
STUDENT VIEWS 1998

**Glendale Community College
Research & Planning Unit**

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1998**

**Results of the
1998 Spring Student Survey**

by

**Edward R. Karpp
Research & Planning Unit
Glendale Community College**

July, 1998

Summary

This report presents the results of Glendale Community College's 1998 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 were emphasized in the 1998 survey. Less than one-fourth of credit students reported they had problems getting the classes they wanted in the Spring semester. The most common scheduling problem was full classes, reported by almost 77% of students who indicated they had a scheduling problem. Classes that students had problems getting tended to be English and Math classes, and students had problems getting morning classes more than afternoon and evening classes.

Other questions focused on student access to technology. Over 65% of credit students reported access to a computer at home. Nearly half of the students surveyed (49%) reported they had Internet access either at home or at work. The number of students with home Internet access has increased from 25% in 1996, to 30% in 1997, to 40% in 1998.

Credit student demographics have been stable for the past five years, in general. Half of credit students are under age 23, 52% reside in the city of Glendale, 60% were born outside the United States, and almost 70% are non-native speakers of English. Ethnicity has fluctuated somewhat, but has not changed dramatically since the wave of immigration in the late 1980s and early 1990s. Conversely, the proportion of female students has shown a consistent trend, increasing from just over 50% in the late 1980s to just over 60% in 1998.

Student use of and satisfaction with campus services were also assessed in 1998. The Library and Admissions & Records had the highest use and satisfaction rates, which is consistent with previous surveys. Use of the Assessment Center decreased, and use of the English Lab, the ESL/Foreign Language Lab, and Academic Counseling increased, but most services showed only small changes in use. Similarly, satisfaction increased significantly for the Career Center, but most services showed only small changes in satisfaction.

Introduction

Each Spring semester, the Research & Planning Unit conducts a student survey. *Student Views 1998* reports on the 1998 administration of the survey. It also provides information from prior administrations of the survey, giving context to the current data and making it possible to assess trends.

In Spring 1998, 2,538 students responded to the annual survey. The results were quite comparable to the results of prior administrations of the survey. Student demographics have been relatively stable over the past 5 years. During this time period, the median age of the college's students has remained at 23 years (and the mean age has remained at about 27 years), the percentage of students born outside the U.S. has been stable at approximately 60%, and the percentage of students from the city of Glendale has remained at 50%. Sex and ethnicity have been somewhat less stable. The percentage of female credit students increased from just under 50% in 1990 to just over 60% in 1998. Student ethnicity has not changed dramatically since the wave of immigration into Glendale in the late 1980s and early 1990s, but has fluctuated over the past several years (see responses to Item 9 in the Results section).

The Spring 1998 survey included items assessing student recognition of, use of, and satisfaction with various college services. This section is included on the survey every three years. Results are provided in the "Satisfaction Items" section below, and show recognition, use, and satisfaction assessed in 1992, 1995, and 1998.

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 dates 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 1998.

	1998 Survey Sample	Spring 1998 Students
SEX		
Male	38.2%	40.1%

	1998 Survey Sample	Spring 1998 Students
AGE		
Under 20	19.1%	17.3%

Female	61.8%	59.9%	20 to 25	39.8%	34.7%
N	2,538	14,171	26 to 30	13.0%	13.8%
			31 to 50	26.2%	29.9%
			Over 50	1.9%	4.2%
			N	2,538	14,171

ETHNICITY	1998 Survey Sample	Spring 1998 Students
Caucasian	51.4%	54.0%
Hispanic	20.3%	24.4%
Asian	14.7%	11.8%
Filipino	6.1%	5.8%
Black	1.9%	2.8%
American Indian	0.8%	0.6%
Other	4.8%	0.7%
N	2,538	14,171

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. In particular, the survey sample is somewhat younger than the credit student body, but the differences are relatively small. 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 probably 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. Survey items consisted of three groups: annual, one-time, and satisfaction items. Annual items (e.g., age, sex, and hours of paid work) are items used nearly every year. One-time items (e.g., “Did you have problems getting any classes you wanted this semester?”) are items that are new to the 1998 survey. Satisfaction items assess student recognition of, use of, and satisfaction with various college services (e.g., the Assessment Center, the Financial Aid Office). Satisfaction items are included on the Spring Student Survey every three years.

The 1998 survey was conducted the weeks of April 15 through May 1. 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 1998; forms were returned from 157 classes, for a class response rate of 81.8%. The total number of surveys

returned was 2,538. Data entry and analysis were conducted by Research & Planning Unit staff.

