



Spring 2005 Student Survey Results

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September 2005

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LOS ANGELES HARBOR COLLEGE

Spring 2005 District-wide Student Survey

RESULTS

In Spring 2005, Los Angeles Harbor College participated in a District-wide student survey. One thousand five hundred surveys (1,500) were distributed to students in forty-eight (48) different sections. A wide variety of issues including educational goals and plans, campus involvement, college services, and financial resources were included in the questionnaire.

This report contains results from 1,001 Harbor College students who responded. The response rate was 66.7%.

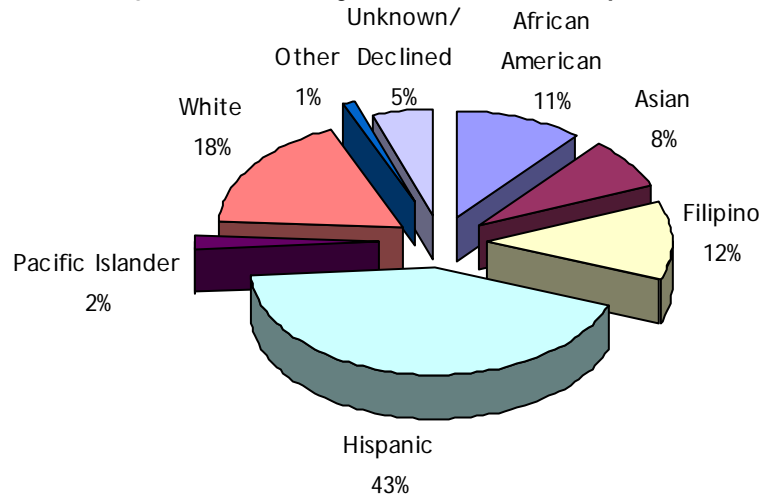
DEMOGRAPHY

The demographics of survey respondents mirrored the college demographics closely.

Table 1. Ethnicity Comparison of Respondents and Enrollment

ETHNICITY	Student Survey Percent	Spring 2005 Student Population Percent
African American	11.0%	13.7%
Asian	8.0%	7.3%
Filipino	11.9%	9.6%
Hispanic	43.1%	40.6%
Pacific Islander	1.9%	1.5%
White	17.7%	20.1%
Other	1.3%	1.5%
Unknown/Declined	5.2%	5.7%

Figure 1. Ethnicity Breakdown of Respondents



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Sixty-five (65%) percent of respondents were female and 39% were male, almost similar to the entire student body population of 63.5% female and 36.5% male.

Table 2. Gender Comparison of Respondents and Enrollment

ETHNICITY	Student Survey Percent	Spring 2005 Student Population Percent
Female	65.1%	63.5%
Male	34.9%	36.5%

The average age of respondents was 25 years old. Ages 24 and below were over represented while 35-54 years old were under represented by 5.5%. Only 13% of those who responded were 35 years of age or above.

Table 3. Age Comparison of Respondents and Enrollment

AGE	Student Survey Percent	Spring 2005 Student Population Percent
<20	28.0%	23.5%
20-24	37.9%	32.9%
25-34	20.5%	23.1%
35-54	12.3%	17.8%
55+	1.1%	2.7%

Table 4. Primary Language

Language	Student Survey Percent
English	75.6%
Spanish	15.5%
Filipino	3.7%
Other/Unknown	2.0%
Japanese	1.2%
Korean	0.5%
Farsi	0.5%
Chinese	0.4%
Vietnamese	0.3%
Armenian	0.2%

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Table 5. Class Status

Units	Student Survey Percent
<30 units (Freshman)	73.6%
30-59 1/2 units (Sophomore)	14.7%
60 or more units, no degree	4.4%
AA, AS, BA, BS or higher	7.3%

BACKGROUND

More than 88% indicated that they have lived in the United States for at least 10 years. Only 11.7% have been in this country less than 10 years. Most were also single and have never been married (77.2%).

