

Glendale Community College  
**STUDENT VIEWS 2000**

**Results of the 2000 Spring Student Survey**

Edward R. Karpp  
Research & Planning Unit

June 2000

## Summary

This report presents the results of Glendale Community College's 2000 Spring Student Survey. Every Spring semester, the Research & Planning Unit conducts a student survey to collect student demographic data and student views of the college.

Class scheduling issues and parking issues were emphasized in both the 1999 and 2000 surveys. Only about 15% of credit students reported they had problems getting the classes they wanted in the Spring 2000 semester. This was a decrease from the 25% reporting problems in the previous year. The most common problem students cited was full classes. See the section starting on page 6 for more details.

Parking problems were also addressed. Most students perceive parking to be about the same as it was when they first enrolled at the college. Approximately 34% of respondents said they would park in an off-campus parking lot and ride a free shuttle to the college; 26% said "maybe"; and 39% said they would not park in an off-campus lot. See the section starting on page 12 for responses to the parking questions.

Other questions focused on student access to technology. Student computer access outside of the college continued to increase dramatically. About 82% of credit students reported access to a computer at home, up from 75% in 1999 and 66% in 1998. About 71% reported they had Internet access either at home or at work, up from 66% in 1999 and 49% in 1998. The number of students with home Internet access has increased from 25% in 1996 to 66% in 2000. See the section starting on page 8 for Internet and computer trends.

Survey results for a longer period of time are available on the World Wide Web at <<http://research.glendale.cc.ca.us/survey>>.

## Survey Results

In Spring 2000, 2,688 students responded to the annual survey. This is a 5% decrease from the number of respondents in Spring 1999. The results were comparable to the results of prior administrations of the survey—demographically, the survey sample was close to the spring student population. See the appendix on page 14 for a discussion of the survey methodology.

The tables below show the percentages of students responding to each question. Percentages refer to valid responses only. That is, missing responses are not included in percentages. The numbers of missing responses are reported in the “No Response” categories. Responses from the 2000 survey (the most recent survey) are highlighted in bold type.

The tables of responses below are organized under five categories: demographics, scheduling, technology, academic progress and evaluation, and parking.

### 1. Demographic Questions

The first group of demographic questions is asked on the survey nearly every year. Comparison data for most of these questions are available for more than 10 years.

The past three years have not shown major changes in credit student demographics. The percentage of female credit students has stabilized at 60% after growing over the past decade. The percentage of students under age 18 has increased, probably due to growth in the Jump Start program which enrolls current high school students at the college. The percentage of students born outside the United States has been stable at 60% and the percentage of native speakers of English has remained steady at 30%.

#### What was your first year and semester at Glendale Community College?

YEAR	1998	1999	2000
Spring 2000			<b>12.1%</b>
Fall 1999			<b>22.6%</b>
Summer 1999			<b>4.6%</b>
Spring 1999		14.4%	<b>8.1%</b>
Fall 1998		16.2%	<b>16.1%</b>
Summer 1998		2.8%	<b>3.3%</b>
Spring 1998	16.0%	5.2%	<b>5.6%</b>
Fall 1997	19.2%	11.4%	<b>7.7%</b>
Summer 1997	3.3%	1.7%	<b>1.4%</b>
Spring 1997	6.1%	4.0%	<b>3.3%</b>
Fall 1996	14.4%	7.9%	<b>3.9%</b>
Summer 1996	2.5%	0.9%	<b>0.6%</b>

**How old are you?**

AGE	1998	1999	2000
Under 18	1.1%	3.9%	4.2%
18 to 21	39.2%	37.1%	36.0%
22 to 25	18.5%	18.3%	17.5%
26 to 30	13.0%	12.7%	11.6%
31 to 50	26.2%	25.0%	26.6%
Over 50	1.9%	3.0%	4.1%
No Response	78	114	56

**What is your sex?**

SEX	1998	1999	2000
Female	61.8%	62.2%	60.4%
Male	38.2%	37.8%	39.6%
No Response	111	192	367

