



Santa Ana College Former Student Survey

December 2005

Introduction

Prompted by recent slowing trends in enrollments, the RSCCD Research Department surveyed 1,367 students who were enrolled in classes at Santa Ana College (SAC) in Fall 2004 and/or Spring 2005, have completed at least 12 units of transfer-level classes, have not graduated, have not transferred to the universities, but did not return to SAC in the Fall 2005 semester. This group of students is considered “serious” and/or “committed,” those who have made a conscious choice about a college education. In other words, they would be expected to return to SAC/SCC, yet did not. The purpose of the survey was to identify these students’ reasons for not returning. Completed questionnaires were returned by 84 respondents, or 6% of those surveyed.

Summary of Findings

Overall respondents were very positive in their assessment of SAC. Respondents were generally pleased with their overall impression of SAC student life and the social and campus environment and extremely satisfied with their experience with SAC.

The majority of respondents did not return to SAC because of work schedule conflict (25%), family or personal problem (25%), transfer to another community college (24%), or financial conflict (23%). Several respondents even offered assurances that they would be returning next semester!

- 81% of respondents were “very pleased” or “pleased” with their overall impression of SAC student life and the social and campus environment.
- “Friendliness/courtesy/helpfulness of faculty/staff” received the highest rating in excellent and good (88%).
- 88% of respondents reported the “effectiveness of classroom learning experiences” and the “appearance and maintenance of grounds/facilities” were “excellent” or “good.”
- 69% of respondents reported there was nothing SAC could have done differently that would have encouraged them to remain enrolled.
- Although 31% of respondents stated that SAC could have done something differently to retain them, those possibilities varied widely, including: desired sections were full, available sections did not fit their schedules, waiting for space in chosen program, needing better career guidance from counselors, missing registration deadlines, and expenses.
- 99% of respondents would recommend SAC to their family and/or friends.

Characteristics of Respondents

Respondent characteristics are comparable to those of the SAC population. The majority of respondents were under the age of 30 (84%), enrolled in courses full time (62%), and took classes during the day (56%). Most respondents worked at least part time (81%) and were attending school to obtain an AA/AS degree and/or transfer (77%). In their free time, respondents reported that they enjoy physical activities, spending time with family and friends and reading books for leisure.

Detail of Responses

What was your overall impression of SAC student life and the social and campus environment?

- 28% Very pleased
- 53% Pleased
- 14% Just okay
- 1% Not pleased
- 4% No opinion

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

	Excellent	Good	Average	Below Average	Poor
Campus environment (activities, students, teachers, etc.)	35%	50%	14%	1%	0%
Effectiveness of classroom learning experiences	38%	50%	11%	1%	0%
Ability to register for classes you want/need	43%	33%	20%	4%	0%
Variety of courses offered	41%	44%	13%	2%	0%
Class size (number of students in a class)	32%	41%	20%	5%	1%
Friendliness/courtesy/helpfulness of faculty/staff	52%	36%	12%	0%	0%
Appearance and maintenance of grounds/facilities	35%	53%	12%	0%	1%
Campus safety/security	38%	38%	19%	4%	1%

Why did you not return to SAC this semester? (circle all that apply)

- 25% work schedule conflict
- 25% family or personal problem
- 24% attending another community college
- 23% financial conflict
- 10% medical reason
- 10% I moved
- 7% completed my objective
- 7% desired classes not offered/classes full
- 6% I am too busy
- 2% completed courses of personal interest
- 26% Other:
 - Fire academy waiting list is too long. (2)
 - I'm on the nursing waiting list. (2)
 - It was too stressful/needed time off. (2)
 - I didn't receive a registration heads up; faculty wasn't resourceful.
 - Academic probation.

- God is faithful and allowed me to attend the school of worship at Calvary Costa Mesa.
- Went to Printing Technology Program.
- Got married and came back late.
- Loved one passed away.

Is there anything SAC could have done differently that would have encouraged you to remain enrolled?

- 31% Yes
 - If more classes were available; my classes were full. (2)
 - Counselors need to better inform students of the different careers available that suit their needs.
 - Offer more summer courses in math and physics.
 - I will come back, whenever space becomes available in the Nursing Program.
 - Get back life drawing with **Craigh** and cartooning; they're missed and lots can be learned.
 - Give me another chance to register; I didn't enroll because I didn't make the deadlines.
 - Easier to complete my general education classes.
 - Make classes a little more interesting, for example, English classes.

- The Biology Department particularly philosophy staff at SAC was not helpful. Teaching methods were ineffective in learning the material. I dropped out and enrolled at SCC and got a B. The class was challenging, enjoyable and the professor was very helpful and seems to enjoy his job.
- Please provide more real estate classes at SAC.
- More programs regarding what to study or to help us develop and choose a career.
- Change the costs of the classes because it's too expensive for me.
- Have one of the teacher's "staff", not employed because he stated at one time "not enough students" enrolled. When I asked to decline my enrollment, you guys didn't do it.
- I would remain enrolled if my classes started after 6:00 pm or were on Saturday.
- Need a different, more effective way to get better qualified people into the Fire Academy (i.e., past experience in fire or GPA), not a lottery!
- Have more of a variety of classes.
- Shorten the waiting time to get into Santa Ana College's Fire Academy.

