



Student Satisfaction with Support Services Survey

Summary Report: Fall 2020

Folsom Lake College (FLC) used an online survey to collect information regarding student satisfaction with support services. The survey was administered through the Office of Institutional Research via *SurveyMonkey*. All students received an email with the survey link followed by two reminder emails. The survey included questions about the use of student services and levels of satisfaction with services used. The survey was administered for two weeks in mid-October. A drawing with two \$50 Amazon gift cards was used to encourage student participation.

A total of 1,169 surveys were returned yielding a response rate of 14%, which is an anticipated and satisfactory response rate for an online survey. The survey results are not generalizable to the entire FLC student population because the survey design did not include a random sampling of survey participants. However, the demographic features of the students who participated in the survey were generally representative of the overall student population demographics; therefore, the information gathered through this survey well represents the opinions and experiences of FLC students (see page 13 for demographic data).

Awareness & Use of Support Services

Students were asked if they were aware of 10 different support services offered at FLC. Most students reported a high level of awareness of all support services offered. Services with the highest level of awareness were Financial Aid (97%), Academic Counseling: Online Appointments (96%), and Admission & Records (94%). Students were asked if they had used any of the 10 supports services offered. The services used by the largest percentage of students were Financial Aid (77%) Academic Counseling: Online Appointments (73%), and Admission & Records (66%).

Table 1. Awareness & Use of Support Services

	% of Students Aware of Service	% of Students Who Used Service
Academic Counseling: Online Appointments	95.6%	73.3%
Academic Counseling: Online Drop-In	90.1%	50.7%
Admissions & Records	94.4%	66.3%
Career & Transfer Services	87.5%	36.1%
Disability Services & Programs for Students	79.5%	25.6%
Equity Center	67.5%	22.5%
Falcon Cares	71.1%	20.8%
Financial Aid	96.6%	76.8%
Mental Health Counseling Services	69.2%	13.3%
Welcome & Student Success Center	86.2%	41.3%

Satisfaction with Support Services

Students who used specific support services were asked how satisfied they were with the service. Across all 10 student services, an average of 80% of students were very or somewhat satisfied with the services they received.

Table 2. Satisfaction with Support Services

	Satisfied	Neutral	Dissatisfied
Academic Counseling: Online Appointments	81.1%	8.4%	10.5%
Academic Counseling: Online Drop-In	79.6%	12.7%	7.7%
Admissions & Records	83.2%	12.4%	4.4%
Career & Transfer Services	78.7%	14.6%	6.7%
Disability Services & Programs for Students	80.8%	12.2%	7.0%
Equity Center	74.3%	23.0%	2.6%
Falcon Cares	83.3%	12.3%	4.3%
Financial Aid	81.6%	9.8%	8.6%
Mental Health Counseling Services	77.0%	19.5%	3.4%
Welcome & Student Success Center	84.7%	11.5%	3.8%

Example feedback:

- *“All staff that I have been in contact with have been extremely helpful and I have always received answers to my needs/questions.”*
- *“I have been satisfied by all departments I have had direct contact with. Thank you and keep up the great work!”*
- *“I think everyone is doing a great job even through this pandemic we are all going through together. Keep up the good work!”*
- *“Overall Folsom Lake is doing an excellent job. Besides counseling appointments being too booked and busy I would say my experience has been perfect so far and I am very pleased.”*
- *“So far I have been impressed by the wonderful services offered by FLC and their wonderful friendly staff!!”*
- *“Thank you for adapting to online. I know it took a lot of work but I am glad student services is still here to support students. I definitely appreciate all your help.”*
- *“They are nice people at all and have cooperative policy to help/assist students. I am really happy with college staff communication.”*
- *“I think the environment that they provide is very open and welcoming of students that have questions or issues.”*

Financial Aid

Students who used Financial Aid services (n=623) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 75% of students strongly or somewhat agreed with all the statements about Financial Aid services. Students most strongly agreed that they were treated with respect by program staff, that staff are friendly, and that staff were able to answer their questions.

