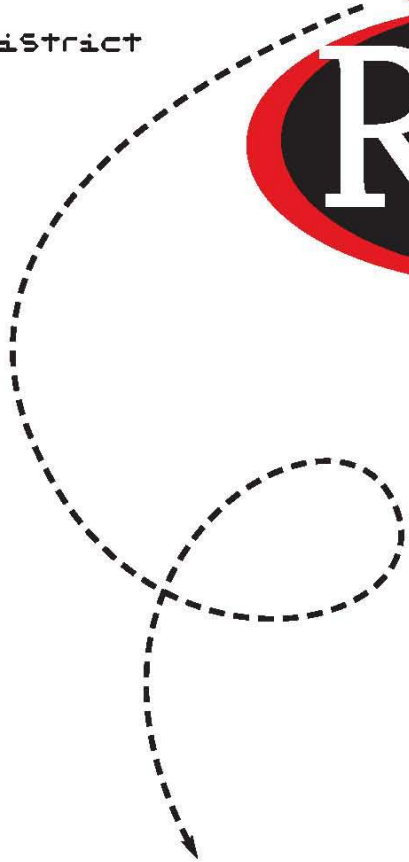


Rancho
Santiago
Community
College
District



**Santiago Canyon College
Student Satisfaction Survey**

Summer 2012

Introduction

At the end of Spring 2012, the RSCCD Research Department conducted its comprehensive student academic preparation survey of students enrolled at Santiago Canyon College (SCC). The survey provided an opportunity for students to report their levels of satisfaction with their educational experience and academic preparation provided by the college. In addition, the survey included questions regarding areas of student learning outcomes and student engagement in related school activities, as well as questions regarding their family background.

This survey was administered online to all SCC students who have completed 24 or more units prior to Spring 2012. This report summarizes the opinions and perceptions of the 258 students who completed the survey. The comments (in the appendices section) are respondents' own words in which they freely complimented the helpfulness of the staff and faculty, as well as the many services and resources available to them at SCC; however, they did not hesitate in making suggestions for improvements. Program staff should read this section thoroughly as they are very revealing.

The Research Department would like to thank the students who responded to this survey for their very valuable input.

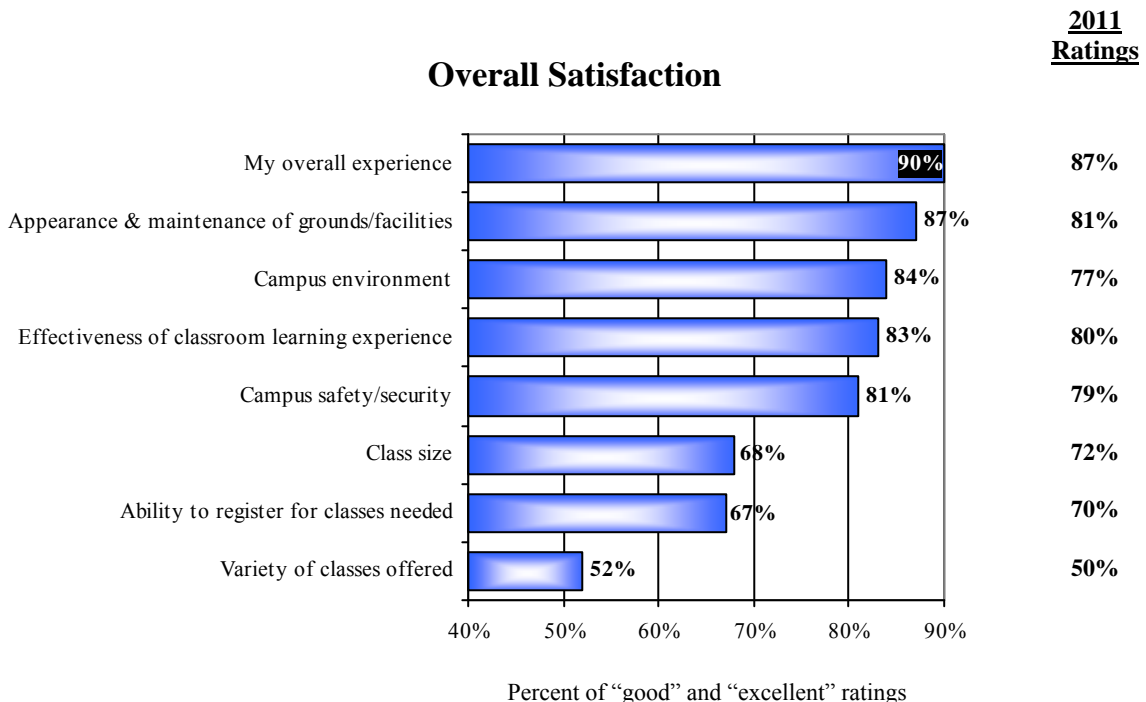
Student Satisfaction

Overall Satisfaction

Respondents were generally satisfied with college facilities, the quality of education, and the services they received at SCC. Most of the survey respondents gave “good” or “excellent” ratings to “[their] overall experience” (90%) and the “appearance and maintenance of grounds/facilities” (87%). Respondents, however, were not as satisfied with the “variety of classes offered” (52%).

2012 respondents rated six of eight categories higher than 2011 respondents. “Campus environment” received the greatest increase in ratings (7 percentage points).

