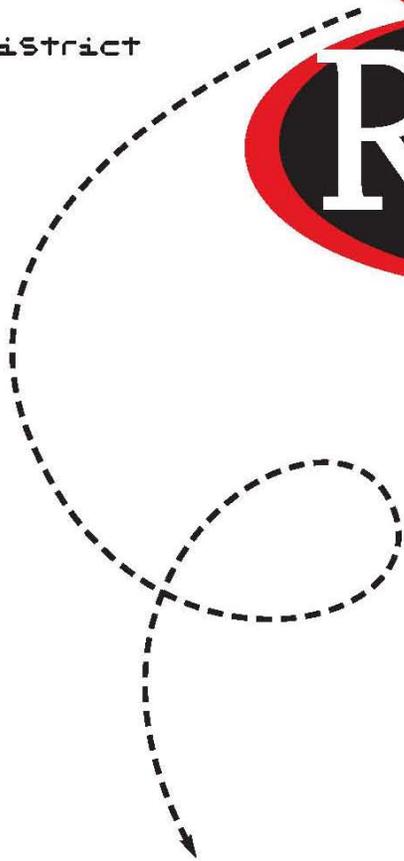


Rancho
Santiago
Community
College
District



**Santa Ana College
Graduate Student Study**

August 2012



Santa Ana College Graduate Student Study

August 2012

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Introduction

During Spring semester, the RSCCD Research Department sent a follow-up survey to every 2009-10 SAC Associate of Arts/Sciences, Certificate and Certificate of Achievement recipient. The purposes of the survey were 1) to discover what SAC's graduates were doing one year later, and 2) to assess their overall impression of campus life while they were at Santa Ana College. In 2009-10 school year, SAC awarded 1322 AA/AS degrees, 496 certificates and 598 CSU/IGETC certificates of achievement with an unduplicated total of 1507 graduates. Subsequently, 151 AA/AS earners/certificate recipients completed their survey for an overall response rate of 10%. Analysis of this information can assist program staff to identify program needs.

The information provided by respondents is divided into four sections. The first section concentrates on those graduates who responded to the survey and who were still enrolled at any college. Here, questions were aimed at finding out which schools they were currently attending, their majors, and how well SAC prepared them for upper-division work at those institutions.

Because many community colleges graduates go to work immediately after completing their educational program, it was important to find out if our graduates perceive that SAC contributed to their employment success. Section Two looks at those former students who were currently employed. They were asked their current job title, the number of hours they were working, if their job was related to their studies while they were attending SAC and, finally, how well SAC prepared them to successfully perform that job.

SAC makes many services and programs available to students in the hope of enhancing their success in college. The third section asked survey respondents if they were satisfied with the environment at SAC and to rate their satisfaction with the various services and programs.

Section Four describes demographic characteristics of all graduates (including those who did not respond to this survey), such as age, ethnicity, number of semesters it took to graduate, and a breakdown of the degree majors awarded to them at Santa Ana College.

Perhaps the most important section is the appendices. Students commented on a variety of issues, such as the quality of academic preparation, quality of services provided, and overall impression of the campus environment. They told us what they were most pleased or satisfied with at SAC. However, the graduates were also very anxious to tell us what is in need of improvement. When similar comments were combined, the number of respondents who expressed that view is noted in parentheses.

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

Graduate Respondents' Satisfaction with SAC

Highlights

Overall Satisfaction

- Most respondents (95%) reported that they would enroll at Santa Ana College again!
- Respondents were generally satisfied with Santa Ana College. Eighty-six percent or more of survey respondents gave “good” or “excellent” ratings to “the overall experience at SAC,” “the effectiveness of classroom learning experience,” and “the campus environment.”
- Respondents, however, were not as satisfied with the “appearance & maintenance of grounds/facilities” with just under three-quarters (73%) of the respondents giving “good” or “excellent” ratings.
- Overall, 2009-10 graduates' ratings were slightly lower than those of the 2008-09 graduates.

Support Programs and Services

- The 23 programs and services listed received from a low 55% to a high of 79% ratings of “good” or “excellent.”
- The Library and the Bookstore received the highest percentage (79%) of “good” and “excellent” ratings. The Math Study Center and the University Transfer Center followed closely each with 78%.
- Respondents did not use many of the programs and services available to support their academic goals. Slightly over one-third (39%) of the programs were NOT used by more than half of the respondents.

Overall Satisfaction

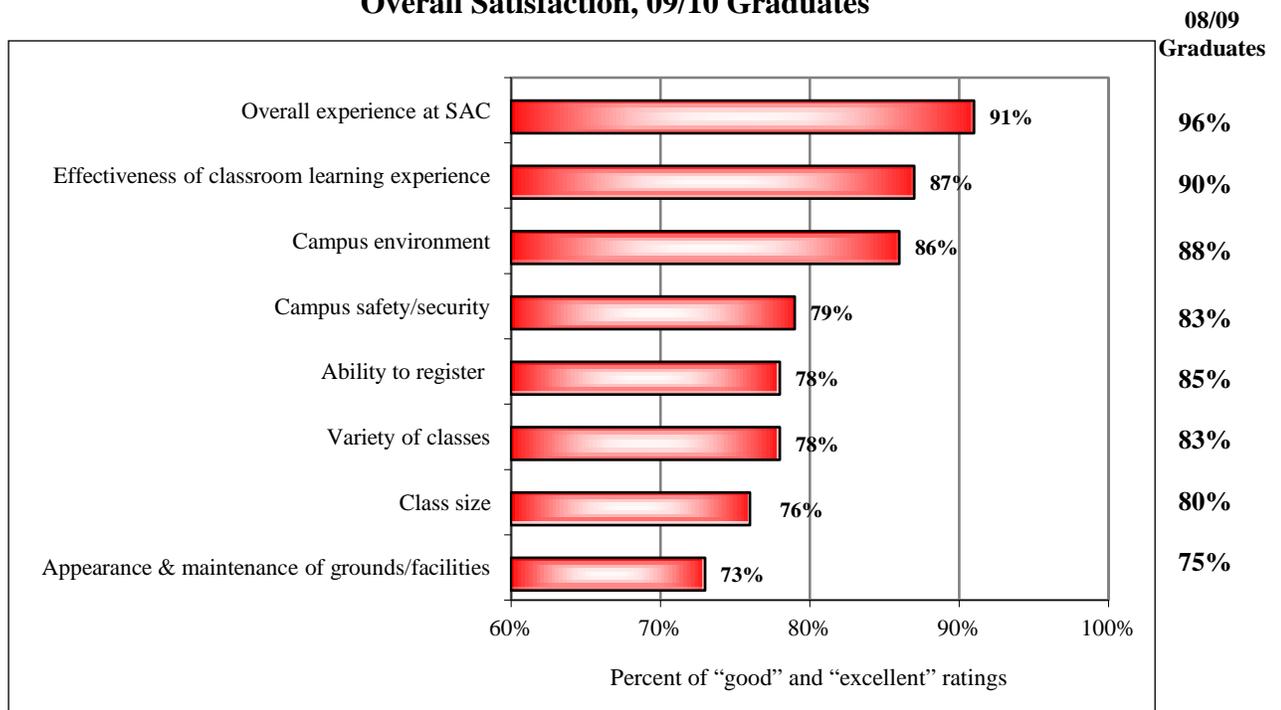
Respondents were generally satisfied with the college, the education and the services they received at Santa Ana College. Most respondents (95%) reported that they would enroll at SAC again!

