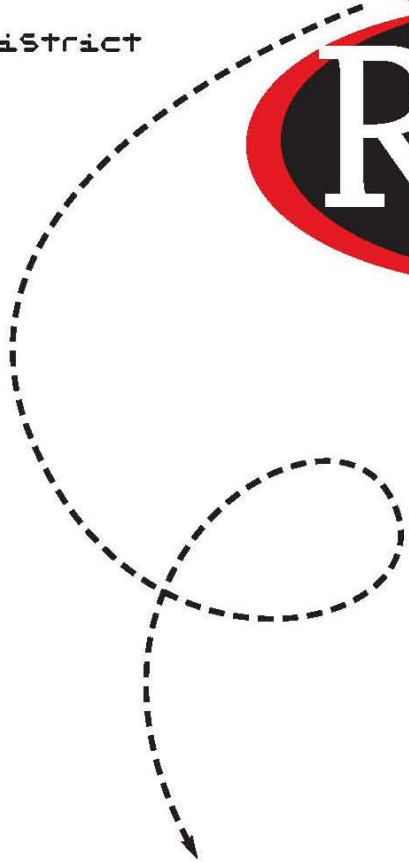


Rancho
Santiago
Community
College
District



**Santa Ana College
Student Satisfaction Survey**

October 2013

Introduction

At the end of Spring 2013, the RSCCD Research Department conducted its comprehensive student satisfaction survey of students enrolled at Santa Ana College (SAC). The survey provided an opportunity for students to report their levels of satisfaction with their educational experience and academic preparation provided by the college. In addition, the survey included questions regarding areas of student learning outcomes and student engagement in related school activities, as well as questions regarding their family background.

This survey was administered to all SAC students who were enrolled during Spring 2013 semester by mail or email depending on the type of contact information that students provided on their college application. In other words, surveys were sent via email to students who listed a valid email address on their college application or via mail to students who did not list an email address. This report summarizes the opinions and perceptions of the 907 students who completed the survey. The comments (in the appendices) are respondents' own words in which they freely complimented the helpfulness of the staff and faculty, as well as the many services and resources available to them at SAC. Similarly, they did not hesitate to offer suggestions for improvements. Program staff should read this section thoroughly as these comments are very revealing.

Student Satisfaction

Overall Satisfaction

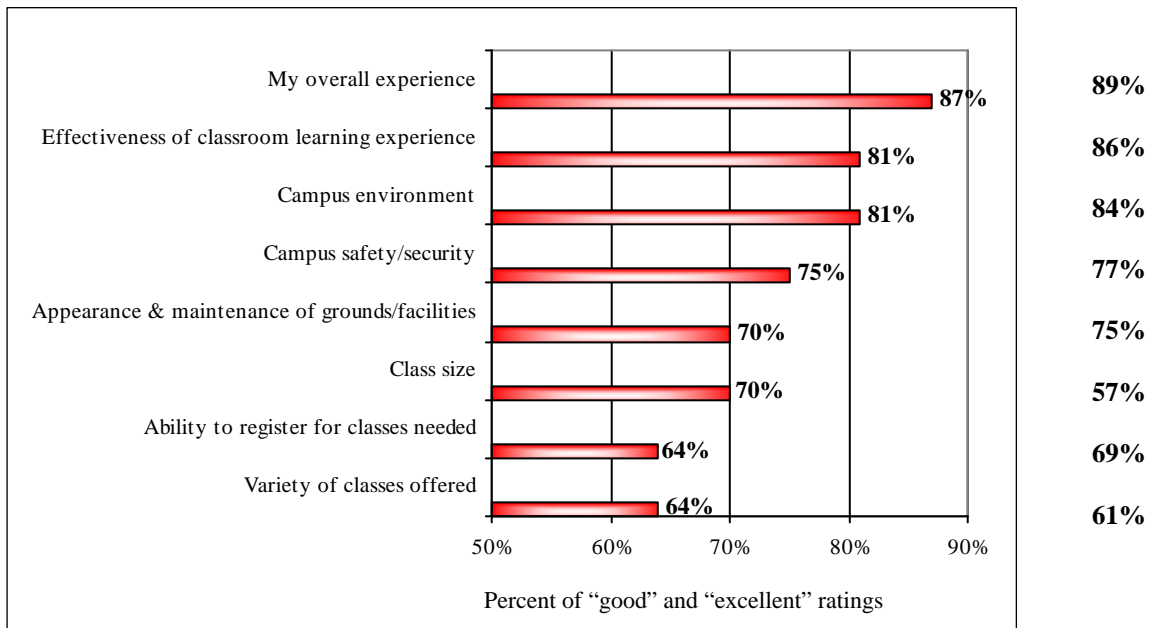
Respondents were generally satisfied with the quality of education, college facilities and the services they received at Santa Ana College. 2013 survey respondents consistently rated most of these categories slightly lower than 2012 respondents. However, “class size” (+13 percentage points) and “variety of class offered” (+3 percentage points) were rated higher.

While respondents expressed satisfaction in all categories, general categories such as “overall experience,” “effectiveness of classroom learning experience” and “campus environment” received higher ratings than “ability to register for classes needed” and “variety of classes offered.”

	Percent of Respondents				
	Excellent	Good	Average	Below Average	Poor
My overall experience at SAC	42%	45%	9%	2%	2%
The SAC campus environment (students, activities, etc.)	35%	46%	15%	3%	1%
Effectiveness of classroom learning experience	36%	45%	15%	2%	2%
My ability to register for classes I want or need	32%	32%	24%	7%	5%
Variety of classes offered	24%	40%	25%	6%	4%
Class size	27%	43%	24%	4%	2%
Campus safety/security	33%	42%	19%	4%	3%
Appearance and maintenance of grounds/facilities	26%	44%	22%	5%	3%

2013 Overall Satisfaction

2012 Ratings



Satisfaction by Ethnicity

Overall, African-Americans reported the highest satisfaction in seven of the eight categories. Note that the number of African-American respondents was relatively small (n=20) and variation in percents is usually higher. Comparisons to other groups should be used with caution.

Whites reported the lowest satisfaction in six of the eight categories. Latinos reported highest satisfaction in “campus environment” (84%). However, they rated “overall experience” (85%) and “effectiveness of classroom learning experience” (78%) lower compared to the other ethnic groups.

Overall Satisfaction by Ethnicity Percent of “good” and “excellent”

	Ethnicity			
	African-American (n=20)	Asian (n=174)	Latino (n=545)	White (n=131)
My overall experience at SAC	90%	85%	88%	87%
The SAC campus environment (students, activities, etc.)	80%	76%	84%	74%
Effectiveness of classroom learning experience	85%	78%	81%	80%
Ability to register for classes	90%	62%	65%	57%
Variety of classes offered	75%	66%	65%	57%
Class size	85%	74%	69%	65%
Campus safety/security	85%	78%	75%	69%
Appearance and maintenance of grounds/facilities	75%	66%	73%	62%

Student Learning Outcomes and Engagement

Contribution to Knowledge and Skills

Respondents were asked to rate the preparation they have received at SAC in 16 areas of skills and knowledge that are in line with six of the seven student learning outcomes (SLO) established by SAC faculty. Even though some of these skills and knowledge may be relevant in more than one SLO category, they are only listed once in the most appropriate outcome category.

Overall, respondents were satisfied with SAC preparing them in all of these skills and knowledge (74% to 88% of “excellent” and “good”). 2013 respondents rated each of these skills/knowledge slightly lower than prior years. Nearly one-tenth (8%) of the respondents reported that SAC did not contribute to any degree to their ability to “produce/ respond to artistic and creative expression.”

