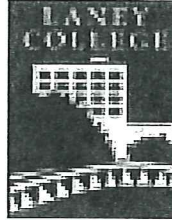


**Student Services Satisfaction Survey
and
Program Assessments**

**Student Satisfaction
Survey Tool**

Satisfaction with Student Services

Laney College



The purpose of this survey is to gain an understanding of the experiences and perceptions that Laney College students have with the college services (such as Admissions, the Orientation, etc.). Your responses will help us improve services offered to you and other students. Please take a few minutes to respond to the following questions. **Your responses will be kept strictly confidential; this survey is completely anonymous.** If you would like a summary of results, please call the Office of the Dean of Student Services (Ext. 3413) at the end of the semester. We appreciate your participation in this important effort.

**If you have already responded to this survey in another area of campus,
you don't need to respond again.**

Office of the Dean of Student Services
Laney College
900 Fallon Street
Oakland, CA 94607

Q-1 Please indicate if you are AWARE of the following student services and the NUMBER OF TIMES you may have used the service in the last two semesters. Circle responses.

SERVICE/ OFFICE	Aware of Office/ Service		Number of Times Used Service in the last two semesters										Did not need service (please check)
	Yes	No	0	1	2	3	4	5	6	7	8	9 or more	
1. Admissions and Records	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
2. Student Orientation	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
3. Assessment Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
4. Counseling Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
5. Transfer Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
6. Cashier's Office	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
7. Employment Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
8. Student Activities Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
9. PUENTE Program	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
10. EOPS/ CARE	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
11. Financial Aid	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
12. Scholarship	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
13. Disabled Student Program (DSPS)	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
14. Bookstore	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
15. Library	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
16. Tutoring - TASC	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
17. Transfer Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
18. Veteran's Services	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
19. Welcome Center	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>
20. CalWORKs Program	1	2	0	1	2	3	4	5	6	7	8	9 or more	<input type="checkbox"/>

Q-2 Please give us some feedback of your OVERALL PERCEPTIONS of each office from which you might have received service. Circle responses.

SERVICE/ OFFICE	Office was clearly identified	Office was easy to find	Office tools/ equipment were available for use	Office was clean	Did not use office (please check)
2. Student Orientation	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
3. Assessment Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
4. Counseling Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
5. Transfer Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
6. Cashier's Office	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
7. Employment Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
8. Student Activities Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
9. PUENTE Program	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
10. EOPS/ CARE	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
11. Financial Aid	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
12. Scholarship	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
13. Disabled Student Program (DSP & S)	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
14. Bookstore	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
15. Library	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
16. Tutoring - TASC	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
17. Transfer Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
18. Veteran's Services	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
19. Welcome Center	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
20. CalWORKs Program	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>

Q-3 Please give us some feedback of your OVERALL EXPERIENCES with personnel of each office from which you might have received service. Circle responses.

SERVICE/ OFFICE	Office personnel were available when needed help	Staff were approachable and friendly	Received accurate information	Returned call promptly	Personnel answered my questions satisfactorily	Did not use office (please check)
1. Admissions and Records	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
2. Student Orientation	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
3. Assessment Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
4. Counseling Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
5. Transfer Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
6. Cashier's Office	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
7. Employment Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
8. Student Activities Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
9. PUENTE Program	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
10. EOPS/ CARE	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
11. Financial Aid	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
12. Scholarship	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
13. Disabled Student Program (DSP & S)	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
14. Bookstore	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
15. Library	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
16. Tutoring - TASC	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
17. Transfer Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
18. Veteran's Services	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
19. Welcome Center	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>
20. CalWORKs Program	Y/N	Y/N	Y/N	Y/N	Y/N	<input type="checkbox"/>

Q-4 Have you ever used Laney's WEB SITE TO ACCESS information of the following services? Please circle all that apply.

SERVICE/ OFFICE	Yes	No	Information Not Available	Don't Know if there is information available on the web
1. Admissions and Records	1	2	3	4
2. Student Orientation	1	2	3	4
3. Assessment Center	1	2	3	4
4. Counseling Center	1	2	3	4
5. Transfer Center	1	2	3	4
6. Cashier's Office	1	2	3	4
7. Employment Center	1	2	3	4
8. Student Activities Center	1	2	3	4
9. PUENTE Program	1	2	3	4
10. EOPS/ CARE	1	2	3	4
11. Financial Aid	1	2	3	4
12. Scholarship	1	2	3	4
13. Disabled Student Program (DSP & S)	1	2	3	4
14. Bookstore	1	2	3	4
15. Library	1	2	3	4
16. Tutoring - TASC	1	2	3	4
17. Transfer Center	1	2	3	4
18. Veteran's Services	1	2	3	4
19. Welcome Center	1	2	3	4
20. CalWORKs Program	1	2	3	4
21. Schedule of Classes	1	2	3	4

Q-5 If you have visited Laney College's web site for information, how HELPFUL did you find the information?

SERVICE/ OFFICE	Not at all Helpful	Slightly Helpful	Moderately Helpful	Very Helpful	Have not visited Laney's Web
1. Admissions and Records	1	2	3	4	5
2. Student Orientation	1	2	3	4	5
3. Assessment Center	1	2	3	4	5
4. Counseling Center	1	2	3	4	5
5. Transfer Center	1	2	3	4	5
6. Cashier's Office	1	2	3	4	5
7. Employment Center	1	2	3	4	5
8. Student Activities Center	1	2	3	4	5
9. PUENTE Program	1	2	3	4	5
10. EOPS/ CARE	1	2	3	4	5
11. Financial Aid	1	2	3	4	5
12. Scholarship	1	2	3	4	5
13. Disabled Student Program (DSP & S)	1	2	3	4	5
14. Bookstore	1	2	3	4	5
15. Library	1	2	3	4	5
16. Tutoring - TASC	1	2	3	4	5
17. Transfer Center	1	2	3	4	5
18. Veteran's Services	1	2	3	4	5
19. Welcome Center	1	2	3	4	5
20. CalWORKs Program	1	2	3	4	5
21. Schedule of Classes	1	2	3	4	5


Q-6 What kind of information or services that would you like to see added to Laney College's web site? Please specify.

Q-7 Please indicate your overall Level of Satisfaction with Laney College's student services that you have used:

SERVICE/ OFFICE	Not at all Satisfied	Slightly Satisfied	Moderately Satisfied	Very Satisfied	No Opinion / NA
1. Admissions and Records	1	2	3	4	5
2. Student Orientation	1	2	3	4	5
3. Assessment Center	1	2	3	4	5
4. Counseling Center	1	2	3	4	5
5. Transfer Center	1	2	3	4	5
6. Cashier's Office	1	2	3	4	5
7. Employment Center	1	2	3	4	5
8. Student Activities Center	1	2	3	4	5
9. PUENTE Program	1	2	3	4	5
10. EOPS/ CARE	1	2	3	4	5
11. Financial Aid	1	2	3	4	5
12. Scholarship	1	2	3	4	5
13. Disabled Student Program (DSP & S)	1	2	3	4	5
14. Bookstore	1	2	3	4	5
15. Library	1	2	3	4	5
16. Tutoring - TASC	1	2	3	4	5
17. Transfer Center	1	2	3	4	5
18. Veteran's Services	1	2	3	4	5
19. Welcome Center	1	2	3	4	5
20. CalWORKs Program	1	2	3	4	5

Q-9 How did you learn about Laney College's services that are available to students? Check all that apply.

