- 2 SOMEWHAT EASY
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

#### ENROLL2

How did you register for class(es) at LCC this term?

- 01 CLASSLINE ---> SKIP TO ENROLL5
- 02 IN PERSON
- 03 FAX
- 04 MAIL
- 05 NOT SURE, BECAUSE ANOTHER PERSON DID IT FOR ME
- 06 OTHER

#### ENROLL3

Have you ever used classline to enroll for classes at LCC?

- 1 YES---> SKIP TO ENROLL5
- 2 NO

#### ENROLL4

Why not?

PROBE: Why have you not registered for classes using classline?

SKIPTO ID1

#### ENROLL5

How did you learn how to use classline?

- 01 READ INSTRUCTIONS IN CLASS SCHEDULE
- 02 SAW VIDEOTAPE SHOWN IN ORIENTATION FOR NEW STUDENTS
- 03 TALK WITH ADMISSIONS OFFICE STAFF
- 04 TALK WITH OTHER LCC STAFF
- 05 TALK WITH FRIENDS OR FAMILY MEMBERS
- 06 OTHER
- 07 MULTIPLE WAYS

#### ENROLL6

How satisfied are you with the information you received on how to use classline? Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED

## ENROLL7

How easy or difficult is classline for you to use now (to register for classes)?

PROBE: Is it very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 VERY EASY
- 2 SOMEWHAT EASY
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

IF ENROLL6 EQ 1 OR 2, AND ENROLL7 EQ 1 OR 2, SKIPTO ID1

## ENROLL8

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

PROBE: What was difficult for you?

## ID1

Do you have a student body card from LCC?

PROBE: Do you have a photo identification card (from LCC)?

NOTES: NONCREDIT STUDENTS AND OFF-CAMPUS STUDENTS ARE NOT ABLE TO GET ONE  
A "TOWN PATRON" CARD IS NOT A STUDENT BODY CARD

- 1 YES ---> SKIPTO ID3
- 2 NO

## ID2

Would you like to have (one/a photo ID card) to show that you are an LCC student?

NOTE: LCC PHOTO ID'S CAN BE USED TO BORROW LIBRARY BOOKS AND  
GET STUDENT DISCOUNTS.

- 1 YES---> SKIPTO RECORD1
- 2 NO---> SKIPTO RECORD1

## ID3

How easy or difficult was it for you to get your card?

PROBE: Was it very easy, somewhat easy, somewhat difficult, or very difficult?

- 1 VERY EASY---> SKIPTO RECORD1
- 2 SOMEWHAT EASY---> SKIPTO RECORD1
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

## ID4

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

PROBE: What was difficult for you?

## RECORD1

Now I need to ask you a few questions about student records, like getting grades, transcripts, and the list of classes you are taking. When you have questions about student records, where do you go first for help?

PROBE: If you had questions about student records, where would you go first for help?

PROBE IF R GOES TO MORE THAN ONE PLACE: Where do you usually go first for help?

- 01 STUDENT RECORDS OFFICE
- 02 KIOSKS (ATLAS)
- 03 COUNSELING AND ADVISING CENTER (MAIN CAMPUS)
- 04 INSTRUCTIONAL DEPARTMENT OFFICES
- 05 OTHER SUPPORT SERVICES OFFICES, INCLUDE  
WOMEN'S CENTER, DISABILITY SERVICES, VETERAN'S OFFICE,  
MULTICULTURAL CENTER, NATIVE AMERICAN STUDENTS ASSOCIATION,  
SUBSTANCE ABUSE SERVICES, DISLOCATED WORKERS PROGRAM)
- 06 OUTREACH CENTER FRONT DESK (AT DOWNTOWN CENTER, FLORENCE LCC,  
COTTAGE GROVE LCC)

07 OTHER

08 R HAS NOT SOUGHT RECORDS INFO BEFORE---> SKIP TO FINAN1

RECORD2

How helpful was the information you received (from \_\_\_\_)?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

1 VERY HELPFUL ---> SKIP TO FINAN1

2 SOMEWHAT HELPFUL ---> SKIP TO FINAN1

3 NOT VERY HELPFUL

4 NOT AT ALL HELPFUL

RECORD3

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

PROBE: What was not helpful?

