

Glendale Community College

Student Views 2001

Results of the 2001 Spring Student Survey

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Summary

Introduction

This report presents the results of Glendale Community College's 2001 Spring Student Survey. Every Spring semester, the Research & Planning Unit conducts a survey of credit students to collect demographic data and student views of the college.

The 2001 survey focused on issues related to planning. During 2001, the college is revisiting its Educational Master Plan. One component of this effort is the identification of institutional strengths and weaknesses. Many questions on the 2001 survey relate to students' satisfaction with different aspects of their education at GCC (see pages 9 to 13).

Results are shown in three sections. Section 1 (pages 1 to 6) shows student responses to demographic items. Credit student demographics have remained relatively stable over the past five years. Approximately 60% of credit students are female (page 2) and nearly 70% are non-native speakers of English (page 3). A new question on mental health issues was asked in 2001; the responses (page 6) show that GCC students face a wide range of difficulties, including anxiety and depression.

Section 2 (pages 7 to 8) shows student responses to technology items. Computer and Internet access have continued to increase. Over 80% of credit students report having Internet access at home or work (page 7).

Section 3 (pages 9 to 13) shows student evaluations of college experiences and units. Over 80% of students are satisfied with their educational experience at GCC (page 10), but only 35% rate campus life, including clubs and student government, as excellent or good (page 10). Recognition, use, and satisfaction of campus services are shown on pages 11, 12, and 13.

Reading the Tables

The tables shown in the following pages follow the same format. Student responses are shown for the past five surveys (1997 through 2001). The percentages shown are percentages of students responding to the question; missing or multiple responses are not included in these percentages. In each table, the number of missing responses ("No Response") and the number of total student surveys is shown.

For a discussion of methodological and sampling issues, please see the appendix starting on page 14.

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3	English	Was English the first language you learned as a child?
4	Ethnicity	Which best describes your ethnic/national background?
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2. Technology Items

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7	Computer	Do you have a computer at home?
7	Internet	Do you have Internet access at home?
7	Internet	Do you have Internet access at work?
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3. Satisfaction Items

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9	Progress	Are you moving as quickly as possible toward your educational goal?
9	Info Tables	Did you use the information tables around campus?
10	Choosing GCC	Why did you choose to come to GCC instead of another college?
10	Education	How would you rate the following aspects of your education at GCC?
11	Services	Please rate your experiences with the following campus services.

1. Demographic Items

What was your first year and term at GCC?

YEAR	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
This year	17%	16%	17%	12%	14%
One year ago	26%	27%	26%	35%	31%
Two years ago	19%	20%	19%	26%	21%
Three years ago	14%	12%	13%	13%	13%
Four years ago	7%	7%	8%	6%	7%
Five or more years ago	17%	17%	17%	8%	14%
No Response	24	31	108	213	71
Total Respondents	2,458	2,538	2,897	2,750	2,278

TERM	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Spring	37%	35%	38%	33%	35%
Summer	10%	10%	9%	11%	10%
Fall	53%	56%	53%	56%	56%
No Response	286	291	369	631	539
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- About 45% of all students enrolled at the college entered GCC within the past two years.
- Nearly 15% of credit students started at GCC five or more years ago.
- Over half of credit students entered the college during a Fall semester.

How old are you?

AGE	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Under 18	1%	1%	4%	4%	2%
18 to 21	39%	39%	37%	36%	39%
22 to 25	19%	19%	18%	18%	16%
26 to 30	14%	13%	13%	12%	12%
31 to 40	18%	18%	16%	17%	19%
41 to 50	7%	9%	9%	10%	9%
Over 50	2%	2%	3%	4%	4%
No Response	65	78	108	56	45
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- Student age has remained stable over the past five years.
- About 57% of credit students are 25 years old or younger.

1. Demographic Items

What is your sex?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
SEX					
Female	61%	62%	62%	60%	61%
Male	39%	38%	38%	40%	39%
No Response	71	111	192	367	618
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of female credit students has remained steady around 60%.

