

Student Challenges Survey Fall 2017

Dear Student: Your success is a priority to all of us here at Allan Hancock College. We want to learn more about the challenges you've faced this semester and how we can work together to overcome them. Please share with us your experiences and what you think about the college. The survey should take less than 10 minutes to complete and your responses will be anonymous. If you have responded to this survey, please do not fill it out a second time.

The first stop for most students is financial aid.

Think about your **finances and financial aid**. Have you had any challenges in the following areas?

	Yes	No
Paying for college and living expenses	<input type="radio"/>	<input type="radio"/>
Working with financial aid office	<input type="radio"/>	<input type="radio"/>
Military veteran benefits	<input type="radio"/>	<input type="radio"/>

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

- Books, software, and other supplies
- Tuition and fees (Health fee, parking permits)
- Living expenses (rent or mortgage, food, healthcare)
- Childcare
- Transportation
- None of the above
- Other, please specify _____

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

- Yes
- No

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

- Gave me wrong information
- Process was unclear
- Unable to answer questions
- Errors processing paperwork
- Delays in getting money
- Difficult to meet with, speak to, or email staff (including limited office hours)
- None of the above
- Other, please specify _____

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

- I did not know process for obtaining benefits
- Experienced delays receiving benefits
- Received wrong information about benefits
- None of the above
- Other, please specify _____

Have you had any challenges with **academic support services**?

	Yes	No
Academic counseling	<input type="radio"/>	<input type="radio"/>
Registering for courses	<input type="radio"/>	<input type="radio"/>
Tutoring	<input type="radio"/>	<input type="radio"/>
Library and Academic Resource Center	<input type="radio"/>	<input type="radio"/>

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

- Difficult to meet with, speak to, or email counselor (including challenges scheduling appointments)
- Did not understand what the counselor told me
- Told to take course not needed for certificate/degree/transfer
- Not told about course needed for certificate/degree/transfer
- Websites and handouts about courses and programs were incorrect
- None of the above
- Other, please specify _____

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

- Had a registration hold
- Was waiting for transcripts or other prior work to be reviewed to be placed
- Course not offered at times I needed
- Course was offered but full
- Course not offered this semester
- Could not pay for required fees in the 48 hours required
- None of the above
- Other, please specify _____

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

- Tutoring hours not convenient
- Tutors not available when I need assistance
- Tutoring not available in the subject area I needed
- Tutoring not helpful
- None of the above
- Other, please specify _____

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

- Staff not helpful
- Resources I needed not available on site
- Resources I needed not available online
- Hours not convenient
- None of the above
- Other, please specify _____

Have you faced any challenges in your course work?

	Yes	No
Developmental courses (300 and 500 level courses in math, reading, and writing)	<input type="radio"/>	<input type="radio"/>
Transfer-level courses	<input type="radio"/>	<input type="radio"/>
Other, please specify	<input type="radio"/>	<input type="radio"/>

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

- Poor study skills
- Poor planning and time management skills
- Did not have adequate resources (computer, a place to study, etc.)
- Courses were too easy
- Courses were too hard
- Required to take too many
- Did not prepare me for college-level courses
- Not motivated to study
- None of the above
- Other, please specify _____

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

- Poor study skills
- Poor planning and time management skills
- Did not have adequate resources (computer, a place to study, etc.)
- Required level of math was difficult
- Required readings were difficult
- Writing assignments were difficult
- Courses were too hard
- Required to take too many
- Not motivated to study
- None of the above
- Other, please specify _____

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

- Poor study skills
- Poor planning and time management skills
- Did not have adequate resources (computer, a place to study, etc.)
- Courses were too hard
- Not motivated to study
- None of the above
- Other, please specify _____

Have you had any challenges accessing **online** student services?

