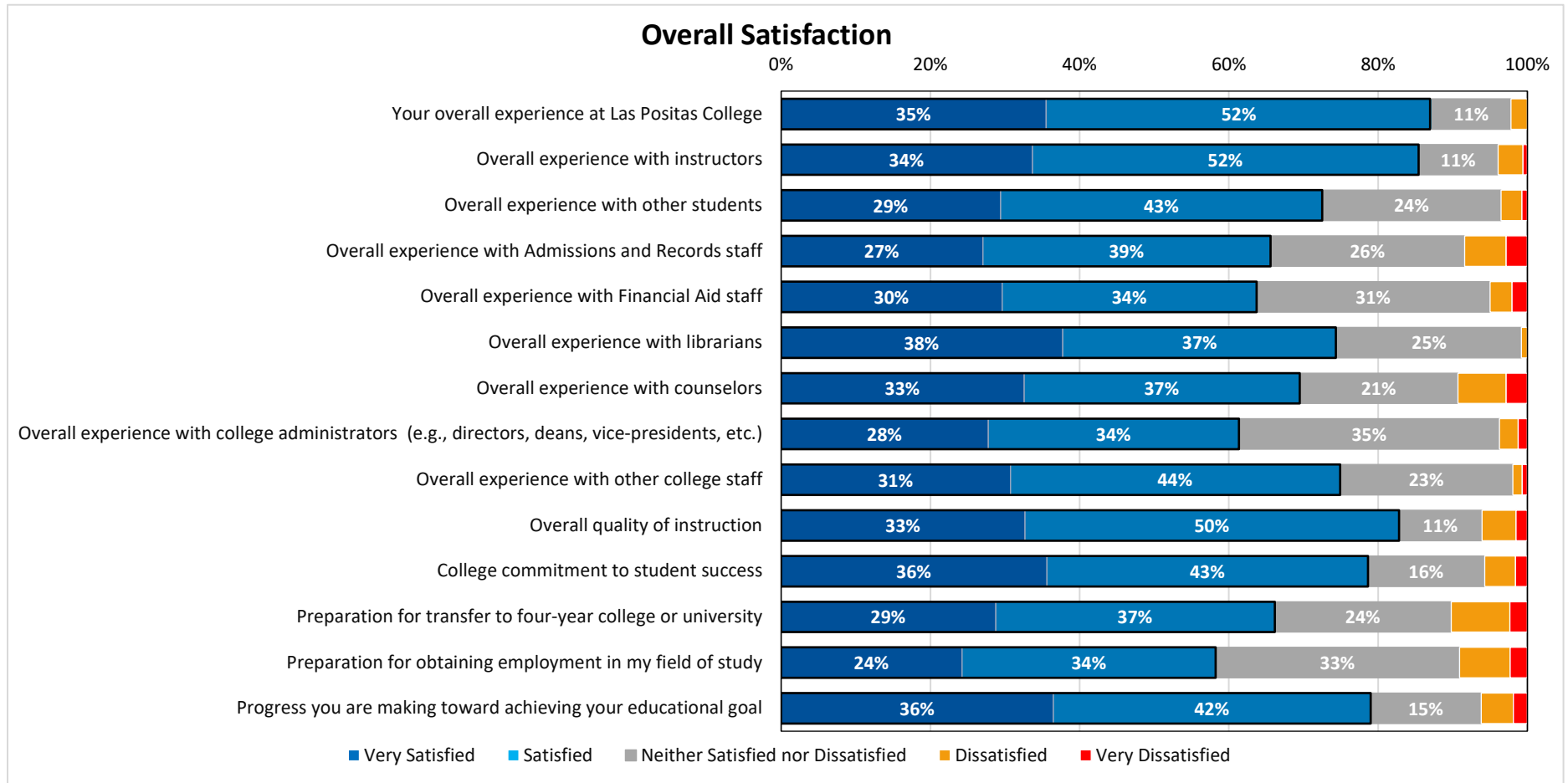


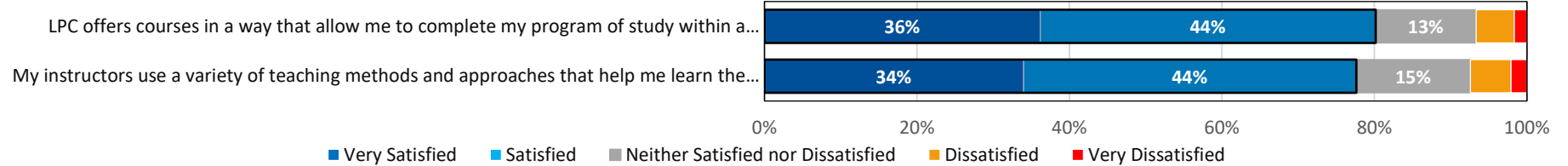
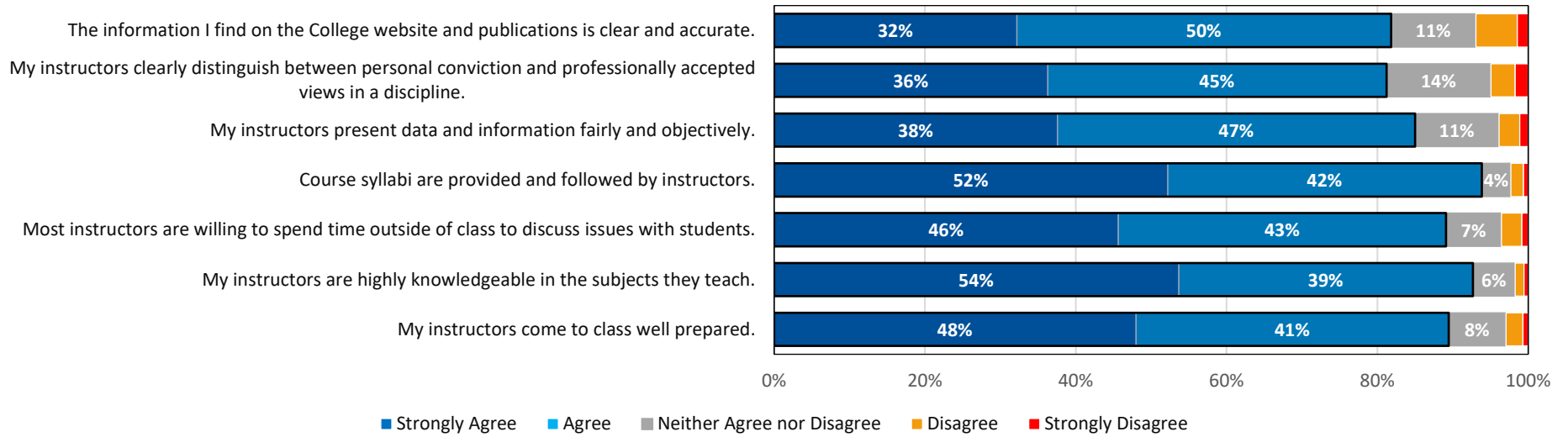
**Las Positas College**  
**Student Satisfaction Survey Results**  
**March 2021**  
**Percentage Distribution of All Survey Items**  
Based on a sample of 1,697 students

