



Santa Ana College's School of Continuing Education Student Satisfaction Survey Results

June 2012

During unstable financial times, such as the one that the California community colleges have experienced for the last four years, it is more critical than ever that we monitor student satisfaction to understand if they have felt the impact of the cuts in facilities, program offerings, support services and resources. Student input will assist us to understand where we need to make changes, if feasible, and/or adjust to continue to serve students appropriately.

At the end of Spring 2012, staff conducted an online student satisfaction survey of students actively enrolled in Santa Ana College's School of Continuing Education (SAC-SCE) programs at the Centennial Education Center and Santa Ana College. The survey provided an opportunity for students to report their levels of satisfaction with the programs, services and resources available to them through SAC-SCE. In addition, the survey included questions regarding their educational background, as well as questions regarding their employment status and family income.

This report summarizes the opinions and perceptions of the 869 students who completed the survey. More than half of the respondents (54%) have been enrolled at SAC-SCE for less than a year and (66%) have had only some high school education. The majority of respondents are 40 years of age or younger (71%), female (52%) and Latino (85%). Though respondents identified more than a dozen native languages other than English, more than two thirds (74%) of the respondents' primary language was Spanish. They resided in large households of three or more family members (76%), with low annual household income (65% with less than \$40,000 per year), and less than half were employed (full or part time).

Summary of Results:

- Respondents enrolled at SAC-SCE in various programs. The majority were enrolled in our English as a Second Language program (34%), the Adult High School Diploma (30%), the CTE/computer training program (19%) and Adult Basic Education (10%). Their motivations were to learn English, to obtain better skills for career advancement, to further their education at the universities and/or to obtain skills necessary to assist their children with schoolwork.
- Respondents were generally satisfied with the quality of education they received at SAC-SCE. They expressed appreciation for the availability of quality programs offered at no cost to students and the helpfulness of the instructors and staff.

- About ninety percent of survey respondents gave “good” or “excellent” ratings to all areas listed, including “classroom experience,” “availability of classes,” “variety of classes offered,” and “overall experience.” Respondents, however, were slightly less satisfied with the “class size” (86%) and “books and learning materials” (87%).
 - Respondents noted in their comments the need for more variety of course offerings throughout the day, especially the evenings and the weekend as many respondents work full-time and cannot attend as many classes as they would like.
 - Respondents indicated that faculty could assist their learning by providing instructional materials and books to support the materials being taught in class.
 - The need for a library or space to study and a tutoring center for additional assistance were also mentioned by some respondents.
- Respondents rated “campus safety/security” (80%) and “appearance/maintenance of the facility” (87%) slightly lower.
 - Respondents would like to have faster Internet connection, better computers, and/or to update/repair them in a timely manner, when needed.
 - They also noted that the lack of parking spaces to be a nuisance and suggested drawing visible spaces so people can park in the appropriate amount of space.
- Respondents did not use many of the programs and services made available to support them as they pursue their college education.
 - The most often used services were “required” ones which they needed to select and enroll in classes, such as Admissions and Registration Office, Assessment/Orientation Office, and Counseling Office. All programs received general satisfaction ratings of 89%, 85% and 83% respectively.
 - Support services, such as Child Care Center (44%) and Disabled Student Programs & Services (47%) were used by less than half of the respondents and rated 76% and 82% satisfaction.

Comments were transcribed verbatim and are grouped when similar thoughts were expressed. Participants freely complimented the helpfulness of the staff and faculty, as well as the many services and resources available to them at SAC-SCE; however, they also did not hesitate in making many suggestions for improvements. Staff are encouraged to read the comments (at the end of the report) thoroughly as they are very revealing.

Survey Details

What program are you in?

- 34% English as a Second Language (ESL)
- 10% Adult Basic Education (ABE)
- 30% Adult High School Diploma
- 19% Career Technical Education (CTE)/Computer Training
- 7% General Education Development (GED)

Where do you take classes?

- 83% Centennial Education Center
- 17% Santa Ana College

Your gender:

- 48% Male
- 52% Female

Your ethnic background:

- 2% African-American
- 85% Hispanic/Latino
- 8% Asian/Pacific Islander
- 2% Non-Hispanic Caucasian
- 3% Other

How old are you?