Table 6. Length of Time Student and Family Have Lived in the United States

Length of time you and your family have lived in the United States	Student Survey Percent
Less than 5 years	5.3%
Between 5 and 10 years	6.4%
More than 10 years	22.5%
I was born in this country but my parents were not	27.1%
At least one of my parents was born here, but not both	12.7%
All of my grandparents were born in this country	26.0%
No response	0.3%

Table 7. Marital Status

Marital Status	Student Survey Percent
Single, never married	77.2%
Married or domestic partner	15.2%
Separated, divorced, or widowed	7.6%
No response	0.7%

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Table 8. Educational Level of Father and Mother

		FATHER								Row Total Mother's
		Elementary school or less	Middle school	Some high school	Completed high school	Some college	AA/AS Degree	BA/BS Degree	Advanced Degree	
MOTHER	Elementary school or less	8.7%	2.5%	0.8%	0.4%	0.1%	0.0%	0.1%	0.3%	12.9%
	Middle school	1.3%	5.2%	0.7%	0.9%	0.4%	0.1%	0.3%	0.0%	9.0%
	Some high school	0.4%	1.5%	7.0%	1.7%	1.2%	0.3%	0.2%	0.3%	12.7%
	Completed high school	0.6%	0.6%	1.8%	9.9%	2.2%	0.3%	1.2%	1.0%	17.6%
	Some college	0.2%	0.8%	1.6%	3.2%	6.8%	1.2%	1.7%	0.8%	16.3%
	AA/AS Degree	0.3%	0.0%	0.4%	1.2%	1.1%	2.5%	2.0%	1.1%	8.7%
	BA/BS Degree	0.1%	0.2%	0.6%	1.3%	1.6%	1.3%	7.5%	2.3%	15.0%
	Advanced Degree	0.0%	0.0%	0.1%	0.4%	0.7%	0.3%	1.5%	4.7%	7.7%
Column Total Father's	11.7%	10.7%	12.9%	19.2%	14.2%	6.1%	14.5%	10.6%	100.0%	

EDUCATIONAL GOALS AND PLANS

Students were asked about the importance of different factors that influenced their decision to attend Harbor College. Among the choices were the class schedule, advertisement, location of the college, and instructors. Over 85% listed the class schedule, followed by family or friends (59.5%), and current or former students (48.9%) as being important or very important influences in their decision.

More than half are at Harbor because they considered admissions requirements, cost, the educational programs, good teachers, and location as reasons for enrolling.

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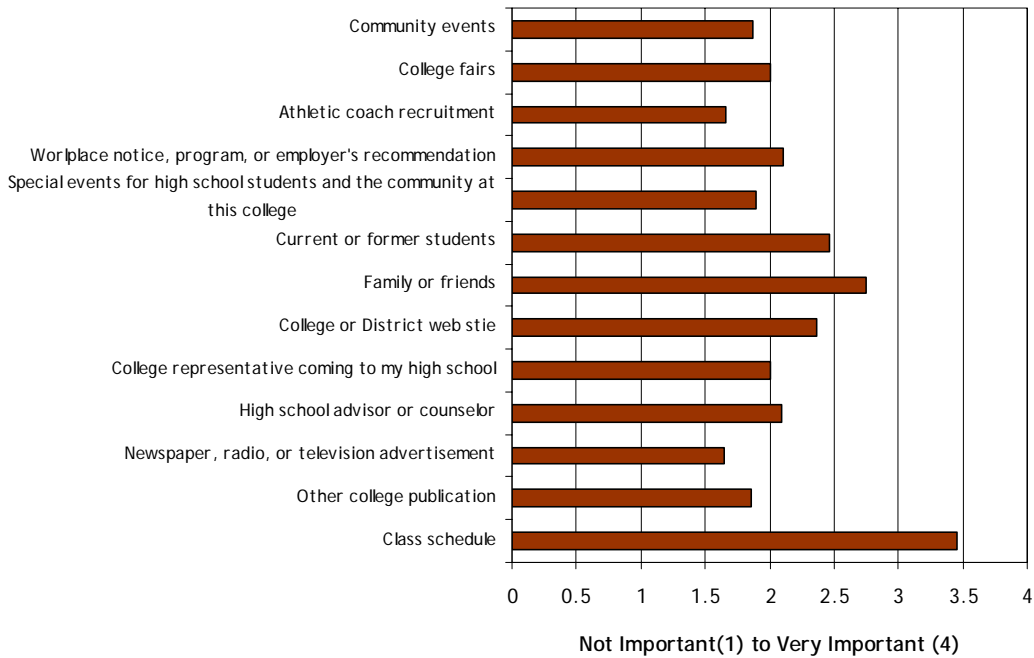
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The following graphs provide a clear picture of why students come to Harbor College.

