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Santiago Canyon College
School of Continuing Education
Student Satisfaction Survey Results, Spring 2017

July 2017

As an educational institution, it is imperative that we regularly monitor student satisfaction to understand how particular issues, if any, impact their perception concerning program offerings and support services available to them as well as their learning environment while attending classes at School of Continuing Education (SCC-SCE). The findings will assist staff in supporting and retaining their students.

At the end of spring 2017, staff conducted an online student satisfaction survey of the students actively enrolled at the main SCC-SCE sites: SCC main campus, the Chapman Center, the College and Workforce Preparation Center (CWPC), and the Corbin Center. The survey provided an opportunity for students to report their levels of satisfaction with the programs and services available to them. In addition, the survey included questions regarding their educational background, demographics, future class offerings, and quality of services and programs.

Respondents come from diverse demographic and economic backgrounds. Nearly two-thirds (65%) of the respondents have had some college education, even post-graduate studies, while 16% have less than a high school diploma. The majority (55%) of the respondents are 50 years of age or older, 78% are female and 50% are Hispanic/Latino. Although Hispanic/Latino continues to be the leading ethnic group, in 2014 it was 20% higher. Though respondents identified many native languages, 40% of the respondents' primary language is English.

The majority of the respondents reside in households of one or two family members (55%) with low annual household income (49% with less than $40,000 per year), and 38% of the respondents work full and/or part time. Most of the respondents (88%) drive to school, others walk (4%), or depend on other modes of transportation (7% use public transportation, 6% carpool, and 3% get dropped off).

More than half of the respondents took classes at SCC main campus (68%) while others attended the Chapman Center (24%), the College and Workforce Preparation Center (17%) and the Corbin Center (10%) in Santa Ana. Two-thirds (67%) of the respondents have been enrolled at SCC-SCE for less than a year, 20% from one to two years and 13% for three or more years.

Respondents reported that they come to SCC-SCE for various reasons: to obtain a CTE/computer training certificate (61%), to obtain a better job (50%), to get a job (34%), to learn English (19%), to prepare for college/university studies (11%), to help their children with schoolwork (7%), to obtain a high school diploma (6%), or to become a United States citizen (2%). This marks a significant shift in attitudes, as in 2014, the primary reason for attending SCC-SCE was "to learn English" (61%).

This report summarizes the opinions and perceptions of the 121 students who completed the survey. Data from this year are compared (where appropriate) to the data collected in 2014 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, most of the respondents are enrolled in the Career Technical Education (CTE)/computer-training program (86%), Programs for Adults (11%), English as a Second Language program (8%), Adult Basic Education (4%), Adult High School Diploma (3%), and Programs for Adults with Disabilities (1%).

- Respondents gave SCC-SCE a rating of 93% in "excellent" or "good" for overall experience! They were generally satisfied with the quality of education, with the facilities, and the services they received at SCC-SCE. Highest ratings were given to "classroom experience" (97%) and "quality of instruction" (95% of "excellent" and "good") and are comparable to 2014 ratings (95% each, respectively). The lowest rating reported was for "books and learning materials" (84%) which slightly decreased from 88% in 2014. Satisfaction with "availability of parking" was low (70%) in 2014 and improved this year with a 23-point gain to 93%. In contrast, satisfaction with "class size" declined from 91% in 2014 to 84% in 2017.

- Respondents do not use many programs and services available to support them as they pursue their college education.
    - More than three-quarters of the respondents do not use Child Care Center (80%), Disabled Student Program & Services (79%), Student Government Development Program/Leadership and Student Transition Program (75% each).
    - The most often used services were "required" ones in which they need to select and enroll in classes, such as Admissions and Registration Office (97%).

- Compared to 2014 survey results, this year's satisfaction ratings, in general, were lower for each program/service, with the exception of childcare and disabled student programs and services.
    - Respondents' level of satisfaction with the programs and services available to them ranged from a low of 76% to a high of 90%.
    - Admissions & Records was the highest rated service (90%), while Student Transition Program was the lowest rated program (76%, down 12% from 88% in 2014).