While the majority of respondents expressed satisfaction in all categories, general categories such as the “overall experience at SAC,” the “effectiveness of classroom learning experience,” and the “campus environment” received higher ratings than the category “appearance and maintenance of grounds/facilities.”

In retrospect, would you choose to enroll at SAC again?	
Yes	95%
No	5%

	Percent of Respondents				
	Excellent	Good	Average	Below Average	Poor
My overall experience at SAC	36%	51%	12%	1%	0%
The campus environment (activities, students, etc.)	38%	48%	15%	0%	0%
Effectiveness of classroom learning experiences	36%	51%	12%	1%	0%
Your ability to register for classes you want/need	39%	39%	17%	4%	2%
Variety of courses offered	33%	45%	19%	2%	1%
Class size (number of students in a class)	30%	46%	19%	4%	1%
Campus safety/security	29%	50%	18%	1%	1%
Appearance and maintenance of grounds/facilities	31%	42%	21%	3%	2%

Overall Satisfaction, 09/10 Graduates



Satisfaction by Ethnicity

Overall, ratings among the four major ethnic groups were comparable with the exception of a lower rating by Asians in rating campus safety/security.

Note: the small number of respondents in each category, especially African-American, may cause wide fluctuations in percentage distributions across response categories and should be considered with caution.

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

	Ethnicity			
	African-American (n=3)	Asian (n=30)	Latino (n=67)	White (n=24)
My overall experience at SAC	100%	87%	91%	88%
The campus environment (activities, students, etc.)	100%	80%	88%	75%
Effectiveness of classroom learning experiences	100%	87%	88%	83%
Your ability to register for classes you want/need	100%	80%	73%	75%
Variety of courses offered	100%	70%	75%	88%
Class size (number of students in a class)	100%	73%	67%	88%
Campus safety/security	100%	67%	81%	79%
Appearance and maintenance of grounds/facilities	100%	63%	75%	67%

Support Programs and Services

Respondents do not use many of the programs and services offered to support them as they pursue their college education. The most highly used programs and services were usually “required” ones where students needed to interact with the Bookstore, Admissions and Records, Registration, the Library, etc. in order to purchase necessary books, to enroll and select their classes, to complete their assignments, etc.

“Optional” programs, such as CalWORKS, MESA and the Disabled Student Program had very few respondent-participants (less than one-third).

Students were asked to rate the 23 programs and services made available to them as they study at SAC. The second column in the table below shows the percentage of all respondents who had used the given SAC program or service. Subsequent columns list the program ratings given by those respondents who had used the programs and services. For this purpose, responses indicating “have not used” were excluded from the analysis.

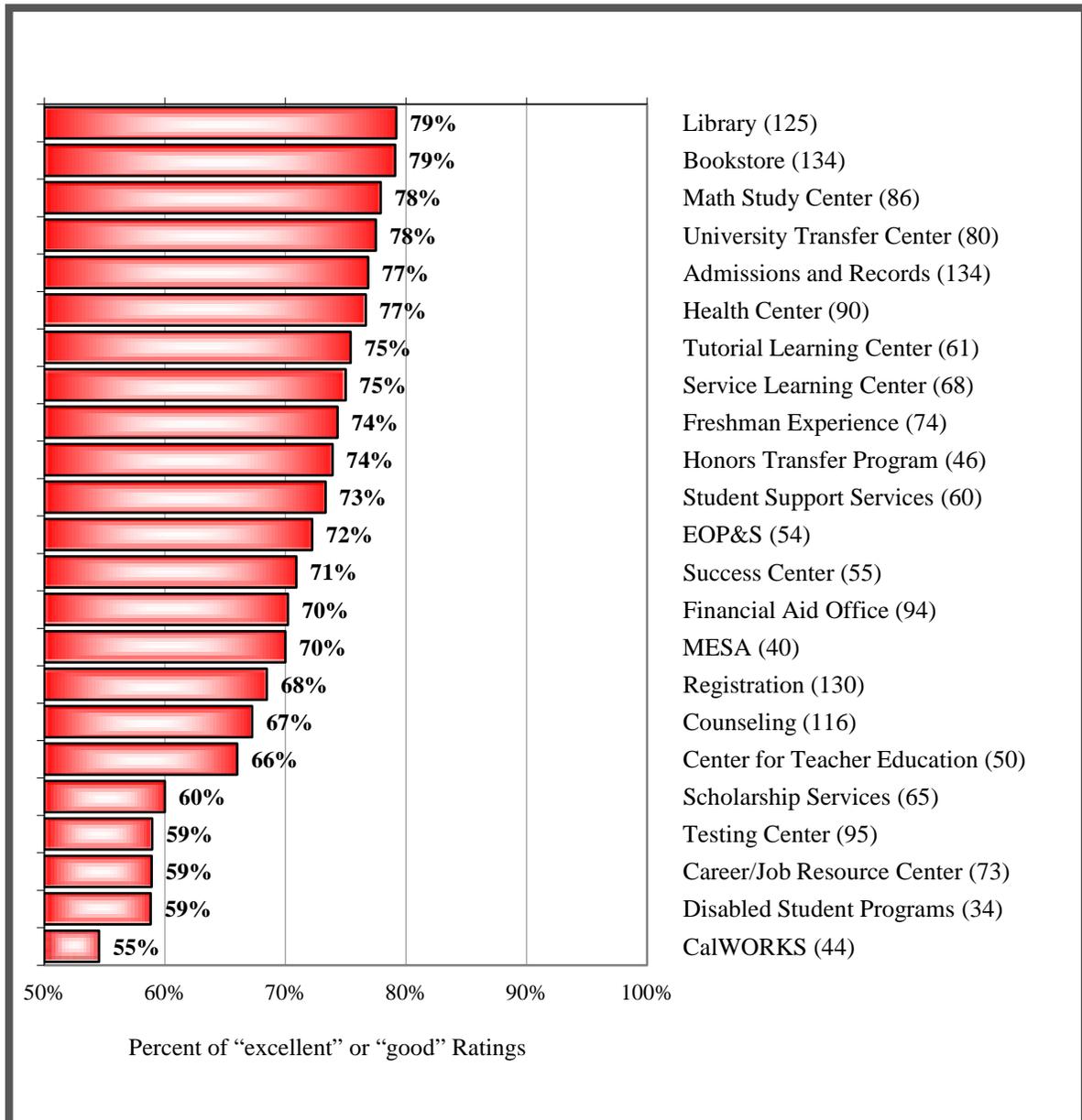
SAC Programs and Services	Percent of Respondents Who Used	Percent of Program/Service Ratings by Users				
		Excellent	Good	Average	Below Average	Poor
Admissions and Records	99%	28%	49%	18%	4%	1%
Bookstore	99%	30%	49%	17%	3%	1%
Registration	98%	25%	44%	25%	3%	3%
Library	93%	36%	43%	18%	2%	1%
Counseling	87%	33%	34%	19%	7%	7%
Testing Center	71%	21%	38%	36%	4%	1%
Financial Aid Office	71%	34%	36%	20%	6%	3%
Health Center	68%	30%	47%	17%	4%	2%
Math Study Center	65%	30%	48%	19%	1%	2%
University Transfer Center	62%	41%	36%	19%	4%	0%
Freshman Experience	56%	31%	43%	23%	0%	3%
Career/Job Resource Center	55%	18%	41%	33%	4%	4%
Service Learning Center	54%	32%	43%	22%	1%	1%
Scholarship Services	50%	29%	31%	29%	6%	5%
Tutorial Learning Center	47%	31%	44%	21%	2%	2%
Student Support Services	46%	33%	40%	20%	5%	2%
Success Center	43%	27%	44%	24%	5%	0%
EOP&S	41%	41%	31%	19%	7%	2%
CFTE (Center for Teacher Ed.)	39%	28%	38%	26%	6%	2%
Honors Transfer Program	36%	28%	46%	22%	0%	4%
CalWORKS	34%	20%	34%	36%	5%	5%
MESA (Math, Engineering & Science Achievement)	31%	30%	40%	25%	5%	0%
Disabled Student Programs	26%	26%	32%	32%	9%	0%

