



2008 Enrollment Survey

Student Enrollment Survey




1. What is the zip code of your primary residence?

| | Response Count |
|--------------------------|----------------|
| | 559 |
| <i>answered question</i> | 559 |
| <i>skipped question</i> | 27 |






2. What is your gender?

| | Response Percent | Response Count |
|---|------------------|----------------|
| F  | 55.6% | 317 |
| M  | 44.6% | 254 |
| <i>answered question</i> | | 570 |
| <i>skipped question</i> | | 16 |






3. What is your age?

| | Response Percent | Response Count |
|---|------------------|----------------|
| 16-24  | 52.2% | 298 |
| 25-44  | 38.0% | 217 |
| 45+  | 9.8% | 56 |
| <i>answered question</i> | | 571 |
| <i>skipped question</i> | | 15 |



4. What is your ethnicity/race?

| | Response Percent | Response Count |
|--|------------------|----------------|
| African-American  | 20.9% | 111 |
| Asian/Pacific Islander  | 43.8% | 232 |
| Hispanic/Latino  | 12.5% | 66 |
| White  | 15.3% | 81 |
| Other (name) _____  | 10.0% | 53 |
| <i>answered question</i> | | 530 |
| <i>skipped question</i> | | 56 |





5. What is your primary language spoken at home?

| | Response Percent | Response Count |
|--|------------------|----------------|
| English  | 47.6% | 253 |
| Spanish  | 9.8% | 52 |
| Cantonese  | 20.3% | 108 |
| Vietnamese  | 10.7% | 57 |
| Other (name) _____  | 14.7% | 78 |
| <i>answered question</i> | | 532 |
| <i>skipped question</i> | | 54 |





6. Do you have access to the internet at home?

| | Response Percent | Response Count |
|--|------------------|----------------|
| Yes  | 83.8% | 413 |
| No  | 16.4% | 81 |
| <i>answered question</i> | | 493 |
| <i>skipped question</i> | | 93 |




7. How long have you been at Laney College?

| | Response Percent | Response Count |
|--|------------------|----------------|
| First Semester  | 37.5% | 190 |
| 1 year  | 27.9% | 141 |
| 2-3 years  | 24.7% | 125 |
| 3+ years  | 9.9% | 50 |
| <i>answered question</i> | | 506 |
| <i>skipped question</i> | | 80 |

8. How many units are you taking this semester?

| | Response Percent | Response Count |
|--|------------------|----------------|
| 1-3  | 8.8% | 45 |
| 4-6  | 15.7% | 80 |
| 7-12  | 35.5% | 181 |
| 12+  | 40.4% | 206 |
| <i>answered question</i> | | 510 |
| <i>skipped question</i> | | 76 |

9. When do you take classes?

| | Response Percent | Response Count |
|--|------------------|----------------|
| During the day  | 58.7% | 297 |
| In the evening  | 15.6% | 79 |
| Both  | 26.7% | 135 |
| <i>answered question</i> | | 506 |
| <i>skipped question</i> | | 80 |










10. Do you also take classes at Peralta Colleges other than Laney?

| | Response Percent | Response Count |
|--|------------------|----------------|
| Yes (Which one) <input type="checkbox"/> | 29.4% | 142 |
| No <input type="checkbox"/> | 70.6% | 341 |
| <i>answered question</i> | | 483 |
| <i>skipped question</i> | | 103 |






11. Are you employed?

| | Response Percent | Response Count |
|------------------------------|------------------|----------------|
| Yes <input type="checkbox"/> | 50.2% | 241 |
| No <input type="checkbox"/> | 50.4% | 242 |
| <i>answered question</i> | | 480 |
| <i>skipped question</i> | | 106 |





12. How did you hear about Laney?

| | Response Percent | Response Count |
|--|------------------|----------------|
| Friends  | 65.7% | 339 |
| Teacher  | 13.2% | 68 |
| Counselor  | 13.0% | 67 |
| Brochure/Flyer  | 8.7% | 45 |
| Newspaper  | 4.1% | 21 |
| Billboards  | 5.4% | 28 |
| Radio  | 1.9% | 10 |
| TV  | 5.2% | 27 |
| Website  | 15.1% | 78 |
| <i>answered question</i> | | 516 |
| <i>skipped question</i> | | 70 |






