



Los Angeles Harbor College

**ASSESSMENT CENTER
POINT-OF-SERVICE SURVEY RESULTS**
September 2009

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The Office of Institutional Research

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ASSESSMENT CENTER

Point-Of-Service Survey 2009

September 2009

The Los Angeles Harbor College Assessment Center conducted a point-of-service survey during the summer of 2009. The survey was given electronically to students after the assessment test. A total of 171 responses were collected. Overall, the responses were very positive.

CHARACTERISTICS OF RESPONDENTS

Question 1: What is your gender?

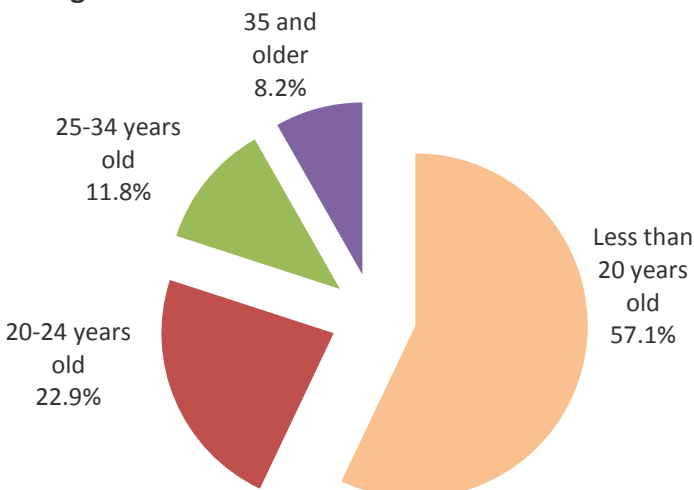
Graph 1.
Gender



Almost 58% of respondents were female. The percentage almost mirrors that of the entire college population where 61% are female and 39% are male.

Question 2: What is your age?

Graph 2.
Age



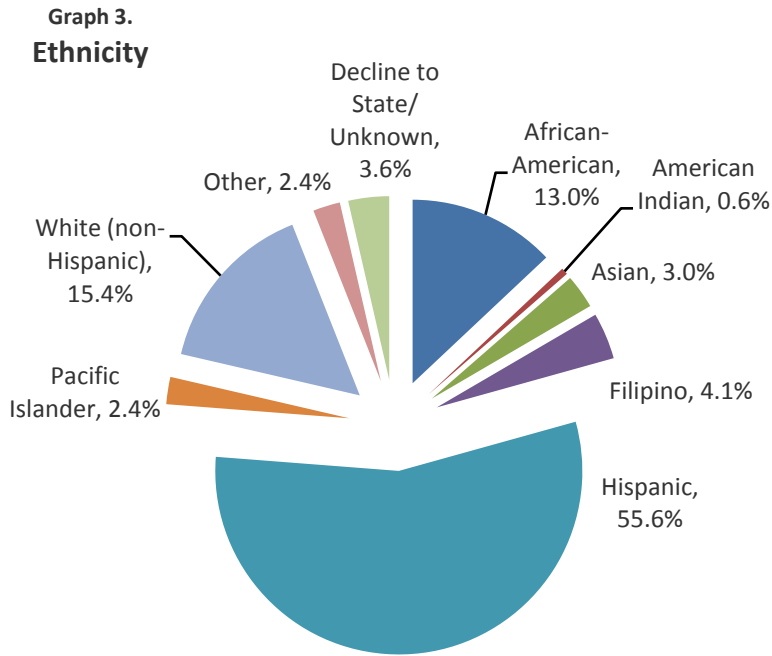
A majority of those taking the assessment test are either concurrent high school students or recent high school graduates who intend to enroll at Harbor College. The graph on the left reflects this group where over 57% of respondents are less than 20 years of age.