- Respondents rated how engaged they were while attending SCC-SCE. Nearly all of the students "strongly agreed" and "agreed" with "I would recommend SCC-SCE to a friend/family" and "The College encourages my personal growth" statements (98% each)! Nearly all of the respondents also "strongly agreed" and "agreed" that "the College environment promotes mutual respect" and they "feel safe on campus" (96% each). Although still high, the lowest agreement was with "I can achieve my educational goal(s) at this campus" statement. (86%).

- Respondents reported that they need the following courses to reach their goals: CTE/computer training (95%), ESL (23%), ABE (13%), Adult High School Diploma (5%), and GED and Citizenship classes (4% each). In 2014, ESL was at the top of the list with 47% (a drop of 24 percentage points) and CTE/computer training was 40% and now is listed at 95% (an increase of 48 percentage points). Among these categories, there has been a shift in the need to acquire knowledge and skills for a job/career.

- The best forms of advertisement for the SCC-SCE program were word-of-mouth (31%) and the class scheduled received in the mail (28%).

Comments were transcribed verbatim and grouped when similar thoughts were expressed. Participants complimented the supportiveness of the staff and faculty, the quality instruction as well as the many programs and resources available to them at SCC-SCE; however, they also did not hesitate to make suggestions for improvements (such as the need for more classes, new computers, supplies, advanced classes, etc.). Staff are encouraged to read the comments (at the end of the report) thoroughly as they are very revealing.

Survey Response Details:

Please rate your satisfaction with the following areas.

	Excellent	Good	Average	Below Average	Poor
Classroom experience	60%	37%	3%	0%	0%
Availability of classes	40%	50%	9%	1%	0%
Variety of classes offered	42%	48%	9%	1%	0%
Quality of instruction	62%	33%	4%	1%	0%
Books and learning materials	42%	42%	13%	2%	1%
Class size (# of student in a class)	40%	44%	11%	3%	2%
Appearance/maintenance of the facility	43%	46%	8%	2%	1%
Campus safety/security	48%	43%	8%	1%	0%
Convenience of classroom/site location	53%	41%	4%	2%	0%
Availability of parking	54%	39%	5%	2%	0%
Overall experience	48%	45%	7%	0%	0%

Please rate 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	54%	37%	6%	2%	1%	3%
Assessment/Orientation	41%	46%	10%	0%	3%	33%
CalWORKS	44%	33%	20%	3%	0%	66%
Child Care Center	41%	41%	12%	6%	0%	80%
Counseling	48%	36%	16%	0%	0%	53%
Disabled Student Program & Services	50%	39%	11%	0%	0%	79%
Student Government Development Program/Leadership	45%	36%	14%	5%	0%	75%
Student Transition Program	43%	33%	19%	5%	0%	75%

Please rate the degree to which you agree with the following statements.

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The College is supportive of all students.	58%	32%	10%	0%	0%
The College supports a community of diverse cultures.	57%	35%	8%	0%	0%
I feel a sense of belonging to this campus.	46%	43%	9%	0%	2%
I feel safe on campus.	53%	43%	3%	0%	1%
Faculty and staff care about me as individuals.	48%	43%	7%	2%	0%
The College encourages my personal growth.	50%	48%	2%	0%	0%
The College environment promotes mutual respect.	53%	43%	4%	0%	0%
I can achieve my educational goal(s) at this college.	44%	42%	13%	1%	0%
I would recommend SCC-SCE to a friend/family.	71%	27%	2%	0%	0%

What program are you in? *(Select all that apply)*
8% English as a Second Language (ESL)
86% Career Technical Education
(CTE)/Computer Training
5% Adult Basic Education (ABE)
3% Adult High School Diploma
11% Programs for Older Adults
1% Programs for Older Adults w/disabilities
0% Health & Safety Education
0% Parenting Education

I have attended classes at SCC-SCE for:
67% Less than a year
20% 1 to 2 years
5% 3 to 4 years
8% 5 or more years

How do you get to classes? *(Select all that apply)*
88% I drive
7% I use public transportation
6% I carpool
4% I walk
3% I get dropped off by family/friends
0% I ride my bicycle

I come to school because *(Select all that apply)*:
61% I want to get a career technical
education/computer training certificate
50% I want to get a better job
19% I want to learn English
34% I want a job
11% I want to study at a college or university
7% I want to help my children with their
school work
6% I want to get a high school diploma
2% I want to become a United States citizen