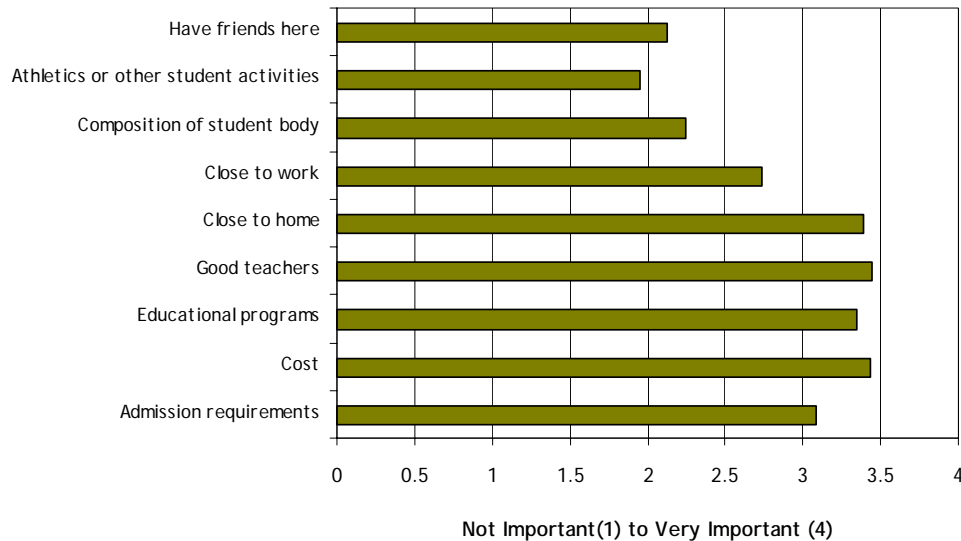
How important were the following in your decision to attend this college?

Figure 2. Reasons to Attend Harbor



How important to you is each of the reasons listed below in your decision to enroll at this college?

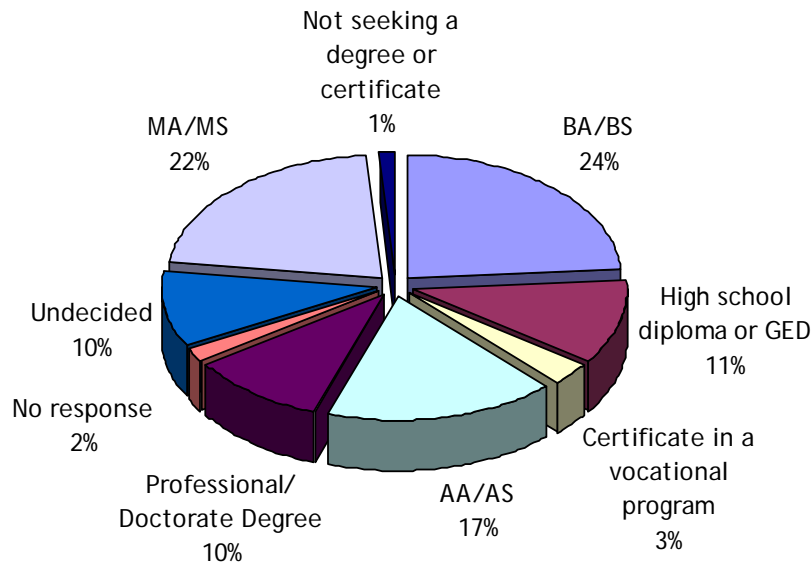
Figure 3. Reasons to Attend Harbor



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When asked about their educational plans, seventeen percent (17%) of respondents indicated the desire to obtain an AA/AS degree, while 24% want to continue and obtain a BA/BS degree, and 22% want to pursue a MA/MS degree.

Figure 4. Degree or Certificate Student Plans to Obtain



FINANCIAL RESOURCES

While it is important to understand students' background, their goals, and reasons why they attend Harbor College, it is equally as important to know their financial situation.

Although almost 31% of respondents claim that they do not work, more than half (50.7%) said that they are working 20 or more hours a week. This number is up by 5% compared to the Student Survey given in 1996.

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Table 9. Work Hours

Number of Weekly Work Hours	Student Survey Percent
Not working	30.8%
1-9	4.6%
10-19	13.6%
20-39	36.6%
40 or more	14.1%
No response	0.4%

Annual household income shows that there is quite a disparity between low and high income households. More than 16% state their income below \$12,360, while 12.3% are households with incomes greater than \$55,860.

