

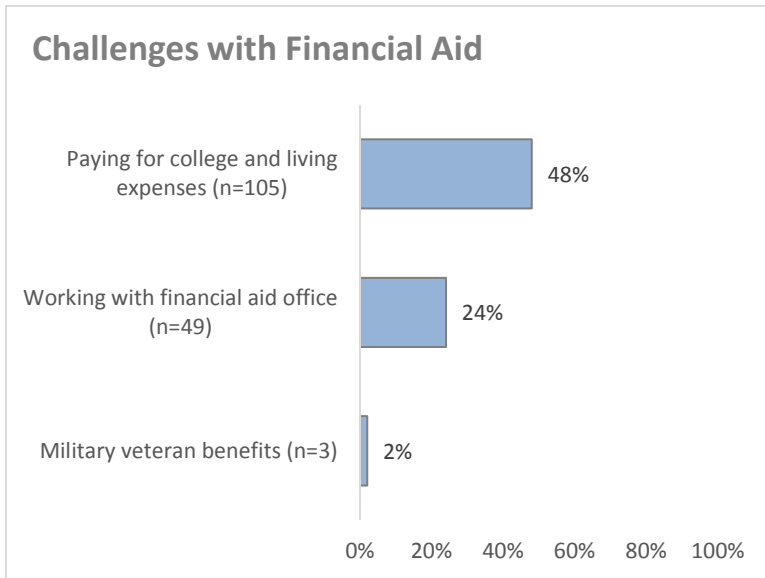
## Executive Summary

- The survey was sent via email RAVE system to students. A total of 219 students responded to the survey.
- The survey asked students about the challenges they have faced while attending at Allan Hancock College in five key areas: Financial aid, academic support services, coursework, accessing online services, and work and personal life.
- Challenges faced with financial aid are paying for college and living expenses (48%), working with the financial aid office (24%), and military veteran benefits (2%).
  - Of the 105 students who responded that they had challenge paying for college and living expenses,
    - The most challenging expense was books (82%), following by living expenses (72%), transportation (50%), and tuition and fees (36%). The least challenging expense was childcare (10%).
    - Thirty-six percent of students said they had to withdraw from a class or not register due do challenges with expenses.
  - Of the 49 students who responded that they had a challenge with financial aid office,
    - the most challenging issue was the process was unclear (47%), experienced delays getting money (43%), had difficulty meeting with, speaking to, or emailing staff (35%), and had errors processing paperwork (31%).
  - Only 3 students responded they had an issue with military veteran's benefits so no further data was analyzed due to small sample size.
- Challenges faced with academic support services include registering for courses (21%), academic counseling (16%), tutoring (10%), and library and Academic Resource Center (8%).
  - Of the 45 students who responded that they had a challenge with academic support services,
    - Students who experienced issues with academic counseling stated they had difficulty meeting with, speaking to or emailing counselor (35%), told to take course not needed (19%), or not told about a course needed (12%).
- Challenges faced with course work include transfer-level course work (18%) and developmental courses (17%).
- Challenges faced with work and personal life include work (40%), family and friends (39%), health and disability issues (34%), and transportation (25%).
- Twenty-three percent of students have challenges with online student services.

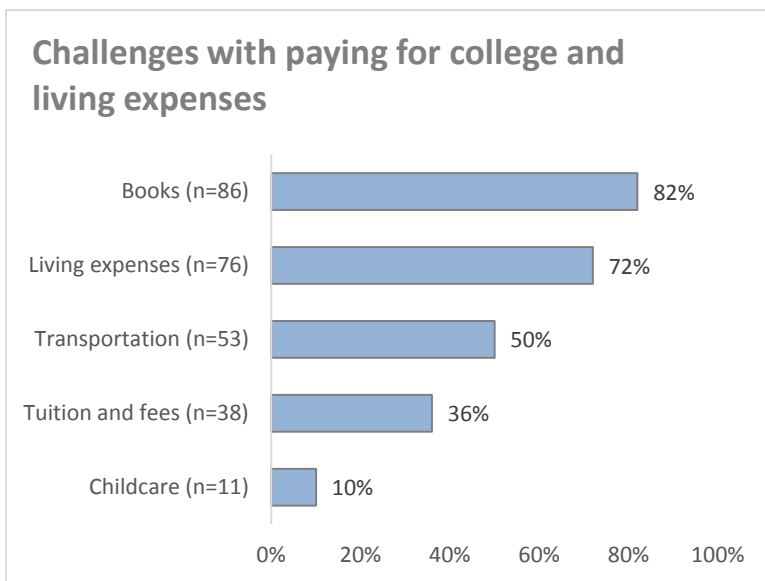
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## CHALLENGE - FINANCIAL AID

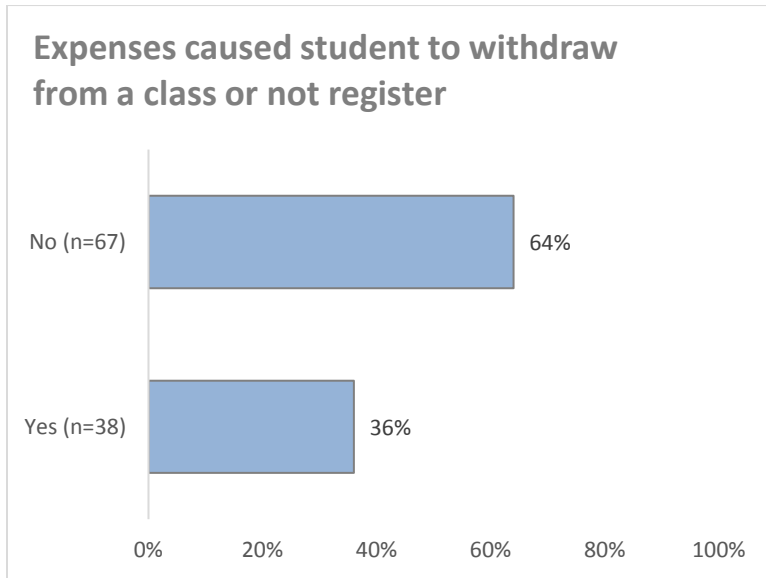
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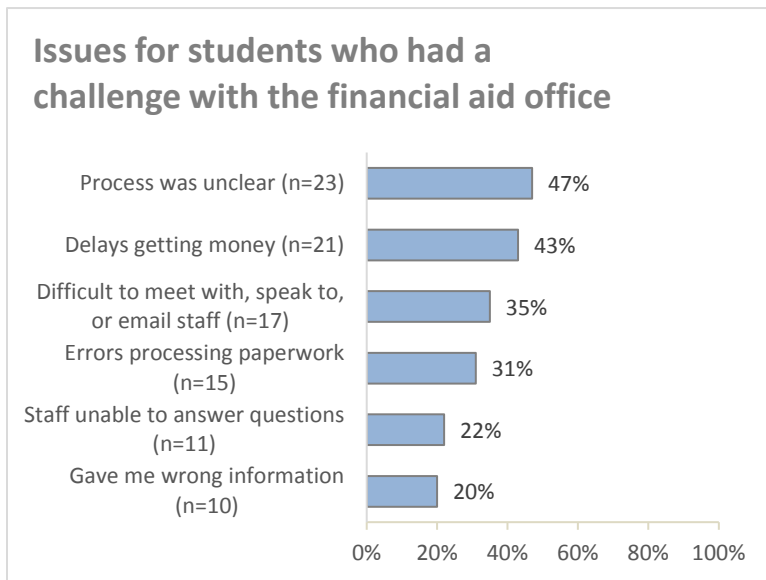
What types of expenses were challenging? Please check all that apply.



**Did any expenses cause you to withdraw from a class or not register for a class?**



**What issues did you have with the financial aid office? Please check all that apply.**



**What issues did you have with military veteran benefits? Please check all that apply.**

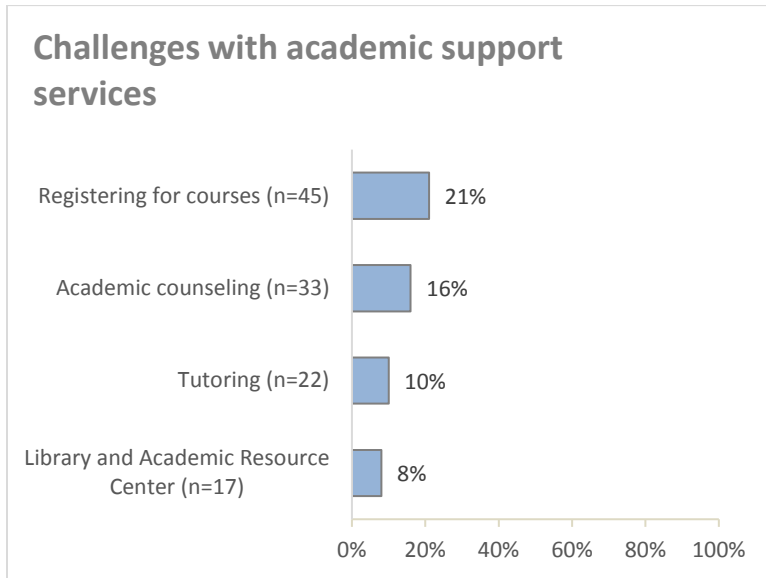
**N too low to report.**

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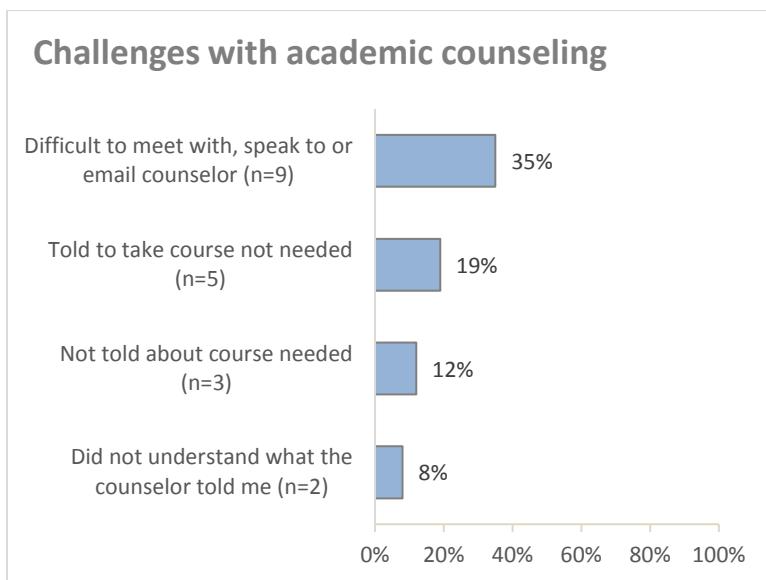
## CHALLENGE - ACADEMIC SUPPORT SERVICES

