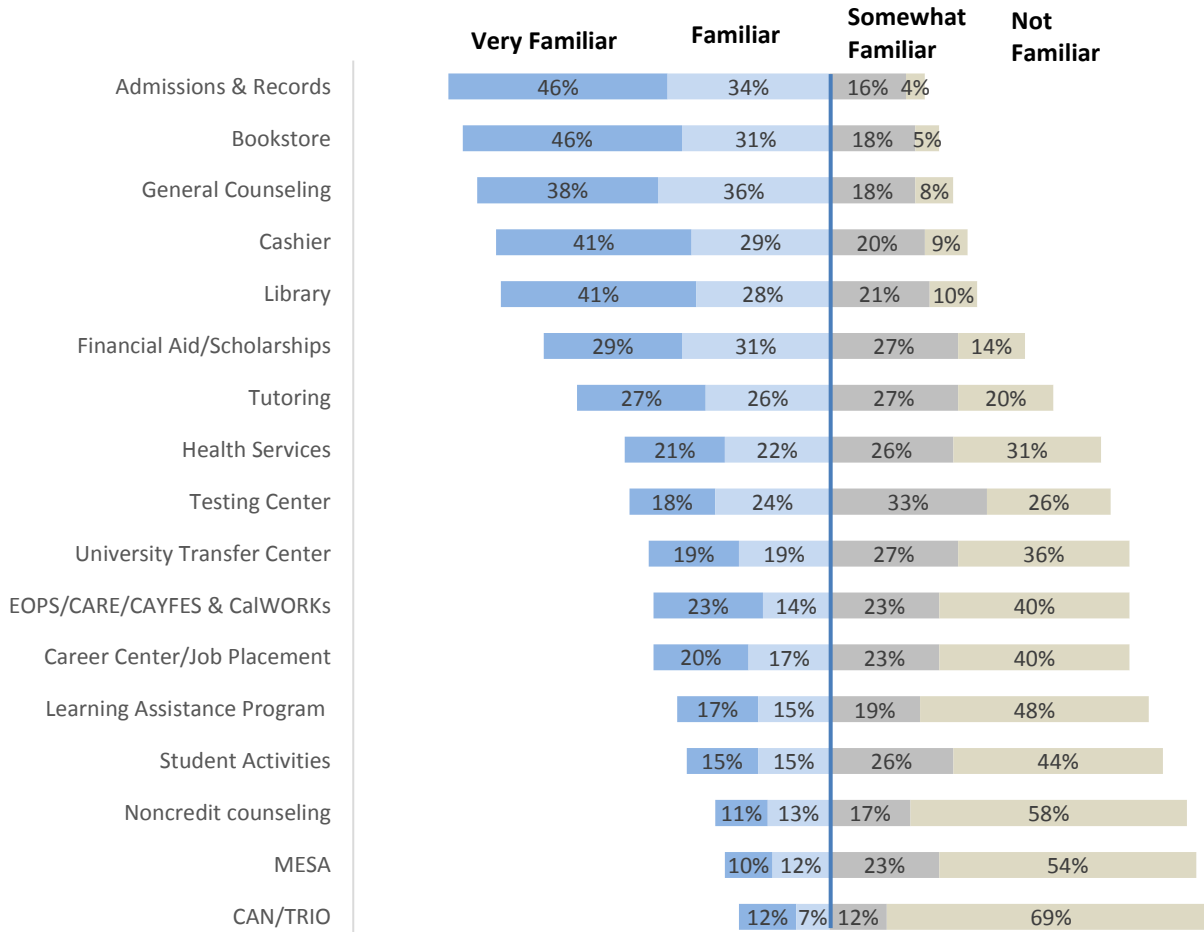


Executive Summary

- The survey was distributed via the RAVE email system and posted online on Canvas to all students. A total of 587 students completed the survey. Comparing the survey sample to the overall credit population, the respondents were similar in terms of ethnicity and age but were more heavily female (65% survey, 52% overall) and full-time (43% survey, 29% overall) and slightly underrepresented evening (27% survey, 37% overall) and online students (21% survey, 28% overall).
- More than half of the students are familiar or very familiar with Admissions and Records (80%), Bookstore (77%), General Counseling (74%), Cashier (70%), Library (69%), Financial Aid (60%), and Tutoring (53%). Lesser known departments (percentage of students who stated they are only somewhat familiar or not at all familiar) are CAN/TRIO (81%), MESA (77%), Noncredit Counseling (75%), Student Activities (70%), Learning Assistant Program (67%), University Transfer Center (63%), Career Center (63%), EOPS/CARE/CAYFES & CalWorks (63%), Testing Center (59%), and Health Center (57%). As we would expect, full-time students are more familiar with Student Services than part-time students ($p < .01$). Male students are more familiar with Student Services than female students ($p < .01$). There was no difference in familiarity with Student Services between young students (under the age of 25) and older students (25 and older) ($p > .05$) or between day, evening, and online students ($p > .05$).
- Day and evening students use Student Services more frequently than online students ($P < .01$). There was no difference between day and evening students ($P > .05$). Full-time students use Student Services more frequently than part-time students ($p < .01$). There is no difference in frequency between males and females and young and older students ($p > .05$).
- Ninety-six percent of students (who were familiar with the service and had received service at least once in the term) were satisfied or very satisfied with the service they received in Student Services. Overall, older students (25 or older) were more satisfied with Student Services than younger students (less than 25 years-old) ($p < .01$). There was no difference between full-time students and part-time students ($p > .05$), female and male students ($p > .05$) or day, evening, and online students in their rating of satisfaction with services ($p > .05$).
- Eighty-eight percent of students agree that the current hours of operation met their needs. For the students whose needs were not being met, 40% would prefer extended hours from 4:30-6pm, 31% from 6-7:30pm, 14% after 7:30pm and 14% online services. More females marked that they were not getting their needs met than male students ($p < .05$) and more evenings students disagreed that the current hours of operation met their needs compared to day and online ($p < .05$). There was no difference between full-time and part-time ($p > .05$) or between younger and older students ($p > .05$).
- Eighty-nine percent of students receive their services at the Santa Maria campus and 11% received them at other locations. For students receiving services at the Santa Maria campus, 95% were satisfied or highly satisfied. For those students receiving services at other locations, 94% were satisfied or highly satisfied.
- The best form of communication for students is email (26%), MyHancock portal (18%), Allan Hancock College website (14%), fliers on campus (8%), word of mouth (6%), phone (5%) and Facebook (4%).
- Students have used the following online services: MyHancock portal (58%), online orientation (28%), and Ask Spike (10%), and other online services (4%).

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

Familiarity with Student Services departments.

