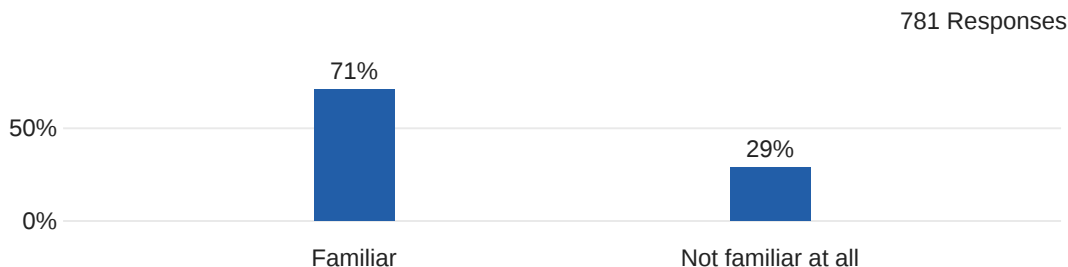


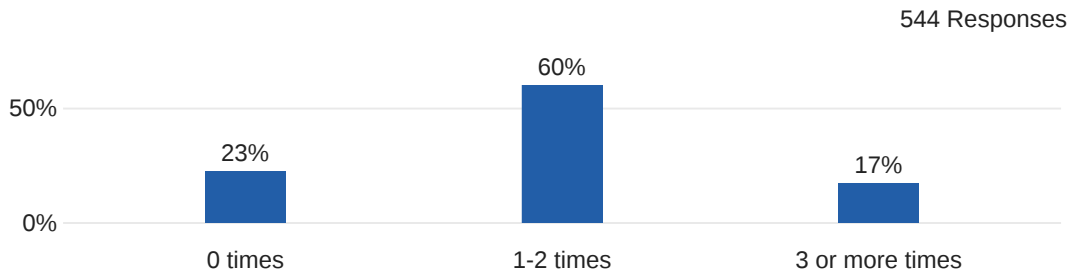
## Student Services Survey Spring 2024

Survey administered to currently enrolled students March 14-April 14, 2024. A total of 925 students completed the survey during this period.

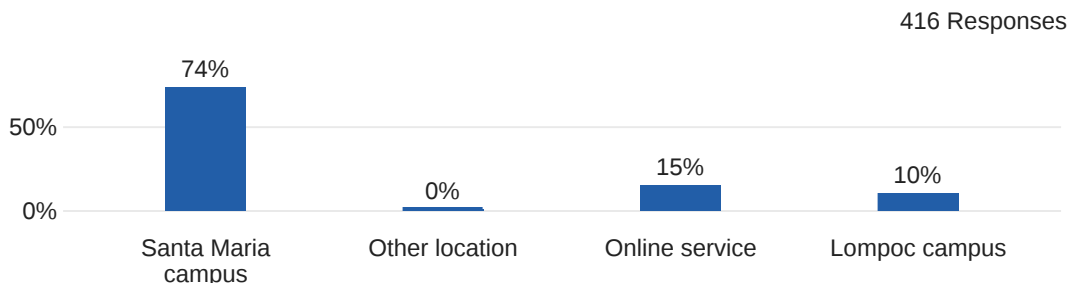
Q3 - Admissions and Records helps with tasks such as adding and dropping classes, verifying enrollment, issuing ID cards, reviewing graduation petitions and processing transcripts. Please tell us how familiar you are with Admissions and Records.



Q4 - How many times have you used Admissions and Records services this academic year?

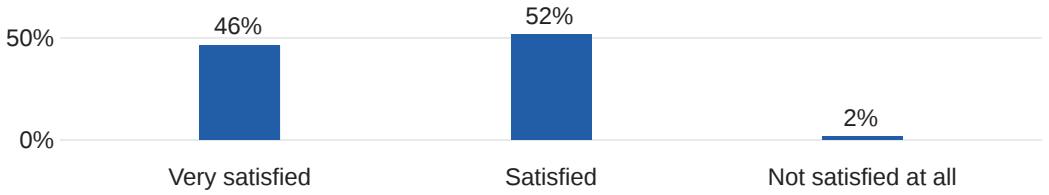


Q5 - Where have you accessed Admissions and Records services this academic year? (Select all that apply)



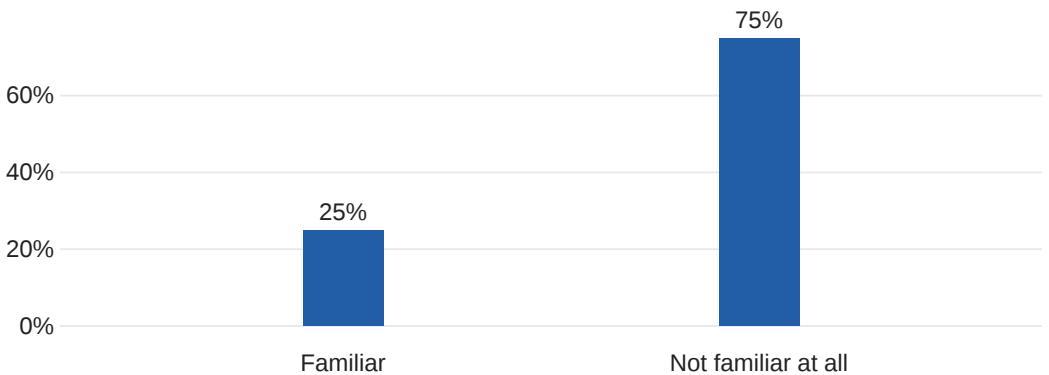
### Q6 - How satisfied were you with Admissions and Records services?

414 Responses



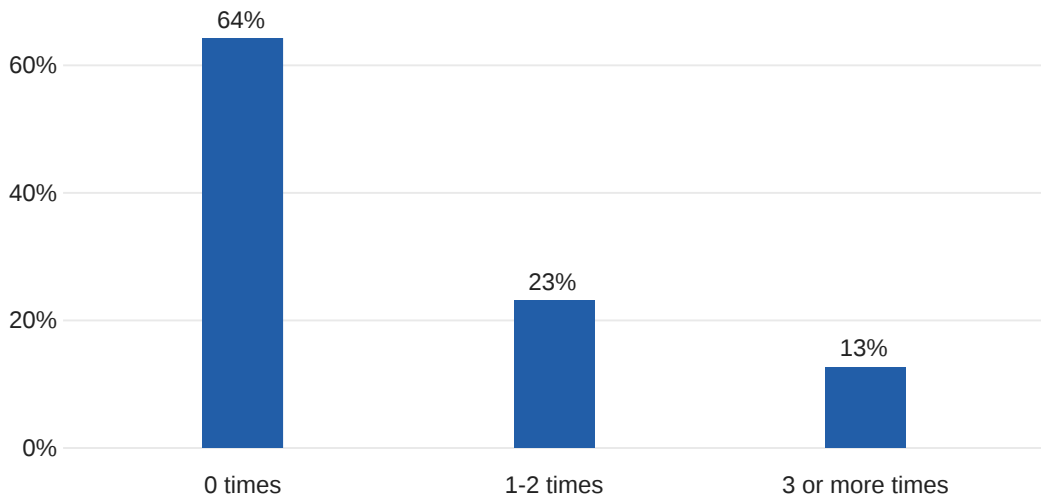
### Q7 - AIM to Dream Center helps undocumented students, students from mixed-status families overcome challenges. Please tell us how familiar you are with AIM to Dream Center.

740 Responses



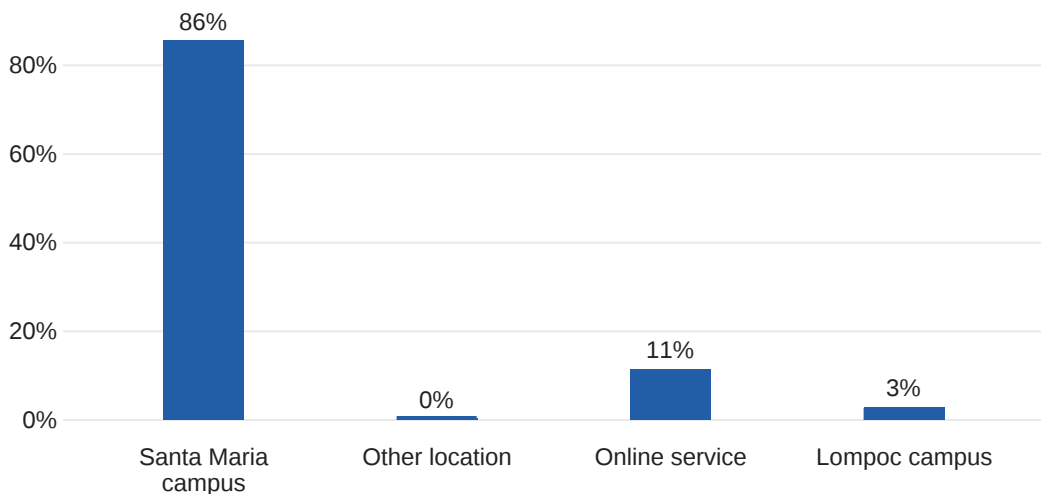
## Q8 - How many times have you used AIM to Dream Center services this academic year?

182 Responses



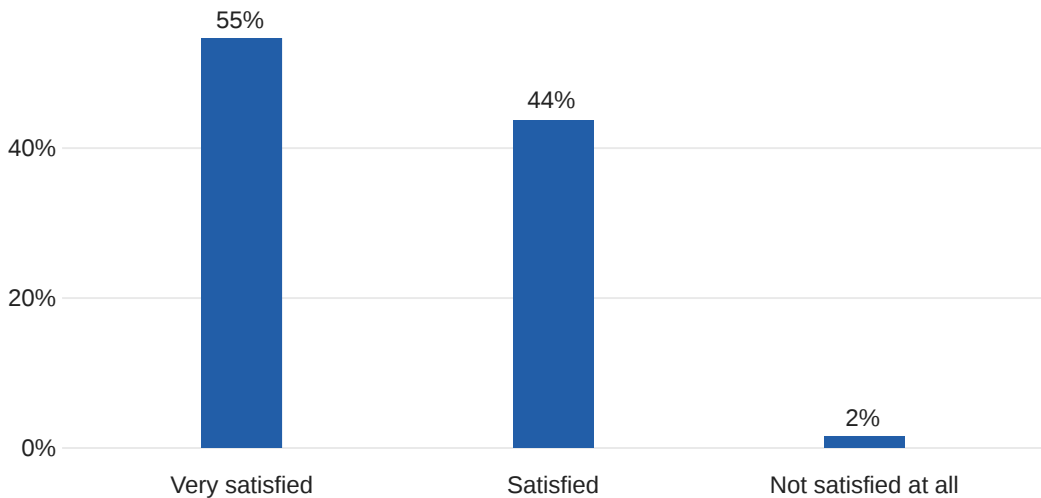
## Q9 - Where have you accessed AIM to Dream Center services this academic year? (Select all that apply)

64 Responses



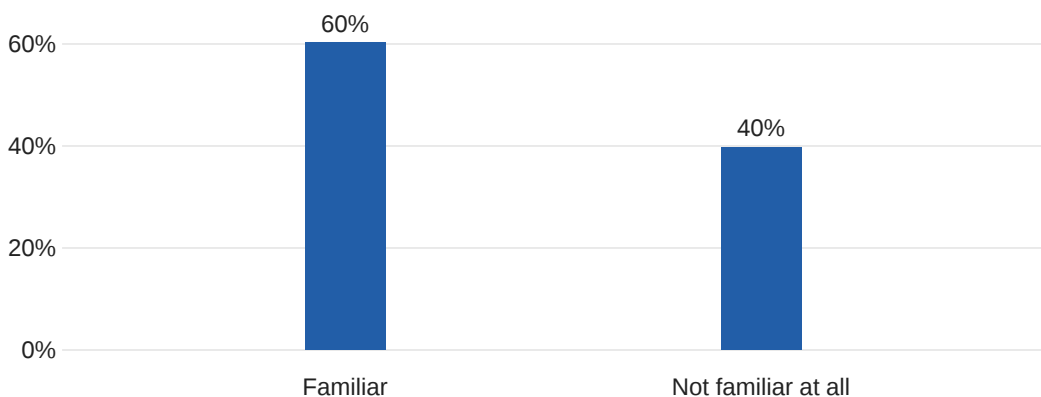
## Q10 - How satisfied were you with AIM to Dream Center services?

64 Responses



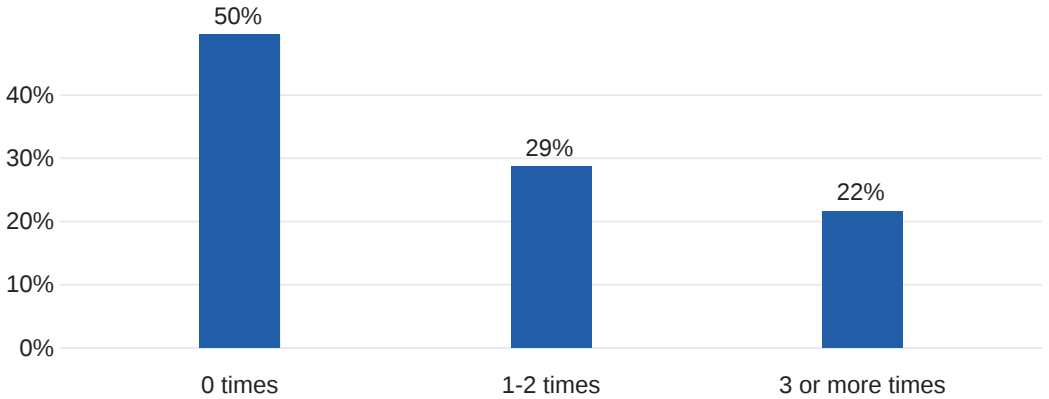
## Q11 - Basic Needs Center helps students with on-campus and community resources related to food, shelter, health, technology access, childcare, and other resources. Please tell us how familiar you are with the Basic Needs Center.

727 Responses



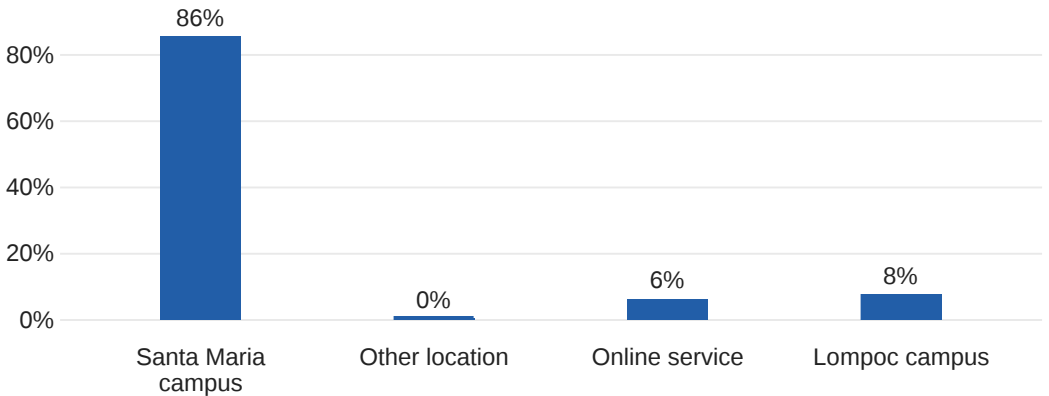
### Q12 - How many times have you used Basic Needs Center services this academic year?