- 1% 17 or under
- 25% 18 to 21
- 23% 22 to 29
- 22% 30 to 39
- 16% 40 to 49
- 10% 50 to 59
- 3% 60 or over

Your gross household income in 2011:

- 20% Less than \$10,000
- 19% \$10,000-\$19,999
- 15% \$20,000-\$29,999
- 11% \$30,000-\$39,999
- 8% \$40,000-\$49,999
- 4% \$50,000-\$59,999
- 2% \$60,000-\$69,999
- 1% \$70,000 or more
- 20% I don't know

How many people are in your household during 2011? (includes respondent)

- 10% only me
- 14% two, including me
- 39% three or four including me
- 37% five or more including me

What is your native language?

- 74% Spanish
- 17% English
- 5% Vietnamese
- 1% Cambodian
- 1% Farsi
- 2% Others (Arabic, Armenian, Chinese, Hindi, Hmong, Japanese, Korean, Lao, Russian, and Tagalog)

I have attended classes at SAC-SCE for:

- 54% Less than a year
- 32% 1 to 2 years
- 10% 3 to 4 years
- 4% 5 or more years

I come to school because (all that apply):

- 55% I want to learn English
- 46% I want to get a better job
- 26% I want to get a career technical education/computer training certificate
- 57% I want to get a high school diploma
- 31% I want to study at a college or university
- 20% I want to help my children with their school work

My highest level of education is:

- 66% Less than high school
- 17% I am a high school graduate
- 10% I have had some college, no degree
- 7% I am a college graduate

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

- 37% ESL
- 46% ABE
- 62% Adult High School Diploma
- 18% Citizenship
- 20% GED
- 40% Career Technical Education (CTE)/Computer Training

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

	Excellent	Good	Average	Below Average	Poor
Classroom experience	50%	41%	8%	0%	1%
Availability of classes	46%	44%	9%	1%	0%
Variety of classes offered	47%	42%	9%	1%	1%
Quality of instruction	53%	35%	9%	2%	1%
Books and learning materials	48%	42%	7%	1%	2%
Class size	31%	54%	14%	1%	0%
Appearance/maintenance of the facility	40%	47%	10%	2%	1%
Campus safety/security	37%	43%	15%	3%	2%
Overall experience	43%	46%	8%	2%	1%

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

	Excellent	Good	Average	Below Average	Poor	Have Not Used
Admissions & Registration Office	43%	46%	10%	1%	0%	5%
Assessment/Orientation	41%	44%	13%	1%	1%	13%
CalWORKS	30%	49%	19%	1%	1%	43%
Child Care Center	32%	44%	20%	1%	3%	56%
Counseling	43%	40%	13%	2%	2%	14%
Disabled Student Program & Services	32%	50%	13%	3%	2%	53%
Student Development Program/ Leadership	33%	51%	13%	2%	1%	42%
Student Transition Program	31%	55%	12%	1%	1%	42%

Comments Regarding Quality of Services & Programs at SAC-SCE

Overall Experience

- I think the quality of services and programs are excellent. (156)
- Everyone is helpful (14)
- Thank you for this opportunity. (7)
- Everything is fine and I love to be here. (6)
- Over all, I have had a positive experience attending CEC. Thank you for giving the opportunity of
- I've had an average experience here. (5)
- Some of the programs are very good, though there are some others that need to be improved. (5)
- The quality of service is great because everyone here is very supportive. (5)
- I am completing my credits to earn my high school diploma in this country. (3)
- Excellent instruction (3)
- It a great opportunity for adult that want to improve their education. (3)
- SAC is one of the best schools. (3)
- It is excellent for me because the people who work here always help me when I need. (2)
- I think the programs are very good because we can reach our goals and make a difference. (2)
- It's just as good as a library in the City of Orange. I am proud of this school. (2)
- Everything is great with the exception of parking. Could use repaving but most importantly white line parking spaces as there are at least 15 to 20 cars double parked every day. This change would increase overall learning hours dramatically. (2)
- All the programs are helping thanks.
- All the services are good, but sometimes counselors don't do a good job
- All the staff gives excellent attention to the students.
- CEC is one of the best schools I have attended and have the greatest experience of my life.
- I don't agree with teacher giving more than one class in the same room at the same time.
- This school offer open classes just depends on the individual if he/she wants to learn
- There is too much writing. I think less writing will be better for us to continue with the education.
- Everything's good. I am satisfied, and comfortable with asking for help.
- Flexible hours and excellent instructors
- I am about to get my high school diploma thanks to CEC.
- I am looking forward to save my current donations and attend this college.
- I am very happy with the program and all the staff. They are very patient and helpful.
- I believe they do the best they can to make others succeed.