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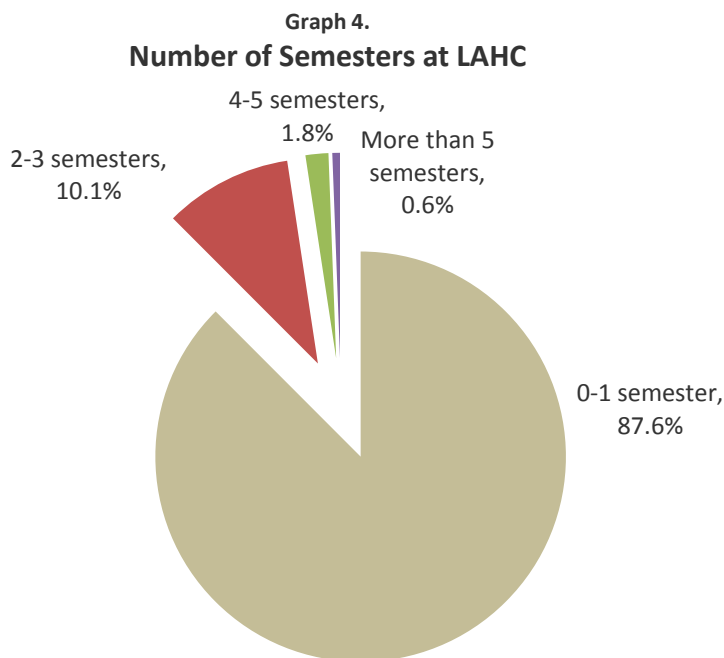
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Question 3: What is your ethnic background?



Fifty-six percent of respondents were Hispanic, followed by Whites (15.4%), then African-American (13%). The Asian category, when combined with Filipino and Pacific Islander, comes to 9.5%.

Question 4: The number of semesters (including summer and winter) I have attended this college:

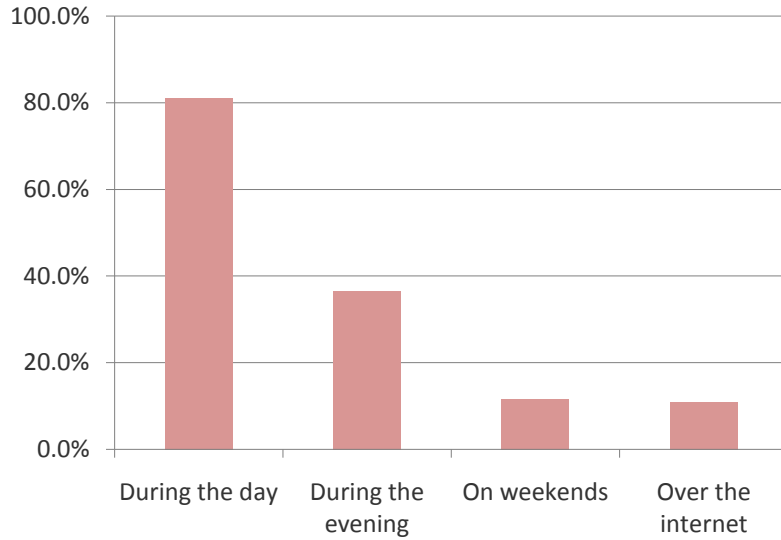


Only 12.5% have taken courses at Harbor for two or more semesters. The remaining 87.6% were at Harbor for one semester or less.

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Question 5: I attend classes:

Graph 5.
Day or Evening Attendance



Most students take traditional classes in the morning or during the evening. Eighty-one percent come during the day and 36.5% come at night. While 11.7% come on the weekend and 10.9% take courses over the Internet.