	Percent of Respondents				
	Excellent	Good	Average	Below Average	Poor
My overall experience at SCC	50%	40%	8%	0%	2%
The SCC campus environment (students, activities, etc.)	44%	40%	13%	3%	0%
Effectiveness of classroom learning experience	39%	44%	12%	4%	2%
Ability to register for classes I want or need	33%	34%	25%	5%	2%
Variety of classes offered	15%	37%	32%	11%	5%
Class size	27%	41%	26%	5%	2%
Campus safety/security	41%	40%	15%	3%	2%
Appearance and maintenance of grounds/facilities	49%	38%	11%	2%	0%



Satisfaction by Ethnicity

Differences in satisfaction levels were minor among ethnic groups. Asians gave the least favorable ratings in six of the eight categories: “campus environment,” “effectiveness of classroom learning experience,” “ability to register for classes,” variety of classes offered,” “class size,” and “appearance and maintenance of grounds/facilities.” Latinos gave the most favorable ratings in four of the eight categories: “overall experience,” “effectiveness of classroom learning,” “variety of classes offered” and “campus safety/security.” “Variety of classes offered” received the lowest satisfaction across respondents of all four ethnicities (42% to 57%).

There were very few African-American respondents so observations in these ratings should be used with caution.

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

	African-American n=4	Asian n=33	Latino n=77	White n=143
My overall experience at SCC	75%	88%	92%	87%
The SCC campus environment (students, activities, etc.)	100%	76%	90%	81%
Effectiveness of classroom learning experience	75%	73%	84%	82%
Ability to register for classes	75%	52%	74%	66%
Variety of classes offered	50%	42%	57%	52%
Class size	75%	58%	73%	69%
Campus safety/security	75%	76%	88%	78%
Appearance and maintenance of grounds/facilities	100%	79%	91%	87%

Student Learning Outcomes and Engagement

Contribution to Knowledge and Skills

Respondents were asked to rate the preparation they are receiving from SCC in 12 areas of skills and knowledge that are in line with the four student learning outcomes (SLO) established by SCC faculty. Even though some of these skills and knowledge may be relevant in more than one SLO category, they are only listed once in the most appropriate outcome category.

Overall, respondents were satisfied with SCC preparing them in all of these skills and knowledge (73% to 85% of “excellent” and “good”). 2012 respondents were more comfortable rating these skills and knowledge than in prior years, based on the lower responses of “does not apply” than in prior years.

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

SLO	Skills and Knowledge	SCC preparation reported by respondents					
		Does Not Apply	Excellent	Good	Average	Below Average	Poor
Think	Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems	1%	38%	47%	14%	1%	1%
	Creatively use concepts to make learning relevant	0%	43%	41%	12%	2%	1%
	Reflectively assess one’s values, assumptions, and attitudes	2%	45%	37%	16%	2%	1%
Learn	Take responsibility for one’s own learning and well-being	1%	50%	32%	15%	2%	1%
	Learn about one’s chosen academic major	2%	34%	40%	20%	4%	2%
	Learn about professional conduct and workplace ethics	7%	37%	39%	19%	3%	2%
Communicate	Communicate ideas in a clear and articulate manner	2%	39%	45%	13%	2%	1%
	Communicate accurately to diverse audiences	2%	41%	36%	20%	1%	2%
	Communicate in various formats using diverse technology	3%	34%	39%	25%	2%	1%
Act	Act to maintain one’s dignity and self-respect	5%	44%	41%	14%	0%	1%
	Be a responsible community member by treating others with respect, civility and dignity	4%	43%	39%	17%	1%	1%
	Maintain cultural literacy, lifelong learning, and the environment	2%	46%	39%	12%	0%	2%

The ability to “act to maintain one's dignity and self-respect,” “maintain cultural literacy, lifelong learning, and the environment,” and “critically analyze, evaluate, and organize data to solve problems” (each 85%) were rated highest.