When are most of your classes scheduled?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
CLASSES					
Day (before 4:30 pm)	36%	38%	38%	46%	46%
Evening (4:30 pm or after)	35%	33%	34%	29%	35%
Both	29%	29%	28%	25%	20%
No Response	16	21	69	264	53
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of students taking day classes only has increased from 1999 to 2000-2001.
- The percentage taking both day and evening classes has dropped from 29% to 20% in the past five years.

How many units are you enrolled in this term?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
UNITS					
0.5 to 3.9	10%	9%	11%	9%	12%
4.0 to 6.9	18%	17%	18%	17%	16%
7.0 to 11.9	25%	25%	25%	25%	26%
12.0 to 14.9	28%	33%	30%	35%	35%
15.0 or more	19%	16%	17%	14%	12%
No Response	127	35	51	168	70
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- Because it is a classroom survey, this survey oversamples full-time students. The percentage of full-time students at GCC in the Spring is approximately 30%.

1. Demographic Items

Were you born in the United States?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
BORN IN US					
Yes	40%	37%	38%	38%	39%
No	60%	63%	62%	62%	61%
No Response	10	15	55	73	79
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of U.S.-born credit students has been steady at about 40%.

Are you a United States citizen?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
US CITIZEN					
Yes	61%	58%	61%	62%	63%
No	39%	42%	39%	38%	38%
No Response	14	23	22	66	90
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of U.S. citizens has remained steady at just over 60%.

Was English the first language you learned as a child?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
ENGLISH FIRST LANGUAGE					
Yes	36%	31%	33%	31%	32%
No	64%	69%	67%	69%	68%
No Response	53	53	51	123	96
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of non-native speakers of English has remained steady at nearly 70%.

1. Demographic Items

Which best describes your ethnic/national background?

ETHNICITY	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
American Indian	0%	1%	0%	1%	0%
Asian/Pacific Islander	14%	15%	14%	14%	13%
Cambodian	0%	0%	0%	0%	0%
Chinese	3%	3%	3%	3%	3%
Japanese	3%	4%	3%	4%	2%
Korean	4%	5%	4%	4%	4%
Laotian	0%	0%	0%	0%	0%
Vietnamese	1%	1%	1%	1%	1%
Other Asian	2%	2%	2%	2%	2%
Pacific Islander	0%	0%	0%	0%	0%
Black	2%	2%	2%	3%	2%
Black/African-American	2%	2%	2%	3%	2%
Caribbean/Black	0%	0%	0%	0%	0%
Caucasian	52%	51%	51%	51%	56%
Armenian	29%	32%	31%	32%	33%
European ("Anglo")	20%	16%	17%	16%	20%
Middle Eastern	3%	3%	3%	3%	3%
Filipino	5%	6%	5%	6%	5%
Latino/Hispanic	22%	20%	23%	22%	22%
Brazilian	1%	0%	1%	0%	0%
Caribbean/Latino	0%	0%	0%	1%	1%
Central American	5%	5%	5%	4%	4%
Cuban	1%	0%	2%	1%	1%
Mexican/Chicano	10%	10%	9%	10%	10%
South American	2%	2%	2%	3%	3%
Other Hispanic	3%	3%	3%	4%	3%
Multiple Heritages	5%	5%	5%	4%	2%
No Response	100	50	73	98	101
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- Numbers in bold face are subtotals for major ethnic groups.
- The percentage of Caucasian students of European descent increased to 20% in 2001.
- Four groups make up most of GCC's credit student population: Armenians (33%), Caucasian/Europeans (20%), Latinos (22%), and Asians (13%).

1. Demographic Items

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

WORK HOURS	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Zero	34%	41%	39%	35%	28%
1 to 9	4%	3%	3%	5%	6%
10 to 19	11%	10%	10%	12%	13%
20 to 29	15%	15%	15%	15%	17%
30 to 39	11%	9%	10%	13%	13%
40 or more	25%	23%	25%	20%	23%
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- The percentage of non-working students has dropped in the past four years from 41% to 28%.