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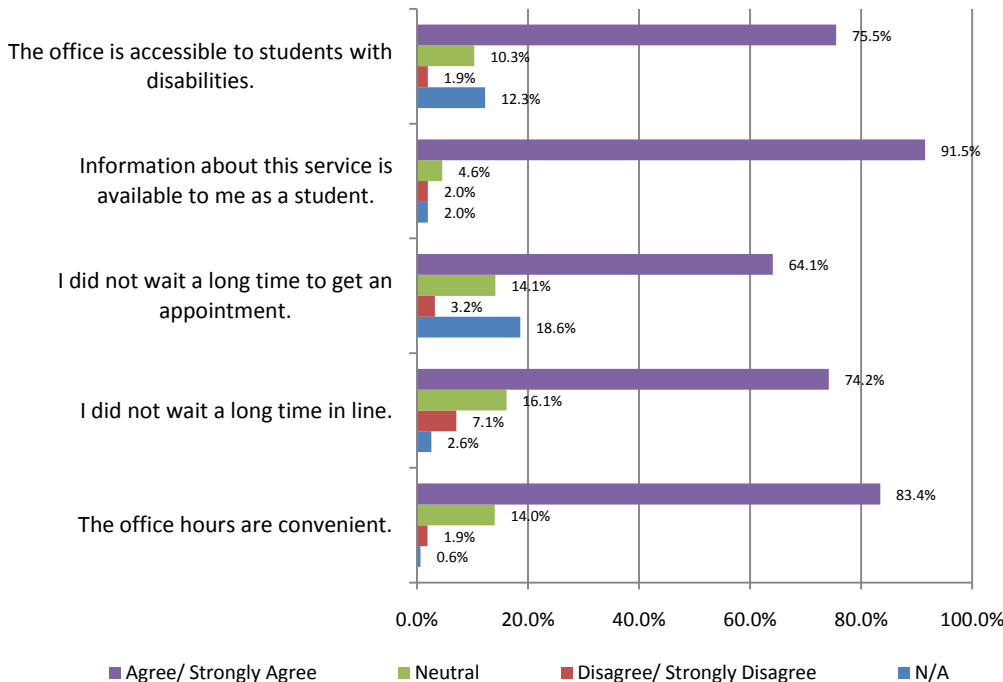
Next, students were asked to rate the services received from the Assessment Center. The tables in the next few pages show the total number of responses, while the graphs illustrate the percent of those who agreed and strongly disagreed, were neutral, disagreed and strongly disagreed, and replied as not applicable.

Question 6: Access to services.

**Table 1.
Access**

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
The office hours are convenient.	49	82	22	3	0	1	157
I did not wait a long time in line.	48	67	25	9	2	4	155
I did not wait a long time to get an appointment.	42	58	22	3	2	29	156
Information about this service is available to me as a student.	67	73	7	3	0	3	153
The office is accessible to students with disabilities.	62	55	16	2	1	19	155

**Graph 6.
Access**



Although there were several “neutral” responses, the overall rating for access to the Assessment Center was good. However, the areas that might need some improvement are the time students wait in line and the time it takes to get an appointment.

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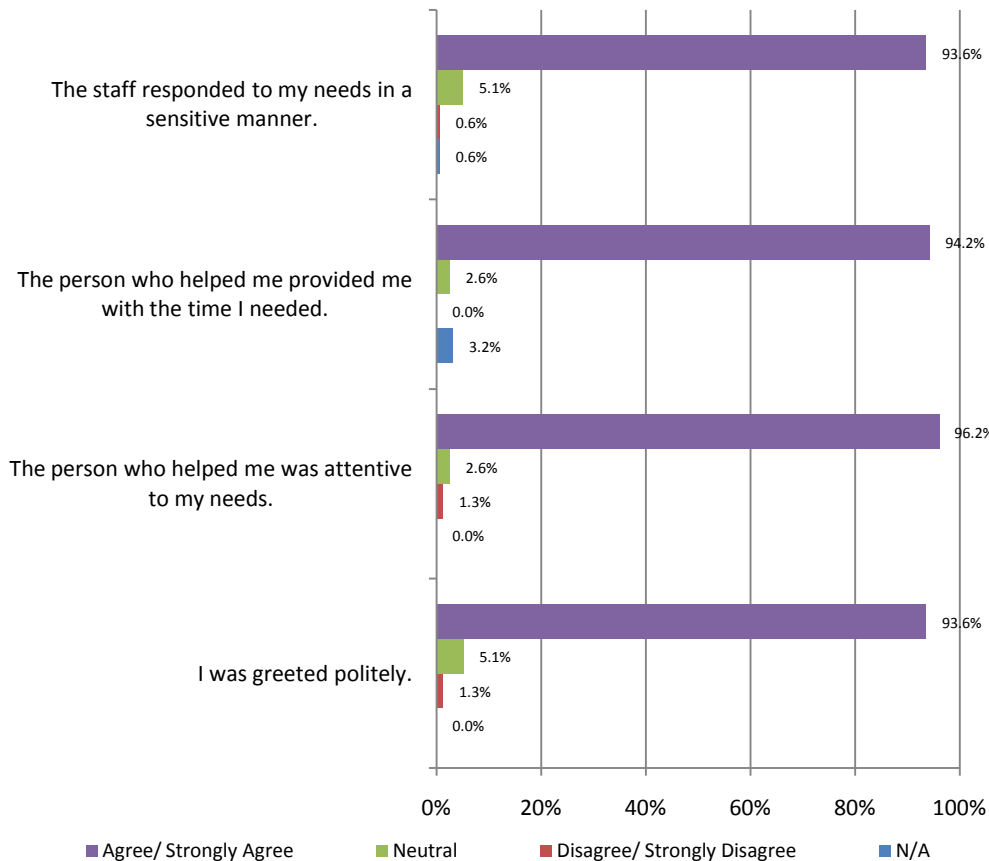
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Question 7: Courtesy of the service area.