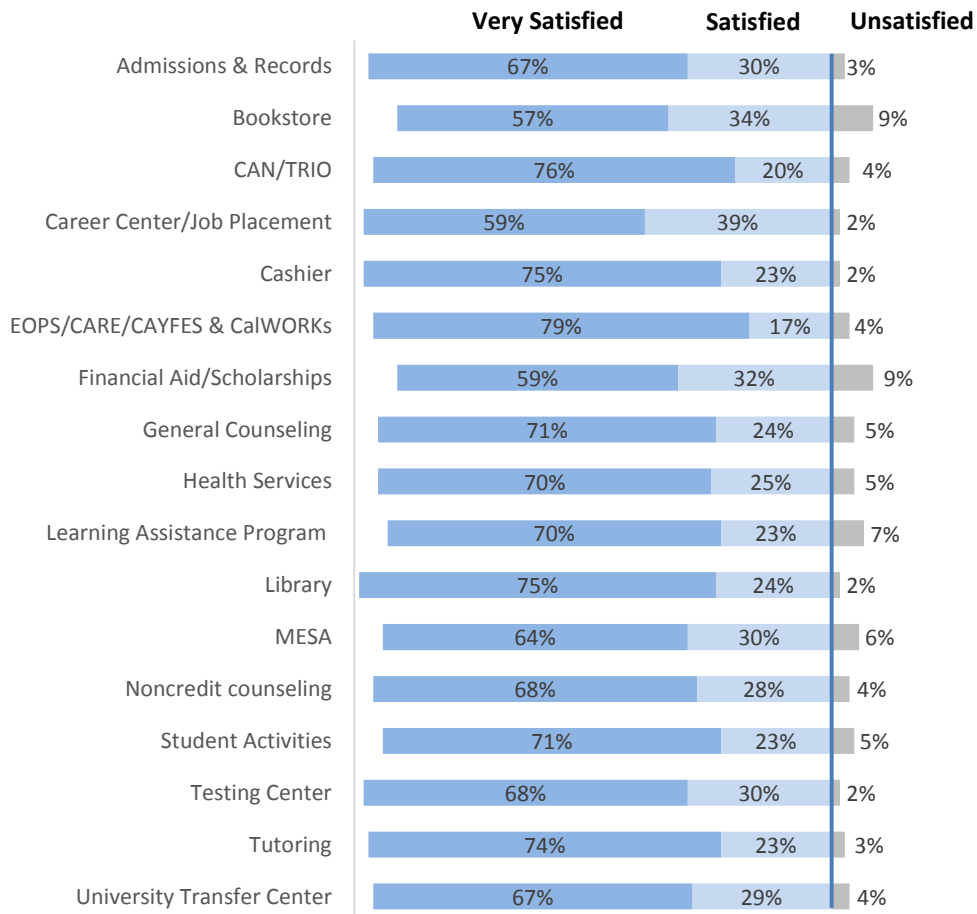


Somewhat or very familiar with Student Services departments – Day, Evening, and Online students only.

Service Department	Day	Evening	Online
Admissions & Records	82%	82%	78%
Bookstore	82%	81%	70%
CAN/TRIO	21%	13%	19%
Career Center/Job Placement	39%	35%	37%
Cashier	76%	76%	67%
EOPS/CARE/CAYFES & CalWORKs	37%	34%	34%
Financial Aid/Scholarships	61%	60%	57%
General Counseling	78%	77%	70%
Health Services	44%	42%	38%
Learning Assistance Program	32%	32%	25%
Library	75%	70%	63%
MESA	21%	21%	20%
Noncredit counseling	23%	19%	25%
Student Activities	30%	27%	32%
Testing Center	39%	43%	41%
Tutoring	57%	51%	49%
University Transfer Center	40%	35%	34%

Percentage of students who are satisfied with the service (of students who were familiar with service and used it at least once during the semester)

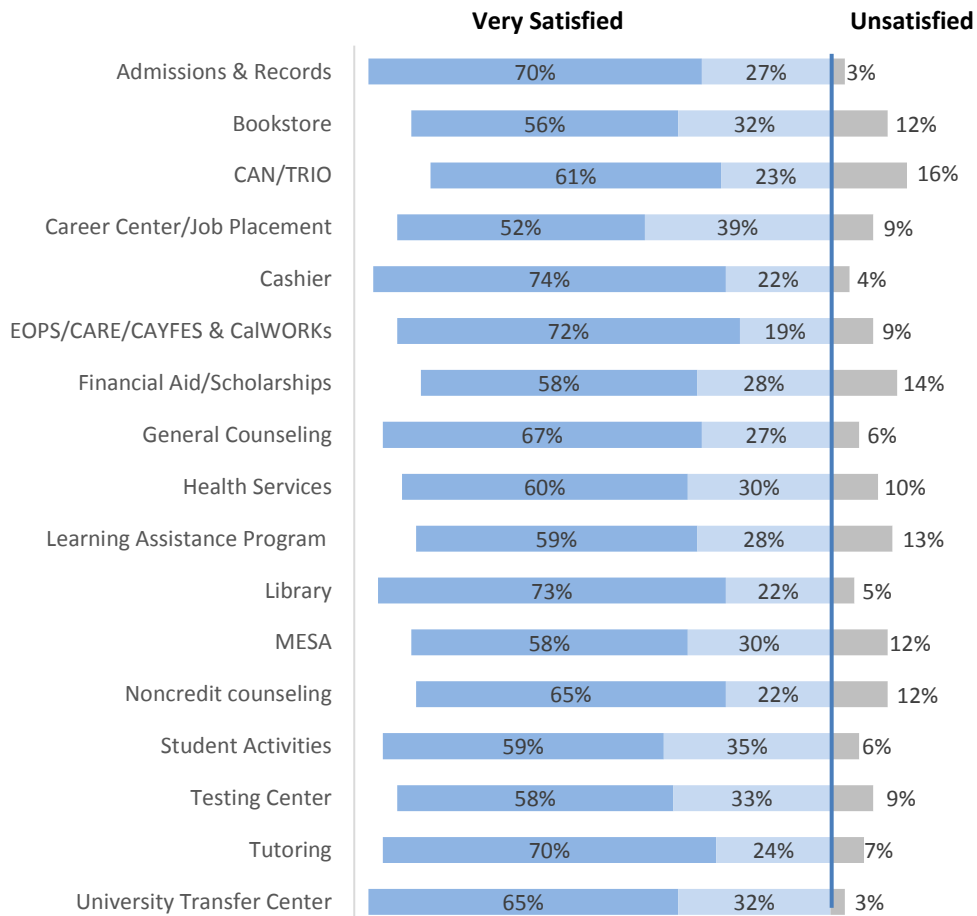
Satisfaction with Student Services departments.



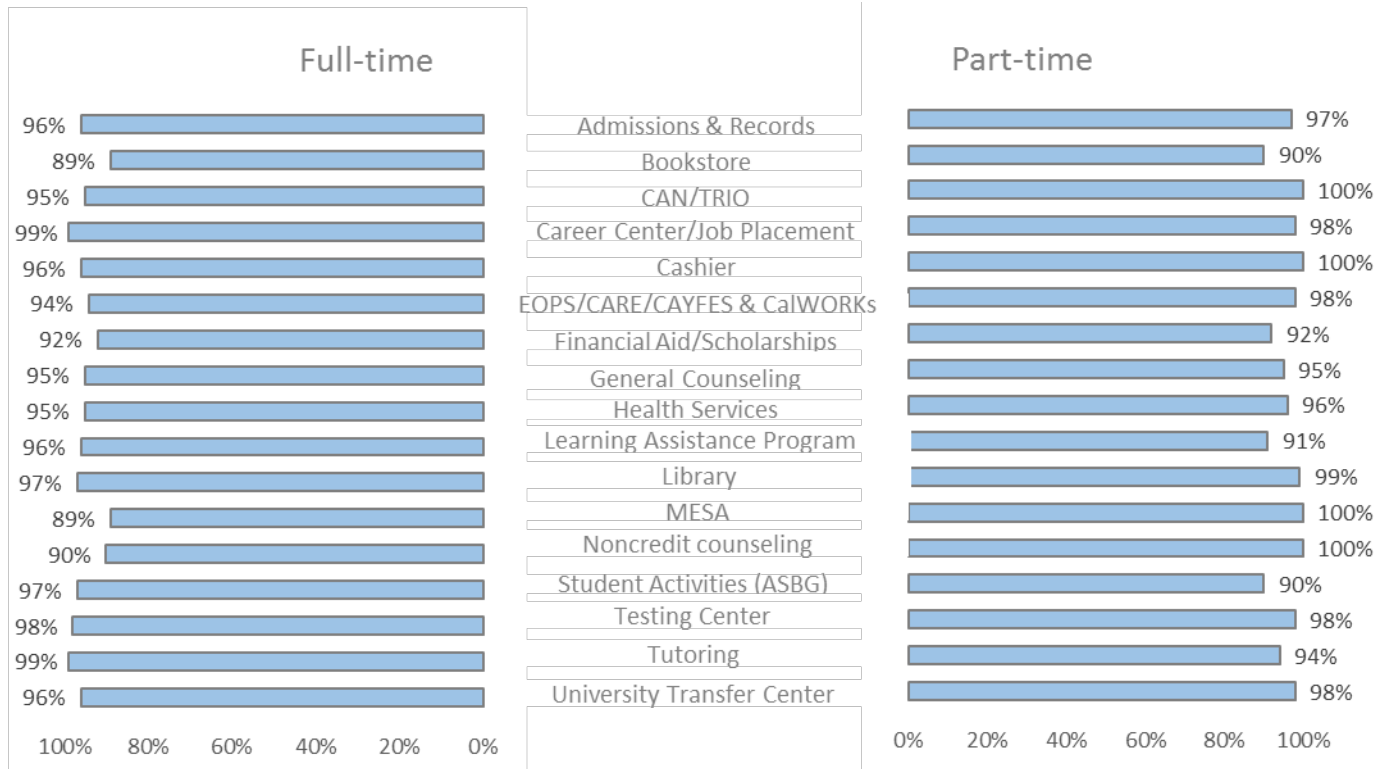
Percentage of students who are satisfied with the service (of students who were familiar with service and used it at least once during the semester), Evening and online

