

ES Survey 2011 responses and percentages

Notes: Any question with yellow highlighting indicates that there were comments that we asked students to submit.

	1	664
How do you stay informed about AVC's important Dates and Deadlines? If you chose "Other", what do you use myAVC to view?		
Y		
AVC website - by clicking the course CRN	295	44.43%
Visit or call Admissions and Records	34	5.12%
Email and myAVC announcements	278	41.87%
Ask an instructor	45	6.78%
Other	12	1.81%
Y		
	11	

	2	1034
When visiting AVC websites, what information do you normally look for?		
Y		
Registration Dates	431	41.68%
Policies and procedures	67	6.48%
Official Transcripts & Enrollment Verifications	235	22.73%
Graduation & CSU/IGETC certification	75	7.25%
Enrollment fees, Material fees, Non-Resident tuition	226	21.86%
N	0	

	3	1468
Do you login to myAVC to view? What else do you view in myAVC?		
Y		
Registration Dates	402	27.38%
My class schedule	389	26.50%
Check grades	378	25.75%

Obtain forms	195	13.28%
Other, not listed above.	104	7.08%
Y	136	

Do you know that you should check your AVC email daily?	4	455
N		
Yes	408	89.67%
No	47	10.33%
	0	
	0	
	0	
N	0	

Do you check your AVC email daily?	5	452
N		
Yes	305	67.48%
No	147	32.52%
	0	
	0	
	0	
N	0	

It is important to review your AVC class schedule throughout the term for accuracy and to ensure that all adds/drops are correctly posted. Please mark all that apply.	6	913
Y		
I check my schedule after each add or drop	369	40.42%

I check my schedule after the drop for non-payment process	187	20.48%
I check my schedule after each registration deadline	335	36.69%
I do not check my schedule after I register for classes	22	2.41%
	0	
N	0	

	7	715
During my enrollment at AVC, I have received assistance from the following offices. Please mark all that apply.		
Y		
Admissions and Records	403	56.36%
Transcripts	196	27.41%
Graduation Evaluations	91	12.73%
Veterans Affairs	17	2.38%
International Students	8	1.12%
N	0	

	8	588
The Admissions and Records office processes all admission and registration forms. Please mark all that apply.		
Y		
Received assistance with admissions or registration	363	61.73%
I submitted a change of major form	148	25.17%
I submitted a Time Conflict form	14	2.38%
I submitted a Petition for Extenuating Circumstance	35	5.95%
I submitted a Special Admit application	28	4.76%
N	0	

Registration appointments are viewed online through your myAVC account.
 How did you find out about your AVC registration appointment?

N		
Phone call from AVC	22	4.91%
AVC website	69	15.40%
myAVC account	294	65.63%
In person at the Admissions and Records Counter	44	9.82%
Other	19	4.24%
N	0	

Do you feel that the online registration process (using myAVC) is:	10	448
N		
Extremely Fast	75	16.74%
Fast	151	33.71%
Average	140	31.25%
Slow	50	11.16%
Extremely Slow	32	7.14%
N	0	

During registration I found the online registration process easy to navigate.	11	447
N		
Strongly Agree	120	26.85%
Agree	261	58.39%
Disagree	45	10.07%
Strongly Disagree	17	3.80%
I did not use online registration	4	0.89%
N		

0

	12	360
If you received assistance during registration with your myAVC account, what kind of assistance was provided? Please list any other types of assistance provided.		
Y		
Password reset	190	52.78%
Assistance registering or using Add Authorization Codes	131	36.39%
I had another type of issue not listed	39	10.83%
	0	
	0	
Y		
	30	

	13	295
If you received technical help for your myAVC account during registration, what was the response time?		
N		
Immediately	150	50.85%
1-3 days	117	39.66%
More than 3 days or no response	28	9.49%
	0	
	0	
N		
	0	

	14	446
Students are responsible for timely payment of enrollment and material fees by the posted deadline. I pay my fees by:		
N		
Check, cash, or credit card	251	56.28%
Someone else pays my fees	25	5.61%
Financial Aid pays my fees	170	38.12%

	0	
	0	
N	0	

	15	446
Do you know that AVC has specific drop dates with regard to payment and dropping courses?		
N		
Yes		
	427	95.74%
No		
	19	4.26%
	0	
	0	
	0	
N	0	

	16	443
Have you ever been dropped from your AVC classes because your fees were not paid by the published payment deadline?		
N		
Yes		
	37	8.35%
No		
	406	91.65%
	0	
	0	
	0	
N	0	