13. Overall, registration was:

| | Response Percent | Response Count |
|--|------------------|----------------|
| Very easy  | 15.4% | 79 |
| Easy  | 30.5% | 156 |
| Somewhat easy  | 35.9% | 184 |
| Difficult  | 13.1% | 67 |
| Very Difficult  | 5.1% | 26 |
| <i>answered question</i> | | 512 |
| <i>skipped question</i> | | 74 |

14. To register for classes on-line, I:

| | Response Percent | Response Count |
|--|------------------|----------------|
| Used a computer at home  | 59.6% | 302 |
| Used a computer at school  | 30.4% | 154 |
| Used a computer at work  | 7.1% | 36 |
| I don't use a computer/needed help  | 10.3% | 52 |
| <i>answered question</i> | | 507 |
| <i>skipped question</i> | | 79 |

15. Using the Peralta College registration system (CCC Apply and Passport) is:

| | Response Percent | Response Count |
|--|------------------|----------------|
| Very easy  | 9.3% | 48 |
| Easy  | 28.7% | 148 |
| Somewhat easy  | 36.6% | 189 |
| Difficult  | 17.2% | 89 |
| Very difficult  | 8.3% | 43 |
| <i>answered question</i> | | 516 |
| <i>skipped question</i> | | 70 |

16. To find my classes, I used:

| | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| The Printed Schedule | 54.9% | 280 |
| Website | 24.3% | 124 |
| My Passport Account | 22.2% | 113 |
| Counseling | 12.2% | 62 |
| Other (name) | 3.9% | 20 |
| <i>answered question</i> | | 510 |
| <i>skipped question</i> | | 76 |





17. Overall, finding classes was:

| | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Very easy | 14.0% | 73 |
| Easy | 38.1% | 198 |
| Somewhat easy | 31.5% | 164 |
| Difficult | 12.5% | 65 |
| Very difficult | 4.2% | 22 |
| <i>answered question</i> | | 520 |
| <i>skipped question</i> | | 66 |



18. Did you use the Laney Welcome Center to help you register?

| | Response Percent | Response Count |
|--------------------------|------------------|----------------|
| Yes | 54.5% | 261 |
| No | 45.5% | 218 |
| <i>answered question</i> | | 479 |
| <i>skipped question</i> | | 107 |






19. If yes, was the Welcome Center service:

| | Response Percent | Response Count |
|--|------------------|----------------|
| Very helpful  | 31.8% | 115 |
| Helpful  | 49.7% | 180 |
| Not particularly helpful  | 13.0% | 47 |
| Not helpful at all  | 5.8% | 21 |
| <i>answered question</i> | | 362 |
| <i>skipped question</i> | | 224 |

20. Do you receive financial aid?

| | Response Percent | Response Count |
|--|------------------|----------------|
| Yes  | 36.6% | 175 |
| No (skip to Q20)  | 63.4% | 303 |
| <i>answered question</i> | | 478 |
| <i>skipped question</i> | | 108 |

21. If yes, was the (FAFSA) application process:

| | Response Percent | Response Count |
|--|------------------|----------------|
| Very easy  | 8.8% | 26 |
| Easy  | 20.2% | 60 |
| Somewhat easy  | 27.9% | 83 |
| Difficult  | 29.6% | 88 |
| Very Difficult  | 14.5% | 43 |
| <i>answered question</i> | | 297 |
| <i>skipped question</i> | | 289 |