435 Responses



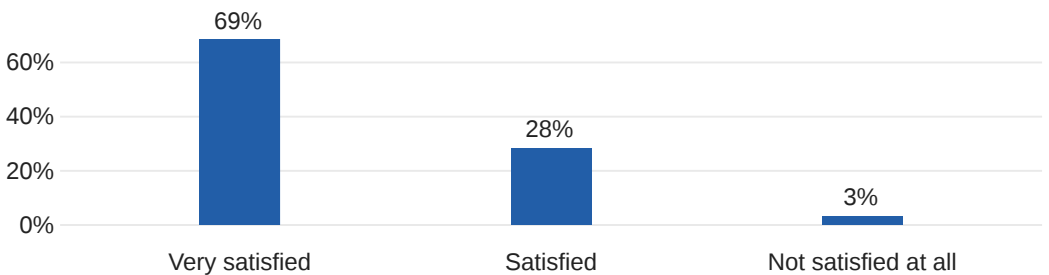
### Q13 - Where have you accessed Basic Needs Center services this academic year? (Select all that apply)

217 Responses



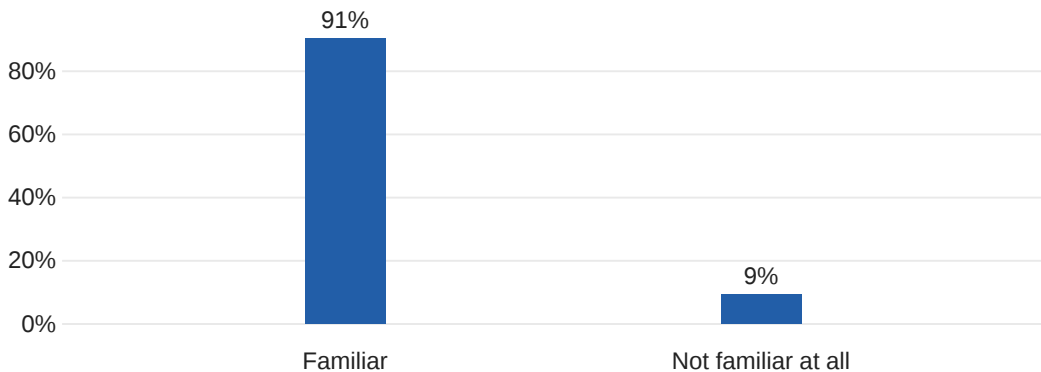
### Q14 - How satisfied were you with Basic Needs Center services?

217 Responses



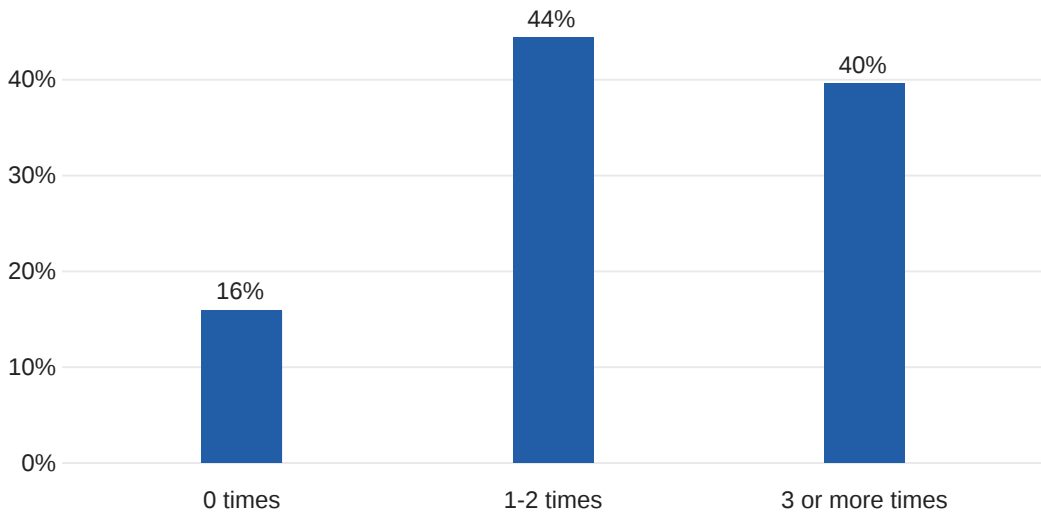
Q15 - The AHC Bookstore sells textbooks, class supplies, insignia clothing and other supplies. Please tell us how familiar you are with the AHC Bookstore.

707 Responses



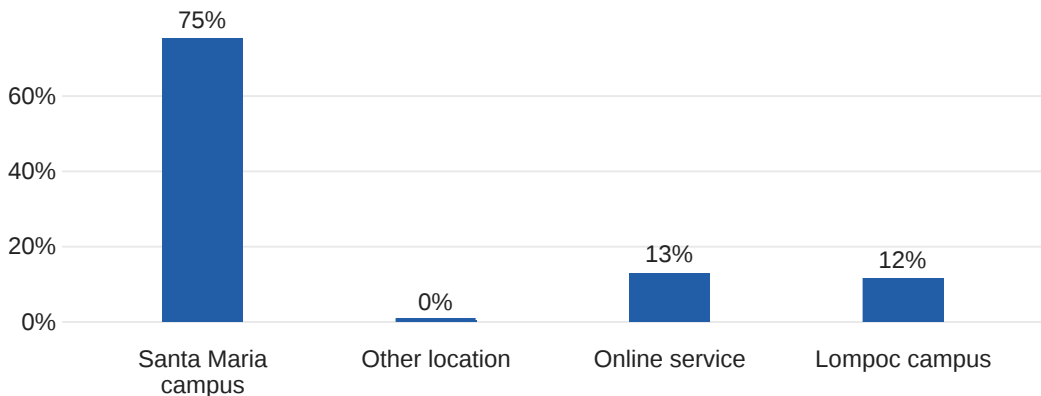
Q16 - How many times have you used the AHC bookstore services this academic year?

641 Responses



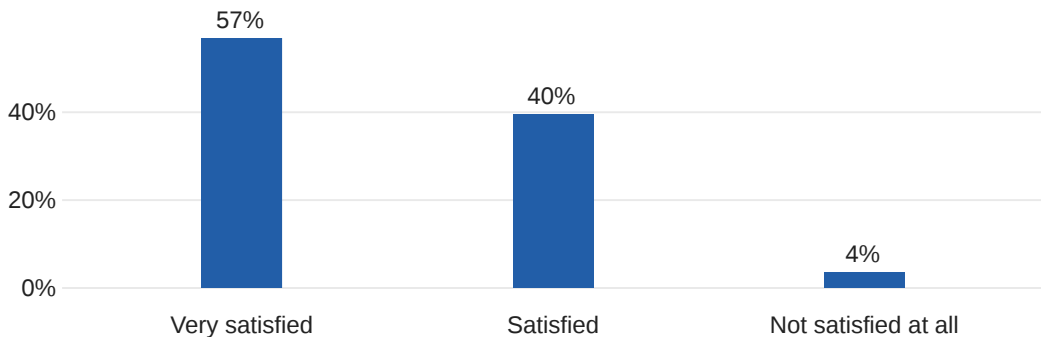
### Q17 - Where have you accessed the AHC Bookstore services this academic year? (Select all that apply)

536 Responses



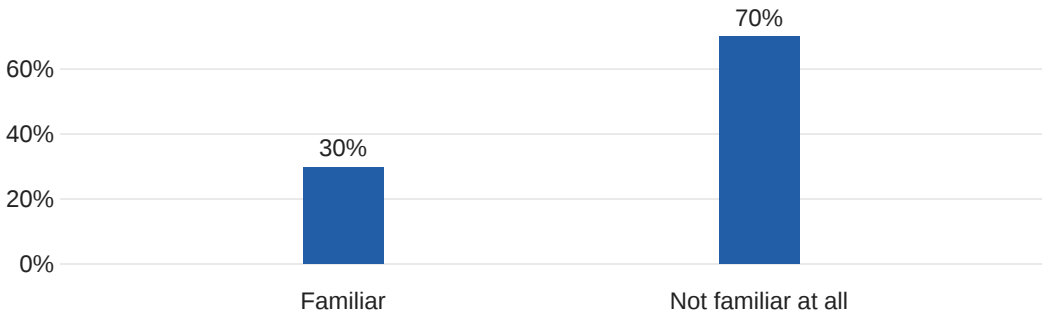
### Q18 - How satisfied were you with the AHC Bookstore services?

536 Responses



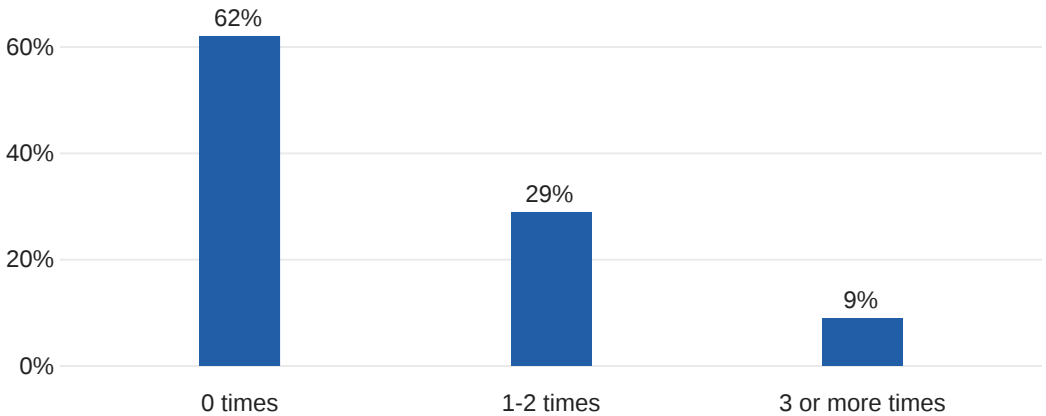
Q19 - Cal-SOAP advises low-income, first-generation college students enrolled in the program with admissions information, tutoring and financial aid services. They also put on Cash for College events. Please tell us how familiar you are with the Cal-SOAP.

694 Responses



Q20 - How many times have you used Cal-SOAP services this academic year?

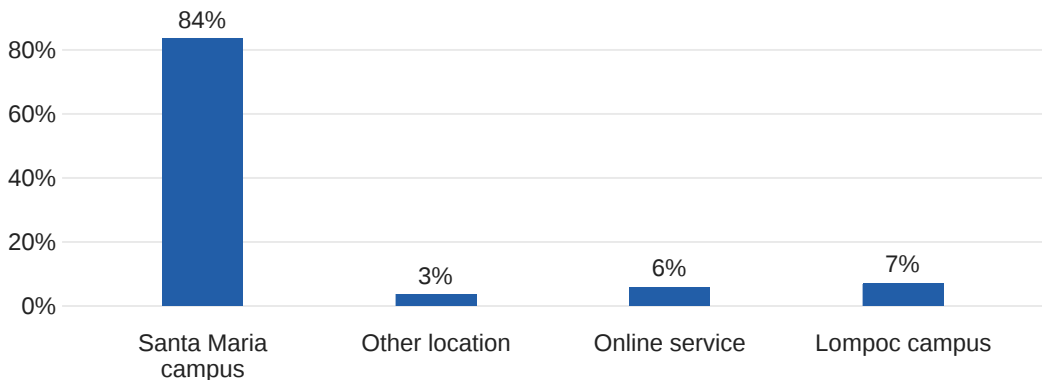
211 Responses





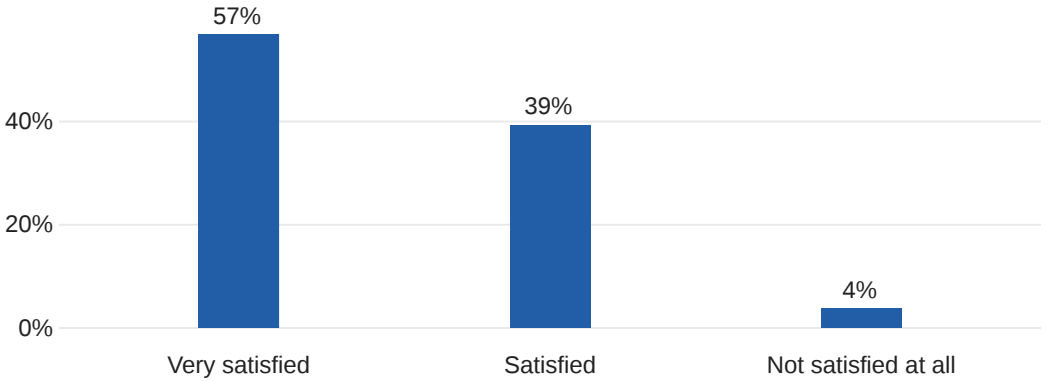
# Q21 - Where have you accessed Cal-SOAP services this academic year? (Select all that apply)

80 Responses



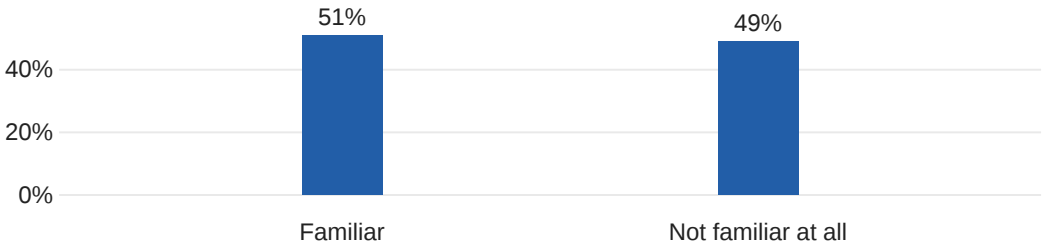
### Q22 - How satisfied were you with Cal-SOAP services?

79 Responses



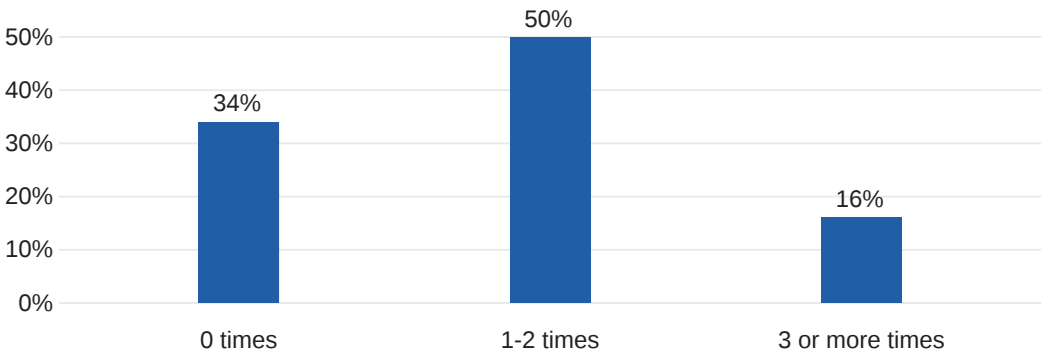
Q23 - Cashier Services is responsible for the proper collection and receipting of payments and deposits. Please tell us how familiar you are with Cashier Services.

689 Responses



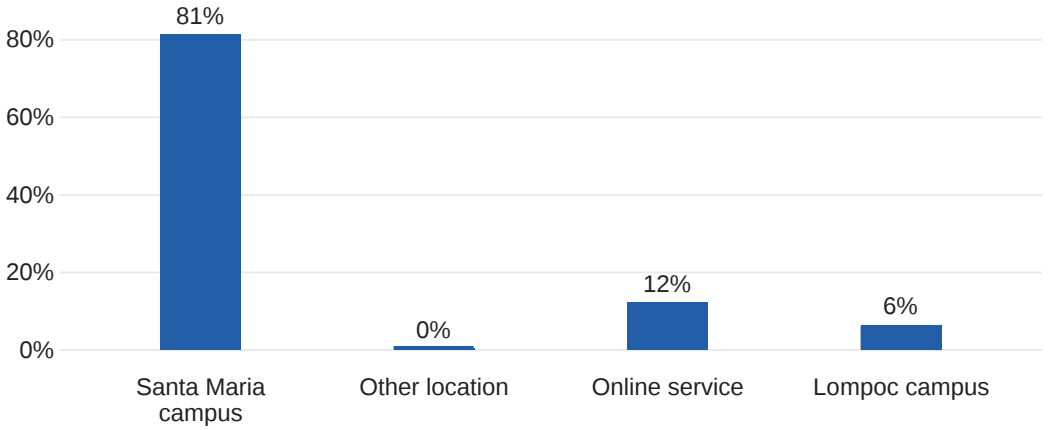
Q24 - How many times have you used Cashier Services this academic year?