What classes would you like to attend to help
you reach your goals? *(Select all that apply)*
23% ESL classes
95% CTE/Computer Training classes
13% ABE classes
5% Adult High School Diploma classes
4% Citizenship classes
4% GED classes

How did you hear about our classes? *(Select all that apply)*
31% A friend/family member
28% Class schedule received in the mail
16% Walked in
12% Internet
14% Flyer at the EDD Office
9% Representatives from SCC

9% Other Social Media
5% Continuing Education website
4% Flyer in the public library
3% Facebook
1% Marquee at SCC
1% Advertisement posted on home
doorknob
1% Advertisement in a bus
1% Twitter
0% Newspaper advertisement

How do you prefer to receive information about
new courses and programs?
73% Through email
37% Through the Continuing Education
website
25% Through text
10% Through telephone (not text)
5% Through Facebook
2% Through Instagram
1% Through Twitter

Your gender:
22% Male
78% Female

How old are you?
0% Less than 18
1% 18-19
3% 20-21
3% 22-25
3% 26-29
14% 30-39
21% 40-49
39% 50-64
16% 65+

Your ethnic background:
50% Hispanic/Latino
23% Non-Hispanic Caucasian
27% Asian/Pacific Islander
0% African-American

Your gross household income in 2016:
20% Less than $10,000
14% $10,000-$19,999
8% $20,000-$29,999
7% $30,000-$39,999
7% $40,000-$49,999
6% $50,000-$59,999
6% $60,000-$69,999
15% $70,000 or more
17% I don't know

What is your employment status at this time?
- 34% Not employed
- 24% Employed full time
- 14% Employed part time
- 14% Retired
- 7% Self-Employed
- 6% Homemaker not employed outside home
- 1% Disabled

How many people were in your household during 2016? *(Including respondent)*
- 23% only me
- 32% two, including me
- 33% three or four including me
- 11% five or more including me

My highest level of education is:
- 16% Less than high school
- 19% I am a high school graduate
- 20% I have had some college, no degree
- 10% I have an Associate degree
- 28% I have a Bachelor's degree
- 7% I have a Master's degree or Doctorate degree

What is your native language?
- 40% English
- 34% Spanish
- 8% Chinese
- 5% Vietnamese
- 3% Farsi
- 3% Tagalog
- 7% Other (Korean, Japanese, Turkish, etc.)

Have you ever received/requested assistance for a learning, physical, psychological, and/or mental condition?
- 5% Yes
- 92% No
- 3% Decline to State

Have you or are you currently serving in the United States military? *(Select all that apply)*
- 0% Currently active military
- 0% Dependent of currently active military
- 0% Member discharged within last year
- 3% Member discharged over a year ago (Veteran)
- 97% None of the above

Are you a foster youth or were you at any time in the foster care system?
- 2% Yes
- 96% No
- 2% Decline to State

Additional subjects/topics that respondents would like to see offered:

- MAC OS Computer Intro Mobile Devices and Creating Apps QuickBooks for personal and small business Computer and Software Repair Computer and Cyber Security Business Communications (Writing) (6)
- Medical Coding (ICD-10) certification (6)
- Medical terminology (4)
- QuickBooks for personal and small business (4)
- Accounting(QuickBooks) (3)
- Cake Decorating (3)
- QuickBooks How to operate Mobile Devices Computer and Software Repair Computer and Cyber Security (3)
- Computer systems technology (3)
- Advanced Microsoft Excel (2)
- Nursing program (2)
- Hair Stylist (2)
- Advanced Microsoft Office: Word and PowerPoint,
- Microsoft Publisher
- Public speaking
- How to use mobile devices, the features for job search how to respond if you are on the job and need to use the devices. Not just the technology aspect but also the business etiquette portion.
- Learn the Mac Operating system and having a lab to practice.
- Basic computer classes in installing printers, scanners, repair, and update, how to set up internet, wireless and secure.
- Offering night and Saturday classes and online access
- It would be helpful to collaborate with small business associations so these skills can be used. Also, to attend some small business classes that require admission pay.
- MAC OS QuickBooks
- Zoom / Webinar / WeChat / Cloud / WhatsApp
- Business Classes, Intro Mobile Devices Workforce Readiness QuickBooks
- Intermediate course in the Abode, Photoshop, Dreamweaver, Illustrator and HTML5.
- More Healthcare classes besides Medical billing and language in Spanish
- Project Management
- Career counseling, a stepping-stone to the Workforce Readiness class.
- Child development
- AutoCAD
- Nursing and pharmacist assistant
- Intermediate & Advanced Medical Billing Classes
- Pharmacy
- House painting
- Math
- Spanish for those who do not speak Spanish
- Coding: JavaScript, C++, Java, Python Workshop/project based classes
- Nutrition
- English writing class

