Santiago Canyon College
School of Continuing Education
Results of the Business Skills Survey

May 2014

Santiago Canyon College's School of Continuing Education (SCC-SCE) wanted to assess their program to ensure that their student body's needs and concerns are being met even during most uncertain times. At the middle of the Spring 2014 semester, administrators and faculty implemented an online survey in the business skills program to seek their students' opinions of various issues that could be barriers to obtaining their education.

Three hundred-eleven students (from the three major locations of main campus of SCC at the corner of Chapman and Newport (81%), the Chapman Center (18%) and the Rehabilitation Education Institute (1%) participated. Respondents included 29% who were unemployed, 27% senior citizens, retired, employed part-time and employed full-time at 18% each, 13% who were students currently not seeking a degree, 12% who were seeking a college degree, and 11% were working from home.

Participants resided mostly within or nearby the district boundaries in the cities of Orange (39%), Santa Ana (17%), Anaheim (16%), Tustin (8%), Irvine (3%), Yorba Linda (3%) and Garden Grove (2%). The remaining participants resided in a variety of cities in the northwest (2%), northeast (4%) and to the south (6%). They worked in Orange (28%), Santa Ana (16%), Anaheim (15%), Irvine (8%), Tustin (7%), and in cities located northwest (5%), northeast (11%) and to the south (10%) of district boundaries.

The following is the feedback of the 311 respondents enrolled in the SCC-SCE business program:

Findings:
- When asked why they were taking classes at SCC-SCE, two-thirds of the respondents were interested in personal enrichments classes; nearly half (47%) sought job advancement or career change, and more than one-third indicated that they would like to seek full-time employment where computer skills are needed.
- More than one-third were not interested in obtaining a certificate, 19% sought a web associate certificate, 12% general office clerk certificate, 10% first-line supervisory/manager, office and administrative support workers certificate, 9% medical billing, 8% executive secretary/administrative assistant certificate, and 7% customer service representative certificate.
- The majority of the respondents learned of the business skills program from the class schedule sent to their home (42%) and from family and friends (39%). Nearly one-fifth stated that they heard of the program from the SCC college website, 16% heard of the SCC staff and faculty. Other minor sources of information were the flyer at EDD Office (5%), newspaper advertisement (4%), flyers at workplace (2%) or at public library (2%), and the marquee (1%). Other sources included One-STOP locations, staff at Santa Ana College, Chambers of Commerce and senior citizen centers.
- Most participants did not have difficulty arranging their transportation and used their own their transportation (91%) to get to class. A small amount of respondents took public transportation (8%), walked (3%) or carpooled (3%).
- More than half (58%) of the respondents were NOT aware that SCC offers childcare services to those who qualify.

- Slightly less than half (43%) of the participants were aware of that SCC offers services for students with learning disabilities.
- Of the 278 respondents who planned on attending classes at the SCC U-building this fall, 65% prefer morning classes (8:30am through noon), 48% preferred early afternoon classes (noon through 3:30pm) and 46% preferred evening classes (6:00pm – 9:00pm). Enrollments preferences for class times by days of the week were also similar for all six days (Mondays through Saturdays). However, participants preferred classes at the beginning of the week and start to trickle off with each day and only half of the respondents were interested in enrolling in Saturday classes.
- Those who planned on attending the Chapman Center (n=165), also prefer morning and early afternoon classes to the late afternoon (3:30pm through 6:00pm). Enrollments preferences for class times by days of the week were also similar for all six days (Mondays through Saturdays). Participants preferred at the beginning of the week and start to trickle off, but not as much as those planning to enroll at SCC U-building.

Respondents listed a variety of introductory-level career courses, from medical assistance/billing to Microsoft package (Excel, Word, Publisher, etc.) to Photoshop that they would like to see offered. However, they also listed many advanced- level courses that they would like the college to offer to ensure they are in ready for the workforce. A detailed list of courses is below.

Participants were also invited to make additional comments about the business skill programs at SCC-SCE. They were very complimentary in their comments of the quality of education, the value of free courses offered, staff and faculty's knowledge in the subject matter, and their positive interaction with students. Respondents would also like to see the college offer more availability of course offering, more advanced business and computer skills courses and anxiously anticipate the reopening of the Batavia Center due to the ease of transportation and convenient location. Faculty and staff are encouraged to read through the many comments in the following pages as they are very thoughtful.