	17	317
Add Authorization Codes (AAC) are 4 digit codes used to enroll online after a class begins. If you used an AAC to add, please rate the ease of using the AAC code.		
N		

The code was extremely easy to use online	179	56.47%
The code was somewhat easy to use online	88	27.76%
The code was not easy to use online	12	3.79%
I could not use the code online and had to come to campus	38	11.99%
	0	
N	0	

	18	337
If you used an AAC to add, please indicate whether you experienced a registration add error. Registration add errors include: time conflicts, unit maximums exceeded, corequisites, prerequisites or other requirements that must be met to register into a course.		
N		
Yes, I encountered a registration add error	92	27.30%
No, I did not encounter a registration add error	245	72.70%
	0	
	0	
	0	
N	0	

	19	414
Did you know that to use an Add Authorization Code (AAC), you must validate the 4 digit AAC and click the "Submit Changes" button?		
N		
Yes	342	82.61%
No	72	17.39%
	0	
	0	
	0	
N	0	

	20	515
The Transcript Office processes official transcript requests, enrollment verifications, and receives official transcripts from other institutions. Please mark all that apply.		
Y		
I requested an official transcript from AVC	146	28.35%
I requested an Enrollment Verification	51	9.90%
I submitted an official transcript to AVC	84	16.31%
I requested an CSU or IGETC certification	20	3.88%
None of the above	214	41.55%
N		
	0	

	21	422
Enrollment verifications are requested through the Transcript Office. Verifications may be used for employers, insurance companies, loan companies and housing authorities to name a few. Have you ever requested an Enrollment Verification?		
N		
Yes	94	22.27%
No	328	77.73%
	0	
	0	
	0	
N		
	0	

	22	502
The Graduation Office evaluates transcripts and other educational records for the purpose of awarding degrees and certificates. Please mark all that apply.		
Y		
I submitted a graduation application	69	13.75%

I asked questions about my graduation requirements	92	18.33%
I am interested in learning more about graduation	137	27.29%
None of the above	204	40.64%
N	0	
	0	

	23	425
Did you know that students who wish to receive a certificate or degree may apply online?		
N		
Yes	198	46.59%
No	227	53.41%
	0	
	0	
	0	
N	0	

	24	425
Graduation flyers/brochures are posted around campus. Have you seen any of the posters or flyers in the Student Services building or in other buildings around campus?		
N		
Yes	227	53.41%
No	198	46.59%
	0	
	0	
	0	
N	0	

	25	422
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Did you know that students transferring to a CSU or UC school need to have a General Education Certification (CSU / IGETC) prior to transferring?

N		
Yes	276	65.40%
No	146	34.60%
	0	
	0	
	0	
N	0	

Did you know that the Transcript Office processes requests for CSU/IGETC certifications?

N	26	422
Yes	182	43.13%
No	240	56.87%
	0	
	0	
	0	
N	0	

What Division is your major in?

N	27	424
Business	49	11.56%
Health Sciences	94	22.17%
Language Arts	30	7.08%
Math, Science & Engineering	83	19.58%
none of the above	168	39.62%

N	0
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	28	229
What Division is your major in (continued)?		
N		
Physical Education	12	5.24%
Social Sciences	107	46.72%
Technical Education	66	28.82%
Visual and Performing Arts	44	19.21%
	0	
N	0	

	29	424
In completing this survey, did you learn about a process or useful tool available to you as an AVC student?		
N		
Yes	340	80.19%
No	84	19.81%
	0	
	0	
	0	
N	0	

How do you stay informed about AVC's important Dates and Deadlines?

Being In ASO

ASO

constantly checking my registration appointment.

I was online within minutes of my priority registration appt. There was NOT EVEN ONE class open. I really need summer classes. I am strongly considering switching to an online degree course with a different school, if I cannot get any classes for the summer term. will it be just as hard to get the classes I NEED in the fall? If so, I will never finish and I am wasting my time. I apologize for nagging.

I don't get inform for deadlines or important dates. I usually know because of other students that attend avc.

My emails, and information about classes.

email

e-mail, my courses, grades, transcripts

Ask peers.

Everything from Email, Class Schedule, announcements from teacher, school activities, Ect

By reading an email or headline.

My AVC email.

Do you login to myAVC to view?

Finanacial aid information and email from instructors.

Access class assignments from files in My Courses and use e-mail to notify classmates.

access regular AVC email, access EBSCOHOST, check my courses for files, class announcements.

Add and drop classes

Also to check e-mails, updates & for files from classes, etc.