Level of Preparation Received at SAC in Skills and Knowledge Associated with Student Learning Outcomes

SLO	Skills and Knowledge	SAC preparation reported by respondents					
		N/A	Excellent	Good	Average	Below Ave.	Poor
Communication	Listen actively and respectfully to others	3%	42%	46%	9%	2%	1%
	Speak in a clear and organized fashion to explain ideas, feelings and conclusions	4%	37%	47%	13%	3%	1%
	Read effectively & analytically at the college level	3%	34%	46%	17%	2%	1%
	Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions	5%	32%	49%	16%	2%	1%
Thinking & Reasoning	Formulate original ideas and concepts and integrate ideas	4%	32%	46%	19%	3%	1%
	Think logically, solve problems, explain conclusions, and evaluate ideas of others	4%	37%	44%	16%	2%	1%
	Understand ethical issues in order to make sound decisions and judgments	5%	38%	42%	16%	3%	2%
	Use college-level mathematical concepts and methods	6%	35%	43%	17%	3%	3%
Information Competency	Conduct research using printed materials and computer technology	6%	35%	41%	18%	3%	3%
Diversity	Respect and work with people of different cultural and linguistic backgrounds and abilities	4%	46%	40%	11%	2%	2%
	Interact with others with integrity and awareness of others’ opinions and values	4%	42%	41%	14%	2%	1%
	Understand ethical issues on the environment	5%	40%	39%	17%	3%	1%
Life Skills	Produce and respond to artistic & creative expression	8%	36%	40%	20%	3%	1%
	Demonstrate habits of intellectual and physical well-being	5%	38%	41%	18%	2%	2%
	Participate effectively in teams and groups to make decisions and seek consensus	5%	38%	40%	17%	3%	2%
Career	Select and develop a career	5%	36%	38%	18%	5%	3%

Respondents rated SAC to have contributed greatly in the areas of “communication” and “diversity.” The most highly-rated skills preparation received at SAC were the ability “to listen actively and respectfully to others” (88%) and “to respect and work with people of different backgrounds” (86%).

Respondents reported the lowest contribution by SAC in their abilities to “conduct research using printed material and computer technology” (76%), “produce and respond to artistic and creative expressions” (76%) and “select and develop a career” (74%).

This year’s survey respondents consistently rated most of these skills lower than 2012 respondents. The most significant negative changes between 2012 and 2013 included “understand ethical issues on environment” (89% to 79%), “formulate original ideas and concepts and to integrate ideas” (88% to 78%) and “select and develop a career” (84% to 74%).

Level of Preparation Received at SAC in Skills and Knowledge Associated with Student Learning Outcomes

	2013	2012	Rating Chg %
Listen actively and respectfully to others	88%	92%	-4%
Respect and work with people of different backgrounds	86%	89%	-3%
Speak in a clear and organized fashion to explain ideas/feelings	83%	86%	-3%
Interact with integrity and awareness of others’ opinions/values	83%	90%	-7%
Think logically, solve problems, explain conclusions	81%	90%	-9%
Write (organized/grammatically correct) to explain ideas/feelings	81%	87%	-6%
Read effectively and analytically at the college level	80%	89%	-9%
Understand ethical issues to make sound decisions/judgments	80%	87%	-7%
Work effectively in groups to make decisions and seek consensus	79%	83%	-4%
Understand ethical issues on the environment	79%	89%	-10%
Demonstrate habits of intellectual and physical well-being	78%	87%	-9%
Use college-level mathematical concepts and methods	78%	83%	-5%
Formulate original ideas and concepts and to integrate ideas	78%	88%	-10%
Conduct research using printed material and computer technology	76%	83%	-7%
Produce and respond to artistic and creative expression	76%	85%	-9%
Select and develop a career	74%	84%	-10%

% of “good” and “excellent” ratings

Student Engagement in College Activities

Respondents were asked how often they participated (within the previous 12 months) in 16 different activities that supported those student learning outcomes.

Classroom activities ranked highest in participation and non-academic activities had much lower participation. More than three-quarters of the respondents “used the Internet for information resources for a class assignment” (80%) and “worked on a paper/project using ideas from different sources” (77%). Attendance and/or participation in student clubs, theater, music, and sports events were rated lowest (17% to 21%).

On average, 2013 survey respondents participated in these learning activities at a slightly higher rate than 2012 respondents.

Level of Participation in Student Learning Outcome Activities

	2013	2012
Used the Internet for info resources for a class assignment	80%	87%
Worked on a project using ideas from diff. sources	77%	76%
Participated in class discussions	73%	78%
Collaborated with other students in a class project	73%	69%
Had a discussion with students of different backgrounds	61%	61%
Used computer to create charts/graphics for a project	60%	62%
Read info about a university or a career you're interested in	58%	49%
Did extra study of topics introduced in class (not assigned)	55%	56%
Used library resources for a research paper or project	53%	51%
Had an appointment with a counselor to discuss class reqs	49%	40%
Discussed your interests/plans with a counselor	47%	40%
Used the SAC library to read mat. not assigned by a class	40%	41%
Completed an experiment/project using scientific method(s)	31%	30%
Participated in a student club, organization or government	21%	20%
Attended/participated in art, theater, music or dance act.	19%	23%
Attended or participated in a sports event on campus	17%	17%

% of “very often” or “often” participation

Student Support Programs and Services

Students were asked to rate 24 programs and services made available to students as they study at SAC. The second column in the table below shows the percentage of all respondents who had used the given SAC program or service; subsequent columns list the program ratings given by those respondents.

Respondents do not use the many programs and services made available to support them as they pursue their college educations. The most often used programs/services are usually “required” ones where students need to interact with, such as Registration, Admissions and Records, Library, Counseling, etc. in order to select and enroll in their classes, complete their assignments, etc. Less than a quarter of respondents participated in “optional” programs, such as Success Center, Center for Teacher Education, the Disabled Student Program, MESA Program, Honors Transfer Program, Child Care Services, Cross Cultural Resource Center and Veteran Resource Center.

Programs and Services	Percent of Respondents Who Used	Percent of Program/Service Ratings by Users				
		Excellent	Good	Average	Below Average	Poor
Registration	91%	40%	41%	15%	2%	3%
Admissions & Records	90%	37%	42%	16%	4%	2%
Library	84%	53%	36%	9%	2%	1%
Counseling	75%	41%	32%	15%	6%	6%
Financial Aid Office	69%	32%	31%	19%	9%	8%
Academic Computing Center	63%	38%	48%	10%	2%	2%
Math Study Center	56%	54%	31%	12%	2%	1%
Course Placement Testing	56%	30%	44%	19%	3%	4%
Career & Job Resource Center	46%	34%	37%	22%	3%	3%
Freshman Experience	39%	39%	38%	16%	4%	4%
Health and Wellness Center	35%	40%	36%	17%	3%	3%
Service Learning Center	32%	35%	45%	14%	2%	4%
University Transfer Center	32%	43%	34%	16%	4%	4%
Scholarship Services	29%	32%	36%	23%	5%	5%
EOP&S	28%	41%	30%	18%	5%	6%
Tutorial Learning Center	27%	37%	35%	21%	2%	4%
Success Center	24%	34%	41%	17%	3%	4%
Center for Teacher Education (CFTE)	22%	30%	41%	23%	1%	5%
Disabled Student Programs	22%	33%	38%	17%	3%	10%
MESA (Math, Engineering and Science)	21%	38%	35%	21%	2%	4%
Honors Transfer Program	18%	27%	38%	24%	5%	5%
Child Care Services	18%	38%	29%	20%	4%	9%
Cross Cultural Resource Center	17%	20%	48%	25%	1%	6%
Veterans Resource Center	16%	26%	35%	25%	7%	7%

Overall, regardless of the number of users, participants rated the quality of the various support programs and services from a low of 60% to a high of 89% “good” and “excellent.” With the exception of the library, 2013 survey respondents consistently rated every student support program and service lower than 2012 respondents. The most significant negative changes from 2012 to 2013 included Center for Teacher Education (89% to 70%) and Honors Transfer Program (82% to 65%). It is recommended that further research be conducted to understand the changes as there are many reasons.