Table 3. Experiences Using Financial Aid Services

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	40%	34%	19%	5%	2%
When I request to schedule an appointment, a timely appointment is available.	38%	34%	19%	7%	2%
My scheduled appointments start on time.	55%	20%	21%	2%	2%
The program staff in the Financial Aid department are friendly.	63%	20%	15%	2%	1%
The program staff treats me with respect.	69%	15%	14%	2%	1%
The program staff is able to answer my questions.	56%	25%	13%	5%	1%
The program staff makes referrals to other programs, as needed.	49%	23%	23%	3%	2%
The program staff cares about me as a person.	48%	22%	26%	1%	3%
The program staff acknowledges my cultural heritage, beliefs, and values.	42%	17%	38%	2%	2%
The program staff values my cultural heritage, beliefs, and values.	44%	15%	39%	1%	1%
I feel comfortable talking about my needs with program staff.	51%	27%	17%	4%	2%
I feel like the information provided by program staff is accurate and helpful.	54%	30%	11%	4%	1%
I feel like I have enough time in my appointments to discuss my concerns.	54%	24%	18%	3%	2%
I feel satisfied with the help I receive from this program.	57%	23%	15%	4%	1%
I would recommend this program to other students.	63%	22%	12%	2%	1%

Academic Counseling: Online Appointments

Students who used Academic Counseling: Online Appointments (n=582) were asked to read a series of 17 statements about their experiences using that support service and to then rate their level of agreement. On average, 80% of students strongly or somewhat agreed with all the positive statements. Students most strongly agreed that they were treated with respect, that program staff that are friendly, and that scheduled appointments start on time.

Table 4. Experiences Using Academic Counseling: Online Appointments

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	55.2%	25.6%	10.7%	5.7%	2.9%
When I request to schedule an appointment, a timely appointment is available.	48.4%	25.0%	10.2%	10.2%	6.2%
My scheduled appointments start on time.	65.1%	20.7%	10.5%	2.4%	1.2%
The program staff in the Academic Counseling department are friendly.	71.2%	15.9%	9.7%	1.6%	1.7%
The program staff treats me with respect.	74.4%	13.6%	8.5%	1.7%	1.7%
The program staff is able to answer my questions.	63.1%	21.2%	9.0%	4.5%	2.2%
The program staff makes referrals to other programs, as needed.	62.0%	15.0%	17.4%	3.0%	2.6%
The program staff cares about me as a person.	61.3%	16.2%	18.8%	1.7%	1.9%
The program staff acknowledges my cultural heritage, beliefs, and values.	51.1%	13.0%	32.5%	1.2%	2.1%
The program staff values my cultural heritage, beliefs, and values.	51.0%	13.7%	32.1%	0.9%	2.3%
I feel comfortable talking about my needs with program staff.	61.8%	21.6%	10.9%	3.8%	1.9%
I feel like the information provided by program staff is accurate and helpful.	60.7%	23.4%	9.7%	3.3%	2.9%
I feel like I have enough time in my appointments to discuss my concerns.	63.3%	20.4%	10.2%	3.3%	2.8%
I feel satisfied with the help I receive from this program.	62.9%	20.3%	8.8%	4.2%	3.8%
I would recommend this program to other students.	66.7%	17.7%	9.4%	3.1%	3.1%
The Counseling webpage was informative and easy to navigate.	52.4%	25.2%	16.0%	4.2%	2.3%
I was given information about what I needed to do to prepare for my meetings.	57.6%	18.8%	15.2%	4.2%	4.2%

Academic Counseling: Online Drop-in Counseling

Students who used Academic Counseling: Online Drop-In Counseling (n=378) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 78% of students strongly or somewhat agreed with all the positive statements. Students most strongly agreed that they were treated with respect, that program staff are friendly, and that they would recommend this program to other students.