354 Responses



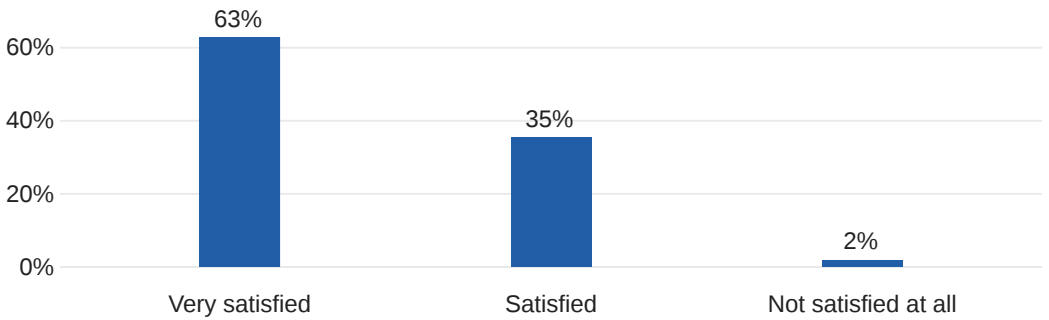
### Q25 - Where have you accessed Cashier Services this academic year? (Select all that apply)

234 Responses



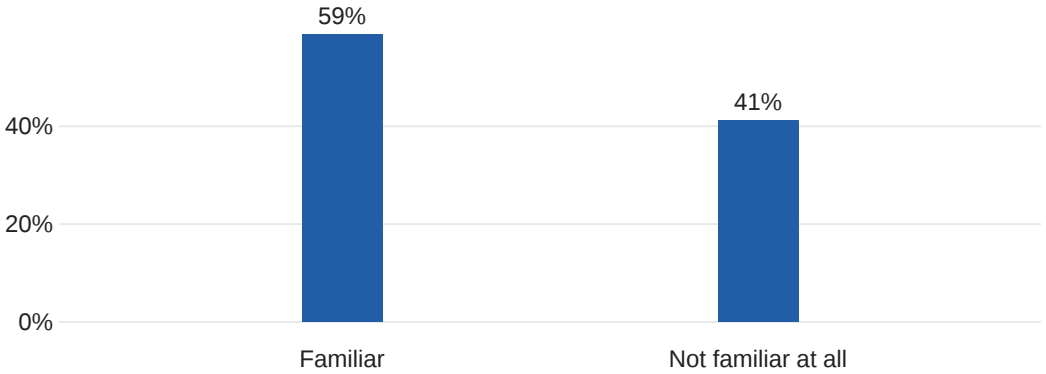
### Q26 - How satisfied were you with Cashier Services?

232 Responses



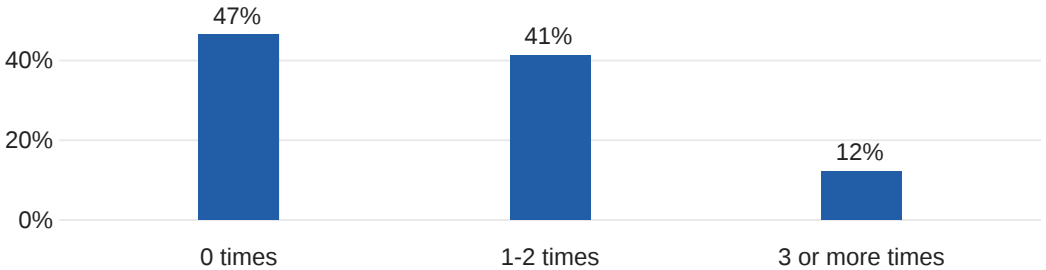
Q27 - Career Center offers job searches, career information; career assessment tests, resumes support, and career workshops. Please tell us how familiar you are with the Career Center.

678 Responses



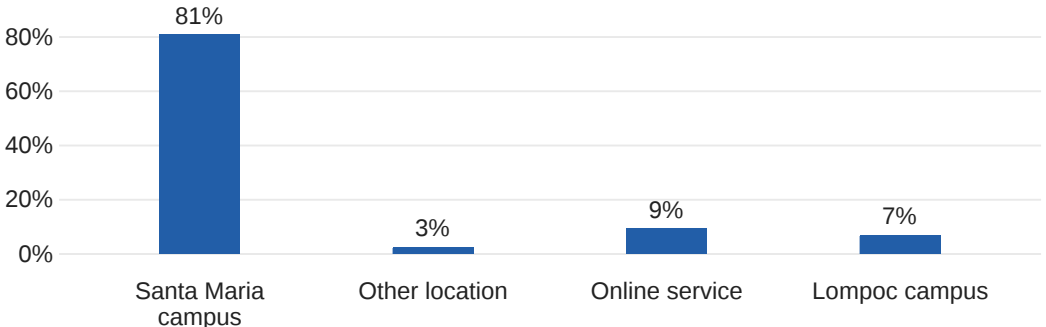
Q28 - How many times have you used Career Center services this academic year?

403 Responses



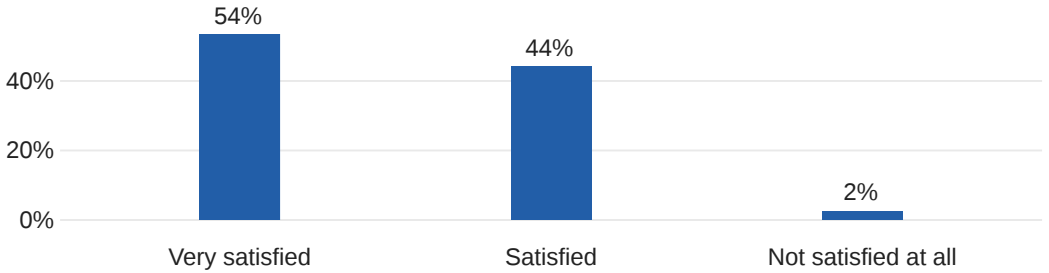
Q29 - Where have you accessed Career Center services this academic year? (Select all that apply)

215 Responses



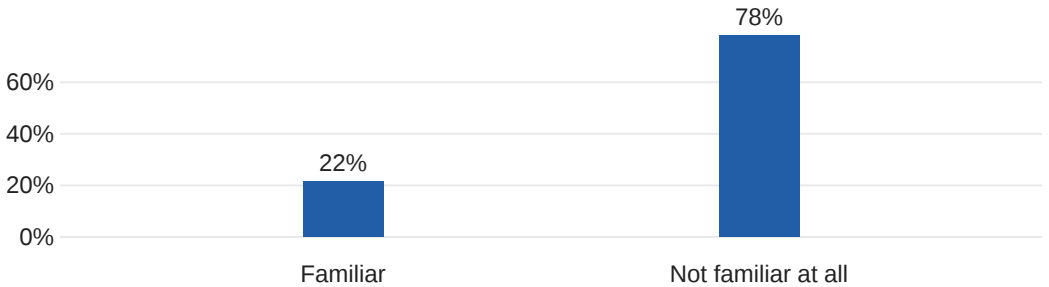
### Q30 - How satisfied were you with Career Center services?

213 Responses



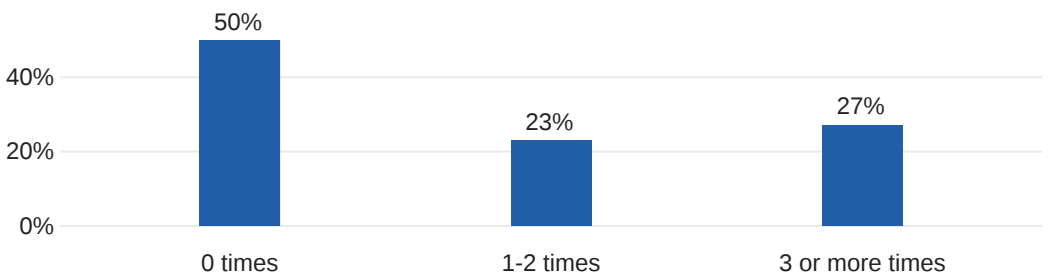
Q31 - The College Achievement Now (CAN) - TRIO program is a federally funded college retention, graduation, and transfer program. The program provides a variety of services to students who are first generation college students, economically disadvantaged, and students with disabilities evidencing academic need. Please tell us how familiar you are with CAN-TRIO.

674 Responses



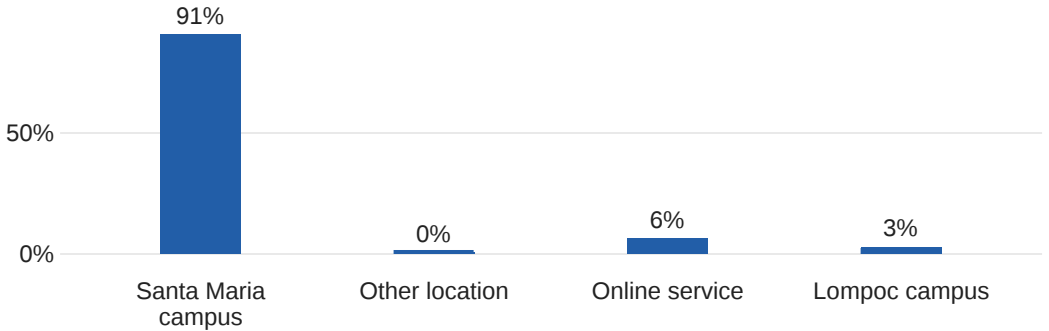
### Q32 - How many times have you used CAN-TRIO services this academic year?

148 Responses



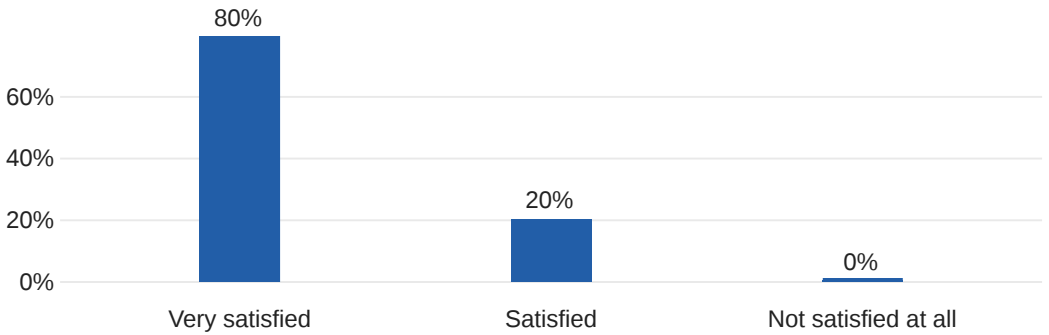
### Q33 - Where have you accessed CAN-TRIO services this academic year? (Select all that apply)

74 Responses



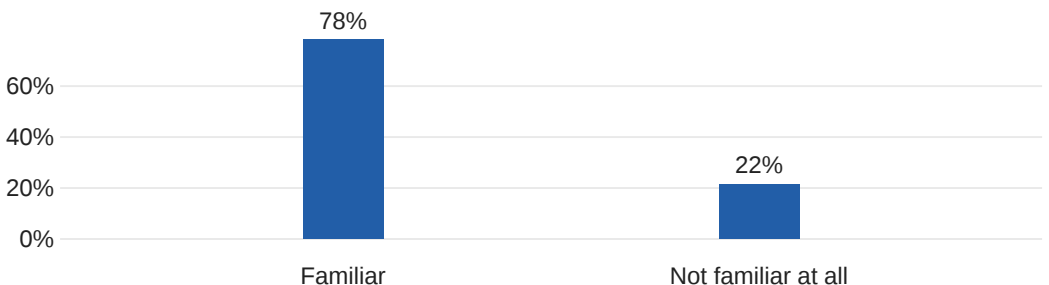
### Q34 - How satisfied were you with CAN-TRIO services?

74 Responses



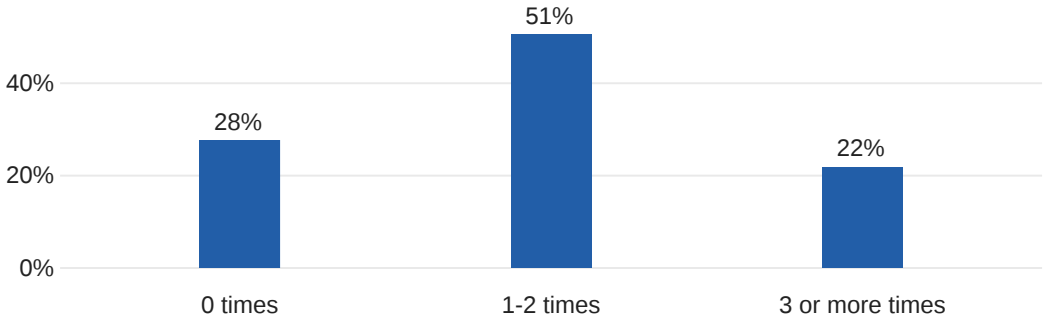
Q35 - The General Counseling Department provides a variety of services like academic counseling, course selection, developing a comprehensive student education plan and referrals to campus and community resources. Please tell us how familiar you are with the General Counseling Department.

665 Responses



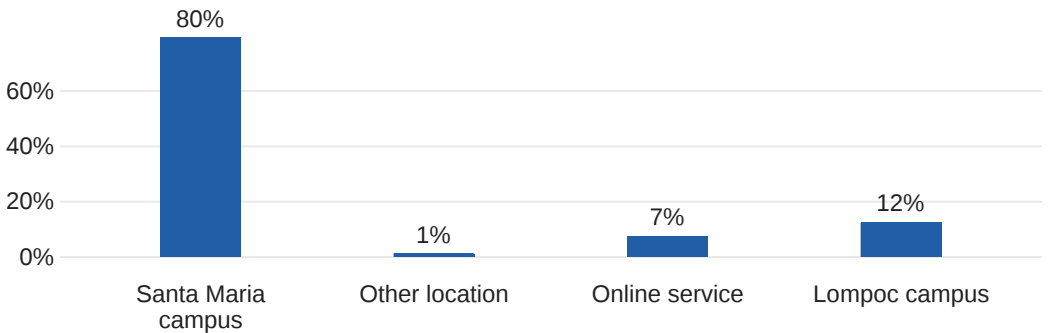
### Q36 - How many times have you used general counseling services this academic year?

523 Responses



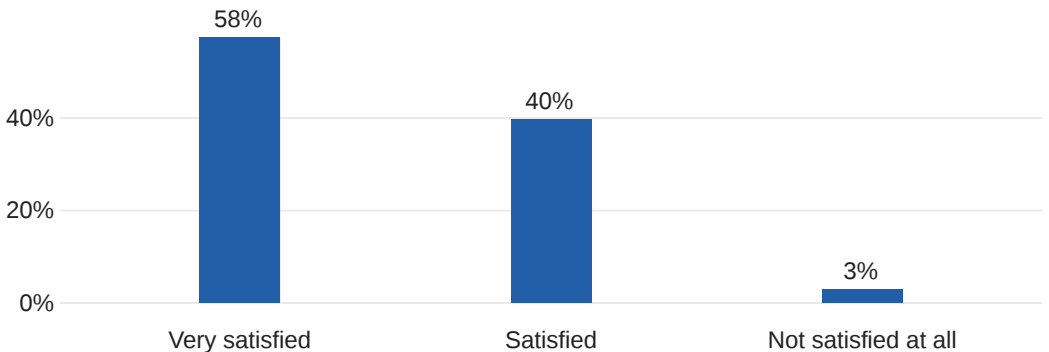
### Q37 - Where have you accessed general counseling services this academic year? (Select all that apply)

379 Responses



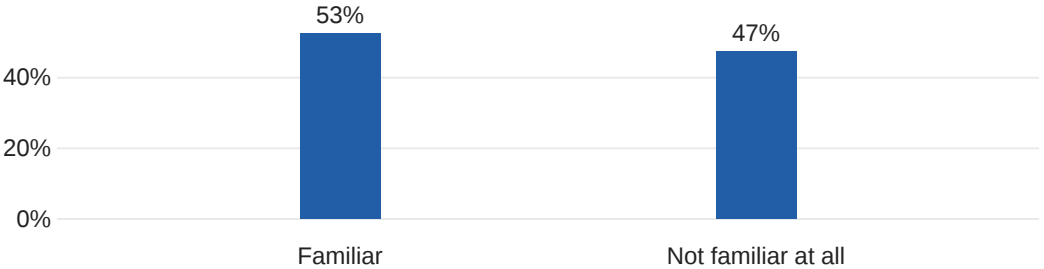
### Q38 - How satisfied were you with general counseling services?

379 Responses



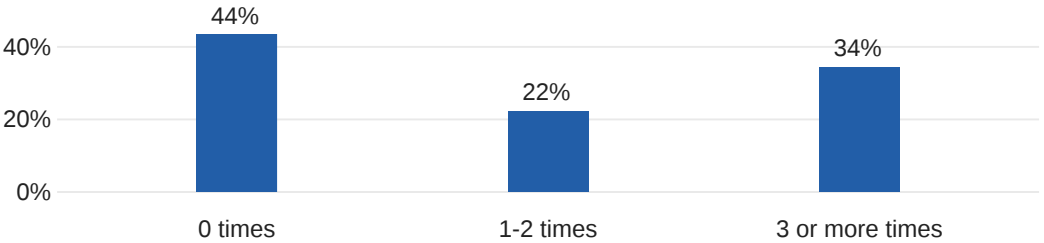
Q39 - EOPS/CARE/NextUP/CalWORKs/Guardian Scholars are support services for low income/disadvantaged students, CalWORKs participants, foster youth, and single parents. Please tell us how familiar you are with EOPS/CARE/NextUP/CalWORKs/Guardian Scholars programs.