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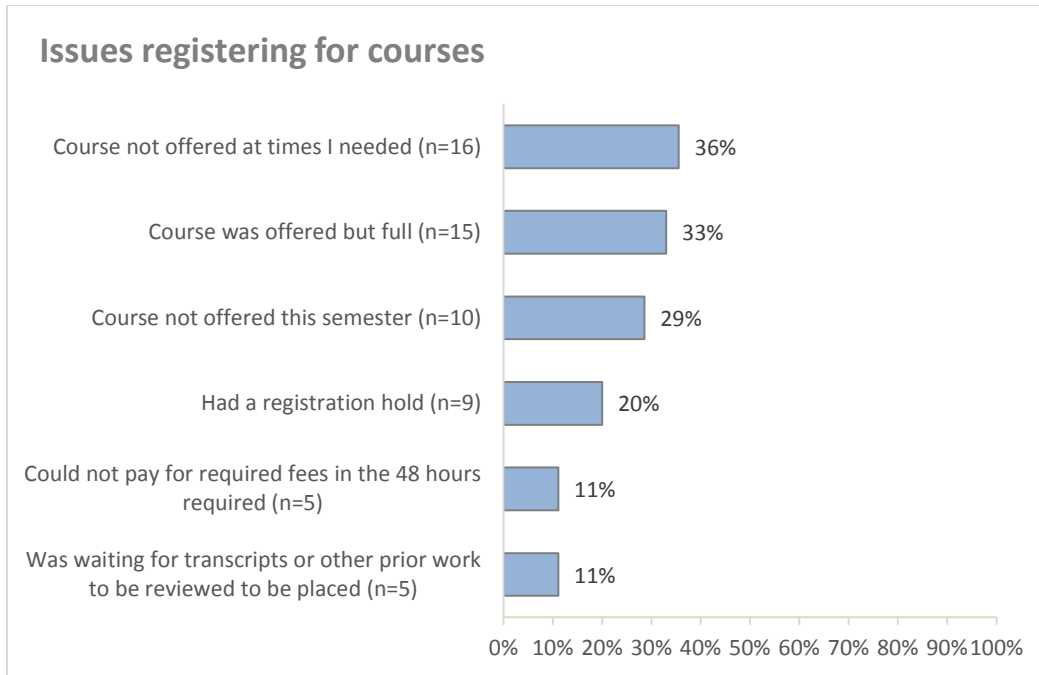
Have you had any challenges with academic support services?



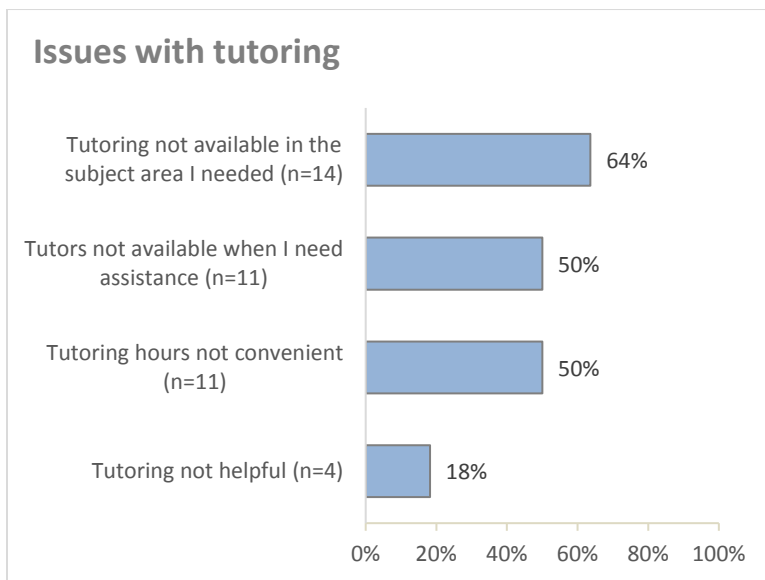
What challenges did you have with academic counseling? Please check all that apply.



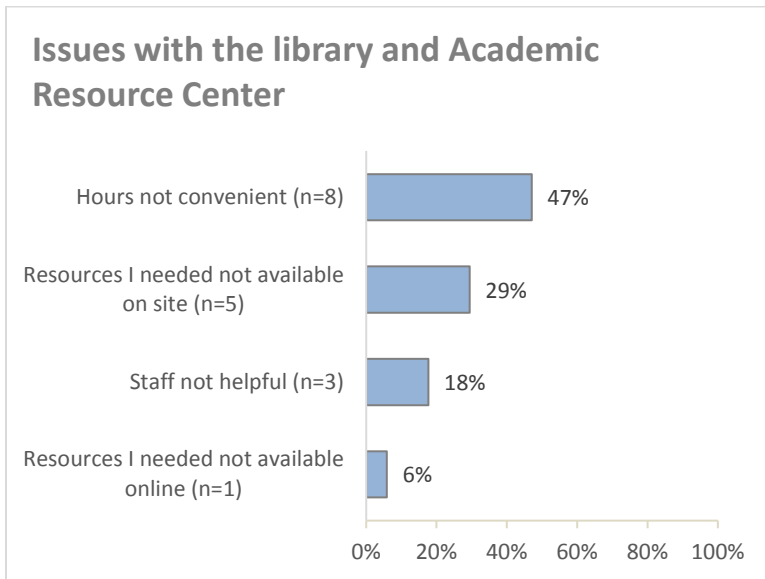
**What issues did you have registering for courses? Please check all that apply.**



**What issues did you have with tutoring? Please check all that apply.**



What issues did you have with the library and Academic Resource Center? Please check all that apply.

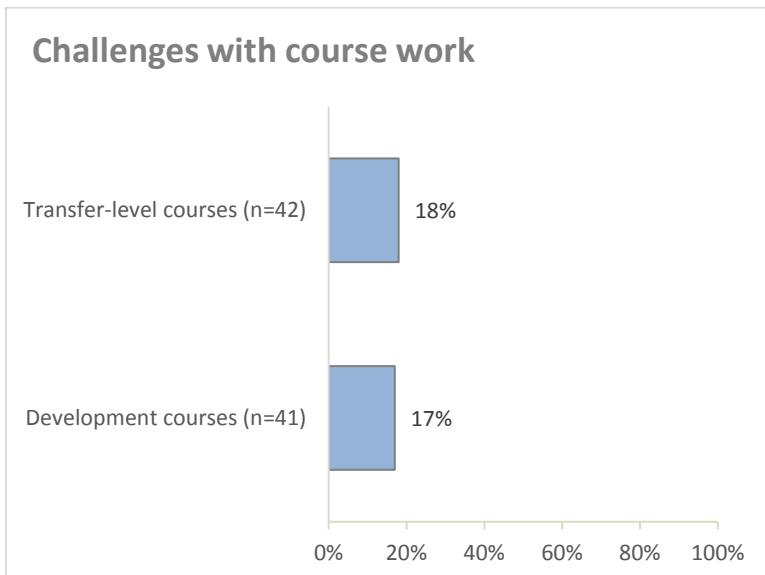


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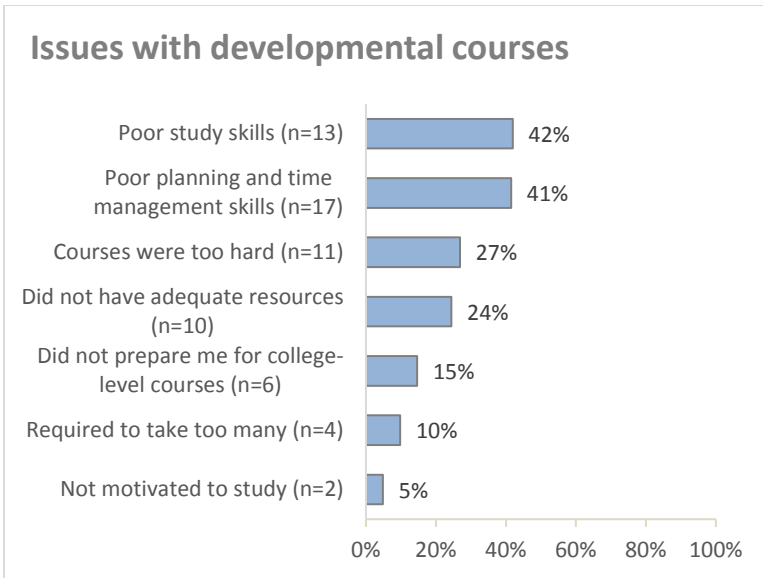
## ***CHALLENGE - COURSE WORK***