Overall, regardless of the number of users (n), participants rated the quality of the various support programs and services from a low of 55% to a high of 79% “good” and “excellent.”

Overall, 2009-10 graduate-respondents rated support programs and services lower than the 2008-09 graduate-respondents. The most significant negative changes between 2009-10 and 2008-09 ratings include: Testing Center (59% vs. 76%), Career /Job Resource Center (59% vs. 75%) and the Disabled Student Program (59% vs. 76%).

Ratings of SAC Programs and Services, 09/10 Graduates

08/09
Graduates



Graduate Respondents Currently Enrolled in School

Highlights

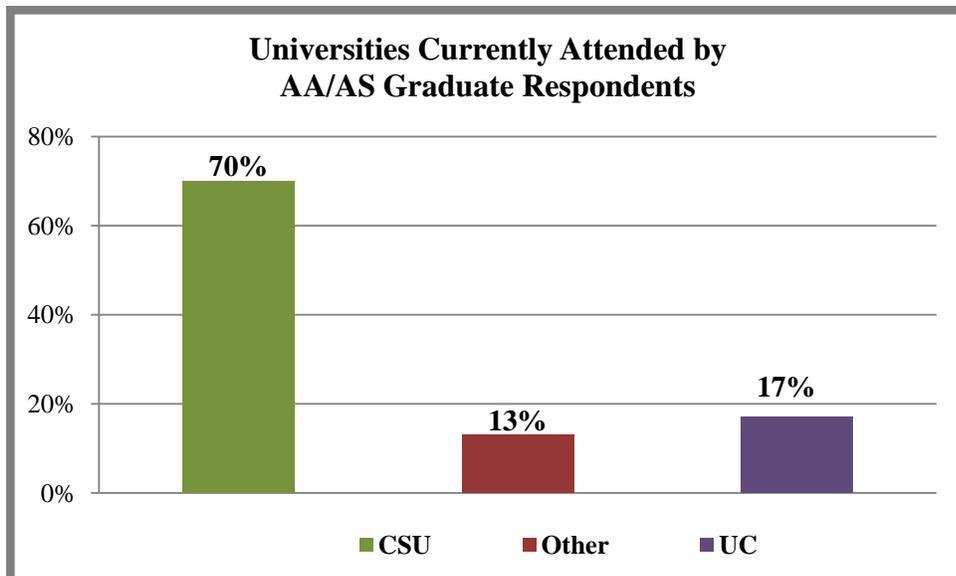
- The majority (58%) of the graduate respondents with AA/AS degrees was currently attending universities, and nearly one-quarter (24%) of the certificate recipient respondents were also in school.
- Most (70%) of SAC's AA/AS earners who responded were currently attending school at one of the California state universities.
- Of those who were still in school, 70% of the AA/AS graduate respondents said that SAC prepared them well for upper-division coursework at their present school.
- Nearly three-quarters (73%) of graduates who responded reported that they were able to graduate in the amount of time they had planned.
- AA/AS recipient respondents who were currently enrolled at another school reported their current majors as: 8% Psychology, 6% each in Nursing and Sociology and 5% in Human Services. Certificate recipients reported that they were currently enrolled in Business Administration (14%), Nursing, Biology and Political Science (7% each).
- Respondents reported that SAC had contributed most to their abilities to “interact with others with integrity and awareness of others' opinions and values,” to “respect and work with people of different cultural and linguistic backgrounds and abilities,” and to “understand environmental ethical issues.”
- While respondents reported that SAC did not contribute significantly to their abilities to “produce and respond to artistic and creative expression,” and to “select and develop a career” to as great a degree, at least 74% reported that SAC did contribute in these areas.
- Generally, graduate respondents' comments expressed satisfaction with their experiences at SAC, fondness and respect for their instructors and the knowledge and skills they gained.
 - The most-often cited problems were misinformation from counselors that impacted the time it took to transfer and/or complete degree/certificate requirements, balancing school, work, and family, and class availability. A complete transcription of students' comments can be found at the end of this report.

Current Enrollment

Almost one year after obtaining an AA/AS degree from SAC, slightly over half of the 2009-10 AA/AS graduates were attending universities. Nearly one-quarter (24%) of the certificate recipients were also in school.

Of those who were currently attending school, most were at CSU campuses (70% of AA/AS graduates and 80% of the certificate recipient-respondents), such as Fullerton, Long Beach, and Dominguez Hills.

	AA/AS Degree	Certificate
Currently enrolled in school	n=135	n=41
Yes	58%	24%
No	42%	76%
School of Attendance	n=74	n=10
CSU, Fullerton	50%	60%
UC, Irvine	10%	0%
CSU, Long Beach	8%	0%
CSU, Dominguez Hills	5%	10%
Other CSU campuses	7%	10%
Other UC campuses	4%	0%
Private universities in CA	7%	10%
UC, San Diego	3%	0%
Other public universities in CA	3%	0%
Out-of-state	4%	10%



Preparation Provided by SAC

Slightly more than two-thirds (70%) of the AA/AS recipient respondents who were currently attending universities stated that SAC prepared them “well” to deal with upper-division coursework at their present college.