If you are receiving any financial aid this term, please mark all that apply:

FINANCIAL AID (% "YES")	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
BOG Waiver	--	--	36%	35%	37%
SEOG	--	--	2%	4%	3%
Scholarship	--	--	2%	2%	3%
Cal Grant	--	--	4%	3%	7%
Pell Grant	--	--	12%	12%	13%
Work Study	--	--	2%	4%	5%
Loan	--	--	1%	2%	2%
Other	--	--	3%	9%	4%

Comments

- Columns do not sum to 100% because students marked all types of financial aid they received.
- Percentages of students self-reporting specific types of financial aid have remained nearly constant over the past three years.

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

SEP	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Yes	--	54%	58%	54%	61%
No	--	47%	42%	46%	39%
No Response	--	38	157	116	98
Total Respondents	--	2,538	2,897	2,750	2,278

Comments

- The percentage of students reporting they have developed an SEP has increased from 54% to 61% in one year.

1. Demographic Items

What is your educational goal?

EDUCATIONAL GOAL	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Transfer with AA	--	40%	41%	44%	43%
Transfer without AA	--	26%	23%	22%	22%
Vocational AA/AS	--	6%	12%	4%	4%
General education AA/AS	--	5%	5%	8%	9%
Vocational certificate	--	9%	8%	7%	7%
Improve job skills	--	2%	4%	3%	3%
Gain skills for new job	--	4%	4%	4%	3%
Personal interest	--	5%	6%	6%	7%
Improve English or Math	--	3%	3%	3%	3%
No Response	--	65	127	161	227
Total Respondents	--	2,538	2,897	2,750	2,278

Comments

- The percentage of students with each educational goal has remained relatively steady.

Over the past year, have you experienced any of the following?

DIFFICULTY (% "YES")	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Relationship difficulties	--	--	--	--	23%
Anxiety	--	--	--	--	25%
Suicidal feelings	--	--	--	--	3%
Grief and loss	--	--	--	--	9%
Poor self esteem	--	--	--	--	13%
Severe difficulty concentrating	--	--	--	--	17%
Excessive anger or irritability	--	--	--	--	12%
Distress: physical or sexual abuse	--	--	--	--	1%
Substance abuse problems	--	--	--	--	2%
Depression	--	--	--	--	20%
Panic attacks	--	--	--	--	5%
Chronic pain	--	--	--	--	4%
Extreme stress	--	--	--	--	22%
Eating disorder	--	--	--	--	6%
Other	--	--	--	--	5%

Comments

- Columns do not sum to 100% because students marked all that applied.
- This was the first time this question was asked.
- 60% of all credit students marked one or more of the above difficulties.

2. Technology Items

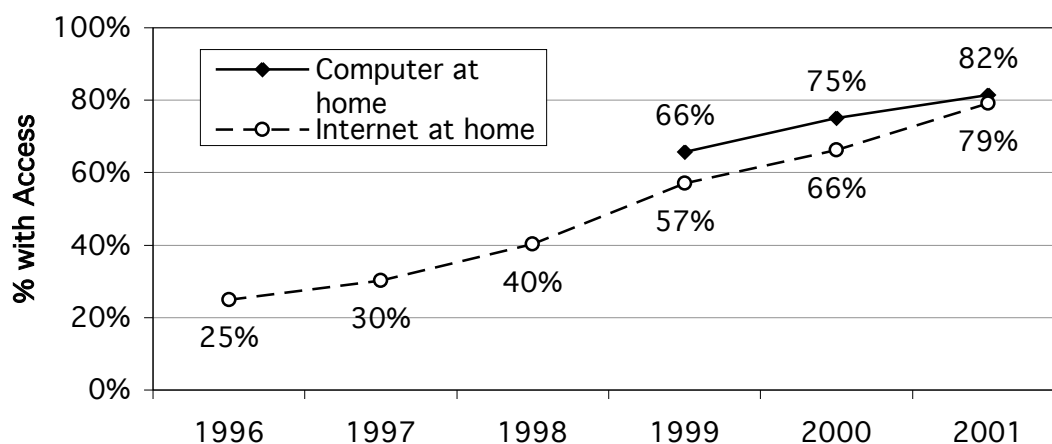
Computer and Internet Summary

% OF STUDENTS WITH ACCESS	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Students with computer at home	--	66%	75%	82%	88%
Internet access at home	30%	40%	57%	66%	79%
Internet access at work	--	24%	31%	34%	40%
Internet access at home or work	30%	49%	60%	71%	81%

Comments

- The college has tracked student computer and Internet access since 1996.
- Internet access has increased dramatically in the past five years.
- Survey results are more representative of full-time student characteristics (see the Appendix on page 14), so these results probably overestimate computer and Internet access.
- The gap between computer access at home and Internet access at home has become almost non-existent (nearly all students with home computers have Internet access).

