RANCHO SANTIAGO Community College District

Research Department

2015

Santiago Canyon College Student Satisfaction Study

Introduction

During Summer 2015, the RSCCD Research Department conducted its comprehensive student satisfaction survey of students enrolled at Santiago Canyon College (SCC). The survey provided an opportunity for students to report their levels of satisfaction with their educational experience and academic preparation provided by the college. In addition, the survey included questions regarding areas of student learning outcomes and student engagement in related school activities, as well as questions regarding their background.

The survey was administered online to all SCC students who were enrolled during Spring 2015 semester either by mail or email depending on the type of contact information that students provided on their college application. In other words, surveys were sent via email to students who listed a valid email address on their college application or via mail to students who did not list an email. This report summarizes the opinions and perceptions of the 403 students who completed the survey. The comments (in the appendices) are respondents' own words in which they freely complimented the helpfulness of the staff and faculty, as well as the many services and resources available to them at SCC. Similarly, they did not hesitate to offer suggestions for improvements. Program staff should read this section thoroughly as these comments are very revealing.

Student Satisfaction

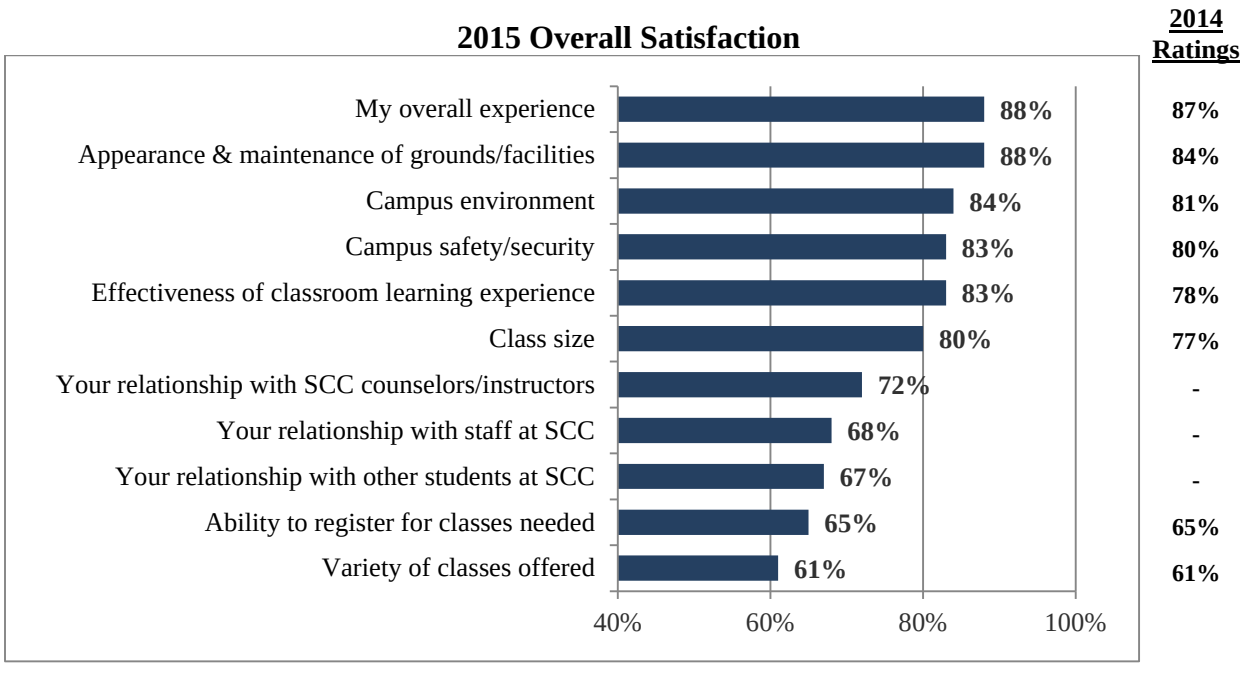
Overall Satisfaction

Respondents were generally satisfied with their overall college experience, college facilities, the quality of education, and the services they received at SCC. Most of the survey respondents gave "good" or "excellent" ratings to "[their] overall experience" (88%) and the "appearance and maintenance of grounds/facilities" (88%). Respondents, however, were not as satisfied with the "variety of classes offered" (61%) and the "ability to register for classes needed (65%).

All categories experienced a slight increase in ratings as compared to 2014 respondents. Ratings in the two lowest categories, "variety of classes offered" (61%) and the "ability to register for classes needed (65%), did not change since 2014.

About three-fourths of the respondents rated their relationships to others (faculty, staff and other students) to be "excellent" or "good" (68% to 71%).

	Percent of Respondents				
	Excellent	**Good**	**Average**	**Below Ave.**	**Poor**
My overall experience at SCC	52%	36%	10%	1%	1%
The SCC campus environment (students, activities, etc.)	41%	43%	12%	3%	1%
Effectiveness of classroom learning experience	36%	47%	12%	4%	1%
Ability to register for classes I want or need	38%	27%	23%	8%	4%
Variety of classes offered	25%	36%	27%	9%	3%
Class size	40%	40%	16%	3%	1%
Campus safety/security	50%	33%	15%	1%	1%
Appearance and maintenance of grounds/facilities	55%	33%	8%	3%	1%
Your relationship with SCC counselors/instructors	44%	28%	20%	5%	3%
Your relationship with other students at SCC	32%	35%	25%	6%	2%
Your relationship with staff at SCC	35%	33%	24%	7%	1%



Satisfaction by Ethnicity

Differences in satisfaction rates were significantly large among ethnic groups; higher ratings by Asians and Latinos and lower ratings by African-American students (9 of 11 categories listed below). Asians reported highest satisfaction in their relationships with faculty, staff and students (78% to 82% of "excellent" and "good"). Asians and Latinos shared highest ratings for classroom learning (85%) and class size (82%). White students gave most favorable ratings in two of the 11 categories: overall experience and appearance and maintenance of grounds/facilities.

African-American students rated campus environment and campus safety highest (91% and 90% respectively); however, Latino rated the same two areas lowest (82% and 80% respectively).

Ratings among ethnic groups should be used with caution due to the variation in number of respondents. Groups with fewer respondents (African-Americans and Asians) yield greater variation in percentages than groups with a larger number of respondents (Whites and Latinos).