Of the 135 respondents, about three-quarters reported they were able to graduate in the amount of time that they had planned for their studies at SAC (73%).

The most popular programs that AA/AS recipient respondents were currently enrolled in at the universities were psychology, nursing and sociology.

	AA/AS Degree N=135	Certificate N=41
SAC preparation for upper-division coursework	n=110	n=29
Well prepared	49%	31%
Somewhat prepared	21%	7%
Not prepared	2%	10%
Not applicable	28%	52%
Graduated in amount of time planned	n=135	N=41
Yes	73%	73%
No	27%	27%
Respondents' current majors	n=88	n=14
Psychology	8%	0%
Nursing	6%	7%
Sociology	6%	0%
Human Services	5%	0%
Business Administration	3%	14%
Biology	3%	7%
Communication Studies	3%	0%
Political Science	3%	7%
Other (majors with <3%)	63%	65%

Contribution to Knowledge and Skills

After a year of study at another institution, our alumni can give us an idea of how well SAC prepared them for higher learning. Respondents were asked to rate six areas of skills and knowledge that are in line with the core competencies identified by SAC faculty.

Some respondents were not comfortable rating some of these skills and knowledge. The abilities to “produce and respond to artistic and creative expression” and to “use college-level mathematical concepts and methods” are examples of skills that at least 12% of the respondents may have felt that SAC did not contribute to their learning and therefore did not rate them.

Level of Preparation Received at SAC in Skills and Knowledge Associated with General Education’s Core Competencies

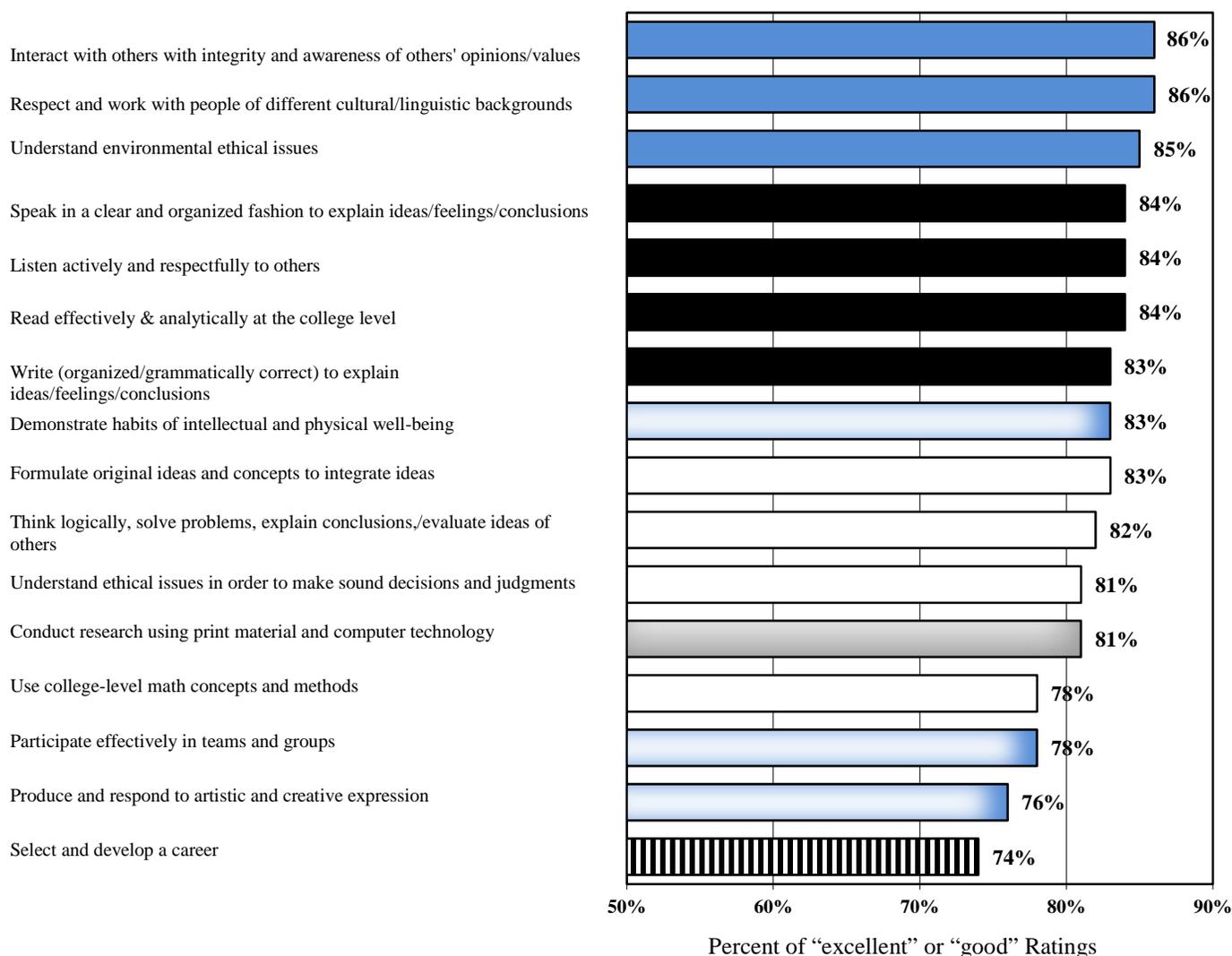
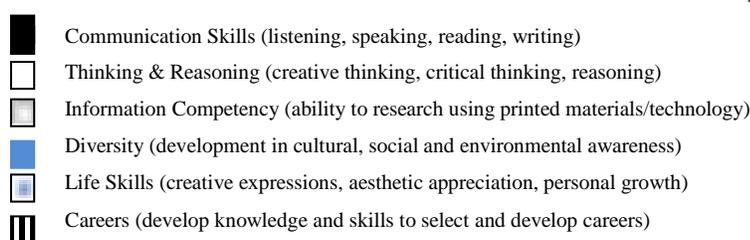
Core Comp.	Skills and Knowledge	SAC preparation reported by respondents					
		N/A	Excellent	Good	Average	Below Ave.	Poor
Communication	Listen actively and respectfully to others	6%	36%	48%	14%	2%	0%
	Speak in a clear and organized fashion to explain ideas, feelings and conclusions	5%	30%	54%	13%	2%	1%
	Read effectively & analytically at the college level	6%	33%	50%	15%	1%	1%
	Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions	7%	38%	46%	14%	2%	2%
Thinking & Reasoning	Formulate original ideas and concepts and integrate ideas	4%	32%	51%	14%	2%	1%
	Think logically, solve problems, explain conclusions, and evaluate ideas of others	4%	32%	50%	16%	2%	1%
	Understand ethical issues in order to make sound decisions and judgments	5%	34%	47%	16%	2%	1%
	Use college-level mathematical concepts and methods	12%	31%	47%	19%	3%	0%
Information Competency	Conduct research using printed materials and computer technology	9%	35%	46%	15%	4%	1%
Diversity	Respect and work with people of different cultural and linguistic backgrounds and abilities	6%	40%	46%	12%	2%	1%
	Interact with others with integrity and awareness of others’ opinions and values	5%	38%	48%	13%	2%	0%
	Understand ethical issues on the environment	7%	34%	51%	12%	3%	0%
Life Skills	Produce and respond to artistic & creative expression	13%	32%	44%	19%	4%	0%
	Demonstrate habits of intellectual and physical well-being	8%	30%	53%	15%	2%	1%
	Participate effectively in teams and groups to make decisions and seek consensus	4%	35%	43%	20%	2%	0%
Career	Select and develop a career	7%	32%	42%	23%	2%	1%