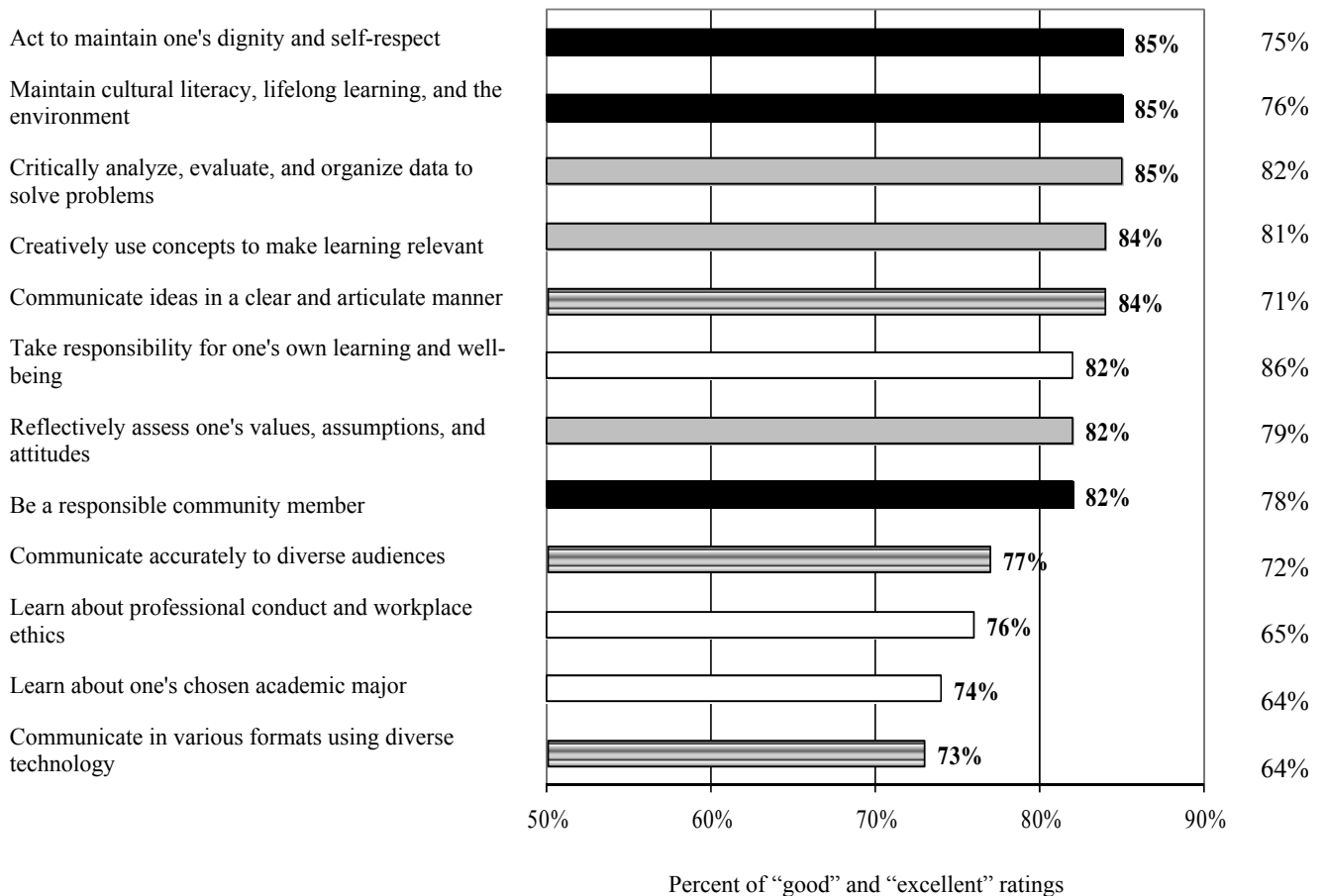
While the ability to “learn about professional conduct and workplace ethics” (76%) and “learn about one’s chosen academic major” (74%), and “communicate in various formats using diverse technology” (73%) were rated lowest, all three exceeded prior year’s ratings significantly.

Overall, 2012 respondents rated almost all of these areas more favorably than 2011 respondents. Readers may want to consider if the contributions rated by respondents are aligned with their perspectives of their own course content.

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

- Think (critically, creatively, and reflectively)
- Learn (about self and others, academic and professional issues)
- Communicate (with clarity and accuracy and in diverse environments)
- Act (with awareness of self and the local and global community of persons)

