## Q3 Have you enrolled in courses at SAC for the Fall 2022 semester?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $82.4 \%$ | 418 |
| No | $1.0 \%$ | 5 |
| $\left.\begin{array}{ll}\text { If "NO", why not? } & 16.6 \% \\ \hline \text { TOTAL } & \\ \hline\end{array}\right) .84$ |  |  |

# Q4 What instructional method do you prefer for the fall 2022 semester? 



Q7 Based on your experiences and satisfaction, please rate the following:


SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022

$\left.\begin{array}{lrr|r|rrrrrrr} \\ & \text { EXCELLENT } & \text { GOOD } & \text { AVERAGE } & \text { BELOW } \\ \text { AVERAGE }\end{array}\right)$

## Q8 Please rate the quality of preparation your SAC education has given you to be able to:



SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022



SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022


|  | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | $\begin{aligned} & \text { DOES } \\ & \text { NOT } \\ & \text { APPLY } \end{aligned}$ | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Listen actively and respectfully to others | $\begin{array}{r} 51.7 \% \\ 231 \end{array}$ | $\begin{array}{r} 37.8 \% \\ 169 \end{array}$ | $\begin{array}{r} 8.1 \% \\ 36 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | 447 | 4.42 |
| Speak in a clear and organized fashion to explain ideas, feelings and conclusions | $\begin{array}{r} 46.0 \% \\ 206 \end{array}$ | $\begin{array}{r} 38.4 \% \\ 172 \end{array}$ | $\begin{array}{r} 12.3 \% \\ 55 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 2 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 10 \end{array}$ | 448 | 4.32 |
| Read effectively and analytically at the college level | $\begin{array}{r} 44.5 \% \\ 199 \end{array}$ | $\begin{array}{r} 42.7 \% \\ 191 \end{array}$ | $\begin{array}{r} 10.3 \% \\ 46 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 10 \end{array}$ | 447 | 4.35 |
| Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions | $\begin{array}{r} 42.5 \% \\ 190 \end{array}$ | $\begin{array}{r} 43.4 \% \\ 194 \end{array}$ | $\begin{array}{r} 11.4 \% \\ 51 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 10 \end{array}$ | 447 | 4.31 |
| Formulate original ideas and concepts and to integrate ideas | $\begin{array}{r} 42.2 \% \\ 188 \end{array}$ | $\begin{array}{r} 40.6 \% \\ 181 \end{array}$ | $\begin{array}{r} 14.1 \% \\ 63 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 11 \end{array}$ | 446 | 4.27 |
| Think logically, solve problems, explain conclusions, and evaluate ideas of others | $\begin{array}{r} 45.8 \% \\ 205 \end{array}$ | $\begin{array}{r} 37.3 \% \\ 167 \end{array}$ | $\begin{array}{r} 13.4 \% \\ 60 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 10 \end{array}$ | 448 | 4.30 |
| Understand ethical issues to make sound decisions/judgments | $\begin{array}{r} 45.5 \% \\ 202 \end{array}$ | $\begin{array}{r} 38.1 \% \\ 169 \end{array}$ | $\begin{array}{r} 11.9 \% \\ 53 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 3.2 \% \\ 14 \end{array}$ | 444 | 4.32 |
| Use college-level mathematical concepts and methods | $\begin{array}{r} 37.6 \% \\ 168 \end{array}$ | $\begin{array}{r} 35.6 \% \\ 159 \end{array}$ | $\begin{array}{r} 15.9 \% \\ 71 \end{array}$ | $\begin{array}{r} 3.6 \% \\ 16 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 32 \end{array}$ | 447 | 4.15 |
| Conduct research using printed material and computer technology | $\begin{array}{r} 41.1 \% \\ 183 \end{array}$ | $\begin{array}{r} 36.4 \% \\ 162 \end{array}$ | $\begin{array}{r} 14.2 \% \\ 63 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 10 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 5.8 \% \\ 26 \end{array}$ | 445 | 4.23 |
| Respect and work with people of different cultural and linguistic backgrounds and abilities | $\begin{array}{r} 52.7 \% \\ 235 \end{array}$ | $\begin{array}{r} 34.1 \% \\ 152 \end{array}$ | $\begin{array}{r} 10.1 \% \\ 45 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 2.0 \% \\ 9 \end{array}$ | 446 | 4.41 |
| Interact with integrity and awareness of others' opinions and values | $\begin{array}{r} 51.9 \% \\ 231 \end{array}$ | $\begin{array}{r} 35.1 \% \\ 156 \end{array}$ | $\begin{array}{r} 10.6 \% \\ 47 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 6 \end{array}$ | 445 | 4.39 |
| Understand ethical issues about the environment | $\begin{array}{r} 44.5 \% \\ 197 \end{array}$ | $\begin{array}{r} 37.2 \% \\ 165 \end{array}$ | $\begin{array}{r} 11.3 \% \\ 50 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 10 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 3.6 \% \\ 16 \end{array}$ | 443 | 4.26 |
| Become informed, ethical, and active citizens of the community, nation, and world | $\begin{array}{r} 44.5 \% \\ 198 \end{array}$ | $\begin{array}{r} 38.2 \% \\ 170 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 2.0 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 4 \end{array}$ | $\begin{array}{r} 2.9 \% \\ 13 \end{array}$ | 445 | 4.27 |
| Produce and respond to artistic and creative expression | $\begin{array}{r} 41.4 \% \\ 184 \end{array}$ | $\begin{array}{r} 38.5 \% \\ 171 \end{array}$ | $\begin{array}{r} 13.5 \% \\ 60 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $\begin{array}{r} 5.0 \% \\ 22 \end{array}$ | 444 | 4.26 |
| Demonstrate habits of intellectual and physical wellbeing | $\begin{array}{r} 42.5 \% \\ 189 \end{array}$ | $\begin{array}{r} 39.6 \% \\ 176 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 2 \end{array}$ | $\begin{array}{r} 4.3 \% \\ 19 \end{array}$ | 445 | 4.27 |
| Work effectively in groups to make decisions and seek consensus | $\begin{array}{r} 43.2 \% \\ 192 \end{array}$ | $\begin{array}{r} 37.2 \% \\ 165 \end{array}$ | $\begin{array}{r} 14.9 \% \\ 66 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 2.9 \% \\ 13 \end{array}$ | 444 | 4.25 |
| Select and develop a career | $\begin{array}{r} 43.8 \% \\ 193 \end{array}$ | $\begin{array}{r} 37.2 \% \\ 164 \end{array}$ | $\begin{array}{r} 14.1 \% \\ 62 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $\begin{array}{r} 2.9 \% \\ 13 \end{array}$ | 441 | 4.26 |

## Q9 IN THE PAST 12 MONTHS, how often have you done the following?




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|  | VERY OFTEN | OFTEN | A <br> FEW <br> TIMES | NEVER | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Participated in class discussions | $\begin{array}{r} 56.9 \% \\ 253 \end{array}$ | $\begin{array}{r} 29.7 \% \\ 132 \end{array}$ | $\begin{array}{r} 12.4 \% \\ 55 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | 445 | 2.42 |
| Worked on a paper/project using ideas from different information sources | $\begin{array}{r} 45.4 \% \\ 200 \end{array}$ | $\begin{array}{r} 33.1 \% \\ 146 \end{array}$ | $\begin{array}{r} 17.9 \% \\ 79 \end{array}$ | $\begin{array}{r} 3.6 \% \\ 16 \end{array}$ | 441 | 2.20 |
| Collaborated with other students in a class project | $\begin{array}{r} 34.7 \% \\ 153 \end{array}$ | $\begin{array}{r} 28.1 \% \\ 124 \end{array}$ | $\begin{array}{r} 28.8 \% \\ 127 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 37 \end{array}$ | 441 | 1.89 |
| Did additional study of topics introduced in class (not an assignment) | $\begin{array}{r} 25.1 \% \\ 111 \end{array}$ | $\begin{array}{r} 30.2 \% \\ 134 \end{array}$ | $\begin{array}{r} 34.3 \% \\ 152 \end{array}$ | $\begin{array}{r} 10.4 \% \\ 46 \end{array}$ | 443 | 1.70 |
| Used library resources for a research paper or project | $\begin{array}{r} 18.9 \% \\ 83 \end{array}$ | $\begin{array}{r} 19.1 \% \\ 84 \end{array}$ | $\begin{array}{r} 31.1 \% \\ 137 \end{array}$ | $\begin{array}{r} 30.9 \% \\ 136 \end{array}$ | 440 | 1.26 |
| Used the SAC library to read materials not assigned by a class | $\begin{array}{r} 12.9 \% \\ 57 \end{array}$ | $\begin{array}{r} 12.9 \% \\ 57 \end{array}$ | $\begin{array}{r} 22.1 \% \\ 98 \end{array}$ | $\begin{array}{r} 52.1 \% \\ 231 \end{array}$ | 443 | 0.86 |
| Used the Internet or WWW for information resources for a class assignment | $\begin{array}{r} 51.6 \% \\ 229 \end{array}$ | $\begin{array}{r} 26.6 \% \\ 118 \end{array}$ | $\begin{array}{r} 15.3 \% \\ 68 \end{array}$ | $\begin{array}{r} 6.5 \% \\ 29 \end{array}$ | 444 | 2.23 |
| Used computer software to create charts/graphics/presentations for a project | $\begin{array}{r} 32.4 \% \\ 144 \end{array}$ | $\begin{array}{r} 26.3 \% \\ 117 \end{array}$ | $\begin{array}{r} 26.5 \% \\ 118 \end{array}$ | $\begin{array}{r} 14.8 \% \\ 66 \end{array}$ | 445 | 1.76 |
| Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own | $\begin{array}{r} 31.9 \% \\ 142 \end{array}$ | $\begin{array}{r} 27.4 \% \\ 122 \end{array}$ | $\begin{array}{r} 24.9 \% \\ 111 \end{array}$ | $\begin{array}{r} 15.7 \% \\ 70 \end{array}$ | 445 | 1.76 |
| Attended or participated in a sports event on campus | $\begin{array}{r} 12.6 \% \\ 56 \end{array}$ | $\begin{array}{r} 7.6 \% \\ 34 \end{array}$ | $\begin{array}{r} 7.6 \% \\ 34 \end{array}$ | $\begin{array}{r} 72.1 \% \\ 321 \end{array}$ | 445 | 0.61 |
| Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts | $\begin{array}{r} 12.2 \% \\ 54 \end{array}$ | $\begin{array}{r} 10.6 \% \\ 47 \end{array}$ | $\begin{array}{r} 18.7 \% \\ 83 \end{array}$ | $\begin{array}{r} 58.5 \% \\ 259 \end{array}$ | 443 | 0.77 |
| Participated in a student club, organization or government | $\begin{array}{r} 11.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 9.5 \% \\ 42 \end{array}$ | $\begin{array}{r} 12.7 \% \\ 56 \end{array}$ | $\begin{array}{r} 66.3 \% \\ 293 \end{array}$ | 442 | 0.66 |
| Completed an experiment/project using scientific method(s) | $\begin{array}{r} 18.5 \% \\ 82 \end{array}$ | $\begin{array}{r} 17.4 \% \\ 77 \end{array}$ | $\begin{array}{r} 25.1 \% \\ 111 \end{array}$ | $\begin{array}{r} 39.1 \% \\ 173 \end{array}$ | 443 | 1.15 |
| Discussed your interests, abilities and plans with a counselor/advisor | $\begin{array}{r} 23.7 \% \\ 105 \end{array}$ | $\begin{array}{r} 22.1 \% \\ 98 \end{array}$ | $\begin{array}{r} 37.5 \% \\ 166 \end{array}$ | $\begin{array}{r} 16.7 \% \\ 74 \end{array}$ | 443 | 1.53 |
| Read information about a university or a career you're interested in | $\begin{array}{r} 28.0 \% \\ 123 \end{array}$ | $\begin{array}{r} 30.2 \% \\ 133 \end{array}$ | $\begin{array}{r} 28.9 \% \\ 127 \end{array}$ | $\begin{array}{r} 13.0 \% \\ 57 \end{array}$ | 440 | 1.73 |
| Had an appointment with a counselor to discuss classes, requirements, plans | $\begin{array}{r} 28.2 \% \\ 125 \end{array}$ | $\begin{array}{r} 22.1 \% \\ 98 \end{array}$ | $\begin{array}{r} 36.0 \% \\ 160 \end{array}$ | $\begin{array}{r} 13.7 \% \\ 61 \end{array}$ | 444 | 1.65 |

## Q10 Please rate the degree to which you agree with the following statements:

Answered: 443
Skipped: 64


SAC Student Satisfaction Survey, 2022



|  | STRONGLY <br> AGREE | AGREE | NEUTRAL | DISAGREE | STRONGLY DISAGREE | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SAC is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality. | $\begin{array}{r} 60.1 \% \\ 265 \end{array}$ | $\begin{array}{r} 28.8 \% \\ 127 \end{array}$ | $\begin{array}{r} 8.8 \% \\ 39 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 6 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 4 \end{array}$ | 441 | 4.46 |
| SAC supports a community of diverse cultures. | $\begin{array}{r} 60.4 \% \\ 267 \end{array}$ | $\begin{array}{r} 30.5 \% \\ 135 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 32 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 442 | 4.49 |
| I feel a sense of belonging to this campus. | $\begin{array}{r} 49.0 \% \\ 215 \end{array}$ | $\begin{array}{r} 31.4 \% \\ 138 \end{array}$ | $\begin{array}{r} 16.9 \% \\ 74 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | 439 | 4.26 |
| Faculty and staff care about me as individuals. | $\begin{array}{r} 44.0 \% \\ 193 \end{array}$ | $\begin{array}{r} 37.1 \% \\ 163 \end{array}$ | $\begin{array}{r} 16.2 \% \\ 71 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | 439 | 4.21 |
| SAC provides an environment that encourages my personal growth. | $\begin{array}{r} 49.1 \% \\ 217 \end{array}$ | $\begin{array}{r} 38.2 \% \\ 169 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 442 | 4.35 |
| SAC environment promotes mutual respect between students and faculty. | $\begin{array}{r} 53.8 \% \\ 238 \end{array}$ | $\begin{array}{r} 34.8 \% \\ 154 \end{array}$ | $\begin{array}{r} 9.7 \% \\ 43 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 4 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 442 | 4.40 |
| I can achieve my educational goal(s) at SAC. | $\begin{array}{r} 57.0 \% \\ 252 \end{array}$ | $\begin{array}{r} 33.7 \% \\ 149 \end{array}$ | $\begin{array}{r} 7.7 \% \\ 34 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 4 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 442 | 4.45 |
| I would recommend SAC to a friend or family member. | $\begin{array}{r} 64.5 \% \\ 283 \end{array}$ | $\begin{array}{r} 28.9 \% \\ 127 \end{array}$ | $\begin{array}{r} 5.2 \% \\ 23 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 439 | 4.56 |