**How many units will you complete this semester?**

UNITS	1998	1999	2000
1.0 to 3.9	8.7%	10.6%	9.4%
4.0 to 6.9	16.8%	17.6%	17.1%
7.0 to 11.9	25.2%	25.2%	25.2%
12.0 to 14.9	33.2%	29.9%	34.6%
15.0 or more	16.2%	16.6%	13.6%
No Response	35	51	168

The following two questions asked about residential Zip code and, for the first time on the spring survey, work Zip code. Approximately 45% of credit students live in Glendale Zip codes (although the trend in the table below implies a decrease in the percentage of students from Glendale, the number has fluctuated around 45% for several years).

**What is your residential Zip code?**

WORK	1998	1999	2000
Glendale	51.9%	48.1%	45.9%
Eagle Rock	7.3%	7.3%	7.7%
Adjacent L.A.	10.0%	10.7%	11.6%
Central L.A.	1.5%	1.4%	3.0%
Burbank	9.1%	9.1%	8.3%
North Hollywood	1.9%	1.9%	2.1%
Sunland/Tujunga	5.6%	5.5%	4.4%
Pasadena/Altadena/S. Pasadena	2.4%	2.1%	2.8%
Montrose/La Cañada	2.4%	2.1%	2.1%
Other	7.8%	10.2%	12.1%
No Response	56	47	122

### What is your work Zip code?

WORK	2000
Glendale	35.3%
Eagle Rock	4.3%
Adjacent L.A.	10.4%
Central L.A.	10.0%
Burbank	8.2%
North Hollywood	2.2%
Sunland/Tujunga	1.9%
Pasadena/Altadena/S. Pasadena	5.5%
Montrose/La Cañada	2.1%
Other	20.1%
No Response	1,293

Most students who report working work outside Glendale. Of the students who reported their work and home Zip codes, 15% live and work in Glendale. About 35% live in Glendale but work outside Glendale, and 5% live outside Glendale but work in Glendale. The remaining 46% both live and work outside Glendale. Although a majority of credit students live outside Glendale, it does not appear that the college is attracting a large number of students who commute to Glendale for work.

### Residence and work in Glendale

RESIDENCE	Work in Glendale	Work outside Glendale
Live in Glendale	14.8%	34.7%
Live outside Glendale	4.6%	45.9%

### Were you born in the United States?

BORN IN U.S.	1998	1999	2000
Yes	36.8%	38.2%	38.4%
No	63.2%	61.8%	61.6%
No Response	15	55	73

### Are you a citizen of the United States?

U.S. CITIZEN	1998	1999	2000
Yes	57.7%	60.8%	62.2%
No	42.3%	39.2%	37.8%
No Response	23	22	66

### Was English the first language you learned as a child?

ENGLISH FIRST LANG.	1998	1999	2000
Yes	31.4%	33.1%	<b>30.7%</b>
No	68.6%	66.9%	<b>69.3%</b>
No Response	53	51	<b>123</b>

### Which best describes your ethnic/nationality background?

ETHNICITY	1998	1999	2000
Caucasian/European	16.3%	16.5%	<b>15.9%</b>
Armenian	31.8%	31.2%	<b>32.2%</b>
Other Middle Eastern	3.3%	2.8%	<b>2.7%</b>
Brazilian	0.4%	0.7%	<b>0.1%</b>
Caribbean/Latino	0.3%	0.3%	<b>0.7%</b>
Central American	4.9%	4.7%	<b>3.7%</b>
Cuban	0.4%	2.0%	<b>0.7%</b>
Mexican/Chicano	9.6%	9.4%	<b>10.4%</b>
South American	1.6%	2.4%	<b>2.5%</b>
Other Hispanic	3.1%	3.2%	<b>3.7%</b>
Filipino	6.1%	5.3%	<b>6.2%</b>
Pacific Islander	0.4%	0.3%	<b>0.3%</b>
Cambodian	0.2%	0.1%	<b>0.2%</b>
Chinese	2.6%	3.1%	<b>2.6%</b>
Japanese	3.5%	3.4%	<b>3.6%</b>
Korean	4.7%	4.2%	<b>3.9%</b>
Laotian	0.2%	0.2%	<b>0.2%</b>
Vietnamese	1.2%	1.1%	<b>1.4%</b>
Other Asian	1.9%	1.7%	<b>2.1%</b>
American Indian	0.8%	0.1%	<b>0.6%</b>
Black/African American	1.9%	1.6%	<b>2.6%</b>
Caribbean/Black	0.2%	0.2%	<b>0.1%</b>
Multiple Heritages	4.5%	5.0%	<b>3.6%</b>
No Response	50	73	<b>98</b>