- From New Student Orientation
- From College Publication
- From Counseling Service
- From Other College Employee
- From Friend or Relative
- From Identification Signs on Office or College Walls
- Did not hear from anybody. I found them myself.

 next page

Respondent Profile, please circle all that apply: (The information that you provide will be for survey purpose only)

Q-10 What is your primary reason for attending Laney College at this time? Circle ONLY ONE choice.

1. Transfer without AA
2. Transfer with AA
3. Vocational Degree
4. General Education Degree
5. Certificate
6. Learn Job Skills
7. Maintain Certificate or License
8. Improve Basic Skills
9. Pursue Personal Interest
10. Update Current Job Skills
11. Complete High School
12. Explore Career Interests
13. Undecided

Q-11 Enrollment Status:

1. Full Time Student (taking 12 units or more)
2. Part time Student (taking less than 12 units)

Q-12 Ethnicity:

1. Caucasian
2. Chicano/ Latino
3. American Indian
4. Oriental/ Asian including Pacific Islander
5. African American
6. Filipino
7. Other

Q-13 Gender:

1. Male
2. Female

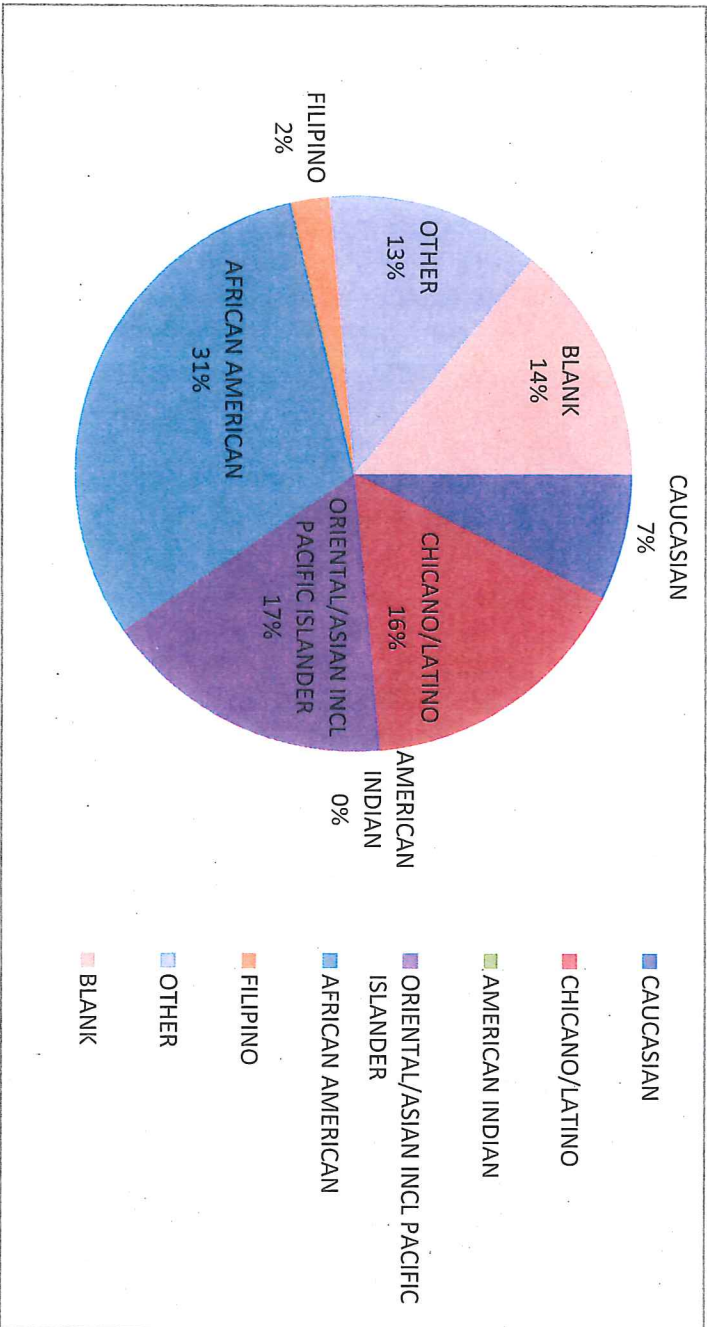
Q-14 Age Group:

1. 19 or younger
2. 20-24
3. 25-29
4. 30-34
5. 35-39
6. 40-55
7. 55 or older

**Student Satisfaction
Survey Results**

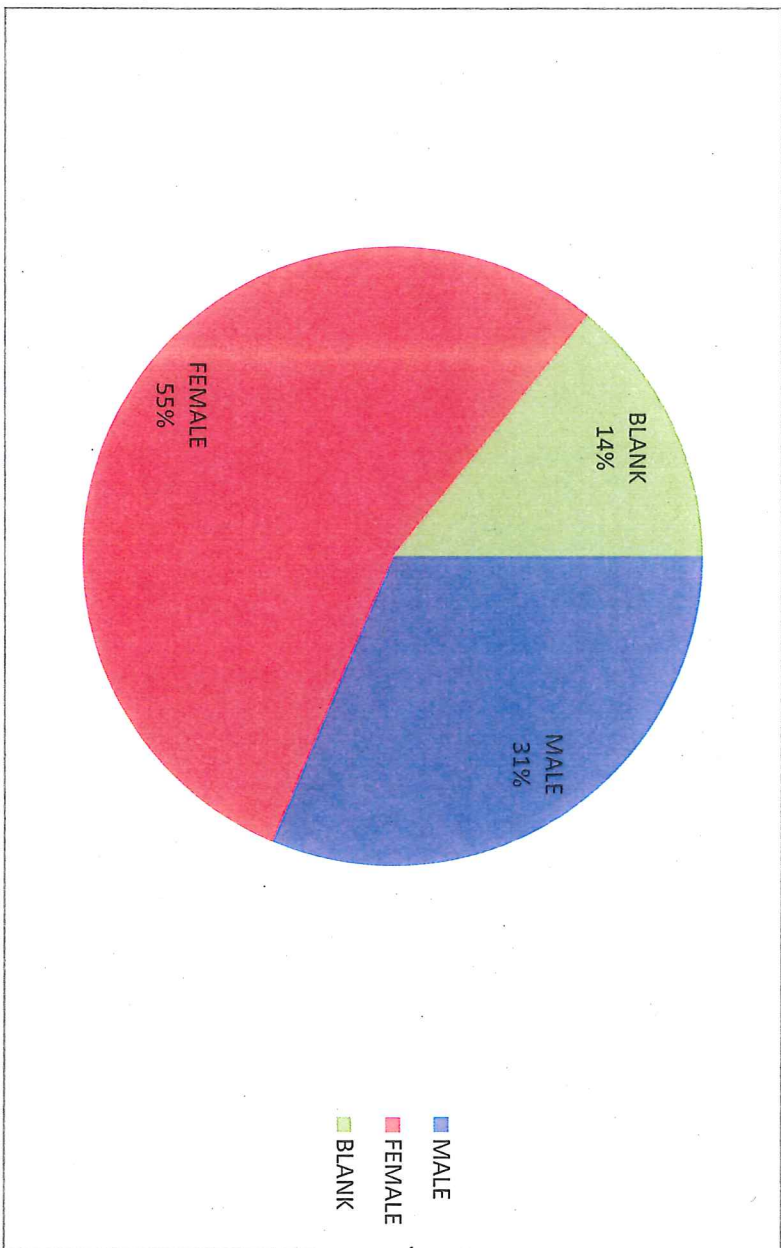
Laney Student Satisfaction Survey: Spring 2010
 Respondent Demographics by Ethnicity