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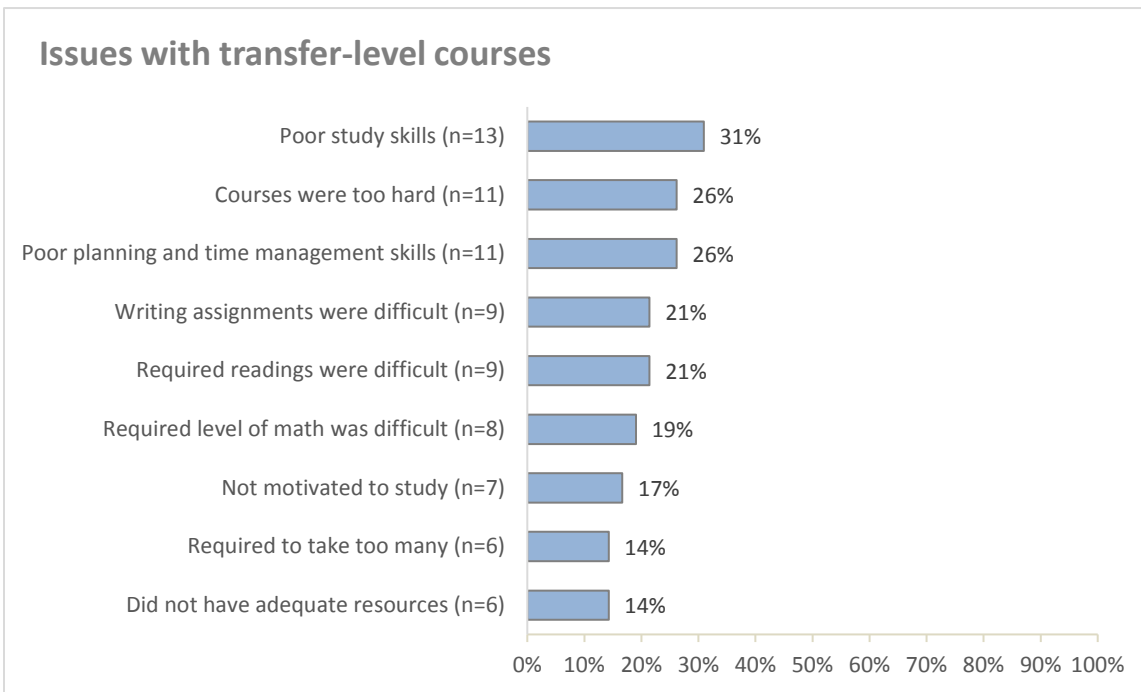
Have you faced any challenges in your course work?



**What issues did you have with developmental courses? Please check all that apply.**



**What issues did you have with transfer-level courses? Please check all that apply.**

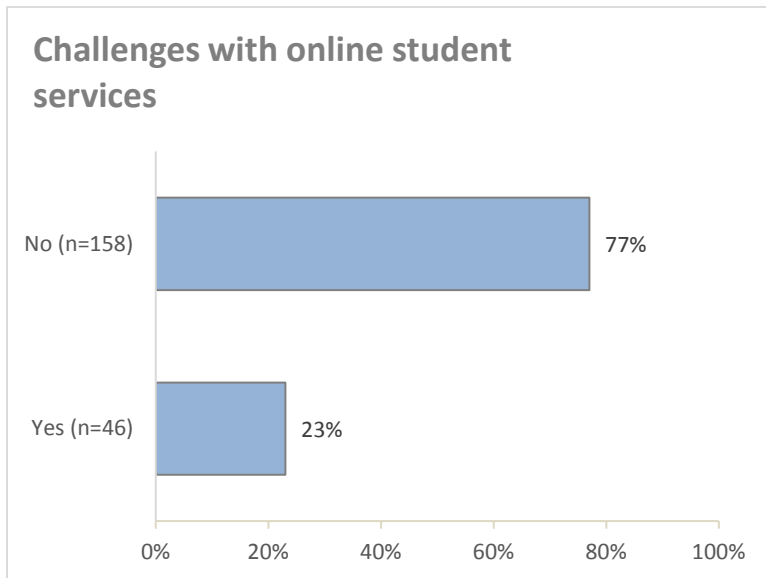


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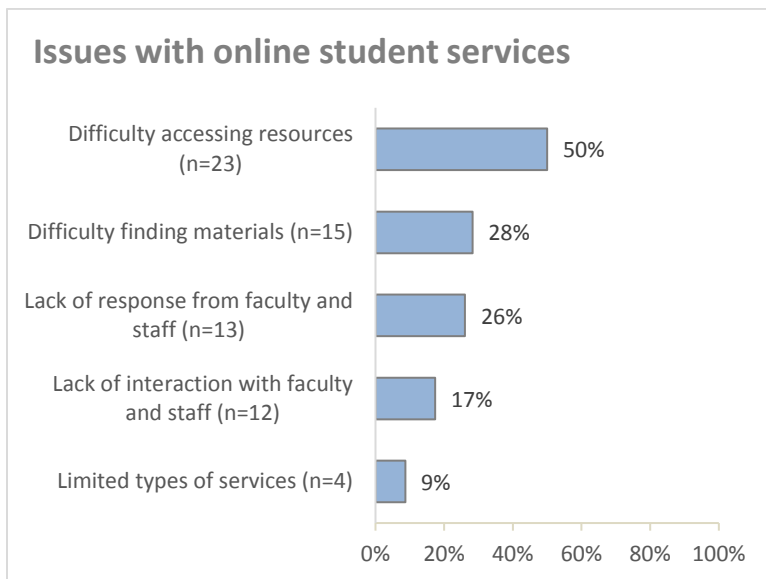
## CHALLENGE - STUDENT SERVICES ONLINE

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Have you had any challenges accessing online student services?



What issues did you have with online student services? Please check all that apply.



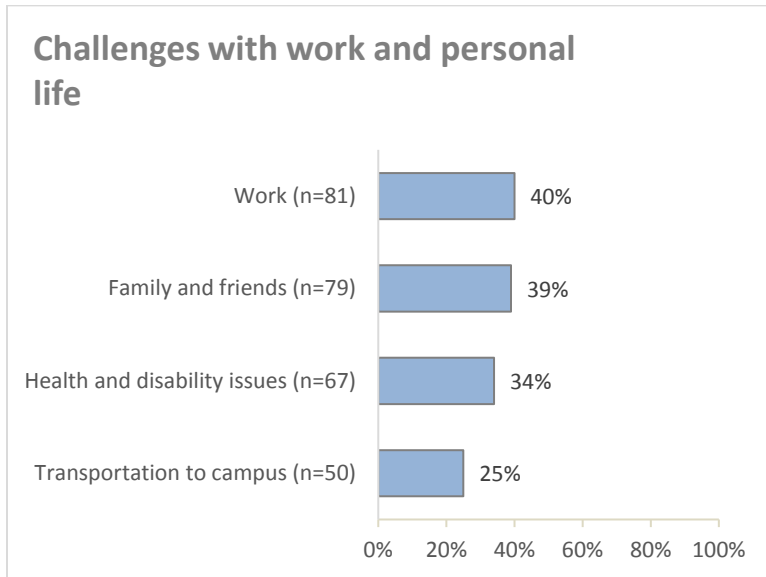


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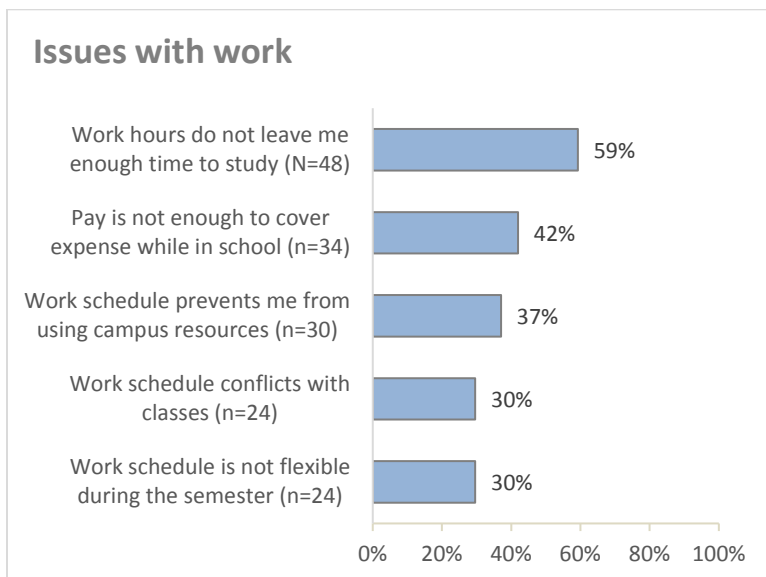
## CHALLENGES - WORK AND PERSONAL LIFE

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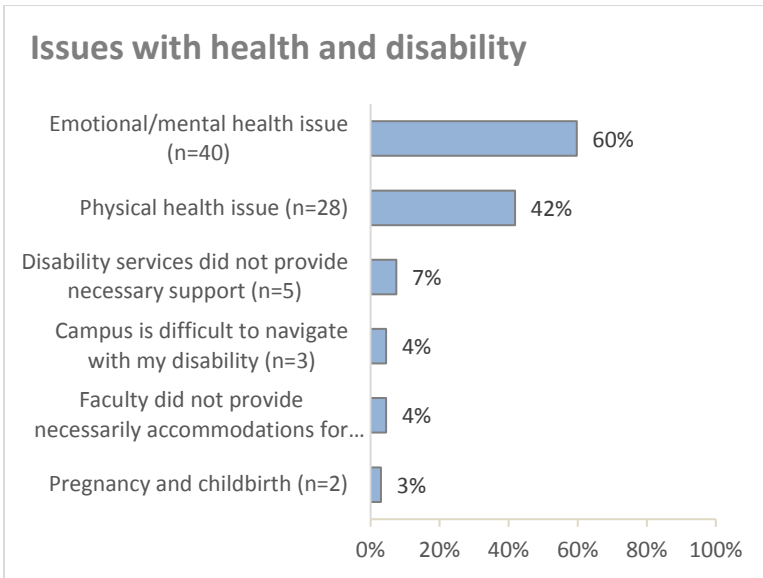
Think about your work and personal life. Have you had any challenges in the following areas?