Satisfaction with Student Services departments - evening and online students only

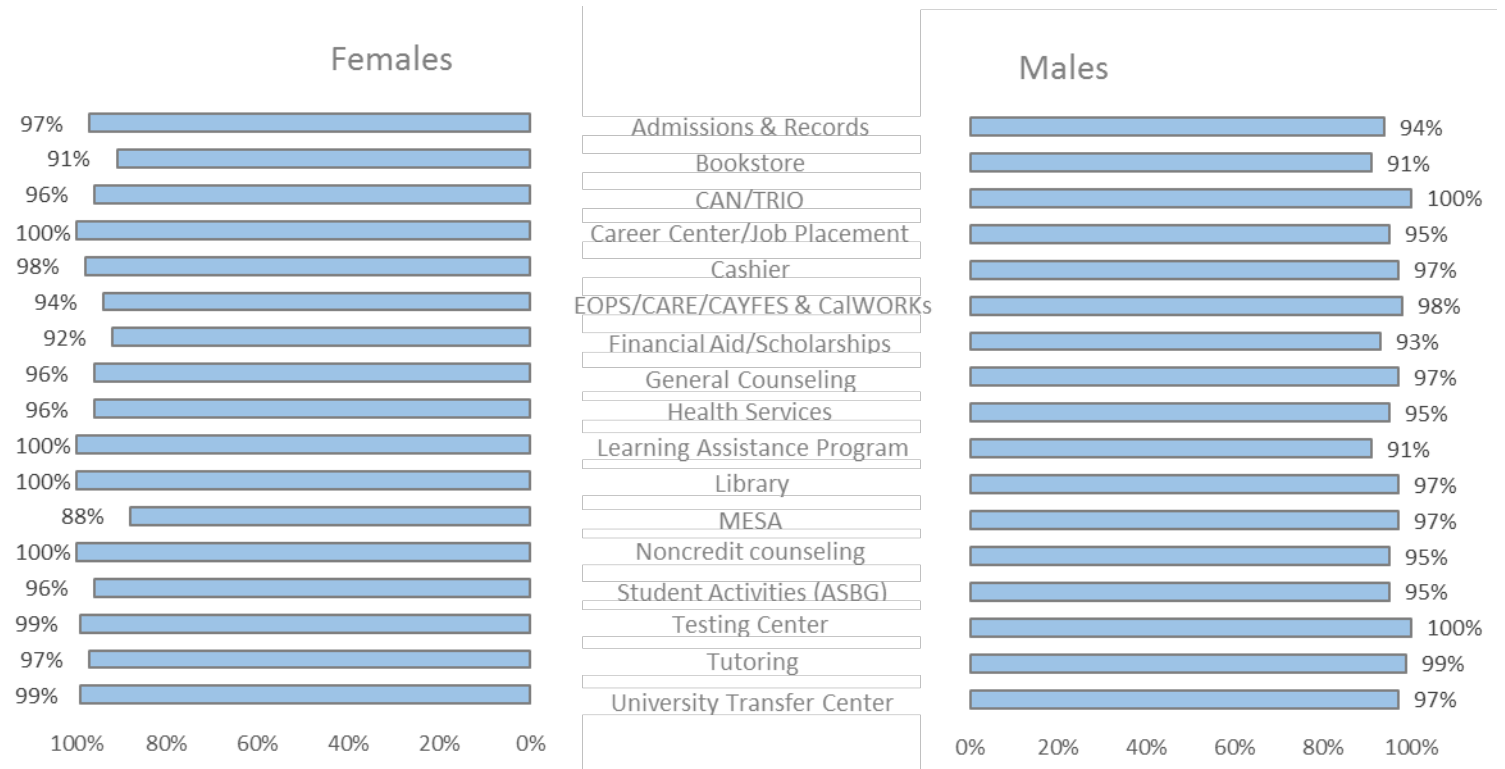
Satisfied



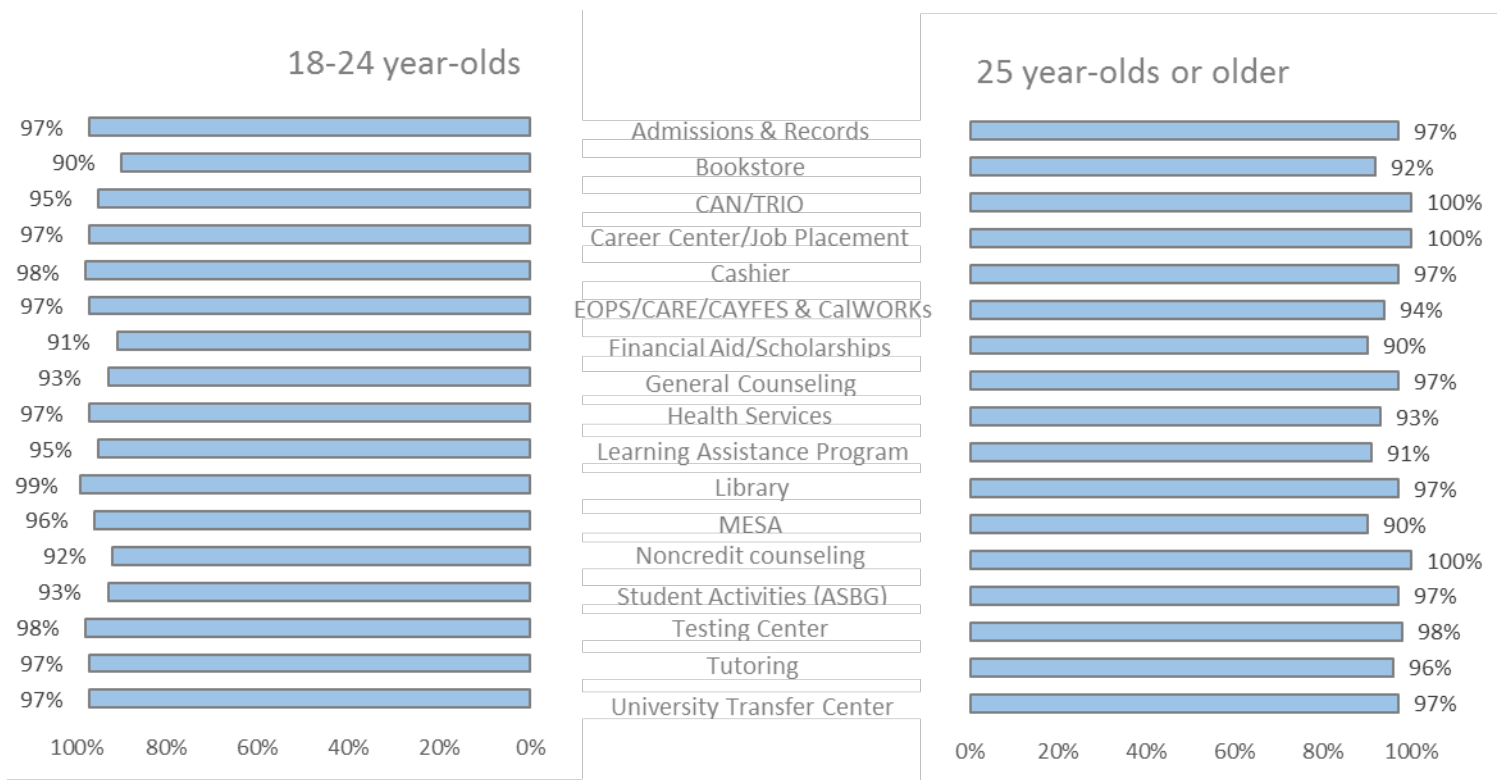
Percentage of students who are **satisfied or very satisfied** with the service (of students who were familiar with service and used it at least once during the semester), by full-time or part-time status