22. Overall, how would you rank these student services at Laney?

| | Good | Bad | Don't know | Rating Average | Response Count |
|--------------------------|-------------|------------|-------------|----------------|----------------|
| Admissions&Records | 73.5% (341) | 9.3% (43) | 17.2% (80) | 1.44 | 464 |
| Assessment | 55.9% (260) | 12.7% (59) | 31.4% (146) | 1.75 | 465 |
| Cafeteria | 57.8% (270) | 17.1% (80) | 25.1% (117) | 1.67 | 467 |
| Computer Lab | 64.6% (290) | 7.3% (33) | 28.1% (126) | 1.63 | 449 |
| Counseling | 64.7% (297) | 14.2% (65) | 21.1% (97) | 1.56 | 459 |
| ID Picture Station | 70.5% (321) | 9.0% (41) | 20.4% (93) | 1.50 | 455 |
| Library | 76.8% (354) | 6.5% (30) | 16.7% (77) | 1.40 | 461 |
| Math Lab | 36.9% (166) | 6.0% (27) | 57.1% (257) | 2.20 | 450 |
| Orientation | 37.4% (171) | 7.2% (33) | 55.4% (253) | 2.18 | 457 |
| Student Employment | 26.2% (119) | 11.7% (53) | 62.1% (282) | 2.36 | 454 |
| Tutoring | 33.2% (148) | 6.5% (29) | 60.3% (269) | 2.27 | 446 |
| Writing Center | 34.6% (152) | 4.1% (18) | 61.3% (269) | 2.27 | 439 |
| <i>answered question</i> | | | | | 532 |
| <i>skipped question</i> | | | | | 54 |



23. Do you think Laney College offers enough student activities?

| | | Response Percent | Response Count |
|--------------------------|--------------------------|------------------|----------------|
| Yes | <input type="checkbox"/> | 56.8% | 258 |
| No | <input type="checkbox"/> | 43.2% | 196 |
| <i>answered question</i> | | | 454 |
| <i>skipped question</i> | | | 132 |



24. I would like more campus activities:

| | Response Percent | Response Count |
|---|------------------|----------------|
| Ethnic&Cultural Activities  | 31.7% | 138 |
| Recreational/Game Room Activities  | 22.1% | 96 |
| Sports Activities  | 28.5% | 124 |
| Student Clubs  | 31.7% | 138 |
| Community Events  | 28.0% | 122 |
| Other (name)  ----- | 5.5% | 24 |
| <i>answered question</i> | | 435 |
| <i>skipped question</i> | | 151 |

25. Laney has a test program offering discounted bus passes to full time students, if this program is made permanent, would you pay up to \$60 per semester for an unlimited bus pass?

| | Response Percent | Response Count |
|---|------------------|----------------|
| Yes  | 42.4% | 209 |
| No  | 57.8% | 285 |
| <i>answered question</i> | | 493 |
| <i>skipped question</i> | | 93 |

26. Are you willing to pay \$16 per semester for expanded health care services?

| | Response Percent | Response Count |
|---|------------------|----------------|
| Yes  | 42.0% | 201 |
| No  | 58.0% | 278 |
| <i>answered question</i> | | 479 |
| <i>skipped question</i> | | 107 |

27. I would like more information about: (check all that apply)

| | Response Percent | Response Count |
|--|--------------------------|----------------|
| Career and vocational opportunities <input type="checkbox"/> | 42.5% | 201 |
| Transfer Opportunities <input type="checkbox"/> | 47.8% | 226 |
| Life Long Learning <input type="checkbox"/> | 17.3% | 82 |
| On-line Classes <input type="checkbox"/> | 31.5% | 149 |
| Student Government <input type="checkbox"/> | 16.7% | 79 |
| Inter Collegiate Athletics <input type="checkbox"/> | 11.0% | 52 |
| Student Activities and Clubs <input type="checkbox"/> | 23.7% | 112 |
| Scholarships <input type="checkbox"/> | 46.3% | 219 |
| Other (name) <input type="checkbox"/> ----- | 9.9% | 47 |
| | answered question | 473 |
| | skipped question | 113 |