<u>Introductory-level career technical course that respondents would like to see offered:</u>
- Medical Terminology and Medical Coding (43)
- Microsoft Windows (13)
- Medical assistant (11)
- Photoshop (10)
- Computer classes (9)
- More advanced classes, not only basic (9)
- Medical billing (5)
- Apple computer classes, including iPhone, iPad, and Mac. (3)
- Accounting, banking (3)
- Automotive (3)
- Class on Mobile Device (2)
- Adobe Illustrator (2)
- Outlook (2)
- Digital camera (2)
- Web design (5)
- Project Management (2)
- Publisher (3)
- QuickBooks (6)
- PowerPoint (2)
- Excel (7)
- Dental assistant (2)

- Customer Service and Sales techniques (2)
- High end 3D CAD software, such as SolidWorks, Ideas, etc. (2)
- Introduction to all Adobe software (2)
- Introductory keyboarding (2)
- Advance excel, as most businesses require a higher level than is offered.
- Able to use computer effectively.
- Adobe After Effects, Adobe Audition
- Adobe Flash, Photoshop
- Adobe Lightroom
- Advanced courses in Adobe Reader, photography, Desktop Video Editing, all programs but at a higher level so that we can advance.
- Always like to keep Excel classes. I'll take them as long as they are offered. Also, Quicken classes would be appreciated, as I would like to know this program for tax purposes.
- Anything that has to do with business.
- Classes that will enhance my skills for opportunities in the real world; certificates for the workplace!
- ARCGIS
- high school program
- Besides all the good courses currently offered it would be terrific if we could also have a class on computer software maintenance.
- Bookkeeping
- Business models
- Business Spanish
- Business Writing, Public Speaking
- Classes on music recording and editing, computer care, updating and technical hardware technician class.
- Compliance
- Computer networking
- Computer repair
- Computer programming
- Culinary
- Desktop Publishing
- Electrical Engineering
- Electricity, plumbing, HVAC
- PowerPoint
- General office clerk
- Health and nutrition
- How to do budget planning
- Human resources program would be a great addition to the programs already offered
- I was able to change career paths at an age where most people are retiring, due to the opportunities presented to me because of the computer classes offered at this center. I need so much help I don't know where to begin. Apparently, Access is big in the business world now. I would like to see more classes per semester. I need evening classes.
- Instrumental analysis for quality assurance
- Interested in Dreamweaver class next. Also, I'm hoping to take social media and business marketing classes.
- Intermediate/Advanced Word Processing (MS Word)
- Introduction to Outlook, Instagram, advanced word and excel classes would be great as well.
- Introductory-level courses in: In-Design, Publishing, PowerPoint and Access.
- Power Point, Outlook, Word

- Learning about mobile devices; eBay, copying my photos to internet email (this is not covered in digital camera...I tried and everybody already with that skill). I am not good innately with social media; I took the class but it was focused on fictitious business, but I would have appreciated it for me as a private individual. It confused me. Also, the summer classes go too fast for me.
- Legal Secretary, Paralegal, Fingerprinting, CSI, Crime Scene Investigator, Sheriff's Technician, Medical Secretary, Medical Transcribing, Medical Receptionist, Law Clerk, Library Assistant, Library Research, Setting up data bases to run statistics and write reports analyzing the statistics outcome, Legal Research and writing. Tables and graphs and writing up outcome
- more evening classes
- Classes pertaining to business analysis or project management. If there are Salesforce or SAP introductory classes that might work, too.
- Massage therapist
- Paralegal, accounting
- Microsoft Office Software. Keyboarding, Windows, software maintenance
- Digital Camera, Windows and keyboarding
- More hands-on computer skills
- Need some class for training and preparing for workforce, preparing resume and interview skills.
- Painting, drawing
- Paralegal studies, Drafting of legal Documents, accounting
- Pharmacy technology courses, healthcare classes
- Adobe Premiere, WordPress, Microsoft Office
- Php coding
- WordPress, SEO (search engine optimization), speaking, voiceover, more Adobe Suite programs, continue with video-editing classes
- Flower design
- Turbo Tax, Mobile phone device instructions
- Salesforce.com
- Turbo Tax, Smart Phone, Microsoft Publisher
- Resume writing class solely devoted to writing resumes. Also, I would like to attend more advanced computer classes because introductory classes are very slow for me.
- Social and communicating skills, basic science courses
- Teacher Assistant, dental assistant, doctor assistant
- Time and stress management, organizational skills
- Travel and Tourism
- Variety of social networking
- Videographer
- Web animation with Adobe Edge Animate (Flash is Dead!, yet you still teach it)
- Windows 8.1 is tremendous. Really need this class. Also, a computer troubleshooting course would be great, a general Microsoft Office class that touches on all of the Microsoft products, Word, Excel, PowerPoint, Publisher, etc. There is currently a lab but it would be nice if there were a class.
- Navigating the Internet
- Word processing; class for e-phones

