



## **Santa Ana College School of Continuing Education ESL Program Satisfaction Survey (Fall 2008)**

**December 2008**

In a continuing effort to assess and improve the English as a Second Language (ESL) Program, its administrators and faculty administered a survey to find out why ESL students come to school, what their needs are, and how satisfied students are with the program that is offered at Santa Ana College's School of Continuing Education. The survey was administered in classes at three sites: Centennial Education Center (CEC), Market Education Center (MEC) and Santa Ana High School (SAHS). 766 students responded to this survey and below are their assessment of the program.

### **Summary of Findings**

Overall, most respondents are very satisfied with the ESL program. Most respondents (97%) have attended classes at SAC School of Continuing Education fewer than two years. More than half of respondents are female (55%) and slightly more than two-thirds are under 30 years of age (67%). Many respondents (81%) have completed below an 8<sup>th</sup> grade education in their native language.

- 27% of the respondents who have not met with a counselor, but indicated that they would like to see one.
- CEC's respondents rated "excellent" or "good" the quality of instruction (95%), the classroom learning experience, the availability of classes, books and learning experience (93% each).
- At MEC the quality of instruction received the highest ratings of "excellent" or "good" (97%) followed by overall experience (96%) and classroom learning experience (95%).
- SAHS's respondents rated "excellent" or "good" the classroom learning experience (96%), books and learning materials (96%) and quality of instruction (95%).
- More than half (52%) of all respondents come to school to learn English and 29% because they want to help their children with their school work.
- Many respondents are also interested in enrolling in ABE and parent education courses.
- More than half (56%) of all respondents stated that they "sometime" use the language skills learned in school.
- The most important skills respondents learned in their class were reading (41%) at CEC, speaking (48%) at MEC, writing (61%) at SAHS.
- Three-quarters of CEC's respondents and more than half of MEC's respondents agreed that they need more help with their speaking skill.

Attached are detailed responses for the all students (n=766) who responded to the survey, as well as data separated by the three sites (CEC, MEC and SAHS) in which the survey was administered.

**Detailed Responses:**

**Respondents who have not met with a counselor but indicated their interest in seeing a counselor:**

- 30% CEC
- 4% MEC
- 53% SAHS
- 27% All three sites

<b>Respondents' satisfaction with the ESL program (by site):</b>	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below Average</b>	<b>Poor</b>
<b>CEC</b>					
Classroom learning experience	51%	42%	6%	1%	1%
Availability of classes	44%	49%	5%	1%	0%
Variety of classes	44%	48%	8%	0%	1%
Quality of instruction	54%	41%	4%	1%	0%
Appearance of the facility	37%	55%	7%	0%	0%
Books and learning materials	45%	48%	6%	0%	0%
Overall experience	42%	51%	7%	0%	0%
<b>MEC</b>					
Classroom learning experience	53%	42%	5%	0%	0%
Availability of classes	51%	43%	5%	1%	0%
Variety of classes	51%	42%	8%	0%	0%
Quality of instruction	65%	32%	3%	0%	0%
Appearance of the facility	42%	53%	4%	1%	0%
Books and learning materials	48%	45%	7%	0%	0%
Overall experience	44%	51%	4%	1%	0%
<b>SAHS</b>					
Classroom learning experience	49%	47%	5%	0%	0%
Availability of classes	45%	49%	5%	1%	0%
Variety of classes	38%	48%	15%	0%	0%
Quality of instruction	52%	43%	5%	0%	0%
Appearance of the facility	28%	56%	15%	0%	0%
Books and learning materials	51%	44%	5%	0%	0%
Overall experience	37%	57%	6%	0%	0%

	<b>Continuing Education Site</b>			<b>Total</b>
	<b>CEC N=427</b>	<b>MEC N=237</b>	<b>SAHS N=102</b>	
Respondents' current ESL level:				
<i>Beginning ESL 1</i>	50%	24%	10%	43%
<i>Beginning ESL 2</i>	25%	24%	14%	43%
<i>Beginning ESL 3</i>	9%	11%	3%	6%
<i>Intermediate ESL 1</i>	7%	15%	33%	4%
<i>Intermediate ESL 2</i>	5%	17%	39%	3%
<i>Intermediate ESL 3</i>	4%	10%	0%	2%
Respondents have attended the ESL program:				
< 1 year	46%	31%	10%	53%
1-2	49%	32%	22%	44%
3-4	3%	4%	14%	2%
> 5 years	2%	3%	53%	1%