661 Responses



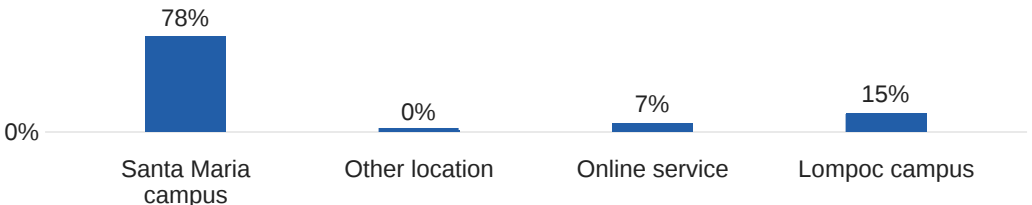
Q40 - How many times have you used EOPS/CARE/NextUP/CalWORKs/Guardian Scholars services this academic year?

349 Responses



Q41 - Where have you accessed EOPS/CARE/NextUP/CalWORKs/Guardian Scholars services this academic year? (Select all that apply)

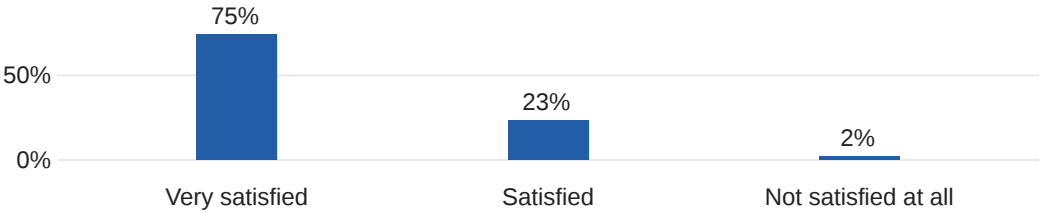
196 Responses





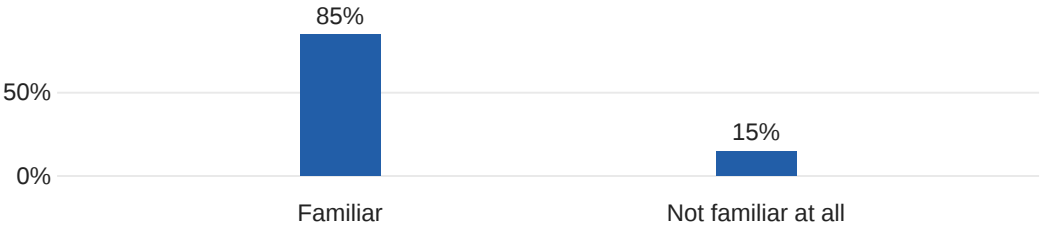
### Q42 - How satisfied were you with EOPS/CARE/NextUP/CalWORKs/Guardian Scholars services?

197 Responses



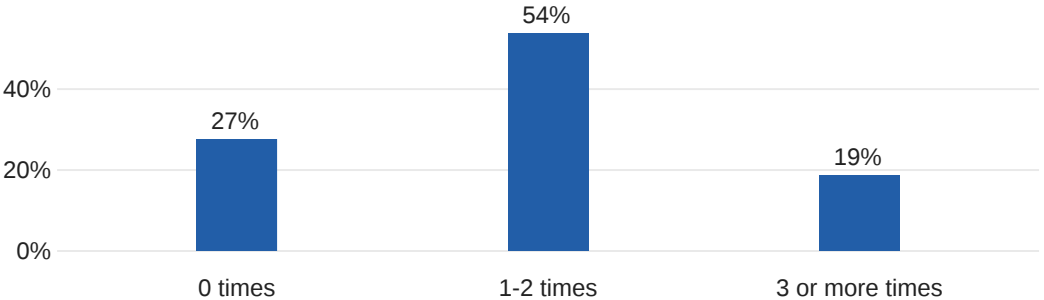
### Q43 - Financial Aid offers student financial aid, scholarship applications and information. Please tell us how familiar you are with Financial Aid.

658 Responses



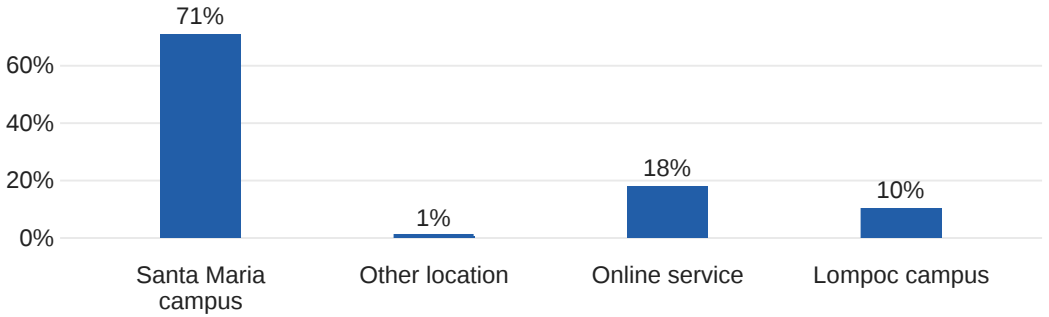
### Q44 - How many times have you used Financial Aid services this academic year?

557 Responses



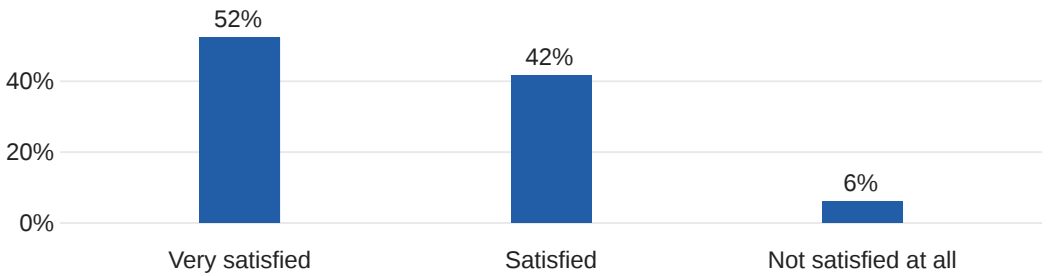
### Q45 - Where have you accessed Financial Aid services this academic year? (Select all that apply)

402 Responses



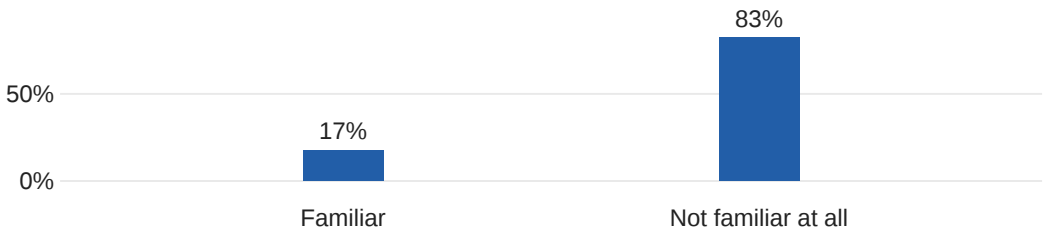
### Q46 - How satisfied were you with Financial Aid services?

402 Responses



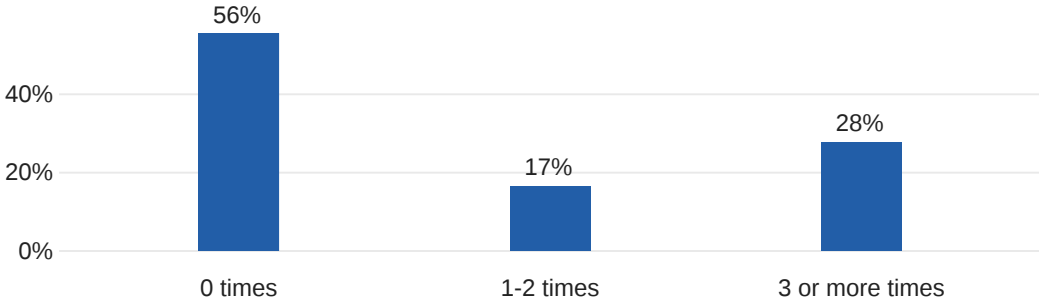
### Q47 - Phoenix/Rising Scholars are programs that support our system impacted, justice involved and gang impacted youth. Please tell us how familiar you are with Phoenix/Rising Scholars.

651 Responses



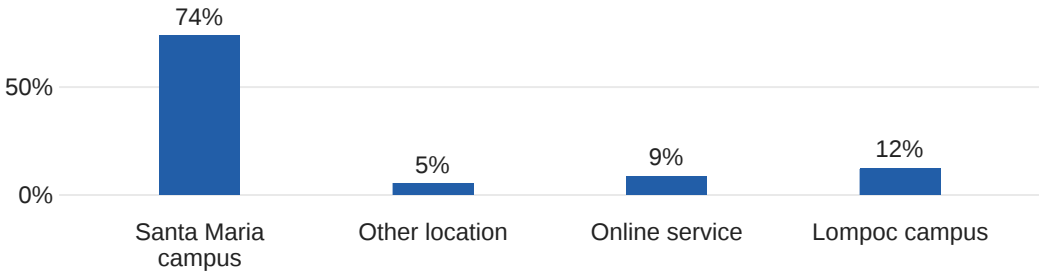
### Q48 - How many times have you used Phoenix/Rising Scholars services this academic year?

115 Responses



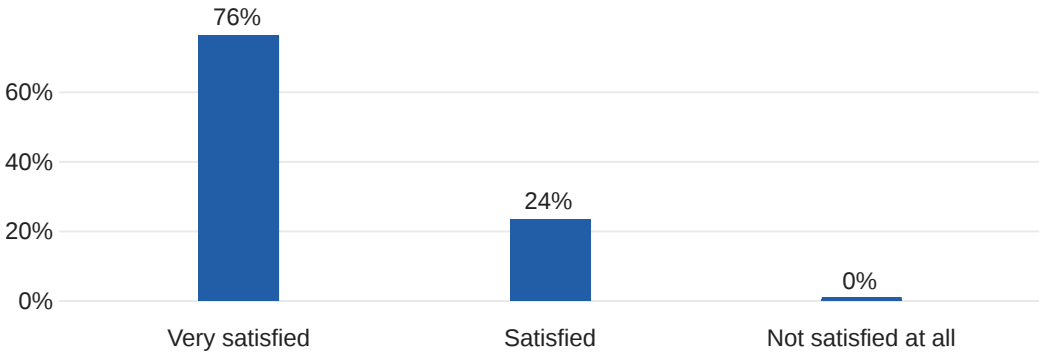
### Q49 - Where have you accessed Phoenix/Rising Scholars services this academic year? (Select all that apply)

51 Responses



### Q50 - How satisfied were you with Phoenix/Rising Scholars services?

51 Responses



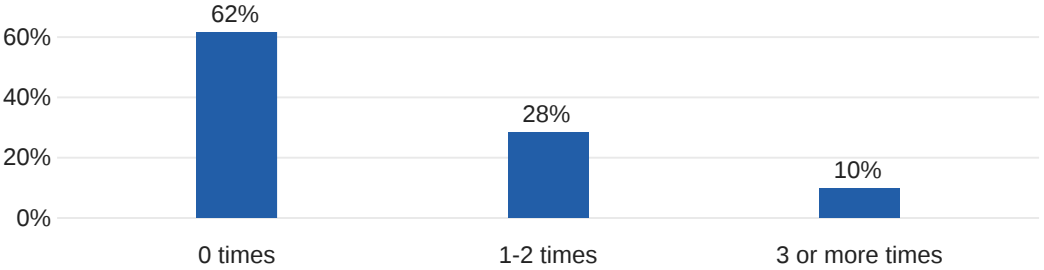
Q51 - Student Health Services offers direct medical services, health and wellness education, acupuncture/massage services, over-the-counter medication vending, and mental health counseling. Please tell us how familiar you are with Student Health Services.

651 Responses



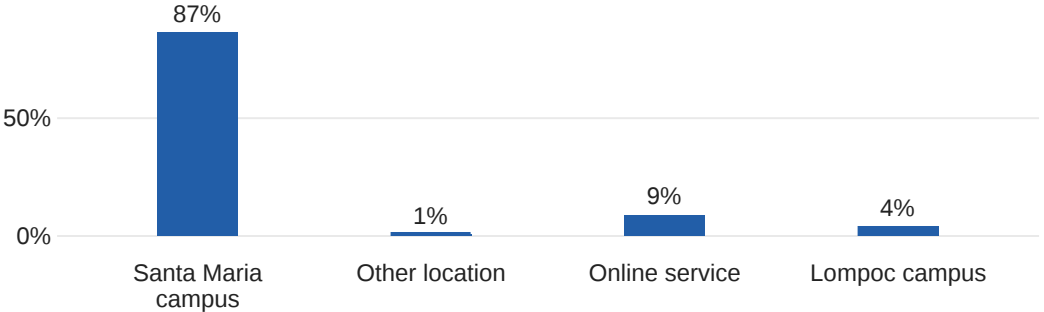
Q52 - How many times have you used Student Health Services this academic year?

355 Responses



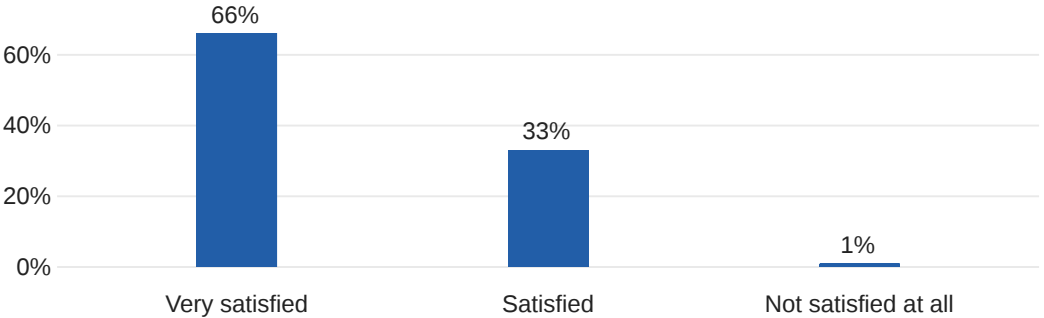
Q53 - Where have you accessed Student Health Services this academic year? (Select all that apply)

136 Responses



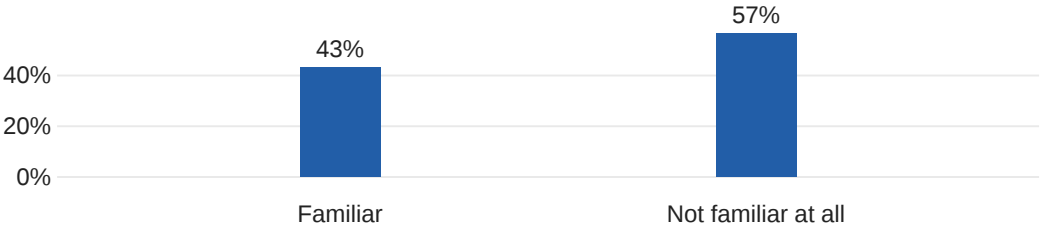
### Q54 - How satisfied were you with Student Health Services?

136 Responses



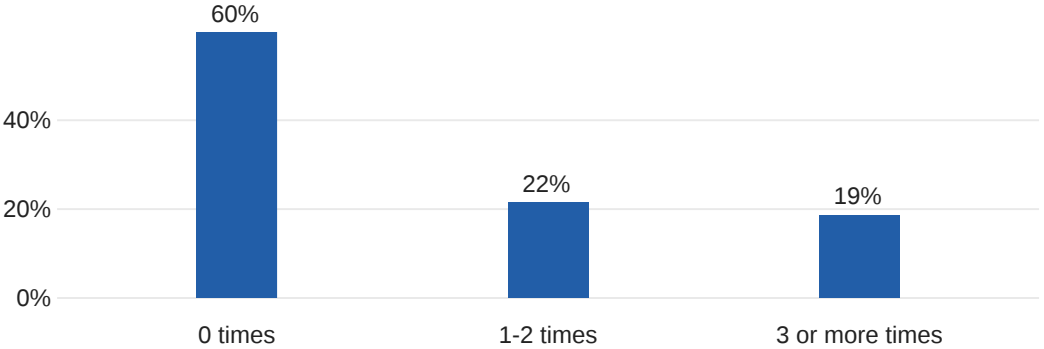
### Q55 - Learning Assistance Program (LAP) provides assistance to students with all types of physical and/or learning disabilities. Please tell us how familiar you are with LAP.