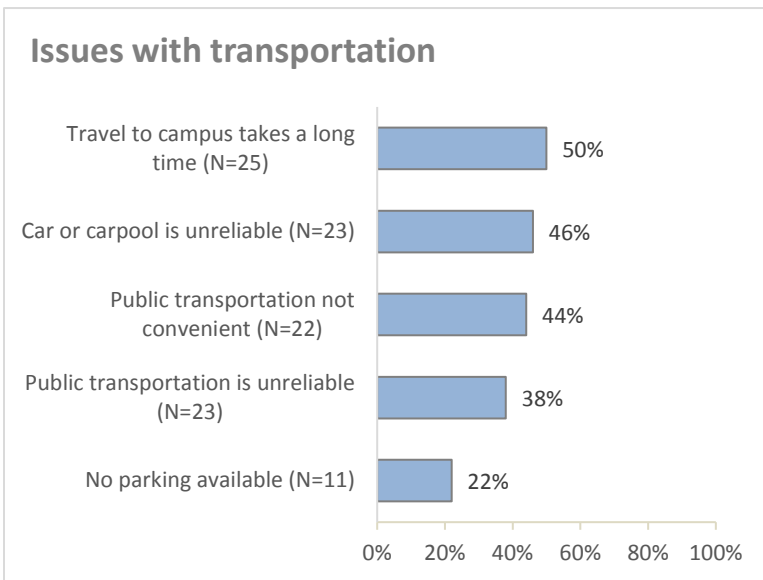
What issues did you have with work? Please check all that apply.



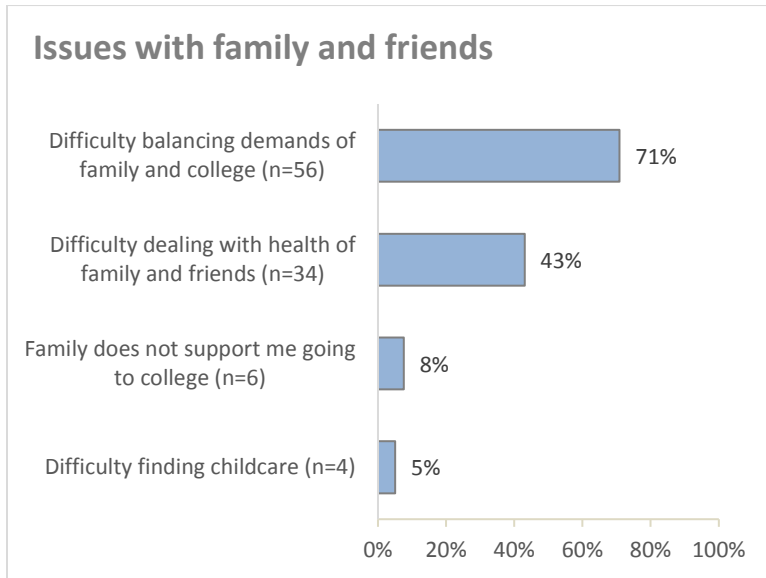
**What health and disability issues did you have? Please check all that apply.**



**What issues did you have with transportation to campus? Please check all that apply.**



What issues did you have with family and friends? Please check all that apply.

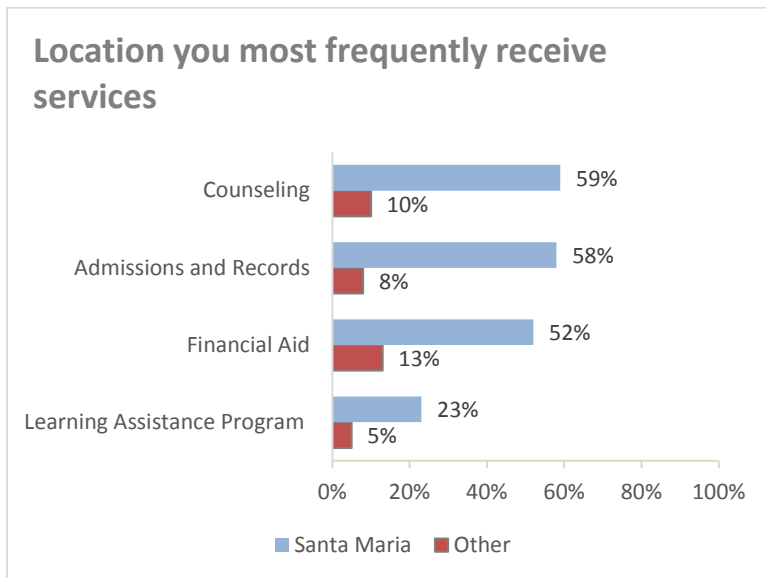


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## CAMPUS LOCATION

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Please select the campus you most frequently receive services at. If you receive services at more than one location, select both options.

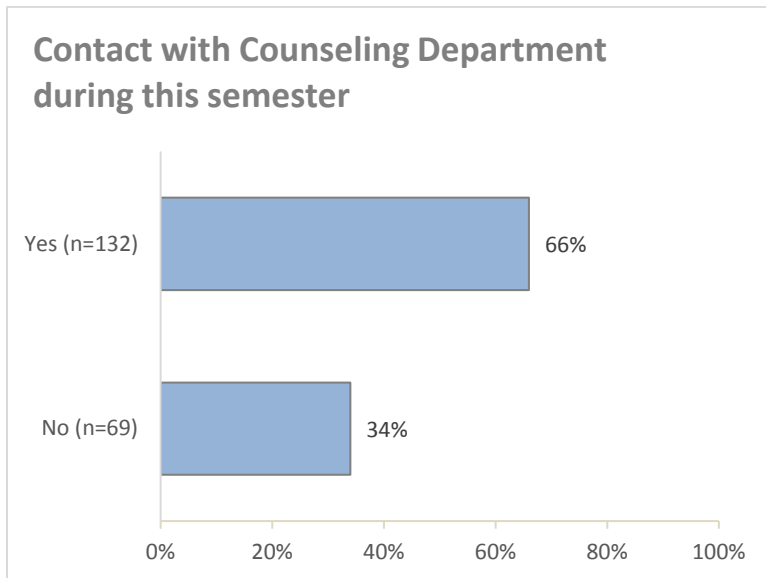


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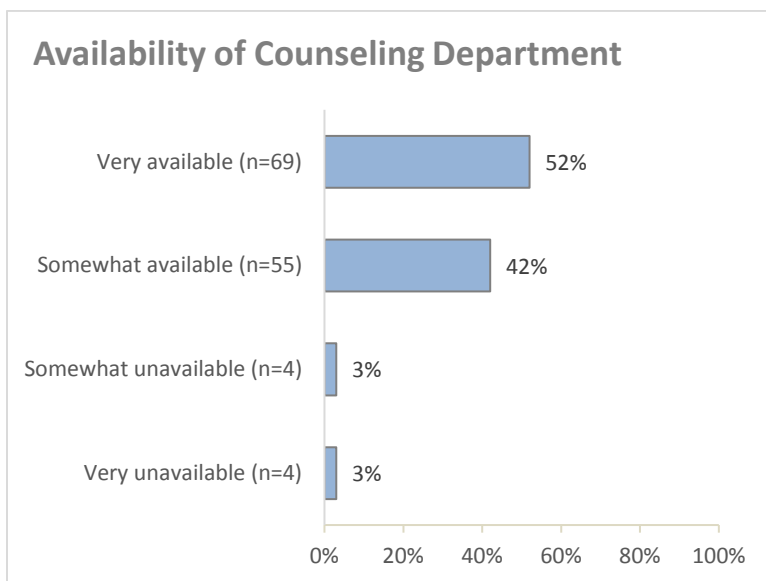
## COUNSELING DEPARTMENT

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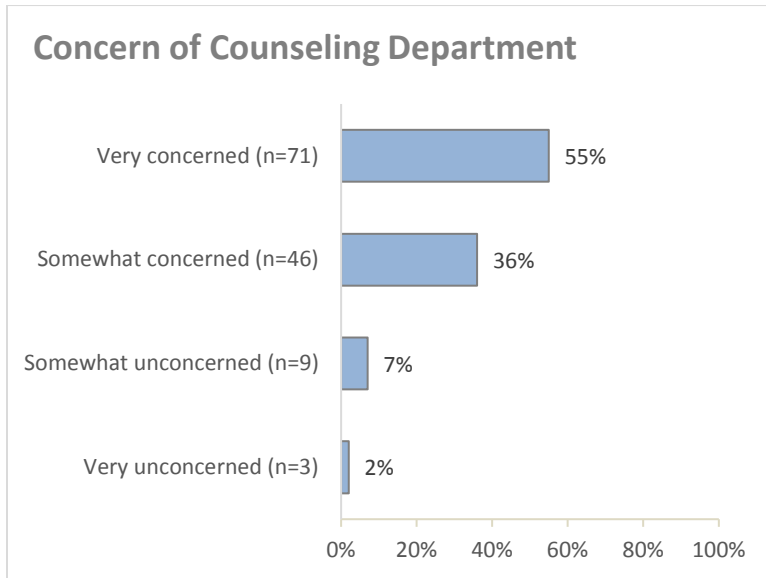
Have you contacted or interacted with Counseling during this semester?