<b>General Impression of Las Positas College</b>	<b>SUMMARY</b>		<b>Percentage of those responding who were:</b>					<b>Response Details</b>	
	<b>"Very Satisfied" or "Satisfied"</b>		<b>Neither</b>					<b>N</b>	<b>Pct. of 1,697</b>
<b>OVERALL SATISFACTION</b>	<b>Percent</b>	<b>MOE</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>		
Your overall experience at Las Positas College	<b>87%</b>	<b>±2%</b>	35%	52%	11%	2%	<1%	1,694	100%
Overall experience with instructors	<b>85%</b>	<b>±2%</b>	34%	52%	11%	3%	1%	1,689	100%
Overall experience with other students	<b>73%</b>	<b>±3%</b>	29%	43%	24%	3%	1%	1,645	97%
Overall experience with Admissions and Records staff	<b>66%</b>	<b>±3%</b>	27%	39%	26%	6%	3%	1,572	93%
Overall experience with Financial Aid staff	<b>64%</b>	<b>±3%</b>	30%	34%	31%	3%	2%	1,262	74%
Overall experience with librarians	<b>74%</b>	<b>±3%</b>	38%	37%	25%	1%	<1%	1,278	75%
Overall experience with counselors	<b>69%</b>	<b>±3%</b>	33%	37%	21%	6%	3%	1,471	87%
Overall experience with college administrators (e.g., directors, deans, vice-presidents, etc.)	<b>61%</b>	<b>±4%</b>	28%	34%	35%	3%	1%	1,232	73%
Overall experience with other college staff	<b>75%</b>	<b>±3%</b>	31%	44%	23%	1%	1%	1,438	85%
Overall quality of instruction	<b>83%</b>	<b>±2%</b>	33%	50%	11%	5%	2%	1,692	100%
College commitment to student success	<b>79%</b>	<b>±3%</b>	36%	43%	16%	4%	2%	1,681	99%
Preparation for transfer to four-year college or university	<b>66%</b>	<b>±3%</b>	29%	37%	24%	8%	2%	1,492	88%
Preparation for obtaining employment in my field of study	<b>58%</b>	<b>±3%</b>	24%	34%	33%	7%	2%	1,463	86%
Progress you are making toward achieving your educational goal	<b>79%</b>	<b>±3%</b>	36%	42%	15%	4%	2%	1,666	98%
<b>Learning Programs</b>	<b>"Strongly Agree" or "Agree"</b>		<b>Neither</b>					<b>N</b>	<b>Pct. of 1,697</b>
	<b>Percent</b>	<b>MOE</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>		
The information I find on the College website and publications is clear and accurate.	<b>82%</b>	<b>±2%</b>	32%	50%	11%	6%	1%	1,600	94%
My instructors clearly distinguish between personal conviction and professionally accepted views in a discipline.	<b>81%</b>	<b>±3%</b>	36%	45%	14%	3%	2%	1,576	93%
My instructors present data and information fairly and objectively.	<b>85%</b>	<b>±2%</b>	38%	47%	11%	3%	1%	1,601	94%
Course syllabi are provided and followed by instructors.	<b>94%</b>	<b>±2%</b>	52%	42%	4%	2%	1%	1,611	95%
Most instructors are willing to spend time outside of class to discuss issues with students.	<b>89%</b>	<b>±2%</b>	46%	43%	7%	3%	1%	1,579	93%
My instructors are highly knowledgeable in the subjects they teach.	<b>93%</b>	<b>±2%</b>	54%	39%	6%	1%	1%	1,612	95%
My instructors come to class well prepared.	<b>89%</b>	<b>±2%</b>	48%	41%	8%	2%	1%	1,592	94%

	"Very Satisfied" or "Satisfied"		Very Satisfied	Satisfied	Neither Satisfied nor	Dissatisfied	Very Dissatisfied	N	Pct. of 1,697
LPC offers courses in a way that allow me to complete my program of study within a reasonable period of time.	80%	±3%	36%	44%	13%	5%	2%	1,578	93%
My instructors use a variety of teaching methods and approaches that help me learn the course material.	78%	±3%	34%	44%	15%	5%	2%	1,595	93%