Overall Satisfaction by Major Ethnic Groups
Percent of "good" and "excellent"

	African-American n=11	Asian n=52	Latino n=149	White n=159
My overall experience at SCC	82%	88%	89%	90%
The SCC campus environment	91%	90%	82%	85%
Effectiveness of classroom learning experience	73%	85%	85%	82%
Ability to register for classes	55%	64%	66%	62%
Variety of classes offered	46%	56%	66%	58%
Class size	73%	82%	82%	77%
Campus safety/security	90%	88%	80%	85%
Appearance and maintenance of grounds/facilities	73%	88%	88%	92%
Your relationship with SCC counselors/ instructors	64%	78%	73%	71%
Your relationship with other students at SCC	64%	81%	67%	65%
Your relationship with staff at SCC	64%	82%	66%	67%

Student Learning Outcomes and Engagement

Student Awareness of Learning Outcomes

In an effort to assess the level of student awareness of Student Learning Outcomes (SLO) at SCC, students were asked about their level of familiarity and how they became informed about SLOs. Respondents were more familiar about their course-level SLOs than they were of the program-level or the institutional SLOs.

More than half of the respondents (53%) were aware that SCC has Institutional Student Learning Outcomes (ISLO); an increase of eleven percentage points since 2014. Of the respondents who knew about ISLOs, they learned about them from instructors and staff (57%); college website (30%); promotional posters, signs or brochures (40%); college catalog (19%), class schedule (13%). Because it is important to know all information sources where respondents learn about ISLO, the survey question allowed for multiple responses; therefore, the sum is more than 100%.

Most respondents found out about their course-level SLOs via their course syllabi (70%; an increase of 6 percentage point since 2014), their instructors (59%), SCC Website (35%), online course materials (19%). However, five percent of the respondents have never heard of course SLOs.

Respondents learned about program-level SLOs from their instructors (49%), SCC website (44%), college catalog (28%), and posters, signs or brochures (20%). A few respondents stated that they heard about program-level SLOs from their counselors or as part of an assignment, conducted their own research on the topic.

Contribution to Knowledge and Skills

Respondents were asked to rate the preparation they have received from SCC in 12 areas of skills and knowledge that are in line with the four institutional student learning outcomes (ISLO) established by SCC faculty. Even though some of these skills and knowledge may be relevant in more than one ISLO category, they are only listed once in the most appropriate outcome category.

Overall, respondents' satisfaction levels with SCC preparing them in all of these skills and knowledge ranged from 68% to 82% of "excellent" and "good". Seven skills/knowledge received an increased rating from that of last year's ratings. Also, 2015 respondents were more comfortable rating these skills and knowledge than in prior years, based on the lower responses of "does not apply" than in prior years (1% to 2% vs. 1% to 6%).

Level of Preparation Received at SCC in Skills and Knowledge Associated with Institutional Student Learning Outcomes (ISLOs)

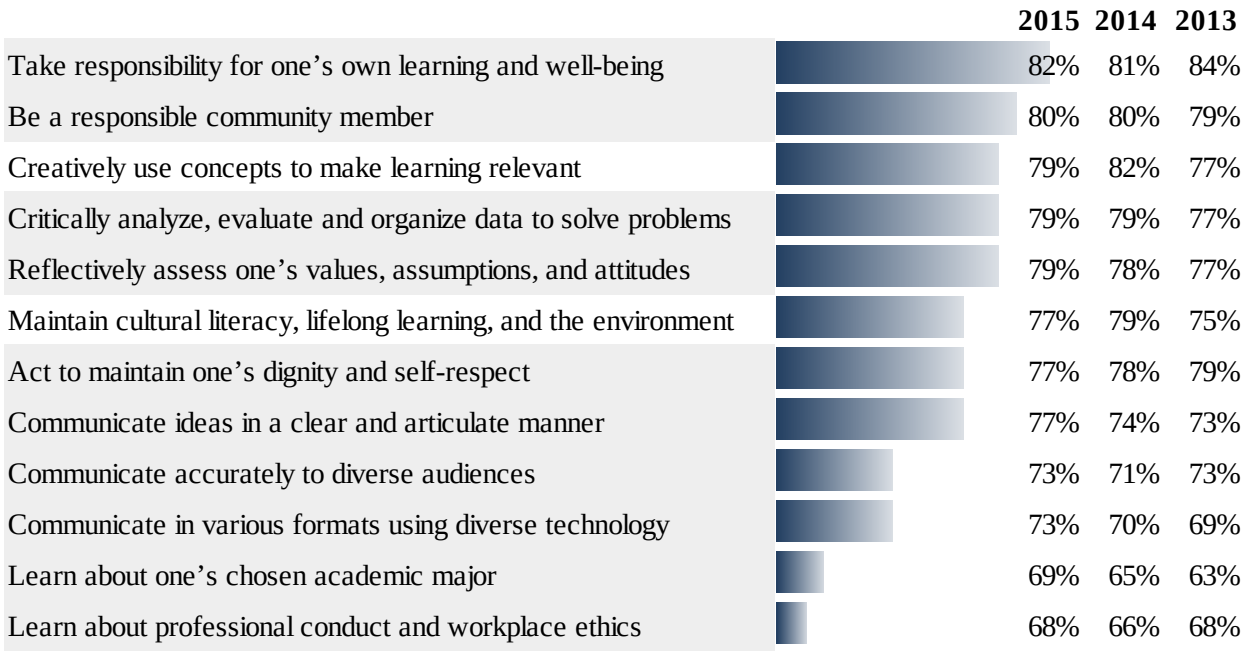
ISLO	Skills and Knowledge	Does Not Apply	SCC preparation reported by respondents*				
			Excellent	Good	Average	Below Average	Poor
Think	Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems	1%	39%	40%	15%	4%	2%
	Creatively use concepts to make learning relevant	1%	42%	37%	16%	3%	2%
	Reflectively assess one's values, assumptions, and attitudes	1%	44%	35%	19%	1%	1%
Learn	Take responsibility for one's own learning and well-being	1%	50%	32%	14%	2%	2%
	Learn about one's chosen academic major	2%	39%	30%	24%	5%	2%
	Learn about professional conduct and workplace ethics	2%	37%	31%	25%	5%	2%
Communicate	Communicate ideas in a clear and articulate manner	1%	40%	37%	19%	3%	1%
	Communicate accurately to diverse audiences	2%	36%	37%	19%	7%	1%
	Communicate in various formats using diverse technology	3%	35%	38%	19%	6%	2%
Act	Act to maintain one's dignity and self-respect	3%	47%	30%	18%	4%	1%
	Be a responsible community member by treating others with respect, civility and dignity	2%	49%	31%	17%	2%	1%
	Maintain cultural literacy, lifelong learning, and the environment	2%	44%	33%	17%	5%	1%

**Only respondents who acknowledged that SCC contributed to their knowledge/skills rated these knowledge/skills.*

Overall, 2015 respondents rated preparation in seven of the 12 areas slightly more favorably than did 2014 respondents. Learning how to "take responsibility for one's own learning and well-being" and "be a responsible community members" (82% and 80% respectively) received highest ratings and "learning about one's chosen academic major" and "learning about professional conduct and workplace ethics" were rated lowest (69% and 68% respectively among the student learning outcomes.