Respondents were given an opportunity to share additional comments/suggestions about SAC. They made generally complimentary comments and suggestions for improvement that are grouped by the program or service and can be found in the appendices. Program directors and staff are encouraged to read the many, many comments that respondents offered. We also encourage the process of program review to further analyze issues that may have impacted these ratings.

Ratings of SAC Programs and Services

	2013	2012	Rating Chg %
Library (735)	89%	89%	0%
Academic Computing Center (564)	86%	93%	-7%
Math Study Center (494)	85%	89%	-4%
Registration (794)	80%	85%	-5%
Service Learning Center (277)	80%	83%	-3%
Admissions & Records (795)	79%	88%	-9%
University Transfer Center (277)	77%	86%	-9%
Health and Wellness Center (305)	77%	80%	-3%
Freshman Experience (332)	76%	81%	-5%
Success Center (203)	75%	81%	-6%
Course Placement Testing (489)	75%	83%	-8%
MESA (183)	74%	88%	-14%
Counseling (665)	73%	79%	-6%
Tutorial Learning Center (235)	72%	86%	-14%
EOP&S (245)	71%	72%	-1%
Career & Job Resource Center (402)	71%	79%	-8%
Disabled Student Programs (187)	71%	81%	-10%
Center for Teacher Education (192)	70%	89%	-19%
Cross Cultural Resource Center (145)	68%	76%	-8%
Scholarship Services (248)	68%	78%	-10%
Child Care Services (157)	67%	72%	-5%
Honors Transfer Program (157)	65%	82%	-17%
Financial Aid Office (604)	64%	77%	-13%
Veterans Resource Center (135)	60%	71%	-11%

Characteristics of Survey Respondents

Demographics and Characteristics

Respondents are nearly two-thirds (65%) female and over half Latino (58%).

About one-third (38%) of the respondents speak English as their primary language while 41% speak Spanish.

Few respondents (13%) concurrently attend other colleges/universities while attending SAC; most of those are at nearby colleges/universities, such as CSU Fullerton, Santiago Canyon College, and Cypress College.

Ethnicity	
Latino	58%
Asian/Pacific Islander	18%
White	14%
African-American	2%
Other	8%
Age	
< 19 yrs.	9%
20 yrs. to 25 yrs.	39%
26 yrs. to 29 yrs.	12%
30 yrs. to 39 yrs.	16%
40 yrs.+	24%
Gender	
Female	65%
Male	35%
Primary Language	
English	38%
Spanish	41%
Vietnamese	15%
Other	5%
Attending other colleges/universities?	
No	87%
Yes (n=118)	13%
Santiago Canyon College (45)	
CSU Fullerton (18)	
Coastline College (10)	
Fullerton College (8)	
UCI & Cypress College (5 each)	
Orange Coast College (4)	
IVC, Golden West, Palomar,	
Cerritos colleges (2 each)	
UC Davis, UCLA, Vanguard	
University, Bible Institute, South	
University Online (2 each)	
No response (7)	

Family Background

Half of respondents live in households of 3 or fewer members with about a quarter of those reporting to living alone. Nearly one-third (33%) of respondents reportedly did not have any dependents to support in 2012; another 31% were supported by someone else.

Nearly two-thirds (62%) of the respondents work; one-fifth of respondents reported earning a household income of over \$40,000 in 2012. More than one-quarter (29%) reported that they are unemployed but would like to work.

Number of members in the household:	
Only myself	13%
2-3 members	37%
4-5 members	33%
6 or more members	17%
Number of people you support:	
None, supported by someone else	31%
Only myself	33%
2-3 members	28%
4-5 members	7%
6 or more members	2%
Respondents' 2010 household income:	
≤ \$12,000	24%
\$12,001-\$18,000	12%
\$18,001-\$24,000	12%
\$24,001-\$30,000	8%
\$30,001-\$40,000	8%
>\$40,000	20%
Do Not Know	17%
Respondents' employment status:	
Work full time	34%
Work part time	28%
Unemployed, but would like to work	29%
Unemployed, do not care to work	5%
Homemaker	4%

59% of respondents (as shown in the shaded cell) reported that they are “first-generation” college students, defined here as students for whom neither parent had ever attended college.

Father's Education	Mother's Education			Total
	No College	Some College, No Degree	College Degree	
No College	59%	4%	5%	68%
Some College, No Degree	6%	5%	2%	13%
College Degree	4%	2%	13%	19%
Total	69%	11%	20%	100%

Additional Comments

Overall experience at SAC

- SAC is such a great school. The staff and faculty truly care about the students. (13)
- Awesome first year at SAC! Great beginning for my college experience. Thank you!
- I enjoyed my time at SAC. I like the small classes they have, it makes it easier to communicate with the professor and get along with other classmates.
- SAC has given me the opportunity to continue with my education. I am very thankful for that. I also think SAC has very good professors that want to help the students accomplish their goals.
- Great campus, friendly people and staff, easy to get around campus. (6)
- Great experience at SAC. I used to attend GWC and their staff seemed not very helpful.
- I am happy because SAC has resources to accomplish your goals. Everyone who I encountered on campus has always been willing to resolve my questions. I am lucky to be a student at this college.
- I don't like how things are run at SAC.
- I had a great experience at both SAC and SCC. I would have loved to stay at these campuses all four years if given the option. The faculty was extremely helpful and I learned a lot during my time here. I am so happy that I chose the route of community college and transferring now to CSUF as I was able to save money and really felt like I learned a lot.
- Campus experience has been good but, the customer service provided is very poor. I experienced more than one incident with the staff. I think if they showed willingness to guide and provide information in a polite way it would be beneficial instead of being rude and giving short answers. This has happened with staff in different departments.
- Thank you for all support students receive from SAC. I feel very happy being student at this college.
- Thus far, SAC has provided an awesome experience. SAC provides all school utilities I can think of to conquer my educational goals. SAC is the prelude to my life/career.
- I am involved with a student organization on campus. I feel like there is a lot of bureaucracy regarding getting student groups started and having activities on campus. This might be a reason why there aren't many activities going on at the campus.
- It is my hope to attain my liberal arts degree from SAC. I would like to be given the chance to obtain this goal. I am an older student who needs a career.
- I am so happy to almost complete my plan A and B. I would like to thank all campus staff and professors who helped me expand my knowledge. I feel so proud of SAC for all those wonderful opportunities it has given me to make my dream a reality.
- I would like to share all the satisfaction and positive experience I obtained at SAC. From all the excellent professors and staff members I was able to receive many valuable advices, resources and words of encouragement. As I transfer to UCI next fall semester, my heart aches to leave this place (SAC) I adopted as my home while away from my home and my four kids. Thank you SAC for all the treasure I take with me as I transfer. Now I can say for a fact that I am a SAC product.
- SAC has a lot of good services and great teachers.
- SAC has been a fantastic experience. I have learned so much thanks to all the faculty and staff support. They don't simply come here to work but to make a difference in students' education. It only takes a student to go ask for the help they need. The programs do make a great difference.
- SAC has really been a great experience. It's very presentable and there is a lot of diversity. I've made many friends and the staff is really great and helpful. Thank you.