	Continuing Education Site			Total
	CEC N=427	MEC N=237	SAHS N=102	
Respondents' reason for coming to school:				
<i>to learn English</i>	57%	79%	28%	52%
<i>to get a better job</i>	32%	61%	13%	25%
<i>to get my high school diploma</i>	22%	34%	12%	25%
<i>to study at the college level</i>	25%	34%	48%	25%
<i>to help my children with their school work</i>	35%	26%	21%	29%
<i>other</i>	8%	3%	16%	17%
To help reach their goals, respondents would like to enroll in other courses such as:				
<i>ABE(reading and writing)</i>	42%	54%	18%	35%
<i>math below the 8<sup>th</sup> grade</i>	17%	18%	12%	37%
<i>high school diploma</i>	24%	33%	6%	30%
<i>parent education</i>	16%	11%	55%	32%
<i>vocation education</i>	13%	20%	13%	19%
<i>classes for adults</i>	30%	10%	46%	38%
<i>GED</i>	35%	26%	10%	38%
<i>Citizenship</i>	18%	15%	10%	21%
Respondents' usage of the language skills learned in class:				
<i>always</i>	33%	44%	26%	36%
<i>sometimes</i>	52%	51%	70%	56%
<i>rarely</i>	7%	4%	1%	4%
<i>never</i>	8%	1%	3%	4%
Most important things learned in class:				
<i>speaking</i>	38%	49%	20%	29%
<i>listening</i>	17%	15%	7%	18%
<i>reading</i>	41%	20%	8%	34%
<i>writing</i>	37%	39%	61%	27%
<i>grammar</i>	18%	31%	15%	16%
<i>American culture</i>	28%	9%	37%	30%
Respondents need more help with:				
<i>speaking</i>	75%	51%	14%	63%
<i>listening</i>	12%	18%	19%	15%
<i>reading</i>	18%	19%	15%	33%
<i>writing</i>	31%	28%	22%	21%
<i>grammar</i>	38%	17%	10%	58%
<i>American culture</i>	15%	11%	10%	15%
Highest level of respondents' education in native country:				
<i>&lt;grade 5</i>	27%	27%	24%	21%
<i>6<sup>th</sup>-8<sup>th</sup></i>	40%	40%	69%	60%
<i>9<sup>th</sup>-12<sup>th</sup></i>	21%	21%	7%	12%
<i>high school graduate</i>	7%	7%	0%	4%
<i>some college</i>	3%	3%	0%	2%
<i>college graduate</i>	4%	4%	0%	1%
Gender				
<i>male</i>	37%	44%	53%	45%
<i>female</i>	63%	56%	47%	55%
Age				
<i>under 20</i>	23%	11%	6%	21%
<i>21-30</i>	50%	32%	14%	46%
<i>31-40</i>	11%	20%	9%	13%
<i>41+</i>	16%	38%	71%	19%