## Q11 Have you enrolled in an online course within the last 12 months?



# Q12 In addition to attending SAC, are you attending another college or university this semester? 



## Q13 On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

Answered: 446 Skipped: 61



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none | $0.2 \%$ | 1 |
| less than 1 hour | $1.1 \%$ | 5 |
| 1 to 2 hours | $11.0 \%$ | 49 |
| 3 to 4 hours | $26.9 \%$ | 120 |
| 5 to 6 hours | $25.3 \%$ | 113 |
| 7 to 8 hours | $14.8 \%$ | 66 |
| 9 to 10 hours | $9.0 \%$ | 40 |
| more than 10 hours | $11.7 \%$ | 52 |
| TOTAL |  | 446 |

# Q14 On average, how many hours a week do you spend on campus other than attending classes? 

Answered: 444 Skipped: 63


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none | $36.3 \%$ | 161 |
| 1 to 3 hours | $29.7 \%$ | 132 |
| 4 to 6 hours | $20.3 \%$ | 90 |
| 7 to 9 hours | $6.8 \%$ | 30 |
| 10 to 12 hours | $3.4 \%$ | 15 |
| more than 12 hours | $3.6 \%$ | 16 |
| TOTAL |  | 444 |

Q15 Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as
Vocational Construction Technology, Customer Service Representative, Paraprofessional Mental Health, and classes that lead toward the attainment of an adult high school diploma?


| ANSWER CHOICES | RESPONSES |
| :--- | :---: |
| Yes | $36.3 \%$ |
| No | 284 |
| TOTAL | $63.7 \%$ |

Q16 Are you aware of SAC's Community Services program that provides additional options for educational opportunities to the community?


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $47.7 \%$ | 212 |
| No | $52.3 \%$ | 232 |
| TOTAL |  | 444 |

Q17 When choosing your degree pathway, did you receive helpful information from any of the following resources? Please select all that apply.

Answered: 429 Skipped: 78


## SAC Student Satisfaction Survey, 2022

| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :---: |
| SAC catalog | $44.8 \%$ | 192 |
| SAC website | $61.3 \%$ | 263 |
| Faculty member | $31.9 \%$ | 137 |
| Academic department staff (clerks, teaching assistants, etc.) | $17.5 \%$ |  |
| Counselor | $65.5 \%$ | 75 |
| Admissions and Records staff | $17.5 \%$ | 281 |
| Student Life staff | $5.4 \%$ | 75 |
| Graduation Office staff | $6.8 \%$ | 23 |
| Student Outreach staff | $4.9 \%$ | 29 |
| Another student | $26.1 \%$ | 21 |
| Your family | $23.8 \%$ | 112 |
| A coworker | $9.8 \%$ | 102 |

Total Respondents: 429

## Q18 Please rate the quality of services and programs that you have used at Santa Ana College:



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SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022



SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022



SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022


SAC Student Satisfaction Survey, 2022

I did not kn... Have Not U... $\square$ Excellent $\quad$ Below Aver... $\square$ Poor
Average

SAC Student Satisfaction Survey, 2022

|  | I DID <br> NOT <br> KNOW <br> THIS <br> EXISTED | HAVE NOT USED | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | TOTAL | WEIG <br> AVER/ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assessment Center | $\begin{array}{r} 16.4 \% \\ 72 \end{array}$ | $\begin{array}{r} 44.8 \% \\ 197 \end{array}$ | $\begin{array}{r} 13.9 \% \\ 61 \end{array}$ | $\begin{array}{r} 18.9 \% \\ 83 \end{array}$ | $\begin{array}{r} 5.0 \% \\ 22 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 440 |  |
| Academic Computer Center (ACC) | $\begin{array}{r} 11.9 \% \\ 52 \end{array}$ | $\begin{array}{r} 45.4 \% \\ 199 \end{array}$ | $\begin{array}{r} 18.5 \% \\ 81 \end{array}$ | $\begin{array}{r} 20.5 \% \\ 90 \end{array}$ | $\begin{array}{r} 3.0 \% \\ 13 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | 438 |  |
| Admissions \& Records | $\begin{array}{r} 2.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 20.5 \% \\ 90 \end{array}$ | $\begin{array}{r} 33.3 \% \\ 146 \end{array}$ | $\begin{array}{r} 34.6 \% \\ 152 \end{array}$ | $\begin{array}{r} 6.8 \% \\ 30 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 7 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 439 |  |
| Bookstore | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 12.3 \% \\ 54 \end{array}$ | $\begin{array}{r} 44.5 \% \\ 196 \end{array}$ | $\begin{array}{r} 33.2 \% \\ 146 \end{array}$ | $\begin{array}{r} 7.7 \% \\ 34 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 440 |  |
| CalWORKs | $\begin{array}{r} 17.2 \% \\ 75 \end{array}$ | $\begin{array}{r} 60.5 \% \\ 263 \end{array}$ | $\begin{array}{r} 8.7 \% \\ 38 \end{array}$ | $\begin{array}{r} 9.7 \% \\ 42 \end{array}$ | $\begin{array}{r} 3.4 \% \\ 15 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | 435 |  |
| Career <br> Development/CTE/Success <br> Center | $\begin{array}{r} 11.0 \% \\ 48 \end{array}$ | $\begin{array}{r} 60.5 \% \\ 263 \end{array}$ | $\begin{array}{r} 11.7 \% \\ 51 \end{array}$ | $\begin{array}{r} 13.6 \% \\ 59 \end{array}$ | $\begin{array}{r} 3.0 \% \\ 13 \end{array}$ | $0.0 \%$ 0 | $0.2 \%$ 1 | 435 |  |
| Center for Teacher Education (CFTE) | $\begin{array}{r} 19.2 \% \\ 84 \end{array}$ | $\begin{array}{r} 60.5 \% \\ 265 \end{array}$ | $\begin{array}{r} 7.5 \% \\ 33 \end{array}$ | $\begin{array}{r} 10.3 \% \\ 45 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 438 |  |
| Child Development Center | $\begin{array}{r} 11.2 \% \\ 49 \end{array}$ | $\begin{array}{r} 67.5 \% \\ 295 \end{array}$ | $\begin{array}{r} 9.4 \% \\ 41 \end{array}$ | $\begin{array}{r} 8.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 10 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | 437 |  |
| Computers and printers | $\begin{array}{r} 5.5 \% \\ 24 \end{array}$ | $\begin{array}{r} 44.4 \% \\ 194 \end{array}$ | $\begin{array}{r} 24.5 \% \\ 107 \end{array}$ | $\begin{array}{r} 20.4 \% \\ 89 \end{array}$ | $\begin{array}{r} 3.9 \% \\ 17 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | 437 |  |
| Counseling Center | $\begin{array}{r} 2.3 \% \\ 10 \end{array}$ | $\begin{array}{r} 25.3 \% \\ 111 \end{array}$ | $\begin{array}{r} 37.4 \% \\ 164 \end{array}$ | $\begin{array}{r} 26.4 \% \\ 116 \end{array}$ | $\begin{array}{r} 6.6 \% \\ 29 \end{array}$ | $\begin{array}{r} 2.1 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | 439 |  |
| Cross Cultural Resource Center | $\begin{array}{r} 22.7 \% \\ 99 \end{array}$ | $\begin{array}{r} 60.6 \% \\ 265 \end{array}$ | $\begin{array}{r} 5.5 \% \\ 24 \end{array}$ | $\begin{array}{r} 8.2 \% \\ 36 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $0.7 \%$ 3 | 437 |  |
| Disabled Students Program \& Services | $\begin{array}{r} 7.8 \% \\ 34 \end{array}$ | $\begin{array}{r} 73.0 \% \\ 317 \end{array}$ | $\begin{array}{r} 8.3 \% \\ 36 \end{array}$ | $\begin{array}{r} 8.1 \% \\ 35 \end{array}$ | $\begin{array}{r} 2.1 \% \\ 9 \end{array}$ | $0.0 \%$ 0 | $0.7 \%$ 3 | 434 |  |
| Digital Dons Laptop Loan Program | $\begin{array}{r} 12.1 \% \\ 53 \end{array}$ | $\begin{array}{r} 61.6 \% \\ 269 \end{array}$ | $\begin{array}{r} 14.9 \% \\ 65 \end{array}$ | $\begin{array}{r} 8.0 \% \\ 35 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $0.7 \%$ 3 | 437 |  |
| EOPS/Care | $\begin{array}{r} 10.5 \% \\ 46 \end{array}$ | $\begin{array}{r} 59.0 \% \\ 258 \end{array}$ | $\begin{array}{r} 16.2 \% \\ 71 \end{array}$ | $\begin{array}{r} 10.8 \% \\ 47 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 12 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 437 |  |
| Financial Aid Office | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | $\begin{array}{r} 31.2 \% \\ 136 \end{array}$ | $\begin{array}{r} 35.6 \% \\ 155 \end{array}$ | $\begin{array}{r} 21.8 \% \\ 95 \end{array}$ | $\begin{array}{r} 8.3 \% \\ 36 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 4 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 5 \end{array}$ | 436 |  |
| Health and Wellness Center | $\begin{array}{r} 6.2 \% \\ 27 \end{array}$ | $\begin{array}{r} 60.8 \% \\ 265 \end{array}$ | $\begin{array}{r} 18.1 \% \\ 79 \end{array}$ | $\begin{array}{r} 11.9 \% \\ 52 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | 436 |  |
| High School and Community Outreach | $\begin{array}{r} 10.3 \% \\ 45 \end{array}$ | $\begin{array}{r} 68.6 \% \\ 299 \end{array}$ | $\begin{array}{r} 8.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 8.7 \% \\ 38 \end{array}$ | $\begin{array}{r} 2.8 \% \\ 12 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | $0.2 \%$ 1 | 436 |  |
| Honors Transfer Program | $\begin{array}{r} 12.3 \% \\ 54 \end{array}$ | $\begin{array}{r} 67.8 \% \\ 297 \end{array}$ | $\begin{array}{r} 8.0 \% \\ 35 \end{array}$ | $\begin{array}{r} 8.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 438 |  |
| International Student Program | $\begin{array}{r} 13.1 \% \\ 57 \end{array}$ | $\begin{array}{r} 71.7 \% \\ 312 \end{array}$ | $\begin{array}{r} 4.8 \% \\ 21 \end{array}$ | $\begin{array}{r} 7.1 \% \\ 31 \end{array}$ | $2.1 \%$ 9 | $0.9 \%$ 4 | $0.2 \%$ 1 | 435 |  |
| Student Resource Desk | $\begin{array}{r} 9.6 \% \\ 42 \end{array}$ | $\begin{array}{r} 56.8 \% \\ 249 \end{array}$ | $\begin{array}{r} 15.1 \% \\ 66 \end{array}$ | $\begin{array}{r} 14.4 \% \\ 63 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 12 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | 438 |  |
| Learning Center | $\begin{array}{r} 4.3 \% \\ 19 \end{array}$ | $\begin{array}{r} 44.3 \% \\ 194 \end{array}$ | $\begin{array}{r} 27.2 \% \\ 119 \end{array}$ | $\begin{array}{r} 21.0 \% \\ 92 \end{array}$ | $\begin{array}{r} 2.1 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 3 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 2 \end{array}$ | 438 |  |
| Student Help Desk | 6.9\% | 53.0\% | 18.7\% | 17.3\% | 3.2\% | 0.7\% | 0.2\% |  |  |