650 Responses



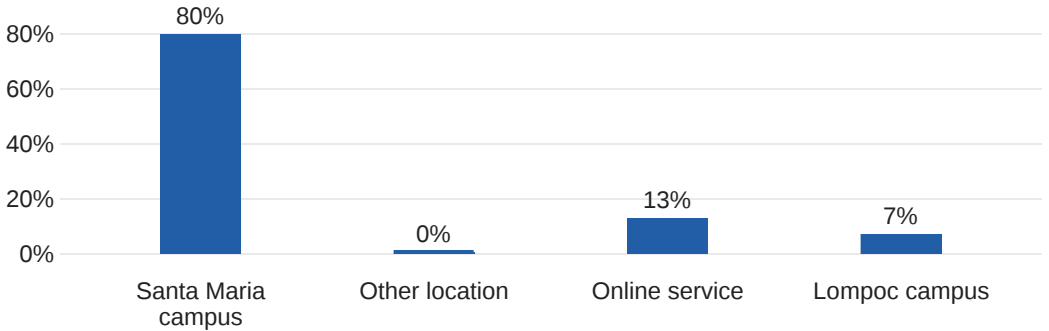
### Q56 - How many times have you used LAP services this academic year?

279 Responses



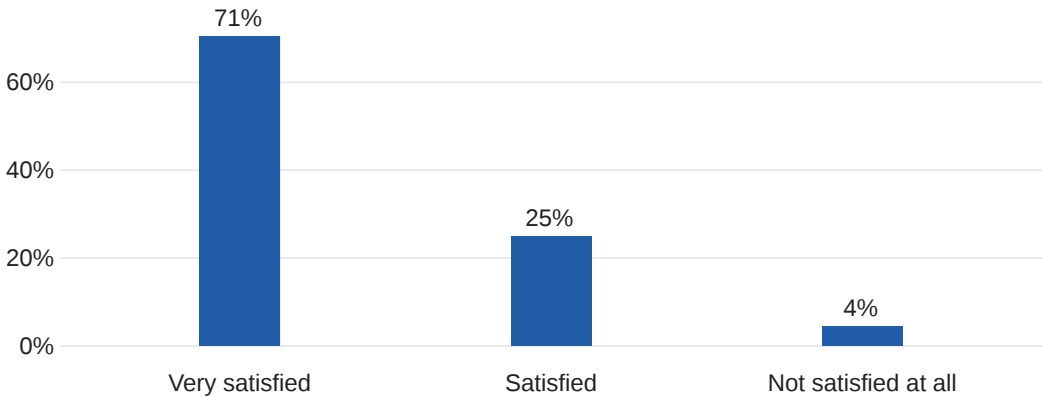
### Q57 - Where have you accessed LAP services this academic year? (Select all that apply)

112 Responses



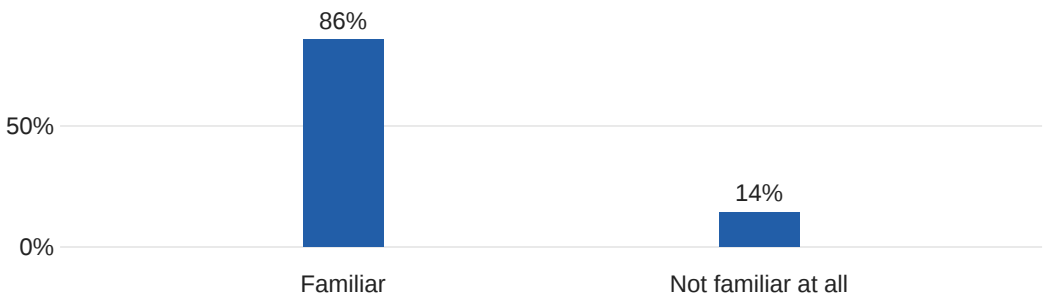
### Q58 - How satisfied were you with LAP services?

112 Responses

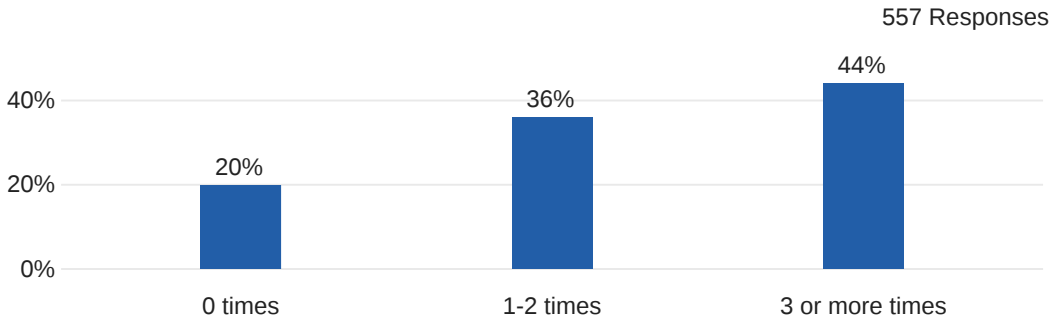


### Q59 - The AHC Library supports students and staff with immediate research needs, academic resources and development of literacy. Please tell us how familiar you are with AHC Library services.

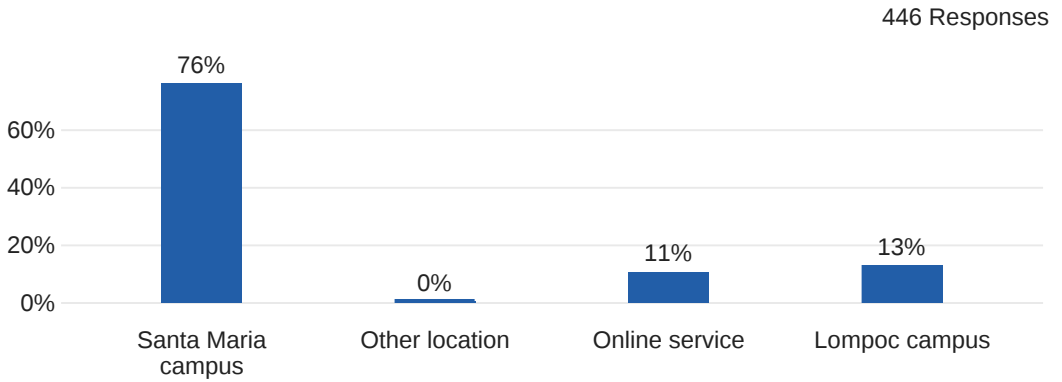
647 Responses



### Q60 - How many times have you used AHC Library services this academic year?

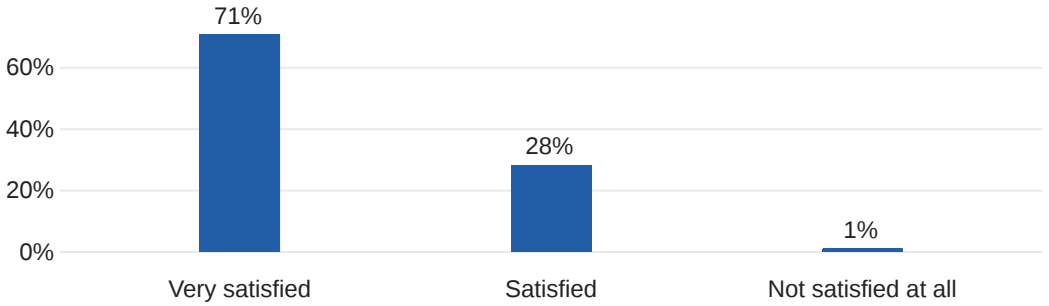


### Q61 - Where have you accessed AHC Library services this academic year? (Select all that apply)



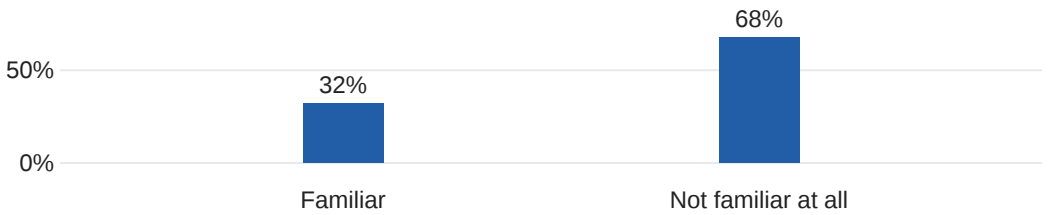
### Q62 - How satisfied were you with AHC Library services?

445 Responses



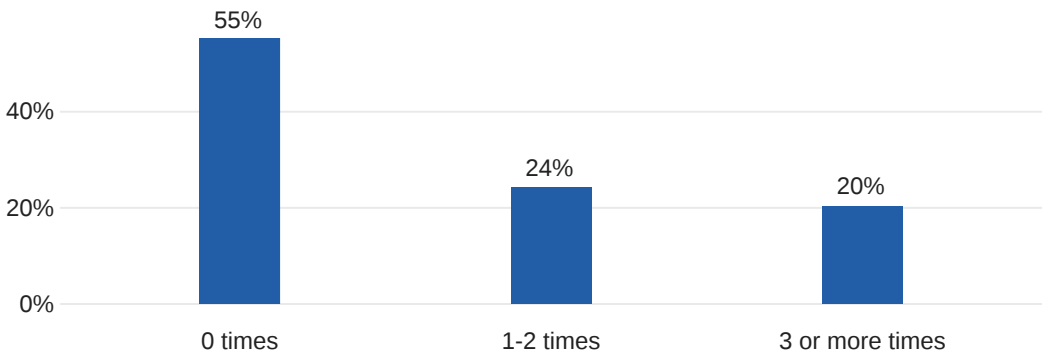
### Q63 - MESA provides support services for mathematics, engineering, and science students. Please tell us how familiar you are with MESA services.

642 Responses



### Q64 - How many times have you used MESA services this academic year?

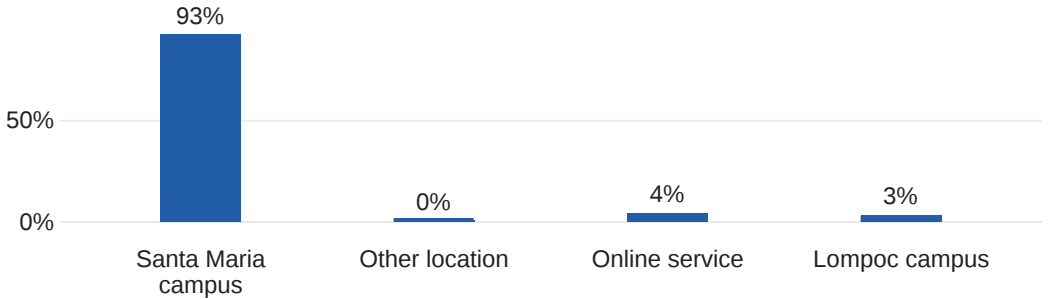
206 Responses





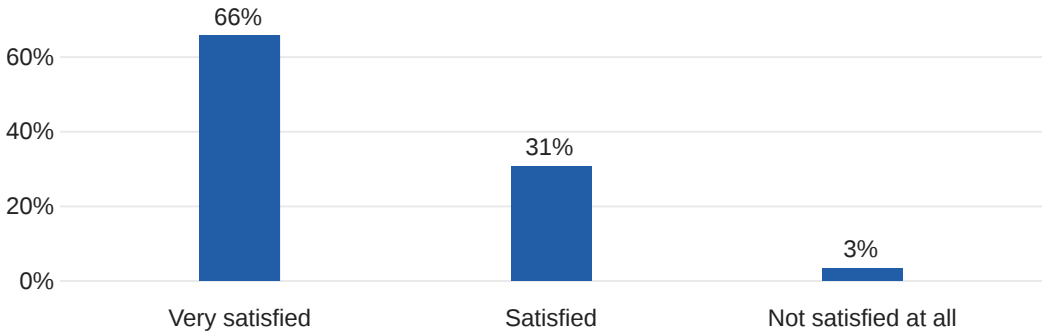
### Q65 - Where have you accessed MESA services this academic year? (Select all that apply)

92 Responses



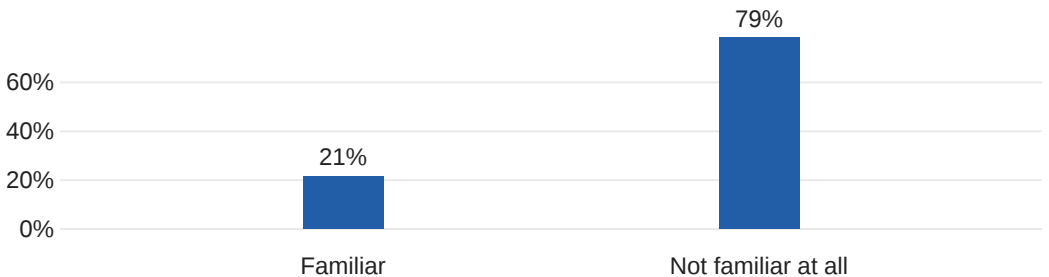
### Q66 - How satisfied were you with MESA services?

91 Responses



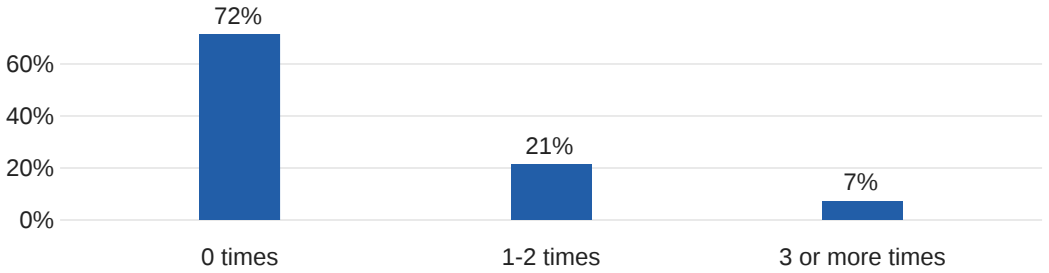
### Q67 - Noncredit Counseling provides counseling, course selection, and student education plans for noncredit students. Please tell us how familiar you are with Noncredit Counseling services.

641 Responses



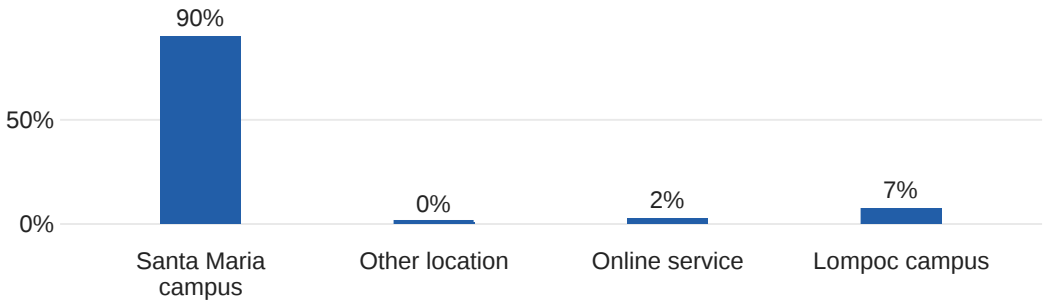
### Q68 - How many times have you used Noncredit Counseling services this academic year?

137 Responses



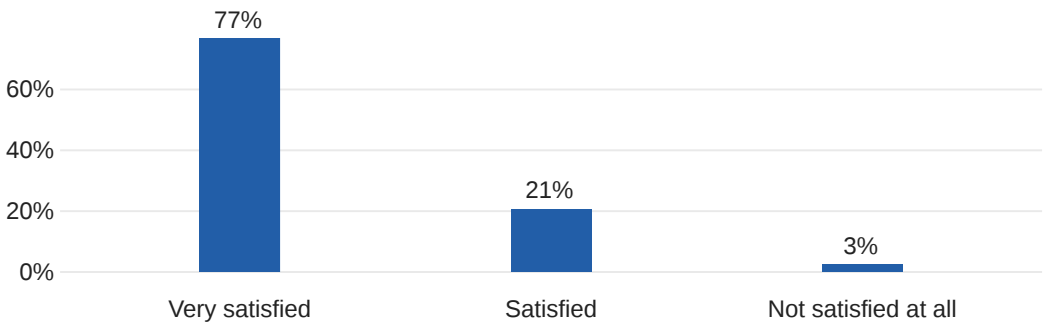
### Q69 - Where have you accessed Noncredit Counseling services this academic year? (Select all that apply)

39 Responses



### Q70 - How satisfied were you with Noncredit Counseling services?

39 Responses



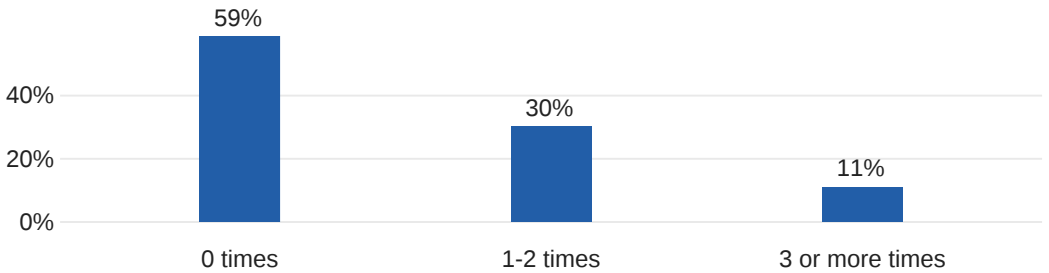
Q71 - Student Activities supports student clubs and campus events, student government (ASBG) and student ambassadors. Please tell us how familiar you are with Student Activities services.