- I had a great experience at SAC and I would highly encourage every student to join some kind of extracurricular activity, club, or program. Also another comment is for the staff which is to help keep the students connected with the school.
- I only attended classes for my employer the County of Orange. I did not walk onto campus at all so I think it would be unfair to take this survey. I did however did have an easy time registering for classes.
- I had a great experience at SAC! Great prepared teachers in the OTA program!
- I have a disability, so therefore I received a priority registration date.
- Overall the staff is above average, with a few wrinkles or might I say problematic factors, such as hiring more males because all I see is females in the offices. Sexist school.
- Overall, my experience at SAC was a rewarding one. When I went to a student orientation at UCI (campus which I ultimately decided not to attend), I was told that SAC had prepared me well to complete all of the prerequisite courses prior to enrolling at university. This is something that I assume not all colleges do. I was very pleased with that. I know that this college has prepared me for my future academic endeavors.
- My experience at SAC has been great. I enjoyed the education I received because it has taught me to be a well-rounded person and always respect people's beliefs and ideas by keeping an open mind. Another characteristic I gained from SAC was to become more knowledgeable of current events around me.
- SAC is a fantastic school! It has very few flaws! The professors are great and extremely helpful. They're there to help their students and love what they do for the most part. The rest of the staff, for example, EOPS staff, scholarship staff, transfer staff is the best! They all helped me to my dream school, UCLA! I love SAC and I would not trade it for any other CC! Thank you SAC!
- Over all I have had the greatest experience coming back to college after five years. Student involvement was the greatest. It has helped me feel a part of SAC and will continue participating.
- SAC is amazing! I am going to miss the environment and the wonderful people that I met and grew very close to. I hope in the future I pursue my dream and become a college counselor at Santa Ana College. My mom is working there now and has been there for over twenty years. I hope to become someone like her, a respected and admired woman who students search for even after they have already graduated and moved on to their futures thanks to all her help.
- I am continually impressed by the quality of education at SAC and SCC. The instructors are knowledgeable and care about the students. I've attended CSUF and the quality of instruction at SAC/ SCC rivals or surpass the level at CSUF.
- I love the school. It offers so much assistance and resources that will help me succeed in school fast and without the stress. I'm glad I chose SAC.
- I had a great overall experience. The faculty and staff at SAC make meaningful impacts on their students and student's families. I am proud to be affiliated with this community college.

Teachers/Staff/Classes

- All professors are very helpful and friendly. (10)
- It is necessary to improve lectures in classrooms. Teachers have to implement activities to really involve students in the topics. A general review of the teaching-learning process would be a good idea!
- A poor selection of courses was available when I registered (late). Of one of those remaining, a Saturday (all day) chemistry class turned out to be a disaster, in part due to the unfriendly, unprofessional and undedicated instructor, who rarely checked emails from students until class on Saturday, resulting in my falling behind, and ultimately dropping the course. This caused me to lose my VA benefits for the last month of Spring 2013.
- I don't know how to find the class schedule. The web site needs to be clearer and easier to navigate. I need help in my math class and the teacher didn't help very much; gave way too much work to be able to keep up. I tried very hard but I fell behind and didn't learn what I needed to.

- I felt that _____ can be extremely heavy-handed and rigid to the point that she treated deaf/hard of hearing clients as inferior or less than equal to hearing counterparts. In addition to this, I felt that Don Newspaper is nothing more than propaganda and exists only to serve own agenda that is NOT free of bias. The fact that they never acknowledge that they have Deaf/HH and Special Education population only verifies this.
- I love the experience that I have had so far at SAC. The only problem that I have encountered here was this past semester in the spring of 2013. I enrolled in the Jazz in America course, and the only part I regret about this course is that I did not drop it right away. It was honestly one of the most horrible experiences I have ever encountered in my education. It was all because of the professor. This person constantly seemed unprepared for their lessons, and there were many occasions where they let the class out early and did not continue a lesson. Even when the class actually stayed for a lesson it was incredibly boring, and the professor did not even seem interested in the subject. I did not learn much from this class, it felt like a complete waste of time, and I ended up struggling with earning the grade that I wanted because I never felt ready for tests and quizzes even when I studied. I earned A's and B's in five of the six courses that I was enrolled in this semester, and ended with a D in the Jazz in America course. Not only was the professor bad at teaching the students, they also treated this class like an elementary or junior high class. Meaning this professor constantly took role, which I believe is very unprofessional because this is college. People pay for these courses, so I believe it is their choice to attend, or not attend class, and not have to worry about a teacher lowering their grade just because they did not attend all of the time. What annoyed me even more was that this professor actually marked us tardy to class if we were late, and took from our grade for being tardy. That just drove me up the wall, and brought my interest in the class even further down to pretty much no interest at all because of this professor. I hope somewhat of a change can be made to help better the experience of future students because I know I was not the only one in the course who did not enjoy it all due to this professor.
- I travel quite a distance to take Chief Officer classes (State Fire Marshall Curriculum) from your instructor **Chief Wolfgang Knabe**. The states courses are very dated and for the most part a waste of time, but certification is often needed. It's not required for me, but taking courses from this instructor is WELL worth my time and travel to take. He meets the state requirements but provides real world, modern information for the topics making them very useful. I have 3 more to take to complete my state Chief Officer Certificate and hope I can finish them at SAC with him.
- Some teachers are not fair and discriminating against me. They gave me a worse grade than the one I really deserved.
- Some teachers, not all, have an ugly and under pressure way of teaching, I've been sad and underestimated myself! I have been ill. As a result, I started falling behind and getting low grades.
- Some professors are horrible. Why don't they just retire already? They are the main reasons why SAC looks bad. SAC should have cared about students' opinions about their professors...
- Oh sure! Criminal Justice? _____, is he a Criminal Justice professor? Or English 101? He is the worst experience I had in my three year career at SAC. Please take a moment to think why from 50 people enrolled in his class when it begins at the end we were 20....? How nice it is to have someone with a gun in a classroom?
- The worst part about SAC is the Financial Aid Office, lopsided political beliefs or views from students, professors and the school paper. Financial Aid has several workers that are either incompetent, lazy, unorganized or a combination. Submitted documents were consistently being misplaced or lost completely and having to be re-filled out and submitted during the years I attended SAC. I pay a lot of attention to politics and would be considered a moderate. Some of your teachers would teach their political beliefs as if they were facts not opinions such as _____ (English) and _____ (Political Science). Both are good people but completely out of line when it comes to political discussions. Both would make statements that are opinions as though, if you disagree with them you would be WRONG! The level of one-sided political pushing on campus has been very high; it is so bad, people who vocally disagree, should fear for their safety, and that is not part of America with our freedom of speech.