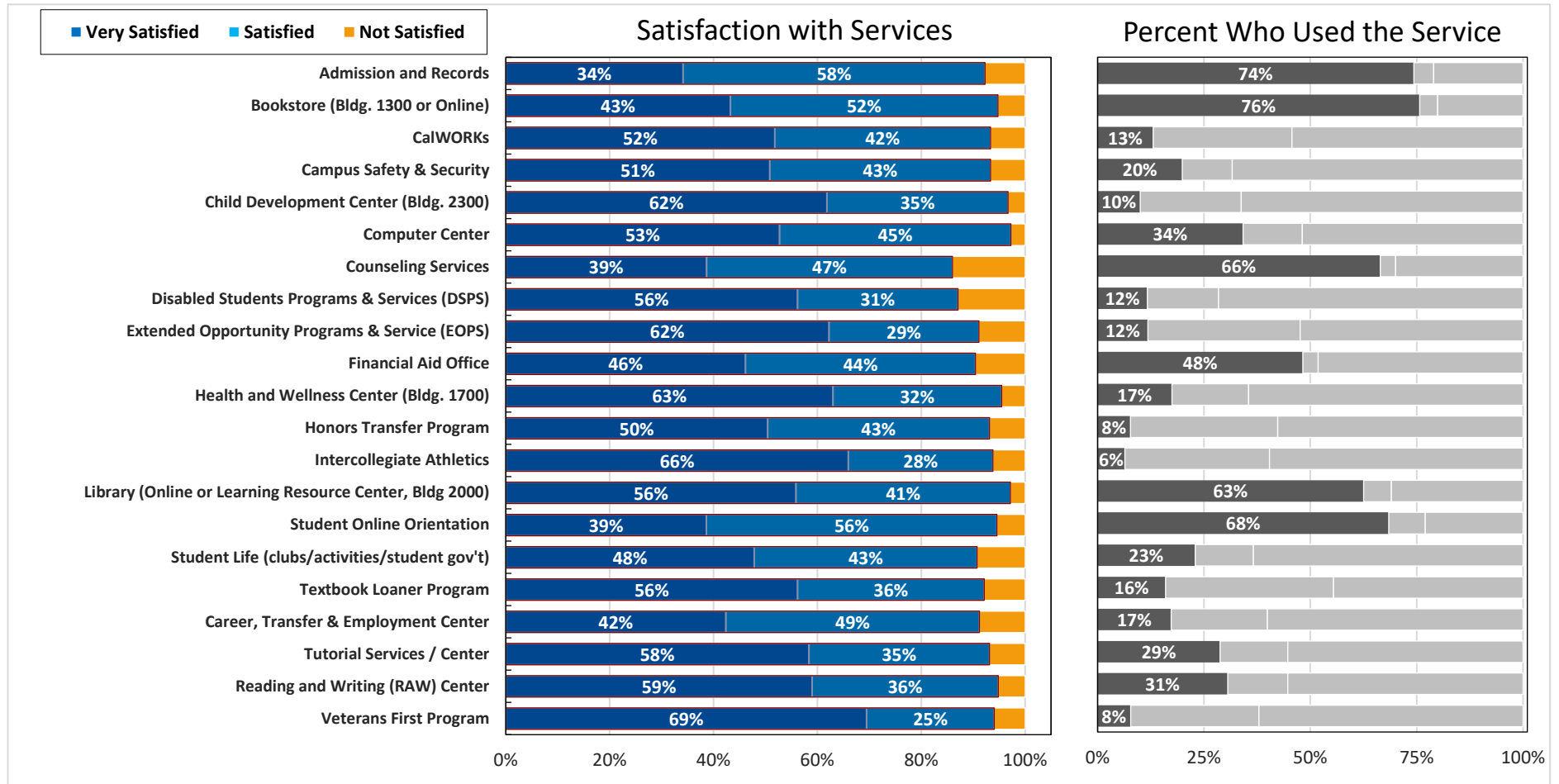


### Learning Programs

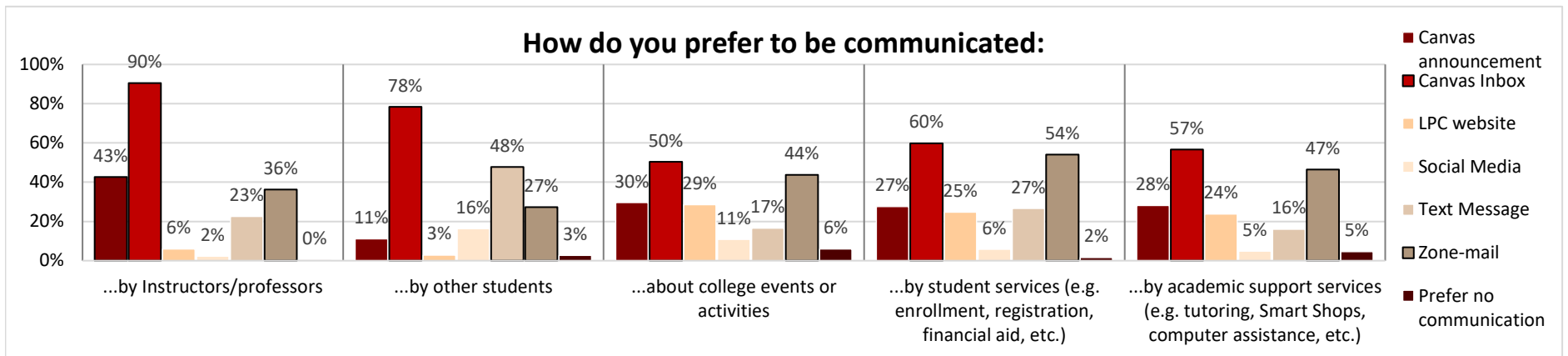


Las Positas College Student Satisfaction Survey Results Spring 2021

Student Services and Learning Support Usage and Satisfaction with Services	SUMMARY			Percentage of those responding who:					Response Details	
	Used Service	"Satisfied" or "Very Satisfied"		Never Heard of Service	Heard of, but Never Used Service	USED Service and:			N	Pct. of 1,697
		Percent	MOE			Not Satisfied	Satisfied	Very Satisfied		
Admission and Records	74%	92%	±2%	5%	21%	8%	58%	34%	1,518	89%
Bookstore (Bldg. 1300 or Online)	76%	95%	±2%	4%	20%	5%	52%	43%	1,513	89%
CalWORKs	13%	93%	±5%	33%	54%	7%	42%	52%	1,490	88%
Campus Safety & Security	20%	93%	±4%	12%	68%	7%	43%	51%	1,512	89%
Child Development Center (Bldg. 2300)	10%	97%	±4%	24%	66%	3%	35%	62%	1,519	90%
Computer Center	34%	97%	±2%	14%	52%	3%	45%	53%	1,515	89%
Counseling Services	66%	86%	±3%	4%	30%	14%	47%	39%	1,507	89%
Disabled Students Programs & Services (DSPS)	12%	87%	±7%	17%	72%	13%	31%	56%	1,519	90%
Extended Opportunity Programs & Service (EOPS)	12%	91%	±5%	36%	52%	9%	29%	62%	1,521	90%
Financial Aid Office	48%	90%	±3%	4%	48%	10%	44%	46%	1,517	89%
Health and Wellness Center (Bldg. 1700)	17%	95%	±3%	18%	64%	5%	32%	63%	1,515	89%
