

Porterville College

LISTO Program Survey

Spring 2009

Report on Survey Results

Introduction and Methodology

This report provides the results of a survey of students involved in the Porterville College Liberal and Integral Studies for Transfer Opportunity (LISTO) program during the spring 2009 term. The survey was designed to evaluate the program in terms of students' use of various program services, their perception of the level of importance of each of those services and an evaluation of how well the program achieves several of its goals.

In late spring 2009, in consultation with other colleges that had conducted similar surveys, the LISTO program coordinator and the Office of Research & Grants created a survey instrument designed to evaluate the program. The survey was posted to the college web site and a link to it was sent to LISTO program participants via email. The survey was sent to 210 students (all program participants for whom the coordinator had an email address) of whom 31 responded to the survey for a response rate of 15%. Note that in survey research, this response rate is very low, so the results below should be interpreted with a great deal of caution.

There were four sets of questions in the survey. The first asked students to evaluate each of the LISTO program services in terms of its importance to their educational success. The second part simply asked students which services they had used. The third set of questions was in agree/disagree format and asked about the quality of several services offered by the program. Lastly, questions 4 and 5 were open-ended, giving students the opportunity to provide less structured feedback to program staff. The survey instrument itself can be viewed as Appendix A, beginning on page 6. Note that the survey was originally in web format, so some aspects may appear slightly differently in this document.

Results

Appendix B, beginning on page 10 provides the survey results in their simplest format: this is a simple frequency distribution showing the number and percent students responding with each answer to each question on the survey. In this section, we will show the data in a more descriptive way that provides for easier analysis and interpretation.

First, we take a look at the first set of questions where students were asked to evaluate the level of importance of each of the LISTO program services to their educational success. Students were asked to rate the level of importance of each program service on a 5-point scale from "very important" to "not important at all". The highest possible average score is 5.0 and the lowest possible is 1.0. Note that those with higher average scores are more important to students than those with lower scores. The results of these questions are displayed in tables 1 and 2 below.

These tables depict the same information; only the order is different. The table on the left shows the questions in the order in which they were asked, while the table on the right shows the same information in descending order of the mean (average) score. As some students skipped some questions, the number of those responding to each question is provided. As one can see from the tables below, the highest scoring services were the LISTO office, textbooks, document printing, computer access and the program coordinator. The less important services included Alphsmarts (word processors) and block parties.

Tables 1 & 2: Mean values of the level of importance of LISTO program services

	Number responding	Mean
1a. Counseling Services	29	3.55
1b. Tutoring	30	3.43
1c. Study Groups	29	3.17
1d. Textbooks	31	3.87
1e. AlphSmarts (Word Processors)	28	2.93
1f. Computer Access	31	3.81
1g. Free Printing	31	3.81
1h. Campus Visits	29	3.48
1i. Peer Mentoring	30	3.43
1j. Block Parties	29	2.69
1k. Workshops	31	3.61
1l. Field Trips	30	3.10
1m. Orientation	30	3.50
1n. Planners	28	3.68
1o. Program Coordinator	30	3.80
1p. LISTO Office	30	3.90
1q. LISTO Web Site	30	3.40
1r. E-mail Notifications	30	3.57
1s. Calendars	31	3.61
1t. Mailings	31	3.58
1u. End-of-Semester Recognition Ceremony	29	3.62

	Number responding	Mean
1p. LISTO Office	30	3.90
1d. Textbooks	31	3.87
1g. Free Printing	31	3.81
1f. Computer Access	31	3.81
1o. Program Coordinator	30	3.80
1n. Planners	28	3.68
1u. End-of-Semester Recognition Ceremony	29	3.62
1k. Workshops	31	3.61
1s. Calendars	31	3.61
1t. Mailings	31	3.58
1r. E-mail Notifications	30	3.57
1a. Counseling Services	29	3.55
1m. Orientation	30	3.50
1h. Campus Visits	29	3.48
1i. Peer Mentoring	30	3.43
1b. Tutoring	30	3.43
1q. LISTO Web Site	30	3.40
1c. Study Groups	29	3.17
1l. Field Trips	30	3.10
1e. AlphSmarts (Word Processors)	28	2.93
1j. Block Parties	29	2.69

Section 2 asked students simply to check which of the LISTO program services they had used. Chart 1 below shows the percentage of students who had used each service. These results should be taken with some caution given the low response rate to the survey. In the chart, one can see that four services were used by more than 80% of respondents. These included counseling services, textbooks, free printing, and the LISTO office. Three services were used by fewer than 40% of respondents, including tutoring, study groups, and the Alphsmarts word processors.