### How many hours of work are you paid for each week?

HOURS WORKED	1998	1999	2000
0	40.5%	38.7%	<b>34.9%</b>
1 to 9	2.7%	2.5%	<b>5.0%</b>
10 to 19	10.1%	9.5%	<b>12.4%</b>
20 to 29	14.5%	14.6%	<b>15.0%</b>
30 to 39	9.1%	9.8%	<b>12.8%</b>
40 or More	23.1%	24.9%	<b>19.5%</b>

Note: In the hours worked table above, students leaving the item blank were included in the "0 hours worked" category. The number of blank responses was 355 in 1998, 182 in 1999, and 173 in 2000.

### Are you receiving financial aid from GCC this semester?

FINANCIAL AID	1998	1999	2000
Yes	34.3%	42.5%	<b>50.1%</b>
No	65.7%	57.5%	<b>49.9%</b>
No Response	42	N/A	<b>N/A</b>

In 1999 and 2000, the survey asked students what kind of financial aid they were receiving. The responses are shown in the following table, but comparison information for previous years is not available. Percentages do not add up to 100% because students could mark as many types of financial aid as they wanted, and most students did not mark any of the items.

FINANCIAL AID TYPE	1999	2000
BOG Waiver	36.0%	<b>35.2%</b>
Pell Grant	12.1%	<b>11.9%</b>
Cal Grant	4.0%	<b>3.1%</b>
SEOG	2.2%	<b>4.3%</b>
Work Study	2.4%	<b>4.1%</b>
Loan	1.1%	<b>1.6%</b>
Scholarship	1.5%	<b>1.7%</b>
Other	2.9%	<b>8.7%</b>

In the table above, the higher percentage of "Other" responses is probably due to the wording of the question; some students marked "Other" to indicate they were not receiving any form of financial aid. For this reason, the percentage of students indicating they received some form of financial aid in 2000 (50.1%) is also inflated.

The following two questions ask about parent education level (these questions were not asked in previous years). Of the students who reported both their father's and their mother's education level, 36% were first-generation college students.

### What was your father's education level when you started at GCC?

FATHER'S EDUCATION	2000
No HS diploma	<b>20.2%</b>
High school diploma	<b>23.8%</b>
Some college	<b>14.6%</b>
2-year degree	<b>4.7%</b>
BA or higher	<b>24.3%</b>
I don't know	<b>12.3%</b>
No response	<b>99</b>

## What was your mother's education level when you started at GCC?

MOTHER'S EDUCATION	2000
No HS diploma	22.3%
High school diploma	27.4%
Some college	15.0%
2-year degree	6.9%
BA or higher	19.6%
I don't know	8.9%
No response	95

## 2. Scheduling Questions

### When are your current classes scheduled?

CLASSES	1998	1999	2000
Day Only (before 4:30)	37.7%	38.1%	46.3%
Night Only (after 4:30)	32.9%	33.9%	28.5%
Both Day and Night	29.4%	28.0%	25.2%
No Response	21	69	264

Students were asked about difficulty getting their classes. About 15% of students reported having problems, with the most common problem being full classes. The percentage of students who had problems getting classes in 2000 was a decrease from 1998 and 1999.

Although enrolled students report few problems getting their classes, additional research shows that many potential students do not enroll at GCC because they cannot get the classes they want. In two surveys, one of applicants who did not register and one of non-returning students, inability to get classes was the major reason students did not enroll at or return to the college.