Table 10. Total Annual Household Income

Annual Household Income (2003)	Student Survey Percent
<\$12,360	16.6%
\$12,361-\$16,590	5.5%
\$16,591-\$20,820	5.5%
\$20,821-\$25,050	5.8%
\$25,051-\$29,280	3.2%
\$29,281-\$33,510	1.9%
\$33,511-\$37,740	3.6%
\$37,741-\$55,860	5.5%
Over \$55,860	12.3%
I don't know	38.6%
No response	1.6%

Table 11. Number of People in Household

Number of People	Student Survey Percent
1	12.5%
2	13.0%
3	22.2%
4	24.1%
5	13.6%
6	6.5%
7	3.7%
8	1.1%
9	0.6%
10 or more	0.4%
No response	2.4%

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Table 12. Additional Public Assistance

Additional Public Assistance	Student Survey Percent
Yes	11.2%
No	87.1%
No response	1.7%

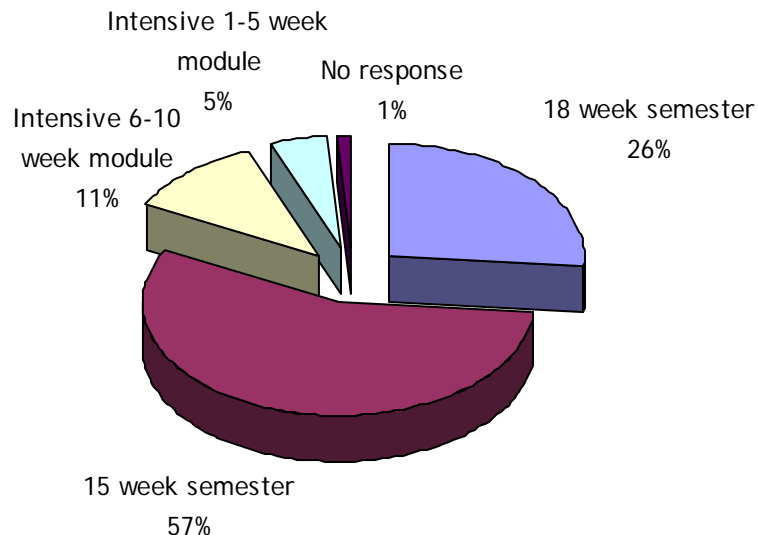
COLLEGE ATTENDANCE

In this section, students reveal the best ways they are able to learn. Sixty (60%) percent learn best with courses that are 1 ½ hours long. Only 12.9% learn with three-hour or more sessions. Most respondents prefer 15-week semesters (57%) over the traditional 18-week. And a small percentage (14%) chose the short-term, intense modules.

Table 13. Length of Class Students Learn Best

Number of Hours	Student Survey Percent
1	26.7%
1 1/2	60.0%
3	11.8%
More than 3	1.1%
No response	0.4%

Figure 5. Preferred Term Length



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A majority favor morning sessions especially the 9am-12pm time block. Forty-three percent indicate possibility but not prefer courses offered on Fridays.

Table 14. Preferred Time of the Day for Classes

Time of Class	Preferred	Possible but not preferred	Not possible	No response
Before 9am	21.8%	40.9%	27.9%	9.5%
9am-12noon	67.0%	18.5%	9.8%	4.7%
12 noon - 4pm	22.0%	41.4%	26.0%	10.7%
4pm - 7pm	13.8%	36.3%	39.5%	10.5%
7pm - 10pm	14.8%	31.3%	43.6%	10.4%
Fridays	7.8%	43.1%	37.8%	11.4%
Saturdays	6.7%	23.0%	59.1%	11.2%
Sundays	3.8%	12.7%	72.0%	11.5%

Courses that are offered twice a week are preferred over the other options, although the responses to three and four or more days were relatively close. Almost one third of the respondents did not prefer courses scheduled for 4 or more days per week.

Table 15. Preferred Number of Days per Week

Days per week	Preferred	Possible but not preferred	Not possible	No response
1 day	17.3%	39.1%	30.5%	13.2%
2 days	37.6%	36.9%	14.2%	11.4%
3 days	30.6%	45.4%	13.6%	10.5%
4 or more	33.3%	28.8%	29.6%	8.4%

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COLLEGE SERVICES

Campus services were rated quite highly. The bookstore, registration, and admissions and records were the top three services that were available, knowledgeable, and considerate and helpful.

Only a small percentage, 17% or less in each area, either disagreed or strongly disagreed with the services offered.

Do you agree that the following services are available when you need them?

