

Student Satisfaction with ARC Support Services Survey Response Reports - Methodologies

ARC’s Student Satisfaction with ARC Support Services Survey was developed to provide an ongoing, consistently derived group of metrics for primarily non-instructional support areas at ARC. The intent is to administer the survey to a large, randomly selected sample of ARC students once each academic year. The instrument makes use of a custom Likert scale from which recognition, use, and satisfaction rates can be derived. Students are asked to provide responses to five demographic questions, so the resulting response reports can be disaggregated by gender, race, age group, primary location (where most classes are taken), and the number of semesters enrolled at ARC. In addition to the race groups typically included in ARC’s demographic questions, this survey includes Eastern European and Middle Eastern response options.

Qualtrics was used to develop and administer the survey. Multiple follow up requests were sent only to nonrespondents. Recognizing that many students do not check their college email, especially after the conclusion of the semester, the survey was sent to all of the email addresses that the sampled group of students had shared with ARC. This included both college email addresses and any personal email addresses students chose to provide in the Admissions Application process.

See the Definitions link for an explanation of how the three rates were derived.

Administration-Specific Details

Spring 2021

The survey was first administered at ARC on June 10th, 2021, to students that had been actively enrolled in the S21 semester. All future administrations will take place *during* the semester, which is likely to result in higher response rates than that obtained for S21. Of the nearly 4,000 individual students that received a link to the survey, 977 responded, for a response rate of 24%. With regard to representation, students identifying as Black / African American, Native American / Alaskan Native, Pacific Islander, and white were over-represented in the survey results, whereas those identifying as Filipino, Latino/a/x/ Hispanic were *under*-represented in the survey results. Latino/a/x/ Hispanic respondents were *under*-represented by 8 percentage points (17%, compared to 25% in the general student population). Male respondents were considerably *under*-represented in the survey results, but may have been more likely to choose the “Prefer not to say” option than other genders.

Survey Respondent Representation

	ARC Student Body	S21 Survey Respondents
Asian / Asian Amer	13.3%	12.6%
Black / African Amer	7.8%	11.2%
Eastern European	**	1.0%
Filipino	2.7%	1.0%
Latino/a/x, Hispanic	25.4%	16.7%
Middle Eastern	**	3.1%
Multi-Racial	7.1%	5.5%
Native Amer / Alskn Native	0.5%	1.0%
Other Non-White	0.2%	2.4%
Pacific Islander	0.9%	1.3%
White	39.9%	44.2%
** Not Gathered by LRCCD as a primary racial group		
Female	63.6%	66.8%
Male	34.7%	27.3%
No-binary / 3rd gender	0.3%	1.6%
Prefer not to say	1.4%	4.3%

Spring 2022

The S22 survey was administered at ARC on May 12th 2022, to students actively enrolled in the S22 semester. Of the nearly 5,000 individual students that received a link to the survey, 954 responded, for a response rate of 19%. This year’s survey questions asked students to respond to their experiences with services received during the prior year. With regard to representation, students identifying as Black / African American, Native American / Alaskan Native, Pacific Islander, and white were over-represented in the survey results, whereas those identifying as Filipino, Latino/a/x/ Hispanic were *under*-represented in the survey results. Latino/a/x/ Hispanic respondents were *under*-represented by 8 percentage points (17%, compared to 26% in the general student population). Male respondents were considerably *under*-represented in the survey results.

S22 Survey Respondent Representation

	ARC Student Body	S21 Survey Respondents
Asian / Asian Amer	13.3%	13.3%
Black / African Amer	8.0%	10.9%
Eastern European	**	0.8%
Filipino	2.8%	1.7%
Latino/a/x, Hispanic	25.6%	17.1%
Middle Eastern	**	3.8%
Multi-Racial	7.5%	4.3%
Native Amer / Alskn Native	0.6%	0.8%
Other Non-White	0.2%	1.3%
Pacific Islander	1.0%	2.2%
White	38.9%	43.9%
** Not Gathered by LRCCD as a primary racial group		
Female	59.6%	67.3%
Male	38.1%	26.4%
No-binary / 3rd gender	0.5%	3.7%
Prefer not to say	1.7%	2.6%