ETHNICITY	
CAUCASIAN	10
CHICANO/LATINO	22
AMERICAN INDIAN	0
ORIENTAL/ASIAN INCL PACIFIC ISLANDER	23
AFRICAN AMERICAN	42
FILIPINO	3
OTHER	17
BLANK	19



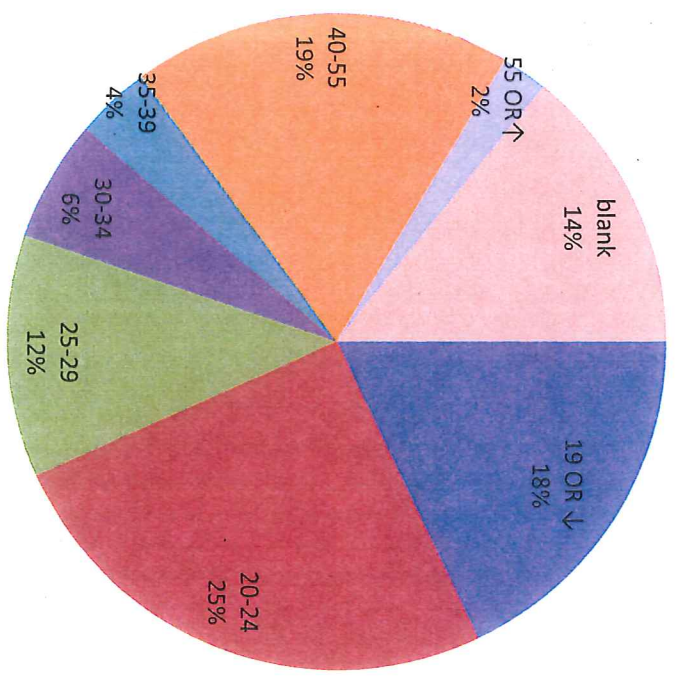
Laney Student Satisfaction Survey: Spring 2010
Respondent Demographics by Gender

GENDER	
MALE	42
FEMALE	73
BLANK	19



Laney Student Satisfaction Survey: Spring 2010
 Respondent Demographics by Age

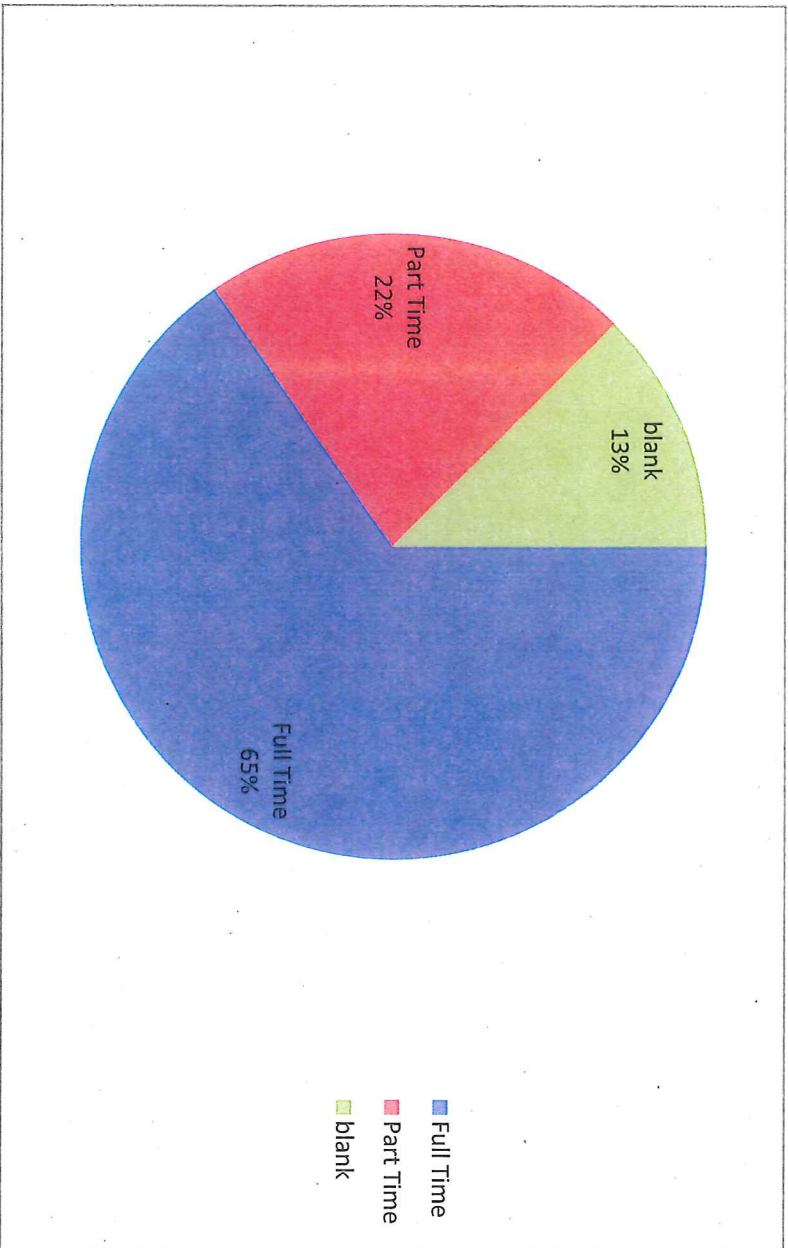
AGE GROUP	
19 OR ↓	24
20-24	34
25-29	16
30-34	8
35-39	5
40-55	25
55 OR ↑	3
blank	19



- 19 OR ↓
- 20-24
- 25-29
- 30-34
- 35-39
- 40-55
- 55 OR ↑
- blank

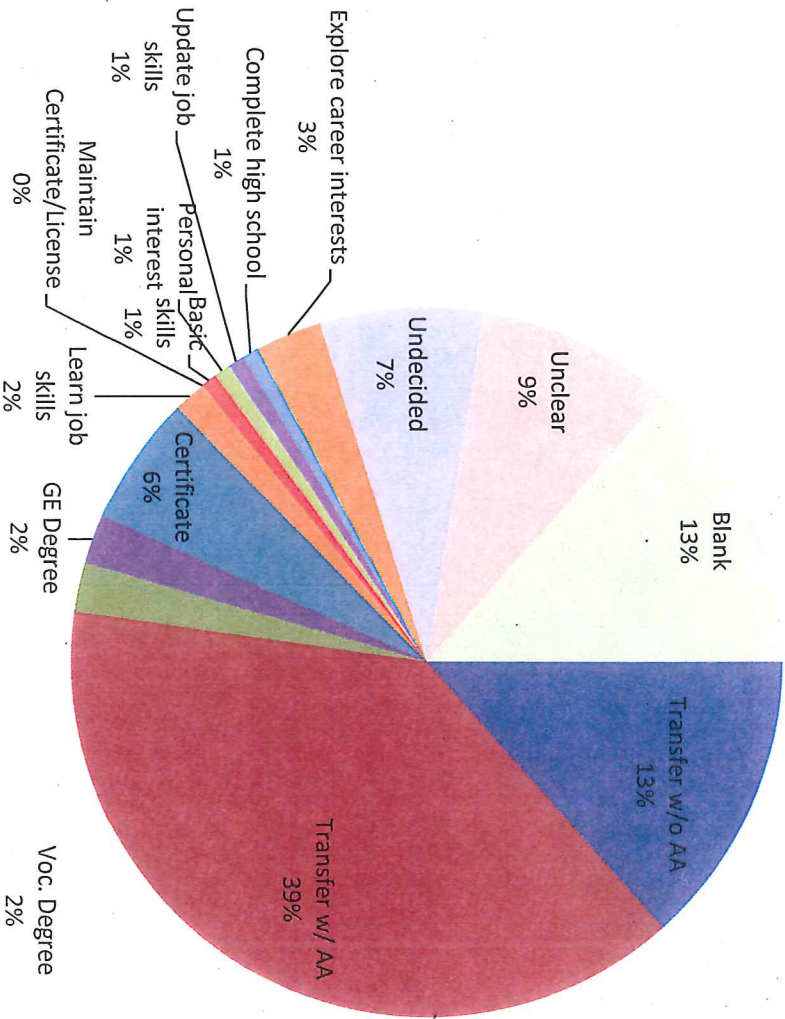
Laney Student Satisfaction Survey: Spring 2010
Respondent Demographics by Enrollment Status