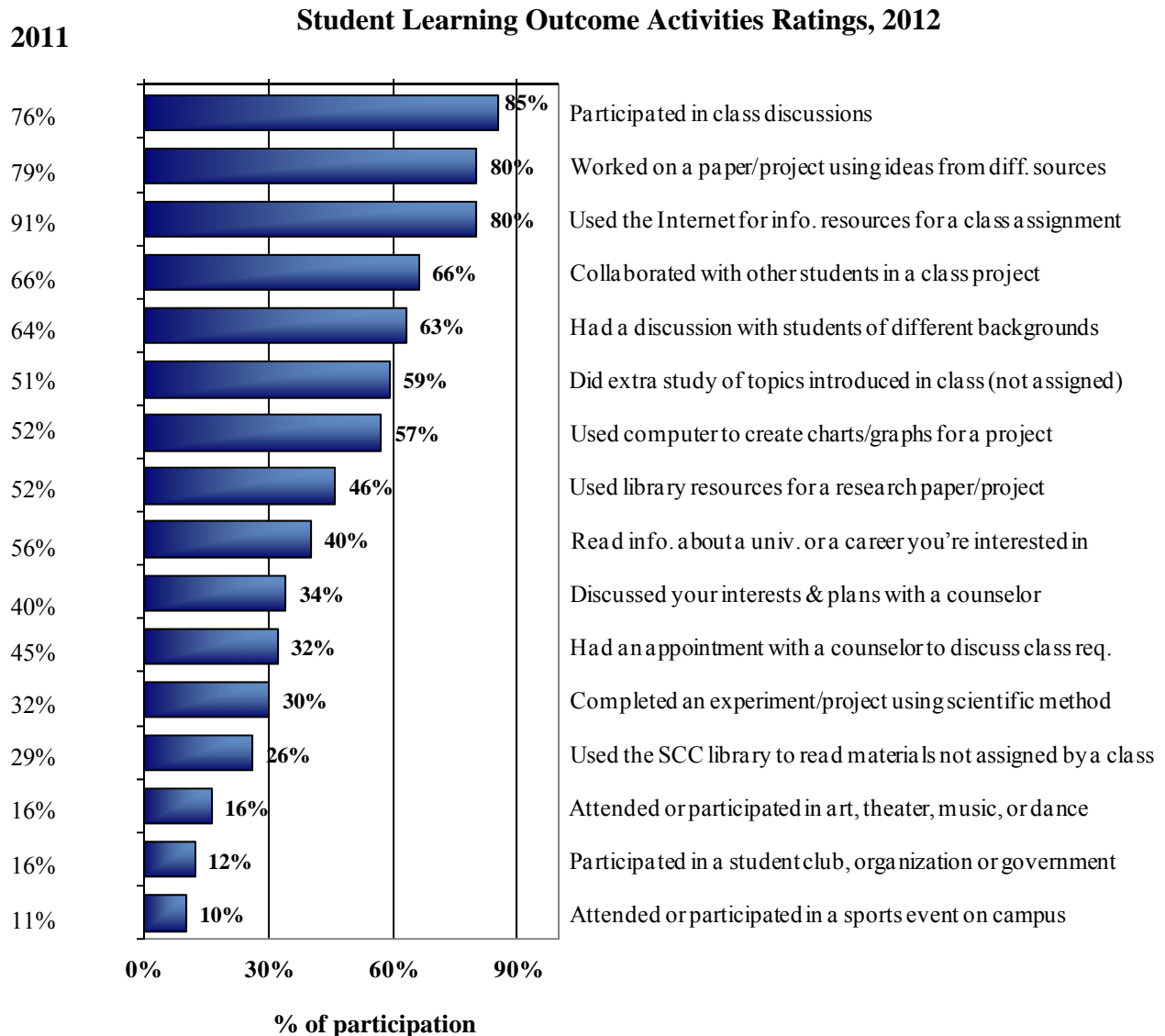
2011



Student Engagement in College Activities

In addition, respondents were asked how often they participated (within the previous 12 months) in 16 different activities that supported those student learning outcomes, as well as respondents' study habits and extracurricular activities. 2012 survey respondents rated three-quarters of activities slightly lower than 2011 respondents. "Participated in class discussion" had the highest percentage point increase among the activities (9%).

Classroom activities ranked highest in participation and non-academic activities had much lower participation. Over 80% of the respondents "participated in classroom discussion," "worked on a paper/project using ideas from different sources," and "used the Internet for information resources for a class assignment". Consistent with prior reports, attendance and/or participation in non-classroom activities such as sport events (10%), student clubs (12%), and student activities or sponsored events (16%) were rated very low.



Student Support Programs and Services

Students were asked to rate 26 programs and services made available to students as they study at SCC. The second column in the table below shows the percentage of all respondents who report to have used the given program or service; subsequent columns list the program ratings given by those respondents.

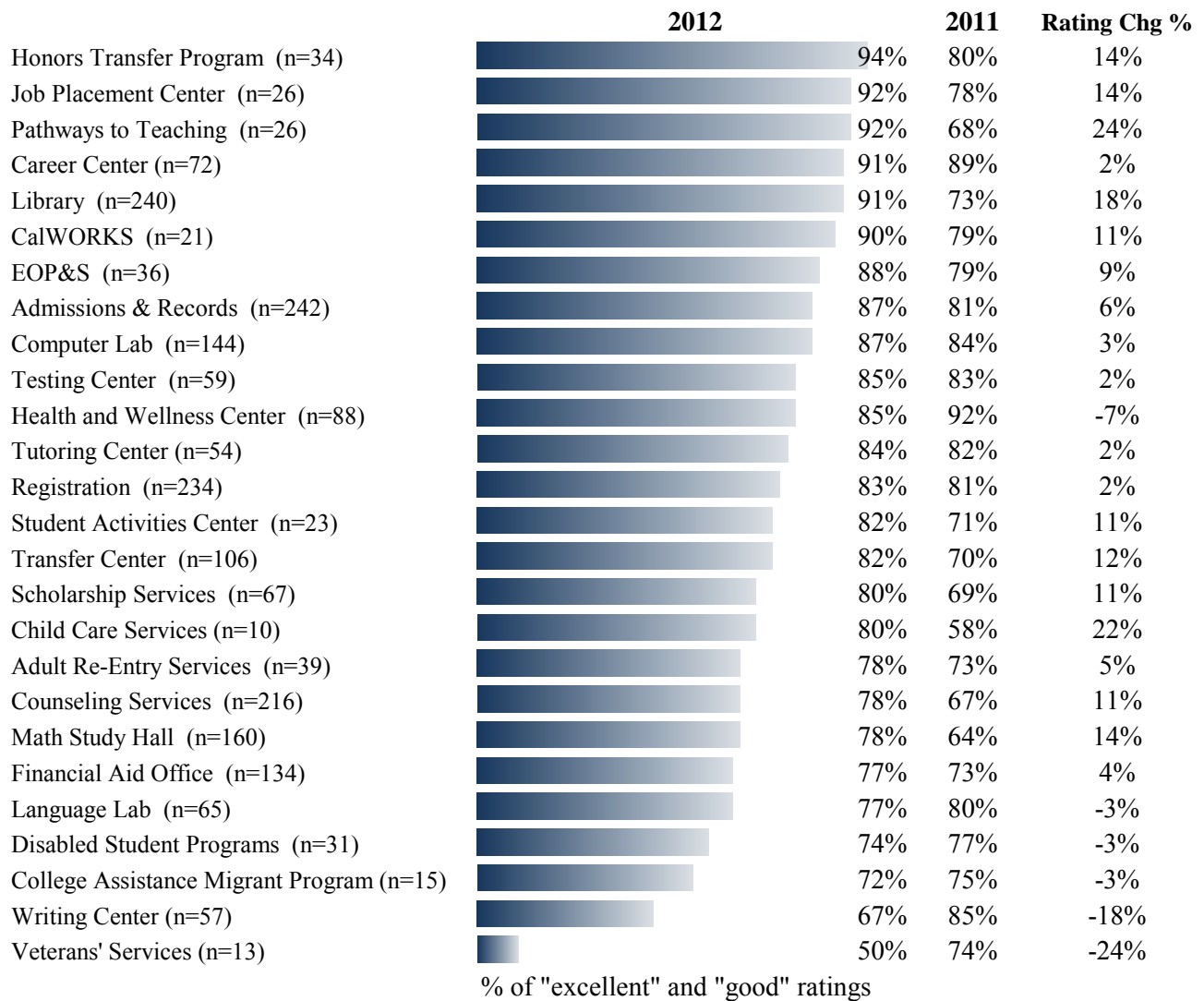
Respondents do not use many of the programs and services made available to support them as they pursue their college educations. The most often used programs/services are usually “required” ones where students needed to interact with, such as Admissions and Records, Library, Registration and Counseling Services in order to select and enroll in their classes, complete their assignments, etc. About half of the programs/services offered to students are not being used by nearly three-quarters of the respondents.