The most significant positive changes between 2014 and 2015 included "learning about one's chosen academic major" (65% to 69%), "communicating ideas in a clear and articulate manner" (74% to 77%) and "communicating in various formats using diverse technology (70% to 73%). Faculty may want to consider if the contributions rated by respondents are aligned with their own perspectives of their course content.

Level of Preparation Received at SCC in Skills and Knowledge Associated with Student Learning Outcomes (ISLOs)



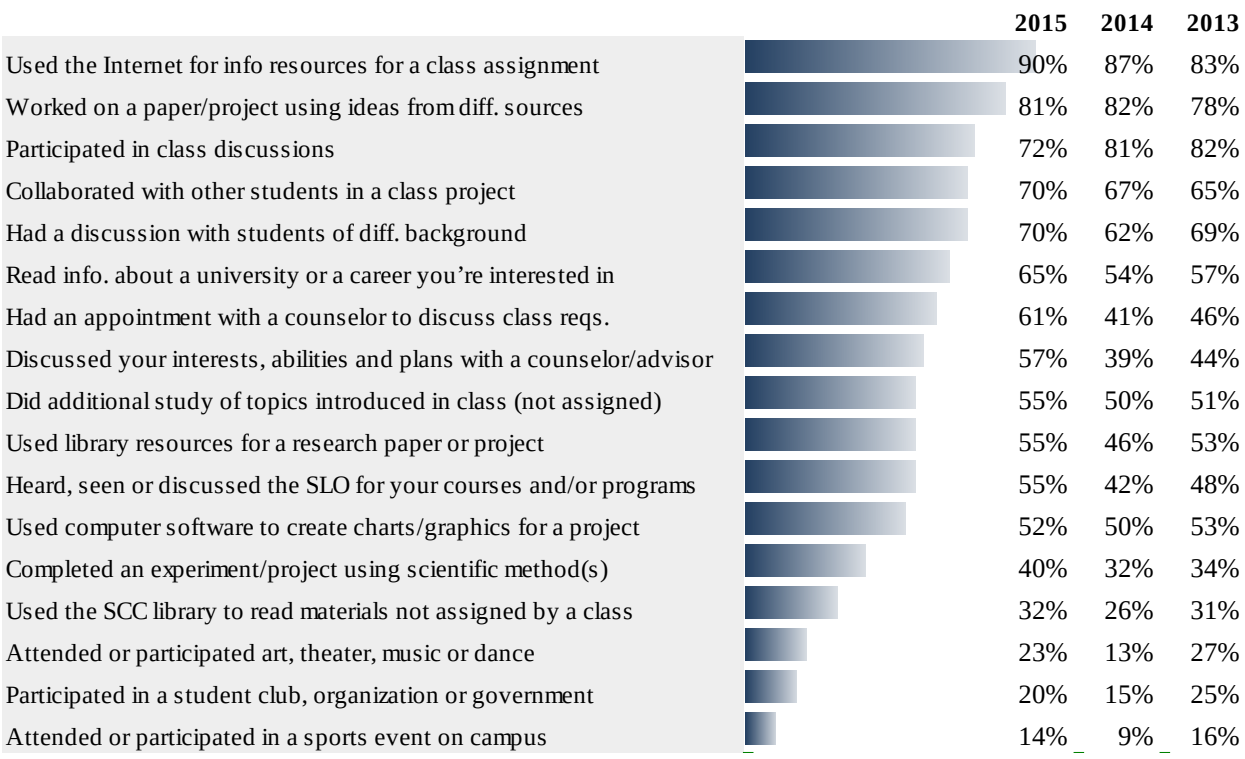
Percent of "good" and "excellent" ratings

Student Engagement in College Activities

Respondents were asked how often they participated (within the previous 12 months) in 17 different activities that supported those student learning outcomes, as well as respondents' study habits and extracurricular activities. 2015 survey respondents rated their participation in most activities higher than did 2014 respondents and much more similar to 2013 respondents. Participation in classroom discussion had the highest drop from 81% to 72% (of "often" and "very often" participation).

Classroom activities ranked higher in participation than non-academic activities. More than four-fifths of the respondents "used the Internet for information resources for a class assignment" (90%) and "worked on a paper/project using ideas from different sources" (81%). Consistent with prior reports, attendance and/or participation in non-classroom activities such as student clubs (20%), the arts (23%) and sports events (14%) were rated very low. However, participation in these events has gained at least five percentage points from 2014 respondents.

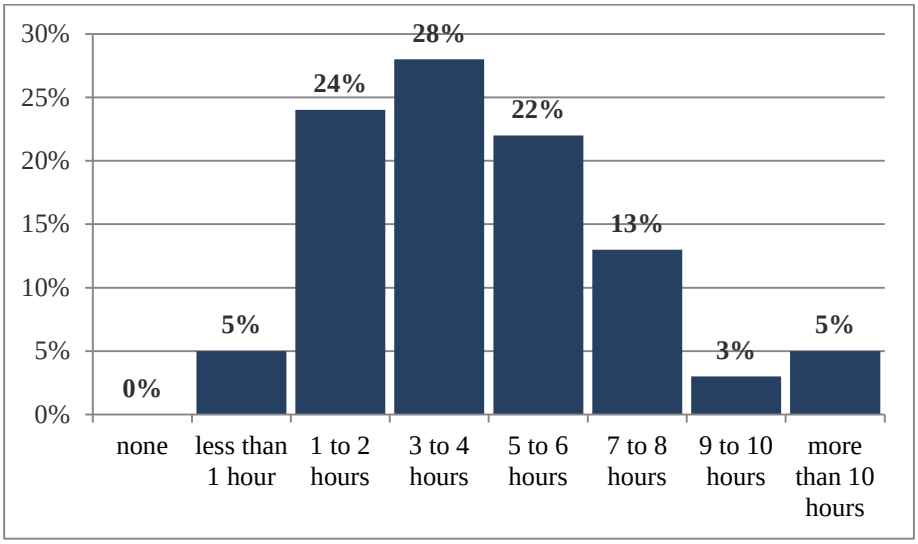
Student Learning Outcome Activities Ratings, 2013-2015