ENROLLMENT STATUS	
Full Time	83
Part Time	28
blank	16



Laney Student Satisfaction Survey: Spring 2010
Respondent Demographics by Educational Goal

18	Transfer w/o AA
52	Transfer w/ AA
3	Voc. Degree
3	GE Degree
8	Certificate
2	Learn job skills
0	Maintain Certificate/License
1	Basic skills
1	Personal interest
1	Update job skills
1	Complete high school
4	Explore career interests
10	Undecided
12	Unclear
18	Blank



ADMISSIONS AND RECORD

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service In the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
110	5	21	0	6	11	18	27	15	9	6	2	3	17	21	1
80.9	3.7	15.4	0.0	4.4	8.1	13.2	19.9	11.0	6.6	4.4	1.5	2.2	12.5	15.4	0.7

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
10	126	105	6	21	4	97	5	31	3	82	11	42	1
7.4	92.6	77.2	4.4	15.4	2.9	71.3	3.7	22.8	2.2	60.3	8.1	30.9	0.7

Q2 D: Office was clean				Q2 E: Did not use office		Q3 A: Office personnel were available when needed help			Q3 B: Staff were approachable and friendly				
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
82	11	40	3	5	131	98	7	26	5	85	9	41	1
60.3	8.1	29.4	2.2	3.7	96.3	72.1	5.1	19.1	3.7	62.5	6.6	30.1	0.7

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
86	6	43	1	60	19	55	2	77	9	50	0	11	125
63.2	4.4	31.6	0.7	44.1	14.0	40.4	1.5	56.6	6.6	36.8	0.0	8.1	91.9

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?				Q9: How did you learn about Laney College's services that are available to students? Check all that apply									
yes	no	blank	unclear	not	slightly	moderately	very	not visited	blank	unclear	orientation	publication	counseling	employee	friend/relative	signs	none/by self
73	33	15	15	12	10	19	47	25	21	2							
53.7	24.3	11.0	11.0	8.8	7.4	14.0	34.6	18.4	15.4	1.5							

Q7: Level of Satisfaction with Laney College's student services that you have used																
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self				
8	11	22	59	14	22	22	22	26	21	47	30	42				
5.9	8.1	16.2	43.4	10.3	16.2	16.2	16.2	19.1	15.4	34.6	22.1	30.9				

ADMISSION AND RECORDS

ASSESSMENT CENTER

Q1 A: Aware of Office/ Service			Q1 B : Number of Times Used Service in the last two semesters												
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
84	25	27	0	39	25	5	4	3	5	2	0	1	5	46	1
61.8	18.4	19.9	0.0	28.7	18.4	3.7	2.9	2.2	3.7	1.5	0.0	0.7	3.7	33.8	0.7

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
21	115	54	15	65	2	51	11	73	1	51	7	78	0
15.4	84.6	39.7	11.0	47.8	1.5	37.5	8.1	53.7	0.7	37.5	5.1	57.4	0.0

% of N=136

Q2 D: Office was clean			Q2 E: Did not use office		Q3 A: Office personnel were available when needed help			Q3 B: Staff were approachable and friendly					
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
50	8	77	1	45	91	65	7	60	4	50	8	78	0
36.8	5.9	56.6	0.7	33.1	66.9	47.8	5.1	44.1	2.9	36.8	5.9	57.4	0.0

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
51	7	78	0	45	8	80	3	45	7	84	0	48	88
37.5	5.1	57.4	0.0	33.1	5.9	58.8	2.2	33.1	5.1	61.8	0.0	35.3	64.7

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: if you have visited Laney College's web site for information, how HELPFUL did you find the information?				Q9: How did you learn about Laney College's services that are available to students? Check all that apply						
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear				
29	49	52	6	7	10	15	19	56	28	1				
21.3	36.0	38.2	4.4	5.1	7.4	11.0	14.0	41.2	20.6	0.7				

% of N=136

Q7: Level of Satisfaction with Laney College's student services that you have used											Q9: How did you learn about Laney College's services that are available to students? Check all that apply				
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
9	10	14	33	46	24	22	22	26	21	47	30	42			
6.6	7.4	10.3	24.3	33.8	17.6	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

% of N=136

ASSESSMENT CENTER

BOOKSTORE

Q1 A : Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
110	6	20	0	12	12	13	15	20	6	5	3	6	17	26	1
80.9	4.4	14.7	0.0	8.8	8.8	9.6	11.0	14.7	4.4	3.7	2.2	4.4	12.5	19.1	0.7

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no/check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
8	128	92	10	33	1	82	10	42	2	77	7	51	1				
5.9	94.1	67.6	7.4	24.3	0.7	60.3	7.4	30.9	1.5	56.6	5.1	37.5	0.7				

% of N=136

Q2 D: Office was clean				Q2 E: Did not use office				Q3 A: Office personnel were available when needed help				Q3 B: Staff were approachable and friendly					
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
80	5	49	2	13	123	89	9	35	3	85	7	44	0				
58.8	3.7	36.0	1.5	9.6	90.4	65.4	6.6	25.7	2.2	62.5	5.1	32.4	0.0				

% of N=136

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
75	10	51	0	59	15	60	2	70	9	57	0	20	116
55.1	7.4	37.5	0.0	43.4	11.0	44.1	1.5	51.5	6.6	41.9	0.0	14.7	85.3

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not	slightly	moderately	very	not visited	blank	unclear	
65	30	20	21	7	7	18	44	34	24	24	2				
47.8	22.1	14.7	15.4	5.1	5.1	13.2	32.4	25.0	17.6	1.5					

% of N=136

Q7: Level of Satisfaction with Laney College's student services that you have used				Q9: How did you learn about Laney College's services that are available to students? Check all that apply											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
10	8	25	56	14	23	22	22	26	21	47	30	42			
7.4	5.9	18.4	41.2	10.3	16.9	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

% of N=136

BOOKSTORE

Q1 A : Aware of Office/ Service				Q1 B : Number of Times Used Service in the last two semesters											
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
53	56	26	1	51	1	4	1	1	1	1	1	0	11	64	0
39.0	41.2	19.1	0.7	37.5	0.7	2.9	0.7	0.7	0.7	0.7	0.7	0.0	8.1	47.1	0.0

Q1 C : Did not need service		Q2 A : Office was clearly identified				Q2 B : Office was easy to find				Q2 C : Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
26	110	34	12	89	1	30	7	98	1	26	6	104	0
19.1	80.9	25.0	8.8	65.4	0.7	22.1	5.1	72.1	0.7	19.1	4.4	76.5	0.0

% of N=136

Q2 D : Office was clean				Q2 E : Did not use office		Q3 A : Office personnel were available when needed				Q3 B : Staff were approachable and friendly			
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
27	4	103	2	72	64	27	6	102	1	22	4	110	0
19.9	2.9	75.7	1.5	52.9	47.1	19.9	4.4	75.0	0.7	16.2	2.9	80.9	0.0