Computer and Internet Access



Have you checked one-day class cancellations on the Internet this semester?

TERM	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Yes	--	--	--	21%	18%
No	--	--	--	79%	82%
No Response	--	--	--	69	84
Total Respondents	--	--	--	2,750	2,278

Comments

- Daily class cancellations are posted on the GCC web site.
- Nearly one-fifth of students have checked class cancellations on the web, but they report doing so infrequently (most checked once a semester or once a month, not weekly or daily).

2. Technology Items

Did you buy any books online from GCC this semester?

TERM	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Yes	--	--	--	--	8%
No	--	--	--	--	92%
No Response	--	--	--	--	76
Total Respondents	--	--	--	--	2,278

Comments

- Just under 8% of students reported buying books from GCC online in Spring 2001.

3. Satisfaction Items

Did you have any problems getting any classes this semester?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
PROBLEMS GETTING CLASSES					
Yes	23%	23%	22%	15%	23%
No	77%	77%	79%	85%	77%
No Response	24	24	84	134	64
Total Respondents	2,458	2,538	2,897	2,750	2,278

Comments

- Students who fail to return after one semester at GCC commonly report they had trouble getting classes, because classes were full or not scheduled when they could take them. However, a majority of students enrolled during the spring did not have problems getting any of their classes.

Are you moving as quickly as possible toward your educational goal?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
MOVING TOWARD GOAL					
Yes	--	--	--	--	73%
No	--	--	--	--	27%
No Response	--	--	--	--	102
Total Respondents	--	--	--	--	2,278

Comments

- A majority of students indicated they were moving as quickly as possible toward their goal. However, 27% said they were not.
- This item also asked why they were not moving quickly toward their goal. The most common response was having a part-time or full-time job and not taking classes full-time.

Did you use the information tables around campus at the beginning of the semester?

	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
INFORMATION TABLES					
No, I did not use them	--	--	--	--	69%
Yes, but I did not find them helpful	--	--	--	--	7%
Yes, and I found them helpful	--	--	--	--	25%
No Response	--	--	--	--	89
Total Respondents	--	--	--	--	2,278

Comments

- Of the students who used the information tables set up at the beginning of the semester, most said they were helpful.

3. Satisfaction Items

Why did you choose to come to GCC instead of another college?

REASON (% "YES")	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
It is close to my home	--	--	--	--	70%
A presentation at my high school	--	--	--	--	4%
GCC offers the classes I want	--	--	--	--	25%
GCC is a good college academically	--	--	--	--	31%
Other	--	--	--	--	12%

Comments

- Columns do not sum to 100% because students marked all that applied.
- By far the most common reason cited for coming to GCC was its proximity to the student's home.
- The most common "other" reason was the low cost of enrolling at GCC.

How would you rate the following aspects of your education at GCC?

% "EXCELLENT" OR "GOOD"	Survey				
	Spring 1997	Spring 1998	Spring 1999	Spring 2000	Spring 2001
Preparation for study at GCC	--	70%	71%	73%	69%
Faculty concern for students	--	65%	71%	63%	60%
Education you are getting at GCC	--	--	--	--	81%
Learning resources (labs, SI, etc.)	--	--	--	--	77%
College services staff	--	--	--	--	62%
Student life (clubs, ASGCC)	--	--	--	--	35%
Quality of computer labs	--	--	--	--	59%
Availability of computers	--	--	--	--	53%
Use of computers in classes	--	--	--	--	47%
General quality of technology	--	--	--	--	59%
Facilities (buildings, rest rooms)	--	--	--	--	66%

Comments

- The percentages refer to the percentage of respondents marking the item "excellent" or "good."
- Student satisfaction is highest for the overall quality of education and the learning resources available.
- Student satisfaction is lowest for student life and the use of computers in classes.