- Fire Tech instructor **Brett Offutt** was by far one of the best instructors I've ever had; hoping to have him for more classes in the future. He is very informative, always on time, and made the overall experience very good.
- The computer department sucks, _____ is just too old. He missed 3 classes and introduced stuff on the final that we never saw in class. Then, CS121 expects you to know everything, as if _____ taught you well. This summer I was dropped from a class without warning, not even the counselors knew what happened. Turns out they added a day that conflicted with another class and I only got notified hours before. Getting an appointment with a counselor is also maddening, it takes forever and if you want an appointment you have to wait until a Friday (which almost no one has classes on). Some classes take no consideration that it might be the first time one takes it. Like Calculus with _____, he just plowed through the material. And since he's so meek, getting info out of him was way too awkward. I took java programming at SCC and it's the same story over there. I'm seriously considering taking my computer classes elsewhere since I'm afraid they'll tell me to wait three years to retake it if my teacher sucks and I barely make it through. I'd also like to be able to use the library pc's if I dropped from a class recently, I can just use my student # at IVC and login perfectly, but not here. We also need more resources for classes other than math. Like I said, there's no one on campus who can help me with computer programming apart from my teacher, and if my classmates are just as lost (and we know students nowadays don't have the guts to raise their hand in front of everyone) then I'm screwed. More clerks are needed for the front desk, it takes way too long to deal with petty stuff because there are 20 people ahead of you (and the line moves at a snail's pace). The vending machines should accommodate credit cards too; IVC has them, why can't we? Apart from that I really like our school; it's beautiful and easy to navigate. We just need more support.
- I know budget cuts have limited the courses that are offered. I hope that eventually some of the cut classes can be reinstated.
- I took an online class so I didn't go to the campus at all except to get my transcript at the end of the semester. The instructor was not great. He basically "phoned in" the class. He barely interacted with us at all; he was difficult to reach and didn't give the impression of caring unlike all of the other instructors I have had in the past at SAC. When I was on campus for classes the experience was very good. I love SAC and highly recommend it to anyone looking for a community college to attend in the area. With the exception of this instructor every faculty member I have had was excellent. Staff is wonderful as well.
- Teachers work at the pace of the slowest student in the class; not college level material at this point. They are more concerned with funding than educating; not enough honors courses.
- _____ is unprofessional and needs to admit his mistakes.
- I was very impressed with Professor **Dahlen**. He was very efficient and new everything about anything to do with his subject. An excellent teacher.
- First, I would like to recognize **Hillary Barker** for her outstanding personal care helping me through difficult times (signing up for classes). **Chief Wolfgang Knabe** has been the best fire instructor I have ever had. He brings real world experience that you can take and apply it to your own fire department. He is the real deal. Do not lose this instructor. Thanks for this opportunity.
- Great college. The nicest teachers ever. The only thing wrong is the child development; it has a long waiting list. My daughter is going to be called once she's in preschool. Not good. I would love for her to be able to attend this Child Development Center.
- Last semester I signed up for metallurgy/manufacturing 028 with **Farmer** specifically because he's a great teacher, and on the first day of class I find its being taught by some other person and this person didn't know anything about the subject. So I spent the whole semester listening to this guy give out bad information. If you switch teachers on us, make sure they are qualified!

- I really don't like _____, one of the coordinators of the Inpatient Pharmacy Tech Program. I understand she may be stressed out from work, but that is not a reason to take it out on student. She was very unprofessional and decided to humiliate a student when he asked her a question during a lab session. She never even apologized for it and just decided to blow up like a little kid. If you're working as an instructor or instructor's aide, you do not act like an angry, immature individual. **Anisa** is actually more professional and helpful and I really do appreciate her in the classroom. Please fire _____ or at least train and help her improve her abysmal interpersonal skills. I never ever want to see her yelling at a student or telling him to "Do whatever you want...FAIL!!!" in front of a classroom of people when he simply asked her a question. _____ please be professional and act your age. Don't take out your personal insecurities on students. If you're miserable about yourself, consider hitting the gym or being more social or whatever you need to stop being so angry that you have to yell at someone.
- Fall of 2013 is my last semester at SAC, but for future students, it might help if more core 101 and 102 classes were available as 8-week courses. This might enable proactive students to transfer faster. For example, I like how this upcoming fall, you have Spanish 101 and 102 as 8-week classes; I could successfully achieve these requirements in one semester.
- Please offer more online course, or have online plus weekend combo throughout the year. It's quite difficult when these types of courses are not offered more frequently or not for a variety of subjects that are basically pre-requisite to a lot of programs.
- Let me get my classes!
- Math Class "Geometry 070"; I wish that class was available for night-students.
- I really enjoyed my time at SAC. The staff is great; they really care and want to help you. The department final for Chemistry 211 had too many difficult questions for the amount of time given.
- I would like to be able to enroll in the classes that I need without having to wait until everybody else has enrolled.
- I wish there were deaf teacher because it would be easier for deaf student. They have a hard time with hearing teacher because they are not in their shoes. That's why we struggle with hearing teachers because sometime they confuse us. Please HIRE a deaf teacher for English, chemistry, or MATH! Or history. It would be awesome if they do hire deaf teachers. Thank you so much!
- I would like more fluent English speakers to assist in the computer laboratory; it is very difficult to communicate with some of the staff.
- I would like to see more options and variety of classes for beginning classes ex: more choices for beginning computer science and cultural breadth. I know budget cuts prevent this, though.
- I'm very happy and proud to be part of SAC but the main concerns I have are the registration dates and class availability as I work all day and can go in the evening but by the time I register there are no more spaces available. Thank you for taking in consideration my comment.
- I would like that SAC has more classes for computer science.
- I would like to have the opportunity of a larger selection of classes offered in the evening for working adults. For examples, life drawing 2 and 3D Art classes.
- I would like to know if you are ever going to offer some of the morning classes in the evening such as Physics 217.
- I would like to see more business classes and not online. Looking for courses to excel in my current administrative position at work.
- I would like to see SAC grow and provide more fields of study. If you look at jobs in a creative field, companies are looking for many skills. A multimedia artist is supposed to know videography, web design and Microsoft Office. I think a lot of community colleges across the country are not keeping up to date on what local companies are searching for in a prospective employee.
- I would really love if Japanese and Korean classes were offered.

- In general, I do not know if I am learning anything that will benefit me once I finish. I have gotten A's and B's but I do not feel I am retaining anything. Some of the classes need to be revamped or changed to some alternate course that will help with real world jobs.
- I loved my teachers and how they strive for excellence and go above and beyond to help you succeed. The staff in the areas I have visited are always awesome even throughout stressful moments. I love the staff in library; one particular lady is always smiling, happy and always acknowledges everyone. I wish I knew her name, but if it helps she is at front of library when you first walk in and hopefully I'm assuming correctly when I say she is African-American and always has her hair pulled in ponytail. Always delightful!!
- I have a friend who was incarcerated and had him enroll at SAC. The counselors were unhelpful, unfriendly, and made my friend feel unwelcomed. When he took his placement exam and went for results, he was ignored when he asked for help choosing a major considering his record. He put in his initial application that he was interested in sports and career advising and he was never contacted. Please incorporate help into programs at SAC to help this kind of individual. I would much rather have felons try to better themselves than to run the streets hurting people. Thank you.
- I have had wonderful, inspiring teachers at SAC. That said, I am deeply frustrated and upset by the school's methods to cut classes. Ten years ago I had to change my major because all the pre-req's I needed were being cut. Now I come back, and I struggle to get into classes, get caught in Catch-22's of needing to re-take old classes to transfer but not being allowed to re-take them because I passed them 10 years ago. You canceled classes that I found and loved. My full-time job requires me to understand how CA school budgets work (particularly the Cal State System), and I must say that schools like SAC are screwed. You are stuck canceling popular classes that always have wait lists to keep a poorly planned "budget" in check. I have loved my instructors, but I cannot trust SAC to be a reliable source for education in the future.
- I feel a large number of professors are not really talented at teaching. It happens more than once a semester when lectures are based off textbooks' publisher's PowerPoint's and test banks. Instead of bringing fresh perspectives and promote participation, students end up sitting for 3 hours listening to a professor read off textbooks. Then, these same professors complain about the lack of enthusiasm and motivation from students when professors have not even strived in their role model leadership. Education is now superficial and taken from a publisher, leaving education in the hands of an author that might not provide a well rounded perspective or even identify with the needs of SAC students.
- I had the worst Math 060 experience which I had to drop; bad teaching and too much homework, too many materials and lessons, bad grading by _____.
- I despise that some classes are only offered online as I have difficulty learning that way. I think it is unfair to force students to take classes that are required for their degree online.
- I just love this campus and every teacher I have had. One teacher I was nervous about because he hollered at a kid about a test he was taking but my overall experience here has been very positive.. The Success Center is awesome. I have achieved higher scores on math exams than I have ever before. I think that the diversity SAC is important and should be preserved at all costs! I found the fact that this campus has a mariachi study program and a planetarium is more unique than any other campus I've been on. I have had so much support and I want this to keep going as it's what attracted me to SAC! I wish there was a way that SAC could receive private funding as well as public because we need so much more. The Music Department needs more funding for production and ballet folkloric classes.
- The educational environment at SAC is very good; however, the college should have more communication and computer science skills workshops.
- There are not enough classes for Human Development.
- Some of the teachers are great, but others really need to know how to teach and how to introduce new topics to the class. Some of the deans here at SAC have the worst attitudes; SAC has to really work on that; others are down to earth, very friendly and outgoing. Campus security isn't that great, and the overall appearance of the campus isn't welcoming, except for some of the people here.