Table 5. Experiences Using Academic Counseling: Online Appointments

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	48.1%	28.6%	15.3%	5.6%	2.4%
Wait time for drop-in appointments are reasonable.	48.0%	24.9%	16.7%	8.0%	2.4%
The program staff in the Academic Counseling department are friendly.	65.8%	19.3%	11.2%	2.1%	1.6%
The program staff treats me with respect.	67.6%	15.8%	13.4%	1.3%	1.9%
The program staff is able to answer my questions.	61.0%	21.2%	12.9%	2.2%	2.7%
The program staff makes referrals to other programs, as needed.	60.2%	18.3%	17.5%	1.6%	2.4%
The program staff cares about me as a person.	59.9%	17.2%	19.1%	1.9%	1.9%
The program staff acknowledges my cultural heritage, beliefs, and values.	51.5%	14.3%	30.7%	1.6%	1.9%
The program staff values my cultural heritage, beliefs, and values.	51.1%	15.1%	30.0%	1.9%	1.9%
I feel comfortable talking about my needs with program staff.	61.7%	18.2%	15.5%	2.1%	2.4%
I feel like the information provided by program staff is accurate and helpful.	61.6%	18.3%	14.8%	2.7%	2.7%
I feel like I have enough time in my appointments to discuss my concerns.	58.1%	18.5%	16.7%	4.0%	2.7%
The Counselor was able to answer my question during the drop-in appointment.	60.3%	20.8%	13.5%	3.8%	1.6%
I feel satisfied with the help I receive from this program.	61.4%	19.3%	13.4%	2.9%	2.9%
I would recommend this program to other students.	63.2%	18.4%	13.2%	1.9%	3.2%

Admissions & Records

Students who used Admissions & Records (n=467) were asked to read a series of 16 statements about their experiences using that support service and to then rate their level of agreement. On average, 76% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that they were treated with respect and that program staff are friendly.

Table 6. Experiences Using Admissions & Records

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	50.5%	24.6%	21.6%	2.4%	0.9%
When I request to schedule an appointment, a timely appointment is available.	48.6%	22.2%	25.3%	3.1%	0.9%
My scheduled appointments start on time.	52.2%	20.9%	26.1%	0.9%	0.0%
The program staff in the Admissions & Records department are friendly.	63.5%	19.6%	14.8%	1.7%	0.4%
The program staff treats me with respect.	63.9%	18.8%	14.9%	2.2%	0.2%
The program staff is able to answer my questions.	60.4%	22.0%	13.7%	3.7%	0.2%
The program staff makes referrals to other programs, as needed.	57.2%	16.5%	23.9%	1.5%	0.9%
The program staff cares about me as a person.	57.1%	16.0%	23.9%	2.0%	1.1%
The program staff acknowledges my cultural heritage, beliefs, and values.	48.9%	14.9%	34.9%	0.7%	0.7%
The program staff values my cultural heritage, beliefs, and values.	49.0%	14.6%	34.0%	1.7%	0.7%
I feel comfortable talking about my needs with program staff.	58.0%	20.7%	18.1%	2.4%	0.9%
I feel like the information provided by program staff is accurate and helpful.	58.1%	22.9%	15.3%	3.1%	0.7%
I feel like I have enough time in my appointments to discuss my concerns.	55.4%	19.7%	21.9%	2.6%	0.4%
I feel satisfied with the help I receive from this program.	59.7%	21.9%	15.1%	1.5%	1.8%
I would recommend this program to other students.	62.5%	18.6%	16.6%	1.5%	0.9%
Admissions staff communicated with me in a manner that resolved problem or allowed me to understand the next steps.	61.4%	17.5%	16.9%	2.9%	1.3%

Career & Transfer Services

Students who used Career & Transfer Services (n=257) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 75% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that the program staff in the Career & Transfer Services department are friendly and that staff treat them with respect.

Table 7. Experiences Using Career & Transfer Services

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	56.4%	20.6%	19.5%	2.3%	1.2%
When I request to schedule an appointment, a timely appointment is available.	56.1%	18.8%	21.2%	2.0%	2.0%
My scheduled appointments start on time.	59.8%	15.5%	21.5%	2.4%	0.8%
The program staff in the Career & Transfer Center Services department are friendly.	62.5%	17.4%	18.6%	1.2%	0.4%
The program staff treats me with respect.	62.2%	15.9%	20.3%	1.2%	0.4%
The program staff is able to answer my questions.	57.7%	19.0%	20.6%	2.4%	0.4%
The program staff makes referrals to other programs, as needed.	56.5%	17.8%	23.7%	1.6%	0.4%
The program staff cares about me as a person.	57.1%	18.3%	23.4%	0.8%	0.4%
The program staff acknowledges my cultural heritage, beliefs, and values.	49.8%	16.6%	32.0%	1.2%	0.4%
The program staff values my cultural heritage, beliefs, and values.	52.2%	15.0%	30.8%	1.6%	0.4%
I feel comfortable talking about my needs with program staff.	58.6%	19.9%	19.1%	1.2%	1.2%
I feel like the information provided by program staff is accurate and helpful.	59.1%	17.9%	19.8%	2.4%	0.8%
I feel like I have enough time in my appointments to discuss my concerns.	56.6%	17.9%	21.5%	3.6%	0.4%
I feel satisfied with the help I receive from this program.	56.8%	19.1%	21.0%	2.4%	0.8%
I would recommend this program to other students.	59.5%	17.5%	20.6%	1.6%	0.8%