Honors Transfer Program	8%	93%	±6%	35%	58%	7%	43%	50%	1,516	89%
Intercollegiate Athletics	6%	94%	±6%	34%	60%	6%	28%	66%	1,509	89%
Library (Online or Learning Resource Center, Bldg 2000)	63%	97%	±1%	7%	31%	3%	41%	56%	1,520	90%
Student Online Orientation	68%	95%	±2%	9%	23%	5%	56%	39%	1,509	89%
Student Life (clubs/activities/student gov't)	23%	91%	±4%	14%	63%	9%	43%	48%	1,514	89%
Textbook Loaner Program	16%	92%	±4%	39%	45%	8%	36%	56%	1,511	89%
Career, Transfer & Employment Center	17%	91%	±5%	23%	60%	9%	49%	42%	1,518	89%
Tutorial Services / Center	29%	93%	±3%	16%	55%	7%	35%	58%	1,518	89%
Reading and Writing (RAW) Center	31%	95%	±3%	14%	55%	5%	36%	59%	1,514	89%
Veterans First Program	8%	94%	±6%	30%	62%	6%	25%	69%	1,522	90%



How do you prefer to be communicated:	Canvas announcement	Canvas Inbox	LPC website	Social Media	Text Message	Zonemail	Prefer no communication	Total
...by Instructors/professors	43%	90%	6%	2%	23%	36%	<1%	1,517
...by other students	11%	78%	3%	16%	48%	27%	3%	1,514
...about college events or activities	30%	50%	29%	11%	17%	44%	6%	1,473
...by student services (e.g. enrollment, registration, financial aid, etc.)	27%	60%	25%	6%	27%	54%	2%	1,513
...by academic support services (e.g. tutoring, Smart Shops, computer assistance, etc.)	28%	57%	24%	5%	16%	47%	5%	1,509