SAC Student Satisfaction Survey, 2022

|  | 30 | 230 | 81 | 75 | 14 | 3 | 1 | 434 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Foundation/Advancement | 16.0\% | 65.3\% | 6.0\% | 9.3\% | 2.8\% | 0.2\% | 0.5\% |  |
| Office | 69 | 282 | 26 | 40 | 12 | 1 | 2 | 432 |
| Library | 1.8\% | 37.6\% | 32.3\% | 22.0\% | 4.6\% | 1.4\% | 0.2\% |  |
|  | 8 | 164 | 141 | 96 | 20 | 6 | 1 | 436 |
| Math Center | 5.7\% | 57.9\% | 18.1\% | 14.6\% | 3.0\% | 0.5\% | 0.2\% |  |
|  | 25 | 253 | 79 | 64 | 13 | 2 | 1 | 437 |
| MESA (Math, Engineering | 10.3\% | 68.5\% | 9.0\% | 9.7\% | 2.3\% | 0.0\% | 0.2\% |  |
| and Science) | 45 | 298 | 39 | 42 | 10 | 0 | 1 | 435 |
| Puente | 23.4\% | 62.1\% | 5.5\% | 6.9\% | 1.1\% | 0.2\% | 0.7\% |  |
|  | 102 | 270 | 24 | 30 | 5 | 1 | 3 | 435 |
| Registration | 3.9\% | 22.4\% | 37.1\% | 29.5\% | 6.7\% | 0.2\% | 0.2\% |  |
|  | 17 | 97 | 161 | 128 | 29 | 1 | 1 | 434 |
| Santa Ana Promise | 18.9\% | 47.1\% | 18.0\% | 13.2\% | 1.8\% | 0.2\% | 0.7\% |  |
|  | 82 | 204 | 78 | 57 | 8 | 1 | 3 | 433 |
| Scholarship Services | 12.0\% | 56.0\% | 14.7\% | 13.6\% | 3.0\% | 0.5\% | 0.2\% |  |
|  | 52 | 243 | 64 | 59 | 13 | 2 | 1 | 434 |
| Service Learning Center | 10.2\% | 54.0\% | 16.4\% | 15.9\% | 2.5\% | 0.5\% | 0.5\% |  |
|  | 44 | 234 | 71 | 69 | 11 | 2 | 2 | 433 |
| Student Life (ASG, activities, clubs \& orgs) | 6.7\% | 65.8\% | 10.9\% | 12.9\% | 3.5\% | 0.0\% | 0.2\% |  |
|  | 29 | 285 | 47 | 56 | 15 | 0 | 1 | 433 |
| Technology in labs and classrooms | 5.6\% | 44.4\% | 22.9\% | 21.3\% | 5.3\% | 0.0\% | 0.5\% |  |
|  | 24 | 192 | 99 | 92 | 23 | 0 | 2 | 432 |
| TRIO (Student Support | 16.9\% | 64.2\% | 7.4\% | 9.2\% | 1.6\% | 0.2\% | 0.5\% |  |
| Services Program) | 73 | 278 | 32 | 40 | 7 | 1 | 2 | 433 |
| TRIO (Upward Bound) | 21.3\% | 64.6\% | 4.9\% | 6.7\% | 2.1\% | 0.0\% | 0.5\% |  |
|  | 92 | 279 | 21 | 29 | 9 | 0 | 2 | 432 |
| University Transfer Center | 8.8\% | 64.5\% | 10.4\% | 12.2\% | 3.5\% | 0.0\% | 0.7\% |  |
|  | 38 | 280 | 45 | 53 | 15 | 0 | 3 | 434 |
| Veterans Resource Center | 10.9\% | 74.1\% | 6.0\% | 5.8\% | 2.5\% | 0.2\% | 0.5\% |  |
|  | 47 | 321 | 26 | 25 | 11 | 1 | 2 | 433 |
| YESS (Youth | 22.5\% | 65.5\% | 3.9\% | 5.8\% | 1.6\% | 0.0\% | 0.7\% |  |
| Empowerment Strategies Success) | 97 | 283 | 17 | 25 | 7 | 0 | 3 | 432 |

# Q19 Have you or are you currently serving in the United States military? (check all that apply) 

Answered: 433 Skipped: 74


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Currently Active Military | $0.2 \%$ | 1 |
| Dependent of currently active military | $0.9 \%$ | 4 |
| Member discharged within last year | $0.7 \%$ | 3 |
| Member discharged over a year ago (veteran) | $3.2 \%$ | 14 |
| None apply to me | $96.3 \%$ | 417 |

Total Respondents: 433

## Q20 Have you ever received or requested assistance as a result of a learning, physical, psychological, and/or medical condition?

Answered: 433 Skipped: 74


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $8.8 \%$ | 38 |
| No | $83.4 \%$ | 361 |
| Decline to state | $7.9 \%$ | 34 |
| TOTAL |  | 433 |

## Q21 Did you apply for and receive financial aid at SAC?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $59.6 \%$ | 252 |
| No | $26.7 \%$ | 113 |
| I wanted to but I did not know how to | $5.4 \%$ | 23 |
| I did not know that I could | $3.3 \%$ | 14 |
| I do not remember/I don't know | $5.0 \%$ | 21 |
| TOTAL |  | 423 |

## Q22 Your employment status at this time:

Answered: 433 Skipped: 74


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| employed full time | $32.3 \%$ | 140 |
| employed part time | $31.4 \%$ | 136 |
| homemaker, not employed outside of the home | $2.1 \%$ | 9 |
| not employed but would like to work | $22.4 \%$ | 97 |
| not employed and do not care to work at this time | $11.8 \%$ | 51 |
| TOTAL |  | 433 |

# Q23 Including yourself, how many household members live in your residence? 

Answered: 435 Skipped: 72


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Only myself | $9.4 \%$ | 41 |
| $2-3$ members | $31.7 \%$ | 138 |
| $4-5$ members | $42.3 \%$ | 184 |
| 6 or more members | $16.6 \%$ | 72 |
| TOTAL |  | 435 |

Q24 How many people did you support (provide more than half of their housing, food, and expenses) in 2021? (include yourself in the count)


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none, I'm supported by family/spouse | $26.2 \%$ | 113 |
| only myself | $35.4 \%$ | 153 |
| two, including myself | $15.7 \%$ | 68 |
| three, including myself | $11.3 \%$ | 49 |
| four, including myself | $6.3 \%$ | 27 |
| five, including myself | $3.2 \%$ | 14 |
| six or more, including myself | $1.9 \%$ | 8 |
| TOTAL |  | 432 |

## Q25 What is your marital status?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Married or domestic partnership | $18.7 \%$ | 81 |
| Separated/divorced or widowed | $6.9 \%$ | 30 |
| Single, never married | $74.4 \%$ | 322 |
| TOTAL |  | 433 |

## Q26 What is your family status?

Answered: 431 Skipped: 76


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| I have children at home | $25.5 \%$ | 110 |
| I do not have children at home | $74.5 \%$ | 321 |
| TOTAL |  | 431 |

## Q27 What is your native language?

Answered: 434 Skipped: 73


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :---: |
| English | $54.4 \%$ | 236 |
| Spanish | $31.6 \%$ | 137 |
| Vietnamese | $8.5 \%$ | 37 |
| Other, please specify native language | $5.5 \%$ | 24 |
| TOTAL |  | 434 |

Q28 Did your parents receive information from Padres Promotores de la Educacion before you entered college?


## Q29 Are you undocumented? (Your answers will remain anonymous and confidential)

Answered: 434
Skipped: 73


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $8.8 \%$ | 38 |
| No | $91.2 \%$ | 396 |
| TOTAL |  | 434 |

## Q3 Do you plan to attend SAC in the fall semester?

Answered: 353 Skipped: 1


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $82.4 \%$ | 291 |
| No | $2.5 \%$ | 9 |
| $\left.\begin{array}{ll}\text { If "no", why not? } & 15.0 \% \\ \hline \text { TOTAL } & \\ \hline\end{array}\right) .53$ |  |  |

# Q4 What instructional method do you prefer for the fall 2021 semester? 



Q7 Based on your experiences and satisfaction, please rate the following:


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SAC Student Satisfaction Survey, 2021


## SAC Student Satisfaction Survey, 2021

$\left.\begin{array}{lrr|r|r|r|r|r|r} \\ & \text { EXCELLENT } & \text { GOOD } & \text { AVERAGE } & \text { BELOW } \\ \text { AVERAGE }\end{array}\right)$

## Q8 Please rate the quality of preparation your SAC education has given you to be able to:



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SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


## SAC Student Satisfaction Survey, 2021



|  | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | DOES NOT APPLY | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Listen actively and respectfully to others | $\begin{array}{r} 45.4 \% \\ 129 \end{array}$ | $\begin{array}{r} 41.2 \% \\ 117 \end{array}$ | $\begin{array}{r} 8.1 \% \\ 23 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 3.2 \% \\ 9 \end{array}$ | 284 | 4.34 |
| Speak in a clear and organized fashion to explain ideas, feelings and conclusions | $\begin{array}{r} 40.5 \% \\ 115 \end{array}$ | $\begin{array}{r} 42.3 \% \\ 120 \end{array}$ | $\begin{array}{r} 9.5 \% \\ 27 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 4 \end{array}$ | $\begin{array}{r} 5.3 \% \\ 15 \end{array}$ | 284 | 4.26 |
| Read effectively and analytically at the college level | $\begin{array}{r} 42.3 \% \\ 120 \end{array}$ | $\begin{array}{r} 38.7 \% \\ 110 \end{array}$ | $\begin{array}{r} 12.3 \% \\ 35 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 4.6 \% \\ 13 \end{array}$ | 284 | 4.26 |
| Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions | $\begin{array}{r} 38.2 \% \\ 108 \end{array}$ | $\begin{array}{r} 43.1 \% \\ 122 \end{array}$ | $\begin{array}{r} 12.0 \% \\ 34 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 4.2 \% \\ 12 \end{array}$ | 283 | 4.21 |
| Formulate original ideas and concepts and to integrate ideas | $\begin{array}{r} 39.6 \% \\ 112 \end{array}$ | $\begin{array}{r} 40.3 \% \\ 114 \end{array}$ | $\begin{array}{r} 12.7 \% \\ 36 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 5.3 \% \\ 15 \end{array}$ | 283 | 4.23 |
| Think logically, solve problems, explain conclusions, and evaluate ideas of others | $\begin{array}{r} 41.0 \% \\ 116 \end{array}$ | $\begin{array}{r} 42.0 \% \\ 119 \end{array}$ | $\begin{array}{r} 11.3 \% \\ 32 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 3.9 \% \\ 11 \end{array}$ | 283 | 4.26 |
| Understand ethical issues to make sound decisions/judgments | $\begin{array}{r} 41.1 \% \\ 116 \end{array}$ | $\begin{array}{r} 41.5 \% \\ 117 \end{array}$ | $\begin{array}{r} 9.6 \% \\ 27 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 5.7 \% \\ 16 \end{array}$ | 282 | 4.29 |
| Use college-level mathematical concepts and methods | $\begin{array}{r} 33.6 \% \\ 95 \end{array}$ | $\begin{array}{r} 39.6 \% \\ 112 \end{array}$ | $\begin{array}{r} 13.4 \% \\ 38 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 7 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 4 \end{array}$ | $\begin{array}{r} 9.5 \% \\ 27 \end{array}$ | 283 | 4.12 |
| Conduct research using printed material and computer technology | $\begin{array}{r} 35.0 \% \\ 98 \end{array}$ | $\begin{array}{r} 40.0 \% \\ 112 \end{array}$ | $\begin{array}{r} 10.7 \% \\ 30 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 4 \end{array}$ | $\begin{array}{r} 11.8 \% \\ 33 \end{array}$ | 280 | 4.20 |
| Respect and work with people of different cultural and linguistic backgrounds and abilities | $\begin{array}{r} 45.9 \% \\ 129 \end{array}$ | $\begin{array}{r} 38.4 \% \\ 108 \end{array}$ | $\begin{array}{r} 8.5 \% \\ 24 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 4 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 5.0 \% \\ 14 \end{array}$ | 281 | 4.34 |
| Interact with integrity and awareness of others' opinions and values | $\begin{array}{r} 44.6 \% \\ 125 \end{array}$ | $\begin{array}{r} 39.6 \% \\ 111 \end{array}$ | $\begin{array}{r} 8.9 \% \\ 25 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 5.4 \% \\ 15 \end{array}$ | 280 | 4.34 |
| Understand ethical issues about the environment | $\begin{array}{r} 41.4 \% \\ 115 \end{array}$ | $\begin{array}{r} 37.8 \% \\ 105 \end{array}$ | $\begin{array}{r} 9.7 \% \\ 27 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | $\begin{array}{r} 8.6 \% \\ 24 \end{array}$ | 278 | 4.28 |
| Become informed, ethical, and active citizens of the community, nation, and world | $\begin{array}{r} 39.1 \% \\ 109 \end{array}$ | $\begin{array}{r} 38.4 \% \\ 107 \end{array}$ | $\begin{array}{r} 11.8 \% \\ 33 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 6 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 8.2 \% \\ 23 \end{array}$ | 279 | 4.24 |
| Produce and respond to artistic and creative expression | $\begin{array}{r} 36.9 \% \\ 103 \end{array}$ | $\begin{array}{r} 38.7 \% \\ 108 \end{array}$ | $\begin{array}{r} 11.1 \% \\ 31 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 10.4 \% \\ 29 \end{array}$ | 279 | 4.21 |
| Demonstrate habits of intellectual and physical wellbeing | $\begin{array}{r} 37.5 \% \\ 103 \end{array}$ | $\begin{array}{r} 38.5 \% \\ 106 \end{array}$ | $\begin{array}{r} 11.6 \% \\ 32 \end{array}$ | $\begin{array}{r} 2.9 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 25 \end{array}$ | 275 | 4.21 |
| Work effectively in groups to make decisions and seek consensus | $\begin{array}{r} 37.3 \% \\ 104 \end{array}$ | $\begin{array}{r} 39.8 \% \\ 111 \end{array}$ | $\begin{array}{r} 12.9 \% \\ 36 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 6 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 6.8 \% \\ 19 \end{array}$ | 279 | 4.18 |
| Select and develop a career | $\begin{array}{r} 31.5 \% \\ 87 \end{array}$ | $\begin{array}{r} 42.4 \% \\ 117 \end{array}$ | $\begin{array}{r} 12.3 \% \\ 34 \end{array}$ | $\begin{array}{r} 3.3 \% \\ 9 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 4 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 25 \end{array}$ | 276 | 4.09 |