Facilities/Appearance/Campus Environment

- Don't close down student parking lots. Try to keep as many as you can open.
- Healthier options in the cafeteria, cashier not always hiding in the back and familiar with the menu, not having to wait 10 minutes for order to be taken.
- The bathrooms in building R and H need work.
- The campus could use renovation. The Math Center could use more computers. More student activities should be encouraged to get involved with faculty members and other students on campus.
- The DMC (Digital Media Art Center) NEEDS newer equipment. The professors are amazing; however, the gear/technology is definitely without a doubt too old and does not keep me and my peers competitive in our fields.
- Dunlap Hall needs to have elevators for students. It is very tough to climb up the stairs. I am also disappointed that there are no French classes offered over the summer, even at SCC.
- Parking is an issue, I'm sure you guys are aware of that. There should be more staff helping students at the Financial Aid Office. Lots of students have a lot more questions but we feel the pressure of the people waiting in line so we don't get all of our questions answered. There should be more staff & booths to help each student.
- Please! Add more parking spaces!
- There should be more security officers patrolling at night. It would be safer.
- Parking is RIDICULOUS. I once searched for a parking spot for more than an hour and had to park on the red curb more than five times throughout the semester because there were simply no spaces. Campus police is a joke. Students are a joke: nobody even speaks in class. Teachers are overworked and see how the students do not care, so they do a poor job as well. I am thankful to know I never have to visit this school ever again.
- Campus is very inconvenient for full-time workers trying to get a degree. I understand that you are in a budget crunch, but if the Fitness Center, Library, Bookstore, Math Tutor Lab, etc. will only be open four days a week, could one of those days be a Saturday?
- Parking is a problem especially at night. Not only is there not enough parking and the spaces are small, but as a single female I do not feel safe walking to my car after dark. In my opinion, the instructors during the day are more committed and qualified than instructors at night. I appreciate the "real life" experiences a retired person in a particular field can offer, but as instructors, they often come to class unprepared, do not use the \$150 text book we are required to purchase, do not use Blackboard, lecture using outdated presentations and dismiss us early.
- Santa Ana College security should be enforced more at night. There should be more security officers assigned to every building for the safety of the students.
- Parking is a horrible, especially during construction. I was dismayed to discover that the work is simply "beautification" rather than a parking structure. We really, really need a parking structure!! That would go a long way toward making the entire SAC experience more pleasant. You've got good teachers -- you need to make it possible to park so that we can get to the classroom. 2) Additionally, on a personal level, I wish you would quit cutting the art classes, or at least lift the "repeat-a-course" restriction. I know there are budget issues, but take a look for a solution. This is supposed to be a community college where we can return for continuing education. I can understand that for core transfer classes (English, Math, Science, etc.) you'd like to move students through, but not the art classes (ceramics, pastel, jewelry, watercolor) -- those are classes that keep the community engaged and that SAC cares about its residences. Something to consider.
- Considering that RSCCD has received money from Measure Q, funding should be used in areas where students spend the most time on campus. These areas include the Library, the cafeteria area (inside and out), and The Spot. Revamp these places that would appeal to students and the district will receive an influx of successful students that will bring more funding to the district.

- Security was always difficult to find. I feel lucky that I never needed security, but there were a few times during my time at SAC when a rape or stabbing had happened just before the start of the semester and I felt unsafe, not knowing how to get a hold of security if I needed to.
- My recommendation is that you have a “spot” where students who want to practice their arts (dancing, singing, etc). I took a dancing class and if I had to practice my choreography assignment, I did not have place to do it. It would be nice for students to have a dancing room in order to continue pursuing their dreams, goals, and achievements. Thank you for this unforgettable experience. God bless you.
- I wish you had not taken down the trees. I really enjoyed those trees for that last few years because they provided a lot of shade. Also, the construction work seems lovely.
- Please let me bring my bottle of water inside the library while I study I get very thirsty. Also can you extend the library hours so we can go there to study.

Counseling

- Better guidance during counseling in choosing classes for students. (2)
- I've gone to see a counselor and it seems like their attitude is uninterested in students.
- I would like to recognize **Angela Brown** (Counseling) for her expertise, sincerity and thoughtfulness towards the students who come to seek her guidance. She made me feel welcome and really listened to my questions. Each time I need academic guidance I make sure to see her.
- It's very hard to meet with the counselors. The walk-in counselors are rude, quick, and uncaring. Even when you make appointments to be called in for available counseling, they don't get back to you...
- I would like to see if they can make a counseling email for students who don't have time to stay on campus to meet with a counselor.
- I wasted my freshman year at SAC because counseling is horrible and didn't guide me. I didn't know what to expect, I'm first in my family to go college and only child. They told me take classes I didn't need; he didn't tell me I could retake the placement test. I wish the counselor could pay more attention and guide me better. They never told me about academic probation.
- It would be a lot more helpful if the counselors stayed later to speak with students who work full time.
- Counseling 116 & Professor **Sanabria** have really made an impact in my life. I learned a lot about myself in the class and about the profession I wish to take on. Over the past year the professors have been very helpful and encourage me to continue with my education.
- I wish I had more involvement with counselors. I want to become a nurse, but I feel I'm just wasting my time. I feel it would be easier taking a 9 month course, but I think it's just an easy way out. I would like to transfer to a university, but I would like to talk more with a counselor.
- One time, I came to make an appointment with a counselor; the staff member that sits at the front desk was very mean to me. She was upset and discriminating. She did not smile nor is very friendly. She asked: “what do you need to meet the counselor. serious face, and I told her my reason. She seems not happy to assist us. She said that my reason is not necessary to talk to counselor. Because of that I am very shy and don't ever want to come back again.
- The counselors seem like they lack interest in the students. I ask for help and they don't give it. They want you to be in and out in 5 minutes and are not looking out for your best interest. This is affecting the school's graduation rate because you have students who are lost, confused and taking courses they don't even need.
- I think that waiting over two weeks for a counselor's appointment is bad. Also, only being able to call Friday mornings to schedule an appointment is ridiculous. I know there is walk-in but I waited an hour and a half to take with a counselor for 15 minutes. Overall, I think this could be managed better.