- I congratulate all the people involved in helping others to succeed in life. But I specially thank SAC for having this kind of programs.
- I feel everybody who works here is very giving and I have learned a lot in this school. I will continue my education here for as long as it takes to finish the general office clerk course.
- I feel that the quality of services and programs are excellent, I am returning to get a better position and I appreciate the flexibility of hours because I am employed full time.
- I just got my Citizenship 4 days ago!! I am so happy and I learned here in Centennial!! Thank you!!!!
- I have a good experience and I'm learning at CEC
- I like that they have a great schedule that works for me and great people that are ready to help.
- I love this school because it offers many different programs and it's very convenient.
- I will like to get some help on my grammar; it's kind of hard for me to understand all the rules.
- It has been a great experience; the work load is not overwhelming.
- It is a good program and provides all the necessary materials to get more knowledgeable
- It is great to have something like this, I moved here no long ago and plan to keep attending.
- It is great to work with counseling to choose a program.
- It's good as long as the college keeps doors open to all students.
- Its program is excellent with me. The quality of services is perfect with the instructor and the tutoring help students. I try to get the High School Diploma.
- Only we need more parking
- I really like this school. I am learning on my own pace and when I need help my teachers help me. I would really like to graduate from this school and go to SAC.
- The programs are really good I wish they offered more.
- The services and programs are the best, we the students must have to use.
- The services I had experience here at sac school is that the classes that offer at all times. I love it.
- The student area needs to be cleaned more regular so we cannot have so many sneezes etc.
- These services are good for me and I think for everybody who comes here every day
- They are well organized and very nice and caring people they will help you with anything that you need. It could be school related or personal. I have never been to educational environment like this.
- They have an excellent quality over all it is a very easy transition to enroll
- They have goods programs for that you can learn and improve more each day.
- They provide and give the help your looking forward their there in every step of the way.
- Yes, I will recommend SAC's programs to other people.

Class Offering

- These classes are excellent. (3)
- I wish you can have the leadership course and billing like SCC because is too far away for me.
- I'm really happy with the programs offered. (3)
- In computer lab, instructors and assistants need more training. The teachers and staff need to do their job instead of talking and doing personal business. (2)
- The variety of courses offered is excellent. (2)
- I take business skills in room E-109. I love the class we have a great teacher.
- Labs and counseling are good. Working material is good so far I have had a good experience in the lab or class room and the lab. The experience and help of the staff totally makes the difference.
- Most of the programs are good. The high school English programs need an update.
- Some of us can come early in Friday or Saturday and classes are in the morning only
- SAC has good classes but they can be much better if the computers were faster
- Leadership class

Instructors/Staff

- The teachers are very nice and helpful when you need them. (5)
- _____ is an excellent instructor!! He makes the class fun! (3)
- I have a very good teacher I'm learning a lot from him. (2)
- We need more help in our own language.
- They could have more teachers and a bigger facility.
- They have a good teachers and tutors. When I have a questions they answer me right way.
- CEC is an excellent education center with wonderful and supportive teachers. I won't change anything.
- The classrooms are overcrowded and too noisy. We have just a couple of instructors, sometimes we have to wait for a long time before we can get help. Some of the instructors just waste their time.
- Teachers, counselors and assistants care about their students. They treat everyone with respects and they are also very helpful.
- My teacher knows a lot about science, she helps me understand the materials.
- Relocate _____ from Centennial. He is not capable and has a bad temper.
- The instruction is good. The teachers are patient and helpful.
- Teachers are nice to students, especially _____. I like everything about this program. Thanks.
- Everything is really good including the programs, teachers and other staff. All the teachers help me with my homework and writing essay. I really appreciate all the staff and teachers.
- Instruction is poor in my class I feel the teacher is little neglectful.
- This is a good school. They care about my education. Teachers are very nice to all the students and they help us with anything we need.
- This is good to have an institution like this as it helps a lot to students accomplish their goals.

Suggestions for Improvement Made by Respondents

Overall Experience

- All programs are excellent, and I'm happy here. (119)
- Just keep up the good work (6)
- I have learned a whole lot here, thank you. (5)
- It would help if students were able to bring their work home so they can finish quicker. (5)
- Please explain things slowly. Teachers talk to fast and won't answer questions. (3)
- I wish I had more time to take more classes. (3)
- SAC can help us with more work. (2)
- At this moment they are helping me in my education very well.
- Being able to get through my GED, providing the help I need throughout my courses.
- By getting a counselor to come to the class and to talk about other available programs
- Everything is great at SAC, it's up to the student to take full advantage of your program.
- Giving more attention in our necessities
- Having better orientation programs
- It would be helpful if staff and teachers encourage students with a "you can do it" attitude.
- I try to be here every day but due to my job I can't. You are doing a very good job.
- Making easy steps to get a certificate, since we have no time to waste and most of us are adults.
- Different ways of learning like reading magazines/books, watching movies in English
- Please help us a little more when we need your help in computer classes.
- Please give us a better service. Don't forget we are your customers. No customers, no business. I also want to thank you for what I have learned at school.
- Stop taking funding from us.
- The program is more than enough; it is excellent for adults wanting to continue their education.
- Trying to give us better and more information.
- Will be better if we get transferred to SAC at higher levels.

