Glendale Community College
CONTINUING EDUCATION SURVEY, SPRING 2013

The college seeks information and opinions from students to evaluate programs and services. Your responses are confidential. Please fill in ovals completely with a pen or pencil. **If you have already taken this survey this year, please do not take it again.** Thank you.

1. When did you start taking GCC continuing education classes?
   O Summer 2012 or later (June 18, 2012 or later)
   O Before Summer 2012 (before June 18, 2012)

2. How old are you?
   O Under 18   O 22 to 25   O 31 to 40   O Over 50
   O 18 to 21   O 26 to 30   O 41 to 50

3. Are you   O Female   O Male

4. When are you taking continuing education classes?
   O Day only (before 4:30 pm)
   O Evening only (4:30 pm or after)
   O Both day and evening

Yes No
Y N 5. Were you born in the United States?
Y N 6. Was English the first language you learned as a child?
Y N 7. Were both of your parents born in the U.S.?
Y N 8. Do you have any dependent children?
Y N 9. Do you have a computer at home?
Y N 10. Do you have Internet access at home?
Y N 11. Do you have a laptop computer?
Y N 12. Do you have a phone with Internet access?
Y N 13. Do you have a tablet computer (iPad, Kindle, etc.)
Y N 14. Are you taking *credit* classes at GCC now?
Y N 15. Have you ever taken GCC credit classes?
Y N 16. Do you plan to take any GCC credit classes in the future?

17. Which best describes your ethnic/national background? (Optional question; mark only **one**)
   O White/Not Armenian   O American Indian or Alaska Native
   O White/Armenian
   O Middle Eastern   O Black or African American
   O Latino or Hispanic   O Multiple Heritages
   O Asian or Pacific Islander   O Other

18. How many hours of work are you paid for each week?
   O Zero   O 20-39 hours
   O 1-19 hours   O 40 or more hours

19. Which best describes your parents' education levels?
   O Neither parent attended college
   O Parent(s) attended college but neither graduated
   O One or both parents graduated college
   O I don't know

20. What is your main educational goal? (Mark **only** your #1 goal.)
   O Learn English
   O Complete a high school diploma or GED
   O Get a noncredit certificate
   O Take college credit classes (transfer)
   O Get a new job
   O Get new skills for my job
   O Personal interest/educational development
   O Become a better parent
   O Undecided

21. Did you have any problems enrolling in any classes this semester? If yes, please mark all that apply:
   O A class was full.
   O A class was not offered during the times/days when I wanted to take it.
   O A class I wanted was not offered this semester.
   O Two classes I needed were scheduled at the same time.
   O I couldn't take a class because of the computer system.

22. Are you progressing as quickly as possible toward your educational goal?
   O Yes
   O No

23. Which kinds of continuing education classes are you taking this semester? Mark **all** that apply.
   O ESL   O Student Success Center (GED/high school preparation)
   O Business
   O Parent Education   O Lifelong Learning

24. What is the primary language spoken in your home?
   O English   O Farsi   O Tagalog
   O Armenian   O Arabic   O Other
   O Spanish   O Korean

25. Does GCC offer enough instructional programs and certificates to meet your educational needs?

O Yes   O No → What additional programs should GCC offer? _____

26. Does GCC offer enough student services to meet your needs? (for example, Library, Career & Counseling Center, Academic Advising, Mental Health Counseling, Child Care)

O Yes   O No → What additional services would meet your needs? _____

27. How would you rate the following aspects of your education at Glendale Community College?

Use the following scale: Ⓐ Excellent   Ⓑ Good   Ⓒ Fair   Ⓓ Poor

Ⓐ Ⓑ Ⓒ Ⓓ Faculty's concern for students   Ⓐ Ⓑ Ⓒ Ⓓ Online registration for GCC classes

Ⓐ Ⓑ Ⓒ Ⓓ Helpfulness of GCC counselors   Ⓐ Ⓑ Ⓒ Ⓓ GCC's PeopleSoft Student Center

Ⓐ Ⓑ Ⓒ Ⓓ The education you are getting at GCC   Ⓐ Ⓑ Ⓒ Ⓓ Availability of GCC classes

Ⓐ Ⓑ Ⓒ Ⓓ Quality of GCC classes & programs   Ⓐ Ⓑ Ⓒ Ⓓ Quality of computer labs at GCC

Ⓐ Ⓑ Ⓒ Ⓓ Campus friendliness to students   Ⓐ Ⓑ Ⓒ Ⓓ Parking at GCC

Ⓐ Ⓑ Ⓒ Ⓓ GCC's web site (not including MyGCC)   Ⓐ Ⓑ Ⓒ Ⓓ Food services at GCC

Ⓐ Ⓑ Ⓒ Ⓓ MyGCC   Ⓐ Ⓑ Ⓒ Ⓓ Your safety at GCC

Ⓐ Ⓑ Ⓒ Ⓓ Quality of computers and technology at GCC   Ⓐ Ⓑ Ⓒ Ⓓ Appearance of campus (cleanliness, beauty)

28. Do you agree or disagree with these statements about GCC?

Use the following scale: Ⓐ Strongly agree   Ⓑ Agree   Ⓒ Disagree   Ⓓ Strongly disagree   Ⓔ Don't know

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC welcomes students of all backgrounds.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC offers high quality educational programs.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC treats students of all ethnic groups fairly.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ It is easy to find information about classes.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC treats both male and female students fairly.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ It is easy to find information about services.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC focuses on student learning.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I have read GCC's mission statement.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC meets my needs.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I know what learning outcomes my instructors

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I feel comfortable at GCC.   expect of me in all my classes.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I learn a lot in my GCC classes.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ GCC instructors encourage students to examine

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I usually know how well I'm doing in my classes.   different points of view.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Classes are scheduled when I want to take them.   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ I found the Welcome Packet helpful.

29. Please rate your experiences with the following services available to continuing education students.

Use the following scale:

Ⓐ = I have never heard of it.   Ⓓ = I have used it and found it **helpful**.

Ⓑ = I have heard of it but never used it.   Ⓔ = I have used it and found it **very helpful**.

Ⓒ = I have used it but was **not satisfied**.

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Academic Advising   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Child care (Parent Support Center)

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Citizenship Center   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Mental health counseling

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ CalWORKs   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Online application

Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Career Center   Ⓐ Ⓑ Ⓒ Ⓓ Ⓔ Online registration

Thank you for participating in this survey!