FINAN1

Have you ever received a monthly billing statement from LCC?

1 YES

2 NO---> SKIP TO FINAID1

FINAN2

How easy or difficult is it for you (now) to understand your (it/your monthly billing statement from LCC)?

PROBE: Is it very easy, somewhat easy, somewhat difficult or very difficult?

PROBE: How easy or difficult is it for you to tell how much money you owe?

1 VERY EASY---> SKIP TO FINAN4

2 SOMEWHAT EASY---> SKIP TO FINAN4

3 SOMEWHAT DIFFICULT

4 VERY DIFFICULT

6 HAVE NEVER LOOKED AT IT ---> SKIP TO FINAID1

FINAN3

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

PROBE: What was not helpful?

FINAN4

Is it helpful for you to have your list of classes on your monthly billing statement?

1 YES

2 NO

FINAN5

If you could receive a three percent discount for paying your LCC bill early, would you do it?

1 YES

2 NO

FINAN6

Have you ever been unable to register for classes at LCC because you were unable to pay off your bill from the previous term?

1 YES

2 NO

FINAID1

Who pays for your tuition and fees to attend LCC?

PROBE IF MORE THAN ONE: Who pays half or more of the costs?

1 SELF

2 FAMILY MEMBERS, PARENTS

- 3 FINANCIAL AID
- 4 AGENCY (VOCATIONAL REHAB, BUSINESS, ETC.)
- 5 EMPLOYER

#### FINAID2

Who pays for your books and supplies?

PROBE IF MORE THAN ONE: Who pays half or more of the costs?

- 1 SELF
- 2 FAMILY MEMBERS, PARENTS
- 3 FINANCIAL AID
- 4 AGENCY (VOCATIONAL REHAB, BUSINESS, ETC.)
- 5 EMPLOYER

#### BOOKS1

Do you usually buy books and supplies for your LCC classes at the bookstore on campus or somewhere else?

- 1 CAMPUS BOOKSTORE
- 2 SOMEWHERE ELSE
- 3 CLASSES DON'T REQUIRE BOOKS OR SUPPLIES---> SKIPTO ORIENT1

#### BOOKS2

How easy or difficult is it for you to to get the books and supplies you need for your LCC classes, apart from cost?

PROBE: Is it very easy for you, somewhat easy, somewhat difficult or very difficult?

- 1 VERY EASY ---> SKIPTO ORIENT1
- 2 SOMEWHAT EASY ---> SKIPTO ORIENT1
- 3 SOMEWHAT DIFFICULT
- 4 VERY DIFFICULT

#### BOOKS3

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

PROBE: What is difficult for you?

#### ORIENT1

Have you ever attended new student information sessions or orientation?

- 1 YES
- 2 NO ---> SKIPTO CAREER1

#### ORIENT2

How helpful was the information you received (from \_\_\_\_)?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

- 1 VERY HELPFUL ---> SKIPTO CAREER1
- 2 SOMEWHAT HELPFUL ---> SKIPTO CAREER1
- 3 NOT VERY HELPFUL
- 4 NOT AT ALL HELPFUL

#### ORIENT3

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

PROBE: What was not helpful?

#### CAREER1

Have you ever used LCC's Career Information or Career Counseling services?

- 1 YES
- 2 NO ---> SKIPTO ADVIS1

#### CAREER2

How helpful were services you received?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

- 1 VERY HELPFUL ---> SKIPTO ADVIS1
- 2 SOMEWHAT HELPFUL ---> SKIPTO ADVIS1
- 3 NOT VERY HELPFUL
- 4 NOT AT ALL HELPFUL

### CAREER3

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

PROBE: What was not helpful?