Financial Aid Office

- My overall experience at SAC was great. The only issue I have is with the Financial Aid Office. I was denied financial aid without an explanation letter after I filed an appeal. Also, the reason why it's somewhat difficult for me to take more college courses is because both of my children have special needs and I work full time as well. My schedule is very tight, but I try to make enough time to continue with my college education.
- Financial Aid staff should be answering their phones to make it easy for the students to get info. Also the child care program never has space for students who qualify. Staff is rude and not very helpful. Even if you're on a wait list they still aren't helpful when you have questions about the program.
- Financial Aid staff members need to answer calls and stop placing students on hold for so long.
- Financial Aid staff is horrible, no compassion or understanding regarding students & sensitive matters.
- Some staff offer good service in Financial Aid; others are rude. They don't really help us students.
- The Financial Aid Office is very responsible and is helpful. The only issue I have with them is that staff can be very rude. They act as if you are wasting their time.
- Upon talking to other students about their community college experiences, I have found that SAC has the worst financial aid office in the OC area. The staff is highly unfriendly and always upset about helping students. I would never recommend SAC to anyone I know. I only happened to attend SAC because I got caught up in the Medical Assisting program.

Nursing Program

- The Nursing Program is outstanding!
- The Nursing Program is an amazing program filled with amazing faculty. They truly care about each student and prepare you for the NCLEX and for the hospital setting. I am very blessed to have been part of such an amazing program/school that has many resources available to prepare students for success! Thank you SAC!
- I'm in the Nursing Program which I'm really happy with. I think SAC needs to improve its facilities. The buildings and lecture classrooms are dated, our computer classroom smells mold, and our skills lab although it provides all necessary material for learning, it's too small and the space and flow is awkward. The teachers from the Nursing Program and all the staff are WONDERFUL and extremely knowledgeable! I love SAC!

Other Programs and Services

- I like to study at the Library, it is private and calm. After class, I often eat hot soup at the cafeteria; it helps me get enough energy to continue my class. Thanks a lot the staff for their service.
- I am very pleased with all the services that SAC has provided me with, especially the convenience of having veteran resources on site.
- It seems that I need a little bit more help since I am the first one in my family to go to college
- I like your entrepreneurship/international business program. Very real!
- The Bridge 2 Engineering program is great!
- You need to improve on your staff, such as the Counseling staff, some Financial Aid staff and the Writing Center staff. They are very rude to students and that gives the school a bad vibe.
- Really enjoying where the FDM program is going. The improvements made are significant and the program director **Kyla** has made improvements that make me proud to be enrolled at SAC. I was disappointed at the scholarship support this semester. No one is in the office and it is all done online so I didn't feel like there were ample opportunities or good communication in regards to the scholarship opportunities and deadlines. I am looking forward to projects being completed so parking is not as much of a challenge in the mornings and evenings. Some restrooms need attention and updating.

- If I could get childcare on weeknights or between 3:30pm and 7pm, I could sign up for more classes.
- I went through the SLPA program and enjoyed it very much. The professors were helpful. My only suggestion is that there is a class, I believe SLPA 180 that is a 3 unit class that we have to attend twice a week. I felt, as do many of my fellow class mates, that this class can be combined into 1 3-hour class.
- I think SAC delivers an overall good and successful community college experience that helps students develop essential skills for the future. In addition, the fact that SAC is the only community college in Orange County that has MESA is very helpful, essential and important.
- The library also would help more IF it would stay open later for those students that have classes later in the evening. The overall experience at SAC was good for me.
- It's an overall great place but I noticed you have no opportunities for engineering students. MESA only allows full-time students so that means I would not be able to support myself with a full-time job and try to get one grand every semester.
- The Math Department is actually good. Although there are some instructors that seem to lower the bar for their students in terms of challenging them academically, there are instructors who keep extremely high and reasonable expectations; these instructors have been the ones who have contributed to my education the most.
- I personally felt that the community at the college wants the students to be successful. I am very pleased with the Transfer Center, MESA, and Student Outreach in particular. I also like that SAC has its own scholarship program to help its students succeed.
- I had a poor experience with EOPS during my first semester at SAC. A lady was rude and I believe that faculty/staff should not be like that since they are there to help students. Other than that keep up the good work.
- More scholarships please, especially for the undocumented community! I will be attending a CSU in 2014 and I have no idea how I will be paying for it! It's very frightening!
- MESA is a great program at SAC, but not many people know about it. The school should inform students about programs like MESA, EOPS, etc. during orientation. I was lucky that my friends told me about MESA and EOPS; otherwise, I wouldn't have known about them. Most of students didn't know about these programs, and some of them deserve to be the programs.
- After three years of being on the child care wait list, I finally received a call saying there was space for my child. I have been low income the entire time, and now have given up on going to SAC because I could not find substantial daycare and could not take up a large enough school workload to finish the program in the two years I was told it would take. I have attended almost three years already and I am not halfway done. I commuted an hour each way as well. If classes are offered at night, it would be helpful to offer childcare at night as well, and maintain a much shorter waiting list. I am happy yet saddened at the same time, that I received the phone call last week.
- DMC needs more staff, available hours and equipment.
- The only negative comment I have has to do with the Financial Aid Office. The way they disperse the checks makes it hard on the students to get started. Other colleges give you all your financial aid a week before the first day of school.
- The price of books at the bookstore is ridiculous. There should be something more affordable or more books on reserve at the library.
- I almost completed my manufacturing technology certificate but lost priority registration.
- The Fashion Department teachers need to show less favoritism and grade accordingly.
- The counter registration staff are the friendliest people!! I'm so grateful for their assistance both for myself and my two children who have attended SAC. Many, many thanks!
- Provide more jobs for international students to get social security number to work on campus and provide more information about working on campus for students on the website.

- Excellent psychology program
- Library should be open longer during the cold seasons.
- Love both the campus and the DMC. Great teachers. We need more lab hours at the DMC and more technicians on duty!
- Have more effective staff members especially in the Testing Center. The ladies don't help at all. Staff feels really comfortable because they have been there for a long time and they don't care about quality of service anymore. SAC needs some changes.
- I really have enjoyed my experience at SAC. Even though I have had one or two bad apples (terrible instructors), the rest were awesome because they seemed to care about what we had to say and anywhere that help was needed they were interested in helping us !!The majority of the teachers I have had at SAC have honestly done a great job along with programs like EOPS and DSPS SAC provides to help struggling students like I was!!Thank you!
- I just received an email regarding my academic dismissal from SAC. I would really like to know why or how to handle this. I would love to continue my education at SAC. Thank you!
- I normally attend SCC, but have been attending SAC these past few semesters and really like how accessible the resources are. The only downfall is that sometimes it's a bit hard to understand the tutors because they don't really explain the material clearly enough. The library isn't as quiet as it should be so that gets pretty frustrating as well.
- I have transfer units from the 1980s and 1990s. This puts my total units at more than 100. Even though I only have about 20 units at SAC, my registration priority remains very low and I have trouble getting into the classes I need. I believe that the computer program that sets registration priorities does not have the ability to distinguish between transfer units and units earned at SAC. Please fix this so I am not forced to be waitlisted again. Thank you.

Santa Ana College
2013 Student Satisfaction Survey

Because your education is important to us, we would like to ask you a few questions regarding your experiences and satisfaction with support services you received at SAC. Also, we would like to ask you about your perception of the preparation you are receiving from SAC in 16 areas of skills and knowledge that faculty feel you should accomplish as part of your education. We will use the results to assist our faculty and staff to strategize plans to continue to ensure your educational experience at SAC is a productive one. Your answers will remain anonymous and confidential.

Thank you for being a part of this very important feedback to our staff and faculty!