Results

In the tables below, 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. Also note that the item numbers that follow are the item numbers on the survey form. Because annual items were scattered throughout the survey form, the item numbers reported below are not necessarily in sequential order. Additionally, responses from the 1998 survey are highlighted in bold type.

Annual Items

Annual items ask about student demographics and about satisfaction with some areas of the college. The following tables present survey results for the 19 annual items on the 1998 survey.

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

YEAR	1996	1997	1998
Spring 1998			16.0%
Fall 1997			19.2%
Summer 1997			3.3%
Spring 1997		16.1%	6.1%
Fall 1996		18.6%	14.4%
Summer 1996		2.1%	2.5%
Spring 1996	12.3%	7.0%	4.6%
Fall 1995	18.2%	12.7%	8.3%
Summer 1995	3.2%	2.0%	1.4%
Spring 1995	6.1%	5.2%	2.9%
Fall 1994	11.7%	8.8%	5.0%
Summer 1994	2.9%	1.7%	0.6%
Spring 1994	4.6%	3.7%	1.5%
Earlier	40.9%	22.0%	14.1%
No Response	360	340	339

2. How old are you?

AGE	1996	1997	1998
Under 21	33.4%	32.0%	32.0%
21 to 25	27.7%	26.8%	27.0%
26 to 30	12.8%	13.8%	13.0%
31 to 40	17.5%	18.2%	17.7%
41 to 50	6.6%	6.8%	8.5%
Over 50	2.0%	2.4%	1.9%
No Response	106	65	78
Mean Age	26.4	26.8	26.9
Median Age	23.0	23.0	23.0

3. What is your sex?

SEX	1996	1997	1998
Female	59.9%	60.8%	61.8%
Male	40.1%	39.2%	38.2%
No Response	52	71	111

4. How many units will you complete this semester?

UNITS	1996	1997	1998
0.0 to 5.9	15.2%	18.4%	15.9%
6.0 to 11.9	34.7%	34.8%	34.8%
12.0 or More	50.1%	46.7%	49.3%
No Response	143	127	33

5. What is your residential ZIP code?

RESIDENCE	1996	1997	1998
Glendale	50.4%	49.6%	51.9%
Eagle Rock	8.3%	7.5%	7.3%
Adjacent L.A.	10.2%	9.5%	10.0%
Central L.A.	1.2%	1.4%	1.5%
Burbank	9.0%	9.9%	9.1%
North Hollywood	1.4%	1.8%	1.9%
Sunland/Tujunga	5.2%	4.9%	5.6%
Altadena/S. Pasadena	2.6%	2.9%	2.4%
Montrose/La Cañada	2.3%	2.7%	2.4%
Other	9.3%	9.6%	7.8%
No Response	81	41	56

6. Were you born in the United States?

BORN IN U.S.	1995*	1997	1998
Yes	36.7%	39.8%	36.8%
No	63.3%	60.2%	63.2%
No Response	23	10	15

*This question was not asked in 1996, so 1995 results are provided.

7. Are you a citizen of the United States?

U.S. CITIZEN	1995*	1997	1998
Yes	50.4%	60.7%	57.7%
No	49.6%	39.3%	42.3%
No Response	27	14	23

*This question was not asked in 1996, so 1995 results are provided.

8. Was English the first language you learned as a child?

ENGLISH FIRST LANG.	1995*	1997	1998
Yes	34.3%	35.8%	31.4%
No	65.7%	64.2%	68.6%
No Response	39	33	53

*This question was not asked in 1996, so 1995 results are provided.

9. Which best describes your ethnic/nationality background?

ETHNICITY	1996	1997	1998
Caucasian/European	19.1%	20.2%	16.3%
Armenian	30.4%	28.8%	31.8%
Other Middle Eastern	2.4%	2.9%	3.3%
Brazilian	0.2%	0.6%	0.4%
Caribbean/Latino	0.6%	0.3%	0.3%
Central American	3.2%	5.0%	4.9%
Cuban	0.7%	1.1%	0.4%
Mexican/Chicano	10.6%	9.8%	9.6%
South American	2.0%	2.2%	1.6%
Other Hispanic	3.1%	3.0%	3.1%
Filipino	6.8%	5.2%	6.1%
Pacific Islander	0.3%	0.3%	0.4%
Cambodian	0.2%	0.1%	0.2%
Chinese	3.5%	3.2%	2.6%
Japanese	1.7%	2.6%	3.5%
Korean	4.4%	3.8%	4.7%
Laotian	0.2%	0.3%	0.2%
Vietnamese	1.4%	1.4%	1.2%
Other Asian	2.5%	2.2%	1.9%
American Indian	0.6%	0.4%	0.8%
Black/African American	1.6%	1.8%	1.9%
Caribbean/Black	0.1%	0.3%	0.2%
Multiple Heritages	4.3%	4.6%	4.5%
No Response	106	100	50