### ADVIS1

Have you ever received academic advising?

- 1 YES
- 2 NO -->SKIPTO TEST1

### ADVIS2

From whom (did you receive academic advising)?

- 1 LCC COUNSELOR OR ADVISOR
- 2 FACULTY MEMBER
- 3 DEPARTMENT OFFICE STAFF MEMBER
- 4 PEER ADVISOR
- 5 FAMILY OR FRIENDS
- 6 SUPPORT SERVICES OFFICES, INCLUDE  
WOMEN'S CENTER, DISABILITY SERVICES, VETERAN'S OFFICE,  
MULTICULTURAL CENTER, NATIVE AMERICAN STUDENTS ASSOCIATION,  
SUBSTANCE ABUSE SERVICES, DISLOCATED WORKERS PROGRAM)
- 7 OTHER

### ADVIS3

How helpful was the information you received (from \_\_\_\_)?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

- 1 VERY HELPFUL ---> SKIPTO TEST1
- 2 SOMEWHAT HELPFUL ---> SKIPTO TEST1
- 3 NOT VERY HELPFUL
- 4 NOT AT ALL HELPFUL

### ADVIS4

How could academic advising be made more helpful to you?

PROBE: What was not helpful?

### JOB1

Have you ever used LCC's Job Placement service?

- 1 YES
- 2 NO ---> SKIPTO SATSERV

### JOB2

How helpful was the service you received (from Job Placement)?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

- 1 VERY HELPFUL---> SKIPTO TEST1
- 2 SOMEWHAT HELPFUL---> SKIPTO TEST1
- 3 NOT VERY HELPFUL
- 4 NOT AT ALL HELPFUL

### JOB3

How could the Job Placement services be made more helpful to you?

PROBE: What was not helpful?

TEST1

Have you ever used LCC's Assessment and Testing Center?

- 1 YES
- 2 NO ---> SKIPTO SATSERV

TEST2

Was that on the LCC main campus or somewhere else?

- 1 MAIN CAMPUS
- 2 ELSEWHERE

TEST3

How helpful was the service you received (from the Testing Center)?

PROBE: Was it very helpful, somewhat helpful, not very helpful or not at all helpful?

- 1 VERY HELPFUL---> SKIPTO SATSERV
- 2 SOMEWHAT HELPFUL---> SKIPTO SATSERV
- 3 NOT VERY HELPFUL
- 4 NOT AT ALL HELPFUL

TEST4

How could the services at the Testing Center be made more helpful to you?

PROBE: What was not helpful?

SATSERV

Overall, how satisfied are you with the various services you have received at LCC? Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED

SATEDUC

Overall, how satisfied are you with the education you have received at LCC?

PROBE: Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED

FRIEND

Would you recommend LCC to a friend?

- 1 YES
- 2 NO

COMPUTR1

Now I need to ask a few questions about computing equipment and computers. Do you own a personal computer (such as a Mac or IBM compatible)?

PROBE: Does another \*family\* member in your current household have a computer you can use for classwork?

NOTE: DO NOT INCLUDE NON-FAMILY ROOMMATE'S EQUIPMENT. DO NOT INCLUDE ELECTRONIC CALCULATORS OR ELECTRONIC TYPEWRITERS, LIKE "BROTHER."

- 1 YES
- 2 NO

COMPUTR2

What kind of computer do you own (a Macintosh, IBM compatible, or something else)?

- 1 MACINTOSH

- 2 IBM-COMPATIBLE (ANY MS-DOS SYSTEM)
- 3 OTHER APPLE COMPUTER (APPLE II, ETC.)
- 4 OTHER

COMPUTR3

Do you know how to use a computer to create or edit documents or graphics, or to analyze data?

- 1 YES
- 2 (IF VOLUNTEERED) YES, A LITTLE
- 3 NO

COMPUTR4

Do you have a modem (on the computer)?

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT

COMPUTR5

Do you have a computer account which allows you to send and receive electronic mail?