SECTION 1: TELL US ABOUT YOUR EXPERIENCE AT SAC

1. Based on your experiences and satisfaction, please rate the following criteria by circling the appropriate numbers below:

	Excellent	Good	Average	Below Avg.	Poor
a) My overall experience at SAC	5	4	3	2	1
b) The campus environment (activities, students, teachers, etc.)	5	4	3	2	1
c) Effectiveness of classroom learning experiences	5	4	3	2	1
d) Your ability to register for classes you want/need	5	4	3	2	1
e) Variety of courses offered	5	4	3	2	1
f) Class size (number of students in a class)	5	4	3	2	1
g) Campus safety/security	5	4	3	2	1
h) Appearance/maintenance of facilities and grounds	5	4	3	2	1

2. If you could start over again, would you choose to attend SAC?

- a) yes
- b) maybe
- c) no, why _____

3. Please rate the quality of services and programs that you have used at Santa Ana College: (Circle #0 if you "have not used" a particular service/program)

	Have Not Used	Excellent	Good	Below Average	Avg.	Poor
Academic Computing Center	0	5	4	3	2	1
Admissions & Records	0	5	4	3	2	1
Career & Job Resource Center	0	5	4	3	2	1
Center for Teacher Education (CFTE)	0	5	4	3	2	1
Child Care Services	0	5	4	3	2	1
Counseling	0	5	4	3	2	1
Course Placement Testing	0	5	4	3	2	1
Cross Cultural Resource Center	0	5	4	3	2	1
Disabled Student Programs	0	5	4	3	2	1
EOP&S	0	5	4	3	2	1
Financial Aid Office	0	5	4	3	2	1
Freshman Experience	0	5	4	3	2	1
Health and Wellness Center	0	5	4	3	2	1
Honors Transfer Program	0	5	4	3	2	1
Library	0	5	4	3	2	1
Math Study Center	0	5	4	3	2	1
MESA (Math, Engineering and Science)	0	5	4	3	2	1
Registration	0	5	4	3	2	1
Scholarship Services	0	5	4	3	2	1
Service Learning Center	0	5	4	3	2	1
Success Center	0	5	4	3	2	1
University Transfer Center	0	5	4	3	2	1
Tutorial Learning Center	0	5	4	3	2	1
Veterans Resource Center	0	5	4	3	2	1

4. Please rate the quality of preparation your SAC education has given you to be able to:

	Excellent	Good	Average	Below Average	Poor	Does not Apply
a) Listen actively and respectfully to others	5	4	3	2	1	0
b) Speak in a clear and organized fashion to explain ideas, feelings and conclusions	5	4	3	2	1	0
c) Read effectively and analytically at the college level	5	4	3	2	1	0
d) Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions	5	4	3	2	1	0
e) Formulate original ideas and concepts and to integrate ideas	5	4	3	2	1	0
f) Think logically, solve problems, explain conclusions, and evaluate ideas of others	5	4	3	2	1	0
g) Understand ethical issues to make sound decisions/judgments	5	4	3	2	1	0
h) Use college-level mathematical concepts and methods	5	4	3	2	1	0
i) Conduct research using printed material and computer technology	5	4	3	2	1	0
j) Respect and work with people of different cultural and linguistic backgrounds and abilities	5	4	3	2	1	0
k) Interact with integrity and awareness of others' opinions and values	5	4	3	2	1	0
l) Understand environmental ethical issues	5	4	3	2	1	0
m) Produce and respond to artistic and creative expression	5	4	3	2	1	0
n) Demonstrate habits of intellectual and physical well-being	5	4	3	2	1	0
o) Work effectively in groups to make decisions and seek consensus	5	4	3	2	1	0
p) Select and develop a career	5	4	3	2	1	0

5. IN THE PAST 12 MONTHS, how often have you done the following?

	Very Often	Often	A Few Times	Never
a. Participated in class discussions	3	2	1	0
b) Worked on a paper/project using ideas from different information sources	3	2	1	0
c) Collaborated with other students in a class project	3	2	1	0
d) Did additional study of topics introduced in class (not an assignment)	3	2	1	0
e) Used library resources for a research paper or project	3	2	1	0
f) Used the SAC library to read materials not assigned by a class	3	2	1	0
g) Used the Internet or WWW for information resources for a class assignment	3	2	1	0
h) Used computer software to create charts/graphics/presentations for a project	3	2	1	0
i) Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	3	2	1	0
j) Attended or participated in a sports event on campus	3	2	1	0
k) Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts.	3	2	1	0
l) Participated in a student club, organization or government	3	2	1	0
m) Completed an experiment/project using scientific method	3	2	1	0
n) Discussed your interests, abilities and plans with a counselor/advisor	3	2	1	0
o) Read or researched information about a university or a career interest	3	2	1	0
p) Had an appointment with a counselor to discuss classes, requirements, or develop an educational plan	3	2	1	0

SECTION 2: TELL US ABOUT YOU

1. What is your employment status at this time?
 - a) employed full time
 - b) employed part time (_____ hours/week)
 - c) homemaker, not employed outside of the home
 - d) not employed but would like to work
 - e) not employed and do not care to work at this time
2. Your gender:
 - a) male
 - b) female
3. Your ethnic background: (**circle all that apply**)
 - a) African-American
 - b) Hispanic/Latino
 - c) Asian/Pacific Islander
 - d) Non-Hispanic Caucasian
 - e) Other
4. How old are you?
 - a) 17 and under
 - b) 18
 - c) 19
 - d) 20 to 21
 - e) 22 to 25
 - f) 26 to 29
 - g) 30 to 39
 - h) 40 to 49
 - i) 50 to 64
 - j) 65 and over
5. On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?
 - a) none
 - b) less than 1 hour
 - c) 1 to 2 hours
 - d) 3 to 4 hours
 - e) 5 to 6 hours
 - f) 7 to 8 hours
 - g) 9 to 10 hours
 - h) more than 10 hours
6. On average how many hours a week do you spend on campus other than attending classes?
 - a) none
 - b) 1 to 3 hours
 - c) 4 to 6 hours
 - d) 7 to 9 hours
 - e) 10 to 12 hours
 - f) more than 12 hours
7. Your gross household income for 2012: (Include incomes of all household members)
 - a) below \$9,000
 - b) \$9,000 to \$12,000
 - c) \$12,001 to \$15,000
 - d) \$15,001 to \$18,000
 - e) \$18,001 to \$21,000
 - f) \$21,001 to \$24,000
 - g) \$24,001 to \$27,000
 - h) \$27,001 to \$30,000
 - i) \$30,001 to \$40,000
 - j) over \$40,000
 - k) I don't know
8. Including yourself, how many household members live in your residence? _____
9. How many people did you support (provide more than half of their housing, food, and expenses) in 2012? (**include yourself in the count**)
 - a) none, I'm supported by family/spouse
 - b) only myself
 - c) two, including myself
 - d) three, including myself
 - e) four, including myself
 - f) five, including myself
 - g) six or more, including myself
10. What is your native language?
 - a) English
 - b) Spanish
 - c) Vietnamese
 - d) Chinese
 - e) Korean
 - f) Other _____
11. What are your parents' highest levels of education?

Father	Mother
a) 8th grade or less	a) 8th grade or less
b) some high school	b) some high school
c) high school graduate	c) high school graduate
d) college, no degree	d) college, no degree
e) Associate degree	e) Associate degree
f) Bachelor's degree	f) Bachelor's degree
g) Master's or Doctorate	g) Master's or Doctorate
h) don't know	h) don't know
12. Additional comments, concerns or experiences about SAC you would like to share with us: _____

Thank you for your assistance!