- Yes
- No

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

- Lack of interaction with faculty and staff
- Lack of response from faculty and staff
- Difficulty finding materials
- Difficulty accessing resources
- Limited types of services
- None of the above
- Other, please specify _____

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

	Yes	No
Work	<input type="radio"/>	<input type="radio"/>
Health and disability issues	<input type="radio"/>	<input type="radio"/>
Transportation to campus	<input type="radio"/>	<input type="radio"/>
Family and friends	<input type="radio"/>	<input type="radio"/>

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

- Work schedule is not flexible during the semester
- Work schedule conflicts with classes
- Work schedule prevents me from using campus resources (library, tutoring, labs, etc.)
- Pay is not enough to cover expenses while in school
- Work hours do not leave me enough time to study
- None of the above
- Other, please specify _____

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

- Faculty did not provide necessary accommodations for my disability
- Disability services did not provide necessary support
- Campus is difficult to navigate with my disability
- Emotional/mental health issue
- Physical health issue
- Pregnancy and childbirth
- None of the above
- Other, please specify _____

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

- Public transportation not convenient
- Travel to campus takes a long time
- Public transportation is unreliable
- Car or carpool is unreliable
- No parking available
- Nowhere to lock up my bicycle
- None of the above
- Other, please specify _____

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

- Family does not support me going to college
- Difficulty finding childcare
- Difficulty dealing with health of family and friends
- Difficulty balancing demands of family and college
- None of the above
- Other, please specify _____

Now we'd like to ask you about some services at Allan Hancock College.

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

	Santa Maria Campus	Other locations	I haven't received these services
Counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Admissions and Records	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learning Assistance Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you contacted or interacted with **Counseling** during this semester?

Yes

No

How available were **Counseling** staff when you interacted with them?

Very available

Somewhat available

Somewhat unavailable

Very unavailable

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

- Very concerned
- Somewhat concerned
- Somewhat unconcerned
- Very unconcerned

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

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective

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

- Yes
- No

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

- Very available
- Somewhat available
- Somewhat unavailable
- Very unavailable

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

- Very concerned
- Somewhat concerned
- Somewhat unconcerned
- Very unconcerned

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

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective

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

- Yes
- No

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

- Very available
- Somewhat available
- Somewhat unavailable
- Very unavailable

How concerned were Financial Aid staff about addressing your issue?

- Very concerned
- Somewhat concerned
- Somewhat unconcerned
- Very unconcerned

How effective were Financial Aid staff when addressing your issue?

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective

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

- Yes
- No

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

- Very available
- Somewhat available
- Somewhat unavailable
- Very unavailable

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

- Very concerned
- Somewhat concerned
- Somewhat unconcerned
- Very unconcerned

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

- Very effective
- Somewhat effective
- Somewhat ineffective
- Very ineffective

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?

- Very likely
- Somewhat likely
- Somewhat unlikely
- Very unlikely

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

- A **good value**, worth more than you paid for it
- A **fair value**, worth what you paid for it
- A **poor value**, worth less than you paid for it

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

- Self-improvement
- Increase job and career opportunities
- Prepare for an associate's degrees
- Prepare for transfer to university a four-year degree

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

- Very well
- Fairly well
- Somewhat well
- Not well at all

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

- Very well
- Fairly well
- Somewhat well
- Not well at all

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

- Very well
- Fairly well
- Somewhat well
- Not well at all

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

- Very well
- Fairly well
- Somewhat well
- Not well at all

Thinking about your experiences so far, please tell us what you think Allan Hancock College's **greatest strength** is:

If Allan Hancock College could change **one** thing to help students succeed in college, what should it change?

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

- Santa Maria
- Lompoc
- Santa Ynez
- VAFB
- Online

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

- None
- 1-15 units
- 15-29 units
- 30-45 units
- 46 or more units
- Don't know

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

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

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

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

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

- Asian
- African American or Black
- Hispanic or Latino
- American Indian or Alaska Native
- Native Hawaiian or other Pacific Islander
- White
- Two or more races
- Unknown/Non-respondent

What is your gender?

- Male
- Female
- Decline to state

What is your age range?

- < 18 years old
- 18-24 years old
- 25-34 years old
- 35-44 years old
- 45-54 Years old
- 55 or older

Please use this space for any additional comments or feedback.
