

## **Student Services Survey Fall 2017**

Admissions and Records | Bookstore | Cashier | Career Job Placement | CAN/TRIO | EOPS | CARE | CAYEFES | CalWORKS | Financial Aid | Counseling | Health Services | Learning Assistance Program | Library | MESA | Noncredit Counseling | Student Activities | Testing Center | Tutoring | Transfer Center

Dear Student: Allan Hancock College wants to know about your experiences with student services at the college. The survey should take less than 10 minutes to complete, and your responses will be anonymous. Please answer to the best of your knowledge. If you have responded to this survey, please do not fill it out a second time. Thank you very much for your time and cooperation.

Please tell us how **familiar** you are with these Student Service departments.

Note: If you are viewing from a mobile device, please make sure to select the down arrow to see all of the questions.

	Very Familiar (3)	Familiar (2)	Somewhat Familiar (1)	Not Familiar At All (0)
<b>Admissions &amp; Records:</b> Register; add, drop classes; verify enrollment; process transcripts (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bookstore:</b> Sells textbooks, class supplies, insignia clothing (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>CAN/TRIO:</b> Assistance for students in the CAN/TRIO program (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cashier:</b> pay fees, get a parking permit, etc. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Career Center/Job Placement:</b> Job searches, career information; career assessment tests, resumes support, career workshops (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>EOPS/CARE/CAYFES &amp; CalWORKs:</b> Support services for low income/ disadvantaged students, CalWORKs participants, foster youth, single parents (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Financial Aid/Scholarships:</b> Student financial aid; scholarship applications and information (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**General Counseling:**  
Academic counseling,  
course selection,  
student education plan  
(9)

**Health Services:**  
Direct medical  
services, health &  
wellness education,  
mental health  
counseling (10)

**Learning Assistance  
Program (Disabled  
Student Program  
Services):** Assistance  
to students with  
physical or learning  
disabilities (11)

**Library:** Support  
students and staff with  
immediate research  
needs and  
development of  
literacy (12)

**MESA:** Support  
services for  
mathematics,  
engineering, and  
science students (13)

**Noncredit  
counseling:**  
counseling, course  
selection, student  
education plans for  
noncredit students  
(15)

**Student Activities:**  
Supports student clubs  
and other student  
activities; student  
government (ASBG)  
(14)

**Testing Center:**  
Placement testing  
(START, GED, CLEP,  
CBEST) (2)

**Tutoring:** Tutoring Center, Math lab, Writing Center, etc. (17)

**University Transfer Center:** Helps students interested in transferring to a four-year university (16)

Now, please tell us where you receive the service, how frequently you use the service, and satisfied you are with the service.

Note: If you are viewing from a mobile device, this question is best viewed in landscape.

How many times have you used the service <b>THIS SEMESTER?</b>	How satisfied were you with the service <b>THIS SEMESTER?</b>			At what location did you receive the services <b>THIS SEMESTER?</b> (Check all that apply)				
0 times (0)	1 time (1)	2 times (2)	3 or more times (3)	Very Satisfied (3)	Somewhat satisfied (2)	Unsatisfied (1)	Santa Maria (1)	Other (2)

**Admissions & Records:** Register; add, drop classes; verify enrollment; process transcripts (1)

**Bookstore:** Sells textbooks, class supplies, insignia clothing (2)

**CAN/TRIO:** Assistance for students in the CAN/TRIO program (3)

**Cashier:** pay fees, get a parking permit, etc. (4)

**Career Center/Job Placement:** Job searches, career information; career assessment tests, resumes support, career workshops (5)

**EOPS/CARE/CAYFES & CalWORKs:** Support services for low income/ disadvantaged students, CalWORKs participants, foster youth, single parents (6)

**Financial Aid/Scholarships:** Student financial aid; scholarship applications and information (7)

**General Counseling:** Academic counseling, course selection, student education plan (8)

<p><b>Health Services:</b> Direct medical services, health &amp; wellness education, mental health counseling (9)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Learning Assistance Program (Disabled Student Program Services):</b> Assistance to students with physical or learning disabilities (10)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Library:</b> Support students and staff with immediate research needs and development of literacy (11)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>MESA:</b> Support services for mathematics, engineering, and science students (12)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Noncredit counseling:</b> counseling, course selection, student education plans for noncredit students (13)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Student Activities:</b> Supports student clubs and other student activities; student government (ASBG) (14)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Testing Center:</b> Placement testing (START, GED, CLEP, CBEST) (15)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><b>Tutoring:</b> Tutoring Center, Math lab, Writing Center, etc. (16)</p>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>	<input type="checkbox"/>

**University Transfer Center:** Helps students interested in transferring to a four-year university (17)



Do the current hours of operation for these Student Service departments meet your needs?