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

HOURS WORKED	1996	1997	1998
0	39.1%	34.3%	40.5%
1 to 9	2.6%	3.6%	2.7%
10 to 19	11.0%	10.9%	10.1%
20 to 29	14.8%	15.3%	14.5%
30 to 39	9.9%	10.9%	9.1%
40 or More	22.5%	24.9%	23.1%

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 681 in 1996, 831 in 1997, and 355 in 1998.

11. Are you receiving financial aid from GCC this semester?

FINANCIAL AID	1994*	1997	1998
Yes	30.4%	31.6%	34.3%
No	69.6%	68.4%	65.7%
No Response	63	30	42

*This question was not asked in 1995 or 1996.

12. When are your current classes scheduled?

CLASSES	1996	1997	1998
Day Only (before 4:30)	42.2%	36.2%	37.7%
Night Only (after 4:30)	28.3%	35.4%	32.9%
Both Day and Night	29.5%	28.5%	29.4%
No Response	15	16	21

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

COURSE SELECTION	1995	1996*	1998
Academic Counseling	34.4%	35.0%	38.5%
Adult Re-Entry	1.8%	1.2%	1.3%
Career Center	5.5%	9.5%	6.3%
Disabled Student Center	2.0%	2.3%	2.4%
EOPS	26.1%	24.9%	23.6%
Financial Aid Office	2.1%	1.4%	2.0%
Transfer Center	4.7%	4.4%	5.5%
Other	5.3%	4.0%	4.3%
No Educational Planning	18.1%	17.3%	16.0%
No Response	388	466	110

*This question was not asked in 1997.

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

SEP	1994	1995*	1998
Yes	58.3%	50.3%	53.5%
No	41.7%	49.7%	46.5%
No Response	50	87	38

*This question was not asked in 1997.

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

HELPLEFULNESS	1995	1996*	1998
Excellent	16.2%	17.1%	13.3%
Good	35.5%	39.9%	38.5%
Fair	21.0%	23.4%	24.0%
Poor	9.9%	11.1%	11.4%
No Opinion	17.4%	8.5%	12.8%
No Response	124	53	56

*This question was not asked in 1997.

21. Which of the following best describes your educational goal?

GOAL	1995	1996*	1998
Transfer With AA	37.5%	38.0%	40.4%
Transfer Without AA	31.2%	29.9%	25.9%
Vocational AA / AS	5.0%	6.3%	6.4%
General Ed. AA / AS	7.0%	5.2%	4.8%
Vocational Certificate	8.4%	7.7%	8.9%
Improve Job Skills	2.1%	1.9%	2.3%
Gain Skills for New Job	2.6%	3.1%	3.6%
Personal Interest	4.7%	4.9%	5.0%
Improve English/ Math	1.5%	2.9%	2.8%
No Response	38	237	65

*This question was not asked in 1997.

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

FACULTY CONCERN	1995	1996*	1998
Excellent	11.6%	13.4%	12.6%
Good	45.3%	47.7%	52.0%
Fair	30.1%	26.0%	24.3%
Poor	7.3%	5.9%	3.8%
No Opinion	5.8%	7.0%	7.4%
No Response	68	42	64

*This question was not asked in 1997.

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

PREPARATION	1995	1996*	1998
Excellent	10.0%	14.7%	13.5%
Good	51.9%	57.5%	56.6%
Fair	29.9%	21.2%	21.6%
Poor	5.0%	3.2%	3.5%
No Opinion	3.2%	3.4%	4.7%
No Response	62	23	53

*This question was not asked in 1997.