% of N=136

Q3 C : Received accurate information				Q3 D : Returned call promptly				Q3 E : Personnel answered my questions satisfactorily				Q3 F : Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
20	4	112	0	19	7	109	1	18	4	114	0	83	53
14.7	2.9	82.4	0.0	14.0	5.1	80.1	0.7	13.2	2.9	83.8	0.0	61.0	39.0

% of N=136

Q4 : Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5 : If you have visited Laney College's web site for information, how HELPFUL did you find the information?				Q9 : How did you learn about Laney College's services that are available to students? Check all that apply						
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	orientation	publication	counseling	employee	friend/relative	signs	none/by self
21	53	58	4	11	7	7	17	62	31	blank	unclear	1		
15.4	39.0	42.6	2.9	8.1	5.1	5.1	12.5	45.6	22.8	0.7				

% of N=136

Q7 : level of Satisfaction with Laney College's student services that you have used													
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	
4	3	8	27	67	26	22	22	26	21	47	30	42	
2.9	2.2	5.9	19.9	49.3	19.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9	

% of N=136

CALWORKS

CASHIER OFFICE

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
96	14	26	0	15	11	15	18	13	6	6	1	0	16	35	0
70.6	10.3	19.1	0.0	11.0	8.1	11.0	13.2	9.6	4.4	4.4	0.7	0.0	11.8	25.7	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use															
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear										
12	124	84	10	42	0	81	10	44	1	65	15	56	0	8.8	91.2	61.8	7.4	30.9	0.0	59.6	7.4	32.4	0.7	47.8	11.0	41.2	0.0

Q2 D: Office was clean					Q2 E: Did not use office		Q3 A: Office personnel were available when needed help					Q3 B: Staff were approachable and friendly															
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear										
66	13	3	54	20	116	77	14	43	2	65	19	52	0	48.5	9.6	2.2	39.7	14.7	85.3	56.6	10.3	31.6	1.5	47.8	14.0	38.2	0.0

Q3 C: Received accurate information					Q3 D: Returned call promptly					Q3 E: Personnel answered my questions satisfactorily					Q3 F: Did not use office												
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check										
70	12	54	0	54	20	60	2	63	12	61	0	26	110	51.5	8.8	39.7	0.0	39.7	14.7	44.1	1.5	46.3	8.8	44.9	0.0	19.1	80.9

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following					Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?																					
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear	yes	no	blank	unclear	check	no check										
40	49	24	23	15	13	12	28	44	23	1	29.4	36.0	17.6	16.9	11.0	9.6	8.8	20.6	32.4	16.9	0.7	% of N=136				

Q7: Level of Satisfaction with Laney College's student services that you have used										Q9: How did you learn about Laney College's services that are available to students? Check all that apply																				
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self					
17	12	21	41	19	26	22	22	26	21	47	30	42	12.5	8.8	15.4	30.1	14.0	19.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9	% of N=136				

CASHIER OFFICE

COUNSELING CENTER

Q1 A: Aware of Office/ Service										Q1 B : Number of Times Used Service in the last two semesters																						
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain	99	13	23	1	14	16	12	20	14	6	11	3	1	7	32	0	
72.8	9.6	16.9	0.7	10.3	11.8	8.8	14.7	10.3	4.4	8.1	2.2	0.7	5.1	23.5	0.0																	

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use																			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	11.8	120	86	10	39	1	79	9	46	2	71	10	55	0
		88.2	63.2	7.4	28.7	0.7	58.1	6.6	33.8	1.5	52.2	7.4	40.4	0.0																	

Q2 D: Office was clean					Q2 E: Did not use office					Q3 A: Office personnel were available when needed help					Q3 B: Staff were approachable and friendly																	
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	52.9	12	51	1	18	118	79	12	42	3	73	12	51	0	

Q3 C: Received accurate information					Q3 D: Returned call promptly					Q3 E: Personnel answered my questions satisfactorily					Q3 F: Did not use office																	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check	50.7	13	54	0	59	17	58	2	63	14	59	0	25	11	

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following										Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?																						
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	23.5	54	23	27	6	7	22	24	50	26	blank	unclear	1			

Q7: Level of Satisfaction with Laney College's student services that you have used										Q9: How did you learn about Laney College's services that are available to students? Check all that apply															
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	8.8	9	19	53	23	20	22	22	26	21	47	30	42

COUNSELING CENTER

Q1 A: Aware of Office/ Service					Q1 B : Number of Times Used Service in the last two semesters										
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
55	49	32	0	42	9	2	3	2	2	2	1	7	1	65	0
40.4	36.0	23.5	0.0	30.9	6.6	1.5	2.2	1.5	1.5	1.5	0.7	5.1	0.7	47.8	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use															
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear										
30	106	43	12	81	0	35	11	89	1	29	10	97	0	22.1	77.9	31.6	8.8	59.6	0.0	25.7	8.1	65.4	0.7	21.3	7.4	71.3	0.0

% of N=136

Q2 D: Office was clean					Q2 E: Did not use office					Q3 A: Office personnel were available when needed help					Q3 B: Staff were approachable and friendly												
yes	no	blank	unclear	check	no check	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear				
34	7	94	1	61	75	37	7	92	0	30	4	102	0	25.0	5.1	69.1	0.7	44.9	55.1	27.2	5.1	67.6	0.0	22.1	2.9	75.0	0.0

% of N=136

Q3 C: Received accurate information					Q3 D: Returned call promptly					Q3 E: Personnel answered my questions satisfactorily					Q3 F: Did not use office												
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check	yes	no	blank	unclear	check	no check				
30	3	103	0	26	6	102	2	28	3	105	0	72	64	22.1	2.2	75.7	0.0	19.1	4.4	75.0	1.5	20.6	2.2	77.2	0.0	52.9	47.1

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following					Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?																				
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear	yes	no	blank	unclear	check	no check									
26	53	55	2	7	4	13	19	63	28	2	105	0	72	64	19.1	39.0	40.4	1.5	5.1	2.9	9.6	14.0	45.3	20.6	1.5

% of N=136

Q7: Level of Satisfaction with Laney College's student services that you have used										Q9: How did you learn about Laney College's services that are available to students? Check all that apply									
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	publication	counseling	employee	friend/relative	signs	none/by self	
7	5	7	25	62	30	22	22	26	21	47	30	42	16.2	16.2	19.1	15.4	34.6	22.1	30.9

% of N=136

DSPPS

-EMPLOYMENT CENTER

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
59	50	27	1	44	9	5	5	5	1	3	0	2	5	56	0
43.4	36.8	19.9	0.7	32.4	6.6	3.7	3.7	3.7	0.7	2.2	0.0	1.5	3.7	41.2	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
23	113	43	15	77	1	36	16	82	2	31	13	92	0				
16.9	83.1	31.6	11.0	56.6	0.7	26.5	11.8	60.3	1.5	22.8	9.6	67.6	0.0				

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed					Q3 B: Staff were approachable and friendly				
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
35	10	90	1	59	77	33	5	97	1	30	6	100	0
25.7	7.4	66.2	0.7	43.4	56.6	24.3	3.7	71.3	0.7	22.1	4.4	73.5	0.0

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office			
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check		
27	5	104	0	22	8	104	2	26	4	106	0	78	58		
19.9	3.7	76.5	0.0	16.2	5.9	76.5	1.5	19.1	2.9	77.9	0.0	57.4	42.6		

