



American River
College



Cosumnes River
College



Folsom Lake
College



Sacramento
City College

LRCCD STUDENT COMMUNICATION SURVEY
FLC Frequency Distribution
Spring 2012

Note that frequencies are based on valid responses (those who chose not to respond were eliminated from analysis). The number of respondents (N) is listed next to each question.

Please indicate for each of the items listed below if you currently own or use, plan to purchase or use, or if you have no plans to purchase or to use. This information will be of great value in helping the Los Rios colleges with future technology development.

	N=	Currently Own or Use	Plan to Purchase or Use in Next 6 Months	Do Not Own and Do Not Plan to Purchase or Use
Desktop Computer	192	64.6	4.2	31.3
Laptop	196	79.1	10.7	10.2
Tablet Computer (iPad, Galaxy, Tab, etc.)	183	14.8	11.5	73.8
Broadband access at home (high speed DSL/cable)	191	84.8	3.1	12.0
Land line phone in residence	187	56.7	1.6	41.7
Cell or Smart phone	196	96.9	1.5	1.5
Email	199	99.5	0.0	0.5
Text Messaging	195	90.8	1.5	7.7
Social Networking Sites	191	73.3	2.1	24.6
Kindle/Nook/eReader	178	15.7	5.6	78.7
Gaming Consoles (Xbox 360, PlayStation3, PSP, Wii, etc.)	185	49.2	3.2	47.6
Other (All Open-ended comments provided in separate reports.)	72	2.8	1.4	95.8

[Respondents answering “Currently own or use” or “plan to purchase or use in the next 6 months” a Cell or Smart Phone above provided responses to the following Questions]:

Please indicate the type of Cell phone you currently own or plan to purchase in the next 6 months. If you do not own and do not plan to purchase please indicate in the space provided below:

	N=	Currently Own or Use	Plan to Purchase or Use in Next 6 Months	Do Not Own and Do Not Plan to Purchase or Use
Standard Cell Phone (no web browser or data plan)	146	42.5	1.4	56.2
Smart Phone (with limited data plan/internet usage)	151	33.1	4.0	62.9
Smart Phone (with unlimited data plan/internet usage)	171	46.2	6.4	47.4

Please indicate the type of smart phone you currently own or plan to purchase in the next 6 months. If you do not own and do not plan to purchase please indicate in the space provided below:

	N=	Currently Own or Use	Plan to Purchase or Use in Next 6 Months	Do Not Own and Do Not Plan to Purchase or Use
Android/Droid	155	25.2	4.5	70.3
iPhone	166	42.8	6.0	51.2
Blackberry	147	6.1	0.7	93.2
Other (All Open-ended comments provided in separate reports.)	0	0.0	0.0	0.0

[Respondents answering “Currently use” or “plan to use in the next 6 months” Text Messaging above provided responses to the following Questions]:

Please indicate the type of texting plan you currently use or plan to use in the next 6 months. If you do not use or plan to use please indicate in the space provided below:

	N=	Current Plan	Plan to Use in Next 6 Months	Do Not Use and Do Not Plan to Use
Limited Text Plan	130	20.8	1.5	77.7
Unlimited Text Plan	169	85.2	1.2	13.6
Other (All Open-ended comments provided in separate reports.)	116	1.2	0.0	98.8

[Respondents answering “Currently use” or “plan to use in the next 6 months” Social Networking sites above provided responses to the following Questions]:

Please indicate the social networking sites you currently use or plan to use in the next 6 months. If you do not plan to use please indicate in the space provided below:

	N=	Currently Use	Plan to Use in Next 6 Months	Do Not Use and Do Not Plan to Use
Facebook	144	93.1	1.4	5.6
MySpace	111	6.3	2.7	91.0
Twitter	121	25.6	4.1	70.2
Google+	118	28.8	5.9	65.3
Linkedin	114	13.2	1.8	85.1
Other (All Open-ended comments provided in separate reports.)	72	1.4	0.0	98.6

Primary location where you access a computer: N = 198

Los Rios College	3.5
Home Computer	49.5
Work Computer	2.0
Anywhere, via Wireless Connectivity	9.6
Combination (School, home, work and/or wireless)	34.8
Not Applicable	0.5

How often do you use one of the Los Rios computers available for students on campus? N = 197

Several Times a Day	3.0
Once a Day	4.1
Several Times a Week	15.2
Once a Week	17.8
Once a Month	20.8
I Do Not Use	39.1

What is your *one most preferred* means of receiving information from your Los Rios college? Please select one from the following: N = 201

Voice Mail Messages	1.0
Email	83.1
Text Message	14.9
Other (All Open-ended comments provided in separate reports.)	1.0

We are interested in how you manage your various email accounts. Please provide a response for each of the statements below related to Email:

	N=	Yes	No	Not Applicable
I access Email on a daily basis	199	91.0	9.0	0.0
I have several Email accounts I currently access	190	47.4	43.7	8.9
I forward my Los Rios college email to another account	192	59.4	31.3	9.4
I prefer to keep email from my Los Rios college separate from my work or personal email	189	23.8	64.0	12.2
If my Los Rios college provided a Gmail account, I would likely use it as my primary email account	189	18.5	67.2	14.3

We are interested to learn if you would like to receive certain types of information from Los Rios colleges via text message. If you do not use text messaging please select Not Applicable:

	N=	Yes	No	Not Applicable
Emergency notifications	199	76.9	12.1	11.1
Enrollment dates	197	60.4	29.4	10.2
Counseling appointment reminders	193	66.3	22.3	11.4
Professor cancelled class today	195	83.6	6.2	10.3
I would prefer not to receive any non-emergency text messages from my Los Rios college	180	17.8	56.7	25.6
Other (All Open-ended comments provided in separate reports.)	93	4.3	25.8	69.9

We are interested in types of services and information related to your Los Rios education you would use if available via an application for a mobile device (iPhone, Android, etc.). Please Rank the five service areas below in the order you feel would be the most helpful to you if available via an application for a mobile device from one (1) = most helpful to five (5) = least helpful.

By Rank Order 1 N= 168

Class Schedules	31.0
Enrollment Services (Eservices)	23.8
Financial Aid Services	5.4
Counseling Services	2.4
D2L Access	37.5

By Rank Order 2 N= 164

Class Schedules	27.4
Enrollment Services (Eservices)	42.1
Financial Aid Services	10.4
Counseling Services	5.5
D2L Access	14.6

By Rank Order 3 N= 161

Class Schedules	31.1
Enrollment Services (Eservices)	23.0
Financial Aid Services	12.4
Counseling Services	17.4
D2L Access	16.1

By Rank Order 4 N= 160

Class Schedules	8.8
Enrollment Services (Eservices)	8.1
Financial Aid Services	22.5
Counseling Services	51.9
D2L Access	8.8

By Rank Order 5 N= 156

Class Schedules	4.5
Enrollment Services (Eservices)	1.9
Financial Aid Services	50.0
Counseling Services	21.8
D2L Access	21.8

Please provide any additional comments or suggestions you have in regards to how you would like your Los Rios college to communicate with you related to your educational needs.

[All Open-ended comments provided in separate reports.](#)