## Centennial Education Center Responses (n=427)

Respondents' satisfaction with the ESL program (by level):	Excellent	Good	Average	Below Average	Poor
<b>Beginning ESL 1</b>					
Classroom learning experience	55%	39%	5%	1%	1%
Availability of classes	46%	48%	5%	0%	1%
Variety of classes	46%	49%	6%	0%	0%
Quality of instruction	58%	39%	4%	0%	0%
Appearance of the facility	36%	59%	6%	0%	0%
Books and learning materials	46%	46%	7%	0%	0%
Overall experience	42%	52%	7%	0%	0%
<b>Beginning ESL 2</b>					
Classroom learning experience	49%	42%	8%	1%	0%
Availability of classes	48%	45%	7%	0%	0%
Variety of classes	42%	51%	6%	0%	1%
Quality of instruction	54%	43%	4%	0%	0%
Appearance of the facility	40%	51%	10%	0%	0%
Books and learning materials	39%	58%	2%	1%	0%
Overall experience	40%	50%	10%	0%	0%
<b>Beginning ESL 3</b>					
Classroom learning experience	57%	38%	5%	0%	0%
Availability of classes	47%	47%	0%	6%	0%
Variety of classes	45%	45%	10%	0%	0%
Quality of instruction	47%	50%	3%	0%	0%
Appearance of the facility	39%	48%	13%	0%	0%
Books and learning materials	54%	43%	4%	0%	0%
Overall experience	59%	37%	4%	0%	0%
<b>Intermediate ESL 1</b>					
Classroom learning experience	61%	39%	0%	0%	0%
Availability of classes	53%	42%	0%	5%	0%
Variety of classes	72%	22%	6%	0%	0%
Quality of instruction	68%	23%	0%	9%	0%
Appearance of the facility	55%	40%	0%	5%	0%
Books and learning materials	68%	27%	5%	0%	0%
Overall experience	74%	26%	0%	0%	0%
<b>Intermediate ESL 2</b>					
Classroom learning experience	48%	48%	5%	0%	0%
Availability of classes	35%	60%	5%	0%	0%
Variety of classes	37%	42%	21%	0%	0%
Quality of instruction	48%	38%	14%	0%	0%
Appearance of the facility	32%	63%	5%	0%	0%
Books and learning materials	42%	42%	16%	0%	0%
Overall experience	26%	58%	16%	0%	0%
<b>Intermediate ESL 3</b>					
Classroom learning experience	14%	86%	0%	0%	0%
Availability of classes	15%	62%	23%	0%	0%
Variety of classes	20%	47%	27%	0%	7%
Quality of instruction	39%	54%	8%	0%	0%
Appearance of the facility	29%	71%	0%	0%	0%
Books and learning materials	29%	57%	14%	0%	0%
Overall experience	21%	71%	0%	7%	0%

	ESL Level						Total CEC
	Beginning ESL 1 N=211	Beginning ESL 2 N=105	Beginning ESL 3 N=39	Intermediate ESL 1 N=28	Intermediate ESL 2 N=21	Intermediate ESL 3 N=15	
Respondents' reason for coming to school:							
<i>to learn English</i>	44%	24%	14%	6%	7%	5%	57%
<i>to get a better job</i>	48%	21%	11%	7%	10%	3%	32%
<i>to get my high school diploma</i>	34%	14%	18%	14%	10%	9%	22%
<i>to study at the college level</i>	37%	22%	9%	13%	11%	9%	25%
<i>to help my children with their school work</i>	48%	29%	9%	6%	6%	2%	35%
<i>other</i>	31%	45%	14%	7%	3%	0%	8%
To help reach their goals, respondents would like to enroll in other courses such as:							
<i>ABE(reading and writing)</i>	43%	22%	13%	11%	7%	5%	42%
<i>math below the 8<sup>th</sup> grade</i>	37%	29%	8%	6%	16%	5%	17%
<i>high school diploma</i>	29%	22%	17%	11%	11%	10%	24%
<i>parent education</i>	57%	27%	10%	3%	0%	3%	16%
<i>vocation education</i>	36%	24%	8%	14%	12%	6%	13%
<i>classes for adults</i>	64%	20%	7%	4%	3%	2%	30%
<i>GED</i>	59%	24%	6%	6%	3%	2%	35%
<i>Citizenship</i>	47%	27%	15%	5%	3%	4%	18%
Respondents' usage of the language skills learned in class:							
<i>always</i>	51%	23%	7%	7%	8%	4%	33%
<i>sometimes</i>	52%	20%	11%	7%	5%	5%	52%
<i>rarely</i>	39%	0%	39%	19%	4%	0%	7%
<i>never</i>	57%	43%	0%	0%	0%	0%	8%
Most important things learned in class:							
<i>speaking</i>	43%	13%	24%	6%	9%	5%	38%
<i>listening</i>	47%	12%	9%	7%	16%	10%	17%
<i>reading</i>	47%	18%	6%	12%	12%	6%	41%
<i>writing</i>	50%	33%	5%	3%	7%	3%	37%
<i>grammar</i>	39%	18%	9%	7%	11%	16%	18%
<i>American culture</i>	67%	28%	2%	0%	2%	1%	28%
Respondents need more help with:							
<i>speaking</i>	55%	25%	7%	5%	5%	3%	75%
<i>listening</i>	44%	31%	11%	0%	7%	7%	12%
<i>reading</i>	53%	21%	8%	4%	8%	6%	18%
<i>writing</i>	50%	22%	10%	6%	8%	4%	31%
<i>grammar</i>	63%	24%	2%	4%	5%	2%	38%
<i>American culture</i>	54%	38%	2%	2%	4%	0%	15%