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?			
yes	no	blank (N/A)	unclear	not	slightly	moderately	very
31	51	23	31	7	10	10	19
22.8	37.5	16.9	22.8	5.1	7.4	7.4	14.0

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
5	8	11	26	54	32	22	22	26	21	47	30	42			
3.7	5.9	8.1	19.1	39.7	23.5	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

EMPLOYMENT CENTER

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
69	41	26	0	37	7	5	3	5	1	4	1	3	19	50	1
50.7	30.1	19.1	0.0	27.2	5.1	3.7	2.2	3.7	0.7	2.9	0.7	2.2	14.0	36.8	0.7

Q1 C: Did not need service		Q2 A: Office was clearly identified			Q2 B: Office was easy to find			Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
24	112	61	8	66	1	56	4	73	3	47	5	84	0
17.6	82.4	44.9	5.9	48.5	0.7	41.2	2.9	53.7	2.2	34.6	3.7	61.8	0.0

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed			Q3 B: Staff were approachable and friendly						
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
50	2	83	1	54	82	53	5	75	3	44	5	87	0
36.8	1.5	61.0	0.7	39.7	60.3	39.0	3.7	55.1	2.2	32.4	3.7	64.0	0.0

Q3 C: Received accurate information		Q3 D: Returned call promptly			Q3 E: Personnel answered my questions satisfactorily			Q3 F: Did not use office			
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	check	no check
40	6	90	0	34	10	90	2	40	5	91	63
29.4	4.4	66.2	0.0	25.0	7.4	66.2	1.5	29.4	3.7	66.9	53.7

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear		
32	49	25	30	7	8	10	21	59	29	2		
23.5	36.0	18.4	22.1	5.1	5.9	7.4	15.4	43.4	21.3	1.5		

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self
3	6	12	33	54	28	22	22	26	21	47	30	42
2.2	4.4	8.8	24.3	39.7	20.6	16.2	16.2	19.1	15.4	34.6	22.1	30.9

EOPS

FINANCIAL AID

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
97	16	23	0	23	12	13	10	11	3	7	2	3	17	35	0
71.3	11.8	16.9	0.0	16.9	8.8	9.6	7.4	8.1	2.2	5.1	1.5	2.2	12.5	25.7	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified			Q2 B: Office was easy to find			Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
12	124	86	6	44	0	80	5	50	1	61	16	59	0
8.8	91.2	63.2	4.4	32.4	0.0	58.8	3.7	36.8	0.7	44.9	11.8	43.4	0.0

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed			Q3 B: Staff were approachable and friendly						
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
60	15	59	2	27	109	68	19	46	3	59	18	59	0
44.1	11.0	43.4	1.5	19.9	80.1	50.0	14.0	33.8	2.2	43.4	13.2	43.4	0.0

Q3 C: Received accurate information		Q3 D: Returned call promptly			Q3 E: Personnel answered my questions satisfactorily			Q3 F: Did not use office					
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
59	19	58	0	48	23	63	2	49	21	66	0	35	101
43.4	14.0	42.6	0.0	35.3	16.9	46.3	1.5	36.0	15.4	48.5	0.0	25.7	74.3

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?												
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear				
67	27	38	4	14	8	17	37	36	23	1				
49.3	19.9	27.9	2.9	10.3	5.9	12.5	27.2	26.5	16.9	0.7				

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	
20	9	15	39	27	26	22	22	26	21	47	30	42	
14.7	6.6	11.0	28.7	19.9	19.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9	

FINANCIAL AID

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
108	8	20	0	12	9	8	7	7	6	3	4	36	26	18	0
79.4	5.9	14.7	0.0	8.8	6.6	5.9	5.1	5.1	4.4	2.2	2.9	26.5	19.1	13.2	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
7	129	99	6	31	0	90	5	39	2	79	10	47	0	58.1	7.4	34.6	0.0
5.1	94.9	72.8	4.4	22.8	0.0	66.2	3.7	28.7	1.5	58.1	7.4	34.6	0.0				

% of N=136

Q2 D: Office was clean			Q2 E: Did not use office			Q3 A: Office personnel were available when needed help			Q3 B: Staff were approachable and friendly				
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
83	7	43	3	12	124	93	5	36	2	83	5	48	0
61.0	5.1	31.6	2.2	8.8	91.2	68.4	3.7	26.5	1.5	61.0	3.7	35.3	0.0

% of N=136

Q3 C: Received accurate information			Q3 D: Returned call promptly			Q3 E: Personnel answered my questions satisfactorily			Q3 F: Did not use office				
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
76	5	55	0	62	11	61	2	72	5	59	0	23	113
55.9	3.7	40.4	0.0	45.6	8.1	44.9	1.5	52.9	3.7	43.4	0.0	16.9	83.1

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following			Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?												
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear					
55	34	44	3	7	5	18	39	40	26	1					
40.4	25.0	32.4	2.2	5.1	3.7	13.2	28.7	29.4	19.1	0.7	% of N=136				

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
4	9	18	58	20	27	22	22	26	21	47	30	42			
2.9	6.6	13.2	42.6	14.7	19.9	16.2	16.2	19.1	15.4	34.6	22.1	30.9	% of N=136		

LIBRARY

PUENTE PROGRAM

Q1 A : Aware of Office/ Service			Q1 B : Number of Times Used Service In the last two semesters												
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
48	57	31	0	49	6	5	2	2	0	1	0	1	7	63	0
35.3	41.9	22.8	0.0	36.0	4.4	3.7	1.5	1.5	0.0	0.7	0.0	0.7	5.1	46.3	0.0

Q1 C : Did not need service		Q2 A : Office was clearly identified				Q2 B : Office was easy to find				Q2 C : Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
32	104	38	18	78	2	29	14	93	0	30	10	96	0
23.5	76.5	27.9	13.2	57.4	1.5	21.3	10.3	68.4	0.0	22.1	7.4	70.6	0.0

% of N=136

Q2 D : Office was clean				Q2 E : Did not use office		Q3 A : Office personnel were available when needed				Q3 B : Staff were approachable and friendly			
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
29	10	96	1	64	72	33	6	96	1	29	5	102	0
21.3	7.4	70.6	0.7	47.1	52.9	24.3	4.4	70.6	0.7	21.3	3.7	75.0	0.0

% of N=136

Q3 C : Received accurate information				Q3 D : Returned call promptly				Q3 E : Personnel answered my questions satisfactorily				Q3 F : Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
25	7	104	0	25	7	102	2	24	5	107	0	76	60
18.4	5.1	76.5	0.0	18.4	5.1	75.0	1.5	17.6	3.7	78.7	0.0	55.9	44.1

% of N=136

Q4 : Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5 : If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear					
25	53	36	32	10	6	9	17	61	31	2					
18.4	39.0	26.5	23.5	7.4	4.4	6.6	12.5	44.9	22.8	1.5					

% of N=136

Q4 : Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5 : If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
3	8	9	24	58	30	22	22	26	21	47	30	42			
2.2	5.9	6.6	17.6	42.6	22.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

% of N=136

PUENTE PROGRAM

SCHEDULE OF CLASSES

Q1 A :Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
0	0	135	1	0	0	0	0	0	0	0	0	0	0	135	0
0.0	0.0	99.3	0.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	99.3	0.0

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
0	136	0	0	0	0	0	0	135	1	0	0	136	0
0.0	100.0	0.0	0.0	0.0	0.0	0.0	0.0	99.3	0.7	0.0	0.0	100.0	0.0