## Q9 IN THE PAST 12 MONTHS, how often have you done the following?





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## SAC Student Satisfaction Survey, 2021



|  | VERY <br> OFTEN | OFTEN | A <br> FEW <br> TIMES | NEVER | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Participated in class discussions | $\begin{array}{r} 50.7 \% \\ 141 \end{array}$ | $\begin{array}{r} 31.7 \% \\ 88 \end{array}$ | $\begin{array}{r} 14.7 \% \\ 41 \end{array}$ | $\begin{array}{r} 2.9 \% \\ 8 \end{array}$ | 278 | 2.30 |
| Worked on a paper/project using ideas from different information sources | $\begin{array}{r} 40.4 \% \\ 112 \end{array}$ | $\begin{array}{r} 34.3 \% \\ 95 \end{array}$ | $\begin{array}{r} 21.3 \% \\ 59 \end{array}$ | $\begin{array}{r} 4.0 \% \\ 11 \end{array}$ | 277 | 2.11 |
| Collaborated with other students in a class project | $\begin{array}{r} 26.9 \% \\ 74 \end{array}$ | $\begin{array}{r} 29.1 \% \\ 80 \end{array}$ | $\begin{array}{r} 31.6 \% \\ 87 \end{array}$ | $\begin{array}{r} 12.4 \% \\ 34 \end{array}$ | 275 | 1.71 |
| Did additional study of topics introduced in class (not an assignment) | $\begin{array}{r} 26.4 \% \\ 73 \end{array}$ | $\begin{array}{r} 32.1 \% \\ 89 \end{array}$ | $\begin{array}{r} 30.3 \% \\ 84 \end{array}$ | $\begin{array}{r} 11.2 \% \\ 31 \end{array}$ | 277 | 1.74 |
| Used library resources for a research paper or project | $\begin{array}{r} 19.6 \% \\ 54 \end{array}$ | $\begin{array}{r} 17.5 \% \\ 48 \end{array}$ | $\begin{array}{r} 28.7 \% \\ 79 \end{array}$ | $\begin{array}{r} 34.2 \% \\ 94 \end{array}$ | 275 | 1.23 |
| Used the SAC library to read materials not assigned by a class | $\begin{array}{r} 10.9 \% \\ 30 \end{array}$ | $\begin{array}{r} 10.6 \% \\ 29 \end{array}$ | $\begin{array}{r} 25.9 \% \\ 71 \end{array}$ | $\begin{array}{r} 52.6 \% \\ 144 \end{array}$ | 274 | 0.80 |
| Used the Internet or WWW for information resources for a class assignment | $\begin{array}{r} 51.4 \% \\ 142 \end{array}$ | $\begin{array}{r} 28.6 \% \\ 79 \end{array}$ | $\begin{array}{r} 11.2 \% \\ 31 \end{array}$ | $\begin{array}{r} 8.7 \% \\ 24 \end{array}$ | 276 | 2.23 |
| Used computer software to create charts/graphics/presentations for a project | $\begin{array}{r} 33.8 \% \\ 93 \end{array}$ | $\begin{array}{r} 28.0 \% \\ 77 \end{array}$ | $\begin{array}{r} 21.5 \% \\ 59 \end{array}$ | $\begin{array}{r} 16.7 \% \\ 46 \end{array}$ | 275 | 1.79 |
| Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own | $\begin{array}{r} 28.7 \% \\ 79 \end{array}$ | $\begin{array}{r} 25.8 \% \\ 71 \end{array}$ | $\begin{array}{r} 24.7 \% \\ 68 \end{array}$ | $\begin{array}{r} 20.7 \% \\ 57 \end{array}$ | 275 | 1.63 |
| Attended or participated in a sports event on campus | $\begin{array}{r} 5.9 \% \\ 16 \end{array}$ | $\begin{array}{r} 4.8 \% \\ 13 \end{array}$ | $\begin{array}{r} 5.1 \% \\ 14 \end{array}$ | $\begin{array}{r} 84.2 \% \\ 230 \end{array}$ | 273 | 0.32 |
| Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts | $\begin{array}{r} 8.1 \% \\ 22 \end{array}$ | $\begin{array}{r} 6.6 \% \\ 18 \end{array}$ | $\begin{array}{r} 19.4 \% \\ 53 \end{array}$ | $\begin{array}{r} 65.9 \% \\ 180 \end{array}$ | 273 | 0.57 |
| Participated in a student club, organization or government | $\begin{array}{r} 6.6 \% \\ 18 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 23 \end{array}$ | $\begin{array}{r} 10.9 \% \\ 30 \end{array}$ | $\begin{array}{r} 74.1 \% \\ 203 \end{array}$ | 274 | 0.47 |
| Completed an experiment/project using scientific method(s) | $\begin{array}{r} 12.2 \% \\ 33 \end{array}$ | $\begin{array}{r} 15.6 \% \\ 42 \end{array}$ | $\begin{array}{r} 25.9 \% \\ 70 \end{array}$ | $\begin{array}{r} 46.3 \% \\ 125 \end{array}$ | 270 | 0.94 |
| Discussed your interests, abilities and plans with a counselor/advisor | $\begin{array}{r} 16.5 \% \\ 45 \end{array}$ | $\begin{array}{r} 17.3 \% \\ 47 \end{array}$ | $\begin{array}{r} 37.5 \% \\ 102 \end{array}$ | $\begin{array}{r} 28.7 \% \\ 78 \end{array}$ | 272 | 1.22 |
| Read information about a university or a career you're interested in | $\begin{array}{r} 21.0 \% \\ 57 \end{array}$ | $\begin{array}{r} 24.7 \% \\ 67 \end{array}$ | $\begin{array}{r} 31.4 \% \\ 85 \end{array}$ | $\begin{array}{r} 22.9 \% \\ 62 \end{array}$ | 271 | 1.44 |
| Had an appointment with a counselor to discuss classes, requirements, plans | $\begin{array}{r} 20.2 \% \\ 55 \end{array}$ | $\begin{array}{r} 16.9 \% \\ 46 \end{array}$ | $\begin{array}{r} 39.0 \% \\ 106 \end{array}$ | $\begin{array}{r} 23.9 \% \\ 65 \end{array}$ | 272 | 1.33 |

## Q10 Please rate the degree to which you agree with the following statements:

Answered: 273
Skipped: 81




|  | STRONGLY <br> AGREE | AGREE | NEUTRAL | DISAGREE | STRONGLY DISAGREE | TOTAL | WEIGHTED <br> AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SAC is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality. | $\begin{array}{r} 51.6 \% \\ 141 \end{array}$ | $\begin{array}{r} 31.1 \% \\ 85 \end{array}$ | $\begin{array}{r} 15.0 \% \\ 41 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 2 \end{array}$ | 273 | 4.32 |
| SAC supports a community of diverse cultures. | $\begin{array}{r} 53.8 \% \\ 147 \end{array}$ | $\begin{array}{r} 30.8 \% \\ 84 \end{array}$ | $\begin{array}{r} 13.6 \% \\ 37 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | 273 | 4.37 |
| I feel a sense of belonging to this campus. | $\begin{array}{r} 43.0 \% \\ 117 \end{array}$ | $\begin{array}{r} 27.2 \% \\ 74 \end{array}$ | $\begin{array}{r} 24.6 \% \\ 67 \end{array}$ | $\begin{array}{r} 3.7 \% \\ 10 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 272 | 4.07 |
| Faculty and staff care about me as individuals. | $\begin{array}{r} 38.5 \% \\ 105 \end{array}$ | $\begin{array}{r} 35.2 \% \\ 96 \end{array}$ | $\begin{array}{r} 23.1 \% \\ 63 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | 273 | 4.07 |
| SAC provides an environment that encourages my personal growth. | $\begin{array}{r} 43.8 \% \\ 119 \end{array}$ | $\begin{array}{r} 35.7 \% \\ 97 \end{array}$ | $\begin{array}{r} 17.3 \% \\ 47 \end{array}$ | $\begin{array}{r} 2.2 \% \\ 6 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 272 | 4.19 |
| SAC environment promotes mutual respect between students and faculty. | $\begin{array}{r} 42.1 \% \\ 114 \end{array}$ | $\begin{array}{r} 39.1 \% \\ 106 \end{array}$ | $\begin{array}{r} 15.9 \% \\ 43 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 271 | 4.19 |
| I can achieve my educational goal(s) at SAC. | $\begin{array}{r} 52.0 \% \\ 142 \end{array}$ | $\begin{array}{r} 31.5 \% \\ 86 \end{array}$ | $\begin{array}{r} 13.6 \% \\ 37 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 273 | 4.31 |
| I would recommend SAC to a friend or family member. | $\begin{array}{r} 55.1 \% \\ 150 \end{array}$ | $\begin{array}{r} 31.3 \% \\ 85 \end{array}$ | $\begin{array}{r} 10.3 \% \\ 28 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 5 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 272 | 4.37 |

# Q11 Have you enrolled in an online course within the last 12 months? 



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $97.4 \%$ | 267 |
| No | $2.6 \%$ | 7 |
| TOTAL |  | 274 |

Q12 In addition to attending SAC, are you attending another college or university this semester?


## Q13 On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

Answered: 273 Skipped: 81



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none | $0.4 \%$ | 1 |
| less than 1 hour | $0.7 \%$ | 2 |
| 1 to 2 hours | $9.9 \%$ | 27 |
| 3 to 4 hours | $30.0 \%$ | 82 |
| 5 to 6 hours | $27.8 \%$ | 76 |
| 7 to 8 hours | $9.9 \%$ | 27 |
| 9 to 10 hours | $9.2 \%$ | 25 |
| more than 10 hours | $12.1 \%$ | 33 |
| TOTAL |  | 273 |

# Q14 On average, how many hours a week do you spend on campus other than attending classes? 

Answered: 271 Skipped: 83


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none | $68.6 \%$ | 186 |
| 1 to 3 hours | $15.1 \%$ | 41 |
| 4 to 6 hours | $9.2 \%$ | 25 |
| 7 to 9 hours | $3.0 \%$ | 8 |
| 10 to 12 hours | $1.8 \%$ | 5 |
| more than 12 hours | $2.2 \%$ | 6 |
| TOTAL |  | 271 |

Q15 Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as
Vocational Construction Technology, Customer Service Representative, Paraprofessional Mental Health, and classes that lead toward the attainment of an adult high school diploma?


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $40.0 \%$ | 108 |
| No | $60.0 \%$ | 162 |
| TOTAL |  | 270 |

Q16 Are you aware of SAC's Community Services program that provides additional options for educational opportunities to the community?


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $44.1 \%$ | 119 |
| No | $55.9 \%$ | 151 |
| TOTAL |  | 270 |

Q17 When choosing your degree pathway, did you receive helpful information from any of the following resources? Please select all that apply.

Answered: 258 Skipped: 96


## SAC Student Satisfaction Survey, 2021

| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| SAC catalog | $42.2 \%$ | 109 |
| SAC website | $56.2 \%$ | 145 |
| Faculty member | $30.6 \%$ | 79 |
| Academic department staff (clerks, teaching assistants, etc.) | $15.1 \%$ | 39 |
| Counselor | $59.3 \%$ | 153 |
| Admissions and Records staff | $14.3 \%$ | 37 |
| Student Life staff | $3.1 \%$ | 8 |
| Graduation Office staff | $5.8 \%$ | 15 |
| Student Outreach staff | $3.9 \%$ | 10 |
| Another student | $21.3 \%$ | 10 |
| Your family | $22.9 \%$ | 55 |
| A coworker | $10.5 \%$ | 59 |

Total Respondents: 258

## Q18 Please rate the quality of services and programs that you have used at Santa Ana College:



SAC Student Satisfaction Survey, 2021



SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021



SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


SAC Student Satisfaction Survey, 2021


## SAC Student Satisfaction Survey, 2021

I did not kn... $\square$ Have Not U... $\square$ Excellent
Average $\quad$ Bolow Aver... $\square$ Poor