Percent of "very often" and "often" participation

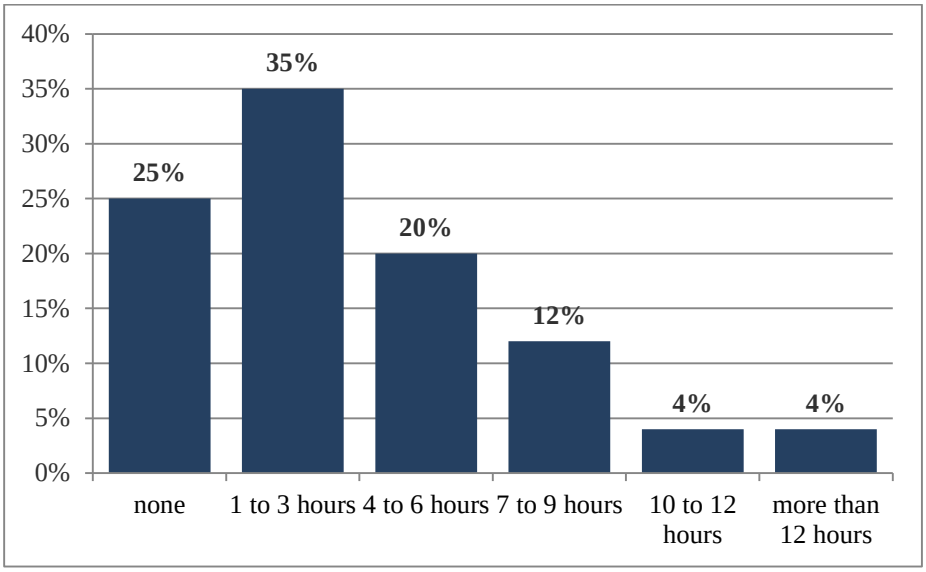
Study Hours

More than one half (57%) of the respondents spent, on average, one to four hours a week studying for a typical three-unit class at SCC. Less than one-tenth of the respondents spent more than 9 hours a week studying for a class.



Number of Hours on Campus Other than Attending Class

Other than attending classes, respondents spent very little time on campus. Less than one-tenth (8%) of them spent more than 10 hours a week and one-quarter (25%) spent NO time on campus participating in non-classroom activities, such as student government, student clubs, library use, performing arts, and athletics.



Student Support Programs and Services

Students were asked to rate 29 programs and services made available to students as they study at SCC. The second column in the table below shows the percentage of respondents who report to have used the given program or service; subsequent columns list the program ratings given by those respondents.

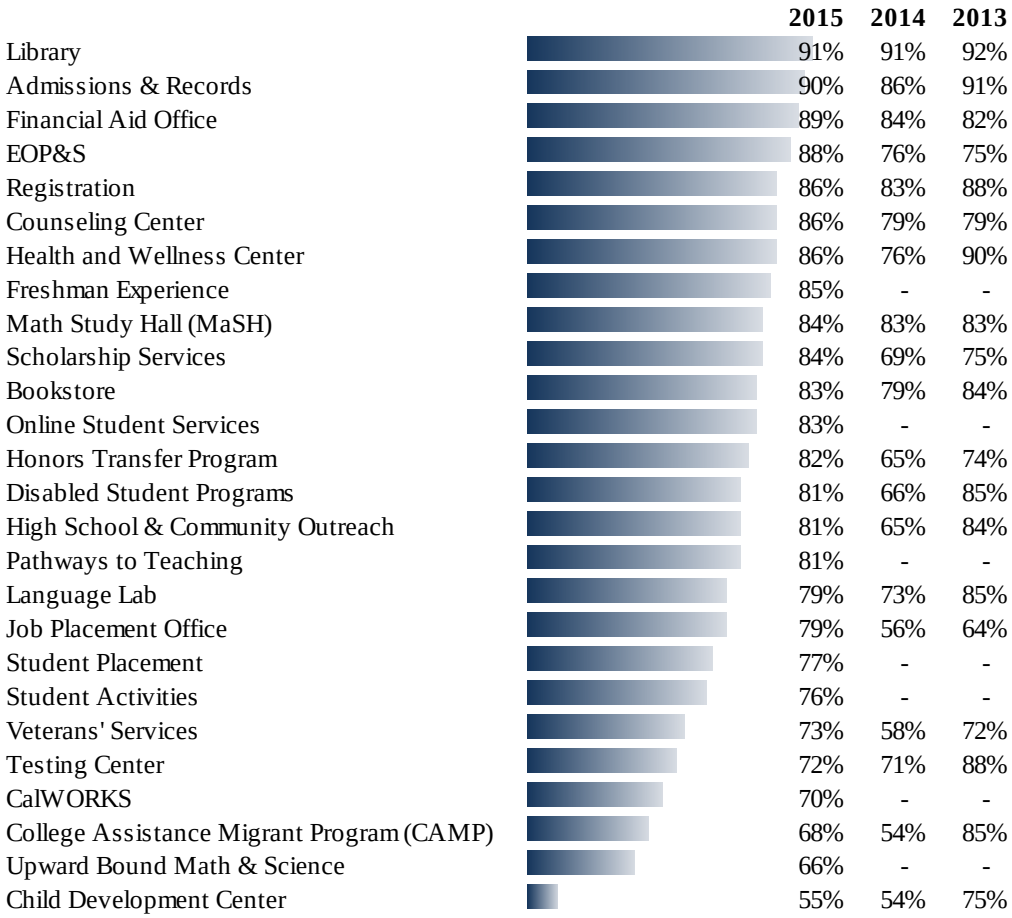
Respondents do not use many of the programs and services made available to support them as they pursue their college educations. The most often used programs/services (at least 75% of respondents) are usually "required" with which students need to interact, such as Bookstore, Registration, Library, Admissions and Records, and Counseling Center, in order to select and enroll for their classes, complete their assignments, etc. The remaining 24 programs/services offered to students are not being used by nearly three-quarters of the respondents.