Q2 D: Office was clean				Q2 E: Did not use office				Q3 A: Office personnel were available when needed				Q3 B: Staff were approachable and friendly			
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear		
0	0	136	0	0	136	0	0	136	0	0	0	136	0		
0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0		

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
0	0	135	1	0	0	136	0	0	0	136	0	2	134
0.0	0.0	99.3	0.7	0.0	0.0	100.0	0.0	0.0	0.0	100.0	0.0	1.5	98.5

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?														
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear								
82	19	18	17	10	5	8	54	31	27	1								
60.3	14.0	13.2	12.5	7.4	3.7	5.9	39.7	22.8	19.9	0.7								

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?															
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self							
1	1	0	4	1	129	22	22	26	21	47	30	42							
0.7	0.7	0.0	2.9	0.7	94.9	16.2	16.2	19.1	15.4	34.6	22.1	30.9							

SCHEDULES OF CLASSES

SCHOLARSHIP

Q1 A: Aware of Office/ Service				Q1 B : Number of Times Used Service in the last two semesters										
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank
49	58	28	1	46	9	5	2	2	0	2	1	1	0	66
36.02941	42.64706	20.5882353	0.735294118	33.82	6.617647	3.67647059	1.47058824	1.47058824	0	1.470588235	0.73529	0.735294118	0	48.52941

Q1 C: Did not need service				Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use				
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	
18	118	28	23	85	0	25	15	95	1	24	12	100	0					
13.2	86.8	20.6	16.9	62.5	0.0	18.4	11.0	69.9	0.7	17.6	8.8	73.5	0.0					

Q2 D: Office was clean				Q2 E: Did not use office		Q3 A: Office personnel were available when needed				Q3 B: Staff were approachable and friendly			
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
25	10	100	1	65	71	28	8	99	1	27	2	107	0
18.4	7.4	73.5	0.7	47.8	52.2	20.6	5.9	72.8	0.7	19.9	1.5	78.7	0.0

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
22	4	110	0	19	7	108	2	22	2	112	0	76	60
16.2	2.9	80.9	0.0	14.0	5.1	79.4	1.5	16.2	1.5	82.4	0.0	55.9	44.1

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?								
yes	no	blank (N/A)	unclear/don't know	not	slightly	moderately	very	not visited	blank	unclear		
29	50	56	1	13	5	8	18	62	29	1		
21.3	36.8	41.2	0.7	9.6	3.7	5.9	13.2	45.6	21.3	0.7	% of N=136	

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?									
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self	
6	6	10	21	60	33	22	22	26	21	47	30	42	
4.4	4.4	7.4	15.4	44.1	24.3	16.2	16.2	19.1	15.4	34.6	22.1	30.9	

SCHOLARSHIP

% of N=136

STUDENT ACTIVITIES CENTER

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
57	51	28	0	39	8	2	5	3	1	4	2	0	11	60	1
41.9	37.5	20.6	0.0	28.7	5.9	1.5	3.7	2.2	0.7	2.9	1.5	0.0	8.1	44.1	0.7

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
22	114	44	17	74	1	39	17	79	1	36	13	87	0
16.2	83.8	32.4	12.5	54.4	0.7	28.7	12.5	58.1	0.7	26.5	9.6	64.0	0.0

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed help		Q3 B: Staff were approachable and friendly	
yes	no	blank	unclear	check	no check	yes	no
37	9	89	1	53	83	39	4
27.2	6.6	65.4	0.7	39.0	61.0	28.7	2.9

% of N=136

Q3 C: Received accurate information		Q3 D: Returned call promptly		Q3 E: Personnel answered my questions satisfactorily		Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear
34	3	99	0	27	6	101	2
25.0	2.2	72.8	0.0	19.9	4.4	74.3	1.5

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
yes	no	blank (N/A)	ear/don't k	not	slightly	moderately	very	not visited	blank	unclear		
28	50	25	32	10	10	8	19	59	30	0		
20.6	36.8	18.4	23.5	7.4	7.4	5.9	14.0	43.4	22.1	0.0		

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?								
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self
5	9	10	23	57	32	22	22	26	21	47	30	42
3.7	6.6	7.4	16.9	41.9	23.5	16.2	16.2	19.1	15.4	34.6	22.1	30.9

% of N=136

STUDENT ACTIVITIES CENTER

uncertain
4

2.941176

5

5

5

STUDENT ORIENTATION

Q1 A: Aware of Office/ Service				Q1 B : Number of Times Used Service in the last two semesters											
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
67	45	24	0	40	17	6	5	2	1	3	0	0	0	58	1
49.3	33.1	17.6	0.0	29.4	12.5	4.4	3.7	1.5	0.7	2.2	0.0	0.0	0.0	42.6	0.7

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
24	112	39	27	70	0	38	17	79	2	34	15	85	2
17.6	82.4	28.7	19.9	51.5	0.0	27.9	12.5	58.1	1.5	25.0	11.0	62.5	1.5

% of N=136

Q2 D: Office was clean				Q2 E: Did not use office		Q3 A: Office personnel were available when needed				Q3 B: Staff were approachable and friendly			
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
38	12	84	2	54	82	48	8	77	3	38	6	92	0
27.9	8.8	61.8	1.5	39.7	60.3	35.3	5.9	56.6	2.2	27.9	4.4	67.6	0.0

% of N=136

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office			
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check		
40	5	91	0	32	8	94	2	33	7	96	0	68	68		
29.4	3.7	66.9	0.0	23.5	5.9	69.1	1.5	24.3	5.1	70.6	0.0	50.0	50.0		

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear				
28	53	22	33	13	4	11	20	59	27	2				
20.6	39.0	16.2	24.3	9.6	2.9	8.1	14.7	43.4	19.9	1.5				

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following services?				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self		
7	8	10	27	57	27	22	22	26	21	47	30	42		
5.1	5.9	7.4	19.9	41.9	19.9	16.2	16.2	19.1	15.4	34.6	22.1	30.9		

% of N=136

STUDENT ORIENTATION

TRANSFER CENTER

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
73	37	26	0	41	13	11	3	2	1	2	0	0	4	57	2
53.7	27.2	19.1	0.0	30.1	9.6	8.1	2.2	1.5	0.7	1.5	0.0	0.0	2.9	41.9	1.5

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
24	112	49	18	67	2	50	15	68	3	38	17	78	3				
17.6	82.4	36.0	13.2	49.3	1.5	36.8	11.0	50.0	2.2	27.9	12.5	57.4	2.2				

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed help			Q3 B: Staff were approachable and friendly						
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
43	9	82	2	56	80	37	15	83	1	31	13	92	0
31.6	6.6	60.3	1.5	41.2	58.8	27.2	11.0	61.0	0.7	22.8	9.6	67.6	0.0

% of N=136

Q3 C: Received accurate information			Q3 D: Returned call promptly			Q3 E: Personnel answered my questions satisfactorily			Q3 F: Did not use office				
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
30	14	92	0	27	15	92	2	26	14	96	0	66	70
22.1	10.3	67.6	0.0	19.9	11.0	67.6	1.5	19.1	10.3	70.6	0.0	48.5	51.5

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following			Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?															
yes	no	blank (N/A)	lear/don'tk	not	slightly	moderately	very	not visited	blank	unclear								
24	57	24	31	11	11	10	15	64	24	1								
17.6	41.9	17.6	22.8	8.1	8.1	7.4	11.0	47.1	17.6	0.7								

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?														
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self						
8	7	14	22	55	30	22	22	26	21	47	30	42						
5.9	5.1	10.3	16.2	40.4	22.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9						