SAC Student Satisfaction Survey, 2021

|  | I DID <br> NOT <br> KNOW <br> THIS <br> EXISTED | HAVE NOT USED | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | TOTAL | WEIGF <br> AVER/ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assessment Center | $\begin{array}{r} 17.9 \% \\ 47 \end{array}$ | $\begin{array}{r} 38.4 \% \\ 101 \end{array}$ | $\begin{array}{r} 9.9 \% \\ 26 \end{array}$ | $\begin{array}{r} 23.6 \% \\ 62 \end{array}$ | $\begin{array}{r} 9.9 \% \\ 26 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | 263 |  |
| Academic Computer Center (ACC) | $\begin{array}{r} 11.4 \% \\ 30 \end{array}$ | $\begin{array}{r} 48.1 \% \\ 127 \end{array}$ | $\begin{array}{r} 14.0 \% \\ 37 \end{array}$ | $\begin{array}{r} 19.7 \% \\ 52 \end{array}$ | $\begin{array}{r} 6.1 \% \\ 16 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.0 \% \\ 0 \end{array}$ | 264 |  |
| Admissions \& Records | $\begin{array}{r} 2.3 \% \\ 6 \end{array}$ | $\begin{array}{r} 19.0 \% \\ 50 \end{array}$ | $\begin{array}{r} 26.6 \% \\ 70 \end{array}$ | $\begin{array}{r} 36.1 \% \\ 95 \end{array}$ | $\begin{array}{r} 12.5 \% \\ 33 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 5 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 263 |  |
| Bookstore | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 25.5 \% \\ 67 \end{array}$ | $\begin{array}{r} 28.1 \% \\ 74 \end{array}$ | $\begin{array}{r} 33.1 \% \\ 87 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 22 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 6 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 263 |  |
| Calworks | $\begin{array}{r} 16.9 \% \\ 44 \end{array}$ | $\begin{array}{r} 59.4 \% \\ 155 \end{array}$ | $\begin{array}{r} 7.7 \% \\ 20 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 30 \end{array}$ | $\begin{array}{r} 3.4 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 261 |  |
| Career <br> Development/CTE/Success Center | $\begin{array}{r} 14.4 \% \\ 38 \end{array}$ | $\begin{array}{r} 55.1 \% \\ 145 \end{array}$ | $\begin{array}{r} 8.0 \% \\ 21 \end{array}$ | $\begin{array}{r} 15.2 \% \\ 40 \end{array}$ | $\begin{array}{r} 4.2 \% \\ 11 \end{array}$ | $1.9 \%$ 5 | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 263 |  |
| Center for Teacher Education (CFTE) | $\begin{array}{r} 20.8 \% \\ 55 \end{array}$ | $\begin{array}{r} 59.1 \% \\ 156 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 19 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 24 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 5 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | 264 |  |
| Child Development Center | $\begin{array}{r} 9.9 \% \\ 26 \end{array}$ | $\begin{array}{r} 71.9 \% \\ 189 \end{array}$ | $\begin{array}{r} 6.5 \% \\ 17 \end{array}$ | $\begin{array}{r} 7.6 \% \\ 20 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 7 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 263 |  |
| Computers and printers | $\begin{array}{r} 1.9 \% \\ 5 \end{array}$ | $\begin{array}{r} 46.8 \% \\ 123 \end{array}$ | $\begin{array}{r} 22.8 \% \\ 60 \end{array}$ | $\begin{array}{r} 21.7 \% \\ 57 \end{array}$ | $\begin{array}{r} 4.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 263 |  |
| Counseling Center | $\begin{array}{r} 1.5 \% \\ 4 \end{array}$ | $\begin{array}{r} 26.7 \% \\ 71 \end{array}$ | $\begin{array}{r} 28.2 \% \\ 75 \end{array}$ | $\begin{array}{r} 30.5 \% \\ 81 \end{array}$ | $\begin{array}{r} 6.4 \% \\ 17 \end{array}$ | $\begin{array}{r} 4.1 \% \\ 11 \end{array}$ | $\begin{array}{r} 2.6 \% \\ 7 \end{array}$ | 266 |  |
| Cross Cultural Resource Center | $\begin{array}{r} 23.2 \% \\ 61 \end{array}$ | $\begin{array}{r} 61.2 \% \\ 161 \end{array}$ | $\begin{array}{r} 4.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 8.0 \% \\ 21 \end{array}$ | $1.9 \%$ 5 | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | 263 |  |
| Disabled Students Program \& Services | $\begin{array}{r} 5.3 \% \\ 14 \end{array}$ | $\begin{array}{r} 73.5 \% \\ 194 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 24 \end{array}$ | $\begin{array}{r} 7.6 \% \\ 20 \end{array}$ | $\begin{array}{r} 3.0 \% \\ 8 \end{array}$ | $1.1 \%$ 3 | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | 264 |  |
| Digital Dons Laptop Loan Program | $\begin{array}{r} 9.2 \% \\ 24 \end{array}$ | $\begin{array}{r} 67.4 \% \\ 176 \end{array}$ | $\begin{array}{r} 10.3 \% \\ 27 \end{array}$ | $\begin{array}{r} 8.8 \% \\ 23 \end{array}$ | $1.9 \%$ 5 | 1.5\% | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 261 |  |
| EOPS/Care | $\begin{array}{r} 11.0 \% \\ 29 \end{array}$ | $\begin{array}{r} 60.5 \% \\ 159 \end{array}$ | $\begin{array}{r} 15.2 \% \\ 40 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 22 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 7 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 263 |  |
| Financial Aid Office | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 33.5 \% \\ 88 \end{array}$ | $\begin{array}{r} 28.5 \% \\ 75 \end{array}$ | $\begin{array}{r} 22.4 \% \\ 59 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 24 \end{array}$ | $\begin{array}{r} 3.8 \% \\ 10 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 6 \end{array}$ | 263 |  |
| Health and Wellness Center | $\begin{array}{r} 4.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 67.4 \% \\ 176 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 30 \end{array}$ | $\begin{array}{r} 11.9 \% \\ 31 \end{array}$ | $\begin{array}{r} 3.4 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 261 |  |
| High School and Community Outreach | $\begin{array}{r} 14.1 \% \\ 37 \end{array}$ | $\begin{array}{r} 68.4 \% \\ 180 \end{array}$ | $\begin{array}{r} 5.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 22 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 7 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | 263 |  |
| Honors Transfer Program | $\begin{array}{r} 11.5 \% \\ 30 \end{array}$ | $\begin{array}{r} 71.8 \% \\ 188 \end{array}$ | $\begin{array}{r} 5.3 \% \\ 14 \end{array}$ | $\begin{array}{r} 6.9 \% \\ 18 \end{array}$ | $\begin{array}{r} 3.1 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 262 |  |
| International Student Program | $\begin{array}{r} 12.3 \% \\ 32 \end{array}$ | $\begin{array}{r} 75.4 \% \\ 196 \end{array}$ | 3.1\% | $\begin{array}{r} 6.2 \% \\ 16 \end{array}$ | $1.9 \%$ 5 | 0.8\% | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | 260 |  |
| Student Resource Desk | $\begin{array}{r} 9.9 \% \\ 26 \end{array}$ | $\begin{array}{r} 56.7 \% \\ 149 \end{array}$ | $\begin{array}{r} 11.8 \% \\ 31 \end{array}$ | $\begin{array}{r} 15.2 \% \\ 40 \end{array}$ | $\begin{array}{r} 4.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 3 \end{array}$ | 263 |  |
| Learning Center | $\begin{array}{r} 2.7 \% \\ 7 \end{array}$ | $\begin{array}{r} 44.9 \% \\ 118 \end{array}$ | $\begin{array}{r} 27.4 \% \\ 72 \end{array}$ | $\begin{array}{r} 18.3 \% \\ 48 \end{array}$ | $\begin{array}{r} 5.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 1 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 2 \end{array}$ | 263 |  |
| Student Help Desk | 6.9\% | 52.9\% | 18.0\% | 16.5\% | 2.7\% | 1.9\% | 1.1\% |  |  |

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|  | 18 | 138 | 47 | 43 | 7 | 5 | 3 | 261 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Foundation/Advancement | 15.7\% | 69.0\% | 5.4\% | 6.9\% | 2.3\% | 0.4\% | 0.4\% |  |
| Office | 41 | 180 | 14 | 18 | 6 | 1 | 1 | 261 |
| Library | 0.8\% | 34.5\% | 33.7\% | 25.3\% | 4.2\% | 1.1\% | 0.4\% |  |
|  | 2 | 90 | 88 | 66 | 11 | 3 | 1 | 261 |
| Math Center | 2.3\% | 56.7\% | 18.8\% | 17.2\% | 3.1\% | 1.5\% | 0.4\% |  |
|  | 6 | 148 | 49 | 45 | 8 | 4 | 1 | 261 |
| MESA (Math, Engineering | 7.3\% | 71.8\% | 8.9\% | 8.5\% | 2.3\% | 0.0\% | 1.2\% |  |
| and Science) | 19 | 186 | 23 | 22 | 6 | 0 | 3 | 259 |
| Puente | 21.6\% | 67.6\% | 2.3\% | 5.8\% | 1.5\% | 0.4\% | 0.8\% |  |
|  | 56 | 175 | 6 | 15 | 4 | 1 | 2 | 259 |
| Registration | 1.5\% | 15.4\% | 38.1\% | 33.8\% | 9.2\% | 1.2\% | 0.8\% |  |
|  | 4 | 40 | 99 | 88 | 24 | 3 | 2 | 260 |
| Santa Ana Promise | 17.8\% | 49.0\% | 16.6\% | 11.6\% | 3.9\% | 0.4\% | 0.8\% |  |
|  | 46 | 127 | 43 | 30 | 10 | 1 | 2 | 259 |
| Scholarship Services | 9.2\% | 58.4\% | 13.0\% | 12.6\% | 3.1\% | 1.9\% | 1.9\% |  |
|  | 24 | 153 | 34 | 33 | 8 | 5 | 5 | 262 |
| Service Learning Center | 6.5\% | 59.8\% | 14.6\% | 16.1\% | 2.7\% | 0.0\% | 0.4\% |  |
|  | 17 | 156 | 38 | 42 | 7 | 0 | 1 | 261 |
| Student Life (ASG, activities, clubs \& orgs) | 6.5\% | 68.5\% | 8.5\% | 11.2\% | 4.2\% | 0.4\% | 0.8\% |  |
|  | 17 | 178 | 22 | 29 | 11 | 1 | 2 | 260 |
| Technology in labs and classrooms | 4.6\% | 52.5\% | 17.6\% | 17.6\% | 5.4\% | 1.5\% | 0.8\% |  |
|  | 12 | 137 | 46 | 46 | 14 | 4 | 2 | 261 |
| TRIO (Student Support Services Program) | 20.2\% | 64.9\% | 5.0\% | 6.9\% | 1.9\% | 0.0\% | 1.1\% |  |
|  | 53 | 170 | 13 | 18 | 5 | 0 | 3 | 262 |
| TRIO (Upward Bound) | 21.8\% | 65.6\% | 3.8\% | 5.7\% | 1.9\% | 0.0\% | 1.1\% |  |
|  | 57 | 172 | 10 | 15 | 5 | 0 | 3 | 262 |
| University Transfer Center | 7.6\% | 69.8\% | 8.4\% | 9.9\% | 3.1\% | 0.4\% | 0.8\% |  |
|  | 20 | 183 | 22 | 26 | 8 | 1 | 2 | 262 |
| Veterans Resource Center | 9.5\% | 77.1\% | 4.6\% | 5.0\% | 2.7\% | 0.4\% | 0.8\% |  |
|  | 25 | 202 | 12 | 13 | 7 | 1 | 2 | 262 |
| YESS (Youth Empowerment Strategies Success) | 23.8\% | 66.5\% | 2.3\% | 4.6\% | 1.9\% | 0.0\% | 0.8\% |  |
|  | 62 | 173 | 6 | 12 | 5 | 0 | 2 | 260 |

# Q19 Have you or are you currently serving in the United States military? (check all that apply) 

Answered: 267 Skipped: 87


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Currently Active Military | $0.4 \%$ | 1 |
| Dependent of currently active military | $0.4 \%$ | 1 |
| Member discharged within last year | $0.4 \%$ | 1 |
| Member discharged over a year ago (veteran) | $1.9 \%$ | 5 |
| None apply to me | $97.4 \%$ | 260 |

Total Respondents: 267

## Q20 Have you ever received or requested assistance as a result of a learning, physical, psychological, and/or medical condition?

Answered: 265 Skipped: 89


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $10.2 \%$ | 27 |
| No | $84.5 \%$ | 224 |
| Decline to state | $5.3 \%$ | 14 |
| TOTAL |  | 265 |

## Q21 Did you apply for and receive financial aid at SAC?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :---: |
| Yes | $55.4 \%$ | 144 |
| No | $29.2 \%$ | 76 |
| I wanted to but I did not know how to | $4.6 \%$ | 12 |
| I did not know that I could | $3.1 \%$ | 8 |
| I do not remember/I don't know | $7.7 \%$ | 20 |
| TOTAL |  | 260 |

## Q22 Your employment status at this time:



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| employed full time | $31.5 \%$ | 84 |
| employed part time | $30.0 \%$ | 80 |
| homemaker, not employed outside of the home | $4.1 \%$ | 11 |
| not employed but would like to work | $24.7 \%$ | 66 |
| not employed and do not care to work at this time | $9.7 \%$ | 26 |
| TOTAL | 267 |  |

# Q23 Including yourself, how many household members live in your residence? 

Answered: 266 Skipped: 88


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Only myself | $9.4 \%$ | 25 |
| $2-3$ members | $35.0 \%$ | 93 |
| $4-5$ members | $40.2 \%$ | 107 |
| 6 or more members | $15.4 \%$ | 41 |
| TOTAL |  | 266 |

Q24 How many people did you support (provide more than half of their housing, food, and expenses) in 2020 ? (include yourself in the count)


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none, I'm supported by family/spouse | $25.7 \%$ | 68 |
| only myself | $32.1 \%$ | 85 |
| two, including myself | $17.7 \%$ | 47 |
| three, including myself | $11.7 \%$ | 31 |
| four, including myself | $7.9 \%$ | 21 |
| five, including myself | $2.3 \%$ | 6 |
| six or more, including myself | $2.6 \%$ | 7 |
| TOTAL |  | 265 |

## Q25 What is your marital status?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Married or domestic partnership | $23.2 \%$ | 62 |
| Separated/divorced or widowed | $8.2 \%$ | 22 |
| Single, never married | $68.5 \%$ | 183 |
| TOTAL |  | 267 |

## Q26 What is your family status?

Answered: 267
Skipped: 87


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| I have children at home | $34.5 \%$ | 92 |
| I do not have children at home | $65.5 \%$ | 175 |
| TOTAL |  | 267 |

## Q27 What is your native language?

Answered: 266 Skipped: 88


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :---: |
| English | $56.0 \%$ | 149 |
| Spanish | $30.5 \%$ | 81 |
| Vietnamese | $7.5 \%$ | 20 |
| Other, please specify native language | $6.0 \%$ | 16 |
| TOTAL |  | 266 |

Q28 Did your parents receive information from Padres Promotores de la Educacion before you entered college?