NOTE: CAN INCLUDE EMAIL THROUGH WORKPLACE, COMPUSERV, AOL, ANOTHER COLLEGE

- 1 YES
- 2 NO
- 3 IF VOLUNTEERED: YES, BUT NEVER HAVE USED IT

WWW1

Do you have access to the World Wide Web?

PROBE: Do you have a way of using it (at home, at work or somewhere else) if you want to or need to?

- 1 YES
- 2 NO ---> SKIP TO COMPUTR6

WWW2

If information on LCC classes, registration, financial aid, and student services was available on the World Wide Web, how often would you use it -- often, sometimes, rarely, or never?

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 NEVER

COMPUTR6

How often do you use LCC computers or computer labs (often, sometimes, rarely, or never)?

NOTE: INCLUDE ALL COMPUTERS ON CAMPUS, EVEN LIBRARY

DO NOT INCLUDE INFORMATION KIOSKS

- 1 OFTEN
- 2 SOMETIMES
- 3 RARELY
- 4 NEVER ---> SKIPTO COMPUTR8

COMPUTR7

How satisfied are you with the convenience, hours, and cost of using LCC computers? Are you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied?

- 1 VERY SATISFIED
- 2 SOMEWHAT SATISFIED
- 3 SOMEWHAT DISSATISFIED
- 4 VERY DISSATISFIED

COMPUTR8

Would you be willing to pay ten dollars per month for unlimited access to electronic mail and the internet through LCC?

- 1 YES

2 NO

#### AGE

I'd like to end the survey by asking you a couple of questions about yourself. First, how old are you?

#### SEX

Are you male or female?

1 MALE

2 FEMALE

#### RACE

What is your race or ethnicity?

1 WHITE/EURO

2 ASIAN/PACIFIC ISLANDER

3 BLACK/AFRICAN AMERICAN

4 AMERICAN INDIAN

5 HISPANIC

6 OTHER/MIXED

#### CITIZEN

Are you a United States citizen?

1 YES

2 NO

3 (IF VOLUNTEERED) PERMANENT RESIDENT (GREEN CARD)

#### ENGLISH

Is English your native language?

1 YES

2 NO

#### LANGPROF

Are you proficient in a language other than English?

PROBE: By proficient, I mean can you hold a conversation using short sentences and tell people about yourself?

Can you satisfy some limited social demands?

1 YES

2 NO

#### PARENT

Are you the parent of a child age 12 or younger?

1 YES

2 NO --> SKIPTO DISAB

#### SINGLPAR

Are you a single parent?

1 YES

2 NO

#### CHCARE

If LCC offered child care (on campus/at the place where you take classes), how often would you use it -- always, often, sometimes, rarely or never?

1 ALWAYS

2 OFTEN

3 SOMETIMES

4 RARELY

5 NEVER

#### DISAB

Do you have any disability which makes it difficult for you to learn or to get around (campus/the place where you take classes)?

1 YES

2 NO

#### EMPLOY1

Are you currently working for pay (in addition to being a student)?

1 YES

2 NO ---> SKIPTO STRENGTH

#### EMPHRS

On average, How many hours do you usually work for pay each week (during the school term)?

#### PAREduc

Did either of your parents earn a bachelor's degree (at a four-year college or university)?

NOTE: PARENTS OR PARENT SUBSTITUTES, AS DEFINED BY R

1 YES

2 NO

#### STRENGTH

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

#### WEAKNESS

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

#### INFO3

If there was one thing you wish you had known in advance about LCC before you started taking classes, what would it be?

#### ENDING

That's the end of the survey. On behalf of LCC, I would like to thank you for your time and cooperation. (Thanks very much.) Good-bye.

#### INTOBS

INTERVIEWERS PLEASE RECORD YOUR OBSERVATIONS OR ANYTHING ELSE THE RESPONDENT SAID THAT IS RELEVANT TO THE STUDY.