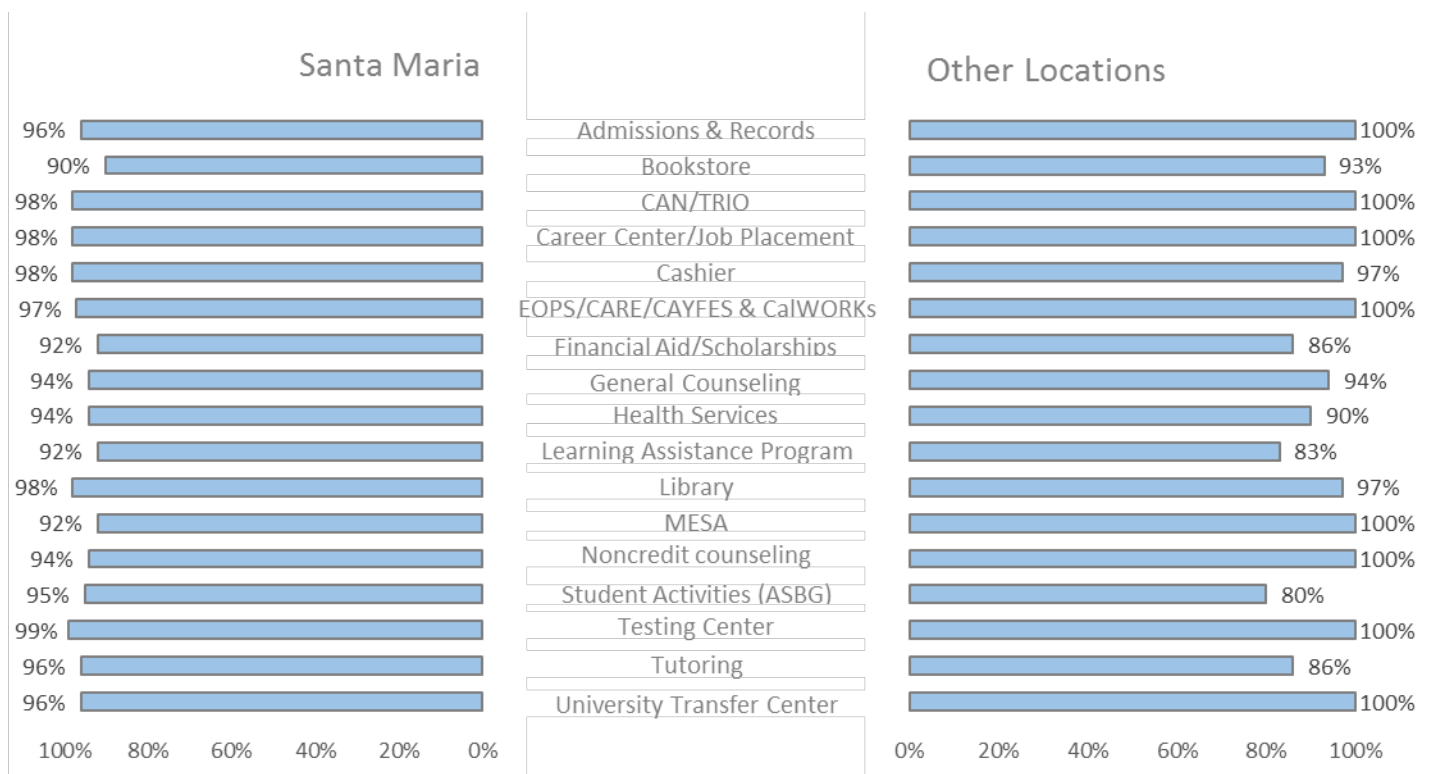
Percentage of students who are **satisfied or very satisfied** with the service (of students who were familiar with service and used it at least once during the semester), by gender



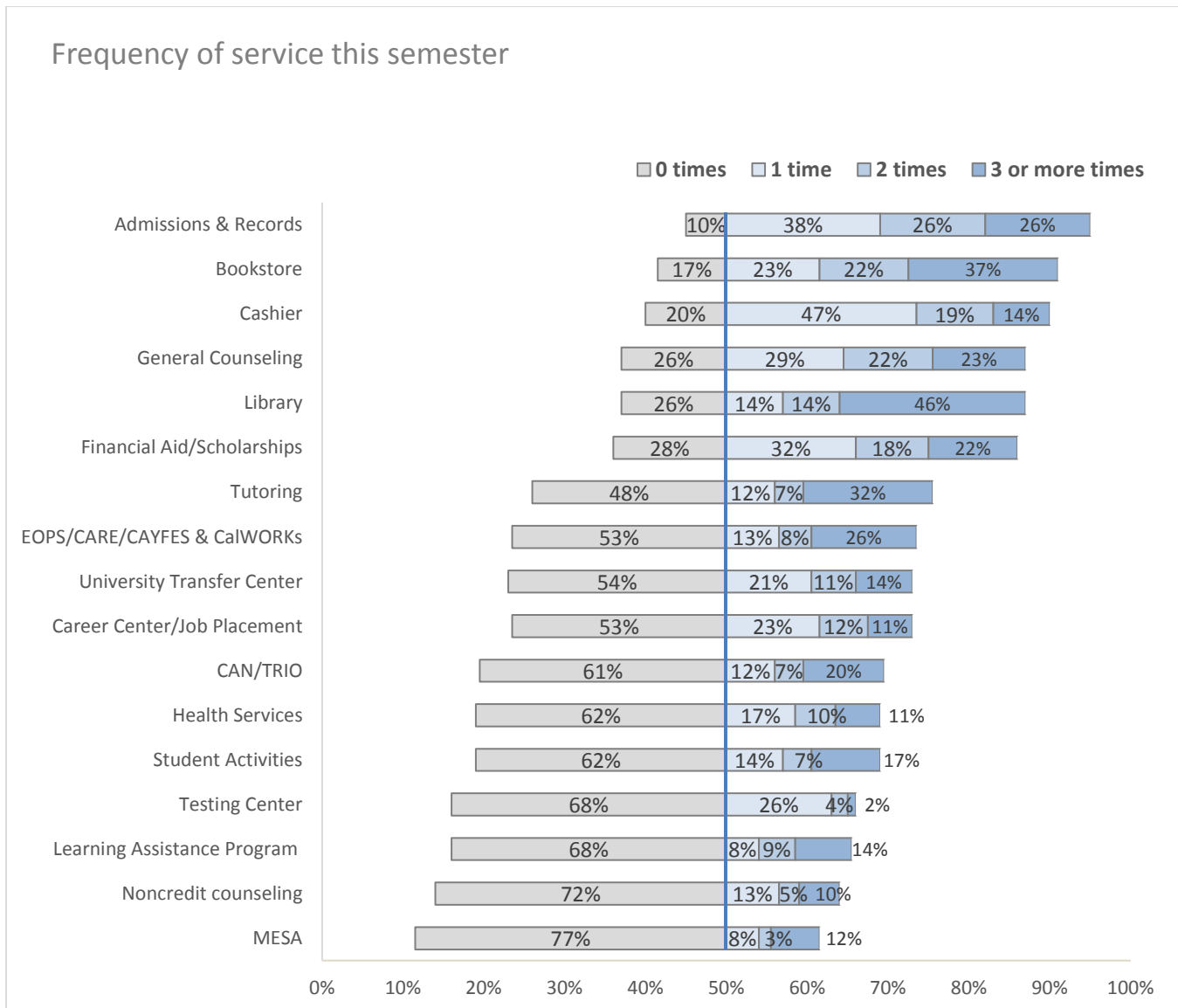
Percentage of students who are **satisfied or very satisfied** with the service (of students who were familiar with service and used it at least once during the semester), by age