## Q29 Are you undocumented? (Your answers will remain anonymous and confidential)

Answered: 267
Skipped: 87


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $13.1 \%$ | 35 |
| No | $86.9 \%$ | 232 |
| TOTAL |  | 267 |

## Q3 Do you plan to attend SAC in the fall semester?

Answered: 2,315 Skipped: 7


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $78.3 \%$ | 1,813 |
| No | $1.7 \%$ | 39 |
| If "no", why not? | $20.0 \%$ | 463 |
| TOTAL |  | 2,315 |

# Q4 What instructional method do you prefer for the fall 2020 semester? 

Answered: 2,310 Skipped: 12


| ANSWER CHOICES | RESPONSES |  |
| :--- | :---: | :---: |
| Online | $28.7 \%$ | 663 |
| In person (face-to-face instruction) | $37.6 \%$ | 868 |
| Hybrid (combination of face-to-face instruction with online learning) | $26.2 \%$ | 605 |
| No preference | $7.5 \%$ | 174 |
| TOTAL | 2,310 |  |

Q7 Based on your experiences and satisfaction, please rate the following:
Answered: 2,080
Skipped: 242



SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020


|  | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | NO OPINION | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| My overall experience at SAC | $\begin{array}{r} 49.3 \% \\ 1,024 \end{array}$ | $\begin{array}{r} 39.5 \% \\ 821 \end{array}$ | $\begin{array}{r} 9.5 \% \\ 197 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 13 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 4 \end{array}$ | 2,077 | 4.35 |
| The campus environment (activities, students, teachers, etc.) | $\begin{array}{r} 45.6 \% \\ 944 \end{array}$ | $\begin{array}{r} 37.5 \% \\ 777 \end{array}$ | $\begin{array}{r} 11.3 \% \\ 233 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 26 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 3.8 \% \\ 79 \end{array}$ | 2,071 | 4.15 |
| Effectiveness of classroom learning experiences | $\begin{array}{r} 44.5 \% \\ 919 \end{array}$ | $\begin{array}{r} 40.2 \% \\ 830 \end{array}$ | $\begin{array}{r} 10.7 \% \\ 221 \end{array}$ | $\begin{array}{r} 1.7 \% \\ 36 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 2.1 \% \\ 44 \end{array}$ | 2,065 | 4.20 |
| Your ability to register for classes you want/need | $\begin{array}{r} 46.0 \% \\ 954 \end{array}$ | $\begin{array}{r} 33.6 \% \\ 698 \end{array}$ | $\begin{array}{r} 16.0 \% \\ 332 \end{array}$ | $\begin{array}{r} 2.6 \% \\ 53 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 32 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | 2,076 | 4.19 |
| Variety of courses offered | $\begin{array}{r} 43.4 \% \\ 898 \end{array}$ | $\begin{array}{r} 37.4 \% \\ 774 \end{array}$ | $\begin{array}{r} 15.2 \% \\ 315 \end{array}$ | $\begin{array}{r} 2.4 \% \\ 49 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 17 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | 2,071 | 4.17 |
| Class size (number of students in a class) | $\begin{array}{r} 38.2 \% \\ 791 \end{array}$ | $\begin{array}{r} 42.3 \% \\ 876 \end{array}$ | $\begin{array}{r} 15.6 \% \\ 323 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 23 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 52 \end{array}$ | 2,073 | 4.09 |
| Campus safety/security | $\begin{array}{r} 39.6 \% \\ 820 \end{array}$ | $\begin{array}{r} 35.6 \% \\ 737 \end{array}$ | $\begin{array}{r} 14.1 \% \\ 293 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 40 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 26 \end{array}$ | $\begin{array}{r} 7.5 \% \\ 156 \end{array}$ | 2,072 | 3.88 |
| Appearance/maintenance of facilities and grounds | $\begin{array}{r} 38.9 \% \\ 805 \end{array}$ | $\begin{array}{r} 36.4 \% \\ 755 \end{array}$ | $\begin{array}{r} 15.3 \% \\ 316 \end{array}$ | $\begin{array}{r} 3.6 \% \\ 74 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 4.0 \% \\ 83 \end{array}$ | 2,072 | 3.95 |
| Your relationship with SAC counselors | $\begin{array}{r} 33.0 \% \\ 684 \end{array}$ | $\begin{array}{r} 26.5 \% \\ 550 \end{array}$ | $\begin{array}{r} 19.6 \% \\ 406 \end{array}$ | $\begin{array}{r} 5.8 \% \\ 121 \end{array}$ | $\begin{array}{r} 3.0 \% \\ 62 \end{array}$ | $\begin{array}{r} 12.0 \% \\ 249 \end{array}$ | 2,072 | 3.45 |
| Your relationship with SAC instructors | $\begin{array}{r} 46.2 \% \\ 960 \end{array}$ | $\begin{array}{r} 36.4 \% \\ 756 \end{array}$ | $\begin{array}{r} 12.7 \% \\ 263 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 28 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 21 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 48 \end{array}$ | 2,076 | 4.19 |
| Your relationship with other students at SAC | $\begin{array}{r} 37.7 \% \\ 782 \end{array}$ | $\begin{array}{r} 35.0 \% \\ 726 \end{array}$ | $\begin{array}{r} 17.2 \% \\ 357 \end{array}$ | $\begin{array}{r} 2.7 \% \\ 57 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 31 \end{array}$ | $\begin{array}{r} 5.8 \% \\ 121 \end{array}$ | 2,074 | 3.87 |
| Your relationship with staff at SAC | $\begin{array}{r} 33.8 \% \\ 701 \end{array}$ | $\begin{array}{r} 34.9 \% \\ 723 \end{array}$ | $\begin{array}{r} 18.2 \% \\ 377 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 48 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 32 \end{array}$ | $\begin{array}{r} 9.2 \% \\ 191 \end{array}$ | 2,072 | 3.69 |

Q8 Please rate the quality of preparation your SAC education has given you to be able to:

Answered: 2,074

Skipped: 248


SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020



SAC Student Satisfaction Survey, 2020


| 0\% | 10\% | 20\% | 30\% | 40\% | 50\% | 60\% | 70\% | 80\% | 90\% | 100\% |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Excellent |  |  | Good |  | Average |  | Below Aver... |  |  |  |
| Poor |  |  | Does not a... |  |  |  |  |  |  |  |


|  | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | DOES NOT APPLY | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Listen actively and respectfully to others | $\begin{array}{r} 49.9 \% \\ 1,032 \end{array}$ | $\begin{array}{r} 38.1 \% \\ 787 \end{array}$ | $\begin{array}{r} 8.2 \% \\ 170 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 17 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 9 \end{array}$ | $\begin{array}{r} 2.6 \% \\ 53 \end{array}$ | 2,068 | 4.40 |
| Speak in a clear and organized fashion to explain ideas, feelings and conclusions | $\begin{array}{r} 45.1 \% \\ 932 \end{array}$ | $\begin{array}{r} 39.7 \% \\ 822 \end{array}$ | $\begin{array}{r} 10.2 \% \\ 210 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 22 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 3.4 \% \\ 70 \end{array}$ | 2,068 | 4.32 |
| Read effectively and analytically at the college level | $\begin{array}{r} 44.8 \% \\ 926 \end{array}$ | $\begin{array}{r} 40.3 \% \\ 834 \end{array}$ | $\begin{array}{r} 10.1 \% \\ 208 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 26 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | $\begin{array}{r} 3.3 \% \\ 68 \end{array}$ | 2,069 | 4.32 |
| Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions | $\begin{array}{r} 42.6 \% \\ 881 \end{array}$ | $\begin{array}{r} 40.3 \% \\ 833 \end{array}$ | $\begin{array}{r} 11.8 \% \\ 243 \end{array}$ | $\begin{array}{r} 1.2 \% \\ 25 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 3.7 \% \\ 76 \end{array}$ | 2,066 | 4.28 |
| Formulate original ideas and concepts and to integrate ideas | $\begin{array}{r} 43.0 \% \\ 889 \end{array}$ | $\begin{array}{r} 40.5 \% \\ 837 \end{array}$ | $\begin{array}{r} 12.0 \% \\ 248 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 3.2 \% \\ 67 \end{array}$ | 2,069 | 4.29 |
| Think logically, solve problems, explain conclusions, and evaluate ideas of others | $\begin{array}{r} 45.1 \% \\ 931 \end{array}$ | $\begin{array}{r} 40.3 \% \\ 831 \end{array}$ | $\begin{array}{r} 10.8 \% \\ 222 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 51 \end{array}$ | 2,063 | 4.32 |
| Understand ethical issues to make sound decisions/judgments | $\begin{array}{r} 46.3 \% \\ 956 \end{array}$ | $\begin{array}{r} 37.4 \% \\ 773 \end{array}$ | $\begin{array}{r} 11.0 \% \\ 228 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 3.7 \% \\ 77 \end{array}$ | 2,065 | 4.33 |
| Use college-level mathematical concepts and methods | $\begin{array}{r} 36.1 \% \\ 745 \end{array}$ | $\begin{array}{r} 35.1 \% \\ 724 \end{array}$ | $\begin{array}{r} 15.3 \% \\ 316 \end{array}$ | $\begin{array}{r} 2.6 \% \\ 53 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 22 \end{array}$ | $\begin{array}{r} 9.8 \% \\ 203 \end{array}$ | 2,063 | 4.14 |
| Conduct research using printed material and computer technology | $\begin{array}{r} 41.2 \% \\ 849 \end{array}$ | $\begin{array}{r} 36.4 \% \\ 751 \end{array}$ | $\begin{array}{r} 14.0 \% \\ 288 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 29 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | $\begin{array}{r} 6.3 \% \\ 130 \end{array}$ | 2,061 | 4.24 |
| Respect and work with people of different cultural and linguistic backgrounds and abilities | $\begin{array}{r} 54.4 \% \\ 1,123 \end{array}$ | $\begin{array}{r} 34.2 \% \\ 706 \end{array}$ | $\begin{array}{r} 7.0 \% \\ 145 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | $\begin{array}{r} 3.4 \% \\ 70 \end{array}$ | 2,065 | 4.47 |
| Interact with integrity and awareness of others' opinions and values | $\begin{array}{r} 51.7 \% \\ 1,066 \end{array}$ | $\begin{array}{r} 36.2 \% \\ 747 \end{array}$ | $\begin{array}{r} 8.0 \% \\ 164 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 17 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 4 \end{array}$ | $\begin{array}{r} 3.1 \% \\ 64 \end{array}$ | 2,062 | 4.43 |
| Understand ethical issues about the environment | $\begin{array}{r} 46.7 \% \\ 961 \end{array}$ | $\begin{array}{r} 35.4 \% \\ 728 \end{array}$ | $\begin{array}{r} 10.3 \% \\ 211 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 12 \end{array}$ | $\begin{array}{r} 6.1 \% \\ 125 \end{array}$ | 2,057 | 4.35 |
| Become informed, ethical, and active citizens of the community, nation, and world | $\begin{array}{r} 45.7 \% \\ 940 \end{array}$ | $\begin{array}{r} 36.4 \% \\ 749 \end{array}$ | $\begin{array}{r} 11.1 \% \\ 229 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 21 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | $\begin{array}{r} 5.3 \% \\ 110 \end{array}$ | 2,059 | 4.33 |
| Produce and respond to artistic and creative expression | $\begin{array}{r} 42.3 \% \\ 871 \end{array}$ | $\begin{array}{r} 36.2 \% \\ 745 \end{array}$ | $\begin{array}{r} 12.4 \% \\ 256 \end{array}$ | $\begin{array}{r} 1.2 \% \\ 25 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | $\begin{array}{r} 7.6 \% \\ 156 \end{array}$ | 2,060 | 4.29 |
| Demonstrate habits of intellectual and physical wellbeing | $\begin{array}{r} 42.5 \% \\ 875 \end{array}$ | $\begin{array}{r} 39.3 \% \\ 810 \end{array}$ | $\begin{array}{r} 10.7 \% \\ 220 \end{array}$ | $\begin{array}{r} 1.2 \% \\ 25 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 5.5 \% \\ 114 \end{array}$ | 2,059 | 4.29 |
| Work effectively in groups to make decisions and seek consensus | $\begin{array}{r} 42.4 \% \\ 872 \end{array}$ | $\begin{array}{r} 38.6 \% \\ 795 \end{array}$ | $\begin{array}{r} 12.2 \% \\ 250 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 32 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 16 \end{array}$ | $\begin{array}{r} 4.5 \% \\ 92 \end{array}$ | 2,057 | 4.26 |
| Select and develop a career | $\begin{array}{r} 43.6 \% \\ 895 \end{array}$ | $\begin{array}{r} 35.7 \% \\ 732 \end{array}$ | $\begin{array}{r} 12.8 \% \\ 263 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 48 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 4.6 \% \\ 95 \end{array}$ | 2,053 | 4.24 |