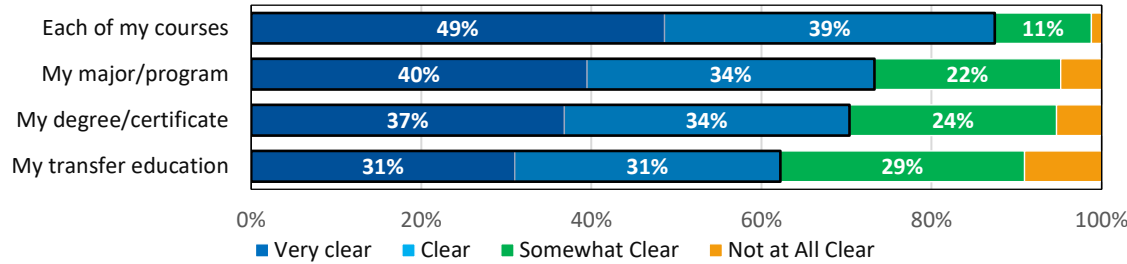


Comments: How do you prefer to be communicated... other (please specify):	
Personal email // Personal email account // Personal mail // Direct email to my own email address is preferred way of communication for me. // EMAIL // Email through regular email (not zonemail) is okay too // home email // my personal email. // Student services can communicate directly to my regular email! // through my personal email because zonemail keeps logging me out and canvas doesnt tell me when i have new mail	17
Phone call and Zoom // Phone calls // For services I like phone calls // FaceTime	4
Related to zonemail:	3
I Don't know how to use zonemail	
NO ZONEMAIL	
Zonemail connected to my other Gmail emails is perfect.	
Other comments:	5
urgent announcements for a class should be delivered by canvas mail and an announcement on the class page	
A text message would be ideal for most college events, activities and even smart shops. Most students who have a fun, will receive the text, and be aware of what is going on.	
I don't receive any support services. I attempted but no one ever returned my calls	
I prefer not to use social media.	
I think it would be cool if LPC implemented professional communication tools such as Slack.	

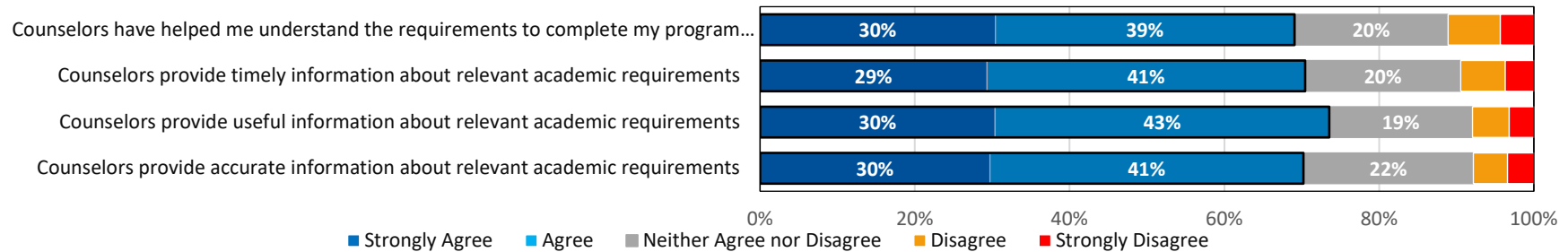
Las Positas College Student Satisfaction Survey Results Spring 2021