	ESL Level						Total CEC
	Beginning ESL 1 N=211	Beginning ESL 2 N=105	Beginning ESL 3 N=39	Intermediate ESL 1 N=28	Intermediate ESL 2 N=21	Intermediate ESL 3 N=15	
Highest level of respondents' education in native country:							
<grade 5	30%	36%	21%	8%	10%	0%	27%
6 <sup>th</sup> -8 <sup>th</sup>	50%	45%	15%	12%	14%	13%	40%
9 <sup>th</sup> -12 <sup>th</sup>	15%	18%	42%	35%	38%	33%	21%
high school graduate	3%	0%	15%	23%	24%	20%	7%
some college	2%	1%	8%	12%	5%	7%	3%
college graduate	1%	1%	0%	12%	10%	27%	4%
Respondents have attended the ESL program:							
< 1 year	45%	44%	54%	41%	47%	53%	53%
1-2	54%	53%	32%	33%	37%	40%	44%
3-4	0%	1%	8%	15%	5%	7%	2%
> 5 years	1%	2%	5%	11%	11%	0%	1%
Gender							
male	38%	30%	41%	29%	41%	60%	45%
female	63%	70%	60%	71%	59%	40%	55%
Age							
under 20	24%	28%	16%	11%	14%	14%	21%
21-30	62%	54%	29%	29%	10%	14%	46%
31-40	4%	6%	29%	21%	48%	21%	13%
41+	9%	12%	27%	39%	29%	50%	19%

**CEC Respondents who have met with a counselor:**

49% Beginning ESL 1  
41% Beginning ESL 2  
53% Beginning ESL 3  
20% Intermediate ESL 1  
41% Intermediate ESL 2  
29% Intermediate ESL 3

**CEC Respondents who would like to see a counselor:**

28% Beginning ESL 1  
32% Beginning ESL 2  
80% Beginning ESL 3  
57% Intermediate ESL 1  
62% Intermediate ESL 2  
87% Intermediate ESL 3

## Marketplace Education Center Responses (n=237)

Respondents' satisfaction with the ESL program (by level):	Excellent	Good	Average	Below Average	Poor
<b>Beginning ESL 1</b>					
Classroom learning experience	65%	26%	8%	0%	0%
Availability of classes	46%	49%	6%	0%	0%
Variety of classes	46%	46%	8%	0%	0%
Quality of instruction	62%	35%	3%	0%	0%
Appearance of the facility	31%	66%	3%	0%	0%
Books and learning materials	49%	43%	8%	0%	0%
Overall experience	31%	63%	6%	0%	0%
<b>Beginning ESL 2</b>					
Classroom learning experience	43%	49%	6%	2%	0%
Availability of classes	51%	40%	9%	0%	0%
Variety of classes	44%	47%	9%	0%	0%
Quality of instruction	57%	39%	4%	0%	0%
Appearance of the facility	37%	53%	8%	3%	0%
Books and learning materials	57%	41%	2%	0%	0%
Overall experience	49%	44%	7%	0%	0%
<b>Beginning ESL 3</b>					
Classroom learning experience	46%	54%	0%	0%	0%
Availability of classes	67%	33%	0%	0%	0%
Variety of classes	58%	42%	0%	0%	0%
Quality of instruction	79%	21%	0%	0%	0%
Appearance of the facility	54%	46%	0%	0%	0%
Books and learning materials	50%	42%	8%	0%	0%
Overall experience	39%	57%	4%	0%	0%
<b>Intermediate ESL 1</b>					
Classroom learning experience	61%	33%	6%	0%	0%
Availability of classes	55%	39%	3%	3%	0%
Variety of classes	63%	28%	9%	0%	0%
Quality of instruction	68%	29%	3%	0%	0%
Appearance of the facility	50%	50%	0%	0%	0%
Books and learning materials	56%	41%	3%	0%	0%
Overall experience	52%	42%	6%	0%	0%
<b>Intermediate ESL 2</b>					
Classroom learning experience	43%	54%	3%	0%	0%
Availability of classes	35%	53%	9%	3%	0%
Variety of classes	38%	47%	15%	0%	0%
Quality of instruction	60%	34%	6%	0%	0%
Appearance of the facility	29%	59%	9%	3%	0%
Books and learning materials	26%	60%	14%	0%	0%
Overall experience	39%	58%	0%	3%	0%
<b>Intermediate ESL 3</b>					
Classroom learning experience	65%	35%	0%	0%	0%
Availability of classes	61%	39%	0%	0%	0%
Variety of classes	65%	35%	0%	0%	0%
Quality of instruction	78%	22%	0%	0%	0%
Appearance of the facility	61%	39%	0%	0%	0%
Books and learning materials	57%	39%	4%	0%	0%
Overall experience	61%	39%	0%	0%	0%