Next, we turn to section 3 of the survey in which students were asked about the extent to which they agreed or disagreed with a series of statements. These questions were scored numerically

from 4 to 1 with “strongly agree” being a 4 and “strongly disagree” being a 1 and mean (average) scores were calculated for each question. The questions were all phrased positively such as “Advisors were available and helpful throughout the enrollment process” so higher average scores show an area in which students were happier with the service than those rated lower.. Results are provided below in tables 3 and 4. These tables are provided similar to tables 1 and 2 above, with the questions in the order asked and also ordered by descending mean score, although in this case, they are not listed side-by side due to the length of some of the questions.

Those statements students most agreed with were 3j “Program services (lending library, free printing, computer access) provided me with the tools necessary to stay in school” and 3l “The LISTO program positively influenced my decision to stay at Porterville College”. The statement agreed with the least by students was 3i “Workshops provided information I needed to be successful in college. It should be noted however, that the differences here are very small. The statements most agreed with had a mean score of 3.77; the one least agreed with was 3.50. Essentially, students agreed or agreed strongly with all of the questions asked.

Lastly, questions 4 and 5 were open-ended, giving students an opportunity to provide less structured feedback to program staff. Question 4 asked students to suggest additional services the LISTO program might offer and question 5 simply asked respondents for “additional comments or suggestions”. The answers to these questions are provided verbatim as Appendix C beginning on page 27. Due to the small sample size, no additional analysis of these responses was done.