Additional comments respondents shared

Instruction/Instructors:
- Please promote Mr. **Marvin Martin** to full-time permanent status. He is a great instructor. All the students love him. Thanks. (3)
- Instructor **Marvin Martin** is very proactive and interacts positively with each student. He meets the student's needs by addressing the actual situation and is courteous and respectful in the teaching experience.
- The school instructors are all very knowledgeable in their chosen field.

Course Offerings:
- I think if you offered fewer of the same class there would be fewer classes cancelled.
- Please don't cancel classes.

Facilities/Supplies:
- Need technical help with your computers. Most of the time they are not working!

Overall:
- Suggest the school advertise more and have more outreach programs. There is not a lot of information on this College. (2)
- I appreciate the *free* classes offered at SCC Continuing Education. It's amazing the variety and quality of the education offered. I'm so grateful for this resource!
- I'm really enjoying taking classes that are helping me to grow professionally.
- I have good experience in this college. I learned a lot while i am taking the classes.
- This survey was completed based on generalized answers due to having different views on the classes I am taking.
- Glad you offer these programs.
- My medical billing class pace was too fast for me to learn.
- Everything was very good.
- Free classes and parking are great! Hopefully it will continue!

Respondents' Comments on the Quality of Services and Programs

Instruction/Instructors:
- The instructors are all very supportive to their students. (3)
- Almost all of the instructors I have had are exceptional! I'm very grateful for their patience, breadth, depth of knowledge, support, and ability to deal with students of various levels of knowledge in the subject at the same time, which is challenging to say the least.

Course Offerings:
- When classes are canceled, this wastes my time.
- For the typing class, MS Word, MS Excel and other computer classes can be less than 4-hour class.
- Although the instructor is great, the medical billing class and syllabus should be more structured.
- I prefer the medical billing class because it provides me with the ability to practice.
- I would like to get front desk medical information/experience.

Facilities/Supplies:
- Need new computers. (3)
- The school needs more outreach personnel and resources.

Overall:
- Good services and programs. (6)
- I am always impressed by the quality of the instruction, the scope covered by the classes, and that they are free. I would not be able to attend otherwise.
- I like the school's program; it has really helped me to change my career after 30 years of working in my old job.
- I couldn't have afforded the program, especially on unemployment.

Respondents' Suggestions for Improving the Educational Experience

Course Offerings:
- Please add more classes, other than these basics ones. Especially like Excel and Accounting.(2)
- Open more classes. (2)
- For VBUS 102 Introduction to Desktop to Publishing, using Adobe InDesign CC, would be great to have better hours for the classes. There is only one class available this session Tuesday (12:30 - 4:30), people can't attend when they work so afternoon classes would be great for this class.
- Offer advanced classes so students can advance to the next level and get a job. Also enforce the prerequisites for students taking courses who aren't computer literate or don't type 35 WPM for the web design classes. Also having knowledgeable student aids for the Adobe Lightroom, Photoshop, Dreamweaver, Illustrator and HTML5 class, otherwise it causes the teacher to slow down the course.
- Offer classes at night.

Facilities/Supplies:
- New computers (3)
- We need presentation software to project demonstrations on student computers. We need a remote mouse pointer for the teachers. (3)
- Provide the instructors with the classroom tools they need and assistants with working equipment: printers, faxes, pointers.
- Improve the interior/exterior design of the rooms, improve landscaping (more plants and flowers), shade for the exterior tables.
- Presence of campus security.

Overall:
- Please do not cancel classes. These classes are very important. (2)
- Promote/advertise the school more.