	ESL Level						Total MEC
	Beginning ESL 1 N=56	Beginning ESL 2 N=56	Beginning ESL 3 N=26	Intermediate ESL 1 N=34	Intermediate ESL 2 N=39	Intermediate ESL 3 N=23	
Respondents' reason for coming to school:							
<i>to learn English</i>	86%	70%	89%	77%	74%	83%	52%
<i>to get a better job</i>	66%	64%	54%	65%	56%	48%	25%
<i>to get my high school diploma</i>	20%	21%	46%	44%	46%	48%	25%
<i>to study at the college level</i>	20%	21%	39%	41%	49%	52%	25%
<i>to help my children with their school work</i>	32%	23%	19%	27%	18%	39%	29%
<i>other</i>	0%	2%	4%	9%	3%	9%	17%
To help reach their goals, respondents would like to enroll in other courses such as:							
<i>ABE(reading and writing)</i>	48%	57%	58%	62%	54%	48%	35%
<i>math below the 8<sup>th</sup> grade</i>	23%	11%	19%	24%	18%	13%	37%
<i>high school diploma</i>	23%	25%	46%	32%	39%	44%	30%
<i>parent education</i>	16%	11%	8%	9%	8%	13%	32%
<i>vocation education</i>	25%	20%	12%	6%	31%	22%	19%
<i>classes for adults</i>	14%	11%	12%	12%	5%	0%	38%
<i>GED</i>	11%	23%	27%	32%	39%	39%	38%
<i>Citizenship</i>	20%	14%	19%	12%	10%	9%	21%
Respondents' usage of the language skills learned in class:							
<i>always</i>	48%	45%	58%	41%	39%	27%	36%
<i>sometimes</i>	48%	51%	42%	50%	59%	55%	56%
<i>rarely</i>	0%	4%	0%	9%	3%	18%	4%
<i>never</i>	4%	0%	0%	0%	0%	0%	4%
Most important things learned in class:							
<i>speaking</i>	61%	48%	42%	53%	26%	65%	29%
<i>listening</i>	5%	9%	15%	38%	3%	44%	18%
<i>reading</i>	7%	23%	19%	24%	15%	48%	34%
<i>writing</i>	29%	52%	46%	38%	26%	52%	27%
<i>grammar</i>	4%	14%	31%	29%	64%	78%	16%
<i>American culture</i>	2%	7%	4%	15%	0%	40%	30%
Respondents need more help with:							
<i>speaking</i>	39%	57%	46%	68%	41%	64%	63%
<i>listening</i>	14%	13%	19%	24%	21%	32%	15%
<i>reading</i>	18%	29%	27%	15%	0%	27%	33%
<i>writing</i>	32%	29%	15%	18%	28%	50%	21%
<i>grammar</i>	5%	14%	15%	27%	26%	23%	58%
<i>American culture</i>	27%	5%	12%	9%	3%	5%	15%

	ESL Level						Total MEC
	Beginning ESL 1 N=56	Beginning ESL 2 N=56	Beginning ESL 3 N=26	Intermediate ESL 1 N=34	Intermediate ESL 2 N=39	Intermediate ESL 3 N=23	
Highest level of respondents' education in native country:							
< grade 5	20%	15%	4%	6%	5%	9%	21%
6 <sup>th</sup> -8 <sup>th</sup>	29%	32%	20%	12%	13%	13%	60%
9 <sup>th</sup> -12 <sup>th</sup>	36%	28%	40%	47%	41%	35%	12%
high school graduate	11%	15%	16%	12%	26%	22%	4%
some college	2%	7%	8%	12%	5%	9%	2%
college graduate	4%	4%	12%	12%	10%	13%	1%
Respondents have attended the ESL program:							
< 1 year	90%	76%	48%	39%	43%	35%	53%
1-2	8%	20%	43%	46%	51%	50%	44%
3-4	0%	0%	10%	6%	3%	15%	2%
> 5 years	2%	4%	0%	9%	3%	0%	1%
Gender							
male	43%	41%	42%	49%	44%	44%	45%
female	57%	59%	58%	51%	56%	56%	55%
Age							
under 20	9%	11%	12%	15%	13%	4%	21%
21-30	30%	29%	48%	24%	29%	44%	46%
31-40	20%	14%	20%	27%	26%	13%	13%
41+	41%	47%	20%	35%	32%	39%	19%