Chart 1: Percentage of students who use individual LISTO program services

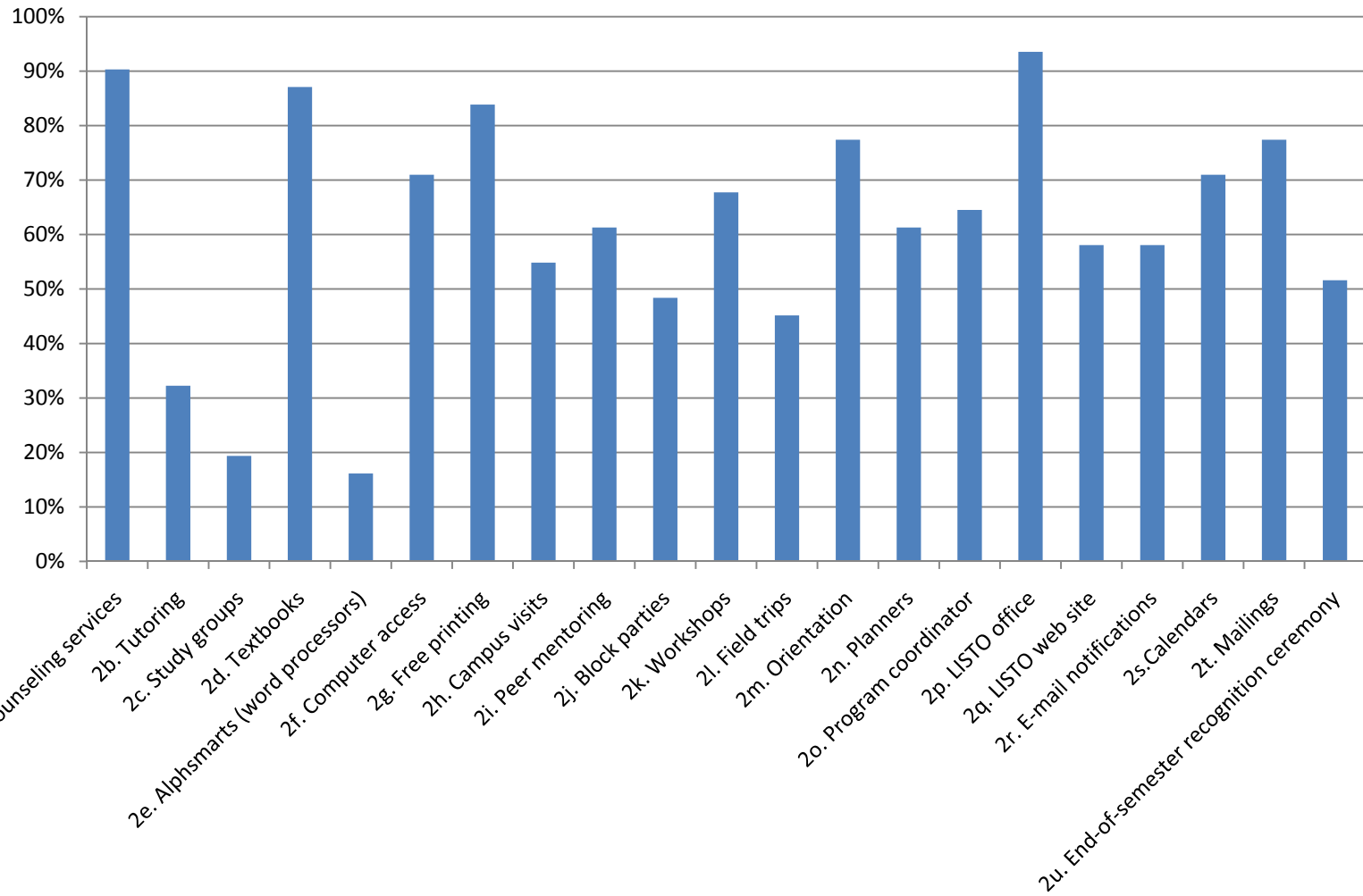


Table 3: Evaluation of LISTO services (listed in survey order)

	Number responding	Mean
3a. Advisors were available and helpful throughout the enrollment process.	30	3.60
3b. Advisors helped me deal with the stresses of being a college student.	29	3.52
3c. Mentors were available and helpful throughout the enrollment process.	28	3.54
3d. Mentors helped me deal with the stresses of being a college student.	27	3.52
3e. Within the LISTO program, I found a safe place to share my thoughts and feelings.	26	3.62
3f. Social activities helped me to establish friendships.	28	3.54
3g. Social activities made me feel more comfortable and accepted at Porterville College.	28	3.54
3h. Campus visits made me more likely to transfer.	23	3.52
3i. Workshops provided information I needed to be successful in college.	28	3.50
3j. Program Services (lending library, free printing, & computer access) provided me with the tools necessary to stay in school.	30	3.77
3k. The LISTO program helped me to adapt to the college environment.	28	3.68
3l. The LISTO program positively influenced my decision to stay at Porterville College.	30	3.77

Table 4: Evaluation of LISTO services (listed in descending order by mean score)

	Number responding	Mean
3j. Program Services (lending library, free printing, & computer access) provided me with the tools necessary to stay in school.	30	3.77
3l. The LISTO program positively influenced my decision to stay at Porterville College.	30	3.77
3k. The LISTO program helped me to adapt to the college environment.	28	3.68
3e. Within the LISTO program, I found a safe place to share my thoughts and feelings.	26	3.62
3a. Advisors were available and helpful throughout the enrollment process.	30	3.60
3g. Social activities made me feel more comfortable and accepted at Porterville College.	28	3.54
3f. Social activities helped me to establish friendships.	28	3.54
3c. Mentors were available and helpful throughout the enrollment process.	28	3.54
3h. Campus visits made me more likely to transfer.	23	3.52
3d. Mentors helped me deal with the stresses of being a college student.	27	3.52
3b. Advisors helped me deal with the stresses of being a college student.	29	3.52
3i. Workshops provided information I needed to be successful in college.	28	3.50

Appendix A: Survey Instrument



The LISTO Program at Porterville College wants to know what you think of its programs and services. Please respond to this short survey. The information you provide is **COMPLETELY CONFIDENTIAL**. Your results will be summarized and will not be identified with you.