24. Are you taking any classes anywhere else this semester?

CLASSES ELSEWHERE	1995*	1998
Yes	6.5%	5.2%
No	93.5%	94.8%
No Response	87	117

	1995			1998		
	#	% of All	% of Resp.	#	% of All	% of Resp.
OTHER SCHOOL						
CSUN	21	0.8%	12.4%	13	0.5%	10.8%
CSULA	23	0.8%	13.5%	18	0.7%	15.0%
USC	5	0.2%	2.9%	9	0.4%	7.5%
UCLA	13	0.5%	7.6%	9	0.4%	7.5%
High School	18	0.7%	10.6%	16	0.6%	13.3%
PCC	18	0.7%	10.6%	12	0.5%	10.0%
LA Valley	5	0.2%	2.9%	9	0.4%	7.5%
LA City	10	0.4%	5.9%	8	0.3%	6.7%
LA Trade Tech	5	0.2%	2.9%	1	0.0%	0.8%
Other	52	1.9%	30.6%	25	1.0%	20.8%
(Nowhere Else)	2,543	93.7%		2,413	95.3%	

*NOTES: This question was not asked in 1996 or 1997. “% 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 enrolled at other schools).

One-Time Items

One-time items focused on scheduling issues in Spring 1998. These items were requested by the Process Engineering team working on scheduling issues. Questions asked if students had problems getting their classes and what classes they had difficulty getting. About 23% of students reported problems getting their classes during the current semester (Spring 1998).

13. Did you have any problems getting any classes you wanted this semester?

PROBLEMS GETTING CLASSES	1998
Yes	22.7%
No	77.3%
No Response	24

The second scheduling question asked what class or classes the student had trouble getting. The most common responses were English and Math. In the table below, the numbers are percentages of all responses given to this question. The total number of responses given was 326.

13B. If so, what class or classes?

CLASS	1998
English	21.5%
Math	20.6%
Computer	7.4%
Biology	6.1%
Chemistry	4.9%
Speech	3.4%
ESL	3.1%
Other	33.1%

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 571 students indicating they had problems getting their classes for Spring 1998. For example, 76.7% of those 571 students indicating a problem marked the response that said "The class I wanted was full at the time I wanted to take it."

13C. Why were you unable to get the classes you wanted this semester?

REASONS	1998
Class Full	76.7%
Class Not Offered at Good Time	37.5%
Class Scheduled Same Time as Other Class	45.0%
Class Not Offered This Semester	19.3%
Other Reason	10.3%

The next item asked when the student had the problem getting a class. The table below shows the percentage of responses to this question.

13D. At what times did you want the class?

TIME	1998
Morning	46.8%
Afternoon	13.9%
Evening	39.3%

The final scheduling question asked if the Schedule of Classes was available, in general, in time to schedule classes. A majority of students, 82%, indicated that the Schedule is available in time.

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

SCHEDULE IN TIME	1998
Yes	82.1%
No	17.9%
No Response	125

The following three questions asked about computer and Internet access. A majority of respondents (nearly two-thirds) have a computer at home. A smaller number have Internet access at home (40%) or at work (24%). Nearly half (49%) reported some form of Internet access either at home or at work.

Student access to the Internet from their homes has increased over the past two years. In 1996, 25% of students reported they had access to the Internet or to an online service. In 1997, the percentage had increased to 30%.

15. Do you have a computer at home?

COMPUTER AT HOME	1998
Yes	65.7%
No	34.3%
No Response	7

16. Do you have access to the Internet at home?

INTERNET AT HOME	1998
Yes	40.2%
No	59.8%
No Response	18

17. Do you have access to the Internet at work?

INTERNET AT WORK	1998
Yes	23.7%
No	76.3%
No Response	155

Satisfaction Items

Satisfaction items are included on the Spring Student Survey every three years. The items list the various college services available on campus and give the student a choice of five responses: (A) "I have never heard of it," (B) "I have heard of it, but have never used it," (C) "I have used it, but was not satisfied," (D) "I have used it, and found it helpful," and (E) "I have used it, and found it very helpful."

These responses allow the calculation of recognition, use, and satisfaction rates. Recognition is the percentage of students giving responses B, C, D, or E (i.e., all students but those reporting they have never heard of the service). Use is the percentage of students giving responses C, D, or E, indicating that they have used the service. Satisfaction is the percentage of students who have used the service who give response D or E.

The following table shows recognition, use, and satisfaction rates for the Spring 1998 satisfaction items, as well as for the 1995 and 1992 satisfaction items. The 1998 survey included a group of units that were not included on previous surveys.

The most recognized services on campus are the Library (94% recognition), Admissions & Records (92%), Academic Counseling (90%), and the Financial Aid office (84%). These are traditionally the services with the highest recognition. Two services showed marked decreases in recognition. The Adult Re-Entry Center decreased from 63% in 1992 to 48% in 1998, and the Assessment Center decreased from 89% in 1992 to 76% in 1998.