Table 16. Services Available

Services	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No Response
Business/Fiscal Office	18.5%	40.8%	4.8%	2.6%	31.4%	2.0%
Registration	33.4%	53.1%	5.9%	3.0%	3.5%	1.1%
Admissions and Records	32.5%	52.1%	6.4%	3.2%	4.3%	1.5%
Assessment and Placement	22.8%	48.2%	7.7%	3.0%	17.1%	1.3%
Campus Orientation	17.7%	41.5%	7.5%	3.3%	28.4%	1.7%
Financial Aid	26.2%	37.0%	9.9%	8.7%	16.7%	1.6%
Tutoring Services	23.6%	39.9%	4.8%	2.7%	27.5%	1.6%
Transfer Center	22.1%	39.5%	4.3%	1.0%	31.1%	2.1%
Career Center	22.1%	38.4%	4.0%	1.4%	32.2%	2.0%
Counseling	28.2%	45.4%	7.6%	2.8%	14.6%	1.5%
Bookstore	39.8%	49.0%	4.6%	2.0%	3.4%	1.3%
Food Service	25.5%	41.7%	8.5%	4.8%	18.0%	1.6%
Health Service	22.3%	36.2%	4.5%	1.7%	33.5%	1.9%

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Do you agree that the staff of the following services are knowledgeable?

Table 17. Knowledgeable Staff

Services	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No Response
Business/Fiscal Office	18.7%	38.1%	3.0%	1.3%	37.6%	1.4%
Registration	26.2%	57.4%	5.1%	1.9%	8.0%	1.4%
Admissions and Records	27.1%	55.6%	4.6%	2.5%	8.7%	1.5%
Assessment and Placement	22.9%	47.0%	3.7%	1.7%	23.3%	1.5%
Campus Orientation	19.0%	39.6%	2.5%	1.5%	35.6%	1.9%
Financial Aid	25.3%	40.9%	4.9%	3.2%	24.1%	1.7%
Tutoring Services	20.7%	38.9%	3.2%	1.4%	34.4%	1.5%
Transfer Center	19.8%	38.1%	2.8%	1.2%	36.4%	1.8%
Career Center	20.1%	36.5%	2.6%	1.5%	38.0%	1.4%
Counseling	27.6%	44.9%	4.9%	3.1%	18.1%	1.5%
Bookstore	29.5%	53.7%	3.4%	2.2%	9.4%	1.8%
Food Service	21.0%	43.4%	4.2%	2.5%	27.6%	1.4%
Health Service	21.5%	34.3%	2.4%	1.4%	38.6%	1.9%

Do you agree that the staff of the following services are considerate and helpful?

Table 18. Considerate and Helpful Staff

Services	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know	No Response
Business/Fiscal Office	18.7%	39.0%	2.8%	1.6%	35.9%	2.1%
Registration	26.8%	56.3%	6.4%	1.9%	6.6%	2.0%
Admissions and Records	26.3%	53.9%	6.0%	2.1%	9.0%	2.7%
Assessment and Placement	21.5%	46.6%	3.9%	1.0%	24.3%	2.8%
Campus Orientation	17.8%	37.1%	3.5%	1.3%	37.2%	3.2%
Financial Aid	24.3%	39.7%	5.1%	3.6%	24.4%	3.0%
Tutoring Services	21.1%	36.4%	3.3%	1.5%	34.9%	2.9%
Transfer Center	19.1%	36.3%	2.8%	1.0%	37.9%	3.0%
Career Center	19.9%	35.8%	3.3%	0.9%	37.7%	2.5%
Counseling	27.4%	44.5%	5.1%	2.0%	18.3%	2.8%
Bookstore	29.6%	53.1%	3.9%	2.7%	8.0%	2.7%
Food Service	21.6%	42.9%	3.9%	1.9%	27.1%	2.7%
Health Service	20.7%	34.9%	2.5%	1.0%	38.6%	2.4%

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EDUCATIONAL PROGRAMS

In general, most students considered their instructors with respect, supportive, honest, and up-to-date in their fields. A majority (90.9%) feel that they are treated with respect and dignity. However, they seem to want more advice and guidance about their educational programs from their instructors.

Table 19. Educational Programs - Instructor

<i>Instructors...</i>	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	No Response
... are supportive of my education	28.1%	52.3%	6.7%	1.2%	10.4%	1.3%
I greatly admire & respect one or more instructors/staff at this college	49.1%	40.2%	3.0%	0.6%	5.4%	1.8%
...give me honest feedback about my abilities & skills	26.8%	56.5%	7.3%	1.5%	6.5%	1.4%
...are willing to spend time outside of the class to discuss issues with me	24.5%	49.9%	11.3%	1.8%	10.9%	1.7%
...encourage me to explore different viewpoints	23.9%	54.1%	9.4%	1.6%	9.5%	1.5%
...treat me with respect & dignity	33.9%	57.0%	3.6%	0.5%	2.7%	2.3%
...give me advice & guidance about my educational programs	21.5%	48.2%	14.6%	2.0%	11.9%	1.9%
...are up-to-date in their field	29.2%	57.5%	5.2%	0.7%	4.4%	3.0%

Library services and hours were satisfactory to more than 70% of respondents; although there is a small percentage that does not use their services.