An email

announcements emails

Announcements from my professors

Any new information that can help with classes or scholarship chances

AVC events

blackboard

Blackboard

Course files

blackboard

financial aid award notification

blackboard, email, weather, announcements

Blackboard, ebsohost, email's every day, and learning center stuff.

Check any e-mail and updates from professors or any events related with AVC

check email and use EbscoHost.

check email, check my classes information such as other studenst email, files and much more

Check emails

check files that some of my teaches upload.

Check financial aid status, holds, and progress.

Check Financial Aid status, required documents, etc.

Check my myAVC email, class files, and class schedule for upcoming terms.

Check-in on Blackboard and do class assignments, also view and update on the grade-point averages for the course semester.

Class files

Class information under the My Courses tab. I also find the weather information to be very convenient.

Comments

Communicate with teachers.

contact other students in the classes I'm attending about lectures and due dates for projects.

also to keep in contact with instructors regarding assignments and questions about class content.

to communicate with project partners on project material.

counseling information
Course files and email
Courses
do class work for Poli Si
Ebsco
EBSCOHOST financial aid
Email and campus announcements.
e-mail and school announcements
email from instructors
email from teachers, blackboard, ebscohost, register or drop classes
Email People
email to stay in touch with professors and to ask questions, online counseling, blackboard, assignments
email, and class announcements
email, and then announcements, then grade info, and access to other items like this survey
Email, announcements, updates, registration
Email, class documents.
e-mail, class update and class work
Email, classes available at the time.
Email, financial aid status, news and announcements.
Emails from instructors and from AVC
E-mails from teachers, financial aid requirements, and view transcript.
e-mails Financial aid info
emails, announcements, and professor and classmates email in order to contact them
E-mails, BlackBoard, announcements
Employee related materials.
finacial aid
Financial aid status. Send messages to my teachers
General schedule of classes, college catalog, campus updates/news
Grant or scholarship information from e-mails.
I also login to check my myAVC email from teachers and other classmates.
I also view announcements.
I log into myAVC daily to check my email, check on notes/files from my professors. To print power points and labs, to check on personal announcements, of course at registration to check dates/pay fees/check grades/send emails to teachers/students. Sometimes I click on the news info on the right. I use it to connect with my clubs and ASO.
I look at my homework assignments for my classes.
i take surveys
I view my email and my teachers websites as well

Just my email

Keep up with whats going on at AVC.

Library Info

links and future and current assignments by teachers

Look at upcoming events, learn about the board meetings and any other AVC news that effects my education.

Look for classes

my classes and financial aid status.

My courses to view files provided by the professors.

my email and my files for my classes

news and college events

Scores on sports teams.

Teacher's and staff e-mails

To check messages and any campus announcements

to email my professors and to see what's going on at the college

to use black board

Transcript, check for messages from instructors

up coming events at college

If you received assistance during registration with your myAVC account, what kind of assistance was provided?

none

No issue

My first time using myAVC my password did not work at all. I had to call to have it reset before being able to use it.

No classes. No help

I called AVC because your system was slow!!!!

i didn't get my registration date...i still dont know it!

being able to get to put in my ADD AUTHORIZATION Code fast enough

Grade change, Lost emails, Blackboard problems

i couldn't check my grades

The system basically shut down during registering so i was unable to get the class i really wanted

Account disabled without cause

I was abke ti manuveur through and register. It was the volumn of traffic speed that was the problem with the EASE of registering.

I had help with an over ride

I needed assistance using the AAC.

The Site SUCKS. Make it suck less. I had to get help to figure out where pretty much everything was.

not a bother

had no assistance

I had to have my entire account reset. I would only get emails, but it would say I was not enrolled in any classes during the semester. Even though I could print out a schedule of the classes I was enrolled in.

none self enrolled following guided prompts on the AVC registration online process....

Question

- 1
- 2
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- 10
- 11
- 12
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- 14
- 15
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- 18
- 19
- 20
- 21
- 22
- 23
- 24
- 25
- 26
- 27
- 28
- 29

Question

How do you stay informed about AVC's important Dates and Deadlines?

When visiting AVC websites, what information do you normally look for?

Do you login to myAVC to view?

Do you know that you should check your AVC email daily?

Do you check your AVC email daily?

It is important to review your AVC class schedule throughout the term for accuracy and to ensure that all adds/drop

During my enrollment at AVC, I have received assistance from the following offices. Please mark all that apply.

The Admissions and Records office processes all admission and registration forms. Please mark all that apply.

Registration appointments are viewed online through your myAVC account. How did you find out about your AVC

Do you feel that the online registration process (using myAVC) is:

During registration I found the online registration process easy to navigate.

