



**Santiago Canyon College  
School of Continuing Education  
Student Satisfaction Survey Results, Spring 2014**

**June 2014**

Due to recent severe financial cuts, administrators have had to make cuts in all areas of the college, including the intrusive move from its main facilities of Orange Education Center on Batavia in Orange. It is imperative that we monitor student satisfaction to understand how these issues have impact, if any, on their perception in program offerings, support services and resources available to them, learning environment, as well as facilities usage as it relates to the Santiago Canyon College School of Continuing Education (SCC-SCE). Findings will assist us to serve students appropriately.

At the end of Spring 2014, staff conducted an online student satisfaction survey of the students actively enrolled at the three main SCC-SCE sites (SCC main campus, the OEC Provisional Education Facility, and the Rehabilitation Education Institute (REI). The survey provided an opportunity for students to report their levels of satisfaction with the programs, services and resources available to them as SCC-SCE students. In addition, the survey included questions regarding their educational background, as well as questions regarding their employment status, family income, etc.

Respondents come from diverse demographics and economic backgrounds. Forty-three percent have had some college education, even post-graduate studies, and 39% have less than high school degree. The majority of respondents are 30 years of age or older (76%), female (63%) and Latino (70%). Though respondents identified more than 20 native languages, nearly two-thirds (66%) of the respondents' primary language is Spanish. More than half (62%) of the respondents reside in households of three or more family members, with low annual household income (63% with less than \$40,000 per year), and 53% worked (full and/or part time). More than 68% drive themselves to school, walk (7%) or depend on other modes of transportation (12% use public transportation, 11% get dropped off, and 2% carpool).

More than half of the respondents (56%) took classes at the OEC Provisional Education Facility, 40% at the SCC main campus, and the remaining 8% at the REI. Slightly more than half of the respondents (54%) have been enrolled at SCC-SCE for less than a year, 31% from one to two years and 15% for three or more years. Participants come to SCC-SCE for various reasons: to learn English (61%), to obtain a better job (40%), to obtain high school diploma (29%), to obtain a CTE/computer training certificate (21%), to prepare for college/university studies (21%), and to help their children with school work (18%).

This report summarizes the opinions and perceptions of the 770 students who completed the survey. Data from this year will be compared to the survey conducted in 2012 to assist staff in comparing current and past performance.

## **Summary of Results:**

- Respondents enrolled at the SCC-SCE in various programs (*and therefore, may have more than one reason selected*). However, the majority are enrolled in the English as a Second Language program (68%), the Career Technical Education (CTE)/computer training program (25%), Adult Basic Education (15%), and the Adult High School Diploma (13%).
- Respondents gave SCC-SCE a rating of 95% in “excellent” or “good” for overall experience! They were generally satisfied with the facilities, the quality of education, and the services they received at the SCC-SCE. They expressed appreciation for the availability of quality programs offered at no cost to students. Ratings for each area in these categories received rating similar or higher than in 2012.
  - Respondents gave highest ratings to “classroom experience” and “quality of instruction” (95% of “excellent” and “good”) and lowest ratings to “availability of parking” (70%).
  - “Availability of classes and variety of classes offered received high ratings of 92% and 91% respectively.
  - “Appearance and maintenance of grounds/facilities,” “campus safety/security” and “convenience of classroom/site location” received high ratings of 89% to 91%.
  - “Class size” and “books and learning materials” received 91% and 88% ratings.
- Respondents do not use many programs and services made available to support them as they pursue their college education. Satisfaction ratings for support services, in general, were lower for each category (other than admissions and assessment) than in 2012. This may be due to the transition from OEC location on Batavia to the three locations classes are currently being offered.
  - The most often used services were “required” ones in which they need to select and enroll in classes, such as Admissions and Registration Office (99%) and the Assessment/Orientation Office (86%). Both programs also received high ratings of satisfaction from those who used their services, 95% and 91% respectively and are higher ratings than in 2012.
  - Slightly less than half of the respondents did not use counseling services (42%). Of those who did use the services gave it a rating of 86% satisfaction. Slightly less students used this service and received slightly lower satisfaction rating than 2012.
  - Though other services were not used as often (by more than half of the respondents), they received general satisfaction ratings of 79% (Child Care Center) to 88% (Student Transition Program) from those who did use them.
- Respondents need the following courses to reach their goals: ESL (47%), CTE/computer training (40%), Adult High School Diploma (28%), ABE and Citizenship (14% each), and GED (11%).
- Word-of-mouth is the best form of advertisement for the SCC-SCE program (57%).