## Q9 IN THE PAST 12 MONTHS, how often have you done the following?




SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020


|  | VERY <br> OFTEN | OFTEN | A FEW TIMES | NEVER | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Participated in class discussions | $\begin{array}{r} 51.0 \% \\ 1,051 \end{array}$ | $\begin{array}{r} 30.3 \% \\ 624 \end{array}$ | $\begin{array}{r} 17.1 \% \\ 353 \end{array}$ | $\begin{array}{r} 1.6 \% \\ 32 \end{array}$ | 2,060 | 2.31 |
| Worked on a paper/project using ideas from different information sources | $\begin{array}{r} 44.7 \% \\ 919 \end{array}$ | $\begin{array}{r} 32.2 \% \\ 662 \end{array}$ | $\begin{array}{r} 18.0 \% \\ 371 \end{array}$ | $\begin{array}{r} 5.2 \% \\ 106 \end{array}$ | 2,058 | 2.16 |
| Collaborated with other students in a class project | $\begin{array}{r} 34.2 \% \\ 701 \end{array}$ | $\begin{array}{r} 28.4 \% \\ 582 \end{array}$ | $\begin{array}{r} 26.9 \% \\ 551 \end{array}$ | $\begin{array}{r} 10.6 \% \\ 218 \end{array}$ | 2,052 | 1.86 |
| Did additional study of topics introduced in class (not an assignment) | $\begin{array}{r} 25.5 \% \\ 524 \end{array}$ | $\begin{array}{r} 31.8 \% \\ 652 \end{array}$ | $\begin{array}{r} 31.2 \% \\ 640 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 237 \end{array}$ | 2,053 | 1.71 |
| Used library resources for a research paper or project | $\begin{array}{r} 25.8 \% \\ 530 \end{array}$ | $\begin{array}{r} 21.9 \% \\ 450 \end{array}$ | $\begin{array}{r} 28.2 \% \\ 580 \end{array}$ | $\begin{array}{r} 24.1 \% \\ 495 \end{array}$ | 2,055 | 1.49 |
| Used the SAC library to read materials not assigned by a class | $\begin{array}{r} 16.0 \% \\ 329 \end{array}$ | $\begin{array}{r} 14.5 \% \\ 297 \end{array}$ | $\begin{array}{r} 25.1 \% \\ 516 \end{array}$ | $\begin{array}{r} 44.4 \% \\ 913 \end{array}$ | 2,055 | 1.02 |
| Used the Internet or WWW for information resources for a class assignment | $\begin{array}{r} 55.5 \% \\ 1,138 \end{array}$ | $\begin{array}{r} 26.1 \% \\ 534 \end{array}$ | $\begin{array}{r} 14.0 \% \\ 286 \end{array}$ | $\begin{array}{r} 4.4 \% \\ 91 \end{array}$ | 2,049 | 2.33 |
| Used computer software to create charts/graphics/presentations for a project | $\begin{array}{r} 35.1 \% \\ 721 \end{array}$ | $\begin{array}{r} 24.7 \% \\ 508 \end{array}$ | $\begin{array}{r} 22.5 \% \\ 463 \end{array}$ | $\begin{array}{r} 17.6 \% \\ 362 \end{array}$ | 2,054 | 1.77 |
| Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own | $\begin{array}{r} 30.7 \% \\ 632 \end{array}$ | $\begin{array}{r} 24.8 \% \\ 511 \end{array}$ | $\begin{array}{r} 26.3 \% \\ 542 \end{array}$ | $\begin{array}{r} 18.2 \% \\ 374 \end{array}$ | 2,059 | 1.68 |
| Attended or participated in a sports event on campus | $\begin{array}{r} 9.4 \% \\ 193 \end{array}$ | $\begin{array}{r} 6.8 \% \\ 139 \end{array}$ | $\begin{array}{r} 10.8 \% \\ 222 \end{array}$ | $\begin{array}{r} 73.1 \% \\ 1,503 \end{array}$ | 2,057 | 0.52 |
| Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts | $\begin{array}{r} 12.1 \% \\ 249 \end{array}$ | $\begin{array}{r} 11.2 \% \\ 229 \end{array}$ | $\begin{array}{r} 23.8 \% \\ 488 \end{array}$ | $\begin{array}{r} 52.9 \% \\ 1,087 \end{array}$ | 2,053 | 0.82 |
| Participated in a student club, organization or government | $\begin{array}{r} 9.8 \% \\ 202 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 172 \end{array}$ | $\begin{array}{r} 13.9 \% \\ 286 \end{array}$ | $\begin{array}{r} 67.8 \% \\ 1,391 \end{array}$ | 2,051 | 0.60 |
| Completed an experiment/project using scientific method(s) | $\begin{array}{r} 14.7 \% \\ 301 \end{array}$ | $\begin{array}{r} 15.8 \% \\ 324 \end{array}$ | $\begin{array}{r} 23.9 \% \\ 489 \end{array}$ | $\begin{array}{r} 45.5 \% \\ 931 \end{array}$ | 2,045 | 1.00 |
| Discussed your interests, abilities and plans with a counselor/advisor | $\begin{array}{r} 23.1 \% \\ 472 \end{array}$ | $\begin{array}{r} 21.4 \% \\ 437 \end{array}$ | $\begin{array}{r} 38.7 \% \\ 790 \end{array}$ | $\begin{array}{r} 16.8 \% \\ 344 \end{array}$ | 2,043 | 1.51 |
| Read information about a university or a career you're interested in | $\begin{array}{r} 29.2 \% \\ 597 \end{array}$ | $\begin{array}{r} 26.6 \% \\ 544 \end{array}$ | $\begin{array}{r} 30.6 \% \\ 625 \end{array}$ | $\begin{array}{r} 13.5 \% \\ 276 \end{array}$ | 2,042 | 1.72 |
| Had an appointment with a counselor to discuss classes, requirements, plans | $\begin{array}{r} 23.8 \% \\ 487 \end{array}$ | $\begin{array}{r} 22.9 \% \\ 469 \end{array}$ | $\begin{array}{r} 37.6 \% \\ 769 \end{array}$ | $\begin{array}{r} 15.7 \% \\ 321 \end{array}$ | 2,046 | 1.55 |

## Q10 Please rate the degree to which you agree with the following statements:

Answered: 2,052
Skipped: 270




|  | STRONGLY <br> AGREE | AGREE | NEUTRAL | DISAGREE | STRONGLY DISAGREE | TOTAL | WEIGHTED AVERAGE |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| SAC is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality. | $\begin{array}{r} 59.7 \% \\ 1,224 \end{array}$ | $\begin{array}{r} 31.7 \% \\ 649 \end{array}$ | $\begin{array}{r} 7.3 \% \\ 149 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 21 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | 2,050 | 4.49 |
| SAC supports a community of diverse cultures. | $\begin{array}{r} 61.6 \% \\ 1,260 \end{array}$ | $\begin{array}{r} 30.0 \% \\ 614 \end{array}$ | $\begin{array}{r} 7.7 \% \\ 158 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 5 \end{array}$ | 2,047 | 4.52 |
| I feel a sense of belonging to this campus. | $\begin{array}{r} 50.1 \% \\ 1,023 \end{array}$ | $\begin{array}{r} 30.2 \% \\ 617 \end{array}$ | $\begin{array}{r} 17.5 \% \\ 358 \end{array}$ | $\begin{array}{r} 1.7 \% \\ 35 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | 2,043 | 4.28 |
| Faculty and staff care about me as individuals. | $\begin{array}{r} 45.1 \% \\ 923 \end{array}$ | $\begin{array}{r} 33.5 \% \\ 687 \end{array}$ | $\begin{array}{r} 18.7 \% \\ 382 \end{array}$ | $\begin{array}{r} 2.1 \% \\ 44 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 12 \end{array}$ | 2,048 | 4.20 |
| SAC provides an environment that encourages my personal growth. | $\begin{array}{r} 48.0 \% \\ 984 \end{array}$ | $\begin{array}{r} 36.6 \% \\ 750 \end{array}$ | $\begin{array}{r} 13.6 \% \\ 279 \end{array}$ | $\begin{array}{r} 1.4 \% \\ 29 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 6 \end{array}$ | 2,048 | 4.31 |
| SAC environment promotes mutual respect between students and faculty. | $\begin{array}{r} 50.6 \% \\ 1,035 \end{array}$ | $\begin{array}{r} 37.1 \% \\ 760 \end{array}$ | $\begin{array}{r} 10.8 \% \\ 222 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | 2,047 | 4.36 |
| I can achieve my educational goal(s) at SAC. | $\begin{array}{r} 55.3 \% \\ 1,131 \end{array}$ | $\begin{array}{r} 34.2 \% \\ 700 \end{array}$ | $\begin{array}{r} 9.2 \% \\ 188 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 20 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | 2,047 | 4.43 |
| I would recommend SAC to a friend or family member. | $\begin{array}{r} 58.7 \% \\ 1,197 \end{array}$ | $\begin{array}{r} 31.6 \% \\ 645 \end{array}$ | $\begin{array}{r} 8.3 \% \\ 169 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 22 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | 2,040 | 4.47 |

# Q11 Have you enrolled in an online course within the last 12 months? 



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | ---: |
| Yes | $77.2 \%$ | 1,584 |
| No | $22.8 \%$ | 468 |
| TOTAL |  | 2,052 |

Q12 In addition to attending SAC, are you attending another college or university this semester?

Answered: 2,052 Skipped: 270


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | ---: |
| No | $75.7 \%$ | 1,554 |
| Yes | $24.3 \%$ | 498 |
| TOTAL |  | 2,052 |

## Q13 On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

Answered: 2,053 Skipped: 269


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- | :--- |
| none | $0.7 \%$ | 14 |
| less than 1 hour | $2.0 \%$ | 42 |
| 1 to 2 hours | $13.2 \%$ | 270 |
| 3 to 4 hours | $28.1 \%$ | 577 |
| 5 to 6 hours | $24.4 \%$ | 501 |
| 7 to 8 hours | $13.7 \%$ | 282 |
| 9 to 10 hours | $7.9 \%$ | 163 |
| more than 10 hours | $9.9 \%$ | 204 |
| TOTAL |  | 2,053 |

# Q14 On average, how many hours a week do you spend on campus other than attending classes? 

Answered: 2,046 Skipped: 276


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none | $30.2 \%$ | 618 |
| 1 to 3 hours | $32.1 \%$ | 656 |
| 4 to 6 hours | $21.7 \%$ | 443 |
| 7 to 9 hours | $7.5 \%$ | 153 |
| 10 to 12 hours | $4.1 \%$ | 83 |
| more than 12 hours | $4.5 \%$ | 93 |
| TOTAL |  | 2,046 |

Q15 Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as Vocational Construction Technology, Customer Service Representative, Paraprofessional Mental Health, and classes that lead toward the attainment of an adult high school diploma?

Answered: 2,044 Skipped: 278


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $36.9 \%$ | 754 |
| No | $63.1 \%$ | 1,290 |
| TOTAL |  | 2,044 |

Q16 Are you aware of SAC's Community Services program that provides additional options for educational opportunities to the community?


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $47.9 \%$ | 980 |
| No | $52.1 \%$ | 1,067 |
| TOTAL |  | 2,047 |

Q17 When choosing your degree pathway, did you receive helpful information from any of the following resources? Please select all that apply.

Answered: 1,980 Skipped: 342


| ANSWER CHOICES | RESPONSES |
| :--- | :--- |
| SAC catalog | $46.9 \%$ |
| SAC website | $57.3 \%$ |
| Faculty member | $36.4 \%$ |
| Academic department staff (clerks, teaching assistants, etc.) | $18.8 \%$ |
| Counselor | $67.3 \%$ |
| Admissions and Records staff | $15.7 \%$ |
| Student Life staff | 3.135 |
| Graduation Office staff | $3.8 \%$ |
| Student Outreach staff | $4.5 \%$ |
| Another student | $3.5 \%$ |
| Your family | $30.4 \%$ |
| A coworker | $25.9 \%$ |
| Total Respondents: 1,980 | $11.0 \%$ |

## Q18 Please rate the quality of services and programs that you have used at Santa Ana College:

Answered: 2,044 Skipped: 278


SAC Student Satisfaction Survey, 2020



SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020



SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020



SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020


SAC Student Satisfaction Survey, 2020

I did not kn... Have Not U... $\square$ Excellent $\quad$ Below Aver... $\square$ Poor
Average