It seems like the Tutoring services are also not used by about 30% of our students. Of those who are taking advantage their assistance, almost 40% would like to have more hours and added services.

About 80% indicated that they utilize campus computers and software.

Sixty-five (65%) percent of those who responded feel that instructional equipment in the labs are sufficient and up-to-date.

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Table 20. Library, Tutoring, Computer/Equipment

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	No Response
The library's collection of books & magazines are modern & well maintained	18.9%	52.5%	7.0%	2.2%	17.3%	2.1%
The library is available & open at convenient times	25.2%	52.4%	6.0%	2.4%	11.8%	2.2%
The tutoring center is available & open at convenient times	20.7%	41.8%	5.4%	1.4%	28.6%	2.2%
Tutoring services are adequate for my needs	19.7%	40.8%	5.0%	1.7%	30.0%	2.9%
Computers are available for use on campus when I need them	26.1%	48.8%	3.9%	1.5%	18.1%	1.7%
Computers & software on campus are up-to-date	23.6%	47.2%	6.1%	1.2%	20.1%	1.9%
Instructional equipment for lectures is sufficient and up-to-date	20.7%	52.7%	8.3%	2.8%	13.5%	2.0%
Instructional equipment in the labs is sufficient and up-to-date	19.3%	46.0%	8.9%	2.6%	20.6%	2.7%

Questions about general education offerings, grading practices, and overall student treatment at Harbor were also addressed. The table in the following page shows more than 18% percent claim that advanced courses required for their program are not offered frequently enough to let them complete their program without delay. Although 74% are satisfied with general courses being offered, 18% would like to have more offerings of those courses offered.

Overall, students are satisfied (89%) with the educational programs that they would recommend others to attend Harbor College.

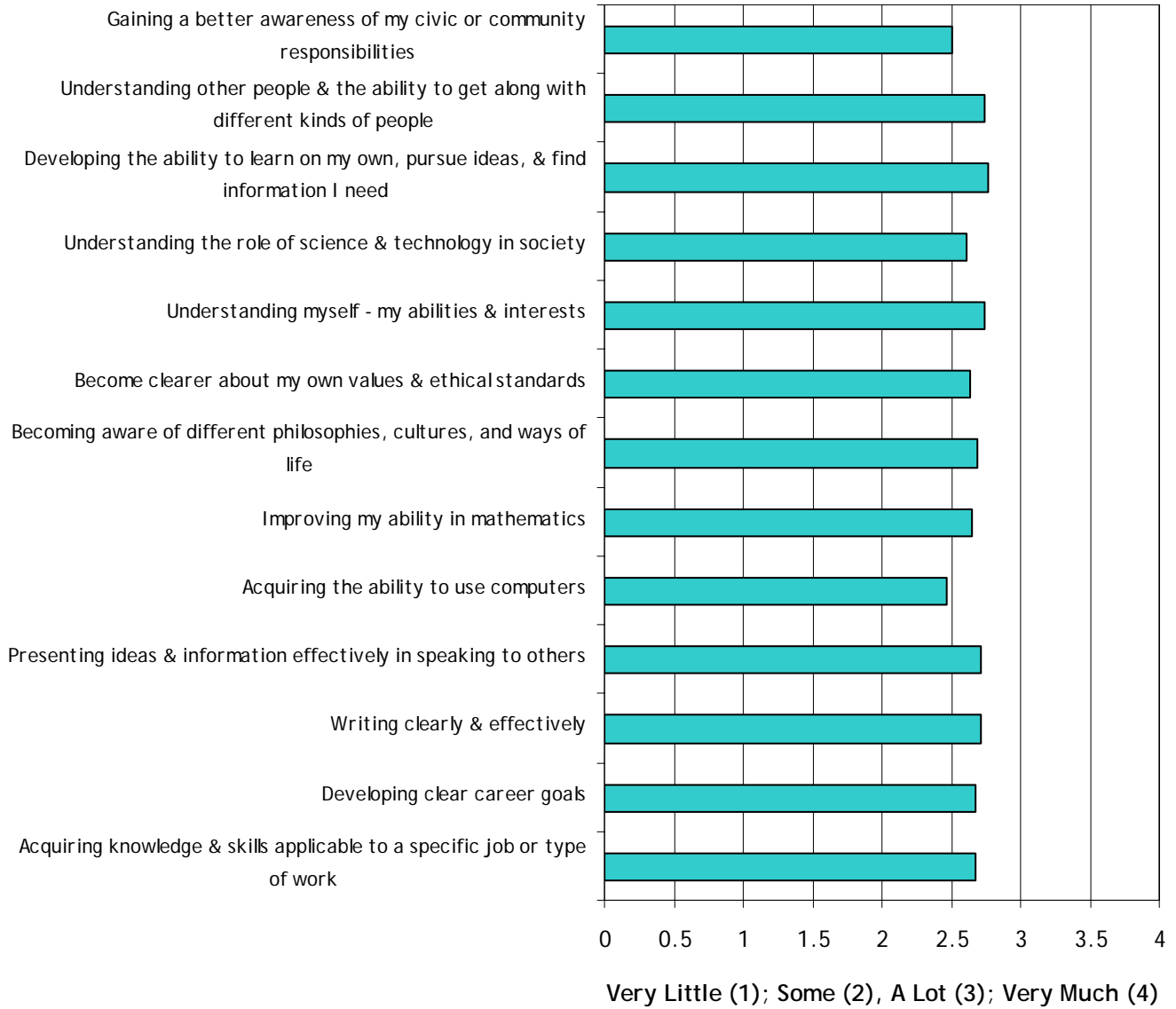
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Table 21. Educational Programs