Comments were transcribed verbatim and are grouped when similar thoughts were expressed. Participants complimented the helpfulness of the staff and faculty, the quality of education, as well as the many services and resources available to them at the SCC-SCE; however, they also did not hesitate in making many suggestions for improvements (such as additional time in lab to finish their assignments, need supplemental books/materials to take home and use, child care, etc.). Staff are encouraged to read the comments (at the end of the report) thoroughly as they are very revealing.

**Survey Response Details:**

Please circle the number that best describes your satisfaction with SCC-SCE.

	Excellent	Good	Average	Below Average	Poor
Classroom experience	58%	37%	4%	1%	0%
Availability of classes	51%	41%	7%	1%	0%
Variety of classes offered	46%	45%	7%	1%	1%
Quality of instruction	65%	30%	4%	1%	0%
Books and learning materials	45%	43%	10%	1%	1%
Class size (# of student in a class)	44%	47%	8%	1%	0%
Appearance/maintenance of the facility	42%	47%	9%	1%	1%
Campus safety/security	51%	40%	7%	1%	1%
Convenience of classroom/site location	49%	40%	8%	1%	2%
Availability of parking	37%	33%	14%	7%	9%
Overall experience	45%	50%	3%	1%	1%

Please circle the number that best describes the quality of services and programs that you have used at SCC-SCE.

	Level of Satisfaction of Those Who Used Services/Programs*					Have Not Used
	Excellent	Good	Average	Below Average	Poor	
Admissions & Registration Office	58%	37%	4%	1%	0%	1%
Assessment/Orientation	50%	41%	8%	1%	0%	14%
CalWORKS	28%	54%	14%	3%	1%	46%
Child Care Center	25%	54%	11%	2%	8%	73%
Counseling	38%	48%	10%	3%	1%	42%
Disabled Student Program & Services	33%	52%	11%	2%	2%	60%
Student Government Development Program/Leadership	40%	45%	12%	3%	0%	50%
Student Transition Program	28%	60%	10%	1%	1%	56%

What program are you in? (select all that apply)

68% English as a Second Language (ESL)

25% Career Technical Education (CTE)/Computer Training

15% Adult Basic Education (ABE)

13% Adult High School Diploma

How do you get to classes? (select all that apply)

76% I drive

13% I use public transportation

12% I get dropped off by family/friends

8% I walk

2% I carpool

Your gender:

37% Male

63% Female

How old are you?

0% Less than 18

3% 18-19

3% 20-21

9% 22 to 25

9% 26-29

23% 30 to 39

24% 40 to 49

22% 50 to 64

7% 65+

Your ethnic background:

70% Hispanic/Latino

12% Non-Hispanic Caucasian

10% Asian/Pacific Islander

2% African-American

6% Other

Your gross household income in 2013:

16% Less than \$10,000  
20% \$10,000-\$19,999  
17% \$20,000-\$29,999  
10% \$30,000-\$39,999  
6% \$40,000-\$49,999  
4% \$50,000-\$59,999  
2% \$60,000-\$69,999  
8% \$70,000 or more  
17% I don't know

How many people are in your household during 2013? (includes respondent)

10% only me  
28% two, including me  
41% three or four including me  
21% five or more including me

What is your native language?

66% Spanish  
17% English  
3% Chinese  
3% Farsi  
2% Vietnamese  
1% Tagalog  
8% Other: Arabic, Korean, Thai, Japanese, French, Portuguese, German, Italian, Lao, Polish, Romanian, Russian, and Japanese.

What is your employment status at this time?