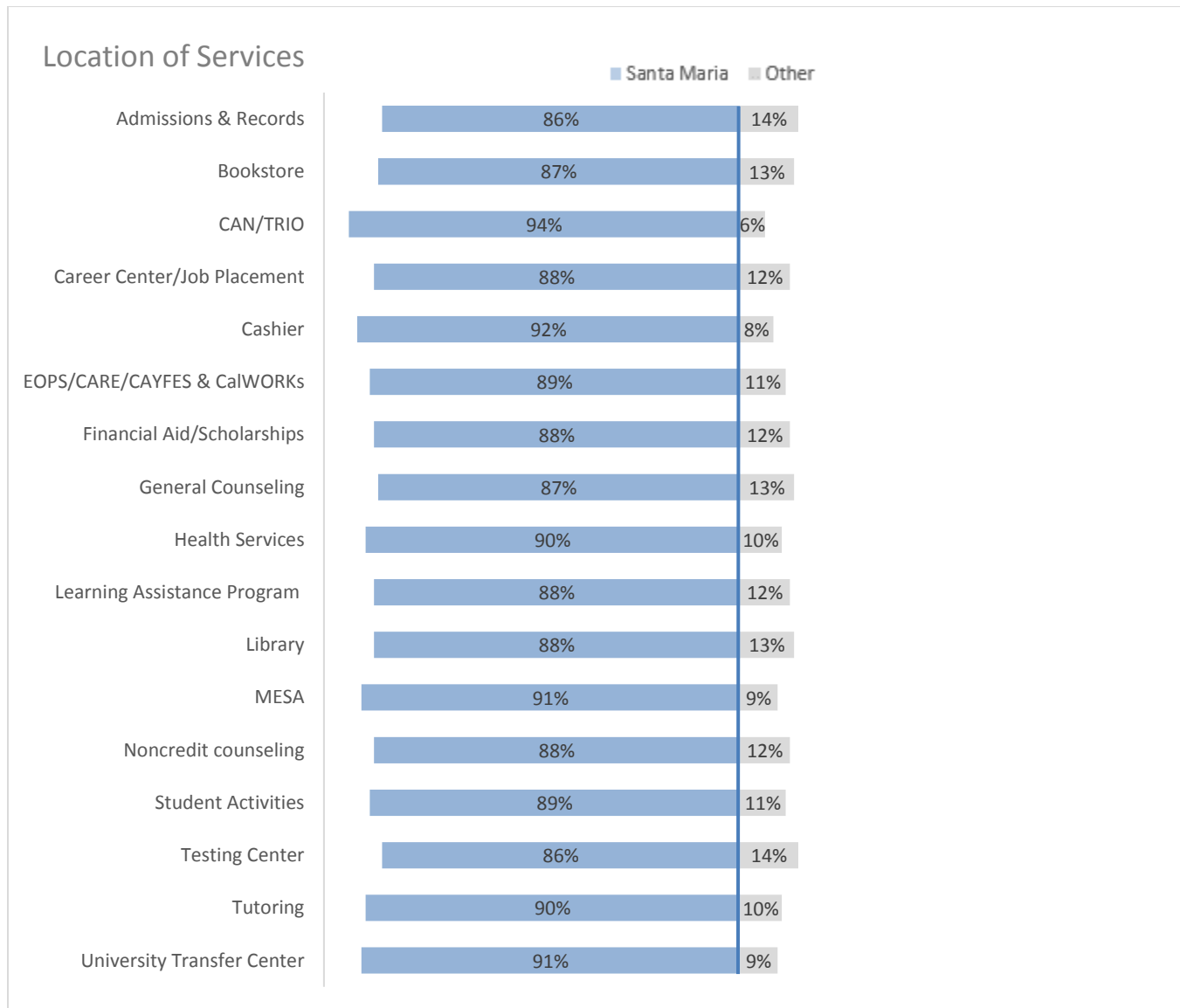
Percentage of students who are **satisfied or very satisfied** with the service (of students who were familiar with service and used it at least once during the semester), by location



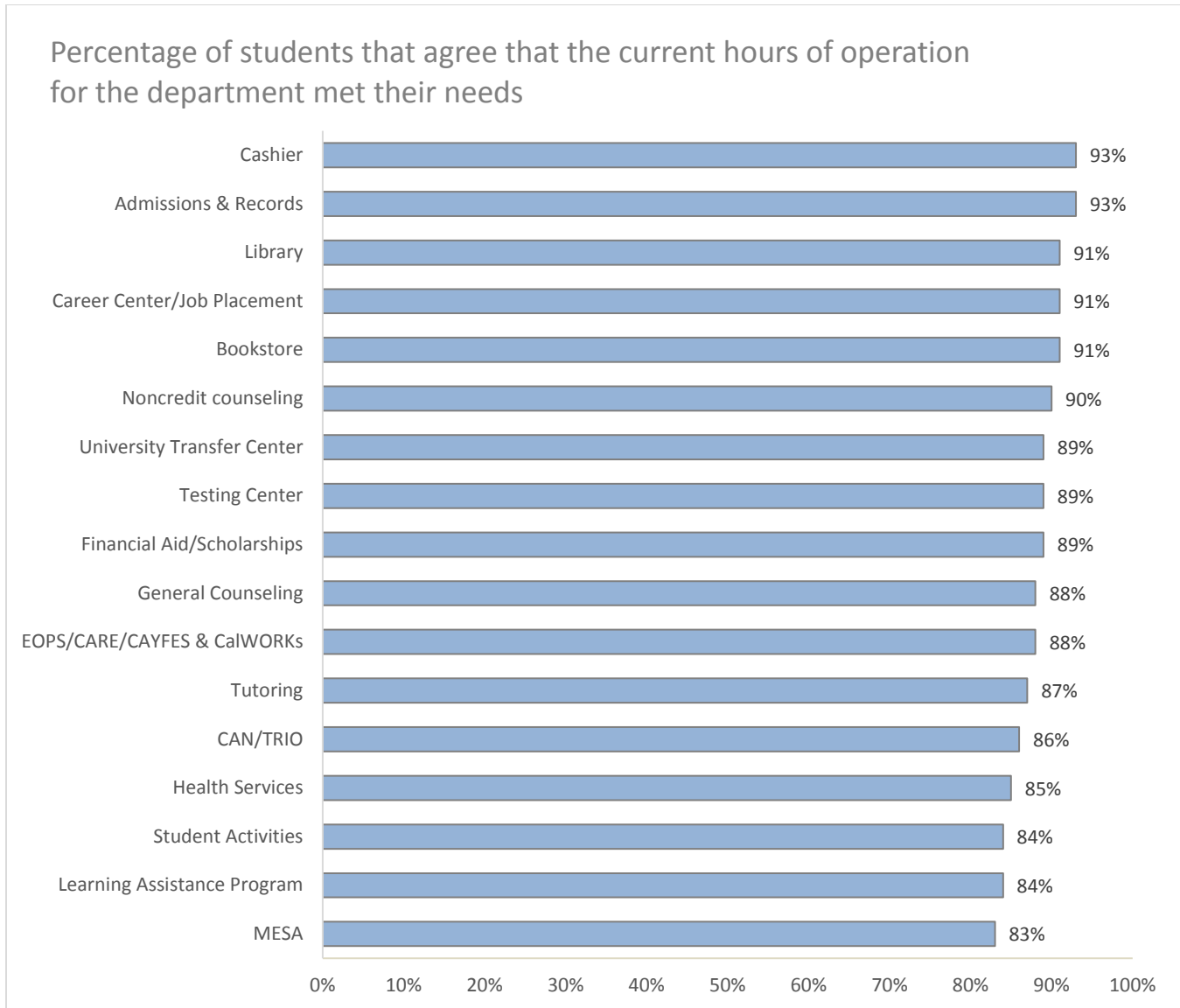
How many times have you used the service this semester?