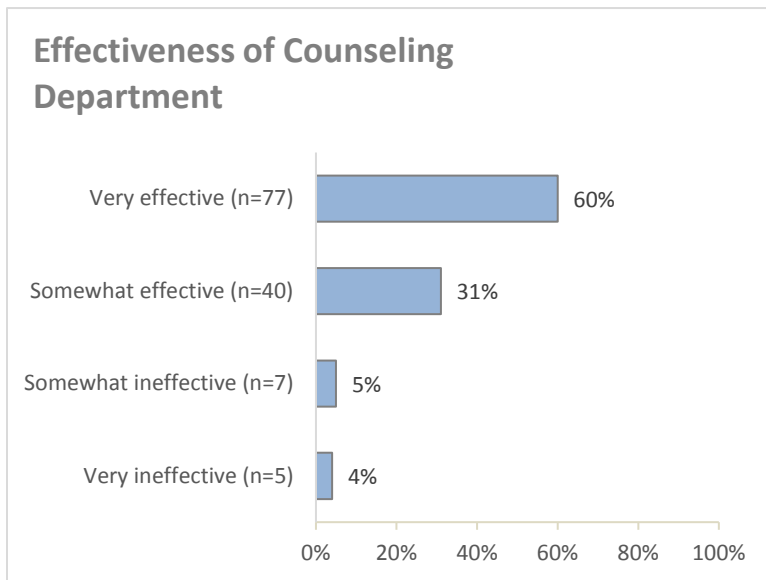
How available were Counseling staff when you interacted with them?



## How concerned were Counseling staff about addressing your issue?



## How effective were Counseling staff when addressing your issue?

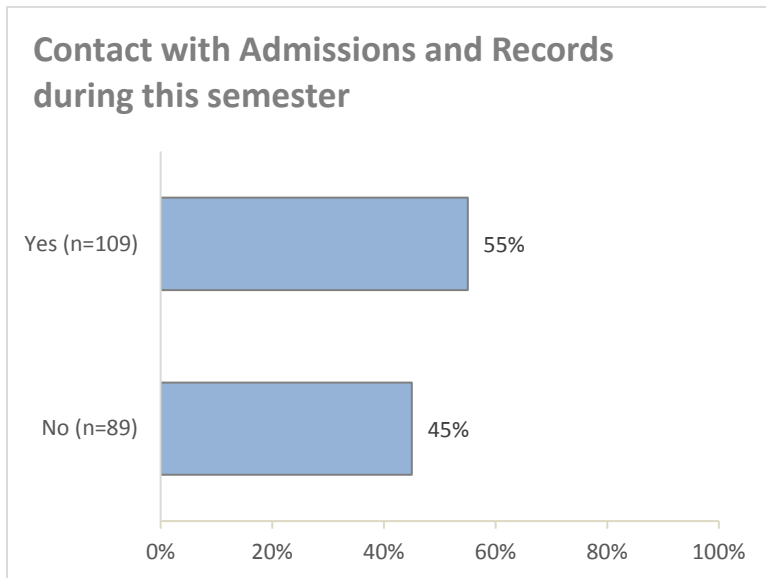


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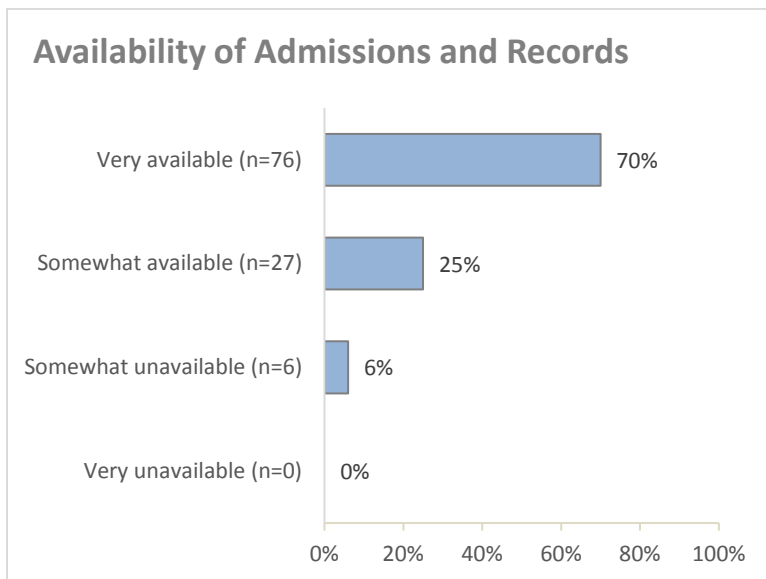
## ADMISSIONS AND RECORDS DEPARTMENT

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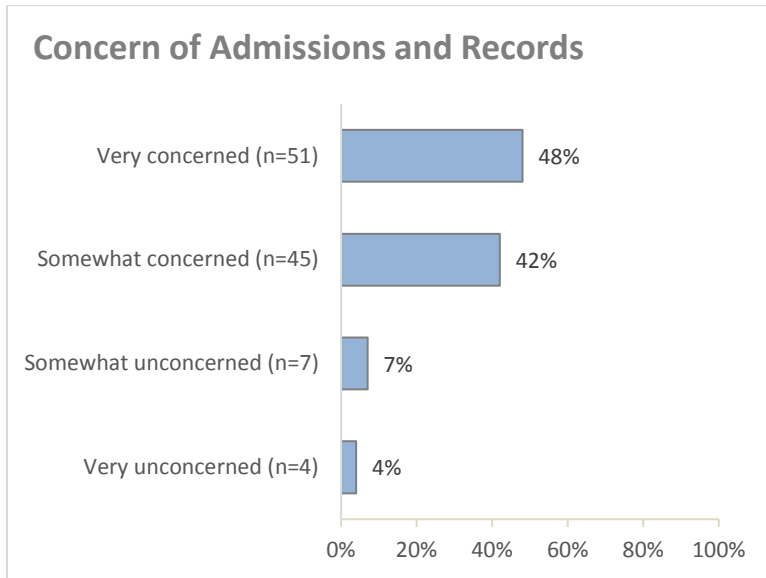
Have you contacted or interacted with Admissions and Records during this semester?



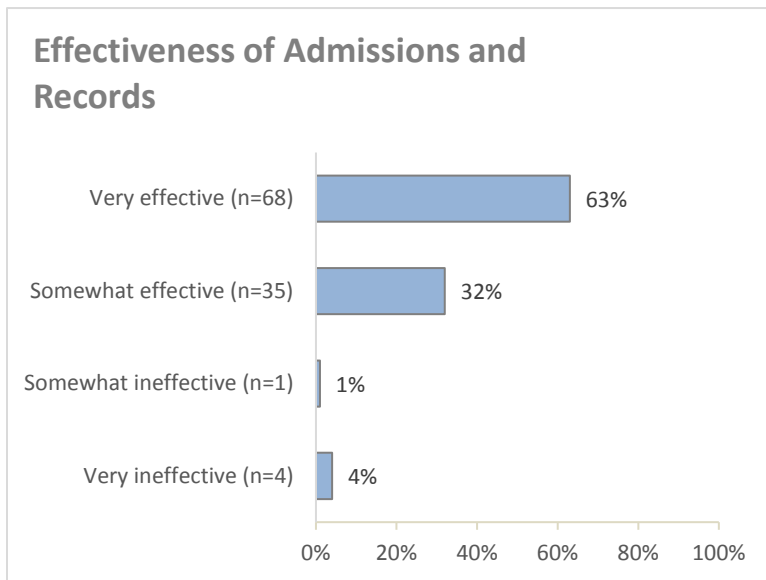
How available were Admissions and Records staff when you interacted with them?



## How concerned were Admissions and Records staff about addressing your issue?



## How effective were Admissions and Records staff when addressing your issue?

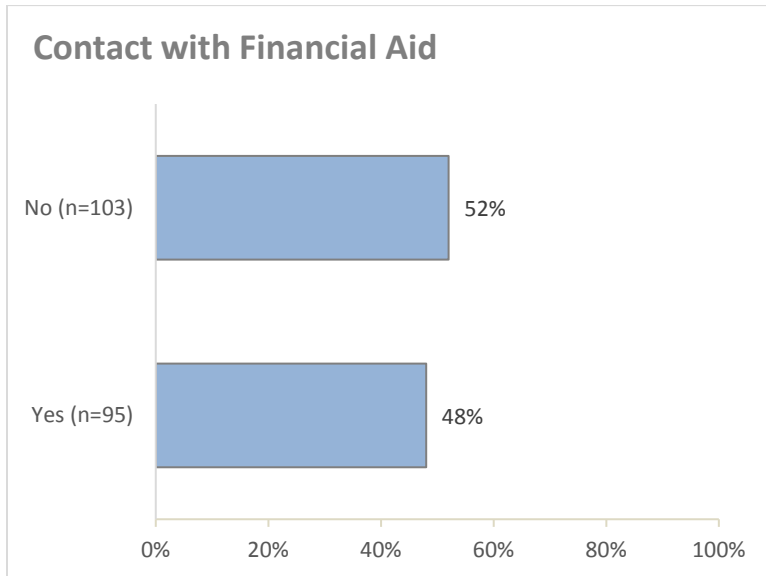


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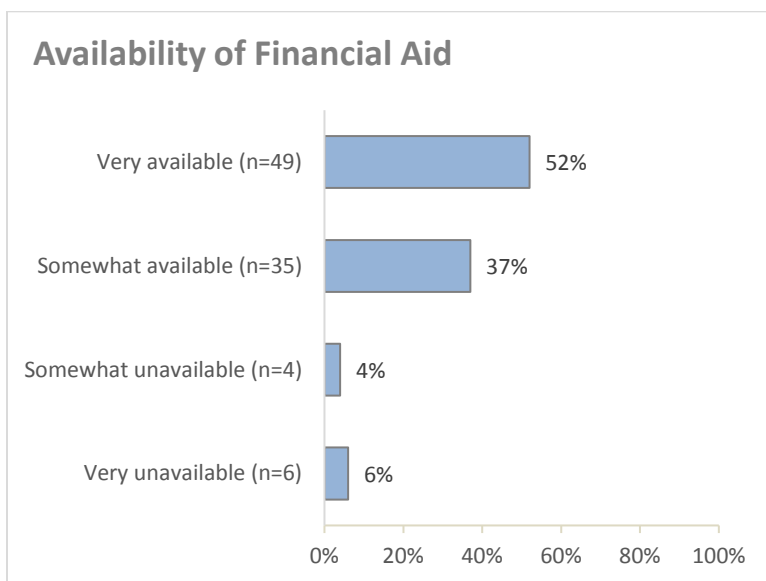
## FINANCIAL AID DEPARTMENT

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Have you contacted or interacted with Financial Aid during this semester?