**MEC Respondents who have met with a counselor:**

6% Beginning ESL 1  
13% Beginning ESL 2  
8% Beginning ESL 3  
43% Intermediate ESL 1  
8% Intermediate ESL 2  
44% Intermediate ESL 3

**MEC Respondents who would like to see a counselor:**

75% Beginning ESL 1  
67% Beginning ESL 2  
77% Beginning ESL 3  
74% Intermediate ESL 1  
86% Intermediate ESL 2  
68% Intermediate ESL 3

## Santa Ana High School Responses (n=102)

Respondents' satisfaction with the ESL program (by level):	Excellent	Good	Average	Below Average	Poor
<b>Beginning ESL 1</b>					
Classroom learning experience	13%	63%	25%	1%	0%
Availability of classes	17%	83%	0%	0%	0%
Variety of classes	17%	50%	33%	0%	0%
Quality of instruction	33%	50%	17%	0%	0%
Appearance of the facility	33%	50%	17%	0%	0%
Books and learning materials	33%	50%	17%	0%	0%
Overall experience	33%	50%	17%	0%	0%
<b>Beginning ESL 2</b>					
Classroom learning experience	64%	36%	0%	1%	0%
Availability of classes	44%	56%	0%	0%	0%
Variety of classes	20%	60%	20%	0%	0%
Quality of instruction	46%	55%	0%	0%	0%
Appearance of the facility	10%	80%	10%	0%	0%
Books and learning materials	60%	40%	0%	1%	0%
Overall experience	10%	90%	0%	0%	0%
<b>Beginning ESL 3</b>					
Classroom learning experience	100%	0%	0%	0%	0%
Availability of classes	100%	0%	0%	0%	0%
Variety of classes	100%	0%	0%	0%	0%
Quality of instruction	100%	0%	0%	0%	0%
Appearance of the facility	100%	0%	0%	0%	0%
Books and learning materials	100%	0%	0%	0%	0%
Overall experience	100%	0%	0%	0%	0%
<b>Intermediate ESL 1</b>					
Classroom learning experience	55%	41%	3%	0%	0%
Availability of classes	46%	42%	8%	4%	0%
Variety of classes	44%	48%	9%	0%	0%
Quality of instruction	46%	50%	4%	0%	0%
Appearance of the facility	29%	62%	10%	0%	0%
Books and learning materials	39%	57%	4%	0%	0%
Overall experience	44%	48%	9%	0%	0%
<b>Intermediate ESL 2</b>					
Classroom learning experience	53%	44%	3%	0%	0%
Availability of classes	50%	43%	7%	0%	0%
Variety of classes	43%	43%	13%	0%	0%
Quality of instruction	64%	29%	7%	0%	0%
Appearance of the facility	29%	50%	21%	0%	0%
Books and learning materials	52%	44%	4%	0%	0%
Overall experience	29%	63%	7%	0%	0%
<b>Intermediate ESL 3</b>					
Classroom learning experience	0%	0%	0%	0%	0%
Availability of classes	0%	0%	0%	0%	0%
Variety of classes	0%	0%	0%	0%	0%
Quality of instruction	0%	0%	0%	0%	0%
Appearance of the facility	0%	0%	0%	0%	0%
Books and learning materials	0%	0%	0%	0%	0%
Overall experience	0%	0%	0%	0%	0%