Programs and Services	Percent of Respondents Who Used	Percent of Program/Service Ratings by Users				
		Excellent	Good	Average	Below Ave.	Poor
Academic Computing Center	31%	31%	44%	24%	0%	1%
Admissions & Records	85%	48%	42%	8%	1%	1%
Bookstore	92%	43%	40%	12%	4%	1%
CalWORKs	13%	40%	30%	20%	3%	7%
Career Center	30%	56%	27%	14%	3%	0%
Child Development Center	11%	38%	17%	33%	4%	8%
College Assistance Migrant Prg (CAMP)	11%	44%	24%	20%	4%	8%
Computer Center	34%	38%	46%	12%	3%	1%
Counseling Center	77%	55%	31%	10%	2%	2%
Disabled Student Programs & Services	14%	65%	16%	16%	0%	3%
EOPS	16%	69%	19%	9%	0%	3%
Financial Aid Office	57%	55%	34%	8%	2%	1%
Freshman Experience	38%	46%	39%	11%	2%	2%
Health and Wellness Center	32%	58%	28%	10%	0%	4%
High School & Community Outreach	19%	64%	17%	15%	2%	2%
Honors Transfer Program	14%	69%	13%	9%	3%	6%
Job Placement Office	13%	48%	31%	11%	7%	3%
Language Lab	28%	34%	45%	13%	5%	3%
Library	83%	68%	23%	8%	0%	1%
Math Study Hall (MaSH)	52%	51%	33%	9%	4%	3%
Online Student Services	46%	47%	36%	16%	0%	1%
Pathways to Teaching	14%	47%	34%	13%	3%	3%
Registration	91%	47%	39%	11%	2%	1%
Scholarship Services	32%	46%	38%	12%	3%	1%
Student Activities	40%	40%	36%	19%	4%	1%
Student Placement	46%	36%	41%	19%	3%	1%
Testing Center	40%	36%	36%	27%	1%	0%
Upward Bound Math & Science (UBMS)	8%	44%	22%	28%	0%	6%
Veterans Services	10%	55%	18%	22%	0%	5%

Overall, regardless of the number of users, participants rated the quality of the various support programs and services from a low of 55% to a high of 91% "good" and "excellent." Note that programs with a small number of users will result in greater percentage changes; therefore comparisons should be used cautiously. We encourage program administrators in the process of program review to further analyze issues that may have impacted these ratings.

2015 respondents rated most programs significantly higher than 2014 respondents and more aligned with the ratings received in 2013. The most significant positive changes between 2014 and 2015 include High School and Community Outreach (+16 percentage points), Honors Transfer Program (+17 percentage points) and Job Placement Office (+23 percentage points).

Ratings of SCC Programs and Services



	2015	2014	2013
Library	91%	91%	92%
Admissions & Records	90%	86%	91%
Financial Aid Office	89%	84%	82%
EOP&S	88%	76%	75%
Registration	86%	83%	88%
Counseling Center	86%	79%	79%
Health and Wellness Center	86%	76%	90%
Freshman Experience	85%	-	-
Math Study Hall (MaSH)	84%	83%	83%
Scholarship Services	84%	69%	75%
Bookstore	83%	79%	84%
Online Student Services	83%	-	-
Honors Transfer Program	82%	65%	74%
Disabled Student Programs	81%	66%	85%
High School & Community Outreach	81%	65%	84%
Pathways to Teaching	81%	-	-
Language Lab	79%	73%	85%
Job Placement Office	79%	56%	64%
Student Placement	77%	-	-
Student Activities	76%	-	-
Veterans' Services	73%	58%	72%
Testing Center	72%	71%	88%
CalWORKS	70%	-	-
College Assistance Migrant Program (CAMP)	68%	54%	85%
Upward Bound Math & Science	66%	-	-
Child Development Center	55%	54%	75%

Percent of "good" and "excellent" ratings

Characteristics of Survey Respondents

Demographics and Characteristics

The majority of respondents are under 26 years of age (69%), female (62%), and either White (36%) or Latino (33%).

Nearly one-fifth of respondents concurrently attend other local colleges and four-year universities such as Santa Ana College, CSU Fullerton, Fullerton College, Irvine Valley College, and Saddleback College.

Ethnicity*	
White	36%
Latino	33%
Asian/Pacific Islander	12%
African-American	3%
Other	13%
Age	
≤ 19 yrs.	28%
20 yrs. to 25 yrs.	41%
26 yrs. to 39 yrs.	13%
40 yrs. +	8%
Gender	
Male	38%
Female	62%
Attending other colleges/universities?	
Yes	17%
No	83%

*Total does not equal 100% due to multiple response option

Special Populations

Even though the college understands there may be small numbers of students/respondents of these "special populations" (foster youth, veterans, disabled and financial aid students), it is important to ensure we report appropriate representation within our respondent pool, similar to that of our general student body.

Few respondents (3%) are currently active, dependent and or discharged members of the United States military.

A very small number of respondents (1%) have been in the foster care program.

Less than one-tenth of the respondents have requested and received assistance for their learning, physical, psychological and/or medication conditions. And nearly one-thirds (32%) of respondents applied for and received financial aid.

United States Military Status	
Currently active military	.20%
Dependent of currently active military	.20%
Member discharged within last year	.40%
Member discharged over a year ago (veteran)	2.2%
None of the above	97%
Foster Youth or were in Foster Care System	
Yes	1%
No	96%
Decline to state	3%
Received/Requested assistance for learning, physical, psychological and/or medication condition	
Yes	7%
No	89%
Decline to state	4%
Apply and received financial aid at SCC	
Yes	32%
No	58%
I wanted to, but did not know how to	6%
I did not know that I could	2%
I do not remembered/I don't know	2%

Family Background

Just over one-half (53%) of respondents live in households with four or more members; while 8% of the respondents live alone.

Over one-third (38%) of the respondents stated an annual family income above $40,000, and more than one-fifth did not know their household income.

Nearly one-quarter (22%) reported that they are unemployed but would like to work.

Number of members in the household	
Only myself	7%
2-3 members	35%
4-5 members	47%
6 or more members	11%
Number of people you support	
None, supported by someone else	55%
Only myself	27%
2-3 members	14%
4+ members	4%
Respondents' 2014 household income	
≤ $12,000	15%
$12,001-$18,000	7%
$18,001-$24,000	7%
$24,001-$30,000	5%
$30,001-$40,000	6%
>$40,000	29%
Do Not Know	31%
Respondents' employment status	
Work full time	20%
Work part time	41%
Unemployed, but would like to work	10%
Unemployed, do not care to work	26%
Homemaker	3%

Slightly more than one-quarter of respondents (as shown in the shaded cell) reported that they are "first-generation" college students, defined here as students for whom neither parent had ever attended college. On the other hand, nearly the same percentage of students (25%) have both parents with college degrees.