Overall, respondent ratings of SAC’s contribution were generally good. The top three skills in which SAC graduates received preparation at SAC were the ability to “interact with others with integrity and awareness of others' opinions and values,” to “respect and work with people of different cultural and linguistic backgrounds and abilities” (each 86% of “excellent” or “good”) and to “understand environmental ethical issues” (85% of “excellent” or “good”).

Conversely, respondents reported lower contribution by SAC to their abilities to “select and develop a career” (74%), and to “produce and respond to artistic and creative expression” (76%).

Readers may want to consider if the contributions rating by respondents are aligned with their perspective of their own course content.

Level of Preparation Received at SAC in Skills and Knowledge Associated with General Education’s Core Competencies



Graduate Respondents Currently Employed

Highlights

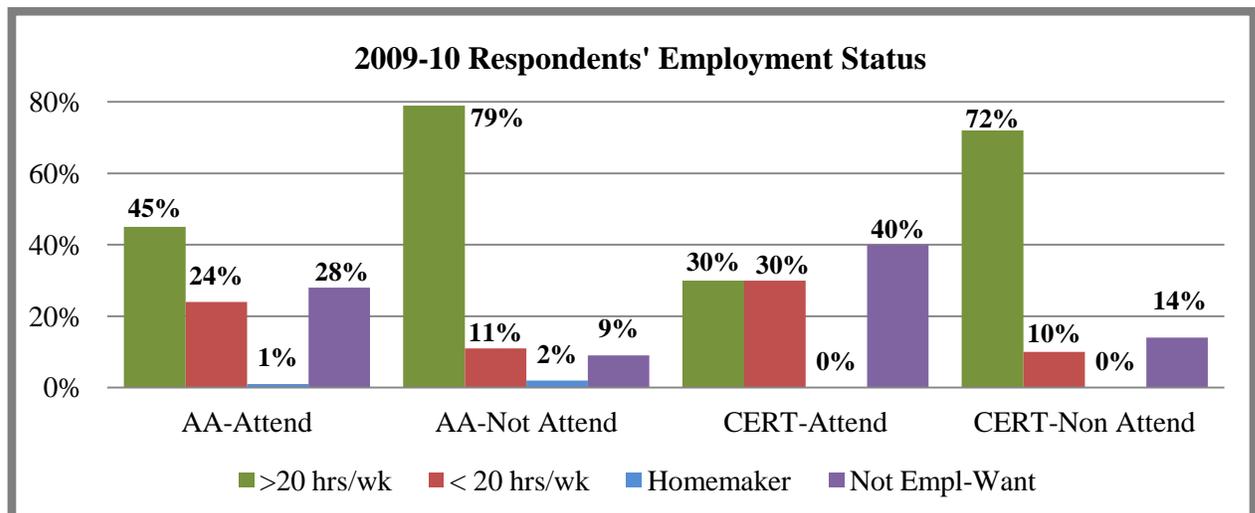
- Of those respondents who were NOT currently enrolled at a university, 79% were working full or part time, compared to 69% of those who were attending a university.
- Certificate recipients and AA/AS earners reported similar percentages (76% and 75%, respectively) of working in their field of studies.
- All AA/AS recipient respondents and most certificate recipient respondents (94%) indicated that instruction at SAC prepared them to some degree for their employment.
- 2009-10 graduate respondents were currently employed in a variety of positions, from aides to fire fighters to nurses.
- AA/AS recipient respondents reported a slightly higher percentage of gaining a new job, receiving a promotion and/or a salary increase as the result of their coursework at SAC.

Respondents' Occupational Status

Regardless of their current college enrollment status, the majority of the respondents worked.

Of those who were working 20 hours a week or more, certificate recipient respondents stated that their jobs related to their studies at SAC at a slightly higher rate than the AA/AS graduate respondents (58% vs. 55%)

	AA/AS Degree	Certificate
<u>Respondents not in school</u>	n=55	n=29
Employed >20 hrs/wk	79%	72%
Employed ≤20 hrs/wk	11%	10%
Homemaker	2%	0%
Not employed, but would like to work	9%	14%
Not employed and do not care to work	0%	3%
<u>Respondents currently enrolled in school</u>	n=78	n=15
Employed >20 hrs/wk	45%	30%
Employed ≤20 hrs/wk	24%	30%
Homemaker	1%	0%
Not employed, but would like to work	28%	40%
Not employed and do not care to work	1%	0%



<i>Of the respondents who work >20 hrs/wk</i>	AA/AS Degree n=79	Certificate n=24
<u>Job related to studies at SAC</u>		
Yes	55%	58%
Yes, marginally related	21%	17%
No, not at all	24%	25%
<u>Preparation for job provided by SAC*</u>		
Excellent preparation	45%	52%
Good preparation	29%	24%
Adequate preparation	26%	18%
Poor preparation	0%	6%
<i>Not applicable*</i>	12%	29%
<u>Respondents' current job title</u>		
Nurse	24%	0%
Receptionist/Sales Rep./Aide	9%	0%
Manager/Supervisor/Chief	11%	13%
EMT/COTA/Fire Fighter/SLPA	11%	21%
Paralegal	5%	0%
Other	40%	66%
<u>Job advancement as result of coursework at SAC</u>		
Yes, received a promotion	14%	8%
Yes, received a salary increase	5%	13%
Yes, gained a new job	40%	38%
No	41%	42%

** Counts of those responding to this question were based on the number of valid responses only. "Not applicable" responses were excluded from the analysis.*

General Information About All Graduates

Highlights

- In the 2009-10 academic school year, SAC awarded 1,322 associate degrees and 1094 certificates.
- The top four degree majors awarded in 2009-10 at SAC were: Liberal Arts/ University Transfer Studies (50%), Nursing (10%), Fire Technology and Business Administration (each 7%).
- The top four certificate majors granted in 2009-10 at SAC were: CSU and IGETC General Education (480 and 118, respectively, Fire Technology (97), Manufacturing Technology (55) and Medical Assistant (37).
- Over two-thirds of all graduates were under 30 years of age at graduation. The average age of AA/AS recipients was 29 and slightly lower for certificate recipients at 28.
- Nearly one-half of the AA/AS degrees were awarded to Latinos and about one-quarter to Asians (22%).
- More than three-quarters of the AA/AS earners and certificate recipients were enrolled at SAC for more than six semesters.
- Almost all (98%) AA/AS degree recipients earned 60 or more units while at SAC. Most (82%) of the certificate recipients earned at least the same number of units, and an additional 14% earned 30-59 units (the typical certificate requires 30 units or fewer).
- AA/AS and certificate recipients earned similar grade point averages (2.83 and 2.91 respectively).