Additional Comments Respondents Shared

- These classes are good. Thank you. (22)
- Thank you for offering free classes. (12)
- Teachers are excellent..... Thank-you! (6)
- Most of the classes that I have taken are a little too basic. (6)
- It is great to see such useful classes offered at no cost to students. I am grateful for the opportunity to take advantage of these resources. (5)
- I would like to see the Batavia Center reopen. (5)
- Everything is fine for me. (5)
- The staff is great and assists me very well. They are very patience. (4)
- **Lucia** is very friendly and knowledgeable. (4)
- Great classes and excellent teachers! (2)
- These classes are great and they are helping individual to learn new skills. (2)
- More classes on Saturdays for those who work full time and trying to take classes. (2)
- The parking lot is too small.
- Many students dropped the medical billing class because instructor is hard to understand.
- I would like to thank you for choosing the most wonderful teachers in this program. I really learned a lot from their experiences. I would recommend these classes to my friends.
- The classes are good because you are able to learn at your own pace while in a controlled study environment. Like any other institution, some teachers are better than others. Overall, the class teachers are helpful in guiding in the right direction (the classes I have taken).
- I take classes because they enhance my life, while at the same time, help me as a senior.
- I have a small business in my home and Excel has greatly helped me.
- I am thankful for the opportunity to learn with patient and skilled instructors.
- I like the Batavia location because the buses run very close. SCC is too far, requires too much time and the parking is a hassle.
- I don't like night classes because parking lot is so dark and I never see security out there.
- I had to drop the evening class because bus, work schedule & class schedules conflicted.
- I have been seeking a school that offers free web associate. I'm so happy with my new school.
- Intro computer course is very enjoyable
- I have enjoyed this class very much; the teacher was very interesting and would like to have him again in another class. I learned a lot.
- I would like to take the Premier class with **Jon Haverstick** in the morning.
- I appreciate all these courses. One needs to be mentally alert, and with all free computer classes, one should not stay behind with technology of the day.
- I wish I knew about this campus with the courses offered.
- I am trying to better myself so I can obtain a job and be "competitive" with a higher education! I have much experience, but never bother with "education," This is my biggest mistakes!
- Often times I have issues with my memory due to brain surgery in 2005. I want to be successful and do something with my life all while supporting my struggling family.
- It should take two semesters to receive a certification instead of one rushed spring schedule.
- Please offer advanced courses in Word and Excel. **John Truong, James Truong, Raul Mijares and Estela Cuellar** should be recognized for teaching excellence. They are very knowledgeable, their instructions were clear and concise. They demonstrated great patience with their students. Most importantly, I have learned computer skills that will be beneficial to getting a better job.
- Please remind teachers that the reason we sign up for these classes is that we want to learn. Sometimes they skip around so students don't understand.