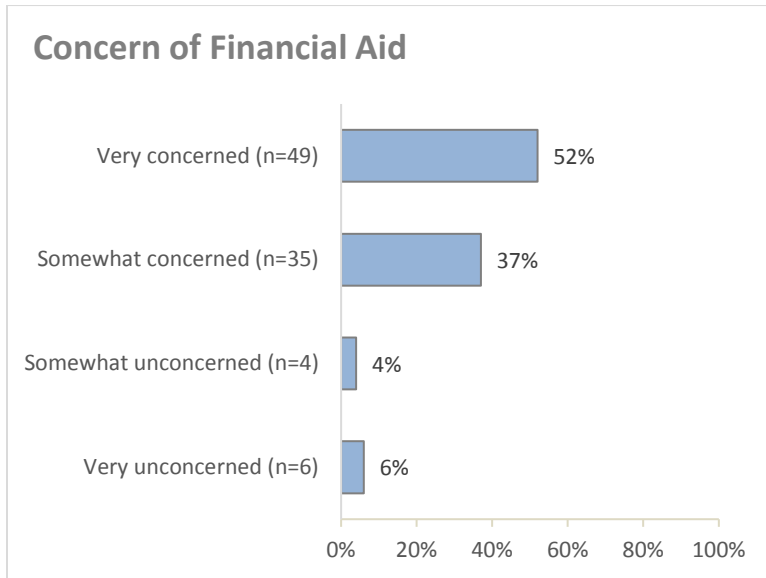


How available were Financial Aid staff when you interacted with them?

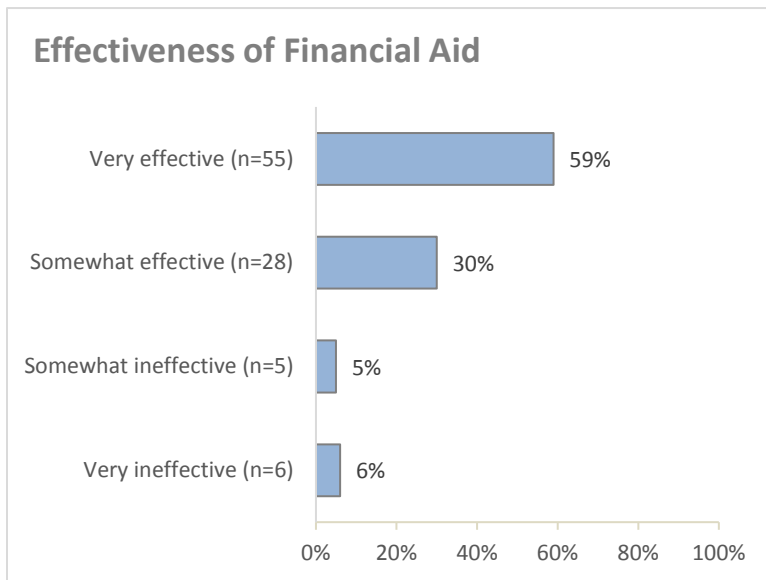




## How concerned were Financial Aid staff about addressing your issue?



## How effective were Financial Aid staff when addressing your issue?

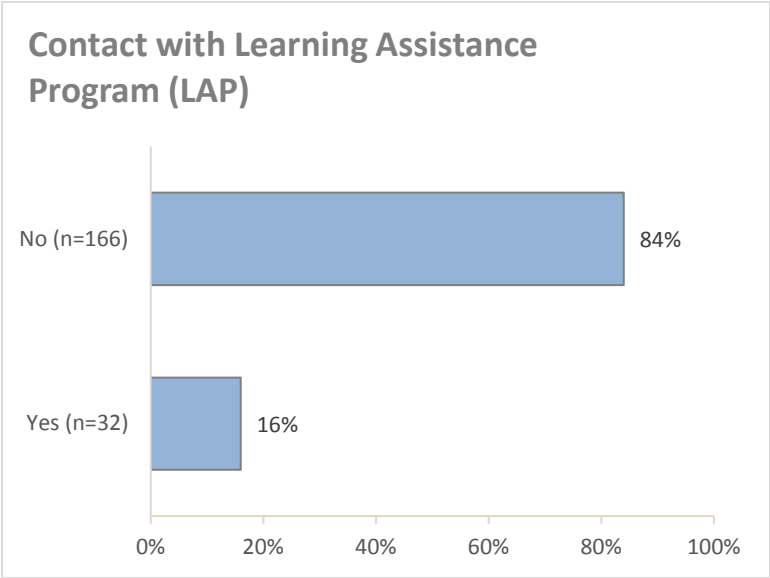


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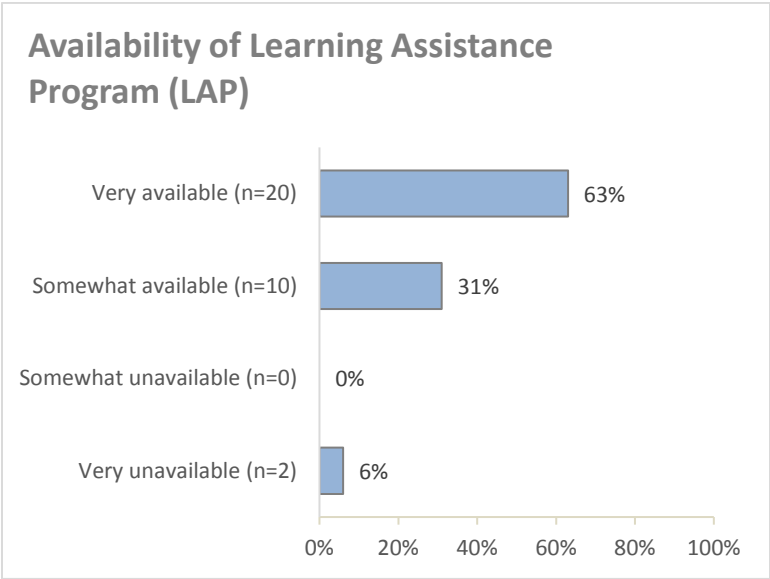
# LAP DEPARTMENT

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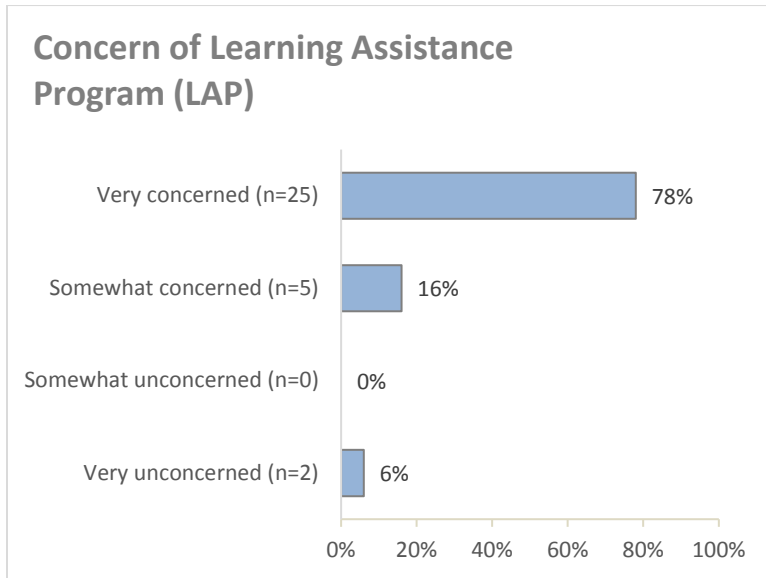
Have you contacted or interacted with Learning Assistance Program during this semester?



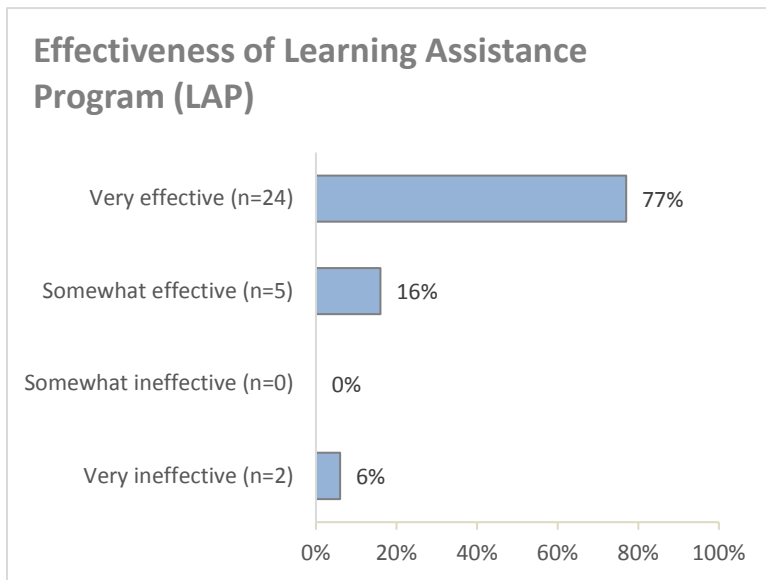
How available were Learning Assistance Program staff when you interacted with them?