638 Responses



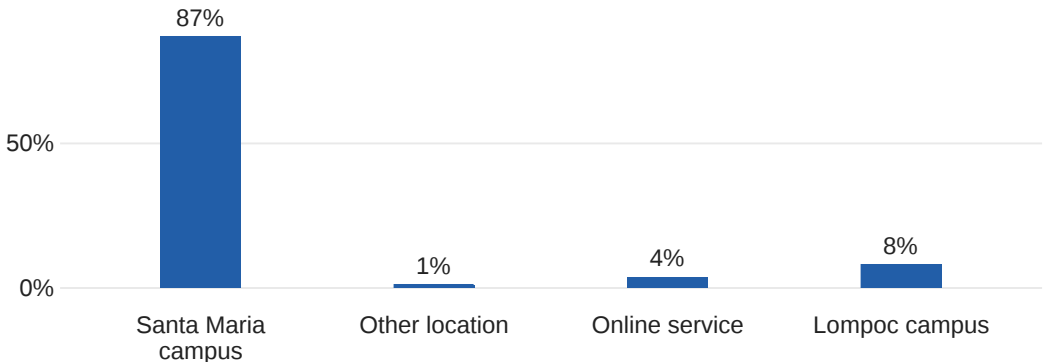
Q72 - How many times have you used Student Activities services this academic year?

248 Responses



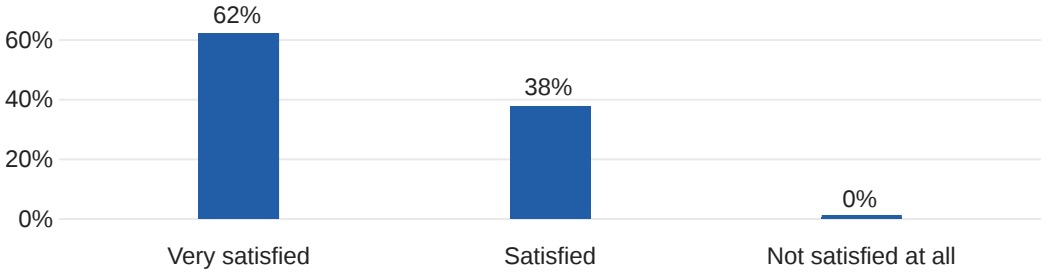
Q73 - Where have you accessed Student Activities services this academic year? (Select all that apply)

102 Responses



### Q74 - How satisfied were you with Student Activities services?

101 Responses



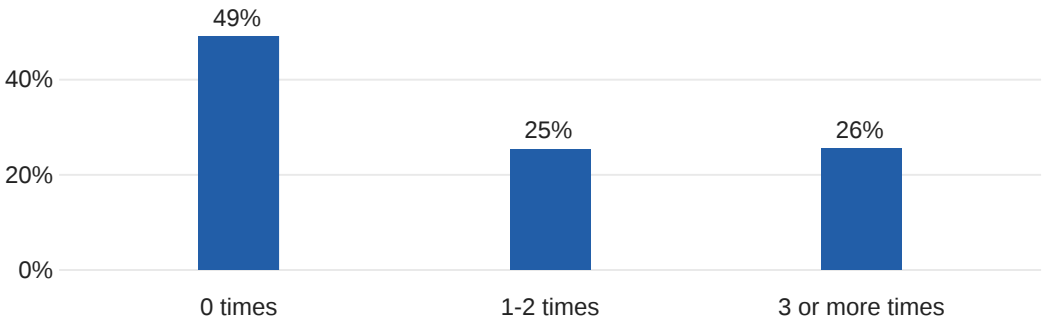
### Q75 - Tutoring services are provided at the Academic Resource Center (ARC), Tutoring Center, Math Lab, and Writing Center. Please tell us how familiar you are with Tutoring services.

635 Responses



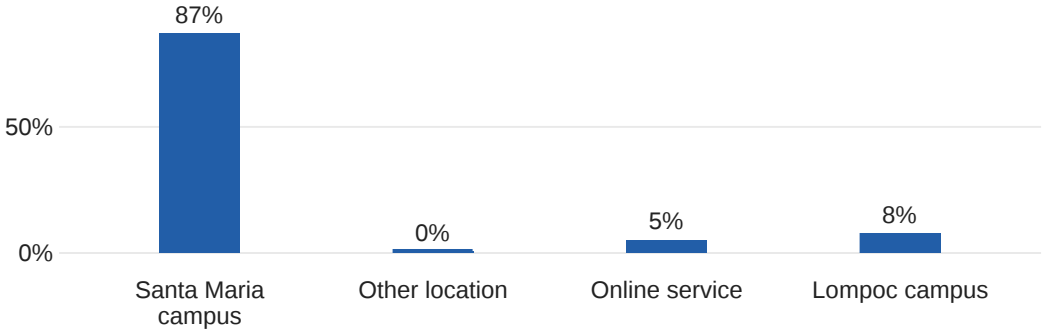
### Q76 - How many times have you used Tutoring services this academic year?

427 Responses



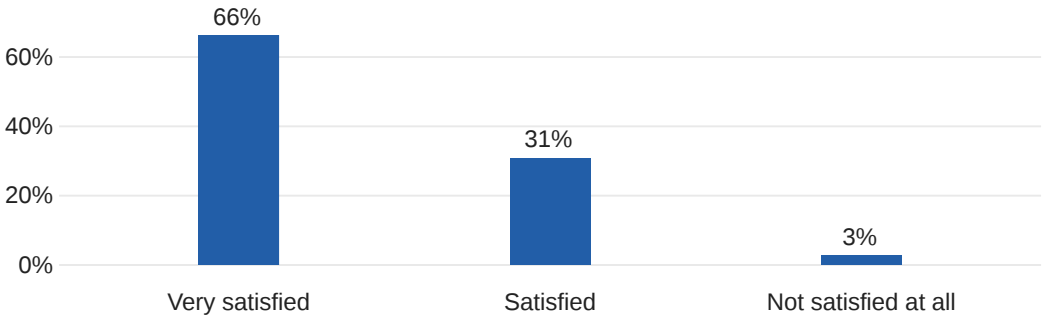
### Q77 - Where have you accessed Tutoring services this academic year? (Select all that apply)

217 Responses



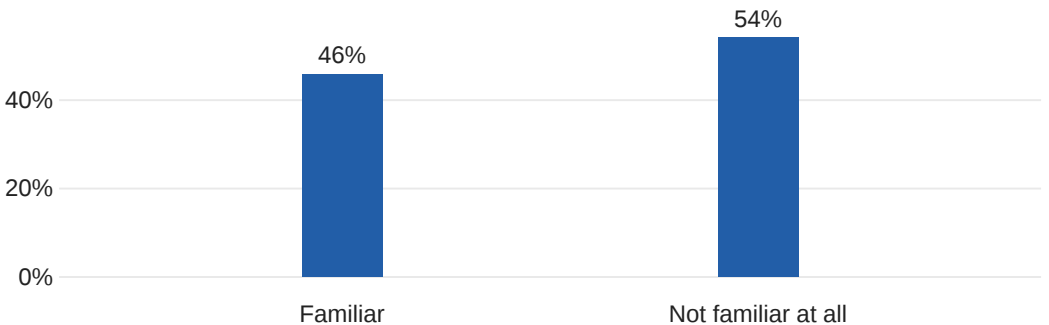
### Q78 - How satisfied were you with Tutoring services?

214 Responses



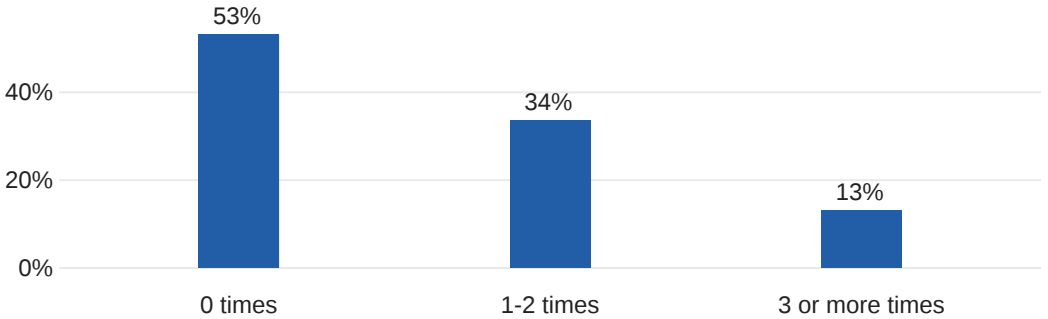
### Q79 - University Transfer Center helps students interested in transferring to a four-year university. Please tell us how familiar you are with University Transfer Center services.

630 Responses



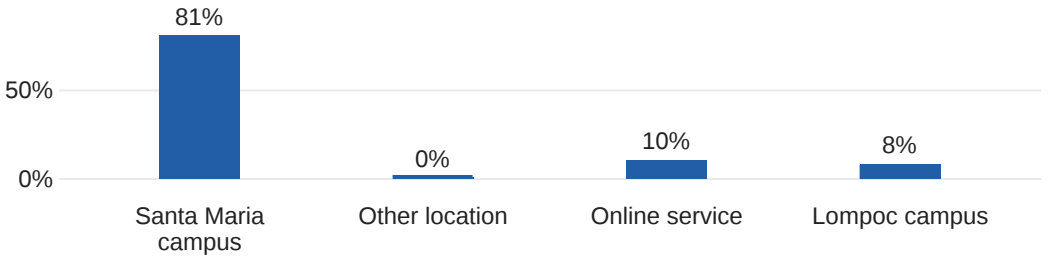
### Q80 - How many times have you used University Transfer Center services this academic year?

289 Responses



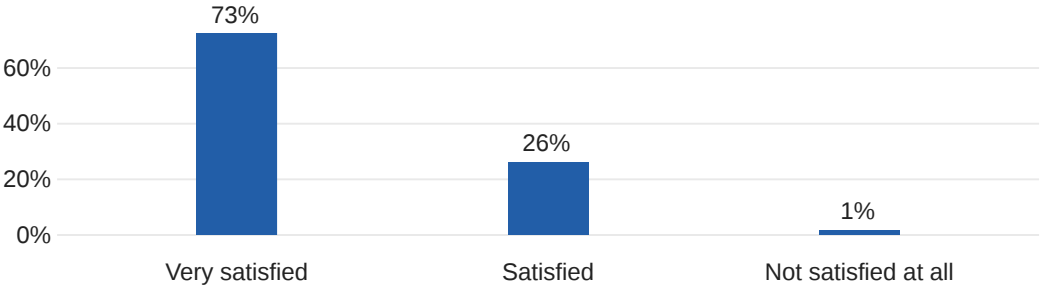
### Q81 - Where have you accessed University Transfer Center services this academic year? (Select all that apply)

135 Responses



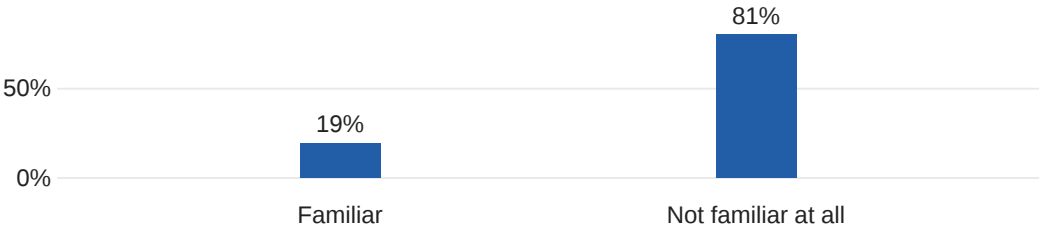
### Q82 - How satisfied were you with University Transfer Center services?

135 Responses



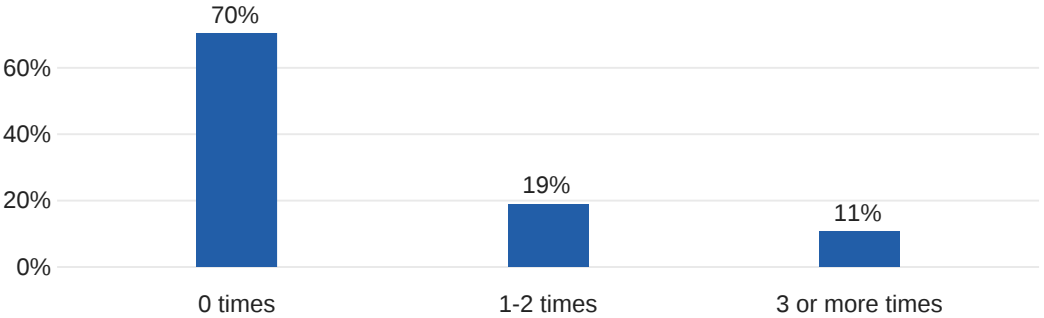
### Q83 - Veterans Success Center assists prospective and enrolled student veterans, active duty, or dependents of veterans. Please tell us how familiar you are with Veteran Success Center services.

630 Responses



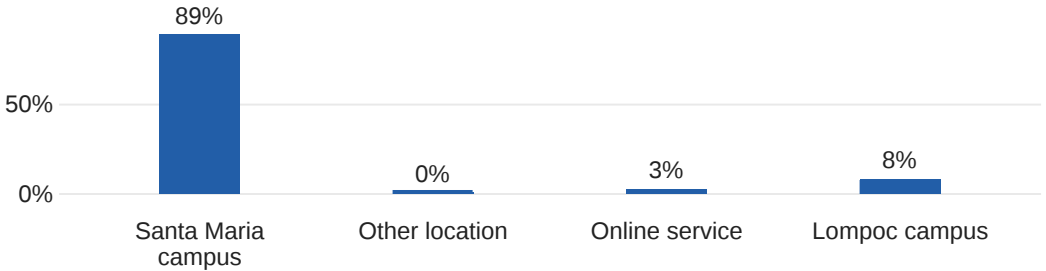
### Q84 - How many times have you used Veteran Success Center services this academic year?

122 Responses



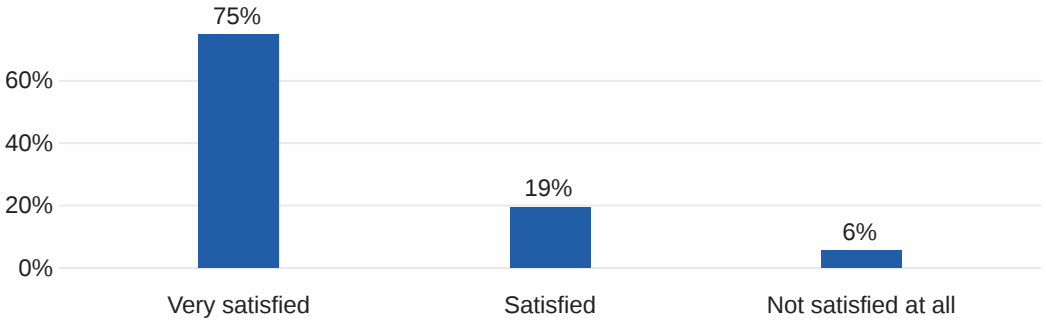
### Q85 - Where have you accessed Veteran Success Center services this academic year? (Select all that apply)

36 Responses



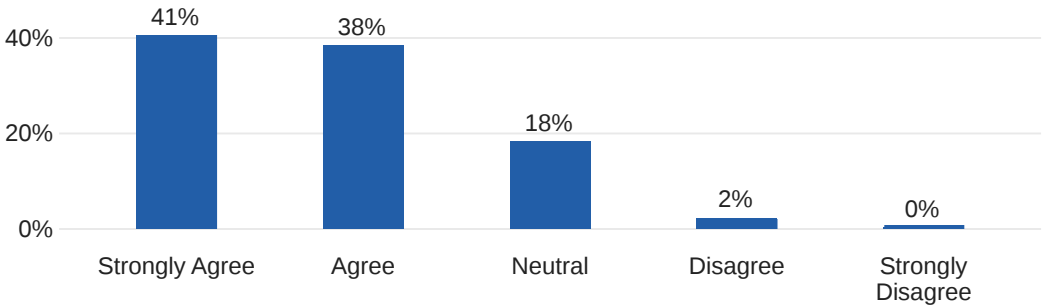
### Q86 - How satisfied were you with Veteran Success Center services?