	Yes (1)	No (2)	Not Applicable (0)
<b>Admissions &amp; Records:</b> Register; add, drop classes; verify enrollment; process transcripts (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bookstore:</b> Sells textbooks, class supplies, insignia clothing (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>CAN/TRIO:</b> Assistance for students in the CAN/TRIO program (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cashier:</b> pay fees, get a parking permit, etc. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Career Center/Job Placement:</b> Job searches, career information; career assessment tests, resumes support, career workshops (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>EOPS/CARE/CAYFES &amp; CalWORKs:</b> Support services for low income/ disadvantaged students, CalWORKs participants, foster youth, single parents (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Financial Aid/Scholarships:</b> Student financial aid; scholarship applications and information (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>General Counseling:</b> Academic counseling, course selection, student education plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



(9)

**Health Services:**

Direct medical services, health & wellness education, mental health counseling (10)

**Learning Assistance Program (Disabled Student Program Services):**

Assistance to students with physical or learning disabilities (11)

**Library:** Support students and staff with immediate research needs and development of literacy (12)

**MESA:** Support services for mathematics, engineering, and science students (13)

**Noncredit counseling:**

counseling, course selection, student education plans for noncredit students (15)

**Student Activities:**

Supports student clubs and other student activities; student government (ASBG) (14)

**Testing Center:**

Placement testing (START, GED, CLEP, CBEST) (2)

**Tutoring:** Tutoring Center, Math lab, Writing Center, etc.

(17)

**University Transfer**

**Center:** Helps students interested in transferring to a four-year university (16)



If Student Services were open later, what hours would be most convenient? (select all the hours that apply)

	4:30-6:00 pm (1)	6:01 - 7:30 pm (2)	After 7:30 pm (3)	Prefer online services after hours (4)
<b>Admissions &amp; Records:</b> Register; add, drop classes; verify enrollment; process transcripts (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Bookstore:</b> Sells textbooks, class supplies, insignia clothing (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>CAN/TRIO:</b> Assistance for students in the CAN/TRIO program (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Cashier:</b> pay fees, get a parking permit, etc. (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Career Center/Job Placement:</b> Job searches, career information; career assessment tests, resumes support, career workshops (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>EOPS/CARE/CAYFES &amp; CalWORKs:</b> Support services for low income/ disadvantaged students, CalWORKs participants, foster youth, single parents (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Financial Aid/Scholarships:</b> Student financial aid; scholarship applications and information (8)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**General Counseling:**  
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course selection,  
student education plan  
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**Health Services:**  
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services, health &  
wellness education,  
mental health  
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**Learning Assistance  
Program (Disabled  
Student Program  
Services):** Assistance  
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**Library:** Support  
students and staff with  
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**University Transfer Center:** Helps students interested in transferring to a four-year university (16)

Do you have any comments about any of the Student Services listed above?

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What are the best forms of communication for you on upcoming campus events? Please check all that apply.

- Text messages (1)
- Email (2)
- MyHancock portal (3)
- Facebook (4)
- Twitter (5)
- Phone (6)
- Fliers on campus (7)
- Allan Hancock College website (8)
- Skype (9)
- Word of mouth (10)
- Other, please specify (11) \_\_\_\_\_

Have you used any of the following online services? Please check all that apply.

- Ask Spike (1)
- MyHancock Portal (2)
- Online orientation (3)
- Other, please specify (4) \_\_\_\_\_

What is your gender?

- Male (1)
- Female (2)
- Decline to state (3)

What is your race or ethnicity? Please check all that apply.

- Asian (1)
- African American or Black (2)
- Hispanic or Latino (3)
- American Indian or Alaska Native (4)
- Native Hawaiian or other Pacific Islander (5)
- White (6)
- Two or more races (7)
- Unknown/Non-respondent (8)

What is your age range?

- < 18 years old (1)
- 18-24 years old (2)
- 25-34 years old (3)
- 35-44 years old (4)
- 45-54 Years old (5)
- 55 or older (6)

Thinking about the current semester, are you currently enrolled full-time or part-time?

- Part-time (less than 12 units) (1)
- Full-time (12 or more units) (2)

When are your classes this semester? Please check all that apply.

- Morning (8 am - 9:59 am) (1)
- Mid-morning (10:00 am – 11:59 am) (2)
- Afternoon (12:00 pm – 1:59 pm) (3)
- Late afternoon (2:00 pm – 4:59 pm) (4)
- Evening (5:00 pm – 10:00 pm) (5)
- Weekends (6)
- Mostly online (7)
- Online only (8)

How many total units have you earned at Allan Hancock College? Please do not include courses you are taking this semester.

- None (0)
- 1-14 units (1)
- 15-29 units (2)
- 30-45 units (3)
- 46 or more units (4)
- Don't know (5)



Please use this space for any additional comments or feedback about student services.

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