### Did you have any problems getting any classes you wanted this semester?

PROBLEMS GETTING CLASSES	1998	1999	2000
Yes	22.7%	21.5%	14.7%
No	77.3%	78.5%	85.3%
No Response	24	84	134

The following item asked students to list the classes they had problems getting in Spring 2000. The tables below show the most frequently listed departments and courses. Because students could list more than one course, the percentages in the tables are percentages of mentions. For example, 19.6% of all courses listed in 2000 were in the English department. The most frequently mentioned courses were English 101 and Math 101; these two courses accounted for over 22% of all courses students mentioned as problematic to schedule.



**If yes, please list any classes you had problems getting:**

DEPARTMENT	1999	2000
English	18.8%	<b>19.6%</b>
Mathematics	17.0%	<b>19.3%</b>
Computer Science (CS/IS)	4.1%	<b>5.2%</b>
Art	6.2%	<b>4.8%</b>
Speech	1.7%	<b>4.8%</b>
ESL	4.1%	<b>4.6%</b>
History	4.4%	<b>4.3%</b>
Biology	3.2%	<b>4.1%</b>
Social Science	1.4%	<b>3.5%</b>
Humanities	1.4%	<b>3.5%</b>
Other	37.7%	<b>26.3%</b>
Total Course or Dept Mentions	664	<b>460</b>

COURSE	1999	2000
ENGL 101	8.8%	<b>11.6%</b>
MATH 101	8.3%	<b>10.6%</b>
ENGL 104	2.2%	<b>4.8%</b>
SPCH 101	1.7%	<b>4.1%</b>
ENGL 102	3.2%	<b>3.4%</b>
ENGL 120	2.9%	<b>2.4%</b>
SOC S 132	1.2%	<b>2.4%</b>
MATH 110	2.0%	<b>2.0%</b>
ART 101	1.0%	<b>2.0%</b>
ESL 141	1.0%	<b>2.0%</b>
Total Course Mentions	409	<b>293</b>

The next item asked why the student had trouble getting a class or classes. Four potential reasons were given, and the student could mark an "Other" category. Students were asked to mark all the responses that applied, so the sum of responses in the table below is not 100%. The numbers in the table are percentages based on the 376 students indicating they had problems getting their classes for Spring 2000. For example, 73.9% of those 376 students indicating a problem marked the response that said "The class I wanted was full at the time I wanted to take it."

**Why were you unable to get the classes you wanted this semester?**

REASONS	1998	1999	2000
Class Full	76.7%	67.3%	<b>73.9%</b>
Class Not Offered at Good Time	37.5%	20.3%	<b>10.2%</b>
Class Scheduled Same Time as Other Class	45.0%	25.4%	<b>10.4%</b>
Class Not Offered This Semester	19.3%	9.6%	<b>4.9%</b>
Other Reason	10.3%	7.4%	<b>4.6%</b>

**Is the Schedule of Classes available each semester in time for you to schedule and get your courses?**

SCHEDULE IN TIME	1998	1999	2000
Yes	82.1%	82.5%	<b>82.7%</b>
No	17.9%	17.5%	<b>17.3%</b>
No Response	125	196	<b>170</b>

### **3. Technology Questions**

Over 80% of students reported having a computer at home and over 66% had Internet access from home. About 70% reported having Internet access from either home or work.

**Do you have a computer at home?**

COMPUTER AT HOME	1998	1999	2000
Yes	65.7%	75.1%	<b>81.5%</b>
No	34.3%	24.9%	<b>18.5%</b>
No Response	7	40	<b>80</b>

**Do you have access to the Internet at home?**

INTERNET AT HOME	1998	1999	2000
Yes	40.2%	55.3%	<b>66.3%</b>
No	59.8%	41.6%	<b>33.7%</b>
Not Applicable	--	3.1%	--
No Response	18	54	<b>80</b>

**Do you have access to the Internet at work?**

INTERNET AT WORK	1998	1999	2000
Yes	23.7%	25.2%	<b>34.2%</b>
No	76.3%	56.7%	<b>65.8%</b>
Not Applicable	--	18.2%	--
No Response	155	133	<b>395</b>

The 2000 survey included questions on the speed of students' Internet access from home and work. Unfortunately, a large group of students is unaware of the speed of their Internet connection, making it difficult to estimate how many students could be served by distance education making use of high-bandwidth delivery methods. From the pattern of responses, it seems that most students access the Internet through 56kbps modems.