Welcome & Student Success Center

Students who used the Welcome & Student Success Center (n=280) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 78% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that the program staff in the Welcome & Student Success Center are friendly and treat them with respect.

Table 8. Experiences Using the Welcome & Student Success Center

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	57.9%	18.6%	21.1%	1.8%	0.7%
When I request to schedule an appointment, a timely appointment is available.	57.4%	18.6%	22.2%	1.4%	0.4%
My scheduled appointments start on time.	58.3%	18.4%	21.2%	1.4%	0.7%
The program staff in the Welcome & Student Success Center Services department are friendly.	66.4%	16.8%	15.4%	1.1%	0.4%
The program staff treats me with respect.	67.7%	14.3%	16.5%	1.4%	0.0%
The program staff is able to answer my questions.	63.3%	17.6%	17.3%	1.8%	0.0%
The program staff makes referrals to other programs, as needed.	62.5%	16.4%	19.3%	1.8%	0.0%
The program staff cares about me as a person.	59.9%	19.5%	18.8%	1.8%	0.0%
The program staff acknowledges my cultural heritage, beliefs, and values.	55.9%	14.0%	29.0%	1.1%	0.0%
The program staff values my cultural heritage, beliefs, and values.	55.9%	14.3%	29.0%	0.7%	0.0%
I feel comfortable talking about my needs with program staff.	61.7%	16.9%	19.4%	1.8%	0.4%
I feel like the information provided by program staff is accurate and helpful.	62.0%	19.0%	16.5%	2.2%	0.4%
I feel like I have enough time in my appointments to discuss my concerns.	59.9%	17.3%	21.7%	1.1%	0.0%
I feel satisfied with the help I receive from this program.	60.9%	18.6%	17.6%	2.9%	0.0%
I would recommend this program to other students.	62.8%	18.1%	17.7%	1.4%	0.0%

Equity Center

Students who used the Equity Center (n=150) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 72% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that the program staff in the Equity Center treat them with respect, and that staff are able to answer their questions.

Table 9. Experiences Using Equity Center

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	53.3%	17.3%	28.0%	1.3%	0.0%
When I request to schedule an appointment, a timely appointment is available.	52.0%	17.6%	28.4%	2.0%	0.0%
My scheduled appointments start on time.	52.4%	18.8%	27.5%	0.7%	0.7%
The program staff in the Equity Center are friendly.	54.4%	18.1%	25.5%	2.0%	0.0%
The program staff treats me with respect.	55.0%	18.8%	24.8%	0.0%	1.3%
The program staff is able to answer my questions.	54.4%	18.8%	25.5%	0.7%	0.7%
The program staff makes referrals to other programs, as needed.	54.4%	17.5%	26.9%	1.3%	0.0%
The program staff cares about me as a person.	59.1%	14.1%	25.5%	1.3%	0.0%
The program staff acknowledges my cultural heritage, beliefs, and values.	57.1%	14.1%	26.9%	1.3%	0.7%
The program staff values my cultural heritage, beliefs, and values.	53.0%	16.8%	26.9%	2.7%	0.7%
I feel comfortable talking about my needs with program staff.	54.7%	17.6%	25.7%	2.0%	0.0%
I feel like the information provided by program staff is accurate and helpful.	57.1%	15.4%	26.9%	0.0%	0.7%
I feel like I have enough time in my appointments to discuss my concerns.	55.0%	15.4%	27.5%	1.3%	0.7%
I feel satisfied with the help I receive from this program.	55.7%	14.1%	27.5%	2.0%	0.7%
I would recommend this program to other students.	55.4%	14.9%	27.7%	1.4%	0.7%

Disability Services & Programs for Students

Students who used Disability Services & Programs for Students (DSPS) (n=163) were asked to read a series of 17 statements about their experiences using that support service and to then rate their level of agreement. On average, 76% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that they would recommend the DSPS program to other students.