<b>Student Services and Learning Support Programs</b>	<b>SUMMARY</b>		<b>Percentage of those responding who were:</b>					<b>Response Details</b>	
It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:	<b>'Very Clear' or 'Clear'</b>		Very clear	Clear	Somewhat Clear	Not at all Clear	N	Pct. of 1,697	
	Percent	MOE							
Each of my courses	<b>87%</b>	±2%	49%	39%	11%	1%	1,512	89%	
My major/program	<b>73%</b>	±3%	40%	34%	22%	5%	1,415	83%	
My degree/certificate	<b>70%</b>	±3%	37%	34%	24%	5%	1,399	82%	
My transfer education	<b>62%</b>	±3%	31%	31%	29%	9%	1,355	80%	
<b>Counseling Services</b>	<b>'Strongly Agree' or 'Agree'</b>		Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	N	Pct. of 1,697	
Counselors have helped me understand the requirements to complete my program of study.	<b>69%</b>	±3%	30%	39%	20%	7%	4%	1,335	79%
Counselors provide <u>timely</u> information about relevant academic requirements	<b>70%</b>	±3%	29%	41%	20%	6%	4%	1,323	78%
Counselors provide <u>useful</u> information about relevant academic requirements	<b>74%</b>	±3%	30%	43%	19%	5%	3%	1,323	78%
Counselors provide <u>accurate</u> information about relevant academic requirements	<b>70%</b>	±3%	30%	41%	22%	4%	3%	1,320	78%
<b>Library and Learning Support Services</b>	<b>'Strongly Agree' or 'Agree'</b>		Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	N	Pct. of 1,697	
The resources of the library are adequate for required course assignments	<b>78%</b>	±3%	34%	44%	20%	1%	1%	1,271	75%
Library 24/7 chat assistance "Ask LPC Library" is adequate to meet your needs.	<b>68%</b>	±4%	31%	37%	29%	2%	1%	1,089	64%
Assistance provided by Library Staff is adequate to meet your needs.	<b>75%</b>	±3%	34%	41%	23%	1%	<1%	1,157	68%
Reference/research assistance provided by Library is adequate to meet your needs.	<b>76%</b>	±3%	33%	43%	22%	2%	<1%	1,168	69%
Library Instruction (library orientations) provided is adequate to meet your needs.	<b>72%</b>	±3%	32%	40%	26%	1%	<1%	1,130	67%
Sufficient tutoring resources are available for students in a variety of subjects.	<b>75%</b>	±3%	31%	43%	22%	2%	1%	1,174	69%
<b>Student Government</b>	<b>'Strongly Agree' or 'Agree'</b>		Strongly Agree	Agree	Neither Agree nor Disagree	Strongly Disagree	N	Pct. of 1,697	
It is important for students to be represented on college committees.	<b>85%</b>	±2%	45%	40%	12%	1%	2%	1,391	82%
The Student Government (LPCSG) is providing effective leadership and representation for all LPC students.	<b>52%</b>	±4%	19%	33%	43%	3%	3%	1,184	70%
Student Government (LPCSG) adequately represents student interests	<b>51%</b>	±4%	19%	32%	44%	3%	3%	1,179	69%

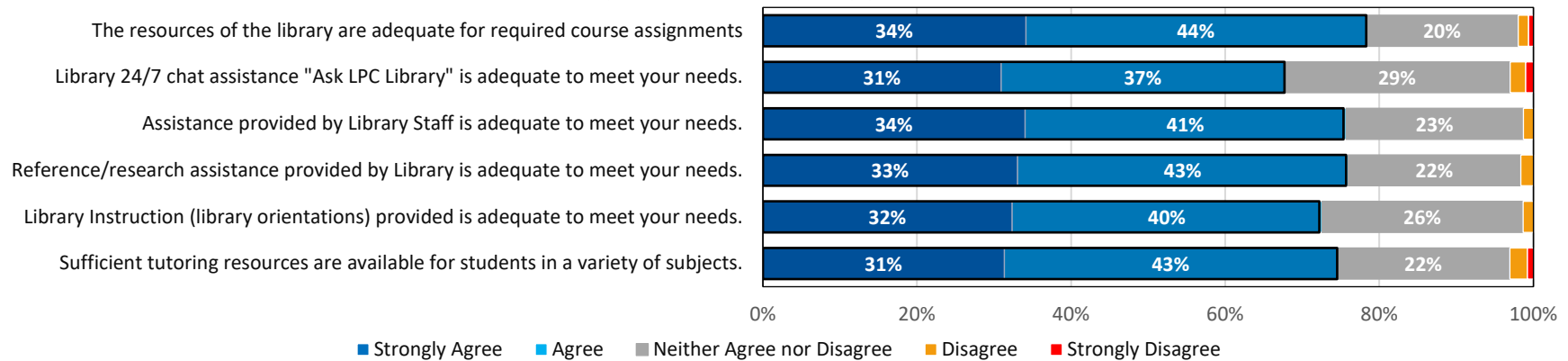
**It is clear to me what I am expected to learn, know, and be able to do in order to successfully complete:**