Degrees/Certificates Awarded

SAC awarded 1,322 associate degrees, with the top four AA/AS degree majors being Liberal Arts/University Transfer Studies (660), Nursing (131), Fire Technology (91) and Business Administration (89).

Of the 1094 certificates granted, most were CSU and IGETC General Education certificates (480 and 118, respectively), Fire Technology (97) Manufacturing Technology (55) and Medical Assistant certificates (37).

Santa Ana College AA/AS Degrees and Certificates Awarded, 2009-10

Santa Ana College Graduates, 2009-10	
Major	# awards
AA/AS Degrees	
Accounting	12
Anthropology	1
Art	4
Digital Media Arts	1
Graphic Design	2
Automotive Technology	1
Biological Science	7
Business Administration	89
Business Applications -	
Digital Publishing	2
Applications & Technology	4
Business Management	4
Chemistry	18
Chicano Studies	1
Communications -	
Broadcast Journalism	1
Computer Information Systems	3
Computer Science	1
Criminal Justice	19
Diesel & Heavy Equipment Technology	1
Economics	11
Elementary Education	10
Engineering	2
Engineering -	
Architectural/Civil	1
Computer Aided Drafting and Design	1
Drafting & Design	1
Fashion Merchandising	2
Fire Administration	6
Fire Technology -	
Chief Officer	4
Hazardous Materials	1
Prevention Officer	5
Public Fire Service	79
Public Fire Safety Education Officer	1
Medical Services Officer	1
Geography	3

Santa Ana College Graduates, 2009-10	
Major	# awards
AA/AS Degrees	
History	3
Human Development -	
Infant/Toddler	3
Preschool Child	20
School Age	1
International Business	4
Liberal Arts	589
Liberal Arts - University Transfer Studies	71
Library Technology	6
Management, General	5
Manufacturing Technology -	
CAD/CAM	1
CNC Programmer Mastercam	1
CNC Machine Set Up	1
Marketing, General	5
Mathematics	3
Medical Assistant - Administrative/Clinical	10
Modern Languages	2
Music	2
Nursing -	
Pre-Nursing	1
Registered Nursing	130
Occupational Therapy Assistant	45
Paralegal	26
Pharmacy Technology	5
Philosophy	1
Photography	0
Physics	7
Political Science	5
Psychology	16
Science	23
Sociology	8
Speech Communication	1
Speech Language Pathology Assistant	25
Television - Video Communications	2
Welding Technology	1
Total Degrees	1322

Santa Ana College Graduates, 2009-10	
Major	# awards
Certificates of Achievement	
Accounting	3
Accounting -	
Bookkeeping	1
Computerized Acct/Bkkg MAS 90	7
General Accounting	11
Art -	
3D Animation Art	3
Digital Media Arts/Graphic Design	1
Automotive Technology -	
Chassis Service	6
Engine and Electrical	10
Business Applications -	
Digital Publishing	6
MS Office Professional	2
Office Management	2
Applications & Technology	1
CIS	
Computer Information Systems	3
CSU General Education	480
Diesel & Heavy Equipment Technology	4
Diesel - Mid-Range Engine	2
Engineering -	
Civil Engineering	
Civil Technology	1
Computer Aided Drafting and Design	1
Draft & Design #1	3
Fashion Merchandising	2
Fire Administration	3
Fire Technology	
Chief Officer	4
Public Fire Safety Education Officer	1
Public Fire Service	92
Human Development -	
Infant/Toddler	4
Preschool Child	21
International Business	11
IGETC General Education	118
Library Technology	7
Management -	
General	1
Marketing	0
Manufacturing Technology	
CAD/CAM	4
CNC Lathe Set Up	14
CNC Milling Set Up	11
CNC Machine Set Up	10
Conventional	1
Programmer Mastercam	15
Marketing -	
Professional Selling	4
Medical Assistant – Admin./ Clinical	37

Santa Ana College Graduates, 2009-10	
Major	# awards
Paralegal	20
Pharmacy Technology	
Advanced	13
Sign language Education	2
Speech Pathology Assistant	1
Television/Video -	
TV Production	4
Broadcast Journalism	1
Scriptwriter	1
Welding Technology	5
Total Certificates of Achievement	954
Certificates	
Accounting -	
Computerized Quickbooks	12
Financial Planning	1
Art -	
Craft C-Glass	1
Digital Media Post-Production	1
Automotive Technology -	
Advanced Engine Performance	2
Drive Train Service	7
Engine Service	6
Business Applications -	
Bilingual	1
International Office	3
Spanish/English Interpretation & Translation	1
CIS	
Database	5
Networking	3
Web Programming	2
PC Maintenance/Troubleshooting	2
Criminal Justice - Corrections Officer	13
Diesel - Transport Refrigeration	3
Exercise Science Sports Medicine	1
Hazardous Material	2
Medical Services Officer	1
Prevention Officer	4
Management -	
Human Resources	13
Small Business	1
Supervision	7
Manufacturing Technology-Solidworks 3D	12
Marketing -	
Advertising	2
General	6
Music - Digital Media Post-Production	1
Basic	23
Television/Video -	
Digital Media	2
Media Studies	2
Total Certificates	140
Grand Total Certificates	1094

Demographics of All 2009-10 Graduates/Recipients

Demographically, degree-earners and certificate-earners are comparable; the largest proportions are Latinos (49-50%), under 30 years of age (27% vs. 29%), and U.S. citizens (77% vs. 75%).

Females slightly out-number males as degree-earners (53%); conversely, males out-number females as certificate-earners (53%).

	AA/AS n=1322	Certificate n=1094
<u>Ethnicity</u>		
Latino	49%	50%
Asian/Pacific Islander	22%	24%
White	19%	18%
African-American	2%	1%
Other	9%	7%
<u>Age at time of graduation</u>		
< 24	41%	43%
25-29	27%	29%
30-39	20%	15%
40-49	8%	7%
50+	4%	5%
Average	29	28
<u>Gender</u>		
Female	53%	47%
Male	47%	53%
<u>Citizenship</u>		
U.S. Citizen	77%	75%
F1 Student	5%	5%
Other Status	1%	2%
Permanent Resident	10%	11%
Refugee, Asylee, Parolee	<1%	<1%
Non-Citizen	6%	7%

A typical AA/AS degree requires 60 units, yet on average most of the SAC AA/AS earners graduate with 40 excess units. SAC degree-earners averaged about ten semesters to complete their coursework; certificate-earners one fewer at nine. Their performance at SAC was similar, with certificate-earners averaging a slightly higher grade point average than degree-earners (2.91 gpa vs. 2.83 gpa).