35% Employed full time  
18% Employed part time  
26% Not employed  
10% Homemaker not employed outside home  
8% Retired  
3% Disabled

I have attended classes at SCC-SCE for:

54% Less than a year  
31% 1 to 2 years  
10% 3 to 4 years  
5% 5 or more years

My highest level of education is:

39% Less than high school  
18% I am a high school graduate  
16% I have had some college, no degree  
6% I have an associate degree  
16% I have a bachelor's degree  
5% I have a master's or doctorate degree

I come to school because (select all that apply):

61% I want to learn English  
40% I want to get a better job  
29% I want to get a high school diploma  
21% I want to get a career technical education/computer training certificate  
21% I want to study at a college or university  
20% I want a job  
18% I want to help my children with their school work

What classes would you like to attend to help you reach your goals? (select all that apply)

47% ESL classes  
40% CTE/Computer Training classes  
28% Adult High School Diploma classes  
14% ABE classes  
14% Citizenship classes  
11% GED classes

How did you hear about our classes? (select all that apply)

57% A friend/family member  
19% Class schedule received in the mail  
11% Walked in  
10% Internet  
7% Newspaper advertisement  
5% Flyer at public library  
5% Flyer at the EDD Office  
5% Representatives from SCC  
4% Marquee at SCC Campus  
4% Advertisement posted on home doorknob  
1% Advertisement on a bus

## Respondents' Comments on the Quality of Services and Programs

### Instruction/Instructors

- I am very pleased with the quality of instructions. (11)
- The instructors are amazing. (6)
- The main flaw is the limited availability of lab time to practice. Overall a good program.
- Could improve having better teacher's aide. Many of them were not able to help students due to their lack of knowledge. I would like to see segregated classes between beginners and intermediate students as some classes are extremely slow due to one or two students who could not keep up. This causes many other students to have to wait and waste much time.
- **Fred and Michelle** are excellent instructors.
- I am so grateful with every teacher the services are great thank you very much
- I am so happy with this program, because **Dana** is a very nice teacher, patient, kind and her lessons are so interesting. She teaches me a lot each day.
- I appreciate the hands-on instruction from the instructors and fellow students.
- I am very happy to study in this school and especially thank to **Mrs. EWA - J.** To help us so much. She is very patient and shares her knowledge with all of us.
- Everything good, but I feel like I'm taking an online course because basically the teacher tell you read it and do your work, if I wanted an online class I would of sign up...Poor teaching skills
- I felt like the staff can help me with any issue or situation it is a blessing to be in this program.
- I like the programs that you offer, but some teachers are very stubborn and won't take the time to teach. They need to take the time for their students
- I like the services you provide for us; because I you have a very good instructors and I have learn from them a lot; slow but I am learning.
- I really admire the big effort the teachers make to teach us. Specially teacher **Tamara Rivera**.
- I see that school is good. The teacher explains well.
- You have one of the best teachers. It could be great if you support her with materials to teach.
- I understand that the programs & services are free. However, with some instructors, I feel I can learn the computer programs on my own. They're not really dispensing anything that I can't learn on my own if I just spent time on it. Coming to these classes is like wasting times. Hate to see improvement occurring after I have taken these courses with all the flaws.
- I think the education here is good. I have the opportunity to practice my English and grammar. The teacher is very friendly and answers all my questions.
- Instructor is not friendly and impatient
- Instructors need to be able to answer questions.
- It's time to change your billing instructors I believe they are tired of the class (and materials). They are short tempered. I have had a classmate with headphones and the instructor just pulled them out of his ears. He never returned to class. This can also cause ear damage. This is inappropriate of instructor behaviors.
- I like having teacher assistants in the classes to further instruct students.
- **Mario Prey** is an excellent and patient teacher.
- More morning classes during the summer session. An early Blender and Flash class.
- Personal e-Commerce with **Frank Martinez** is what I look forward to attending class.
- Teachers answer many questions. They are patient and calm when students do not comprehend.
- **Maria Mehegan** is an attentive and thorough teacher!
- Our class is fun and the instructor is very accommodating and helpful.
- Availability of support staff is excellent. They are very helpful and knowledgeable. I was very impressed. Medical billing is well-structured and well-taught. Classes are good, but we need more material to work with, like reading books.

### **Batavia Location:**

- I like to come to the school but it's too far for me well maybe for many not only me. I think the Batavia was okay because it was closer for me to just take one bus and get to school.
- Everything is good, but I need the preschool for my daughter. Please go back to Batavia Center.

### **REI Location:**

- We would like a morning computer class at REI (3)
- I would like to have child care at REI, especially for summer classes.
- I'm a student at REI and it has been very helpful for me since I'm temporary disabled the campus is well located close to my house.