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	No Response
Students are treated fairly at this college, regardless of gender, ethnicity, or sexual preference	38.1%	48.3%	4.0%	2.0%	5.6%	2.1%
Textbooks & reading materials are appropriate for the courses	26.6%	59.0%	7.4%	2.3%	2.6%	2.1%
Grading practices in the courses are fair	26.4%	62.2%	5.3%	1.0%	2.9%	2.2%
Course outlines are provided & are followed	29.6%	58.4%	5.2%	0.8%	3.0%	3.0%
The policies & penalties for cheating are provided & are followed	32.0%	53.6%	3.8%	1.2%	7.2%	2.2%
Tests are relevant to the course material being covered	28.9%	57.7%	6.2%	0.8%	4.2%	2.3%
I would like to take more courses about other cultures & ethnic groups	21.2%	43.9%	14.6%	3.8%	15.1%	1.5%
I would like more "hands on" experience in the classroom, when appropriate	27.5%	51.8%	7.3%	1.7%	9.8%	1.9%
I would like more relevant experience outside the classroom as part of courses, when appropriate	23.8%	50.3%	11.3%	3.1%	10.0%	1.5%
Enough sections of General Education courses are offered so that I am able to take the courses I need in the semester of my choice	23.6%	50.7%	11.6%	6.3%	6.1%	1.7%
All the advanced courses required for my program are offered frequently enough to let me complete my program without delay	18.3%	48.8%	11.6%	7.1%	12.9%	1.4%
College publications clearly and adequately reflect the college's practices	27.2%	57.0%	5.0%	1.4%	7.4%	2.0%
I would encourage others to attend this college	35.1%	53.7%	3.2%	1.3%	5.2%	1.5%

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Figure 6. Gains in Skills and Knowledge



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COLLEGE FACILITIES AND SAFETY

Most respondents (82%) feel safe and secure on campus. However, there were three areas of concern where 30% or more indicated dissatisfaction. Students feel that the restrooms need more maintenance, lighting is inadequate at night, and parking lots need maintenance, more lighting, and security.

Table 22. College Facilities and Safety

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does Not Apply	No Response
I feel safe & secure	27.6%	54.5%	9.0%	3.3%	2.1%	3.5%
The classrooms, lecture halls, & labs are clean & well maintained	16.2%	50.4%	20.2%	7.7%	1.7%	3.8%
Food service is sufficient	13.8%	40.3%	15.0%	8.3%	18.5%	4.2%
The restrooms are clean & well maintained	11.8%	44.2%	22.7%	13.8%	3.8%	3.8%
The grounds & public areas are clean & well maintain	16.3%	58.8%	13.6%	5.3%	1.9%	4.1%
Adequate outside lighting after dark	12.6%	40.7%	20.7%	9.3%	12.6%	4.2%
Sufficient parking is available	16.9%	47.9%	16.5%	10.3%	4.6%	3.9%
Parking lots are safe, well lighted, & well maintained	14.4%	43.9%	21.2%	8.9%	8.0%	3.7%

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ADDITIONAL COMMENTS

Finally, students were asked to describe the one thing that they like best about Harbor and to describe the one thing that they would most like to see changed. The next section summarizes comments given.