### How fast is your Internet connection from home?

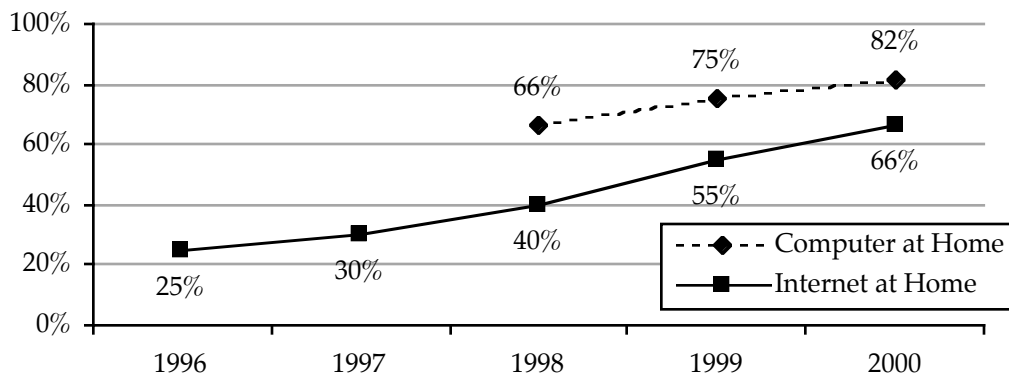
INTERNET SPEED AT HOME	2000
28.8kbps or slower	7.7%
56kbps	41.5%
ISDN/DSL/cable modem	9.6%
T1 or faster	1.4%
I don't know	39.8%
No Response	1,004

### How fast is your Internet connection from work?

INTERNET SPEED AT WORK	2000
28.8kbps or slower	5.1%
56kbps	21.7%
ISDN/DSL/cable modem	12.9%
T1 or faster	13.8%
I don't know	46.6%
No Response	1,918

Both computer access and Internet access have increased dramatically in the past five years. The following graph shows the increase in computer access and Internet access from students' homes. Over the past four years, the percentage of students accessing the Internet from home has increase by over 40 percentage points.

### Home Computer and Internet Access



The following table shows the percentage of students reporting Internet access from either home or work.

INTERNET ACCESS	1998	1999	2000
From Home	40.2%	55.3%	66.3%
From Work	23.7%	25.2%	34.2%
From Home or Work	49.3%	60.3%	70.8%

For the first time, the 2000 spring student survey asked students how often they check class cancellations on the GCC web site. This new service has been used by 21% of survey respondents. Only 5% use this service on a weekly basis.

#### How often do you check GCC class cancellations over the Internet?

HELPFULNESS	2000
Never	79.0%
About once a semester	10.2%
About once a month	5.1%
About once a week	3.1%
Several times per week	2.6%
No Response	69

#### 4. Academic Progress and Evaluation Questions

Which of the following campus units do you use most often for assistance in selecting courses and planning your education?

COURSE SELECTION	1998	1999	2000
Academic Counseling	38.5%	39.5%	31.2%
Adult Re-Entry	1.3%	1.4%	0.8%
Career Center	6.3%	3.4%	3.0%
Disabled Student Center	2.4%	2.7%	2.6%
EOPS	23.6%	25.6%	20.0%
Financial Aid Office	2.0%	2.3%	1.3%
Transfer Center	5.5%	4.9%	5.3%
International Student Ctr	--	--	4.8%
FYE	--	--	1.9%
PACE	--	--	1.3%
Other	4.3%	4.2%	5.2%
No Educational Planning	16.0%	15.9%	22.5%
No Response	110	348	386

Have you worked with a counselor to develop a Student Educational Plan (SEP)?