## How concerned were Learning Assistance Program staff about addressing your issue?



## How effective were Learning Assistance Program staff when addressing your issue?

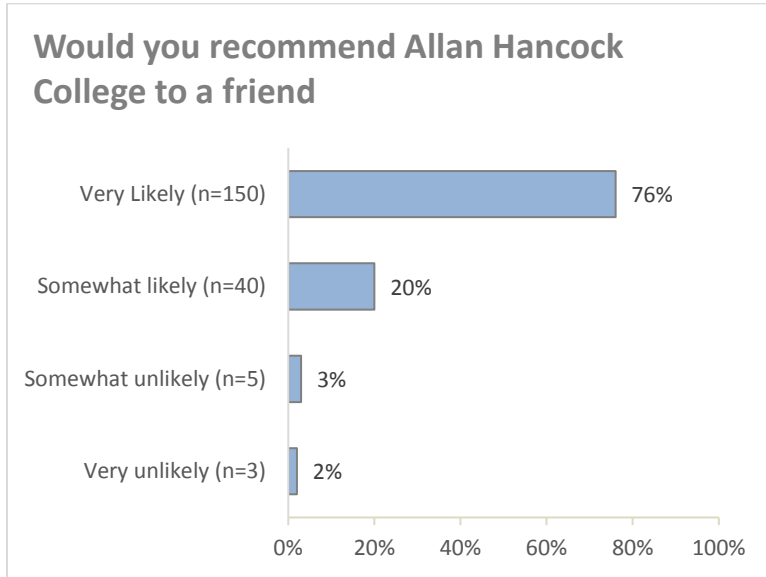


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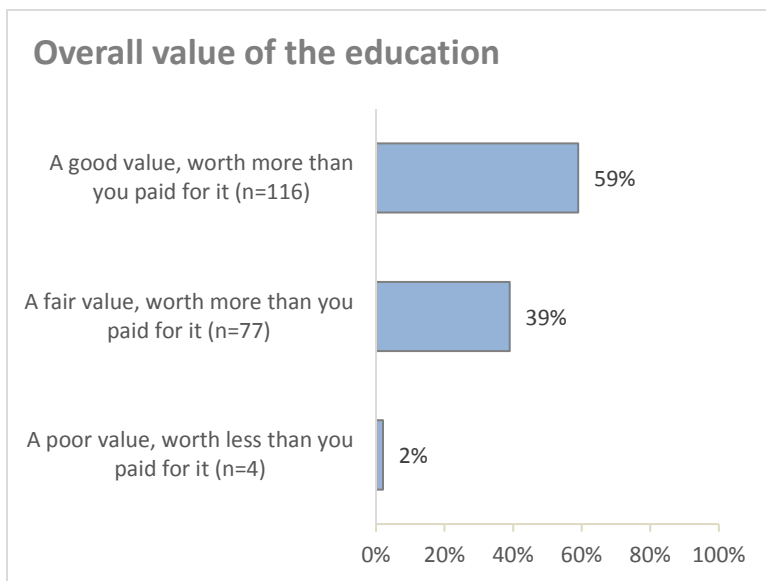
## OVERALL EXPERIENCE

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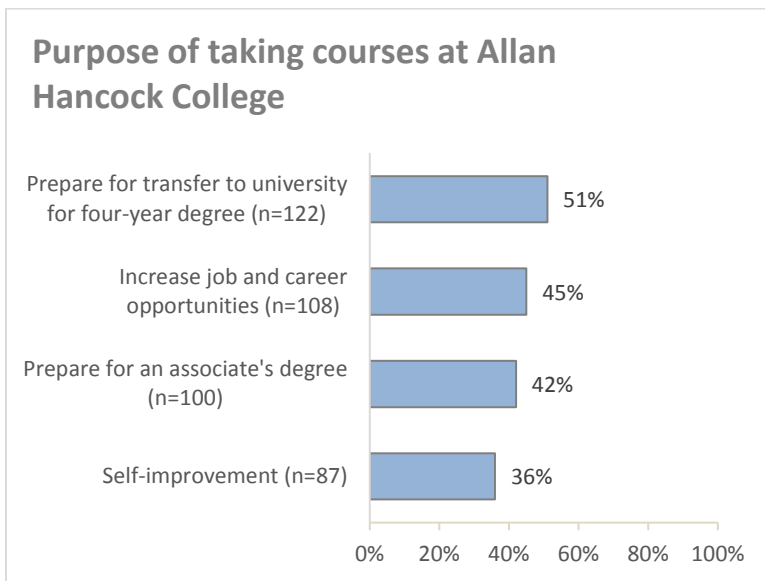
Finally, we'd like to know what you think about Allan Hancock College as a whole. Based on your experiences, how likely are you to recommend Allan Hancock College to a friend?



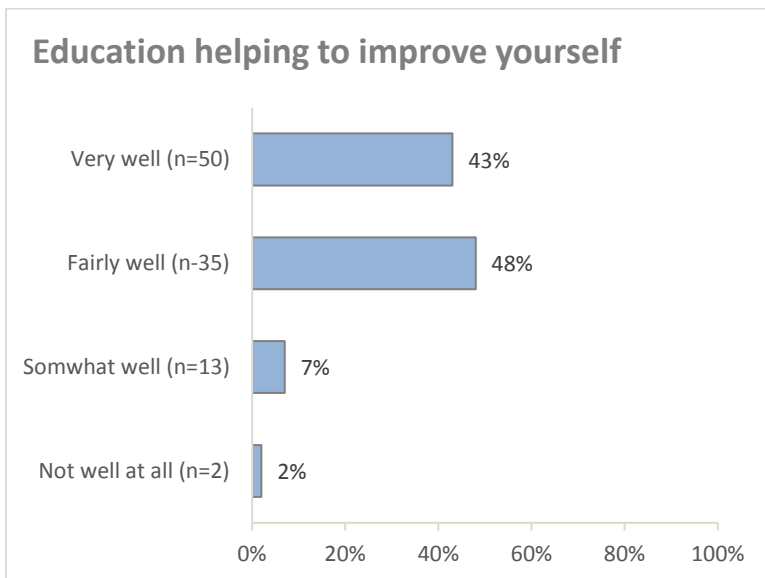
Considering the overall value of the education you have received so far from Allan Hancock College, is it ...



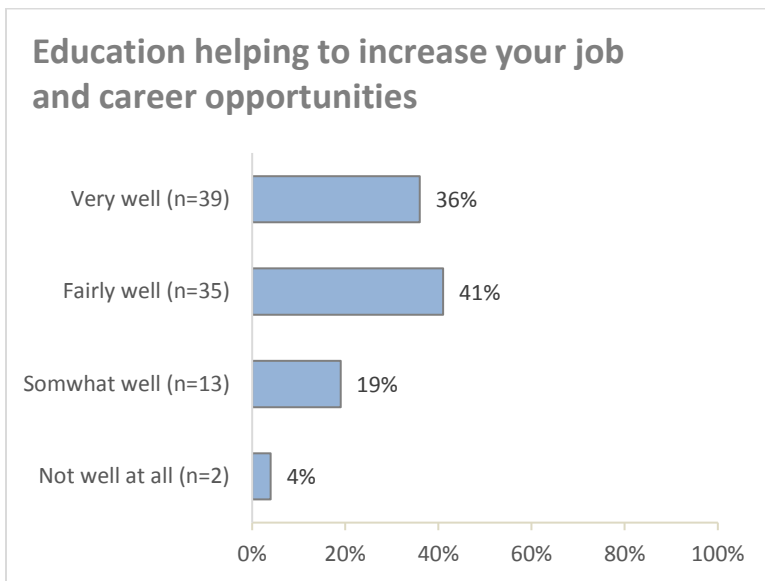
**What is your purpose for taking courses at Allan Hancock College? Please choose the response that best fits your purpose.**



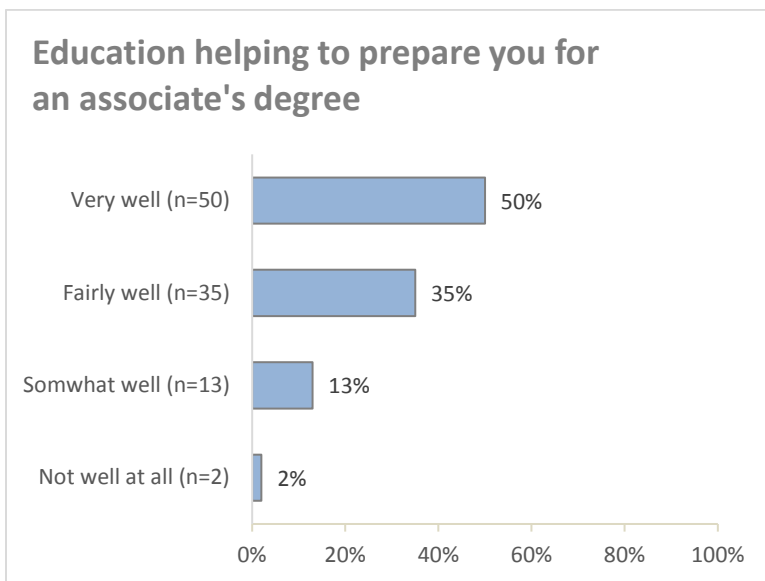
**How well is your education at Allan Hancock College helping you improve yourself?**



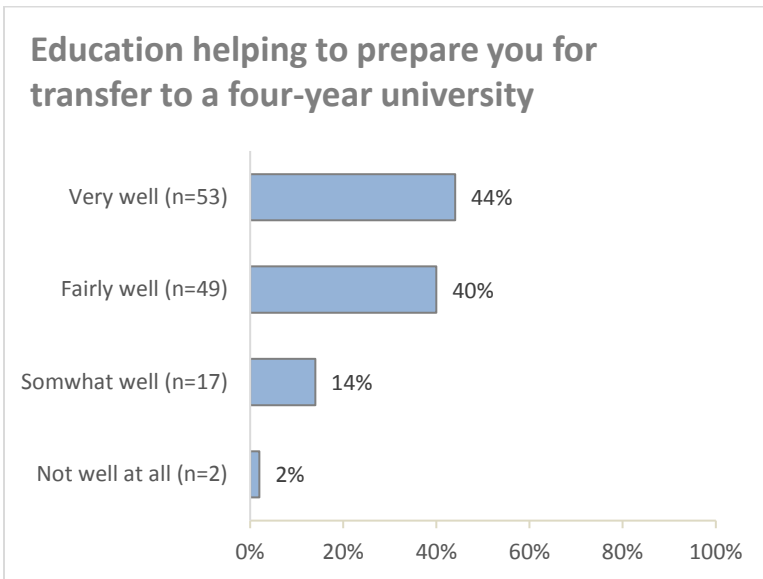
## How well is your education at Allan Hancock College increasing your job and career opportunities?