At what location did you receive the services this semester?



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

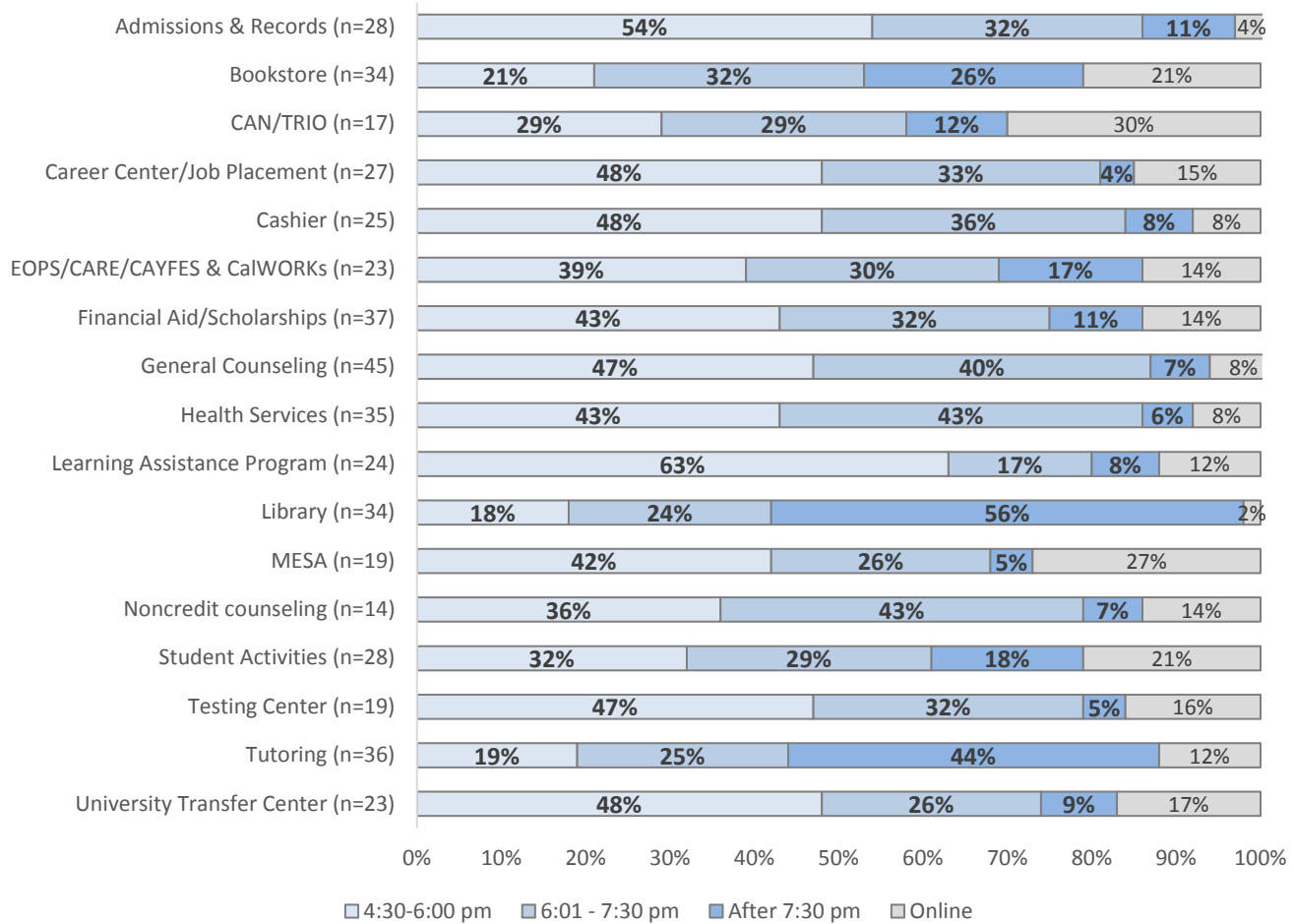


Do the current hours of operation for these Student Service departments meet your needs? – Day, Evening, and Online Students

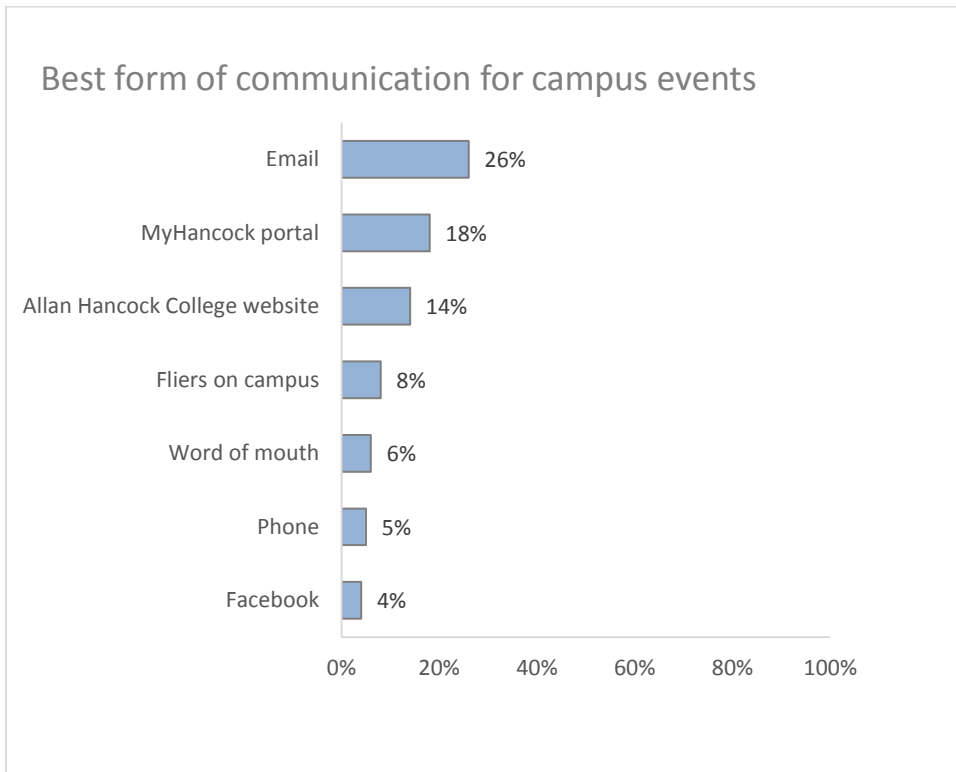
Service Department	Day	Evening	Online
Admissions & Records	94%	89%	90%
Bookstore	94%	89%	89%
CAN/TRIO	93%	89%	80%
Career Center/Job Placement	93%	89%	91%
Cashier	93%	90%	92%
EOPS/CARE/CAYFES & CalWORKs	90%	85%	90%
Financial Aid/Scholarships	93%	86%	83%
General Counseling	86%	87%	87%
Health Services	86%	82%	83%
Learning Assistance Program	86%	80%	81%
Library	91%	90%	88%
MESA	86%	81%	77%
Noncredit counseling	89%	88%	77%
Student Activities	83%	81%	88%
Testing Center	86%	91%	89%
Tutoring	86%	90%	82%
University Transfer Center	89%	91%	90%