Father's Education	**Mother's Education**			**Total**
	No College	**Some College, No Degree**	**College Degree**	
No College	**29%**	8%	3%	39%
Some College, No Degree	6%	10%	6%	22%
College Degree	7%	6%	25%	38%
Total	42%	24%	34%	100%

Additional Comments

Overall/general comments

- SCC is a great college. (11)
- I'm impressed with what I have seen offered here.
- The best experience I could have ever asked for in my first time attending college.
- I recently joined the MUN and had the most life changing experience. I have a different outlook on my future and life in general.
- This school is the best and the teachers are the best.
- I enjoy attending SCC and am glad I went back to school.
- I am so sad that this past spring semester was my last. I absolutely loved this campus and am proud that I was able to have the SCC experience. Thank you.
- SCC is a great, warm and friendly campus. The staff love their job and you can easily recognize it. The professors love interacting with students and the students give SCC a community type feel. With the newer facilities, the school is not really considered a commuter campus.
- Good experience, gave me the tools necessary to succeed.
- The lack of assistance that this school provides isn't benefiting the students. Counselors and staff haven't been able to help me in any way shape or form. Students who are lost and ask for help aren't given any. Please fix it, how are students supposed to succeed if they aren't given any help?
- My lack of discussing my future and current courses with a counselor falls solely on myself, not SCC or the counselors. I have had very few negative experiences with professors; generally, I have grown to have a positive and encouraging relationship with my professors. SCC has taught me so much about myself and who I'd like to become; attending this school has been one of the most incredible experiences of my life, thus far.
- I do not like attending SCC. I have wasted 3 years and feel I have not grown personally and have not progressed towards my goal. The community of students is terrible.

Class Offering:

- It’s a great school, but could use more classes. I would love to see some workshop classes (like metalworking and woodshop) and more Computer Aided Design and Computer Aided Manufacturing. Something that would be very beneficial to the school would be a 3D-printing lab, as that technology is quickly becoming more and more relevant to all kinds of STEM fields.
- Need Japanese classes
- Some classes are only offered one section per semester, that really needs to change, it's hard to get those classes when you don't have already 60 units or above.
- There needs to be more STEM courses offered. The demand is high for those classes and there are not enough classes to accommodate the student demand.
- More courses need to be offered, preferably during the early morning.
- Please include more classes, I haven't registered yet and almost all the classes are already booked.
- It takes a long time to get through a program so an accelerated option is good. Cancelling computer science classes is distressing. As I need more computer language classes and more advanced classes.
- I would love to see all classes online every semester! I work 2 jobs so online classes are a lifesaver!
- I would like to have priority registration and see more classes for nursing at SCC
- I took only 1 online class and I've only been on campus to buy my book.
- I just wish there were more science classes because they always seem to be full.
- Would be great to have variety in courses, and having more activities opportunities.
- It's my observation that the people in water utility science aren't really students in the traditional sense. They're really here to fulfill the state mandated education requirement for their certification. We aren't interested in anything besides clocking in the hours and passing the class and then getting back to work!

Counseling

- Transfer workshops should be advertised to remind students who might not really know what to do and how to get to their desired goal.
- Counselor are friendly and extremely helpful. They reflect personal interest in your success. All programs do an excellent job advertising their programs.
- Anyone who is a freshman should attend an orientation. I never knew there was an orientation to help you figure out college, like the health center or academic probation. It took me two years to figure it out. There might be a small percentage of students who are the same. Also why are some students who pay for their own tuition in SCC on academic probation? I understand for those who ask for financial aid but the ones who pay for their own stuff? It just seems a bit confusing!
- I wasted an entire year at SCC "replacing" credits from my previous school that didn't transfer. The university I am now attending (Ohio State) has accepted all of my credits and I have multiple repeat classes. I am not happy about the advice I got…a huge waste of time and money.
- I wish some of the counselors showed a little more effort with guiding us students.
- Need better counselors, three counselors messed up my schedule at least twice. I am constantly telling them information that they should know. I stopped going to the counselors because I was set back for an entire year. The lack of knowledge from the counselors is really a disappointment especially for students who are really trying to further their education.
- My experiences with counselors have not been great. I've met with at least three different counselors and they all gave me different information. When I leave the meeting I feel just as confused as when I went in. Yeah they help with basic information but nothing further.

Faculty

- My teachers are excited about the topics they teach and pass that excitement onto their students.
- Teachers should be evaluated for some are not as qualified to teach as others.
- I don't appreciate the inappropriate language usage in the last class I took at SCC. It's not professional for professors to constantly cuss and pick on students inappropriately asking them uncomfortable questions. Please moderate that. I have never met an instructor more inappropriate and rude than Professor _____. As a student at SCC I expect a good education, professional professors that I can look up to, and feel comfortable when I go to class. Professor _____ is a very good professor and I enjoyed his class for the most part, but I did not appreciate the cussing and asks inappropriate questions to students. Thank you.
- The staff is absolutely amazing. I have never had teachers so committed to their job. Their passion is inspiring, and their help will never be forgotten.
- I had problem with a teacher, Mr. _____ (Kinesiology) because he made fun of me and other students.
- Found a solid community at SCC that I am very grateful for. Particular instructors made great efforts in both teaching and understanding their students were **Nooshan Shekarabi** and **Tiffany Gause**. I really felt that SCC was the best choice I could have made before transferring.
- Some teachers have been wonderful and showed great interest in my learning while other teachers do not care about my learning whatsoever.
- Some instructors are stellar. I actually feel like I'm learning and growing in those courses. Some instructors are horrendous as they make students feel inadequate or stupid by teaching in a remedial fashion. Some instructors should not be instructors. I've never seen these instructor performance reviews actually DO anything. There's never feedback and they never change.
- Professors that use foul language on a regular basis are offensive to me.
- **Mr. Rutan** and **Mr. Scott** are by far the best teachers at SCC. I have been accepted to UC Berkeley and this would not have possible without these two incredible professors!
- I love SCC's campus. The teachers here are very nice and helpful. Shout out to **Emma Breeden, Lisa De la Cusack, Thomas Ryan, James Granito, Jane Francis** and **Dennis Rainey**!
- **_____** should not be teaching. She the worst teacher ever, nice but terrible.