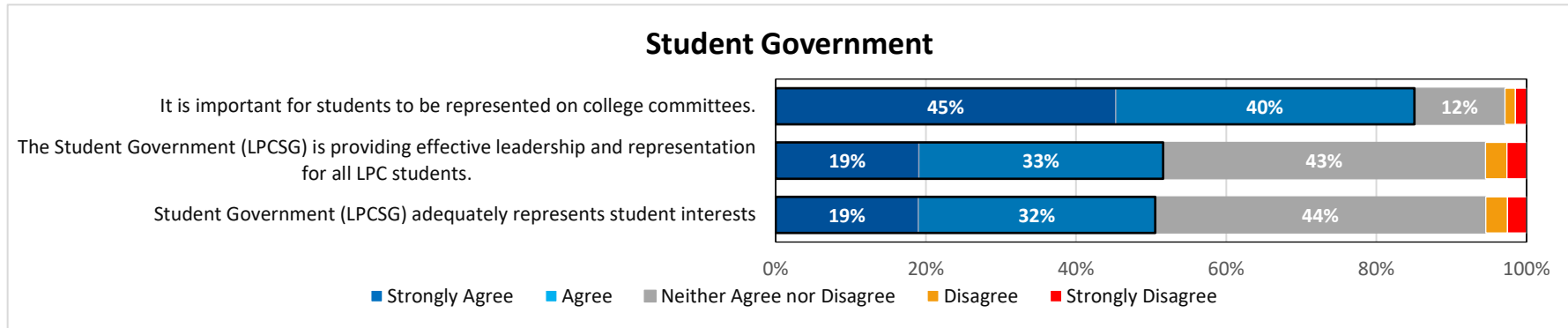
**Counseling Services**



**Library and Learning Support Services**







Las Positas College Student Satisfaction Survey Results Spring 2021

Student Learning Outcomes As a result of being at Las Positas College, how much progress have you made in the following areas?	SUMMARY		Percentage of those responding who were:				Response Details	
	"Some" or "A Lot"		None	A Little	Some	A Lot	N	Pct. of 1,697
	Percent	MOE						
<b>Communication</b>								
Reading skills	77%	±3%	9%	14%	34%	43%	1,386	82%
Writing skills	82%	±3%	6%	12%	30%	52%	1,398	82%
Oral communication and speaking skills	74%	±3%	12%	13%	31%	43%	1,385	82%
Listening effectively	80%	±3%	8%	12%	35%	45%	1,399	82%
Ability to read, interpret, and generate charts/graphs	77%	±3%	9%	14%	35%	43%	1,381	81%
<b>Critical Thinking</b>								
Critical thinking	85%	±2%	4%	11%	34%	51%	1,414	83%
Gathering information from multiple sources	86%	±2%	4%	10%	30%	56%	1,422	84%
Ability to learn on my own, pursue ideas and find info.	85%	±2%	4%	11%	27%	58%	1,421	84%
Using logic to draw conclusions from information	84%	±3%	4%	12%	34%	50%	1,419	84%
Mathematical skills and abilities	71%	±3%	13%	16%	32%	39%	1,381	81%
Applying knowledge to new situations to solve problems	83%	±3%	4%	13%	36%	47%	1,405	83%
<b>Creativity/Aesthetics</b>								
Appreciation for the arts and the role art plays in society	62%	±3%	21%	17%	30%	32%	1,325	78%
<b>Respect and Responsibility</b>								
Performing to the best of my abilities	86%	±2%	4%	9%	32%	55%	1,425	84%
Clarity of my own values and ethical standards	86%	±2%	5%	9%	30%	56%	1,405	83%
Exhibiting personal, professional, academic honesty	89%	±2%	4%	7%	25%	64%	1,404	83%
Developing clear career goals	80%	±3%	7%	13%	31%	49%	1,412	83%
Learning to work cooperatively with others	80%	±3%	7%	13%	32%	49%	1,418	84%
Ability to meet deadlines and complete tasks	86%	±2%	5%	10%	28%	58%	1,435	85%
Appreciation of my role in a democratic society	73%	±3%	13%	14%	29%	45%	1,336	79%
Awareness of my civic or community responsibilities	73%	±3%	13%	14%	30%	44%	1,364	80%
Understanding diverse philosophies, cultures, ways of life	82%	±3%	6%	12%	28%	53%	1,388	82%
<b>Technology</b>								
Overall technological literacy	78%	±3%	9%	13%	33%	44%	1,344	79%
Ability to use computers effectively	80%	±3%	9%	12%	30%	50%	1,378	81%

**As a result of being at Las Positas College, how much progress have you made in the following areas?**