36 Responses



### Q90 - Academic counseling services are offered in general counseling and special programs like EOPS, CAN-TRIO, etc. The college offers adequate academic counseling services for all students:

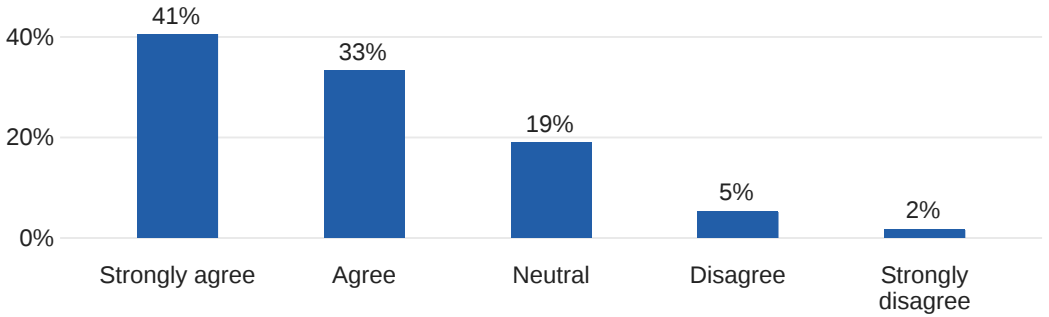
549 Responses





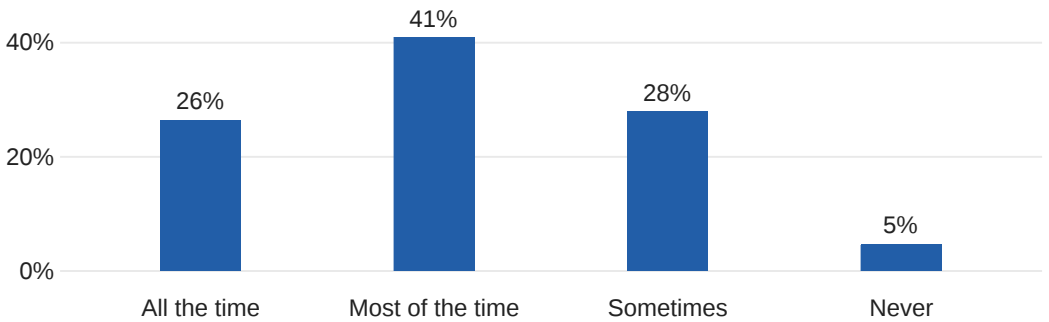
Q92 - It is easy to schedule an appointment with a counselor when I need assistance.

542 Responses



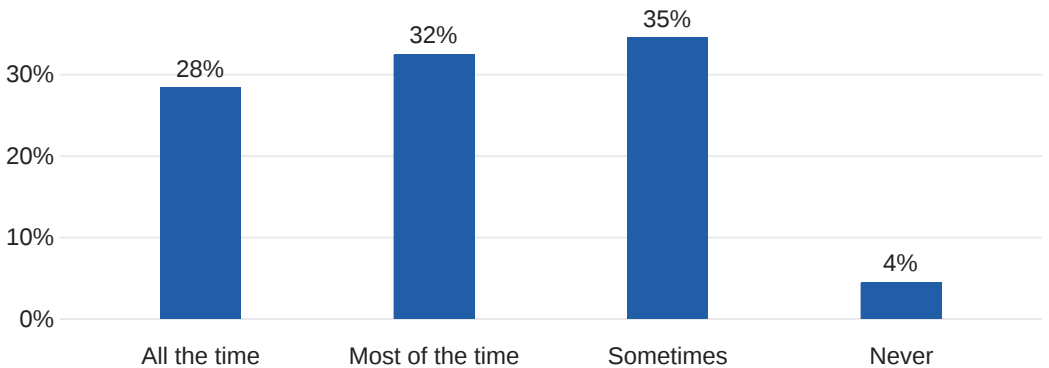
Q94 - Have your classes required you to buy textbook(s) and/or materials?

539 Responses



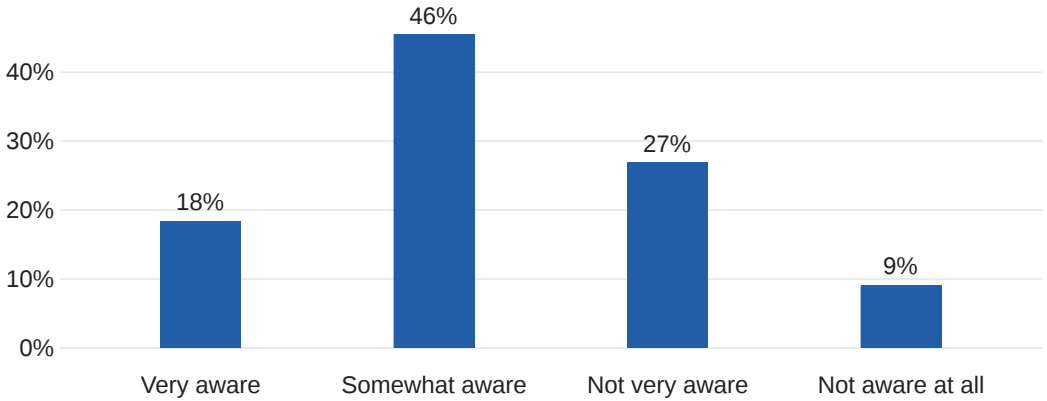
Q95 - Did you end up using the textbook(s) and/or materials you were required to purchase for your class?

514 Responses



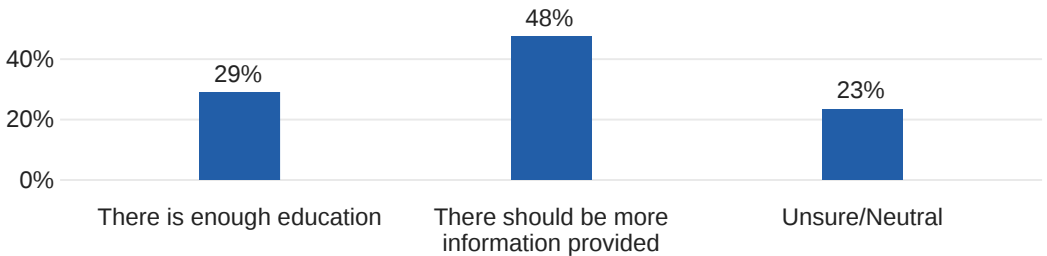
## Q100 - How aware are you of the clubs and programs offered at AHC?

516 Responses



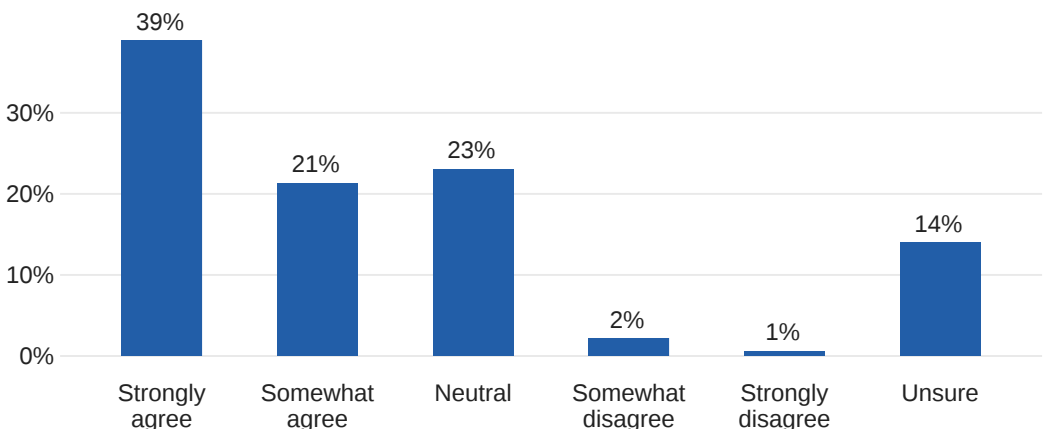
## Q101 - Do you believe there is enough education about the clubs and programs offered at AHC, or do you think there should be more information provided?

516 Responses



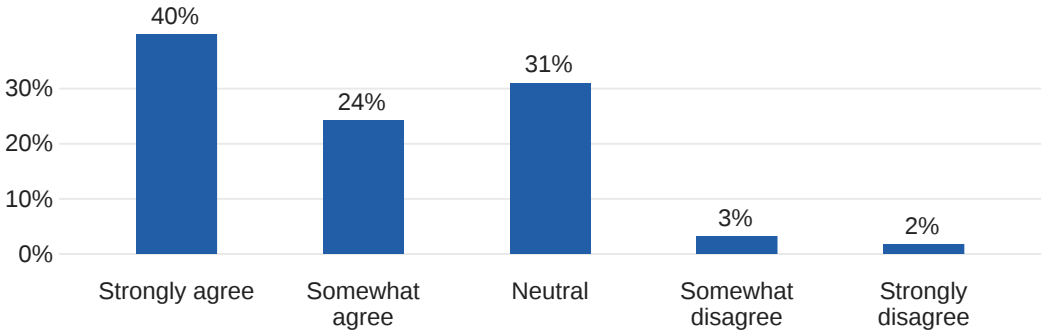
## Q103 - Tutoring centers are equipped with necessary resources and tools (e.g., textbooks, software).

513 Responses



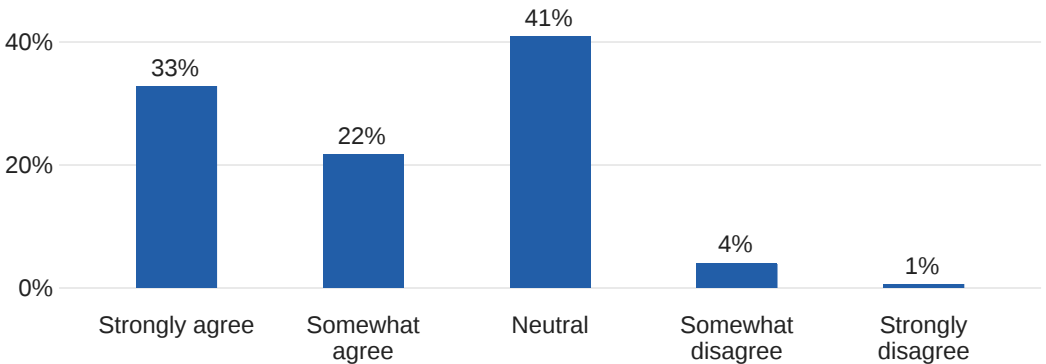
## Q104 - The college offers adequate tutoring services for all courses.

511 Responses



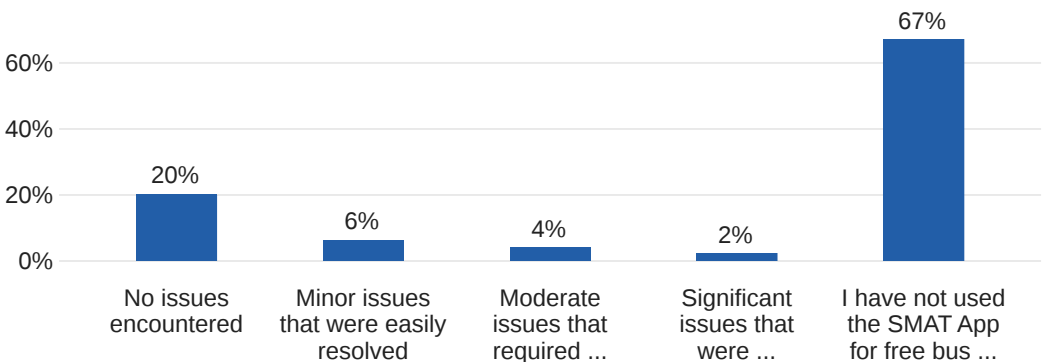
## Q105 - It's easy to schedule a session with a tutor when I need assistance.

510 Responses



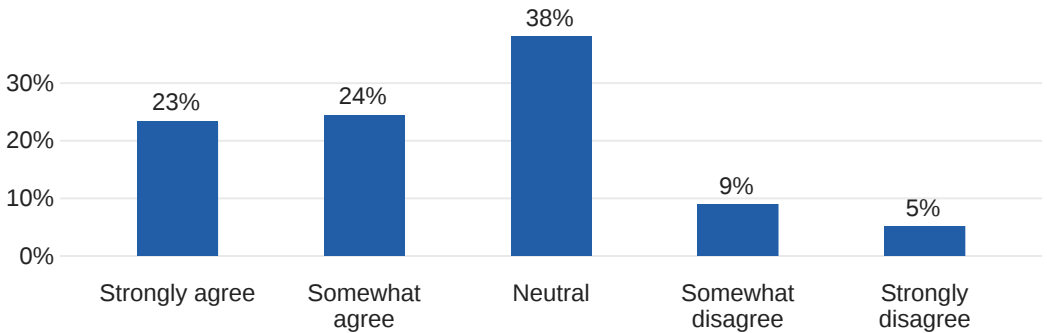
## Q107 - Have you experienced any challenges or issues while using the SMAT App for free bus transportation?

510 Responses



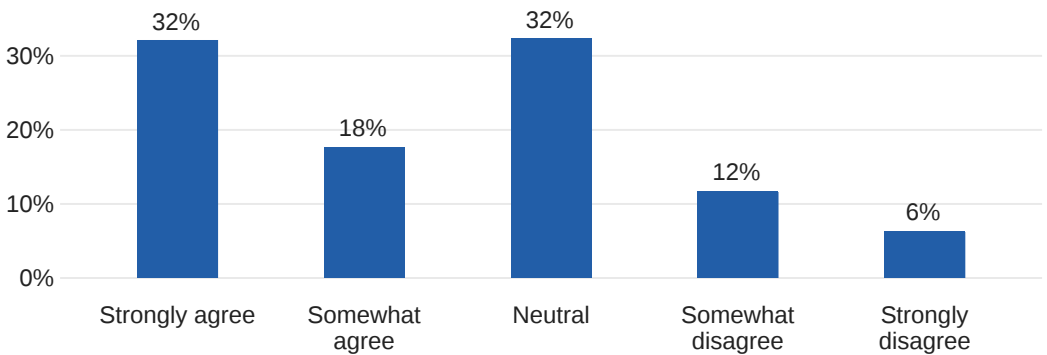
Q109 - The cafeteria offers a good variety of food options.

508 Responses



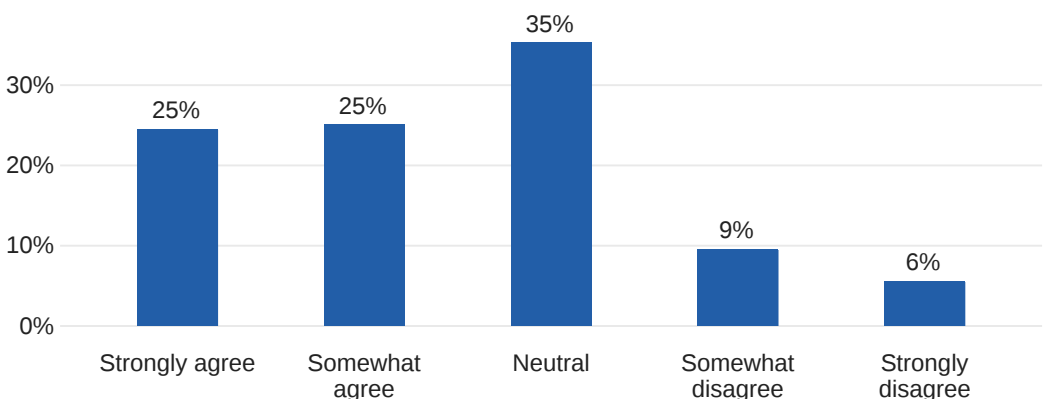
Q110 - The cafeteria hours (Mon-Thurs 8 a.m. - 4:30 p.m., Fri 8 a.m. - 2 p.m.) align with my schedule and needs.

