

**Glendale Community College**  
**CONTINUING EDUCATION SURVEY, SPRING 2014**

The college wants information and opinions from students to evaluate programs and services. Your responses are confidential. Please fill in circles 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?  
 Summer 2013 or later (June 24, 2013 or later)  
 Before Summer 2013 (before June 24, 2012)
2. How old are you?  
 Under 18     26 to 30     Over 50  
 18 to 21     31 to 40  
 22 to 25     41 to 50
3. Are you     Female     Male
4. When are you taking continuing education classes?  
 Day only (before 4:30 pm)  
 Evening only (4:30 pm or after)  
 Both day and evening
- Yes No  
  5. Were you born in the United States?  
  6. Was English the first language you learned as a child?  
  7. Were both of your parents born in the U.S.?  
  8. Do you have any dependent children?  
  9. Do you have a computer at home?  
  10. Do you have Internet access at home?  
  11. Do you have a laptop computer?  
  12. Do you have a phone with Internet access?  
  13. Do you have a tablet computer (iPad, Kindle, etc.)?  
  14. Are you taking *credit* classes at GCC now?  
  15. Have you ever taken GCC credit classes?  
  16. Do you plan to take any GCC credit classes in the future?  
  17. Do you know the steps to take a credit class?
18. Which best describes your ethnic/national background? (Optional question; mark only **one**)  
 White/Not Armenian     American Indian or Alaska Native  
 White/Armenian     Black or African American  
 Middle Eastern     Multiple Heritages  
 Latino or Hispanic     Other  
 Asian or Pacific Islander
19. How many hours of work are you paid for each week?  
 Zero     20-39 hours
20. Which best describes your parents' education levels?  
 Neither parent attended college  
 Parent(s) attended college but neither graduated  
 One or both parents graduated college  
 I don't know
21. What is your main educational goal? (Mark **only** your #1 goal.)  
 Learn English  
 Complete a high school diploma or GED  
 Get a noncredit certificate  
 Take college credit classes (transfer)  
 Get a new job  
 Get new skills for my job  
 Personal interest/educational development  
 Become a better parent  
 Undecided
22. Did you have any problems enrolling in any classes this semester? If yes, please mark all that apply:  
 A class was full.  
 A class was not offered during the times/days when I wanted to take it.  
 A class I wanted was not offered this semester.  
 Two classes I needed were scheduled at the same time.  
 I couldn't take a class because of the computer system.
23. Are you progressing as quickly as possible toward your educational goal?  
 Yes  
 No
24. Which kinds of continuing education classes are you taking this semester? Mark **all** that apply.  
 ESL     Student Success Center  
 Business    (GED/high school preparation)  
 Parent Education     Lifelong Learning
25. What is the primary language spoken in your home?  
 English     Farsi     Tagalog  
 Armenian     Arabic     Other \_\_\_\_\_  
 Spanish     Korean

1-19 hours                       40 or more hours

Survey continued on back

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

Yes             No     What additional programs should GCC offer? \_\_\_\_\_

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

Yes             No     What additional services would meet your needs? \_\_\_\_\_

28. How would you rate the following areas of your education at Glendale Community College?

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

- |  |  |
|--|--|
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Faculty's concern for students             | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Online registration for GCC classes        |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Helpfulness of GCC counselors              | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Availability of GCC classes                |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D The education you are getting at GCC       | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Quality of computer labs at GCC            |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Quality of GCC classes & programs          | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Parking at GCC                             |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Campus friendliness to students            | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Food services at GCC                       |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D GCC's web site (not including MyGCC)       | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Your safety at GCC                         |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D MyGCC                                      | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Appearance of campus (cleanliness, beauty) |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D Quality of computers and technology at GCC |  |

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

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

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|--|--|
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC welcomes students of all backgrounds.        | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC offers high quality educational programs.                                |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC treats students of all ethnic groups fairly. | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E It is easy to find information about classes.                                |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC treats both male and female students fairly. | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E It is easy to find information about services.                               |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC focuses on student learning.                 | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I have read GCC's mission statement.   |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC meets my needs.                              | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I know what learning outcomes my instructors expect of me in all my classes. |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I feel comfortable at GCC.                       | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E GCC instructors encourage students to examine different points of view.      |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I learn a lot in my GCC classes.                 | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I found the Welcome Packet helpful.  |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E I usually know how well I'm doing in my classes. |  |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Classes are scheduled when I want to take them.  |  |

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

Use the following scale:

A = I have never heard of it.

D = I have used it and found it **helpful**.

B = I have heard of it but never used it.

E = I have used it and found it **very helpful**.

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

- |  |   |
|--|---|
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Academic Advising/Counseling | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Library                           |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Bookstore                    | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Mental Health Counseling          |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E CalWORKs                     | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E New Student Orientations          |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Career and Counseling Center | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Parent Support Center - Childcare |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Citizenship Office           | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Online application                |
| <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Community Resource Referrals | <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D <input type="radio"/> E Online registration               |

**Thank you for participating in this survey!**