Programs and Services	Percent of Respondents Who Used	Percent of Program/Service Ratings by Users				
		Excellent	Good	Average	Below Average	Poor
Admissions & Records	94%	42%	45%	11%	3%	0%
Library	93%	68%	23%	5%	4%	0%
Registration	91%	41%	42%	13%	4%	1%
Counseling Services	84%	46%	32%	12%	5%	6%
Math Study Hall	62%	44%	34%	13%	6%	3%
Computer Lab	56%	40%	47%	10%	3%	0%
Financial Aid Office	52%	52%	25%	12%	5%	6%
Transfer Center	41%	54%	28%	14%	2%	2%
Health and Wellness Center	34%	51%	34%	15%	0%	0%
Career Center	28%	36%	55%	9%	0%	0%
Scholarship Services	26%	45%	35%	10%	3%	6%
Language Lab	25%	38%	39%	19%	3%	0%
Testing Center	23%	39%	46%	14%	0%	0%
Writing Center	22%	30%	37%	26%	7%	0%
Tutoring Center	21%	32%	52%	12%	4%	0%
Adult Re-Entry Services	15%	22%	56%	11%	6%	6%
EOP&S	14%	71%	18%	12%	0%	0%
Honors Transfer Program	13%	56%	38%	6%	0%	0%
Disabled Student Programs	12%	27%	47%	27%	0%	0%
Job Placement Center	10%	67%	25%	8%	0%	0%
Pathways to Teaching	10%	50%	42%	8%	0%	0%
Student Activities Center	9%	36%	46%	18%	0%	0%
CalWORKS	8%	30%	60%	10%	0%	0%
College Assistance Migr. Program	6%	43%	29%	14%	14%	0%
Veterans' Services	5%	17%	33%	50%	0%	0%
Child Care Services	4%	0%	80%	20%	0%	0%

Overall, regardless of the number of users, participants rated the quality of the various support programs and services from a low of 50% to a high of 94% “good” and “excellent.” Keep in mind that programs with small number of users will result in greater percentage changes. We encourage program administrators in the process of program review to further analyze issues that may have impacted these ratings.

2012 respondents rated most programs much higher than the 2011 respondents (Pathways to Teaching, Child Care Services and Library) while other programs were rated much lower (mostly programs that have a very small number of participants).

Ratings of SCC Programs and Services



Characteristics of Survey Respondents

Demographics and Characteristics

The majority of respondents are under 26 years of age (52%), slightly more male (55%), and either White (52%) or Latino (28%).

Just over three-quarters of the respondents reported their primary language English, followed by Spanish at 14%.

Ethnicity	
White	52%
Latino	28%
Asian/Pacific Islander	12%
African-American	1%
Other	7%
Age	
≤ 19 yrs.	6%
20 yrs. to 25 yrs.	46%
26 yrs. to 39 yrs.	23%
40 yrs. +	26%
Gender	
Male	55%
Female	45%
Primary Language	
English	76%
Spanish	14%
Vietnamese	3%
Other	7%

Family Background

More than one-half (51%) of respondents live in households with four or more members; while 6% of the respondents live alone.

More than one-half (52%) of respondents were independent or self-supporting with no dependents in 2011. Just over one-third (37%) of the respondents stated an annual family income above \$40,000.

About one-quarter (26%) reported that they are unemployed but would like to work.

Number of members in the household	
Only myself	6%
2-3 members	43%
4-5 members	39%
6 or more members	12%
Number of people you support	
None, supported by someone else	21%
Only myself	31%
2-3 members	33%
4+ members	16%
Respondents' 2010 household income	
≤ \$12,000	19%
\$12,001-\$18,000	8%
\$18,001-\$24,000	7%
\$24,001-\$30,000	8%
\$30,001-\$40,000	6%
>\$40,000	37%
Do Not Know	16%
Respondents' employment status	
Work full time	29%
Work part time	31%
Unemployed, but would like to work	26%
Unemployed, do not care to work	7%
Homemaker	7%

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

Father's Education	Mother's Education			Total
	No College	Some College, No Degree	College Degree	
No College	37%	0%	9%	46%
Some College, No Degree	5%	9%	10%	24%
College Degree	5%	6%	19%	30%
Total	47%	15%	38%	100%

Additional Comments

Overall Experience

- None (3)
- I'm glad I chose to attend/take classes at SCC.
- I am so proud to be an F/T student here and find excellent help with any services I inquire about. I love this school!
- I plan to transfer to a university this fall. My academic journey at SCC/SAC has been a memorable experience. My SCC/SAC learning's have set the foundation for all my future endeavors, thanks SCC/SAC!
- Lower tuition
- I work as a P/T student aid on campus and enjoy my job. The SCC campus is just right for me in regard to size of classes, size of actual campus and available services.
- I love this school and am happy that it is expanding. I am sad to have finished my last semester due to transferring to Cal State Fullerton, but am glad to have begun my college career at SCC. Thank you for everyone's hard work for making this school great.
- Good Job All!
- I think the school is excellent. Please don't eliminate the Land Surveying program it is essential. Thank You.
- In some of my classes that I had taken at SCC some students specifically Caucasian had made negative commentaries about Mexicans in class, which have caused me to participate less in class discussions. It is important to mention that I had never felt in that way in the classes that I had taken at SAC.
- I love SCC very much but tuition has been raised too high. There are not enough classes available i.e. photography, ceramics, athletics, fire education, EMT, welding, woodshop, and auto shop, etc... Better quality and healthier food options should be available on campus. Staff on campus is very nice and helpful. I feel they are there to help me. I spend a lot of my time in the library studying so library hours should be extended and also open on weekends. There should be more books (fiction and nonfiction) added to the library. More Macintosh computers in the library would be very beneficial for my studying. More shade trees and tables around campus. Great school! Excellent staff!