Table 10. Experiences Using DSPS Services

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	60.1%	17.2%	18.4%	3.1%	1.2%
When I request to schedule an appointment, a timely appointment is available.	59.5%	19.0%	18.4%	2.5%	0.6%
My scheduled appointments start on time.	60.9%	16.8%	21.1%	0.6%	0.6%
The program staff in the DSPS department are friendly.	64.7%	14.1%	17.3%	3.9%	0.0%
The program staff treats me with respect.	64.4%	13.8%	18.1%	3.8%	0.0%
The program staff is able to answer my questions.	62.3%	17.0%	16.4%	4.4%	0.0%
The program staff makes referrals to other programs, as needed.	61.9%	15.0%	20.6%	1.9%	0.6%
The program staff cares about me as a person.	61.9%	14.4%	20.6%	3.1%	0.0%
The program staff acknowledges my cultural heritage, beliefs, and values.	54.0%	12.4%	31.1%	1.2%	1.2%
The program staff values my cultural heritage, beliefs, and values.	53.8%	13.9%	27.9%	3.2%	1.3%
I feel comfortable talking about my needs with program staff.	58.4%	19.9%	18.6%	2.5%	0.6%
I feel like the information provided by program staff is accurate and helpful.	62.1%	15.5%	18.6%	3.1%	0.6%
I feel like I have enough time in my appointments to discuss my concerns.	60.6%	15.6%	20.6%	3.1%	0.0%
I feel satisfied with the help I receive from this program.	59.6%	16.8%	17.4%	5.0%	1.2%
I would recommend this program to other students.	64.2%	15.4%	17.9%	1.9%	0.6%
It is easy to locate the DSPS program on the college website.	55.9%	20.5%	17.4%	5.6%	0.6%
I feel confident discussing my accommodation needs with my instructor(s).	57.8%	16.8%	18.0%	5.0%	2.5%

Falcon Cares

Students who used the Falcon Cares program (n=135) were asked to read a series of 16 statements about their experiences using that support service and to then rate their level of agreement. On average, 72% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that the program staff in the Falcon Cares department treat them with respect, and that staff are able to answer their questions.

Table 11. Experiences Using Falcon Cares

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	51.9%	18.5%	26.7%	2.2%	0.7%
When I request to schedule an appointment, a timely appointment is available.	49.2%	18.9%	28.8%	3.0%	0.0%
My scheduled appointments start on time.	49.2%	17.4%	31.8%	1.5%	0.0%
The program staff in the Falcon Cares department are friendly.	59.4%	15.0%	23.3%	1.5%	0.8%
The program staff treats me with respect.	62.6%	16.8%	19.1%	1.5%	0.0%
The program staff is able to answer my questions.	59.5%	18.3%	19.9%	1.5%	0.8%
The program staff makes referrals to other programs, as needed.	54.6%	20.5%	22.0%	2.3%	0.8%
The program staff cares about me as a person.	58.3%	16.7%	22.0%	3.0%	0.0%
The program staff acknowledges my cultural heritage, beliefs, and values.	58.0%	9.9%	30.5%	1.5%	0.0%
The program staff values my cultural heritage, beliefs, and values.	56.1%	12.9%	28.0%	3.0%	0.0%
I feel comfortable talking about my needs with program staff.	55.0%	16.0%	27.5%	0.8%	0.8%
I feel like the information provided by program staff is accurate and helpful.	55.0%	22.1%	20.6%	1.5%	0.8%
I feel like I have enough time in my appointments to discuss my concerns.	51.9%	16.0%	30.5%	1.5%	0.0%
I feel satisfied with the help I receive from this program.	58.0%	16.8%	22.1%	3.1%	0.0%
I would recommend this program to other students.	59.5%	16.0%	23.7%	0.8%	0.0%
The Basic Needs webpage was informative and easy to navigate.	57.0%	12.5%	27.3%	3.1%	0.0%

Mental Health Counseling

Students who used Mental Health Counseling (n=86) were asked to read a series of 15 statements about their experiences using that support service and to then rate their level of agreement. On average, 72% of students strongly or somewhat agreed with all the statements. Students most strongly agreed that the program staff are friendly and that staff made referrals to other programs, as needed.