**Table 2.
Courtesy**

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
I was greeted politely.	84	62	8	1	1	0	156
The person who helped me was attentive to my needs.	85	65	4	2	0	0	156
The person who helped me provided me with the time I needed.	83	64	4	0	0	5	156
The staff responded to my needs in a sensitive manner.	83	64	8	1	0	1	157

**Graph 7.
Courtesy**



Respondents were very satisfied with the courtesy they received from the Assessment Center. Most highly rated was the time staff spent with them when they needed assistance.

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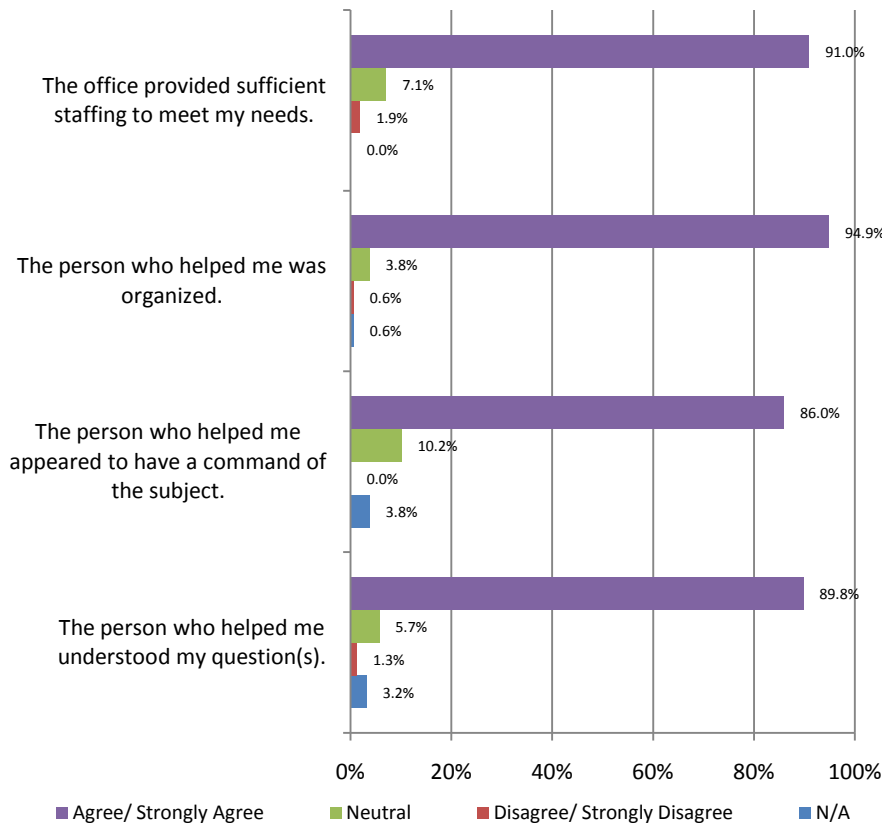
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Question 8: Competence of the service area.

**Table 3.
Competence**

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
The person who helped me understood my question(s).	73	68	9	2	0	5	157
The person who helped me appeared to have a command of the subject.	63	72	16	0	0	6	157
The person who helped me was organized.	73	76	6	1	0	1	157
The office provided sufficient staffing to meet my needs.	71	70	11	2	1	0	155

**Graph 8.
Competence**



Overall, at least 84% of students agreed or strongly agreed that the Center has knowledgeable staff and sufficient personnel to address their needs.