Classes

- We need more classes! Photography, art, ceramics, wood shop, auto shop, EMT, fire technology, and PE classes. Less Dream Act, I need more money and the foreigners are taking it all. Great school. I graduated from El Dorado HS with a GED and came to SCC. Best decision of my life!
- I have attended SCC and SAC off and on since 1975 and do not understand the reasoning behind having night classes until almost 10:30pm. Since most of the night class students work full time, I know that they are not absorbing anything after 10:00pm and are a wasted time period for the instructors, the students and all of the utilities (electricity) that are being used. I also hate to see the amount of classes cut when there are so many more students trying to attend since the 4 yr universities have cut back on the numbers of new students they are accepting. It is very difficult for the continuing students to get general ed classes that they require because the incoming freshmen get first choice on classes. All in all, I have enjoyed the school and earned several AA/AS degrees which have been big assets for my career.

- Nice campus and good resources but I hope for more class selection.
- Greater diversity of class options
- There needs to be more night and online courses offered for students who work during the day. From my experience there are only a few types of courses offered nights or online.
- The water program does not prepare students for employment! There are no hands on learning or work experience provided; therefore no employees will hire a student even though he/she has state certificates. This should be pointed out to students upon registration!!!! Books are not used in most classes, but are required for the courses; again the college is taking money but not producing results.
- I graduated in the wastewater treatment program and have been told I would receive both the certificate and my A.S. As of July 7, 2012 I have not received either document. Also, I feel misled about the job opportunities, particularly for people in my age demographic. Despite being very active in job searches, maintaining a 4.0 GPA, and passing among other things, the wastewater treatment operator Grade 1 exam, I have only had two interviews. I feel like the time I spent pursuing my diploma was a huge waste of time and effort on my part. However, I still would like to get my diploma.
- On weekends, no many transferable biology classes, micro, or chem. are offered for returning working adults. It is very sad and inconvenient for such a nice school.
- need more math tutors in the math center and more help like SI
- I wanted to take real estate classes during the summer 2012 but it was not offered at SCC or SAC.

Counselors

- Very impressed by your counselors. I originally went to Fullerton College; I had to wait hours to see a counselor or even talk to them on the phone. At SCC, I saw a counselor within 5 minutes. Also, having a STEM counselor is great for all the science/math majors! The STEM counselor really knows his stuff! The only thing I would recommend for SCC is to update the testing center. Taking placement tests on computers seems more efficient and it allows students to receive their results faster. Other than that, I had a great experience at SCC! I would definitely recommend attending SCC to anyone who is not ready for a 4-year university. All my teachers were very helpful at guiding me towards my career path. All my teachers were very knowledgeable and friendly; they definitely want you to succeed! The campus is beautiful! It's not too crowded and there is always parking! I was able to complete me GED's within 2 years and now I am headed to UC San Diego. I owe it all to SCC! Awesome school!
- Yes, I have been encouraged by counselors to drop by the counseling office for any questions I might have. When I did, I found the counselor to be inattentive, rude and with a serious attitude. Is she does not like her job she should find another profession. A TOTAL WASTE OF MY TIME!
- Very helpful as long as you are aware of the services the school provides such as the counselors. Staff is very friendly.
- I have stated that the counseling was poor. I have been to one counselor, and she was disrespectful to me. Other than one or two bad teachers, I have enjoyed my time at this school.
- A better attitude from counselors and a desire to help students achieve their goals
- I have not had one satisfying experience with the counseling center and I have made and attended three different meetings with three different counselors. I have found the counselors uninterested, discouraging, and a waste of time. I would like to pursue nursing

and I have a 3.8 GPA and all three have told me it is impossible to become a nurse. They tell me that all nursing programs are "impacted" and have not offered a definition for the word.

- The counselor I saw for the nursing program was the most discouraging person I have ever spoken with. The first time I was assured, based on my grades, I would NEVER get into a nursing program! When I came back the second time to get a counselor planning sheet for financial aid, she was even worse. She started in about never getting into a program when I said I had been accepted into a nursing program for fall 2012. She said she was very surprise, more than once. She then stated that I WOULDN'T be able to find a job as a nurse upon graduating. She went on a long story about her friend who's a nurse. I am shocked and appalled that she is the only counselor I could see for nursing. I am lucky enough to believe in myself and have a great support system. People that are not so lucky would quit after the FIRST meeting with her, defiantly by the second. Although she says everything with a smile and just "being realistic", she is the most negative, discouraging and obstructive person I have ever spoken to at this school or any other! She is everything a counselor or representative of this school should NOT BE! If I thought a formal complaint would do any good, I would file one.
- I enjoyed attending SCC. I found that most of my professors were excellent. Additionally, **Barry Resnick's** help in drawing out a plan to move forward was instrumental in helping me take action and applying to CSUF. He is a very compassionate, caring person. He really listens and helps make transferring a very easy process. He knows how to help you draw out a map of where you want to go. I wish all counselors were like him. He is outstanding. I spoke with a few counselors at SCC; he was by far the best. I strongly feel that if more counselors were like him, you'd have a lot more people staying on track, and meeting their goals sooner.
- The counselor for nursing is the most discouraging, demoralizing and unsupportive counselor I have ever spoken with. It is a good thing I have a good support system and am secure in my abilities. I feel very sorry for the people that see her. I feel even more so for the people that see her and have little to no outside support.
- The counseling department is a disappointment when it comes to college planning. One counselor even told me you do not need an AA it is a waste of time. They seem in a rush and not very invested in your goals. I think we need new counselors.
- The folks at the counseling center are wonderful.