- I need computer education skills to work in office as a customer service representative.
- **John Truong** is an extremely patient and informative instructor.   A definite asset to your school.
- Thoroughly enjoyed all the classes. As a senior, this technology is a little difficult to understand, therefore I appreciate being able to continue to enroll in the program. I am attempting to become computer literate. **Estelle Cuellar and John Truong** are excellent teachers. They come to class well prepared with their lessons plans and are very patient with seniors.
- I have really enjoyed taking these classes. They have really helped me learn more tricks with my computer to be more adept at using it. The instructors that really stand out in my mind **are Estella Cuellar and John Truong**. They are so knowledgeable and patient with us seniors. I plan on taking more of these classes!
- I think it is a great opportunity to learn and or stay up to date in all computer faces. Helping everyone who desires to learn and improve themselves is great.
- It would be more helpful if some of the classes either required or recommended prerequisites beyond VBUS-119 so the student can have a more realistic expectation of what skills are needed before signing up for a class (especially in web design classes).
- I would like to have more software application classes like we had at Batavia,, we need classes that are longer than 2 hours as we do not get to share the instructor long enough as some students take longer or get more help and those waiting don't get help of any kind so it is a waste of time come to class; we need aids in all of these classes.
- These classes are just keeping me up-to-date, current with the demands of banking and buying things on the internet, which does not come easily for me... kind of desensitization... I think there are a lot of seniors out there who are terrified of the computer and unable to go on the internet.
- I would like a "LIGHTROOM" class.
- I am so grateful for the opportunity to learn business materials from skilled instructors. Thanks.
- Instructors are great and materials useful. It would be nice if inoperable computers be fixed faster.
- Students appreciate the range and quality of courses offered.
- This is a very good program. I searched high and low for instructor-led typing classes. I like being part of a class with people!!
- Courses are great and the instructors are personable. It's a golden opportunity for the community.
- A book recommendation for the computer program would be helpful.
- I like **Marvin Martyn.**
- Books will be helpful to learn more about all those applications, and software.
- These classes are great; I love the exercise classes also, need more they are too full.
- These classes are excellent for learning computer skills to enable me to reenter the workforce after raising a family. The teachers are outstanding!
- I enjoy all of the classes that Santiago College has to offer. They are all very beneficial.
- Perhaps students that are enrolled in business skills classes should take a computer assessment test prior to enrolling into one of the business class.
- I have been able to learn some on finding files, shortcut keys, search etc.
- It is helpful for the teacher to demonstrate the material first and then students practice it.
- **Jim Doyle**, our digital photography class instructor, is excellent. He is an enthusiastic and patient teacher. I feel inspired to learn more and confident that I can.
- The room ventilation needs to be improved in this room. It's either too hot or too cold.
- Love the computer classes and the teachers. They go slow so you can learn the materials.
- I have enjoyed taking the classes offered her at SCC. I have been privileged to have instructors that are patient and insightful, you can tell they love what they do and want to help their students.
- Great Instructors (**M. Sandoval & Truong).** I learned a great deal and applied the skills at work.
- Help seniors find part-time jobs.

- A Spanish class would be nice.
- **Freddy** my Photoshop instructor and **Michelle Sandoval** are great instructors.
- Would like to have more Software Application classes offered.
- Would like to have the outlook, flash and blender classes in the mornings on weekdays.
- The TA's (teacher assistants) are very helpful.
- Enjoying all the classes. Medical billing certificate should have an internship after graduation.
- I'm really thankful about this program since I'm not able to afford to take classes directly at the college. This is helping me prepare for my future jobs.
- I am currently enrolled in the Excel 2013 class and would like to use it for my personal finances or have the updated skills if I need to seek employment.
- Some of the TA's are not knowledgeable and not helpful with the computer classes. I would like to see better trained teacher assistants.
- These classes have been very worthwhile for me. The business skills classes I took first were very useful in helping me recognize my potential to accomplish something new.
- I feel the teachers are getting paid to teach and they need to put all efforts towards trying to get 99.99% of their class to pass.
- **Michelle Sandoval, Robert Lee & Martin Marvin** are excellent teachers and should be praised for their hard work. They are very knowledgeable and helpful; they want to see their students succeed. I recommend these teachers to anyone interested in graphic design. _____ unfortunately does not fit in this category. He single out students and does not help when asked.
- This is been a GREAT program, wonderful knowledgeable teachers and valuable addition in updating my skills and I look forward to taking more classes
- I believe there is room to Increase the level difficulty a little bit.
- Love the setting, teacher, and pace of class.   It is a great learning environment for all.
- I enjoy these classes because the professors are all very thorough and reachable.
- The Excel class is really helpful and useful. Very appreciative that it's free and on Saturdays.
- I appreciate the ability to better my skills and not have to pay for it. The teachers are wonderful. I have taken classes before and every teacher is amazing.
- It would be nice if we could go to free yoga or pilate classes after work to stretch and relax with an empathetic ambiance (environment, setting, non critical classmates)
- I did not know that we can take classes at REI. What classes are being offered there?
- I appreciate the fact that the college takes interest to uplift the community.
- Teach more job-oriented courses, where an individual gets into a job upon completion.
- Need to add more time to class.
- I like that people working here have patience.
- This is my first time in a class room in 40 years and so far so good. Thanks for the opportunity.
- I would like SCC to have 2 typing classes. I don't think an introductory typing class spends enough time on numbers and symbols. It slows down my typing speed.
- Wide range of teaching skills, some are very good, some take their job & others for granted. But overall the skilled teachers need to be acknowledged for an outstanding job. Thank You!!!
- Thank you, SCCCE really help me learn something that will help me get a job!