28. When I want information about Laney College, I go to: (check all that apply)

| | Response Percent | Response Count |
|---|------------------|----------------|
| Faculty <input type="checkbox"/> | 16.7% | 84 |
| Administration <input type="checkbox"/> | 30.4% | 153 |
| Counselor <input type="checkbox"/> | 38.3% | 193 |
| Other Students <input type="checkbox"/> | 30.8% | 155 |
| Student Newspaper <input type="checkbox"/> | 7.7% | 39 |
| Website <input type="checkbox"/> | 55.4% | 279 |
| TV <input type="checkbox"/> | 3.8% | 19 |
| Radio <input type="checkbox"/> | 2.2% | 11 |
| Brochure/Flyer <input type="checkbox"/> | 7.7% | 39 |
| Billboards/Outdoor Advertising <input type="checkbox"/> | 6.5% | 33 |
| Other (name) <input type="checkbox"/> | 3.0% | 15 |
| ----- | | |
| answered question | | 504 |
| skipped question | | 82 |

Student Enrollment Survey Comments:**Registration/Website:**

- More staff in admissions
- Get rid of passport
- Improve or eliminate the passport system
- The passport system is really confusing and convoluted. We have way too many different IDs and passwords. Also the ID and passwords always seem to be random and weird.
- Change the login procedure for passport to make it a little easier to remember login for students.
- Regarding signing up for classes. I already have a bachelor degree and when I try to sign up online for classes, I'm not allowed to because it says that I have to go through a lot of hassle to get in although I already have the prerequisites, there should be some way to bypass that if someone already has a degree.
- Class scheduling is very difficult. To try and take a fulltime schedule on 2-3 days per week is nearly impossible because class times are set up to overlap or be hours apart. My last school used a class schedule good making aligning classes efficiently very easy. It is awful!
- Make the passport system more straight forward and intuitive. The passport system takes you on a wild goose chase to do what should be simple.
- When enrolling passport you select criteria, class and campus yet classes at all the campuses come up. Would be easier if passport filtered out campuses (location) you did not select.
- Would be more helpful if you could update the website with a calendar of events and specific dates like when end of the semesters are or finals. Also athletic website updates would be nice too.
- Make the website easier to follow get rid of the old and update teaching information.
- Need an online system to check grades whenever we feel like it and not have to wait until the semester is over to just see a final grade.

- The Laney website needs it be completely redone, it is in complete and navigation is nonsensical. Finding classes through passport is frustrating because the user interface is restrictive and not intuitive.
- Fix the passport system.
- I am an international student, I am not worried about the fees applied to me, but I am worried about changing me more as my tuition and fees neglecting the terms and all those are unnecessary, why is your online system is fail? Why it shows the fees more than I need to pay? Why? Hope you will solve it soon. Thank you!!

Academic:

- Allow less student in each ESL class
- Writing, reading, and grammars for ESL class or another class schedule have combined to our class, it will be better in the future.
- ESL writing class, reading class and grammar class combine to one class.
- If you a student with a BA or BS from another college and your just at Laney to take prerequisites for graduate school it's extremely hard to get classes. Mostly because the system keeps telling me I do not have the prerequisites from the Peralta system. There needs to be an improvement in how continuing education students can sign up for classes.
- Void prerequisites requirements for those students who already had a BA. Wanting to take extended education should not be restricted if you have already met from an accredited school. This restriction delays the enrollment process and discourages students from proceeding with taking the class.
- Change the ESL and math classes. For example, reading, writing, and grammar classes can combine together to one class.
- Combine the writing and grammar into one class.
- I would make classes more than right now; I usually can't add the class because the class is full.
- I would like to change grammar classes, because in grammar classes they are only 3 units which are not enough.
- I would like to have the classes bigger, get a better learning by the teacher to teach us better.
- I think some class too much students.

- Combine writing and grammar classes, and give them 5 units
- Why the international students can not add class at the same time as the local students at the beginning of the semester.

Facilities

- Create more computer lab and more computers in library.
- Is not Laney a smoke free campus? I believe it should be enforced so that people do not have to breathe that horrible chemical.
- The restroom, because that are always dirty.
- More restrooms
- Some men room is not clean and not good equipment, it should have fixed soon.
- Clean/fix the bathrooms.
- Offer more healthy options in the cafeteria expand the hours it is open!
- Also extend the hours the computer lab has open lab.
- Create an 8am to 8pm computer lab (in one location) M-F for students!
- Monitor and enforce noise restrictions in the library... Improve or eliminate the passport system. Notify students when the parking lot will be closed. Create a salad bar in the cafeteria. Allow students to use gym/fitness center without signing up for a class.
- a better place to eat, and better food
- Extend the hours in the cafeteria provide the cafeteria with more cashiers so the lines will not be so long.
- Provide us with more cashiers in the cafeteria.
- More study area change the student parking system
- The cafeteria and bathroom are dirty. The smoking ban needs to be enforced.
- Have better student center for the student, cafeteria, restroom, computer program for non graphic art student to use.