69% No

- I plan on registering next semester. (13)
- SAC is a good campus; everything was good; teachers were good. (10)
- SAC was very accessible with plenty of courses. Wish I had more time for additional courses.
- I liked SAC. I finished my fire science classes and now I'm going to a school closer to home.
- I was taking classes in order to apply for the academy.
- I felt learning assisting in shorter time in college, like ROP.
- I'm currently working full-time with two kids. I need 2 years to get back on my feet and then I'll return. I did have my two kids at the SAC CDC and that was a very big help. Thanks!
- The overall impression I got from your campus was fine. I'm just too busy to go back.
- Too far away from my home with a new baby.
- My job moved to a further location, so I transferred to a closer community college.
- I'm at a different college, because I wanted to go to the same college as my brother.
- Tenured instructors, no matter how long they've taught, should be checked on because some of their lectures are memorized. It's become a routine and they don't teach they just talk and don't explain.

What was your educational goal when you enrolled at SAC?

- 43% Transfer with AA/AS degree
- 26% Obtain AA/AS degree
- 13% Prepare for a new career
- 8% Transfer without AA/AS degree
- 4% Obtain vocational certificate
- 3% Improve basic skills (English, reading, math)
- 1% Advance in current career/obtain promotion
- 1% Personal development
- 1% Undecided on goal

When you were at SAC, when did you take the majority of your classes?

- 56% During the day
- 19% During the evenings
- 25% Both, during the day and evenings

How many units did you enroll in during your last semester at SAC?

- 3% 0-3
- 11% 4-6
- 24% 7-11
- 57% 12-17
- 5% 18+

How old are you?

- 39% 20 & under
- 45% 21 to 29
- 9% 30 to 39
- 3% 40 to 49
- 5% 50 & older

Your ethnic background:

- 3% African-American
- 17% Asian/Pacific Islander
- 60% Hispanic/Latino
- 18% White
- 3% Other

Your gender:

- 48% Male
- 53% Female

What was your employment status at the time you enrolled at SAC?

- 61% 20 hours a week or more
- 20% Less than 20 hours a week
- 6% Homemaker, not employed outside of home
- 9% Not employed, but would like to work
- 4% Not employed, do not care to work

Would you recommend SAC to your family or friends?

- 99% Yes
- 1% No

What do you do in your free time?

- Exercise/work out/play sports (25)
 - surf (6), skate (3), soccer (2), dirt bike riding, golf, softball, tennis, swim, snowboarding (1 each)
- Spend time with family/friends (14)
- Study/homework/take classes (10)
- Read (11)
- Watch movies/TV(9)
- On the computer/surf the net (5)
- Housework (5)
- Go out/party/dancing (4)
- Work (4)
- Go to the mall/shop (3)
- Sleep (3)
- Relax at home/rest (2)
- Listen to music/go to concerts (2)
- I have no free time. (2)
- Take care of my children. (2)
- Play music; play guitar. (2)
- Looking for job (2)
- Play video games (2)
- Anything dealing with art (2)
- Outdoor activities/hike (2)
- Cook/eat (2)
- Volunteer in my community (2)
- Working on cars/building hot rods (2)
- Look for new opportunities. (3)
- Make people laugh
- Craft/sew
- Travel

Additional comments respondents made:

- Great college! /Thanks for a great experience. Good job faculty and staff! (8)
- I will enroll for the spring semester. (4)
- I loved Santa Ana College. (2)
- Good fire program. The fire technology staff is friendly and helpful. (2)
- **Kim Nutter, Jodi Coffman, Aracely Morales, and ALL athletic staff rock!** Without them, SAC would be boring.

- I love all my art teachers. They make me feel like home. I would like to thank **Patt, Mark, Craigh, Carol, Caroline, Mayde**, and many thanks to all those other ones that are not in art but make a great difference teaching at SAC. I will be back next semester.
- There should be more classes to help students find the perfect career.
- I will be back to get my AS in nursing, so don't forget about me.
- I like the school very much; it has great teachers. Wish there are more classes available.
- If school events occur on campus, we'd like to know in advance, maybe mail an activity calendar.
- I enjoyed my experience at SAC. I attended Saddleback concurrently. SAC has a better website, better parking, cheaper parking permits, and it's easy to walk from one class to another. Thanks.
- My overall experience was good. Unfortunately, my financial state was poor. I plan to return once I'm stable and my work schedule will permit time for class.
- Help me complete my general education so I can transfer to CSU, Long Beach.
- SAC was my first choice out of many state schools, but I received a government subsidized rate of \$28.00 a unit (dirt cheap) with a small school.
- Please change the method of teaching in the microbiology class.
- Campus safety regarding parking lots. I had my stereo stolen 2 times, and my boyfriend got his car stolen this fall. Get more security or the security people need to do their job and prevent auto theft. SAC parking is not secured. Thanks.
- The campus and buildings need cleaning and updating. Also, classes are overcrowded.
- SAC's a good school; I felt like I was at home. I have to work full-time and can't return.
- Talk to staff at registration. When a teacher tells students to quit class when there's not enough students and speak to all teachers to drop students that haven't been there after three weeks.
- I got married in July 2005 and now live in Europe.
- In the middle of my 2nd semester I dropped because I got Leukemia and I got an "I" in one class. Although I'm still sick, I returned to fix this but my teacher is no longer there. THAT'S NOT FAIR! If I don't find him and finish the class by June, it will receive an F.
- I decided fire technology classes at SAC was not the route I need to achieve my goal.
- Some instructors don't try lecturing, they tell a story. Even with a textbook, they need provide details.