The most used services are Admissions & Records (75% use), the Library (70%), Academic Counseling (59%), and the Information Counter in the AD building lobby (55%). Many services showed a pattern of increased use since 1992, including the English Lab, the ESL/Foreign Language Lab, and Academic Counseling. The only service to show a decrease in use was the Assessment Center, which decreased from 61% in 1992 to 41% in 1998.

The services with the highest satisfaction rates are the Library (93% satisfaction), the Student Computer Center (88%), Admissions & Records (88%), and the Information Counter (88%). Satisfaction rates were generally high; only four services had satisfaction rates below 70%. Satisfaction rates have remained fairly stable since 1992. The only unit whose satisfaction rate changed by over 10 percentage points was the Job Placement Center, whose satisfaction increased from 57% to 80%.

SERVICE	RECOGNITION			USE			SATISFACTION		
	1992	1995	1998	1992	1995	1998	1992	1995	1998
Academic Counseling	85.1%	87.6%	89.6%	47.9%	52.5%	59.0%	72.4%	70.6%	73.2%
Admissions & Records	92.4%	92.2%	91.6%	74.0%	72.4%	74.8%	81.8%	80.2%	87.8%
Adult Education/ ACTC	--	--	58.4%	--	--	9.9%	--	--	75.7%
Adult Re-Entry Center	63.0%	61.7%	47.5%	6.4%	7.7%	5.8%	71.5%	67.2%	76.2%
Assessment Center	88.5%	87.8%	76.0%	61.1%	60.9%	40.8%	81.2%	77.7%	79.3%
Career Center	85.4%	87.2%	77.6%	28.9%	33.2%	36.8%	80.2%	75.3%	80.7%
Collaborative Learning/SI	--	--	55.5%	--	--	18.7%	--	--	83.5%
Disabled Student Center	67.2%	67.5%	67.1%	7.6%	10.1%	14.0%	79.1%	71.7%	80.3%
English Lab	74.6%	80.6%	81.0%	16.5%	27.5%	37.3%	78.0%	82.2%	86.6%
EOPS Office	73.9%	78.7%	74.2%	30.2%	34.4%	32.4%	84.5%	80.7%	85.9%
ESL/Foreign Language Lab	66.5%	70.4%	72.4%	8.5%	19.4%	27.1%	79.7%	81.1%	83.6%
Financial Aid Office	90.5%	90.9%	84.4%	33.9%	42.9%	43.3%	79.8%	77.6%	80.9%
Health Center	87.0%	83.7%	80.6%	24.9%	27.1%	31.6%	84.2%	81.0%	89.9%
Information Counter	--	--	80.7%	--	--	54.6%	--	--	88.1%
Job Placement Center	86.0%	84.9%	76.7%	28.7%	26.4%	29.5%	56.7%	62.3%	80.5%
JTPA	--	--	46.2%	--	--	11.0%	--	--	83.4%
Library	95.9%	96.9%	94.2%	77.7%	77.2%	70.4%	89.1%	85.6%	92.8%
Learning Center	86.3%	89.8%	79.3%	30.9%	35.5%	34.4%	80.7%	77.8%	87.7%
Math/Science Center	73.4%	74.0%	70.7%	18.5%	16.1%	18.7%	82.2%	73.7%	80.8%
PACE	--	--	48.2%	--	--	5.2%	--	--	72.8%
Scholars Program	--	--	61.9%	--	--	7.9%	--	--	73.9%
Scholarship Office	--	--	61.4%	--	--	10.8%	--	--	71.7%
Service Learning Center	--	--	53.1%	--	--	10.2%	--	--	84.5%
Student Activities Office	--	--	55.4%	--	--	10.5%	--	--	80.2%
Student Computer Center	77.4%	82.4%	72.2%	34.1%	39.8%	27.1%	86.6%	82.6%	87.5%
Study Abroad	--	--	58.2%	--	--	6.1%	--	--	77.0%
Telecourses	--	--	58.7%	--	--	12.5%	--	--	75.0%
Transfer Center	79.4%	80.9%	74.7%	25.0%	26.1%	28.6%	77.9%	73.6%	80.7%
Tutorial Center	84.7%	86.3%	75.8%	21.4%	23.7%	24.0%	74.1%	74.8%	83.6%
Writing Center/CAI Lab	78.1%	80.3%	71.0%	18.5%	22.9%	20.8%	76.0%	74.8%	81.6%