SAC Student Satisfaction Survey, 2020

|  | I DID <br> NOT <br> KNOW <br> THIS <br> EXISTED | HAVE NOT USED | EXCELLENT | GOOD | AVERAGE | BELOW AVERAGE | POOR | TOTAL | WEIG <br> AVER |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Assessment Center | $\begin{array}{r} 13.5 \% \\ 275 \end{array}$ | $\begin{array}{r} 36.3 \% \\ 737 \end{array}$ | $\begin{array}{r} 19.7 \% \\ 400 \end{array}$ | $\begin{array}{r} 23.2 \% \\ 471 \end{array}$ | $\begin{array}{r} 6.3 \% \\ 128 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | 2,032 |  |
| Academic Computer Center (ACC) | $\begin{array}{r} 12.6 \% \\ 256 \end{array}$ | $\begin{array}{r} 40.4 \% \\ 821 \end{array}$ | $\begin{array}{r} 20.1 \% \\ 409 \end{array}$ | $\begin{array}{r} 21.3 \% \\ 433 \end{array}$ | $\begin{array}{r} 4.4 \% \\ 90 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 12 \end{array}$ | $0.4 \%$ 9 | 2,030 |  |
| Admissions \& Records | $\begin{array}{r} 1.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 14.3 \% \\ 290 \end{array}$ | $\begin{array}{r} 35.7 \% \\ 727 \end{array}$ | $\begin{array}{r} 35.7 \% \\ 727 \end{array}$ | $\begin{array}{r} 10.0 \% \\ 203 \end{array}$ | $\begin{array}{r} 1.3 \% \\ 26 \end{array}$ | $\begin{array}{r} 1.1 \% \\ 22 \end{array}$ | 2,034 |  |
| Bookstore | $\begin{array}{r} 1.3 \% \\ 27 \end{array}$ | $\begin{array}{r} 14.1 \% \\ 286 \end{array}$ | $\begin{array}{r} 35.5 \% \\ 722 \end{array}$ | $\begin{array}{r} 35.1 \% \\ 713 \end{array}$ | $\begin{array}{r} 11.3 \% \\ 230 \end{array}$ | $\begin{array}{r} 1.5 \% \\ 30 \end{array}$ | $\begin{array}{r} 1.2 \% \\ 24 \end{array}$ | 2,032 |  |
| CalWORKs | $\begin{array}{r} 17.3 \% \\ 351 \end{array}$ | $\begin{array}{r} 59.4 \% \\ 1,203 \end{array}$ | $\begin{array}{r} 9.8 \% \\ 198 \end{array}$ | $\begin{array}{r} 8.8 \% \\ 178 \end{array}$ | $\begin{array}{r} 3.1 \% \\ 62 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 17 \end{array}$ | 2,024 |  |
| Career <br> Development/CTE/Success Center | $\begin{array}{r} 13.6 \% \\ 276 \end{array}$ | $\begin{array}{r} 52.2 \% \\ 1,062 \end{array}$ | $\begin{array}{r} 14.0 \% \\ 284 \end{array}$ | $\begin{array}{r} 15.4 \% \\ 313 \end{array}$ | $\begin{array}{r} 3.7 \% \\ 75 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 11 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | 2,035 |  |
| Center for Teacher Education (CFTE) | $\begin{array}{r} 21.5 \% \\ 436 \end{array}$ | $\begin{array}{r} 57.8 \% \\ 1,173 \end{array}$ | $\begin{array}{r} 9.0 \% \\ 182 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 170 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 47 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.6 \% \\ 13 \end{array}$ | 2,029 |  |
| Child Development Center | $\begin{array}{r} 11.2 \% \\ 226 \end{array}$ | $\begin{array}{r} 63.7 \% \\ 1,289 \end{array}$ | $\begin{array}{r} 13.4 \% \\ 272 \end{array}$ | $\begin{array}{r} 8.5 \% \\ 172 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 4 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 11 \end{array}$ | 2,025 |  |
| Computers and printers | $\begin{array}{r} 2.3 \% \\ 46 \end{array}$ | $\begin{array}{r} 26.8 \% \\ 545 \end{array}$ | $\begin{array}{r} 36.3 \% \\ 737 \end{array}$ | $\begin{array}{r} 26.8 \% \\ 544 \end{array}$ | $\begin{array}{r} 6.4 \% \\ 129 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 16 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | 2,031 |  |
| Counseling Center | $\begin{array}{r} 1.8 \% \\ 36 \end{array}$ | $\begin{array}{r} 17.6 \% \\ 356 \end{array}$ | $\begin{array}{r} 39.0 \% \\ 790 \end{array}$ | $\begin{array}{r} 29.5 \% \\ 599 \end{array}$ | $\begin{array}{r} 9.1 \% \\ 185 \end{array}$ | $\begin{array}{r} 2.0 \% \\ 41 \end{array}$ | $\begin{array}{r} 1.0 \% \\ 21 \end{array}$ | 2,028 |  |
| Cross Cultural Resource Center | $\begin{array}{r} 28.6 \% \\ 578 \end{array}$ | $\begin{array}{r} 54.8 \% \\ 1,108 \end{array}$ | $\begin{array}{r} 6.9 \% \\ 140 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 145 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 38 \end{array}$ | $\begin{array}{r} 0.2 \% \\ 5 \end{array}$ | $0.4 \%$ 9 | 2,023 |  |
| Disabled Students Program \& Services | $\begin{array}{r} 8.3 \% \\ 168 \end{array}$ | $\begin{array}{r} 70.8 \% \\ 1,432 \end{array}$ | $\begin{array}{r} 10.6 \% \\ 214 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 146 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 38 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 9 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 15 \end{array}$ | 2,022 |  |
| Digital Dons Laptop Loan Program | $\begin{array}{r} 12.3 \% \\ 248 \end{array}$ | $\begin{array}{r} 63.8 \% \\ 1,290 \end{array}$ | $\begin{array}{r} 13.4 \% \\ 270 \end{array}$ | $\begin{array}{r} 7.2 \% \\ 145 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 39 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 14 \end{array}$ | $\begin{array}{r} 0.8 \% \\ 16 \end{array}$ | 2,022 |  |
| EOPS/Care | $\begin{array}{r} 12.4 \% \\ 250 \end{array}$ | $\begin{array}{r} 57.2 \% \\ 1,157 \end{array}$ | $\begin{array}{r} 17.5 \% \\ 354 \end{array}$ | $\begin{array}{r} 8.7 \% \\ 176 \end{array}$ | $\begin{array}{r} 2.5 \% \\ 51 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | 2,024 |  |
| Financial Aid Office | $\begin{array}{r} 2.1 \% \\ 42 \end{array}$ | $\begin{array}{r} 27.3 \% \\ 553 \end{array}$ | $\begin{array}{r} 33.4 \% \\ 678 \end{array}$ | $\begin{array}{r} 23.5 \% \\ 476 \end{array}$ | $\begin{array}{r} 9.0 \% \\ 182 \end{array}$ | $\begin{array}{r} 2.6 \% \\ 52 \end{array}$ | $\begin{array}{r} 2.3 \% \\ 46 \end{array}$ | 2,029 |  |
| Health and Wellness Center | $\begin{array}{r} 8.0 \% \\ 161 \end{array}$ | $\begin{array}{r} 60.3 \% \\ 1,222 \end{array}$ | $\begin{array}{r} 15.8 \% \\ 319 \end{array}$ | $\begin{array}{r} 11.5 \% \\ 233 \end{array}$ | $\begin{array}{r} 3.2 \% \\ 64 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.9 \% \\ 18 \end{array}$ | 2,025 |  |
| High School and Community Outreach | $\begin{array}{r} 14.8 \% \\ 299 \end{array}$ | $\begin{array}{r} 66.5 \% \\ 1,348 \end{array}$ | $\begin{array}{r} 8.4 \% \\ 171 \end{array}$ | $\begin{array}{r} 7.7 \% \\ 156 \end{array}$ | $\begin{array}{r} 1.8 \% \\ 36 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $0.4 \%$ 9 | 2,027 |  |
| Honors Transfer Program | $\begin{array}{r} 13.4 \% \\ 272 \end{array}$ | $\begin{array}{r} 69.8 \% \\ 1,413 \end{array}$ | $\begin{array}{r} 7.4 \% \\ 150 \end{array}$ | $\begin{array}{r} 6.4 \% \\ 129 \end{array}$ | $\begin{array}{r} 2.0 \% \\ 41 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 11 \end{array}$ | 2,024 |  |
| International Student Program | $\begin{array}{r} 15.7 \% \\ 317 \end{array}$ | $\begin{array}{r} 71.9 \% \\ 1,454 \end{array}$ | $\begin{array}{r} 4.9 \% \\ 99 \end{array}$ | $\begin{array}{r} 4.8 \% \\ 98 \end{array}$ | $\begin{array}{r} 1.9 \% \\ 38 \end{array}$ | $0.3 \%$ 6 | $0.5 \%$ 10 | 2,022 |  |
| Student Resource Desk | $\begin{array}{r} 11.7 \% \\ 237 \end{array}$ | $\begin{array}{r} 54.9 \% \\ 1,110 \end{array}$ | $\begin{array}{r} 14.4 \% \\ 292 \end{array}$ | $\begin{array}{r} 15.0 \% \\ 304 \end{array}$ | $\begin{array}{r} 3.0 \% \\ 61 \end{array}$ | $\begin{array}{r} 0.5 \% \\ 10 \end{array}$ | $\begin{array}{r} 0.4 \% \\ 8 \end{array}$ | 2,022 |  |
| Learning Center | $\begin{array}{r} 4.5 \% \\ 91 \end{array}$ | $\begin{array}{r} 36.1 \% \\ 732 \end{array}$ | $\begin{array}{r} 33.5 \% \\ 679 \end{array}$ | $\begin{array}{r} 20.9 \% \\ 423 \end{array}$ | $\begin{array}{r} 4.0 \% \\ 81 \end{array}$ | $\begin{array}{r} 0.7 \% \\ 15 \end{array}$ | $\begin{array}{r} 0.3 \% \\ 7 \end{array}$ | 2,028 |  |
| Student Help Desk | 9.4\% | 48.8\% | 19.5\% | 17.6\% | 3.6\% | 0.7\% | 0.4\% |  |  |

SAC Student Satisfaction Survey, 2020

|  | 190 | 988 | 394 | 357 | 72 | 14 | 8 | 2,023 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Foundation/Advancement | 21.7\% | 60.5\% | 7.5\% | 7.7\% | 1.8\% | 0.3\% | 0.4\% |  |
| Office | 439 | 1,222 | 151 | 155 | 37 | 7 | 9 | 2,020 |
| Library | 1.1\% | 18.8\% | 49.1\% | 24.7\% | 5.5\% | 0.5\% | 0.4\% |  |
|  | 22 | 381 | 996 | 502 | 111 | 10 | 8 | 2,030 |
| Math Center | 4.2\% | 47.5\% | 25.8\% | 17.1\% | 3.9\% | 0.6\% | 0.9\% |  |
|  | 85 | 959 | 521 | 346 | 79 | 12 | 19 | 2,021 |
| MESA (Math, Engineering | 11.7\% | 69.8\% | 9.5\% | 6.3\% | 1.9\% | 0.3\% | 0.5\% |  |
| and Science) | 237 | 1,409 | 192 | 127 | 38 | 7 | 10 | 2,020 |
| Puente | 25.9\% | 61.4\% | 5.8\% | 4.5\% | 1.6\% | 0.4\% | 0.4\% |  |
|  | 524 | 1,241 | 117 | 91 | 32 | 8 | 8 | 2,021 |
| Registration | 2.5\% | 14.4\% | 38.8\% | 35.8\% | 7.1\% | 0.8\% | 0.5\% |  |
|  | 50 | 293 | 787 | 727 | 145 | 17 | 10 | 2,029 |
| Santa Ana Promise | 23.8\% | 46.0\% | 16.6\% | 11.1\% | 1.9\% | 0.3\% | 0.4\% |  |
|  | 480 | 929 | 335 | 224 | 39 | 6 | 8 | 2,021 |
| Scholarship Services | 10.3\% | 59.0\% | 15.1\% | 10.6\% | 3.1\% | 0.9\% | 1.0\% |  |
|  | 209 | 1,192 | 305 | 214 | 63 | 18 | 20 | 2,021 |
| Service Learning Center | 10.3\% | 50.5\% | 20.1\% | 14.9\% | 3.2\% | 0.6\% | 0.4\% |  |
|  | 207 | 1,016 | 405 | 299 | 65 | 12 | 9 | 2,013 |
| Student Life (ASG, activities, clubs \& orgs) | 8.9\% | 63.9\% | 12.0\% | 11.1\% | 3.0\% | 0.4\% | 0.7\% |  |
|  | 180 | 1,291 | 242 | 224 | 60 | 8 | 15 | 2,020 |
| Technology in labs and classrooms | 6.1\% | 40.1\% | 21.4\% | 24.2\% | 6.4\% | 1.1\% | 0.6\% |  |
|  | 123 | 810 | 433 | 488 | 130 | 23 | 12 | 2,019 |
| TRIO (Student Support | 22.4\% | 61.5\% | 7.1\% | 6.6\% | 1.6\% | 0.3\% | 0.6\% |  |
| Services Program) | 451 | 1,238 | 142 | 132 | 32 | 6 | 12 | 2,013 |
| TRIO (Upward Bound) | 24.1\% | 62.4\% | 5.3\% | 6.1\% | 1.6\% | 0.1\% | 0.4\% |  |
|  | 486 | 1,257 | 106 | 122 | 33 | 3 | 9 | 2,016 |
| University Transfer Center | 8.5\% | 61.4\% | 15.7\% | 11.1\% | 2.6\% | 0.4\% | 0.3\% |  |
|  | 171 | 1,236 | 315 | 223 | 52 | 9 | 6 | 2,012 |
| Veterans Resource Center | 14.0\% | 72.2\% | 6.3\% | 4.7\% | 2.0\% | 0.2\% | 0.6\% |  |
|  | 281 | 1,454 | 127 | 95 | 40 | 4 | 13 | 2,014 |
| YESS (Youth | 26.4\% | 63.0\% | 4.0\% | 4.4\% | 1.6\% | 0.1\% | 0.5\% |  |
| Empowerment Strategies Success) | 533 | 1,270 | 81 | 88 | 32 | 2 | 10 | 2,016 |

# Q19 Have you or are you currently serving in the United States military? (check all that apply) 

Answered: 2,032 Skipped: 290



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Currently Active Military | $0.5 \%$ | 11 |
| Dependent of currently active military | $0.8 \%$ | 16 |
| Member discharged within last year | $0.5 \%$ | 11 |
| Member discharged over a year ago (veteran) | $2.1 \%$ | 43 |
| None apply to me | $96.6 \%$ | 1,962 |

Total Respondents: 2,032

Q20 Have you ever received or requested assistance as a result of a learning, physical, psychological, and/or medical condition?

Answered: 2,028 Skipped: 294


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | ---: |
| Yes | $8.2 \%$ | 167 |
| No | $85.7 \%$ | 1,738 |
| Decline to state | $6.1 \%$ | 123 |
| TOTAL |  | 2,028 |

## Q21 Did you apply for and receive financial aid at SAC?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $57.3 \%$ | 1,119 |
| No | $31.6 \%$ | 617 |
| I wanted to but I did not know how to | $5.6 \%$ | 110 |
| I did not know that I could | $1.7 \%$ | 33 |
| I do not remember/I don't know | $3.8 \%$ | 75 |
| TOTAL |  | 1,954 |

## Q22 Your employment status at this time:

Answered: 2,024 Skipped: 298


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| employed full time | $28.2 \%$ |  |
| employed part time | $29.3 \%$ | 570 |
| homemaker, not employed outside of the home | $3.6 \%$ | 593 |
| not employed but would like to work | $32.0 \%$ | 73 |
| not employed and do not care to work at this time | $7.0 \%$ | 647 |
| TOTAL | 2,024 |  |

# Q23 Including yourself, how many household members live in your residence? 

Answered: 2,022

Skipped: 300


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Only myself | $6.6 \%$ | 134 |
| $2-3$ members | $34.7 \%$ | 701 |
| $4-5$ members | $39.1 \%$ | 790 |
| 6 or more members | $19.6 \%$ | 397 |
| TOTAL |  | 2,022 |

Q24 How many people did you support (provide more than half of their housing, food, and expenses) in 2019? (include yourself in the count)

Answered: 2,025 Skipped: 297


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| none, I'm supported by family/spouse | $24.2 \%$ | 491 |
| only myself | $31.9 \%$ | 646 |
| two, including myself | $21.2 \%$ | 430 |
| three, including myself | $10.9 \%$ | 220 |
| four, including myself | $6.1 \%$ | 124 |
| five, including myself | $3.4 \%$ | 69 |
| six or more, including myself | $2.2 \%$ | 45 |
| TOTAL |  | 2,025 |

## Q25 What is your marital status?



| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Married or domestic partnership | $22.6 \%$ | 455 |
| Separated/divorced or widowed | $6.8 \%$ | 136 |
| Single, never married | $70.7 \%$ | 1,423 |
| TOTAL |  | 2,014 |

## Q26 What is your family status?

Answered: 2,009
Skipped: 313


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| I have children at home | $32.7 \%$ | 656 |
| I do not have children at home | $67.3 \%$ | 1,353 |
| TOTAL |  | 2,009 |

## Q27 What is your native language?

Answered: 2,029 Skipped: 293


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| English | $52.1 \%$ | 1,057 |
| Spanish | $36.5 \%$ | 740 |
| Vietnamese | $6.9 \%$ | 141 |
| Other, please specify native language | $4.5 \%$ | 91 |
| TOTAL |  | 2,029 |

Q28 Did your parents receive information from Padres Promotores de la Educacion before you entered college?


## Q29 Are you undocumented? (Your answers will remain anonymous and confidential)

Answered: 2,012
Skipped: 310


| ANSWER CHOICES | RESPONSES |  |
| :--- | :--- | :--- |
| Yes | $10.0 \%$ | 202 |
| No | $90.0 \%$ | 1,810 |
| TOTAL |  | 2,012 |