	AA/AS n=1322	Certificate n=1094
<u>Number of units attempted</u>		
0-29 units	1%	4%
30-59 units	2%	14%
60+ units	98%	82%
Average	100.31	80.89
<u>Number of semesters to complete degree/certificate</u>		
0-4 semesters	8%	10%
5-6 semesters	15%	15%
7-8 semesters	22%	26%
9+ semesters	56%	50%
Average	10	9
<u>Grade point average</u> <i>(at time of graduation)</i>		
0.0 – 1.9	3%	2%
2.0 – 2.9	61%	54%
3.0 – 3.9	36%	44%
4.0	<1%	1%
Average	2.83	2.91

Reasons Respondents Were Not Able to Graduate in Time Planned:

- Work interfered (9)
- Full-time work, family, finances (5)
- Part-time student (4)
- I did not get the proper counseling regarding major requirements. (3)
- Wait list (2)
- Personal issues (2)
- I changed my major several times. (2)
- I took too much time. (2)
- I failed some classes and had to re-take them. (2)
- Work, life, but online access allowed me to complete 25 years later!!
- Work and classes not always offered
- Too much time on waiting list for nursing
- Some classes did not have sufficient # of students to carry, and got cancelled
- Required classes were not offered
- No, because I took diesel and started working; need to go back and enroll in general education classes
- Lack of summer course offerings
- I dropped classes often which lead to not accumulating units; finished in three years.
- Financial difficulties
- English and math

Additional Comments Respondents Shared:

Overall Experience:

- Everything was great! (3)
- Thank you for SAC gave me all support and opportunity! I will come back to SAC soon!
- Staff was extremely friendly compared to other community college campuses.
- SAC has changed my life by giving me an opportunity to pursue my goal. Moreover, it has provided a chance to give a better future for my family. (2)
- SAC not only gave me the tools necessary to achieve my educational goals, but personal as well.
- SAC had wonderful resources and if students take the time to look for them and actually use them it will benefit them greatly.
- Overall, I truly enjoyed my stay at SAC. I currently hold a position in the University Transfer Center and I am well on my way to achieving my academic goals. I can honestly say that my experience with MESA and its staff pointed me in the right direction.
- Overall it was a good experience. I actually have reenrolled, hoping that my mid August registration date will suffice to be able to get the class I want.
- One semester away to get my bachelor's degree, thanks to SAC.
- My overall experience at SAC was excellent and would recommend SAC to anyone. My only issue was with the parking and how congested the lots get because there are students that would double park along the aisle waiting for a parking spot (causing a safety hazard) instead of keeping the traffic moving.
- My experience was great. Teachers are very helpful and available when you need them. I think I got a good education there. I haven't been able to find a job in Paralegal studies due to the economy and starting pay is ten dollars an hour and I have a family to support and am not able to go work for that amount of money. I hope to be able to utilize my skills someday.
- My experience was great. If a student takes advantage of what SAC offers, he/she can succeed and transfer to a UC/ CSU. The professors were great and offered as much help to the students as they could.
- My experience at SAC was incredible! I felt like I was set up for success from the start. The "scavenger hunt" of student resources that I had to complete helped me to know what resources and services were

available. I learned to use the Math Lab and the Success Center on a regular basis. Steve Bautista, from the Teacher Center was truly a gift. He understood what my goals were and helped me to choose a course of study that, in the end, allowed me to graduate with an Associate's Degree! The choices I made, with **Steve's** guidance saved me so much time and money when I transferred to CSUF. Many of the prerequisites for my upper division course work were completed at SAC. I recently graduated from CSUF with a degree in Child and Adolescent Studies and will begin working on my teaching credential in Special Education in the fall. My graduation experience at SAC was far superior to CSUF! SAC was so special. The reception line during commencement is something I will always remember. I was told that I had just completed a very important milestone and that I should feel so proud. Seeing all my professors, in their robes, cheering us on made me feel proud to be a part of such a wonderful group of people. CSUF paled by comparison. SAC rocks!!

- Keep up the good work!
- It's not SAC's fault... I can't find work. The economy is in the dumper, too many undocumented aliens' children have been educated and I am now competing with them for job opportunities, as they can afford to work for much less than I can afford to. And last, I'm over 60 years old; well educated, experienced and competent -- overqualified... I have 207 units at SAC and 50 university units and no BA degree; four classes to go... Hopefully those will open doors for me.
- It was a great introduction to college life. I would do it all over again!
- It was a great experience. If I can enroll again and take a few courses, I will. Very nice environment, staff, students, and overall great experience at SAC. I really loved it.
- It was a good experience. Needs improvement on student services. (2)
- I'm so glad I attended a community college, especially SAC. Thanks for the career preparation I received.
- I have enjoyed my experience at SAC. Even after transferring to a UC, I felt that I had a better environment and relationship with my professors at SAC. SAC has prepared me with the necessary skills and has allowed me to finish school in four years. Thank you all for the hard work.
- I had a great experience at SAC. I have not found a job in order to utilize my Paralegal degree and Certificate because the way the economy has been; these jobs are only paying \$10.00 - \$14.00 to start. I am not able to maintain my home with a small salary like that so I have continued to work in my current field. I am looking into Paralegal work, though. Hoping to find a position to utilize my learned skills.
- I had a great experience at SAC. The staffs and instructors are very supportive and knowledgeable.
- I gained a lot of experience and knowledge to help me in my chosen field of practice. I always recommend SAC to all my family and friends looking for a great school.
- I believe that most education is being dumbed down for passing grades and the achievement of degrees and certificates. Unfortunately, I think that SAC is part of this. Working as part of a group can be a nightmare in this regard. Not enough emphasis is provided to ALL students to write effectively in English. It does not help them, especially if they choose to advance to a 4-year college or university. Academic writing is not the same as texting or communicating by email.
- I am really thankful for all the opportunities I was offered at SAC. I really spent a great time there.

Support Services/Programs/Department/Teachers:

- My program director, **Yolanda Garcia**, and the two internships (that she arranged for me) required for my degree were the two most important aspects of my time at SAC.
- It would have been greatly helpful to have tutors specifically available for nursing students (in addition to those provided already-limited funding). It would also help if there were more financial aid advisors available especially during peak times of the year (the line and wait can be horrible at times).
- I love everything about SAC. The professors, the classes, the students, and the staff.
- Great affordable school. Wish there were more classes.
- Need a bigger parking lot; parking at the peak of hours was very difficult.