1. Please rank the following LISTO services in terms of its importance to your educational success.

	Very Important	Important	Somewhat Important	Not Important At All	Don't Know/No Opinion
a. Counseling Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Tutoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Study Groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Textbooks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. AlphSmarts (Word Processors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Computer Access	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Free Printing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Campus Visits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Peer Mentoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Block Parties	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. Field Trips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
m. Orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
n. Planners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

o. Program Coordinator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
p. LISTO Office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
q. LISTO Web Site	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
r. E-mail Notifications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
s. Calendars	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
t. Mailings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
u. End-of-Semester Recognition Ceremony	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Which, if any, of the following LISTO services have you used? (SELECT ALL THAT APPLY)

- a. Counseling Services
- b. Tutoring
- c. Study Groups
- d. Textbooks
- e. AlphSmarts (Word Processors)
- f. Computer Access
- g. Free Printing
- h. Campus Visits
- i. Peer Mentoring
- j. Block Parties
- k. Workshops
- l. Field Trips
- m. Orientation
- n. Planners
- o. Program Coordinator
- p. LISTO Office
- q. LISTO Web Site
- r. E-mail Notifications
- s. Calendars

- t. Mailings
- u. End-of-Semester Recognition Ceremony

3. Please tell us how much you agree with each of the following statements.

	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know/No Opinion
a. Advisors were available and helpful throughout the enrollment process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Advisors helped me deal with the stresses of being a college student.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mentors were available and helpful throughout the enrollment process.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Mentors helped me deal with the stresses of being a college student.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Within the LISTO program, I found a safe place to share my thoughts and feelings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Social activities helped me to establish friendships.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Social activities made me feel more comfortable and accepted at Porterville College.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Campus visits made me more likely to transfer.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Workshops provided information I needed to be successful in college.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Program Services (lending library, free printing, & computer access) provided me with the tools necessary to stay in school.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k. The LISTO program helped me to adapt to the college environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
l. The LISTO program positively influenced my decision to stay at Porterville College.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. What, if any, other kinds of services would you like to see the LISTO Program offer?

5. Please provide here any additional comments or suggestions you may have about the LISTO Program.

Appendix B: Frequency Distributions

1a. Counseling Services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	3	9.7	10.3	10.3
	Important	7	22.6	24.1	34.5
	Very important	19	61.3	65.5	100.0
	Total	29	93.5	100.0	
Missing	No Answer	1	3.2		
	Don't know/no opinion	1	3.2		
	Total	2	6.5		
Total		31	100.0		

1b. Tutoring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.3	3.3
	Important	15	48.4	50.0	53.3
	Very important	14	45.2	46.7	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1c. Study Groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	4	12.9	13.8	13.8
	Important	16	51.6	55.2	69.0
	Very important	9	29.0	31.0	100.0
	Total	29	93.5	100.0	
Missing	No Answer	1	3.2		
	Don't know/no opinion	1	3.2		
	Total	2	6.5		
Total		31	100.0		

1d. Textbooks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Important	4	12.9	12.9	12.9
	Very important	27	87.1	87.1	100.0
	Total	31	100.0	100.0	

1e. AlphSmarts (Word Processors)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	3	9.7	10.7	10.7
	Somewhat important	5	16.1	17.9	28.6
	Important	11	35.5	39.3	67.9
	Very important	9	29.0	32.1	100.0
	Total	28	90.3	100.0	
Missing	No Answer	1	3.2		
	Don't know/no opinion	2	6.5		
	Total	3	9.7		
Total		31	100.0		

1f. Computer Access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.2	3.2
	Important	4	12.9	12.9	16.1
	Very important	26	83.9	83.9	100.0
	Total	31	100.0	100.0	

1g. Free Printing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.2	3.2
	Important	4	12.9	12.9	16.1
	Very important	26	83.9	83.9	100.0
	Total	31	100.0	100.0	