- The food sold at the cafeteria needs to improve
- Bathrooms need to be cleaned more often. Bathrooms are real dirty,
- I would improve the cafeteria and library; I feel the library should have more computers and work space for student.
- Have clean restroom, big library
- Want to up grade the restroom, want to more computers in the library,
- Fix and clean up the cafeteria, school yard
- We need more classes such as writing, speaking, also the class that has 5 units, can we learn only in two day, instead of 3 days
- Please to combine reading, grammar and writing ESL class or English class are in one class, please to reduce a little
- Bring in professional cooks' because the food they serve is not good enough
- Add pencil sharpener, never seen one at a Peralta school

Student Services:

- More activities
- All aspects need to be made for more efficient and easily accessed the web page is severely lacking in information about Laney specific activities.
- Make discussions with counselors more accessible
- Change the first part when I have to do at the first that is assessment test
- Provide more counselors
- Make all resources known to the students, like EOPS
- I would like to use the counselor more, I just never have the time to wait for then.
- I would stop the financial aid department from having attitudes with students and cut the lines for financial aid and cashier office.
-

- Have more jobs for international student. Because international student really want to find job to improve English. That's very convenience for their studies.
- Counselors are seemingly as uninformed as students, some are negative and rude. Parking "safety officers" are also unhelpful and not necessary.
- Get rid of the bad counselors
- Would make the staff at FA office a little more people friendly. They should remember if it were not for the students they themselves would not have a job.
- Make it more systematic for international and new students to find work at the beginning.
- More communication from financial aid to students, waiting for \$.
- Change financial aid process and the current system. It takes us forever to get our checks, which we really need to keep up with school.
- Do something else for international student such as: help, career, tuition...
- To find a way to make getting financial aid more efficient and not so much a hassle.
- I would like to get FAFSA assistance.
- FAFSA
- FAFSA
- FAFSA
-
- Improve financial aid! I still haven't heard about mine and I am afraid it's going to keep me from enrolling in the spring, due to lack at payment.
- Do something about financial aid!
- Changes in FAFSA
- Change FAFSA process
- Sometimes when I came to the financial aid office, I have to wait for long time to get to my turn, meanwhile, the workers are not really pay attention to us, they work a little slow and when they are talking to each other, they stop working, they made people in line because uncomfortable.

- Financial Aid, I need my money, Thanks.
- Make the financial aid office more efficient and helpful.
- Have more African Americans help with school issues, such as transferring and financial aid and getting grants.
- Want to fast progress the financial aid
- Make the financial aid process more effective, it's terrible, I would rate it an F!
- Hire more people to process the financial aid more fast, because I heard there is only one person doing the process
- Speed up financial aid, more services/ help for financial aid
- Have a better counseling staff, every time I go in to see a counselor I get the feeling as if they could care less about my future. Half information from the financial staff which is the worst I've every dealt within my life. I had to come to this school 4 times only to be told I'm missing papers that should've been handed to me the first time around.

Other

- I don't think any change is needed.
- I think Laney College it's wonderful!
- Fix the school fee for international student, because they are not rich as you think.
- I think that Laney should employ people who speak clear English, I understand that bilingual hiring is vogue, but when I as an English speaker need a translator in order to understand and be understood in the areas of financial aid and EOPS, it is down right ridiculous, it is already hard enough to maneuver around campus without unnecessary barriers, we need more smith's Jackson's and Jones' and less Dong, Chen. Lees etc.
- Alameda counseling and admissions needs employees who care about their jobs and students.
- Make change about the financial aid.
- I would change FAFSA to make it easier so we the students can stay in school.

4/6/2010

- Admission and records behind the international office, and the employees are very rude/ and not good.