Campus Environment/Appearance/Facilities

- I see more and more graffiti showing up, it would be nice if that were removed, also when coming out of "D" building on the second floor and going down stairs the exercise class often has the door blocked open completely blocking the stairs and fire escape? This is not only annoying but unsafe and against the fire code??
- Appearance wise, there is usually trash on the ground in the parking lots. SCC is an amazing school and even though my commute is 30 minutes to get to school...it is completely worth it. There are many classes to choose from. Almost all of the professors I have gotten so far seem to really love their job and are invested in their student's education. Security at SCC is simply amazing! I had an issue with a guy following me and got to the point of me having to file a sexual harassment report. Security gave me their number to call at anytime and they were always there to help when I called. I definitely feel safe at SCC. The people who work in the library are wonderful. They really know their "stuff" and are extremely welcoming. They always help with any trouble I am having and always seem happy to be there.

- Keep the deli sandwiches in full stock because it is healthier and nice to have variety.
- Please do not ban smoking on campus. I would suggest that SCC should keep the smoking areas in the upper parking lot. Also, SCC should build a smoking area in the lower parking lot by the Library. The small field next to the current smoking area in the lower parking lot would be perfect. This would minimize the risk of a smoker being hit; this would also allow non-smokers not to walk through a wall of smoke.
- Pay more attention to the bathrooms; more frequent clean-ups. A better cafeteria with affordable student prices.

Programs/Services

- The math tutoring center needs more tutors willing to help. The library needs to be open more hours.
- Language labs are redundant; hours should be done in the library.
- The librarians are often unfriendly and unwelcoming. I have encountered some on their cell phones; I politely wait in front of them to finish what they are doing. I feel it is rude that I stand there waiting a minute while they are doodling with the phone. A suggestion I would like to make is that, I think the library needs to be open on Friday's for students. I utilize the school computers as much as I can, since I do not have access to a computer. If the library is going to continue to be closed, perhaps consider allowing students to use the computer lab.
- I am very grateful to have the MaSH lab to help me with my understanding of math concepts that I am new to. It would be nice if there could be other types of study halls and tutors for other subjects as well.
- Approve students who qualify for financial aid and grants even if they have a lot of units from previous colleges. In my case, these are old and technically outdated classes. Because they are on my record, they prevent me from getting financial help to update my skills.
- Would like to see direct hiring from employers of students from certificate programs.
- I thought the question about the use of the internet and use of software related to class work was interesting. Did you know that there is not one computer on the SCC campus in any department that can access the software specified in the text of Math 280? I only found one such computer at the SAC campus and it was in the office of a professor. Why do you have a bunch of computers if you can't load any software that is not on the approved software list? Why is all the software packages specified in all the classes on the approved software list? This was very disappointing because I don't have internet access where I live and the library is only open 4 days a week. If the library doesn't allow me to use the software recommended in class, where do I go to use that software. I'd like an answer to these questions. Email me at _____ . Most of the facilities are poor or worse here. For instance, almost none of the pencil sharpeners work. I know you have issues from the construction, but come on... no pencil sharpeners? I found one that worked in a large lecture hall in the new physical science building. But my classroom and none of the adjacent classrooms have them present and working. I know pencil sharpeners are small things, but their dearth is indicative of much larger problems prevalent on this campus. You HAVE to cut salaries of everyone so you can hire more people. Some people will leave: some even good ones will. But that just makes more room for those of us (including me) unemployed in the workforce who are looking for work and who don't have high expectation of high salaries. Look around with new "out of the box" eyes.... You'll see.

- I find Black Board very helpful despite its defects. I would very much like to see all of the professors post their syllabi and lesson plans, as well as grades or completed assignments. There is nothing more frustrating than knowing that you turned in all of the assignments only to find out the instructor never received one and it is your responsibility to rectify the situation while studying for multiple finals...and you don't get any bonus for proving yourself correct.
- I felt I was well qualified for a scholarship because I had high grades, but I did not receive it, yet others I knew with average grades received them. The scholarships were unfair, and more criteria should be used to determine recipients. I also am concerned about the number of classes being offered. Many of them aren't available during the day, and I don't feel safe coming to campus at night for them. I also think that many classes don't prepare me for transfer. They all rely on testing and not enough on actually understanding the material.
- I'm unemployed and need help with counseling and financial aid.