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

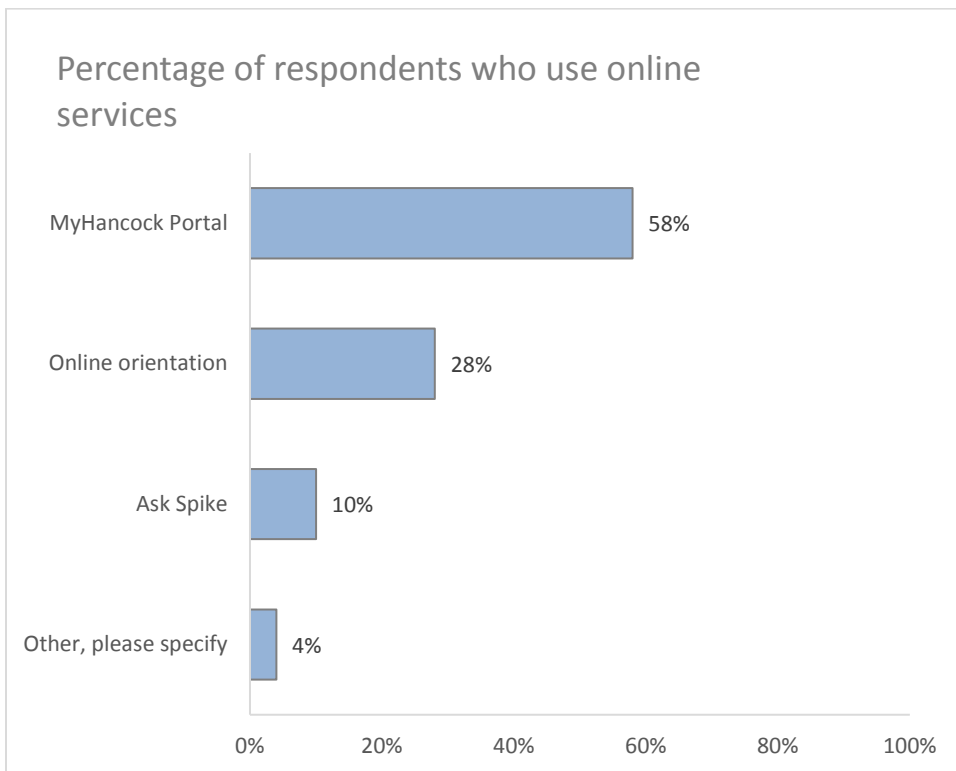
For students who marked that the current hours do not meet their needs, the following is a responses to what hours would be most convenient



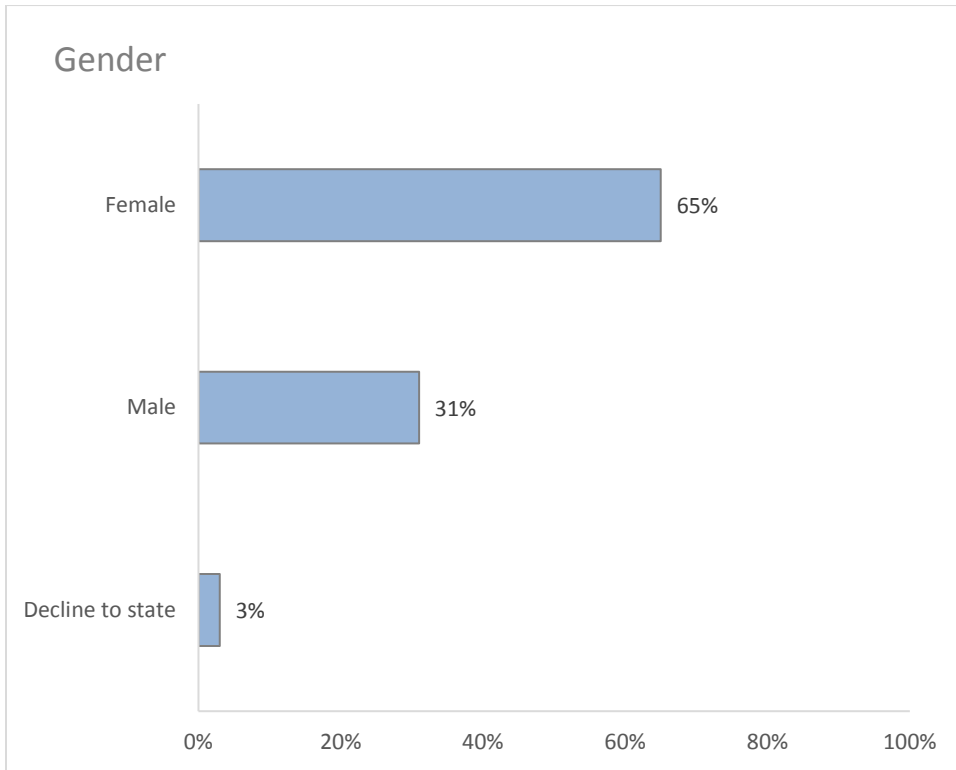
What are the best forms of communication for you on upcoming campus events? Please check all that apply.



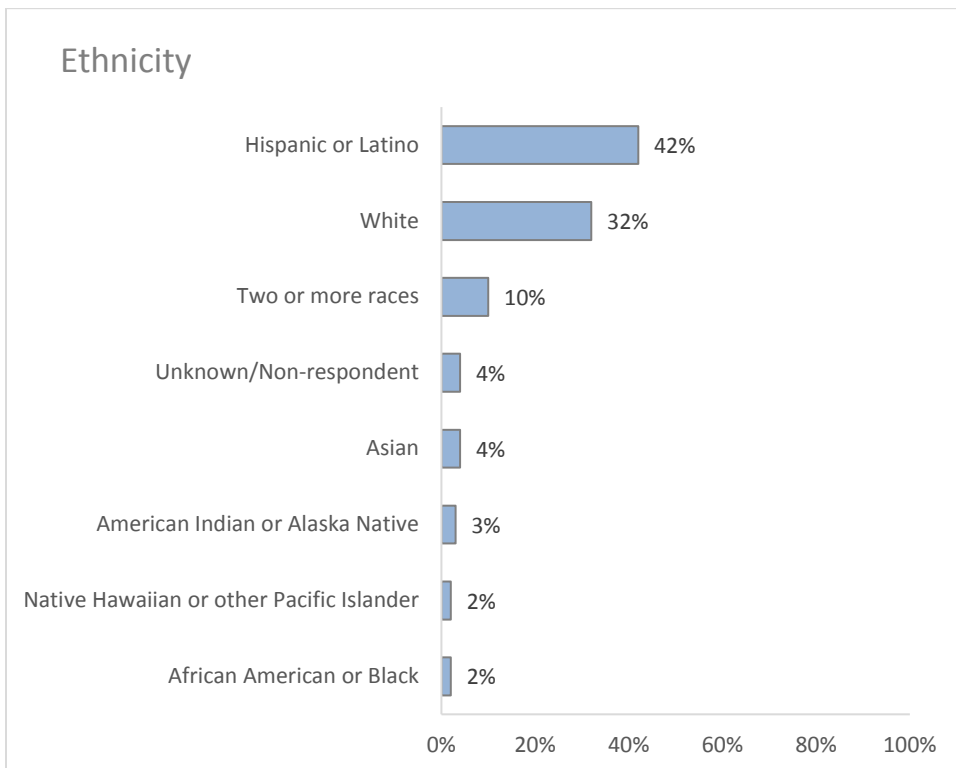
Have you used any of the following online services? Please check all that apply.