	ESL Level						Total SAHS
	Beginning ESL 1 N=9	Beginning ESL 2 N=12	Beginning ESL 3 N=3	Intermediate ESL 1 N=29	Intermediate ESL 2 N=34	Intermediate ESL 3 N=0	
Respondents' reason for coming to school:							
<i>to learn English</i>	77%	33%	33%	11%	27%	0%	28%
<i>to get a better job</i>	11%	44%	0%	0%	15%	0%	13%
<i>to get my high school diploma</i>	11%	38%	0%	7%	9%	0%	12%
<i>to study at the college level</i>	0%	33%	100%	48%	56%	0%	48%
<i>to help my children with their school work</i>	11%	22%	33%	30%	18%	0%	21%
<i>other</i>	0%	20%	67%	19%	15%	0%	16%
To help reach their goals, respondents would like to enroll in other courses such as:							
<i>ABE(reading and writing)</i>	33%	11%	0%	19%	18%	0%	18%
<i>math below the 8<sup>th</sup> grade</i>	33%	20%	0%	19%	6%	0%	12%
<i>high school diploma</i>	11%	11%	0%	0%	36%	0%	6%
<i>parent education</i>	11%	33%	33%	69%	65%	0%	55%
<i>vocation education</i>	0%	22%	0%	25%	15%	0%	13%
<i>classes for adults</i>	22%	30%	33%	64%	54%	0%	46%
<i>GED</i>	0%	36%	33%	8%	7%	0%	10%
<i>Citizenship</i>	11%	20%	0%	4%	13%	0%	10%
Respondents' usage of the language skills learned in class:							
<i>always</i>	22%	25%	33%	17%	39%	0%	26%
<i>sometimes</i>	67%	50%	67%	83%	61%	0%	70%
<i>rarely</i>	11%	0%	0%	0%	0%	0%	1%
<i>never</i>	0%	25%	0%	0%	0%	0%	3%
Most important things learned in class:							
<i>speaking</i>	67%	14%	0%	10%	21%	0%	20%
<i>listening</i>	22%	57%	0%	0%	3%	0%	7%
<i>reading</i>	33%	13%	0%	0%	12%	0%	8%
<i>writing</i>	67%	38%	100%	66%	56%	0%	61%
<i>grammar</i>	0%	33%	0%	14%	21%	0%	15%
<i>American culture</i>	0%	43%	67%	41%	47%	0%	37%
Respondents need more help with:							
<i>speaking</i>	67%	29%	0%	0%	15%	0%	14%
<i>listening</i>	0%	50%	0%	17%	21%	0%	19%
<i>reading</i>	33%	33%	0%	7%	6%	0%	15%
<i>writing</i>	44%	20%	0%	14%	25%	0%	22%
<i>grammar</i>	0%	27%	0%	0%	16%	0%	10%
<i>American culture</i>	0%	10%	0%	0%	0%	0%	10%

	ESL Level						Total SAHS
	Beginning ESL 1 N=9	Beginning ESL 2 N=12	Beginning ESL 3 N=3	Intermediate ESL 1 N=29	Intermediate ESL 2 N=34	Intermediate ESL 3 N=0	
Highest level of respondents' education in native country:							
< grade 5	22%	11%	100%	14%	24%	0%	24%
6 <sup>th</sup> -8 <sup>th</sup>	11%	79%	0%	86%	76%	0%	69%
9 <sup>th</sup> -12 <sup>th</sup>	67%	11%	0%	0%	0%	0%	7%
high school graduate	0%	0%	0%	0%	0%	0%	0%
some college	0%	0%	0%	0%	0%	0%	0%
college graduate	0%	0%	0%	0%	0%	0%	0%
Respondents have attended the ESL program:							
< 1 year	67%	9%	0%	0%	3%	0%	10%
1-2	33%	82%	0%	4%	3%	0%	22%
3-4	0%	0%	33%	16%	6%	0%	14%
> 5 years	0%	9%	67%	80%	88%	0%	53%
Gender							
male	88%	30%	0%	0%	0%	0%	53%
female	12%	70%	0%	0%	100%	0%	47%
Age							
under 20	22%	25%	0%	0%	0%	0%	6%
21-30	22%	67%	0%	0%	6%	0%	14%
31-40	56%	8%	0%	8%	0%	0%	9%
41+	0%	0%	100%	92%	94%	0%	71%

**SAHS Respondents who have met with a counselor:**

11% Beginning ESL 1  
56% Beginning ESL 2  
67% Beginning ESL 3  
64% Intermediate ESL 1  
68% Intermediate ESL 2  
0% Intermediate ESL 3

**SAHS Respondents who would like to see a counselor:**

67% Beginning ESL 1  
38% Beginning ESL 2  
0% Beginning ESL 3  
11% Intermediate ESL 1  
24% Intermediate ESL 2  
0% Intermediate ESL 3