- Thanks so much to all the faculty for helping me have a wonderful freshmen experience at SCC. Hope next year is just as wonderful.
- Some teachers that have received negative performance reviews should be looked into. They should not be allowed to continue teaching without additional learning.
- Gemology teachers are top notch!
- I had two instructors this semester. One of them, **Alex Taber**, was the best instructor I've ever had - EVER. Regardless of subject or age...he is, by far, is the BEST. _____, on the other hand, failed to respond to emails and failed to grade a single writing assignment for nearly seven of the eight weeks of the course. He gave no written feedback on any of our writing assignments (probably because he "graded" them all on the same day) and even though I received an A in the class, I still feel that the course was not worth my time. NO "teaching" to be seen.
- I love SCC's faculty; their passion for teaching, compassion for students and engagement of class truly rival that of a private institution.
- **Nycole Rochford** and **Professor Kendall** went above and beyond to make my experience at SCC memorable. I enjoyed them so much I will continue to pursue their schedule so I can learn through them. Additionally, I had **Jamar** as a counselor and he was incredibly helpful. I was there for almost two hours and I never felt like an inconvenience. He helped guide me in the direction necessary to receive my degree and I am very grateful. I think SCC is fantastic and I have immense pride in it.
- Some professors take on too many classes at once and they don't update grades in BlackBoard all semester, therefore at the end of the semester they are behind and we never have any knowledge of our grade throughout the semester.

Programs/Services
- Why did you cut the track program? I've been in it for two years and I'm very disappointed that the school decided to cut the program. What about all of the athletes that loved the sport. What are we supposed to do now without the program?
- Veteran's Office has been the biggest help to me. They are a great asset for the college.
- The DSPS Center is so helpful! I just wish there was more room in the class during academic coaching. It gets pretty crowded in there at times.)
- Supplemental instruction is a GREAT service
- MaSH is the best thing since sliced bread, great resource; could not been through it without them.
- I would SCC to provide a lab or class to practice speaking foreign languages.
- Please include more interactive math labs like S.I. (Supplemental Instruction). Also, please make plans for a Programming Lab. All in all, there just needs to be more interactive content for STEM majors; and, please keep the STEM Program.
- I benefited from the Honors Program because of the smaller class sizes and higher level of engagement. Also, I wish SCC had more courses available, such as journalism.
- Provide more information about financial aid, especially the deadlines.
- There is no way to appeal the board's decisions regarding financial aid because they only meet during the day and I am unable to take time off from my job.

Registration
- Better priority registration process. (2)
- I would have liked to have more information as to how to get priority registration.
- I am not satisfied with the priority registration appointments. I was told that I would be getting an appointment for early July but I didn't get it until later.
- I have a hard time finding my registration date every time I register for a new semester. It is concerning. Is there was a way that you could post it earlier so that I can plan accordingly?
- Please notify us if online registration date changes. I checked my registration date when it was posted and when the time came TO REGISTER, I checked again and it was moved up without me knowing. I could have registered sooner, but I was not notified. This caused me to lose a class I needed to transfer. PLEASE NOTIFY A CHANGE IN REGISTRATION DATES.

Safety/Health/Facilities

- Ask students before implementing policies on campus. Our student council has been majorly dissatisfied in terms of transparency with students that are not within the council. They vote on raising tuition because it personally doesn't bother them, yet they don't ask any of the students on campus if they agree. The E-cigarette policy is also absolutely based on nothing. Science has shown that they are not harmful to the people around them, yet our schools staff leans of these non-science based claims that they are exactly like cigarettes and ostracize us. I have had two teachers on campus walk up to me and tell me if I keep using an E-cigarette that I will be dead in 10 years. This absolutely infuriated me, and misconceptions such as this are due to the non-science based policy. Placing people that are trying to quit cigarettes in a tiny area in the parking lots with REAL cigarette smokers is also a TERRIBLE idea. Concentrating cigarette smoke in a single area is also irresponsible of our campus, as the concentrated smoke wafts toward nonsmokers as they have to walk through it. Please do not implement rules on OUR campus without asking the students. These policies are greatly changing how I feel about our campus that I love.
- Need to get rid of the pebbles by the library for better walkway.
- Speeding in the parking lots needs to be regulated more
- Safety and health procedures should be included in first class orientation. i.e. *Active Shooter- Run, Hide, Fight* and *If You See Something, Say Something*. Some instructors establish procedures for entering classrooms once the door is shut, majority do not. Professors need to state their expectations, prior to an incident, in the case of a threat to a classroom or building.
- The parking is outrageous. More staff spots were added thus making parking almost impossible for students. Most of the staff stalls go unused. (2)
- More gender neutral bathrooms to make your transgender students more comfortable please!
- This fall police or retired police officers will be patrolling SCC campus armed with guns and the power to kill unarmed students and civilians and the clemency to get away with murder. I suggest you look up the Police Officers Bill of Rights - it gives the police power to unjustifiably kill and get away with it. How dare the administration at this school as well as this school district not electronically notify, or by paper notification, the students and the parents of the students who are under the age of 18 that armed men will be patrolling the campus and intimidating the students! All I get from you is worthless surveys! I am a history major as well as a political science and philosophy enthusiast. I see this school going to _____ very soon. I see this school and the Santa Ana campus being turned into a militarized police campus just like our neighborhoods are being turned into militarized zones; not for safety, but for controlling public and collective dissent. I am so happy that this semester will be my last. I no longer feel safe at SCC campus. I have been going here for three years, but now I no longer have pride in my school. Because of the district trustees as well as the lack of integrity and honor from the faculty and staff at SCC, I no longer want to be here at SCC. I see no faculty, no staff, and no individuals speaking out against this, at least not publicly. This school, the faculty, and the students need to take a page out of history and exercise their constitutional rights and fight this militarization of our public schools. I am ashamed of this school and school district for passively and inactively allowing this travesty to happen. What in the _____ are you planning to do about it?????? Will you keep your mouth shut and keep collecting your paycheck and not fight, or are you actually going to politically and actively LIVE life like you should be doing and exercise your rights that your forefathers have died fighting for?

Santiago Canyon College

Student Satisfaction Survey, 2015

Because your education is important to us, we would like to ask you a few questions regarding your perception of the preparation you are receiving from SCC, as well as the satisfaction with support services available to you. We will use the results to assist our faculty and staff to strategize plans to continue to ensure your educational experience at SCC is a productive one. Your answers will remain anonymous and confidential.

Thank you for being a part of this very important feedback to our staff and faculty!