1h. Campus Visits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.4	3.4
	Important	13	41.9	44.8	48.3
	Very important	15	48.4	51.7	100.0
	Total	29	93.5	100.0	
Missing	No Answer	1	3.2		
	Don't know/no opinion	1	3.2		
	Total	2	6.5		
Total		31	100.0		

1i. Peer Mentoring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	3	9.7	10.0	10.0
	Important	11	35.5	36.7	46.7
	Very important	16	51.6	53.3	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1j. Block Parties

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	3	9.7	10.3	10.3
	Somewhat important	10	32.3	34.5	44.8
	Important	9	29.0	31.0	75.9
	Very important	7	22.6	24.1	100.0
	Total	29	93.5	100.0	
Missing	No Answer	2	6.5		
Total		31	100.0		

1k. Workshops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	2	6.5	6.5	6.5
	Important	8	25.8	25.8	32.3
	Very important	21	67.7	67.7	100.0
	Total	31	100.0	100.0	

11. Field Trips

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	8	25.8	26.7	26.7
	Important	11	35.5	36.7	63.3
	Very important	11	35.5	36.7	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1m. Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	4	12.9	13.3	13.3
	Important	7	22.6	23.3	36.7
	Very important	19	61.3	63.3	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1n. Planners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Important	9	29.0	32.1	32.1
	Very important	19	61.3	67.9	100.0
	Total	28	90.3	100.0	
Missing	No Answer	2	6.5		
	Don't know/no opinion	1	3.2		
	Total	3	9.7		
Total		31	100.0		

1o. Program Coordinator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.3	3.3
	Important	4	12.9	13.3	16.7
	Very important	25	80.6	83.3	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1p. LISTO Office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Important	3	9.7	10.0	10.0
	Very important	27	87.1	90.0	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1q. LISTO Web Site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	1	3.2	3.3	3.3
	Somewhat important	4	12.9	13.3	16.7
	Important	7	22.6	23.3	40.0
	Very important	18	58.1	60.0	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1r. E-mail Notifications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	3	9.7	10.0	10.0
	Important	7	22.6	23.3	33.3
	Very important	20	64.5	66.7	100.0
	Total	30	96.8	100.0	
Missing	No Answer	1	3.2		
Total		31	100.0		

1s. Calendars

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	1	3.2	3.2	3.2
	Important	10	32.3	32.3	35.5
	Very important	20	64.5	64.5	100.0
	Total	31	100.0	100.0	

1t. Mailings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Somewhat important	2	6.5	6.5	6.5
	Important	9	29.0	29.0	35.5
	Very important	20	64.5	64.5	100.0
	Total	31	100.0	100.0	

1u. End-of-Semester Recognition Ceremony

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not important at all	1	3.2	3.4	3.4
	Somewhat important	2	6.5	6.9	10.3
	Important	4	12.9	13.8	24.1
	Very important	22	71.0	75.9	100.0
	Total	29	93.5	100.0	
Missing	Don't know/no opinion	2	6.5		
Total		31	100.0		

2a. Counseling services

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	3	9.7	9.7	9.7
	Used	28	90.3	90.3	100.0
Total		31	100.0	100.0	

2b. Tutoring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	21	67.7	67.7	67.7
	Used	10	32.3	32.3	100.0
Total		31	100.0	100.0	

2c. Study groups

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	25	80.6	80.6	80.6
	Used	6	19.4	19.4	100.0
	Total	31	100.0	100.0	

2d. Textbooks

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	4	12.9	12.9	12.9
	Used	27	87.1	87.1	100.0
	Total	31	100.0	100.0	

2e. Alphsmarts (word processors)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	26	83.9	83.9	83.9
	Used	5	16.1	16.1	100.0
	Total	31	100.0	100.0	

2f. Computer access

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	9	29.0	29.0	29.0
	Used	22	71.0	71.0	100.0
	Total	31	100.0	100.0	

2g. Free printing

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	5	16.1	16.1	16.1
	Used	26	83.9	83.9	100.0
Total		31	100.0	100.0	

2h. Campus visits

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	14	45.2	45.2	45.2
	Used	17	54.8	54.8	100.0
Total		31	100.0	100.0	