506 Responses



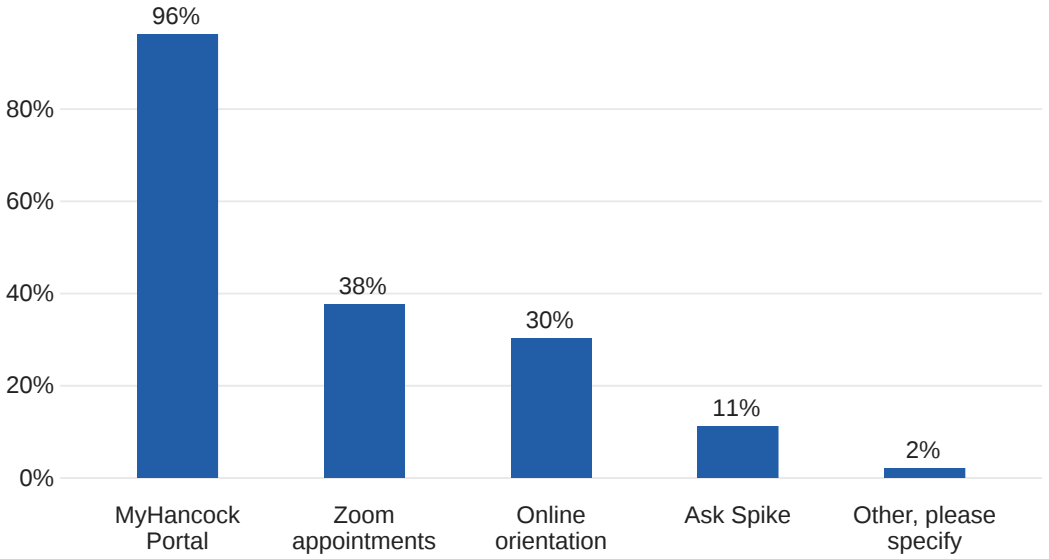
Q111 - The vending machines on campus offer a good variety of snacks and beverages.

506 Responses



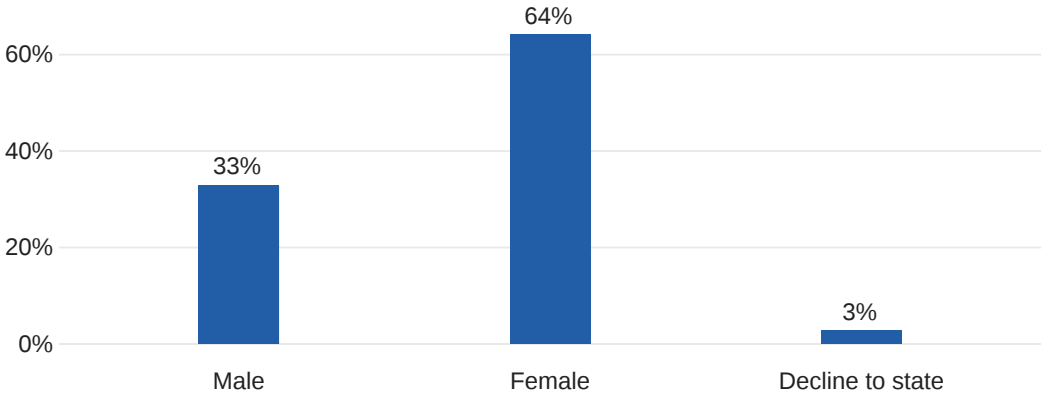
# Q119 - Have you used any of the following online services? Please check all that apply. - Selected Choice

485 Responses



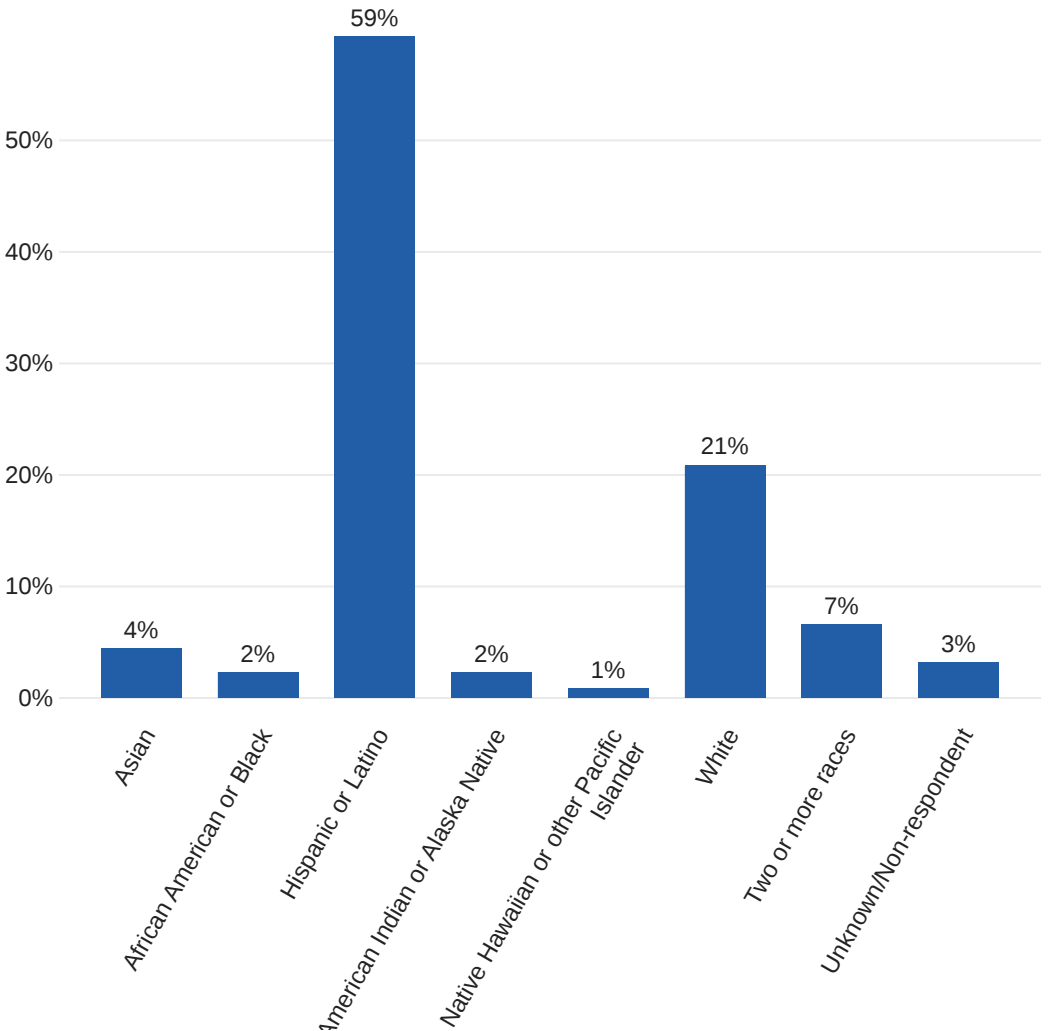
## Q120 - What is your gender?

501 Responses



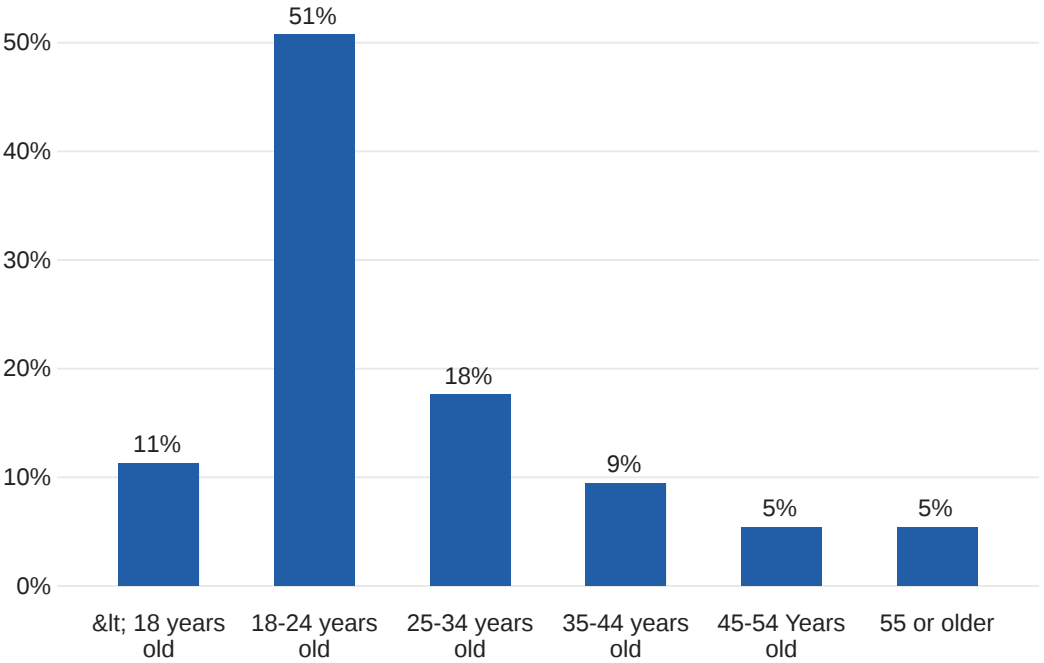
## Q121 - What is your race or ethnicity? Please check all that apply.

495 Responses



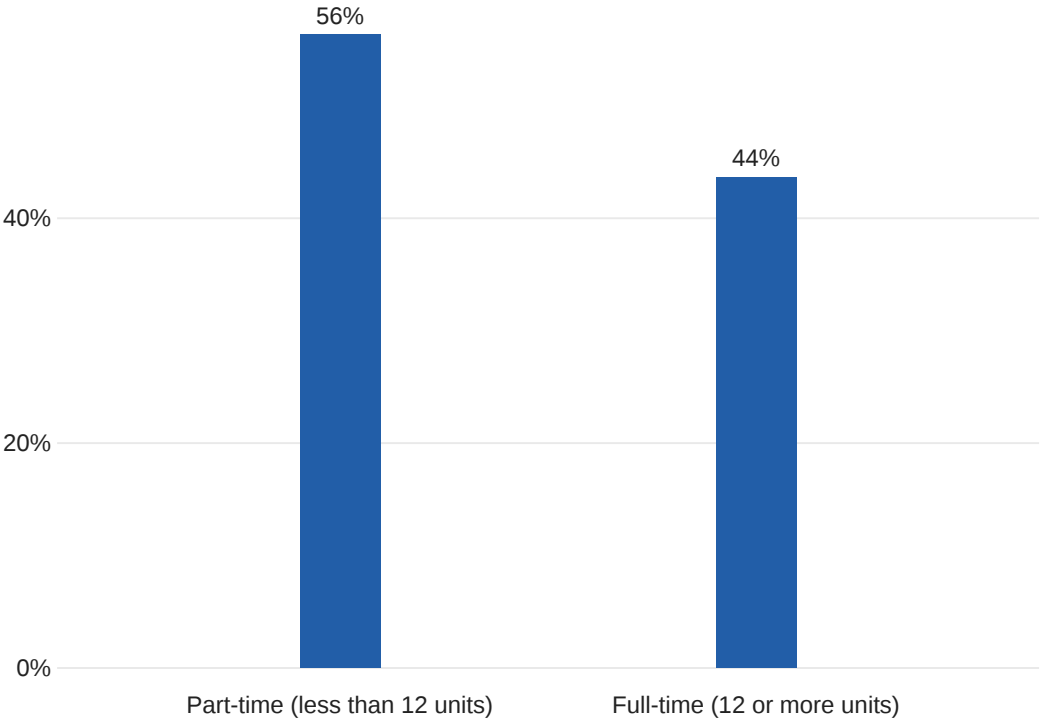
### Q122 - What is your age range?

498 Responses



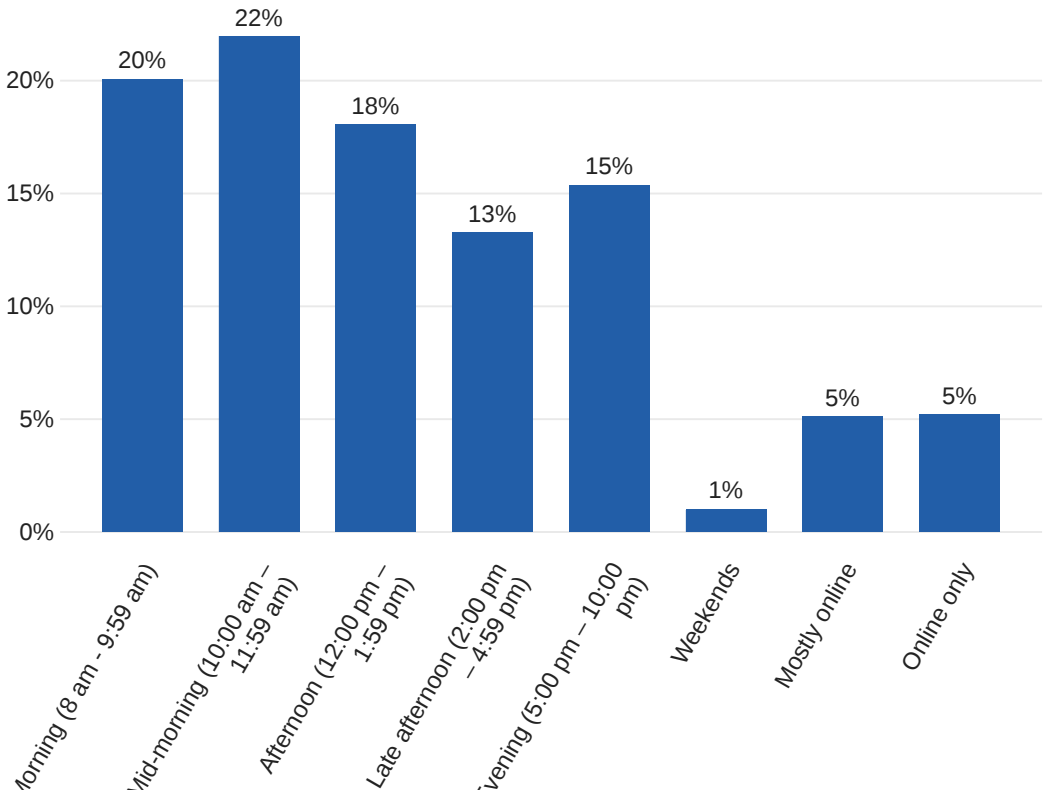
### Q123 - Thinking about the current semester, are you currently enrolled full-time or part-time?

493 Responses



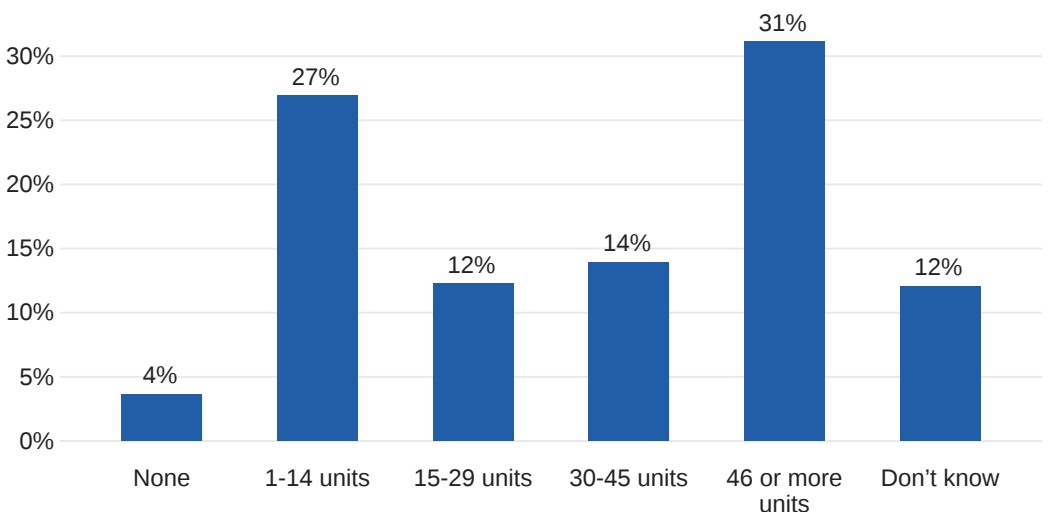
### Q124 - When are your classes this semester? Please check all that apply.

490 Responses



### Q125 - How many total units have you earned at Allan Hancock College? Please do not include courses you are taking this semester.

497 Responses





# Q126 - Please select your primary campus (where you attend class the most):

497 Responses