3. Satisfaction Items

Please rate your experiences with the following campus services:

Recognition of Campus Services

	Survey			
	Spring 1992	Spring 1995	Spring 1998	Spring 2001
RECOGNITION				
Academic Counseling	85%	88%	90%	92%
Admissions & Records	92%	92%	92%	93%
Adult Education/ACTC	--	--	58%	58%
Adult Re-Entry Center	63%	62%	47%	53%
AMP	--	--	50%	30%
Assessment Center	88%	88%	76%	76%
Career Center	85%	87%	78%	86%
Collaborative Learning/SI	--	--	56%	60%
Disabled Student Center	67%	67%	67%	68%
English Lab	75%	81%	81%	80%
EOPS Office	74%	79%	74%	73%
ESL/Foreign Language Lab	67%	70%	72%	72%
Financial Aid Office	90%	91%	84%	91%
FYE	--	--	38%	53%
Health Center	87%	84%	81%	83%
Information Counter	--	--	81%	84%
Job Placement Center	86%	85%	77%	84%
Learning Center	86%	90%	79%	83%
Library	96%	97%	94%	94%
Math/Science Center	73%	74%	71%	78%
Mental Health Counseling	--	--	--	52%
PACE	--	--	48%	47%
Scholars Program	--	--	62%	68%
Scholarship Office	--	--	61%	69%
Service Learning Center	--	--	53%	64%
Student Activities Office	--	--	55%	58%
Student Computer Center	--	--	72%	77%
Study Abroad Office	--	--	58%	61%
Telecourses	--	--	59%	56%
Transfer Center	79%	81%	75%	80%
Tutorial Center	85%	86%	76%	77%
Writing Center/CAI Lab	78%	80%	71%	73%

Comments

- The following scale was used: A=I have never heard of it; B=I have heard of it but never used it; C=I have used it but was not satisfied; D=I have used it and found it helpful; E=I have used it and found it very helpful
- "Recognition" refers to the percentage of respondents who did not answer A (i.e., they have heard of the service).

3. Satisfaction Items

Please rate your experiences with the following campus services:

Use of Campus Services

USE	Survey			
	Spring 1992	Spring 1995	Spring 1998	Spring 2001
Academic Counseling	48%	52%	59%	64%
Admissions & Records	74%	72%	75%	76%
Adult Education/ACTC	--	--	10%	15%
Adult Re-Entry Center	6%	8%	6%	10%
AMP	--	--	30%	7%
Assessment Center	61%	61%	41%	44%
Career Center	29%	33%	37%	42%
Collaborative Learning/SI	--	--	19%	29%
Disabled Student Center	8%	10%	14%	11%
English Lab	17%	27%	37%	36%
EOPS Office	30%	34%	32%	32%
ESL/Foreign Language Lab	9%	19%	27%	29%
Financial Aid Office	34%	43%	43%	49%
FYE	--	--	10%	16%
Health Center	25%	27%	32%	30%
Information Counter	--	--	55%	58%
Job Placement Center	29%	26%	30%	31%
Learning Center	31%	36%	34%	34%
Library	78%	77%	70%	77%
Math/Science Center	18%	16%	19%	24%
Mental Health Counseling	--	--	--	8%
PACE	--	--	5%	9%
Scholars Program	--	--	8%	14%
Scholarship Office	--	--	11%	16%
Service Learning Center	--	--	10%	17%
Student Activities Office	--	--	11%	11%
Student Computer Center	--	--	27%	32%
Study Abroad Office	--	--	6%	10%
Telecourses	--	--	12%	11%
Transfer Center	25%	26%	29%	30%
Tutorial Center	21%	24%	24%	23%
Writing Center/CAI Lab	18%	23%	21%	23%

Comments

- The following scale was used: A=I have never heard of it; B=I have heard of it but never used it; C=I have used it but was not satisfied; D=I have used it and found it helpful; E=I have used it and found it very helpful
- "Use" refers to the percentage of all respondents who answered C, D, or E (i.e., they have used the service).