### **Class Offerings:**

- A variety of classes offering would be great. Intermediate level computer classes needed. (3)
- I want basic computer class on Friday afternoon.
- Good more software class
- Need more intermediate ABE classes
- I needed more time for English.
- I think the class needs to be divided by level. Our class study together with level 2 and 1.
- I like the idea that computer classes are free
- More classes in the morning
- More evening classes would be appreciated
- Speak same English, and I would like to take some reading, and writing classes in the afternoon, that is my biggest challenge! Thank you!
- Please offer WordPress and php!
- Keep the graphics and animation classes. I still have a lot to learn. And the classes are great!

### **Facilities/Supplies:**

- Supply more books so we can study at home. (7)
- I would like to stay in class longer so I can practice what I learn. (6)
- Will be good to have better classrooms with less students
- Parking sucks. Get more parking lots the securities think there cops.
- Thanks for providing AC when it's been hot. I know running it costs \$\$\$\$.
- Overall I am satisfy with services and programs offered at SCC except the use of bathrooms is quiet a distance from where with study it takes time to get back and forth
- I bought a book and the instructor did not use much.

### **Overall:**

- All the programs and services are excellent. (53)
- This is a great program to help us and it is free. (10)
- It been really helped me to improve my education. (4)
- I think everything at school is awesome. (2)
- All the material is available.
- Feel very fortunate to have access to the continuing education program here.
- For me it will be to get easy and fast my high school diploma. Because sometimes is too much that they give us and we lake to have it fast to be able and have a better job.
- I had a tough time registering due to delay in waiting for approval for the 3D blender class. Had some really great teachers. All are very knowledgeable.
- I am appreciative to get the three classes in good quality of service and programs.
- I am so glad to find this place, so I can further my education.
- I am happy attending this school because I am doing something important for my family and me.

- I can't begin to express my gratitude for the classes that have been offered and that have given me the competitive edge. And, I actually was able to change jobs after 32 years in one industry because of the skills I learned here. I still have a lot to learn and continue coming to class.
- I do not know much about computer when I came to the US. And now I'm somehow can handle it. Specially Photoshop and illustrator.
- I found these courses on the Internet during a Google search. I wanted instructor-led classes in a basic format and these classes "fit the bill". Typically I have had a secretary, with the consolidation of job descriptions and cuts to overhead; I need to be able to handle all of my administrative tasks personally.
- I have learned so much from the computer classes. My knowledge of Word, Excel, Internet navigation and Social Media courses has greatly increased. I believe that I can get a better job after taking these classes. Since I am unemployed, I am very grateful that the courses are FREE. I would not have been able to afford to take these classes, otherwise. Thank you.
- I really appreciate that the classes and parking are free since I am currently unemployed. I feel the teacher and staff show patience, compassion and dedication.
- The school needs to send out more information about the programs that you offer because students do not some of them exist.
- I think the programs you have are very good, but maybe can do it in a more dynamic attitude.
- I am so happy I have the school close to me. The school has good quality and the service is good.
- I'm glad that I still have sign language interpreters for my continuing education classes from SAC for almost a year. My DSPS counselor helped me a lot when I had a small non-communicable issue with a teacher and the secretary about receiving a certificate.
- I'm very satisfy with the programs they offer, the only disadvantage is that some of the software programs is hard to practice when you don't have the program at home, and the lab here in the school is limited due to you need to be registered for some classes in order to use the computer, otherwise you can't use the computers or practice outside of class.
- It gives good opportunities for those that can't pay for school. Motivates me to go further.
- It has been really good opportunity to learn English in here and meet teachers and classmates. Just 8 o'clock in the morning and 3 and half hours are little bit earlier and longer. I would like to continue my studying. I also really enjoy for speaking club. So please keep that club.
- It's very good to recovering education. Good to keep them for society.
- Just a bit unorganized at times
- Move closer to Irvine
- The continuing education programs offered at SCC are great and meet the requirement and demands of the continuing education programs in the surrounding communities.
- The programs are excellent I really think they have helped a lot to maintain my current job. The instructors are flexible and very helpful. They care about each student and are really patient.
- **THE PROGRAMS ARE GOOD AND THE SERVICE IS EXCELENT ALL THE TEACHERS ARE FRIENDLY AND VERY HELPFUL.**
- There are quality books, helpful tutors and large classrooms that can accommodate everyone.
- This has been an amazing experience so far. I feel privileged to be able to have these classes available to me. The instructors are great, the people in class are great and I am learning a lot! I'm learning things I have always wanted to know.
- This is one of the best schools I have had. Everything is positive all the way from teachers to students. Trying get into to the workforce at my age is a challenge, but with the courses and instructors, I finally feel there is light at the end of the tunnel. The program is a vital necessity. Please keep funding the program! It is worth it in the long run. I am very grateful.
- This program is amazing and better. The teacher is cool and her service is appropriate.