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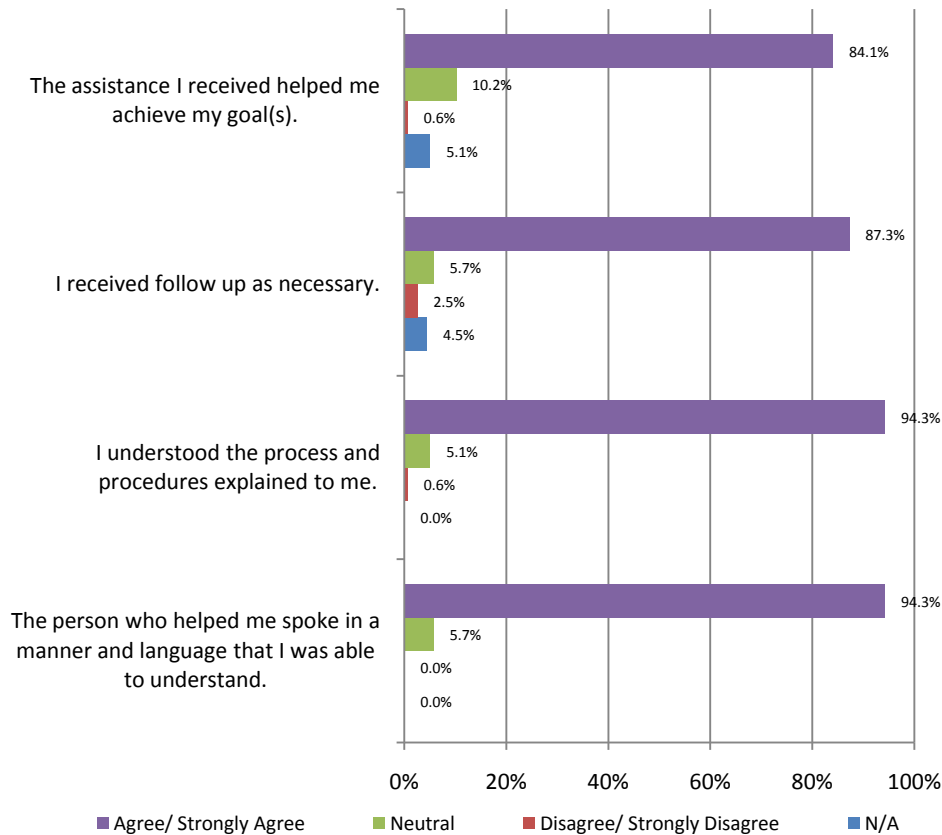
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Question 9: Effectiveness of service area.

**Table 4.
Effectiveness**

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
The person who helped me spoke in a manner and language that I was able to understand.	82	66	9	0	0	0	157
I understood the process and procedures explained to me.	79	69	8	1	0	0	157
I received follow up as necessary.	73	64	9	4	0	7	157
The assistance I received helped me achieve my goal(s).	65	67	16	1	0	8	157

**Graph 9.
Effectiveness**



Generally, the Center was effective in assisting incoming students. The staff was able to communicate with the students as well as provide clear instructions and procedures.

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Question 10: Miscellaneous questions.

Table 5.
Miscellaneous Questions

Answer Options	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Response Count
The SARS software I used to set up the assessment appointment online was easy to use.	51	44	19	3	2	36	155
The computer I used to take my test was easy to use.	87	59	5	1	0	1	153
The PowerPoint orientation provided all the information I needed to enroll in classes.	75	59	13	0	0	8	155
The PowerPoint orientation was helpful.	76	60	15	1	0	3	155
Overall I am satisfied with my testing and orientation experience.	77	60	14	1	0	2	154
The staff members in the Assessment Center were courteous and helpful in giving me my appointment in person or by phone.	84	50	7	1	0	10	152
The instructions provided enabled me to successfully take the test.	87	59	7	0	2	0	155
The computer set up and furniture in the Assessment Center is comfortable.	71	66	13	2	1	1	154