3. Satisfaction Items

Please rate your experiences with the following campus services:

Satisfaction with Campus Services

	Survey			
	Spring 1992	Spring 1995	Spring 1998	Spring 2001
SATISFACTION				
Academic Counseling	72%	71%	73%	68%
Admissions & Records	82%	80%	88%	86%
Adult Education/ACTC	--	--	76%	79%
Adult Re-Entry Center	72%	67%	76%	71%
AMP	--	--	93%	70%
Assessment Center	81%	78%	79%	80%
Career Center	80%	75%	81%	78%
Collaborative Learning/SI	--	--	84%	78%
Disabled Student Center	79%	72%	80%	73%
English Lab	78%	82%	87%	81%
EOPS Office	85%	81%	86%	83%
ESL/Foreign Language Lab	80%	81%	84%	75%
Financial Aid Office	80%	78%	81%	81%
FYE	--	--	86%	77%
Health Center	84%	81%	90%	87%
Information Counter	--	--	88%	90%
Job Placement Center	57%	62%	80%	75%
Learning Center	81%	78%	88%	85%
Library	89%	86%	93%	92%
Math/Science Center	82%	74%	81%	81%
Mental Health Counseling	--	--	--	72%
PACE	--	--	73%	76%
Scholars Program	--	--	74%	65%
Scholarship Office	--	--	72%	67%
Service Learning Center	--	--	85%	76%
Student Activities Office	--	--	80%	70%
Student Computer Center	--	--	88%	84%
Study Abroad Office	--	--	77%	72%
Telecourses	--	--	75%	71%
Transfer Center	78%	74%	81%	75%
Tutorial Center	74%	75%	84%	80%
Writing Center/CAI Lab	76%	75%	82%	83%

Comments

- The following scale was used: A=I have never heard of it; B=I have heard of it but never used it; C=I have used it but was not satisfied; D=I have used it and found it helpful; E=I have used it and found it very helpful
- "Satisfaction" refers to the percentage of respondents reporting they used the service who answered D or E (i.e., they were satisfied with the service).

Appendix: Method

In Spring 2001, 2,278 students responded to the annual spring survey. This is a 17% drop from the previous spring. Surveys were administered to all students in classes in session on Tuesdays at either 9:00 am or 7:00 pm. This sampling practice has been used in all administrations of the survey, with days and times changing each year. Alternative sampling methods, such as random sampling, generally result in a smaller response rate and are less practical to conduct.

Demographically, survey respondents were close to the overall student body enrolled in Spring 2001. However, as is typical with classroom surveys, full-time students were sampled at a higher rate than part-time students because students taking more classes had a greater probability of taking a class meeting at the sample time. The following tables show demographic information comparing survey respondents to all students enrolled in Spring 2001.

	2001 Respondents	Spring 2001 Students
SEX		
Female	61%	60%
Male	39%	40%
Number	2,278	15,778

	2001 Respondents	Spring 2001 Students
AGE		
Under 18	2%	4%
18 to 21	39%	34%
22 to 25	16%	17%
26 to 30	12%	13%
31 to 40	19%	18%
41 to 50	9%	10%
Over 50	4%	5%
Number	2,278	15,778

	2001 Respondents	Spring 2001 Students
ETHNICITY		
American Indian	0%	0%
Asian	13%	11%
Black	2%	3%
Caucasian	56%	55%
Hispanic	22%	25%
Filipino	5%	6%
Other	2%	1%
Number	2,278	15,778

	2001 Respondents	Spring 2001 Students
FULL-TIME		
Full-Time	46%	29%
Part-Time	54%	71%
Number	2,278	15,778

The survey was printed two-sided on legal-sized paper, and it was designed to take less than 20 minutes to complete. The 2001 survey was conducted during the two-week period between April 9 and April 20. Survey forms were distributed to the instructors of all the 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 mailroom.

Surveys were distributed to 206 classes and forms were returned from 126 classes, for a class response rate of 61%. The total number of surveys returned in 2001 was 2,278. The form was scanned into a database. Scanning and data analysis were conducted by Research & Planning Unit staff.