



American River
College



Cosumnes River
College



Folsom Lake
College



Sacramento
City College

LRCCD STUDENT COMMUNICATION SURVEY Frequency Distribution Fall 2011

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	713	65.4	3.9	30.7
Laptop	723	78.0	8.9	13.1
Tablet Computer (iPad, Galaxy, Tab, etc.)	688	14.1	14.5	71.4
Broadband access at home (high speed DSL/cable)	709	88.4	3.2	8.3
Land line phone in residence	699	56.4	1.4	42.2
Cell or Smart phone	718	93.2	2.1	4.7
Email	728	99.3	0.7	0.0
Text Messaging	716	87.4	1.4	11.2
Social Networking Sites	703	71.8	2.3	25.9
Kindle/Nook/eReader	682	13.6	7.6	78.7
Gaming Consoles (Xbox 360, PlayStation3, PSP, Wii, etc.)	696	48.0	4.0	48.0
Other (All Open-ended comments provided in separate reports.)	297	4.4	0.7	94.9

[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)	544	41.5	1.5	57.0
Smart Phone (with limited data plan/internet usage)	559	29.5	4.3	66.2
Smart Phone (with unlimited data plan/internet usage)	614	47.9	6.4	45.8

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	585	28.0	5.1	66.8
iPhone	590	35.9	6.6	57.5
Blackberry	543	6.8	1.5	91.7
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	472	19.3	0.8	79.9
Unlimited Text Plan	605	86.1	2.1	11.7
Other (All Open-ended comments provided in separate reports.)	318	1.6	0.6	97.8

[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	517	95.2	1.2	3.7
MySpace	429	11.4	2.1	86.5
Twitter	445	25.8	4.3	69.9
Google+	450	34.0	7.1	58.9
Linkedin	432	16.7	2.5	80.8
Other (All Open-ended comments provided in separate reports.)	279	5.4	1.1	93.5

Primary location where you access a computer: N = 729

Los Rios College	4.5
Home Computer	52.7
Work Computer	3.4
Anywhere, via Wireless Connectivity	7.1
Combination (School, home, work and/or wireless)	31.6
Not Applicable	0.7

How often do you use one of the Los Rios computers available for students on campus? N = 727

Several Times a Day	4.0
Once a Day	2.1
Several Times a Week	17.7
Once a Week	13.9
Once a Month	19.3
I Do Not Use	43.1

What is your *one most preferred* means of receiving information from your Los Rios college? Please select one from the following: N = 733

Voice Mail Messages	1.6
Email	85.0
Text Message	12.4
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	726	90.9	8.5	0.6
I have several Email accounts I currently access	701	53.4	39.5	7.1
I forward my Los Rios college email to another account	706	64.3	29.9	5.8
I prefer to keep email from my Los Rios college separate from my work or personal email	700	25.7	63.7	10.6
If my Los Rios college provided a Gmail account, I would likely use it as my primary email account	700	24.4	64.3	11.3

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	727	74.6	12.5	12.9
Enrollment dates	726	62.1	25.8	12.1
Counseling appointment reminders	718	63.4	23.5	13.1
Professor cancelled class today	724	80.0	8.3	11.7
I would prefer not to receive any non-emergency text messages from my Los Rios college	661	21.9	48.9	29.2
Other (All Open-ended comments provided in separate reports.)	358	3.6	22.3	74.0

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= 630

Class Schedules	28.9
Enrollment Services (Eservices)	27.6
Financial Aid Services	8.9
Counseling Services	3.3
D2L Access	31.3

By Rank Order 2 N= 622

Class Schedules	25.6
Enrollment Services (Eservices)	39.9
Financial Aid Services	11.9
Counseling Services	7.6
D2L Access	15.1

By Rank Order 3 N= 611

Class Schedules	28.5
Enrollment Services (Eservices)	19.6
Financial Aid Services	17.7
Counseling Services	18.2
D2L Access	16.0

By Rank Order 4 N= 602

Class Schedules	11.3
Enrollment Services (Eservices)	8.8
Financial Aid Services	23.3
Counseling Services	44.0
D2L Access	12.6

By Rank Order 5 N= 587

Class Schedules	7.2
Enrollment Services (Eservices)	3.9
Financial Aid Services	37.8
Counseling Services	26.9
D2L Access	24.2

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.](#)