## Respondents' Suggestions for Improvements

### Course Offerings:

- Offer more variety of courses. (6)
- I think more programs for Saturdays. Because the most people work in the week. (3)
- Classes in the morning. (3)
- More computer software classes (2)
- Add job-specific (job training) type classes for office, customer service and marketing positions.
- Add classes for Autodesk (AutoCAD) and PTC (Pro/Engineer) products.
- Have software applications classes with a teacher and an aide to answer more questions; sometimes there a long line to ask questions.
- We should have more advanced level courses so we can learn more.
- I think having more ESL classes would be great.
- I think if the school offering conversation, writing, and reading classes at night that will be great.
- I want to note, we can have computer class after 11:30 a.m. School morning.
- I would like to be able to learn Publisher and In-Design in the future.
- I would like the English program prepare to me for the TOEFL.
- I would like to get more conversation and English speaking practice and more finance classes.
- I would like to have more high school subject classes in the afternoon.
- I would love to see some advanced Blender and other 3D graphics programs and would also love to see some classes for writing fiction, non-fiction, and storyboarding for film and graphics.
- I'd like to see some intermediate classes offer so that our skills learned in the classes can be applied in a true work environment.
- Please offer QuickBooks
- Maybe you can offer more classes at the noon, like citizenship and conversation because most of us working at the morning.
- More classes, like ABE
- More computer classes
- More content, shorter classes
- More one on one help in the math class
- More orientation
- Need to have more technical classes.
- Offer more classes like publisher
- Offer intermediate Excel and PowerPoint classes
- Please offer more night classes for Photoshop, Illustrator, Flash and InDesign. Thank you
- Regarding availability of classes. It's frustrating to sign up for a class and then it's cancelled. You then need to find another class with a new teacher, therefore, you now are now 2-3 weeks behind or you can't get a class schedule that works for you. I understand that when enrollment drops to a few students, to maintain a teacher is expensive.
- To teach a class in basic computer
- We would like morning computer class at REI.
- This programs is excellent and I would like to see more programming classes, Visual Basic, C++ and other type classes like guitar, dance, yoga, and cooking.
- Well, I think we need more grammar to improve our English.
- I would like to see classes on maintaining a PC computer in the home. Introduction to the basic hardware and software functions on a computer.
- Windows 7 Social Media Buying on Internet
- Would be fantastic if the library borrow us the books for at least two weeks

### Instruction/Instructors

- By giving more tutoring and making more lessons in class. (2)
- Please get a GED instructor who is dynamic and motivates students to learn. (2)
- Some teachers are better than others but in general they are very good.
- **Barbara Milles** is very efficient teacher.
- Hire teachers with experience teaching ESL classes
- I think if you can have some teachers with **Dana** in each level that would be okay!
- It would be better if we were to get a teacher for each subject and actually teach us instead of teaching 3 subjects per class. Most students get lost in all the chaos.
- I think the OEC teachers do the good job, but they need to explain more about the MS Word, Excel, etc. So, people won't forget about their learning from the classes when they get jobs.
- Love every instructor as they are knowledgeable and eager to share and teach the skills.
- Most of the teachers give handouts that help a great deal with covering the material, but I would like for those who do not to do so.
- Some teachers are better at beginning students, intermediate students and advanced students so it would be great if they labeled the classes that way. Had to switch classes to get certain teachers that were better at laying the foundation. Just left everyone frustrated.
- Some instructors have bad conduct and short-tempered.
- **Barbara Miller** is a very good teacher.
- The teacher are doing a good job
- The teachers have to be stricter.
- The teachers needs go more slowly and teach more grammar.
- We should have more tutors for the classes that we are attending the school.
- WILL HELP IF WE HAVE MORE TEACHERS TIME ONE ON ONE