There was an overwhelmingly positive response about the instructors, the friendly environment of the college, and course offerings.

Please describe the one thing you like best about this college?

Instructors

- *Teachers are interested in getting you to transfer.*
- *There are some very good teachers here.*
- *Someone is always available and willing to help.*
- *The knowledge of the faculty and their willingness to help students learn and achieve relative goals in life.*
- *Teachers are educated and I like their teaching style. I have learned a lot and enjoy attending their classes.*
- *Some of the teachers are not afraid to share a laugh with the students.*
- *Different nationalities, instructors help me feel secure, and help me with my language difficulties.*
- *The instructors are really passionate in what they do and help out students in anything they have a problem with.*

Staff and Administration

- *Staff do want to see the students succeed.*
- *...administration is helpful and convenient.*
- *Supportive staff.*
- *Friendly staff.*

Student Services

- *Counselors and transfer center.*
- *EOP&S and Special Service departments.*

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- *Counselors, career center make you feel like the sky is the limit.*
- *Friendly staff.*
- *The staff at this college are excellent, they are all helpful.*
- *International Students Office.*
- *... the tutoring center.*
- *Available computers to students.*

Course Offerings and Programs

- *I can get in to any class and not worried about it being closed or full. Registration is great and easy.*
- *I like... how Harbor's class schedules are put together. There are a good variety of classes.*
- *Schedule of night classes is what keeps me here since I have a busy work schedule.*
- *Class schedule is flexible.*
- *The PACE program.*
- *Variety of educational program.*
- *I've been fortunate to get the classes I want when I register on assigned time frame, without having to petition.*
- *Harbor football.*
- *Great nursing program.*
- *The diverse online and evening classes.*

Environment

- *Diversity of the students.*
- *It's a nice environment to be in. Everyone is friendly.*
- *Racial diversity and age variations.*
- *Cultural variety... the Indian booths they have on Tuesdays.*

LOS ANGELES HARBOR COLLEGE
Spring 2005 District-wide Student Survey
RESULTS

Please describe the one thing at this college that you would most like to see changed?

This question had a variety of responses. However, there were a few areas that a majority of the respondents strongly felt the need to be changed. The first area was maintenance and upkeep of restrooms, classrooms, and parking lot.

- *Cleaner classrooms.*
- *Girl's locker room is dirty.*
- *It's too dirty.*
- *The classrooms are old, dirty, dark, and dusty.*
- *The parking lot needs to be cleaned more often.*
- *Writing in the ladies restroom... needs repainting and cleaning.*
- *Fix the parking lot, too many bumps.*
- *Ceiling tiles are falling off in some classrooms.*
- *Landscaping.*

Next, students felt that the campus as a whole needs a whole new look. A lot of the comments were about the old desks and furniture, classroom size - that they are uncomfortable, and old facilities like the parking lot and classrooms.

- *Better desks in the classrooms. The small ones are too tiny.*
- *Up-to-date, more modernized campus.*
- *More parking.*
- *New furniture, remodel buildings, and maybe better lighting.*
- *Outdated facilities.*
- *I would like the school to look more presentable.*

LOS ANGELES HARBOR COLLEGE
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Additionally, students commented on the need of more course and program offerings.

- *More math, science, and engineering classes.*
- *More selection of classes in the morning.*
- *To have more variety of time schedules for classes that I need to take.*
- *Not enough classes.*
- *Classes fill up too fast and I have to wait a semester or two.*
- *More transferable classes offered.*
- *I would like to see more language classes.*
- *Offer classes from 3:30pm to 6:00pm.*

Finally, security on campus, high cost of textbooks, more athletic programs and support, and better services were addressed.

- *More lights after dark.*
- *I would like to see more security at night.*
- *Book prices are too high.*
- *Not having to buy such expensive books.*
- *Book prices need to go down and better light at night.*
- *More after hour security to decrease theft and students to feel safe.*
- *The financial aid office should open from 8am-5pm at least in the first three months of the semester.*
- *Registration lines are too long.*
- *Cafeteria to stay open.*
- *Better food supply.*
- *Food should be cheaper.*
- *More sports activities.*