Teachers/Staff

- More teachers, less buildings. **DeCarbo** and **Barenbaum** are great teachers, and people.
- The chemistry professors and staff I had the honor to work with and learn from are excellent. Professor **Bailey** and Professor **Nhala** are two of the most dedicated teachers I have ever had. They truly love chemistry and want to help us succeed with anything they can help with.
- I LOVED going to SCC and I am extremely saddened that I won't be attending. Even though I was not part of any clubs or groups on campus, I had a wonderful experience here. My professors and all my classes were great! My favorite professors were **Jared Kubuka-Miller**, **Shane Cadman**, **Kristina Munz**, **Rick Adams**, and **Scott Howell!!** I enjoyed other professors but these ones are definite stand outs! Thanks for everything SCC.
- SCC is a great school and has a good board of staff. I found my experience pleasant and very helpful towards my learning experience. The one professor I must recognize is **Dr. El-Said**, she is an amazing chemistry professor and I love the way she taught me throughout my chemistry courses.
- Keep up the great work. It may be helpful to students and staff if there was some sort of LGBT group, if there is one, I have not heard of it. I think it's also important to educate teachers and staff of this type of diversity. I have had no issues with any of my math teachers; I did request a different name on my fitness card, and it was not respected. Even though the instructor does not say or behave in a manner that may imply some sort of prejudice, I think if I request a certain name on my fitness card (which other students or instructors will see) it should be respected.
- With the opinion of me and many others the person that teaches Spanish needs to be reconsidered. I took Spanish to "learn" Spanish not because I already knew Spanish. What a waste of my time and a semester! What a disappointment.
- Santiago Canyon College is an excellent institution. The Astronomy and Geology/Earth Science faculty is outstanding and really interested in teaching. They also maintain discipline in the classroom. I have taken one computer science class and found it to be a worthwhile course.
- Rethink Spanish educators at SAC
- Not impressed with class discussions - lecture only without being asked if I had a question. Political slants expressed by my last professor. And I have not filled out an

evaluation of a professor / class in the past several classes I have taken. I haven't been asked/offered. I think that is negligent on the school's part.

- I went back to SCC as an adult re-entry student at the age of 41. All of the teachers / professors that I had were excellent and cared about offering their students a quality education.
- My teacher **Rob** (Photoshop) was caring, knowledgeable, and very helpful to all students needs.
- ALL Professors should be required to finish and return certain assignments/tests before assigning further graded assignments/tests in order to provide the necessary feedback on progressive knowledge. In other words, while students are being assigned work to be completed on a given deadline, professors are not providing any feedback as to whether or not the completed work was done correctly. Subsequently, this results in continuous confusion for students who, in turn, do not grasp the required progressive knowledge throughout the course. With proper feedback on a reasonable deadline, in respect to the deadlines required for students to turn in assigned work, SCC students may be able to better grasp the course contents and possibly raise overall grades. By synchronizing the standards of those who teach, with the standards on those who learn, the education offered at SCC may improve.
- Mr. **Chen** (math Professor) and Mr. **Greenwood** (Geology Instructor) are really neat instructors. I have learned and still learning a lot from them. Their teaching method is not overwhelming. Also, I hope more evening classes are offered. I love them; it is when my brain works the best.
- Have teachers disguise themselves as students for the first two weeks, so you can get a detail evaluation of the way some classes are taught. Then take that information and brain storm with the teachers on ways to improve students' learning experience. Ex: I've had teachers not teach math, instead they did Power Point presentantions. Ex: Evaluate if teachers are giving out more homework than the 2 for 1 rule. Thank you for your time
- I think some of the teachers are not realistic in the amount of time they expect you to study for their class. I have had _____ in water 103 and 102, not only do we have to buy a book, that we never used and cost over \$80 which they did not buy back, but he passed out over 1000 pages of notes where we did not know where he got the information from, and all he would say is study the notes not the book. If we lost it there was no where we could go to loom up the material. He would also not stick to his own class outline so we never had anything that we could plan out. No one cares about how we are treated. I had a 2 unit class and spent 8 hrs a week on a 2 unit class.
- I would want **Mr. Hovanitz** to change my grade for me in Geology 10. If the class center would be open more, there would be no teacher giving us F's!
- I had _____ for my Math 140 professor this past semester and the experience was really frustrating. He is very intelligent, and when he took the time to teach the class he did it well, but I think because he only had one class he didn't take it seriously. You could tell he didn't spend more than 5 minutes outside of class preparing for it. Every test we received had errors on it he corrected by calling out new numbers during the test. He waited until the next class to log grades from the previous class. Our homework was all completed and graded online, so he didn't even have to do that. And when it was obvious the entire class didn't understand something he just moved on, even when he was asked not to, but I think that is partly because of the amount of material he had to get through, we did finish the book right on schedule. Other than that I enjoyed my time at SCC. The campus is nice, I used the free tutoring center a couple of times and the students working there were helpful, and the financial aid office especially is really on it. I took my first 60

units at Riverside City College and even though I'm a single mother with low income, I never received financial aid because I couldn't get straight answers and gave up after so many times trying getting help from their financial aid office. At SCC everyone that I talked to in the financial aid office knew what they were talking about, and I got through the whole process in about 5 minutes. That was great.

- I absolutely love SCC. I feel I get a really personal experience there, I hope it never changes. I keep recommending it to everyone I know. Most of my professors have been fantastic especially **Varela** and **DeCarbo**. They made sure to know everyone's name and went above and beyond. I have been to other community colleges and none compare. I wish the parking lots were better lit in some areas. I always take night classes and with the construction in the parking lot it felt a little spooky walking out to the car at night and some of the lights were often burned out, I think it should be a priority to check for burnt bulbs frequently, that would be my only complaint. When classes are getting out at ten pm I think security should make themselves more visible, they should be patrolling all over the lots especially in the areas where few people are walking.
- I have taken two online math classes over the last year. **Alicia Frost** was the instructor for both classes. She is an excellent instructor!! Last Saturday I took the TEAS test, and my math score placed me in the 99th percentile for all test takers across the U.S. I do really appreciate all that I have learned in her classes.
- I have enjoyed learning from the teachers at SCC; they truly care about their students. The only negative thing is budget cuts - when you are trying to continue your education it makes it very difficult. Also, it would be beneficial if SCC would offer a nursing program. It has been a pleasure being a student at SCC!