### Facilities/Supplies:

- A lab for students to use for homework because we don't have a computer or software. (4)
- Provide some books. (3)
- Have more available parking. (2)
- I think everything like material stuffs are very good.
- Please put information about colleges and universities in the lobby so we can think about moving up the next level.
- Tell the securities that they are not cops and be respectful of us.
- I think letting us take books home will help us go through the chapters faster because some of us have to take 2 classes and 2 hours of study.
- I think that the number of students in each class is too large. Group work is great, but it is too hard to work when it is loud. Also, I suggest you find other ways to learn creatively, movies, music or every kind of situations where the human being can to learn more.
- I wish I could borrow the text books to finish some work at home. :)
- I would like to have a room or a place where can we eat and microwave our food. Students are here for more than eight hours and we cannot spend a lot of money.
- It could be better if I had access to use all textbooks online, so I would study at home, too
- Keep computers and classroom equipment repaired and maintained.
- Maybe if we go back to Batavia and everyone can catch up their work. Many more may graduate.
- Reopen the Batavia site soon because it is close to my house and I could take more classes
- Space or shelter for students in the program to just chill-out, hang out, or have a party.
- The location is quite far from my home, wish it offered more close by classrooms.
- To have better availability of parking for the students that gets out late at night. And to have the little café open late and to have a more VISIBLE sign when they are open or closed.
- I would like to be able to take books home. Also, the bathrooms are too far from my classroom.

**Overall:**

- The education is good. (11)
- I feel comfortable at the school. (3)
- Make sure some students are not disruptive. (3)
- Continue to be make the program available as I am able to read and write because this opportunity available to me. Thanks for making it possible. (2)
- It's a great program the way it is. (2)
- WE NEED MORE PRACTICE (2)
- I like how the school functions; however, it can be useful to other students if we can add extra hours to the school schedule. We also need science tutors since a lot of students find it difficult.
- Please provide more programs, like medical assistant, some criminal justice, draft and designer.
- I am finding there are a few students who do not seem to grasp on as quickly as others might and they tend to slow down the class. The teacher is constantly being interrupted by questions or having to go help the students. This seems to be constant throughout the classes I am taking.
- I am very happy here, but I would like to see a counselor so he can help me continue my career.
- I think more hours the English would be good.
- Can you shorten the program at each level so we can finish faster?
- I think the school have everything I need, thank you
- I want to a little more information of the new programs faster to learn better the English.
- I want to complete my high school and get a high school diploma from this program
- I want to know how I can go to another college with my bachelor degree from my country.
- I would like tutoring so I can understand better
- I would love to have child care at REI, especially for summer.
- In my opinion stick with the same line of study for students.
- It is very good. I am so happy that I can read and write English. Thanks.
- It would be helpful for instructors to allow time in between new steps for students to write notes or to review steps at assure the understanding of what was shown.
- Keep doing the surveys among students to know which our needs are.
- More tutors at least on for each high school class
- So far the programs are at a good pace and offered throughout the week, and they fit on the schedules to other students who might want to take these programs for personal interests.
- Review from previous week. Teaching is great and I would like to have it repeated three times in various ways so I clearly understand it without any help.
- Shorten tests and not so many chapters for government

## Additional comments respondents shared

### Class Offering:

- More writing and English classes please. (5)
- Class online.
- Classes that teaches computer security, I-pod, etc. More classes to teach basic computer knowledge more Photo shop classes
- Gardening and landscaping classes. Financing classes.
- Good advice for REI, need a class for pronunciation or writing.
- I enjoyed my experience in the high school diploma program and I have a sense of accomplishment for getting it done. Thank you.
- Have you considered teaching quick books?
- I have enjoyed taking courses at the Adult Continuing Education program.
- I hope more class location open at many cities.
- I need get my high school diploma.
- I want different schedules at evening in special classes like pronunciation and conversation.
- I want to understand WordPress
- I would like conversations class a little more practices.
- Include Medical Coding and Medical Terminology classes would be nice.
- It is better to increase the content of each class and shorten the each class period. And adding some lab work time so we can practice what we learned and have time to go through some project to apply what we learned. Hands-on experience works better. Overall the classes are very useful.
- It would be a good move to add classes on Medical Terminology and Coding. Also perhaps some Lab time for practice specific to Medical Billing.
- More advertising and promoting of classes.
- Please open GED classes at REI.