- I really had a negative experience due to the counselors, I hope SAC can take some time to train counselors to effectively recommend classes, rather than just say it's ok to try something. I wasted many years, now there are some counselors that do follow up on your progress and try hard to recommend classes that are not just fillers. Aside from that I owe my BA degree to SAC and I will always speak positively about the school in general!!!
- I loved being at SAC, I had nothing but great teachers and class subjects. My only issue with my experience at SAC is that it did not adequately prepare me for the rigor of writing analytical, theoretical research papers at a UC. I also didn't feel prepared to read at a university level.
- I completed my paralegal degree at SAC, but took most of my classes for my AA Degree at SCC. I was enrolled in the EOPS program and worked with them at SCC. I am grateful for getting the chance to attend both colleges to receive my degrees and for those who helped me along the way. It was hard at first with many obstacles, but with the help of the EOPS office at SCC, I finished. Not many doors are open for a single parent, at the age of 35+, to find a way to be a parent (and there for your kids), a student (with no high school diploma), and pay your bills without taking away from the 100% of oneself in all the areas I have listed. But thanks to SAC and SCC I was fortunate to be the 1% who gets the chance to bring myself up and to put my 110% into my kids, school, and work - all at the same time.
- I am a distance learning student that completed my course work after 25 years absence. I started in 1980. Stalled after work and life got in the way. I moved 500 miles north. In 1992, I considered completing my degree but I ran into multiple conflicts with local community colleges. I was being forced to repeat classes I had already completed at SAC. I turned away. When online access was made available with SAC I jumped at the opportunity. The Distance Learning Center was my direct connection and never failed me. I flew to Orange County for my math placement test because everyone else said I could not do it locally. My counselor, **Robert Gallego**, rode the wave of change to support me. **Cherylee Kusiha** was a shining example of how to connect with the distance student. She was incredible! **Jan Eldridge** was very supportive as well!
- It was harder to register for higher level classes such as differential equations and electric circuits.
- Great counselors and great teachers are a must! Most students pay their own way through college and therefore deserve nothing less than great people around them. A positive environment and great energy in a classroom is very important.
- Fire science is a great program and the academy was top notch!
- SAC has a friendly environment. Special thanks to the UTC, Scholarship Office, EOPS and other resources available to undocumented students.
- The Automotive Program is great; **Mr. Hammonds, Mr. Wilkes, and Mr. Serrano** are great teachers.
- Some of the teachers do not use the most updated teaching materials and technology. Some of them need to learn how to use PowerPoint, smart computer boards, etc.
- International Student Office - really difficult to work with them. No open door policy, not answering emails or returning phone calls, long wait to get an appointment, and to see somebody, long lunch breaks, and days "outside of the office." The counselors for international students - horrible! (Sorry, but most of the time we knew more than them). Again long wait....not prepared when we finally got to see them! Please change them! International students bring a lot of money to SAC and diversity! I think they should be more respected, and have more resources and help available to them! Thank you.



Santa Ana College 2009-2010 Graduate Student Survey

We need your help! Because you have earned a degree or certificate from Santa Ana College, we very much need and value your thoughts about your educational experience while you were with us. The information you provide will be used to improve our programs to better serve future students. You have our commitment that the results will be used by key decision makers at Santa Ana College. Your responses will be reported anonymously. Thank you for your time!

1. Which did you receive from SAC?
 - a) Associate Degree
 - b) Certificate
 - c) Both
2. What was your major at SAC?

3. How many units did you complete at SAC?

4. Your ethnic background: (**circle all that apply**)
 - a) African-American
 - b) American Indian or Alaskan Native
 - c) Asian/Pacific Islander
 - d) Hispanic/Latino
 - e) Non-Hispanic White
 - f) Other (please specify _____)
5. After graduating from SAC, did you transfer to another college or university?
 - a) yes
 - b) no (**skip to #9**)
6. What school did you transfer to after leaving SAC?
 - a) a CSU campus _____
 - b) a UC campus _____
 - c) a private college _____
 - d) other college _____
7. **If you transferred to a 4-year university**, did SAC provide you with the academic skills and knowledge to effectively deal with coursework at your present school?
 - a) yes, well prepared
 - b) no, not at all
 - c) somewhat prepared
 - d) not applicable/not in upper division work
8. What is your major now?

9. Were you able to graduate from SAC in the amount of time you planned?
 - a) yes
 - b) no, because _____

10. What is your primary employment or occupation status at this time?
 - a) employed more than 20 hours/week
 - b) employed less than or equal to 20 hours/week
 - c) homemaker, not employed outside of the home
 - d) not employed but would like to work
 - e) not employed and do not care to work now

If you are employed, please go to #11
If you are not employed, please skip to #15
11. What is your present job title?

12. Is your job related to your studies at SAC?
 - a) yes, directly related (**go to #13**)
 - b) yes, marginally related (**skip to #15**)
 - c) no, not at all (**skip to #15**)
13. Overall, how well did SAC prepare you for your job?
 - a) excellent preparation
 - b) good preparation
 - c) adequate preparation
 - d) poor preparation
 - e) not applicable, or cannot say
14. Did you get a job advancement because of your coursework at SAC?
 - a) yes, I received a promotion
 - b) yes, I received a salary increase
 - c) yes, I gained a new job
 - d) no
15. In retrospect, would you choose to enroll at SAC again?
 - a) yes
 - b) no

16. Based on your experiences at SAC, please rate the following:

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

Please rate the quality of services and programs that you have used at SAC:

	<u>Have Not Used</u>	<u>Excellent</u>	<u>Good</u>	<u>Average</u>	<u>Below Avg.</u>	<u>Poor</u>
Admissions & Records	0	5	4	3	2	1
Bookstore	0	5	4	3	2	1
CalWORKS	0	5	4	3	2	1
Career/Job Resource Center	0	5	4	3	2	1
Center for Teacher Education (CFTE)	0	5	4	3	2	1
Counseling	0	5	4	3	2	1
Disabled Student Programs	0	5	4	3	2	1
EOPS	0	5	4	3	2	1
Financial Aid Office	0	5	4	3	2	1
Freshman Experience	0	5	4	3	2	1
Health Center	0	5	4	3	2	1
Honors Transfer Program	0	5	4	3	2	1
Library	0	5	4	3	2	1
Math Study Center	0	5	4	3	2	1
MESA	0	5	4	3	2	1
Registration	0	5	4	3	2	1
Scholarship Services	0	5	4	3	2	1
Service Learning Center	0	5	4	3	2	1
Student Support Services	0	5	4	3	2	1
Success Center	0	5	4	3	2	1
Testing Center	0	5	4	3	2	1
Tutorial Learning Center	0	5	4	3	2	1
University Transfer Center	0	5	4	3	2	1

Please rate the quality of preparation your SAC education provided you to be able to:

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

Additional comments about SAC you would like to share with us: _____

Thank you for your assistance!