SEP	1998	1999	2000
Yes	53.5%	57.9%	54.2%
No	46.5%	42.1%	45.8%
No Response	38	157	116

**How would you rate the helpfulness of the GCC counselors you have seen?**

HELPLEFULNESS	1998	1999	2000
Excellent	13.3%	16.0%	<b>16.6%</b>
Good	38.5%	37.3%	<b>38.4%</b>
Fair	24.0%	22.7%	<b>20.0%</b>
Poor	11.4%	11.3%	<b>10.8%</b>
No Opinion	12.8%	12.6%	<b>14.1%</b>
No Response	56	131	<b>129</b>

**Which of the following best describes your educational goal?**

GOAL	1998	1999	2000
Transfer With AA	40.4%	40.9%	<b>43.8%</b>
Transfer Without AA	25.9%	22.9%	<b>21.9%</b>
Vocational AA / AS	6.4%	12.0%	<b>3.8%</b>
General Ed. AA / AS	4.8%	5.3%	<b>7.9%</b>
Vocational Certificate	8.9%	7.5%	<b>6.6%</b>
Improve Job Skills	2.3%	3.6%	<b>3.2%</b>
Gain Skills for New Job	3.6%	3.9%	<b>4.2%</b>
Personal Interest	5.0%	5.8%	<b>5.5%</b>
Improve English/Math	2.8%	2.7%	<b>3.3%</b>
No Response	65	127	<b>161</b>

**How would you rate the concern and interest shown in students by the faculty?**

FACULTY CONCERN	1998	1999	2000
Excellent	12.6%	14.6%	<b>15.5%</b>
Good	52.0%	56.4%	<b>47.5%</b>
Fair	24.3%	21.3%	<b>22.1%</b>
Poor	3.8%	3.0%	<b>6.2%</b>
No Opinion	7.4%	6.7%	<b>8.7%</b>
No Response	64	99	<b>134</b>

**How would you rate your preparation for study at Glendale Community College?**

PREPARATION	1998	1999	2000
Excellent	13.5%	14.5%	<b>16.5%</b>
Good	56.6%	56.3%	<b>56.6%</b>
Fair	21.6%	21.2%	<b>19.4%</b>
Poor	3.5%	3.0%	<b>3.2%</b>
No Opinion	4.7%	4.9%	<b>4.3%</b>
No Response	53	96	<b>113</b>

**Are you taking any classes anywhere else this semester?**

CLASSES ELSEWHERE	1998	1999	2000
Yes	5.2%	4.0%	<b>6.1%</b>
No	94.8%	96.0%	<b>93.9%</b>
No Response	117	295	<b>101</b>

OTHER SCHOOL	1999			2000		
	#	% of All	% of Resp.	#	% of All	% of Resp.
CSUN	14	0.5%	12.3%	17	0.6%	10.1%
CSULA	10	0.4%	8.8%	4	0.1%	2.4%
USC	3	0.1%	2.6%	9	0.3%	5.3%
UCLA	6	0.2%	5.3%	11	0.4%	6.5%
High School	20	0.7%	17.5%	28	1.0%	16.6%
PCC	7	0.2%	6.1%	30	1.1%	17.8%
LA Valley	7	0.2%	6.1%	7	0.3%	4.1%
LA City	4	0.1%	3.5%	17	0.6%	10.1%
LA Pierce	--	--	--	1	0.0%	0.6%
LA Mission	--	--	--	1	0.0%	0.6%
LA Trade Tech	3	0.1%	2.6%	2	0.1%	1.2%
Other	40	1.4%	35.1%	42	1.6%	24.9%
(Nowhere Else)	2,718	96.0%		2,519	93.9%	

NOTES: “% of All” refers to the percentage of all students responding to the survey, useful in evaluating the percentage of all credit students enrolled at other schools. “% of Responses” refers to the percentage of students responding to this item (i.e., students indicating they were enrolled at other schools).