Class Offering

- More variety of courses (13)
- Extend the classes through the weekends (6)
- Offer more classes every night. (5)
- You should have more careers to train us in different careers. (3)
- More classes and teachers to help us (3)
- The classes are full. (3)
- Offer afternoon courses would be great. (2)
- By keeping the classes open (2)
- Offer more advanced ESL classes so we can be more prepared to Santa Ana College
- Make the classes shorter
- Maybe with more time or even new classes?
- Keep all the programs for the students and find something new that can help their education.
- Practice grammar, writing, reading and math
- By having an ESL class in the classroom
- By improving some other classes and encouraging other people who drop out to keep hanging on
- ESL classes need to be more interesting.
- Give more classes like languages; help explain the questions better with more attention to the students, better materials
- Give more information about the high school program.
- Give computer skills in the afternoon
- Open more business skill classes in the afternoons and on more days. Many people cannot attend the morning classes.
- Open new programs of computation
- Please, I need to learn more grammar to improve my English.
- I'd like you to have more technical careers classes.
- I would like to see a parenting class offered.
- What about online courses?
- Offer more advance programs
- You can improve more by giving more info on every class that we take.
- We need more classes in summer.
- We need more business classes and computer classes at different times and days.
- We need a class on grammar not only on writing.
- It would be great if we have extended hours on Fridays and Saturdays so more people would have the opportunity to attend school.
- The only problem I have faced during this year is the availability in the classroom for English subjects.
- Stop your so-called service that you call Business Skills Class. All you are doing is causing problems.

Instructors/Staff

- More teachers and tutors to help us in class. (14)
- We need more attention from the teachers to help with work. (9)
- The people are talking in the classroom all the time. It is too noisy to concentrate. (9)
- Make sure the teachers help us more instead of just watching us. (6)
- More funding for materials used in classroom. (5)
- By helping me out at math (3)
- More group lessons (3)
- We need more counselors. (2)
- More instructors in the classroom instead just the students. (2)
- Give me more assignments and teach me more. (2)
- More homework via email or internet
- More patience
- I would not allow us to speak Spanish in the classroom.
- More focus on the students with class guides or exercises
- More classes with instructors. Besides with the book!

- Check some test and their respective answer keys
- Getting more involved teachers and using a better way apply the assessment test.
- I think we need more help from the teacher's assistant to help us in our computer class - thank you.
- I think we need a much better teacher on Wednesday. _____ is not patient with us.
- High school subject teachers should be more organized and help students in a better way.
- Instructors must be stricter with students who just waste their time in the classroom and talk thus preventing others from concentrating.
- It can improve by having more classrooms and more teachers.
- To ask each student what they need, and evaluate each teacher too.
- To check on our work and push us to do our best.
- To have more teachers in ABE classes
- It would be better if some teachers or tutors would be helping students.
- The teacher and tutors need to ask students about their homework in class.
- There have been many occasions where I not only hear students complain about being tired but teachers as well. I don't believe teachers should be showing their emotions in that matter. They should be upbeat no matter what's going on in their personal lives.
- The people that help students have to be consistent in the information they provide.
- So far I am so happy be here. I learn something new every day and the instructors are so helpful.
- Teachers to teach one class at same time, can't help others students while teaching another subject.
- Having more tutors and more teachers

Miscellaneous

- Provide more books for each course. (9)
- Books are very old and torn, and internet is very slow and/or old. (9)
- A lounge for students use would be helpful. (9)
- More computers. Thank you! (5)
- I have a hard time finding parking; it needs to be improved by having visible lines where people don't park in two spaces. (5)
- We need a library. (2)
- Upgrade to 2010!??!
- Better books, upgrade programs and speed up the internet
- Providing more computers and counseling would be great, thank you.
- More room, more teachers, better computers, cleaner work stations
- Better school materials such as books.
- Tutoring center
- We should have more books and more tables and chairs for students to use.
- A/C needs to stay on. Also you should consider getting some cold water in here.
- Help more adult ESL students, give them more facilities and counseling to go to college and university
- Increase the capacity of the rooms please.