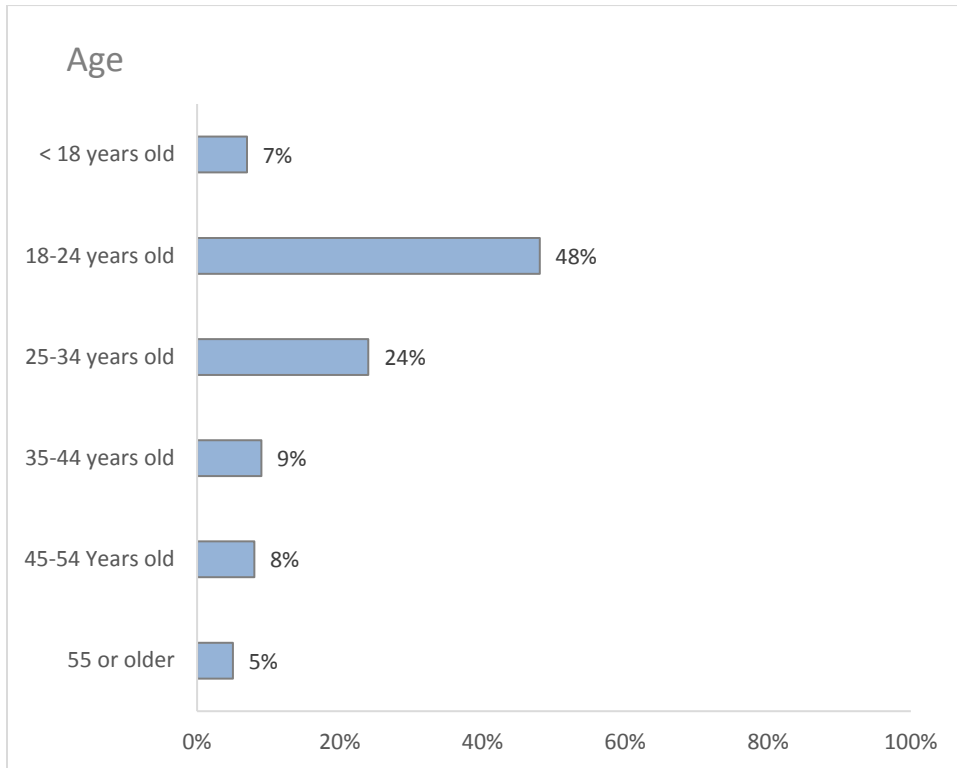
What is your gender?



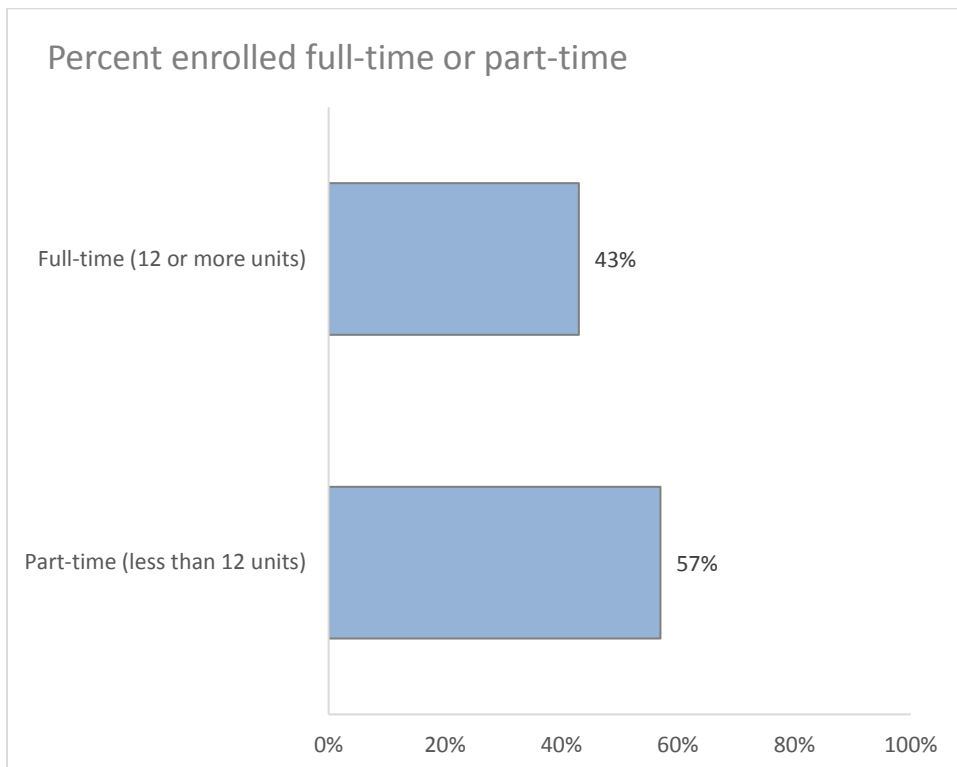
What is your race or ethnicity? Please check all that apply.



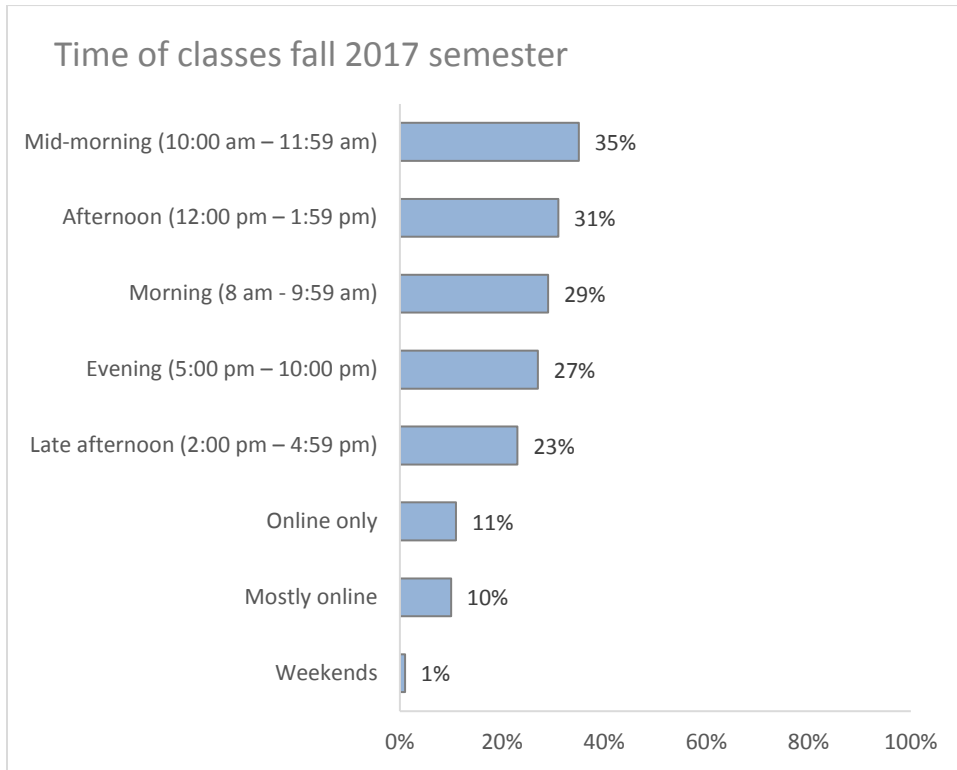
What is your age range?



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.



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