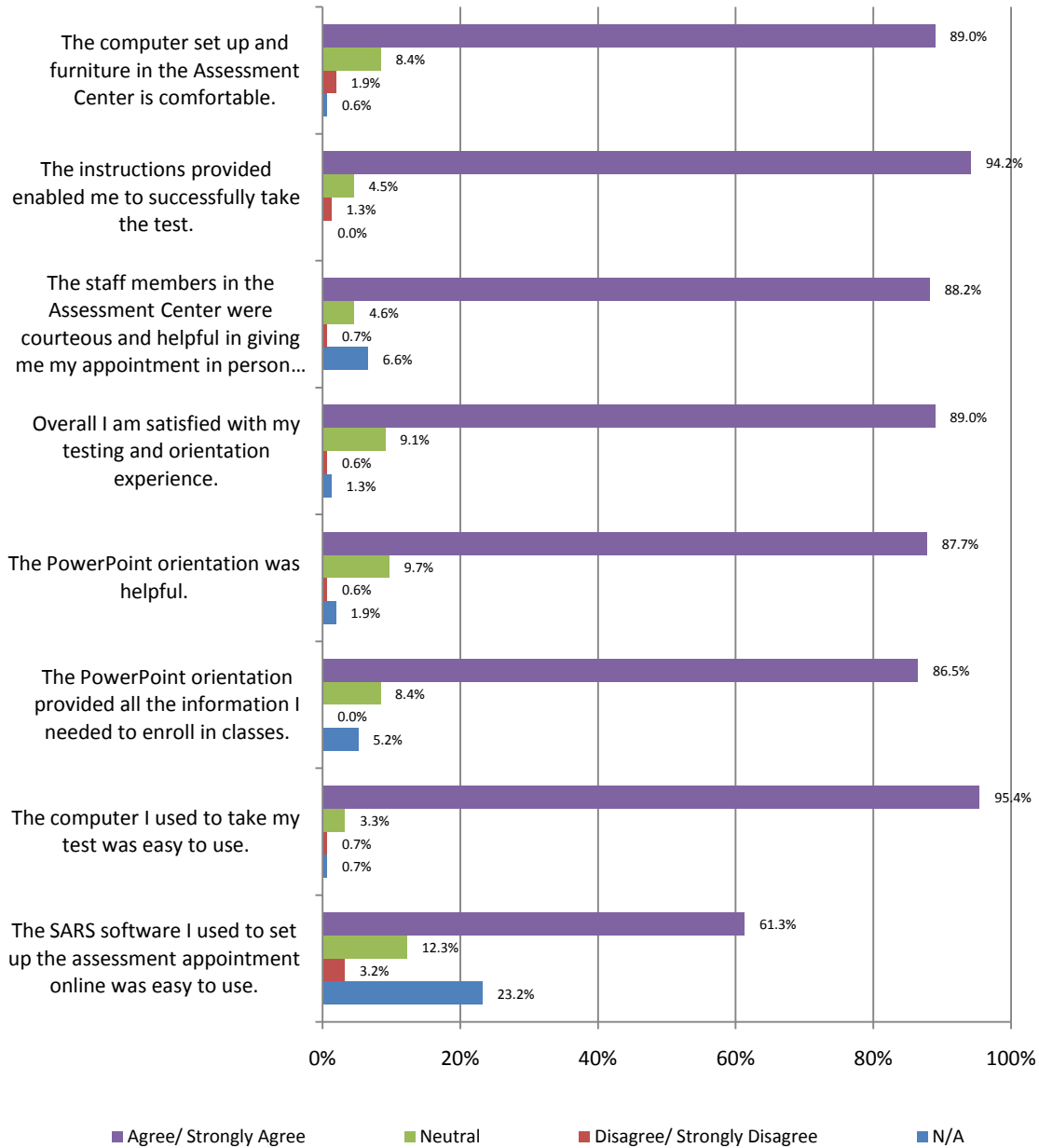
Most students recognized the staff in the Assessment Center as being helpful and courteous when the appointment was made. The instructions to take the test and equipment they used were also highly rated.

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Graph 10.
Miscellaneous



The least rated option was the software used to make online appointments. Only 61% agreed or strongly agreed that SARS was easy to use. Another 12% were neutral and 3% disagreed or strongly disagreed.