If you received assistance during registration with your myAVC account, what kind of assistance was provided?

If you received technical help for your myAVC account during registration, what was the response time?

Students are responsible for timely payment of enrollment and material fees by the posted deadline. I pay my fees

Do you know that AVC has specific drop dates with regard to payment and dropping courses?

Have you ever been dropped from your AVC classes because your fees were not paid by the published payment d

Add Authorization Codes (AAC) are 4 digit codes used to enroll online after a class begins. If you used an AAC to

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Did you know that students who wish to receive a certificate or degree may apply online?

Graduation flyers/brochures are posted around campus. Have you seen any of the posters or flyers in the Student

Did you know that students transferring to a CSU or UC school need to have a General Education Certification (CS

Did you know that the Transcript Office processes requests for CSU/IGETC certifications?

What Division is your major in?

What Division is your major in (continued)?

In completing this survey, did you learn about a process or useful tool available to you as an AVC student?

Comment

If you chose "Other", what do you use myAVC to view?

What else do you view in myAVC?

Please list any other types of assistance provided.

Allow Multiple Responses

Y
Y
Y
N
N
Y
Y
Y
N
N
N
Y
N
N
N
N
N
N
N
N
Y
N
Y
N
N
N
N
N
N
N

Response 1	Count
AVC website - by clicking the course CRN	295
Registration Dates	431
Registration Dates	402
Yes	408
Yes	305
I check my schedule after each add or drop	369
Admissions and Records	403
Received assistance with admissions or registration	363
Phone call from AVC	22
Extremely Fast	75
Strongly Agree	120
Password reset	190
Immediately	150
Check, cash, or credit card	251
Yes	427
Yes	37
The code was extremely easy to use online	179
Yes, I encountered a registration add error	92
Yes	342
I requested an official transcript from AVC	146
Yes	94
I submitted a graduation application	69
Yes	198
Yes	227
Yes	276
Yes	182
Business	49
Physical Education	12
Yes	340

Response 2	Response 2 Count
Visit or call Admissions and Records	34
Policies and procedures	67
My class schedule	389
No	47
No	147
I check my schedule after the drop for non-payment process	187
Transcripts	196
I submitted a change of major form	148
AVC website	69
Fast	151
Agree	261
Assistance registering or using Add Authorization Codes	131
1-3 days	117
Someone else pays my fees	25
No	19
No	406
The code was somewhat easy to use online	88
No, I did not encounter a registration add error	245
No	72
I requested an Enrollment Verification	51
No	328
I asked questions about my graduation requirements	92
No	227
No	198
No	146
No	240
Health Sciences	94
Social Sciences	107
No	84

Response 3	Response 3 Count
Email and myAVC announcements	278
Official Transcripts & Enrollment Verifications	235
Check grades	378
	0
	0
I check my schedule after each registration deadline	335
Graduation Evaluations	91
I submitted a Time Conflict form	14
myAVC account	294
Average	140
Disagree	45
I had another type of issue not listed	39
More than 3 days or no response	28
Financial Aid pays my fees	170
	0
	0
The code was not easy to use online	12
	0
	0
I submitted an official transcript to AVC	84
	0
I am interested in learning more about graduation	137
	0
	0
	0
	0
Language Arts	30
Technical Education	66
	0

Response 4	Response 4 Count
Ask an instructor	45
Graduation & CSU/IGETC certification	75
Obtain forms	195
	0
	0
I do not check my schedule after I register for classes	22
Veterans Affairs	17
I submitted a Petition for Extenuating Circumstance	35
In person at the Admissions and Records Counter	44
Slow	50
Strongly Disagree	17
	0
	0
	0
	0
	0
I could not use the code online and had to come to campus	38
	0
	0
I requested an CSU or IGETC certification	20
	0
None of the above	204
	0
	0
	0
	0
Math, Science & Engineering	83
Visual and Performing Arts	44
	0

Response 5	Response 5 Count	Allow Response	Comments
Other	12	Y	
Enrollment fees, Material fees, Non-Resident tuition	226	N	
Other, not listed above.	104	Y	
	0	N	
	0	N	
	0	N	
International Students	8	N	
I submitted a Special Admit application	28	N	
Other	19	N	
Extremely Slow	32	N	
I did not use online registration	4	N	
	0	Y	
	0	N	
	0	N	
	0	N	
	0	N	
	0	N	
	0	N	
	0	N	
None of the above	214	N	
	0	N	
	0	N	
	0	N	
	0	N	
	0	N	
	0	N	
none of the above	168	N	
	0	N	
	0	N	