% of N=136

TRANSFER CENTER

TRANSFER CENTER 2

Q1 A: Aware of Office/ Service			Q1 B : Number of Times Used Service in the last two semesters												
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
58	49	29	0	47	7	6	4	2	0	1	1	0	3	64	1
42.6	36.0	21.3	0.0	34.6	5.1	4.4	2.9	1.5	0.0	0.7	0.7	0.0	2.2	47.1	0.7

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use															
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear										
23	113	38	15	82	1	38	9	88	1	32	9	95	0	16.9	83.1	27.9	11.0	60.3	0.7	27.9	6.6	64.7	0.7	23.5	6.6	69.9	0.0

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed					Q3 B: Staff were approachable and friendly																		
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear										
36	5	94	1	63	73	35	6	94	1	28	7	101	0	26.5	3.7	69.1	0.7	46.3	53.7	25.7	4.4	69.1	0.7	20.6	5.1	74.3	0.0

% of N=136

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
26	6	104	0	22	9	104	1	24	6	106	0	70	66
19.1	4.4	76.5	0.0	16.2	6.6	76.5	0.7	17.6	4.4	77.9	0.0	51.5	48.5

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?																	
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear	yes	no	blank	unclear	check	no check					
25	56	53	2	11	7	9	15	62	31	1	18.4	41.2	39.0	1.5	8.1	5.1	6.6	11.0	45.6	22.8	0.7

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
5	5	12	24	59	31	22	22	26	21	47	30	42			
3.7	3.7	8.8	17.6	43.4	22.8	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

% of N=136

TRANSFER CENTER 2

TUTORING

Q1 A: Aware of Office/ Service				Q1 B : Number of Times Used Service in the last two semesters											
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
61	50	27	0	41	6	3	7	3	3	1	1	1	17	53	0
44.9	36.8	19.9	0.0	30.1	4.4	2.2	5.1	2.2	2.2	0.7	0.7	0.7	12.5	39.0	0.0

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified				Q2 B: Office was easy to find				Q2 C: Office tools/ equipment were available for use			
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
20	116	49	16	69	2	41	10	85	0	38	7	91	0
14.7	85.3	36.0	11.8	50.7	1.5	30.1	7.4	62.5	0.0	27.9	5.1	66.9	0.0

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed		Q3 B: Staff were approachable and friendly	
yes	no	blank	unclear	check	no check	yes	no
39	6	90	1	58	78	42	8
28.7	4.4	66.2	0.7	42.6	57.4	30.9	5.9

% of N=136

Q3 C: Received accurate information		Q3 D: Returned call promptly			Q3 E: Personnel answered my questions satisfactorily		Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	check	no check
31	6	99	0	25	7	103	1	106
22.8	4.4	72.8	0.0	18.4	5.1	75.7	0.7	77.9

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?								
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear
21	49	30	36	11	9	10	17	57	31	1
15.4	36.0	22.1	26.5	8.1	6.6	7.4	12.5	41.9	22.8	0.7

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?								
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self
4	7	10	28	51	36	22	22	26	21	47	30	42
2.9	5.1	7.4	20.6	37.5	26.5	16.2	16.2	19.1	15.4	34.6	22.1	30.9

% of N=136

TUTORING

VETERAN'S SERVICES

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
31	74	30	2	51	3	1	0	0	0	1	2	0	1	76	1
22.8	54.4	22.1	1.5	37.5	2.2	0.7	0.0	0.0	0.0	0.7	1.5	0.0	0.7	55.9	0.7

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
39	97	20	16	99	1	19	9	108	0	17	9	110	0	28.7	71.3	14.7	11.8

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed					Q3 B: Staff were approachable and friendly				
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear
20	4	111	1	80	56	15	9	112	0	12	5	119	0
14.7	2.9	81.6	0.7	58.8	41.2	11.0	6.6	82.4	0.0	8.8	3.7	87.5	0.0

% of N=136

Q3 C: Received accurate information		Q3 D: Returned call promptly					Q3 E: Personnel answered my questions satisfactorily					Q3 F: Did not use office	
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check
10	5	121	0	10	6	117	3	11	4	121	0	90	46
7.4	3.7	89.0	0.0	7.4	4.4	86.0	2.2	8.1	2.9	89.0	0.0	66.2	33.8

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?									
yes	no	blank(N/A)	unclear	not	slightly	moderately	very	not visited	blank	unclear	
20	57	55	4	13	5	6	14	67	28	3	
14.7	41.9	40.4	2.9	9.6	3.7	4.4	10.3	49.3	20.6	2.2	

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following		Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?										
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self
4	5	6	16	75	30	22	22	26	21	47	30	42
2.9	3.7	4.4	11.8	55.1	22.1	16.2	16.2	19.1	15.4	34.6	22.1	30.9

% of N=136

VETERAN'S SERVICES

WELCOME CENTER

Q1 A: Aware of Office/ Service		Q1 B : Number of Times Used Service in the last two semesters													
yes	no	blank	uncertain	0	1	2	3	4	5	6	7	8	9	blank	uncertain
92	22	22	0	20	11	12	6	11	5	7	2	3	22	37	0
67.6	16.2	16.2	0.0	14.7	8.1	8.8	4.4	8.1	3.7	5.1	1.5	2.2	16.2	27.2	0.0

% of N=136

Q1 C: Did not need service		Q2 A: Office was clearly identified					Q2 B: Office was easy to find					Q2 C: Office tools/ equipment were available for use					
check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
13	123	80	5	50	1	73	4	57	2	66	7	63	66	7	63	0	
9.6	90.4	58.8	3.7	36.8	0.7	53.7	2.9	41.9	1.5	48.5	5.1	46.3	48.5	5.1	46.3	0.0	

% of N=136

Q2 D: Office was clean		Q2 E: Did not use office		Q3 A: Office personnel were available when needed					Q3 B: Staff were approachable and friendly								
yes	no	blank	unclear	check	no check	yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear
66	7	62	1	33	103	76	4	55	1	70	4	62	70	4	62	0	
48.5	5.1	45.6	0.7	24.3	75.7	55.9	2.9	40.4	0.7	51.5	2.9	45.6	51.5	2.9	45.6	0.0	

% of N=136

Q3 C: Received accurate information				Q3 D: Returned call promptly				Q3 E: Personnel answered my questions satisfactorily				Q3 F: Did not use office					
yes	no	blank	unclear	yes	no	blank	unclear	yes	no	blank	unclear	check	no check	yes	no	blank	unclear
66	2	68	0	52	9	73	2	58	3	75	0	35	101	75	0	35	101
48.5	1.5	50.0	0.0	38.2	6.6	53.7	1.5	42.6	2.2	55.1	0.0	25.7	74.3	42.6	2.2	25.7	74.3

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?												
yes	no	blank (N/A)	unclear	not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self
43	45	45	3	12	7	8	31	47	29	29	29	29	29	29	29	29
31.6	33.1	33.1	2.2	8.8	5.1	5.9	22.8	34.6	21.3	21.3	21.3	21.3	21.3	21.3	21.3	21.3

% of N=136

Q4: Have you ever used Laney's WEB SITE TO ACCESS information of the following				Q5: If you have visited Laney College's web site for information, how HELPFUL did you find the information?											
not	slightly	moderately	very	N/A	blank	orientation	publication	counseling	employee	friend/relative	signs	none/by self			
4	6	19	44	36	27	22	22	26	21	47	30	42			
2.9	4.4	14.0	32.4	26.5	19.9	16.2	16.2	19.1	15.4	34.6	22.1	30.9			

% of N=136

WELCOME CENTER