### Facilities/Supplies:

- I need child care for my children so I can attend school. (5)
- We need more parking or better public transportation to the school. (2)
- Would be amazing if high school students would have access to the gym
- We need a day care for mothers so they can attend classes.
- The restrooms are too far. I think they can expand the staff restroom for us to utilize.
- Since I have allergies, I wish the classrooms were vacuumed and vents cleaned.
- Provide list of books one may purchase so that students can study class topics in depth at home.
- Please help us fixing the air conditioner. The classroom is a freezer.
- Please have books available at Hawk Bookstore from continuing education.
- I love that these classes are available for free. I hope they don't shut down the SCC Campus facilities because it is very convenient and easy to get to.
- I would like the school move back to Batavia Street in Orange.
- I would like that you could paint the lines of the parking lot.
- I will like it if it is possible to have a room with microwaves.
- I really enjoy coming to this school, but sometimes I do feel overwhelm with my work and get discourage. I would like to communicate with someone to help me through this tough time.
- A sitting area near the area of U-91 would be nice.

### Instruction/Instructors:

- The SCC instructors are all good. (5)
- It is a good school for lean English. (5)
- Instructor needs to take control of the class and not allow students to talk while teaching. (2)
- I have a really good teacher. **Mrs. Tamara** is professional and is always prepared for class. (2)
- Highly recommend **Michele Sandoval** as an instructor!
- I always appreciated when the country is helping people to get educated; it is the best for everybody en general to progress. Thank you **Haydee**.
- I learn English always feeling very difficult. There are too many new words and grammars.
- I think at the registration office there is a clerk is too rude, but the other ladies are good.
- I want to thank the assistants for all the help they give us in particular to **Mrs. Lucia**
- I have my last citizenship classes with **Michelle** and I'm so happy because I passed my test.
- I would like to get some credits for some classes even if are free. Add new applications such Quick books or more career software for example, drafting of legal documents and some grammar added to Microsoft Word. Thank you I appreciate all the free classes and the excellent Teachers for giving all the information to make this possible for us to learn on daily basis. Since is Teachers appreciation day, I would like to mention **Marvin Martin** for his knowledge in Teaching, excellent teacher. Best Regards. Happy Students.
- Tell your instructors not to talk about their personal lives as it is very distractive. Also, when they talk to students, they need to be a bit quieter. Thank you very much.
- **Marvin Martin** is a very good teacher.
- **Mr. Marvin Martin and Mr. Anthony Magno** are magnificent teachers!
- **Mr. Robert** is an excellent teacher. He really knows how to explain and work with his students.
- I love that the program is free. The teachers motivate me to keep furthering my education.
- It is best if the teachers speak at Spanish so when we cannot understand something, we can ask.
- Mr. \_\_\_\_\_ is not very helpful to students. I think that he needs to slow down and changes that horrible attitude.
- The quality of your English course at W Chapman Center is not good.
- **Maria Mehegan** is a great teacher. They are wonderful and are very patient.
- Thanks to the wonderful people that made it possible for me to come to school. Cheers

### Overall:

- This is a great place to learn. (7)
- Thank you for offering continuing education tuition free. (5)
- The community is lucky that these programs are free to us. (3)
- I love to come to school, learn and interact with the teachers and other students. (2)
- I'm happy because this class is very interesting. I am really happy my teacher is good.
- Great programs, so glad I found out.
- I am very grateful that we don't have to pay for these computer programs.
- I appreciate your help and kindness
- I feel very happy for be in this school, because I have learned too much in a few months.
- It has been a wonderful experience and I learned so much.
- May be it possible help me to get more information about took one better job now, I am in emergency situation. Thank you, God bless you.
- More information for us for e-mail.
- Patience with students who are slower than others.
- Student behavior has been the only noticeable effect on the quality of services. There are students who appear to be taking the classes for something to do to fill time and do not take into consideration that others are taking the classes to improve skills toward a career and for job improvement. There can be talking and excessive interruptions that interfere with instruction by not paying attention or listening when instruction is being given.