Table 12. Experiences Using Mental Health Counseling

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree
The hours in which appointments are available works fine with my personal schedule.	54.7%	19.8%	22.1%	1.2%	2.3%
When I request to schedule an appointment, a timely appointment is available.	52.4%	20.2%	23.8%	1.2%	2.4%
My scheduled appointments start on time.	50.6%	22.9%	24.1%	1.2%	1.2%
The program staff in the Mental Health Counseling department are friendly.	56.0%	17.9%	23.8%	1.2%	1.2%
The program staff treats me with respect.	54.8%	17.9%	23.8%	2.4%	1.2%
The program staff is able to answer my questions.	50.0%	21.4%	25.0%	1.2%	2.4%
The program staff makes referrals to other programs, as needed.	55.4%	19.3%	21.7%	1.2%	2.4%
The program staff cares about me as a person.	60.0%	11.8%	24.7%	1.2%	2.4%
The program staff acknowledges my cultural heritage, beliefs, and values.	58.3%	13.1%	25.0%	1.2%	2.4%
The program staff values my cultural heritage, beliefs, and values.	53.6%	16.7%	27.4%	1.2%	1.2%
I feel comfortable talking about my needs with program staff.	54.8%	16.9%	25.0%	1.2%	2.4%
I feel like the information provided by program staff is accurate and helpful.	57.1%	15.5%	22.6%	3.6%	1.2%
I feel like I have enough time in my appointments to discuss my concerns.	51.2%	20.2%	25.0%	2.4%	1.2%
I feel satisfied with the help I receive from this program.	54.8%	16.7%	26.2%	0.0%	2.4%
I would recommend this program to other students.	57.1%	15.5%	25.0%	0.0%	2.4%

Demographics

Students were asked a series of demographic questions. When compared to the college-wide demographics for the entire FLC student body for the fall 2020 term, those participating in the survey were fairly representative of the larger student body across race/ethnicity and age. Survey respondents were more likely to report identifying “equally with more than one race or ethnicity”, compared to college-wide demographics, and less likely to identify as Hispanic/Latinx. Survey respondents were somewhat more likely to be age 20 or higher.

Table 13: Race / Ethnicity

	# of Respondents (n=627)	% of Respondents	College-wide Comparison Data
Black or African American	30	4.8%	4.2%
American Indian/Alaska Native	*	1.0%	0.6%
Asian	91	14.5%	11.1%
Filipino	14	2.2%	2.4%
Hispanic/Latinx	69	11.0%	20.6%
Middle Eastern	19	3.0%	n/a
Pacific Islander	*	1.0%	0.5%
White (non-Hispanic)	303	48.3%	49.7%
I identify equally with more than one race or ethnicity	89	14.2%	6.4%

**Response categories with less than 10 responses masked.*

Table 14: Age

	# of Respondents (n=645)	% of Respondents	College-wide Comparison Data
19 or less	195	30.2%	35.1%
20-24	163	25.3%	31.0%
25-29	81	12.6%	11.4%
30-39	123	19.1%	12.1%
40-49	52	8.0%	6.0%
50+	31	4.8%	4.4%

Survey respondents were significantly more likely to identify as female, compared to college-wide demographics. Note that college-wide data includes only a “non-binary” option, rather than the expanded definition of “other gender” included in the survey.

Table 15: Gender

	# of Respondents (n=647)	% of Respondents	College-wide Comparison Data
Female	454	70.2%	55.7%
Male	176	27.2%	42.3%
Other gender (non-binary, gender fluid, genderqueer, etc.)	17	2.6%	0.2%
Unknown	n/a	n/a	1.8%

Students were asked if they self-identified as belonging to a number of different special populations. Please note that college-wide data for special populations is defined and reported in different ways, so differences between these two datasets is expected.