## How well is your education at Allan Hancock College preparing you for an associate's degree?



## How well is your education at Allan Hancock College preparing you for transfer to a four-year university?

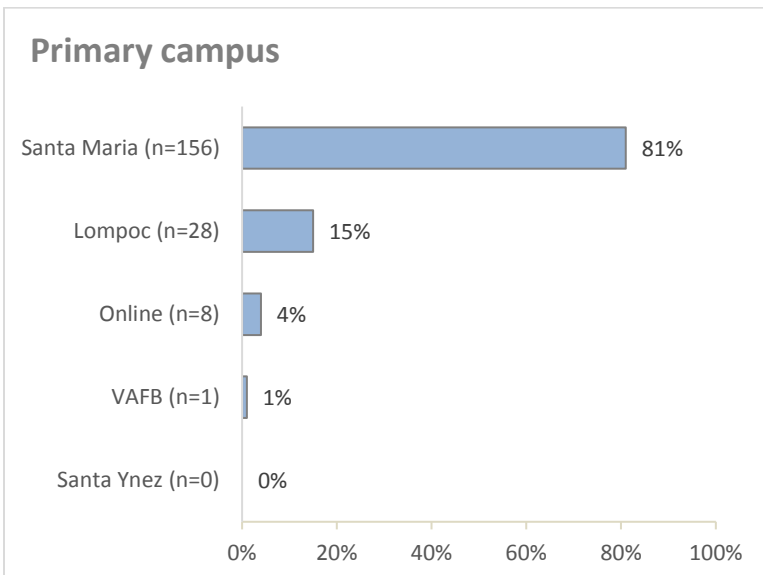


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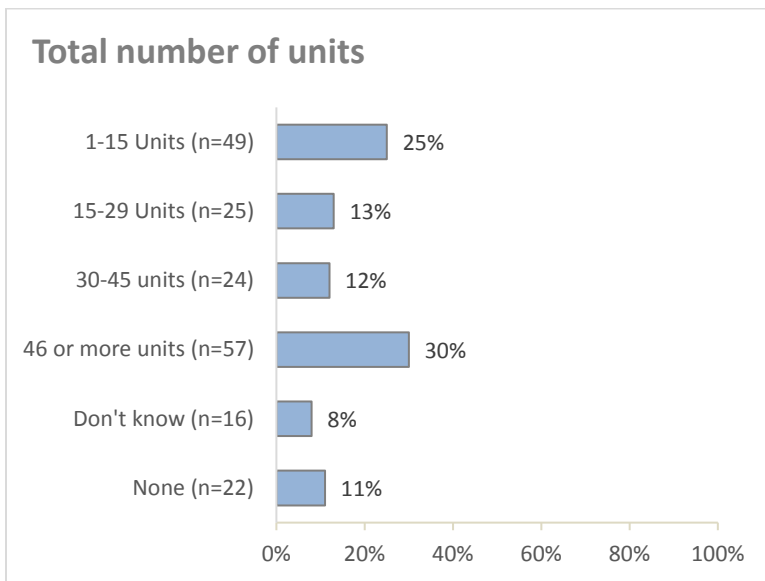
## DEMOGRAPHICS

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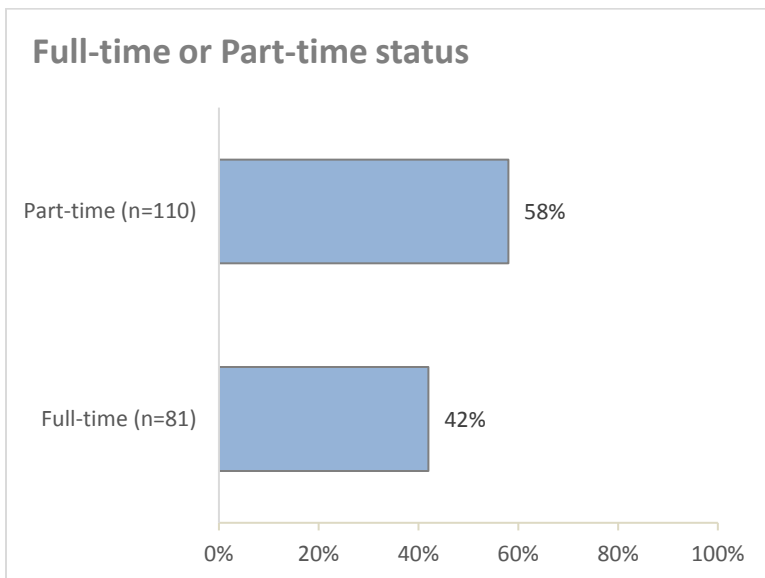
### What is your primary campus (where do you take most of your classes)?



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

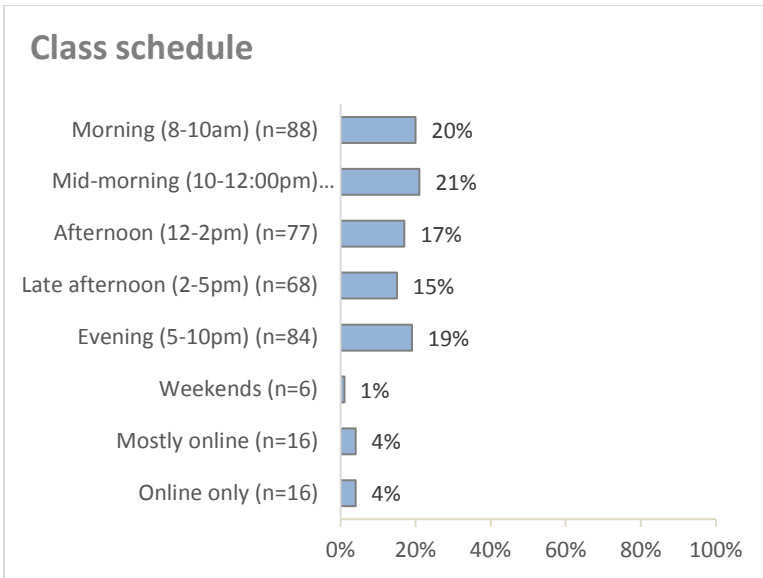


**Thinking about the current semester, are you currently enrolled full-time or part-time?**

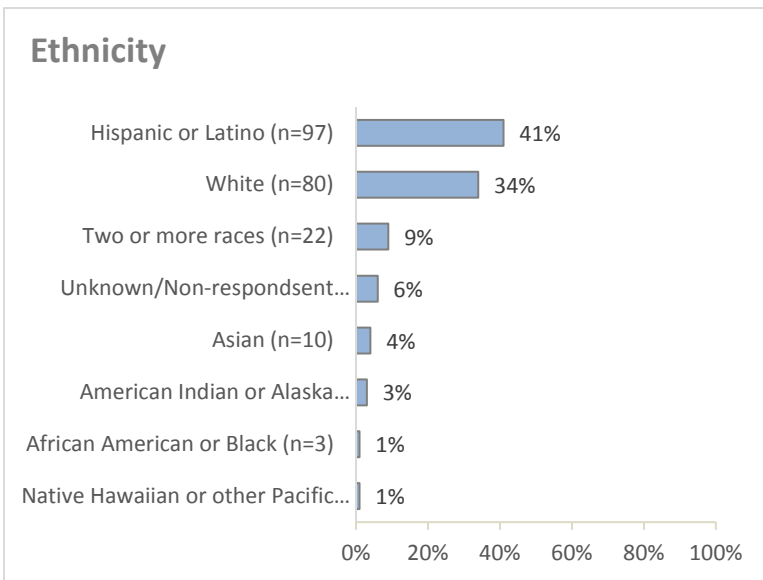




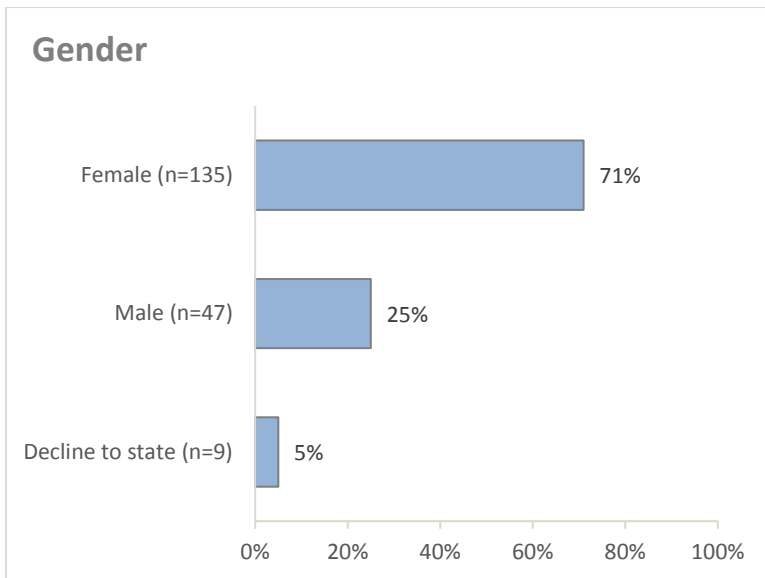
**When are your classes this semester? Please check all that apply.**



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



## What is your gender?



## What is your age range?