2i. Peer mentoring

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	12	38.7	38.7	38.7
	Used	19	61.3	61.3	100.0
Total		31	100.0	100.0	

2j. Block parties

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	16	51.6	51.6	51.6
	Used	15	48.4	48.4	100.0
Total		31	100.0	100.0	

2k. Workshops

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	10	32.3	32.3	32.3
	Used	21	67.7	67.7	100.0
Total		31	100.0	100.0	

2l. Field trips

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	17	54.8	54.8	54.8
	Used	14	45.2	45.2	100.0
Total		31	100.0	100.0	

2m. Orientation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	7	22.6	22.6	22.6
	Used	24	77.4	77.4	100.0
Total		31	100.0	100.0	

2n. Planners

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	12	38.7	38.7	38.7
	Used	19	61.3	61.3	100.0
Total		31	100.0	100.0	

2o. Program coordinator

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	11	35.5	35.5	35.5
	Used	20	64.5	64.5	100.0
	Total	31	100.0	100.0	

2p. LISTO office

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	2	6.5	6.5	6.5
	Used	29	93.5	93.5	100.0
	Total	31	100.0	100.0	

2q. LISTO web site

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	13	41.9	41.9	41.9
	Used	18	58.1	58.1	100.0
	Total	31	100.0	100.0	

2r. E-mail notifications

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	13	41.9	41.9	41.9
	Used	18	58.1	58.1	100.0
	Total	31	100.0	100.0	

2s. Calendars

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	9	29.0	29.0	29.0
	Used	22	71.0	71.0	100.0
Total		31	100.0	100.0	

2t. Mailings

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	7	22.6	22.6	22.6
	Used	24	77.4	77.4	100.0
Total		31	100.0	100.0	

2u. End-of-semester recognition ceremony

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Did not use	15	48.4	48.4	48.4
	Used	16	51.6	51.6	100.0
Total		31	100.0	100.0	

3a. Advisors were available and helpful throughout the enrollment process.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	12	38.7	40.0	40.0
	Strongly agree	18	58.1	60.0	100.0
	Total	30	96.8	100.0	
Missing	Don't know/no response	1	3.2		
Total		31	100.0		

3b. Advisors helped me deal with the stresses of being a college student.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	3.2	3.4	3.4
	Agree	12	38.7	41.4	44.8
	Strongly agree	16	51.6	55.2	100.0
	Total	29	93.5	100.0	
Missing	Don't know/no response	2	6.5		
Total		31	100.0		

3c. Mentors were available and helpful throughout the enrollment process.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	13	41.9	46.4	46.4
	Strongly agree	15	48.4	53.6	100.0
	Total	28	90.3	100.0	
Missing	Don't know/no response	3	9.7		
Total		31	100.0		

3d. Mentors helped me deal with the stresses of being a college student.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	3.2	3.7	3.7
	Agree	11	35.5	40.7	44.4
	Strongly agree	15	48.4	55.6	100.0
	Total	27	87.1	100.0	
Missing	Don't know/no response	4	12.9		
Total		31	100.0		

3e. Within the LISTO program, I found a safe place to share my thoughts and feelings.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	3.2	3.8	3.8
	Agree	8	25.8	30.8	34.6
	Strongly agree	17	54.8	65.4	100.0
	Total	26	83.9	100.0	
Missing	Don't know/no response	5	16.1		
Total		31	100.0		

3f. Social activities helped me to establish friendships.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	13	41.9	46.4	46.4
	Strongly agree	15	48.4	53.6	100.0
	Total	28	90.3	100.0	
Missing	Don't know/no response	3	9.7		
Total		31	100.0		

3g. Social activities made me feel more comfortable and accepted at Porterville College.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	13	41.9	46.4	46.4
	Strongly agree	15	48.4	53.6	100.0
	Total	28	90.3	100.0	
Missing	Don't know/no response	3	9.7		
Total		31	100.0		

3h. Campus visits made me more likely to transfer.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	2	6.5	8.7	8.7
	Agree	7	22.6	30.4	39.1
	Strongly agree	14	45.2	60.9	100.0
	Total	23	74.2	100.0	
Missing	No answer	1	3.2		
	Don't know/no response	7	22.6		
	Total	8	25.8		
Total		31	100.0		