Table 16: Special Populations

	# of Respondents (n=647)	% of Respondents*	College-Wide Comparison Data
Disabling Condition or Long-Term Health Concern ¹	95	14.7%	5.0%
First Generation ²	213	32.9%	28.0%
Foster Youth ³	20	3.1%	0.4%
Homeless ⁴	*	1.2%	0.2%
Veteran or Active Military ⁵	14	2.2%	2.1%

¹ **Disabling Condition or Long-Term Health Concern:** Defined in the survey as a condition that impacts daily life, learning, or other activities. Defined in college-wide data as assessed and made eligible for DSPS services.

² **First Generation:** Defined in this survey as first person in immediate family to attend college. Defined in college-wide data as calculation of highest level of education achieved by each parent; if neither parent has at least “some college”, then the student is considered to be first generation.

³ **Foster Youth:** Defined in this survey as self-identifies as foster youth or former foster youth. Defined in college-wide data as assessed and made eligible for foster youth services.

⁴ **Homeless:** Defined in this survey as self-identifies as homeless. Defined in college-wide data as assessed and made eligible for homeless services.

⁵ **Veteran or Active Military:** Defined in this survey as self-identifies as veteran or active military. Defined in college-wide data as assessed and coded as veteran or active military.

Students were also asked about their sexual orientation and identification as transgender, variables for which college-wide comparison data is not available. In the survey, the term “transgender” was defined as an umbrella term that refers to people whose gender identity or expression is different from what is typically associated with their assigned sex at birth.

Table 16: Sexual Orientation

	# of Respondents (n=593)	% of Respondents
Asexual	21	3.5%
Bisexual	53	8.9%
Gay	*	1.5%
Lesbian	*	1.1%
Pansexual	14	2.36%
Queer	*	0.51%
Questioning	13	2.2%
Straight / Homosexual	473	79.8%

Table 17: Transgender

	# of Respondents (n=639)	% of Respondents
Identify as Transgender	17	2.7%
Do not identify as Transgender	605	94.6%
Unsure	17	2.7%

To better understand the socio-economic status of students, a series of question were asked related to the student’s access to housing, food, medical care, and transportation. The vast majority of students (an average of 81%) reported “always” having access to all the resources. Resources that students were most likely to report having only “sometimes, rarely, or never” were access to reliable transportation (21%), access to medical care when needed (19%), access to health insurance coverage (18%), and access to enough food to maintain good health (17%),

Table 26: Access to Resources

	# of Respondents	Always	Sometimes	Rarely	Never
I have stable/permanent housing.	624	86.7%	10.9%	1.3%	1.1%
I have access to healthy food.	626	79.1%	18.9%	1.9%	0.2%
I have access to enough food to maintain good health.	627	83.3%	15.2%	1.4%	0.2%
I have health insurance coverage.	623	82.0%	12.2%	2.6%	3.2%
I have access to medical care when needed.	624	81.3%	14.1%	2.9%	1.8%
I have access to reliable transportation.	627	78.6%	17.7%	2.7%	1.0%
I have reliable internet access.	626	71.6%	25.7%	2.2%	0.5%
I have access to reliable technology to complete my schoolwork (computer / tablet).	625	81.6%	16.5%	1.6%	0.3%

To better understand the responsibilities of FLC beyond their academic studies, students were asked if they had substantial parenting and/or caregiver responsibilities, and their typical work schedule for the past six months. Approximately 50% of students who completed the survey reported having substantial caregiver responsibilities. The vast majority of students (70%) who completed the survey reported that they worked during the past 6 months. Among those students who are working (n=449), 39% are working 31 or more hours per week.

Table 27: Parenting / Caregivers Responsibilities

	# of Respondents (n=647)	% of Respondents
Children 18 years of age or younger	149	23.0%
Children over 18 years of age, but still legally dependent	15	2.3%
Sick or disable partner	9	1.4%
Parent, Grandparent, or other Aging Family Member	72	11.1%
Sibling(s) 18 years of age or under	43	6.6%
Other	25	3.9%

Table 28: Typical Work Schedule For The Past 6 Months

	# of Respondents (n=642)	% of Respondents
10 or less hours per week	78	12.1%
11-20 hours per week	97	15.1%
21-30 hours per week	98	15.3%
31-40 hours per week	110	17.1%
41-50 hours per week	51	7.9%
51-60 hours per week	10	1.6%
More than 60 hours per week	5	0.8%
Not Applicable – I am not currently working	193	30.1%