**5. Parking Questions**

Parking questions have been asked on several student surveys over the years. Although the availability of student parking is a frequent complaint, a majority of students believe that the parking problem has not gotten worse since they first enrolled at the college. However, the percentage of students who say that parking has gotten worse has increased substantially from 1999 to 2000.

If an off-campus parking lot and shuttle service were made available, about 34% of students say they would use it. About 26% might use it, and the remaining 40% would probably not use such a service.

**How has the parking situation changed at GCC since you first enrolled?**

PARKING	1999	2000
It has improved	24.2%	<b>17.9%</b>
It's about the same	58.1%	<b>54.2%</b>
It has gotten worse	17.6%	<b>27.9%</b>
No Response	377	<b>258</b>

**Would you park in an off-campus parking lot and ride a free shuttle to the college?**

RIDE SHUTTLE	1999	2000
Definitely yes	14.5%	<b>17.1%</b>
Probably yes	18.9%	<b>16.9%</b>
Maybe	24.5%	<b>26.3%</b>
Probably not	42.2%	<b>19.0%</b>
Definitely not	0.0%	<b>20.7%</b>
No response	276	<b>210</b>

**How do you usually get to GCC?**

TRANSPORTATION	1999	2000
Drive alone in a car or motorcycle	71.3%	<b>71.3%</b>
Drive with others in a car	17.0%	<b>9.1%</b>
Dropped off by others	--	<b>7.6%</b>
Ride a bus	7.4%	<b>9.4%</b>
Ride a bicycle	0.7%	<b>0.5%</b>
Walk	1.5%	<b>1.5%</b>
Other	2.2%	<b>0.5%</b>
No Response	64	<b>142</b>

## Appendix: Method

Surveys were administered to all students in classes in session on Wednesdays at either 11:00 am or 7:00 pm. This sampling practice has been used in all administrations of the survey (though days and times have been alternated), and provides a generally unbiased sample of Glendale Community College credit students. Alternative sampling methods, including random sampling, generally result in a much smaller response rate and are less practical to conduct.

Checks of the characteristics of sample students versus the student body as a whole have shown that the present sampling method does not result in samples biased according to gender, age, or ethnicity. The following tables show demographic information, comparing students responding to the survey with all credit students enrolled in Spring 2000.

SEX	2000 Survey Sample	Spring 2000 Students
Male	39.6%	39.8%
Female	60.4%	60.2%
N	2,688	15,141

AGE	2000 Survey Sample	Spring 2000 Students
Under 18	4.2%	3.8%
18 to 21	36.0%	34.0%
22 to 25	17.5%	16.9%
26 to 30	11.6%	12.9%
31 to 50	26.6%	27.7%
Over 50	4.1%	4.7%
N	2,688	15,141

ETHNICITY	2000 Survey Sample	Spring 2000 Students
Caucasian	50.8%	53.2%
Hispanic	21.8%	25.6%
Asian	12.5%	11.2%
Filipino	6.2%	5.9%
Black	2.6%	2.9%
American Indian	0.6%	0.4%
Other	5.4%	0.8%
N	2,688	15,141

Some differences exist between the sample population and the credit student body. Because the survey was conducted in classes, full-time students were somewhat more likely to be sampled than part-time students, because they take more classes. Students surveyed are therefore closer to the full-time



student profile than the part-time student profile. Another difference appears in the ethnicity comparison, where more students in the survey sample are in the "Other" category. This is most likely due to the availability of a "Multiple Heritages" response on the survey form—students checking this response were categorized as "Other" in the survey but selected another response on their application form.

The survey form was printed two-sided on legal-sized paper, and took less than 20 minutes for the student to complete. The 2000 survey was conducted the weeks of April 10 through April 21. Survey forms were distributed to the instructors of all sampled classes, accompanied by a letter indicating the purpose of the survey. Instructors were asked to pass out the survey forms in class and to collect the forms, returning them to a specified box in the campus mail room.

Surveys were distributed to 192 classes in 1999; forms were returned from 174 classes, for a class response rate of 90.6%. The total number of surveys returned was 2,688. The form was scanned into a database. Data entry and analysis were conducted by Research & Planning Unit staff.