3i. Workshops provided information I needed to be successful in college.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Disagree	1	3.2	3.6	3.6
	Agree	12	38.7	42.9	46.4
	Strongly agree	15	48.4	53.6	100.0
	Total	28	90.3	100.0	
Missing	Don't know/no response	3	9.7		
Total		31	100.0		

3j. Program Services (lending library, free printing, & computer access) provided me with the tools necessary to stay in school.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	7	22.6	23.3	23.3
	Strongly agree	23	74.2	76.7	100.0
	Total	30	96.8	100.0	
Missing	Don't know/no response	1	3.2		
Total		31	100.0		

3k. The LISTO program helped me to adapt to the college environment.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	9	29.0	32.1	32.1
	Strongly agree	19	61.3	67.9	100.0
	Total	28	90.3	100.0	
Missing	Don't know/no response	3	9.7		
Total		31	100.0		

3l. The LISTO program positively influenced my decision to stay at Porterville College.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Agree	7	22.6	23.3	23.3
	Strongly agree	23	74.2	76.7	100.0
	Total	30	96.8	100.0	
Missing	Don't know/no response	1	3.2		
Total		31	100.0		

Appendix C: Responses to Open-Ended Questions

4. What, if any, other kinds of services would you like to see the LISTO Program offer?

Respondent	Comment
5	Im hoping LISTO can find funding to stay around and help me and others...
8	Community service and helping other schools (elementary, Jr. High, High
9	Bigger space
10	alittle bit more community service so we can all get involve.
11	i would like to see more counselors and more mentors to better me at porterville college.
15	The LISTO program does it all!!
16	I think that thye program is doing really good that I can't think of anything
18	a larger room for more students and a extra coordinator
20	Nothing at this time. A larger office space would be nice; however, my understanding is that this is the last semester of Listo at Porterville College.
22	There should be more information about the Club on Campus and at High Schools, because sometimes we talk to other people about it, and they ask "what is that?", So I personally think that Listo Program should make itself recognized among the College and high school students.
24	Free Food. Bigger Office.
28	Have access to more computers and bigger space or office would be nice. Access to free copyer would also be helpful.

5. Please provide here any additional comments or suggestions you may have about the LISTO Program.

Respondent	Comment
5	I really think this program is great...
7	Michelle is awesome and does a great job running the LISTO program.
8	Listo is kind of a big brother, helping with classes, school work and help out Porterville College as a community
10	Please give us another semester because LISTO is like my own little family
11	and i would like too that if the could help more like assignments for homework and help too to help for transferring if you want to transfer.
13	The LISTO program has been a wonderful help to me in my education.
14	I will miss the Listo program if it is not here next year.
15	The LISTO program is an excellent program that helps with all aspects of college, Michelle Hart and her peer mentors are absolutely wonderful and go above and beyond to help all students that come to them seeking advice or help, they create a fun working environment and have the support we all love and need.
16	This program helped me a lot with my textbooks, and with fining my classes for the next semeter.
17	When I fell behind due to a medical problem LISTO was there to not only help with my work and keep me on top of my school work but also issues with the pain and mental problems that I encoudered. Thanks SO Much!!
18	counselors were great and the mentors were really freindly but I would like to thank the program for the opportunities to receive services and that being more flexible for the counseling apts is a great change that was made this year
20	On a recent visit to the Listo Office, I was offended by the content displayed on the computer that a student was watching. The video clip was very vulgar and profane. I have observed a similar type of entertainment on several occasions by student users. On this visit, I asked the student what he was watching; he paused it while I was in the office. I honestly don't feel that it was appropriate viewing for anywhere on campus. If someone wishes to view this, do it at home.
22	It is great to be part of Listo Program.
25	i love..listo even thought this is my 2nd semester..it has helped me alot..with text books, printing, mentoring..and meeting new peple and also the campus
28	Everyone is nice although they always seem busy and sometimes aren't available to answer my questions.
30	Please keep LISTO--it has been a valuable resource