1. Based on your experiences and satisfaction, please rate the following:

	Excellent	Good	Average	Below Average	Poor
My overall experience at SCC	◯	◯	◯	◯	◯
The campus environment (activities, students, teachers, etc.)	◯	◯	◯	◯	◯
Effectiveness of classroom learning experiences	◯	◯	◯	◯	◯
Your ability to register for classes you want/need	◯	◯	◯	◯	◯
Variety of courses offered	◯	◯	◯	◯	◯
Class size (number of students in a class)	◯	◯	◯	◯	◯
Campus safety/security	◯	◯	◯	◯	◯
Appearance/maintenance of facilities and grounds	◯	◯	◯	◯	◯
Your relationship with SCC counselors/instructors	◯	◯	◯	◯	◯
Your relationship with other students at SCC	◯	◯	◯	◯	◯
Your relationship with staff at SCC	◯	◯	◯	◯	◯

2. Please rate the quality of preparation your SCC education has given you to be able to:

	Excellent	Good	Average	Below Average	Poor	Does not apply
Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems	○	○	○	○	○	○
Creatively use concepts to make learning relevant	○	○	○	○	○	○
Reflectively assess one's values, assumptions, and attitudes	○	○	○	○	○	○
Take responsibility for one's own learning and well-being	○	○	○	○	○	○
Learn about one's chosen academic major	○	○	○	○	○	○
Learn about professional conduct, workplace ethics and teamwork	○	○	○	○	○	○
Communicate ideas in a clear and articulate manner	○	○	○	○	○	○
Communicate accurately to diverse audiences	○	○	○	○	○	○
Communicate in various formats using diverse technology	○	○	○	○	○	○
Act to maintain one's dignity and self-respect	○	○	○	○	○	○
Be a responsible community member by treating others with respect, civility, empathy, honesty and dignity	○	○	○	○	○	○
Increase the well-being of the global community by maintaining cultural literacy, lifelong learning, and the environment	○	○	○	○	○	○

3. IN THE PAST 12 MONTHS, how often have you done the following?

	Very often	Often	A few times	Never
Participated in class discussions	○	○	○	○
Worked on a paper/project using ideas from different information sources	○	○	○	○
Collaborated with other students in a class project	○	○	○	○
Did additional study of topics introduced in class (not an assignment)	○	○	○	○
Used library resources for a research paper or project	○	○	○	○
Used the SCC library to read materials not assigned by a class	○	○	○	○
Used the Internet or WWW for information resources for a class assignment	○	○	○	○
Used computer software to create charts/graphics/presentations for a project	○	○	○	○
Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	○	○	○	○
Attended or participated in a sports event on campus	○	○	○	○
Attended or participated in student activities or sponsored events such as cultural programs, speakers,open forums, or concerts	○	○	○	○
Participated in a student club, organization or government	○	○	○	○
Completed an experiment/project using scientific method(s)	○	○	○	○
Discussed your interests, abilities and plans with a counselor/advisor	○	○	○	○
Read or researched information about a university or a career you're interested in	○	○	○	○
Had an appointment with a counselor to discuss classes, requirements or develop an educational plan	○	○	○	○
Heard, seen or discussed the Student Learning Outcomes for your courses and/or programs	○	○	○	○

4. How have you found out about the Student Learning Outcomes for your courses? (Select all that apply)

- ☐ Course Syllabi
- ☐ Online course materials
- ☐ SCC website
- ☐ Instructors
- ☐ Other, please specify

_____

5. How have you found out about the Student Learning Outcomes for your program? (Select all that apply)

- [ ] Catalog
- [ ] SCC website
- [ ] Instructors
- [ ] Posters, signs or brochures
- [ ] Other, please specify

6. Are you aware of the SCC's Institutional Student Learning Outcomes (Learn, Communicate, Act, Think)?

- ◯ Yes
- ◯ No

7. If you answered YES on #6, how did you find out about SCC's Institutional Student Learning Outcomes? (Select all that apply)

- [ ] Catalog
- [ ] Class schedule
- [ ] SCC website
- [ ] Instructors and staff
- [ ] Posters, signs or brochures
- [ ] Other, please specify

8. Please rate the quality of services and programs that you have used at Santiago Canyon College:

	I did not know this existed	Have Not Used	Excellent	Good	Average	Below Average	Poor
Academic Computing Center	◯	◯	◯	◯	◯	◯	◯
Admissions & Records	◯	◯	◯	◯	◯	◯	◯
Bookstore	◯	◯	◯	◯	◯	◯	◯
CalWORKS	◯	◯	◯	◯	◯	◯	◯
CAMP (College Assistance Migrant Program)	◯	◯	◯	◯	◯	◯	◯
Career Center	◯	◯	◯	◯	◯	◯	◯
Computer Center	◯	◯	◯	◯	◯	◯	◯

	I did not know this existed	Have Not Used	Excellent	Good	Average	Below Average	Poor
Child Development Center	◯	◯	◯	◯	◯	◯	◯
Counseling Center	◯	◯	◯	◯	◯	◯	◯
Disabled Student Programs & Services	◯	◯	◯	◯	◯	◯	◯
EOPS	◯	◯	◯	◯	◯	◯	◯
Financial Aid Office	◯	◯	◯	◯	◯	◯	◯
Freshman Experience	◯	◯	◯	◯	◯	◯	◯
Health and Wellness Center	◯	◯	◯	◯	◯	◯	◯
High School and Community Outreach	◯	◯	◯	◯	◯	◯	◯
Honors Transfer Program	◯	◯	◯	◯	◯	◯	◯
Job Placement Center	◯	◯	◯	◯	◯	◯	◯
Language Lab	◯	◯	◯	◯	◯	◯	◯
Library	◯	◯	◯	◯	◯	◯	◯
Math Study Hall	◯	◯	◯	◯	◯	◯	◯
Online Student Services	◯	◯	◯	◯	◯	◯	◯
Pathways to Teaching	◯	◯	◯	◯	◯	◯	◯
Registration	◯	◯	◯	◯	◯	◯	◯
Scholarship Services	◯	◯	◯	◯	◯	◯	◯
Student Activities	◯	◯	◯	◯	◯	◯	◯
Student Placement	◯	◯	◯	◯	◯	◯	◯
Testing Center	◯	◯	◯	◯	◯	◯	◯
Veterans Services	◯	◯	◯	◯	◯	◯	◯
UBMS (Upward Bound Math and Science)	◯	◯	◯	◯	◯	◯	◯

9. In addition to attending SCC, are you attending another college or university this semester?

◯ no

◯ yes, name of other college:

_____

10. On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

- ◯ none
- ◯ less than 1 hour
- ◯ 1 to 2 hours
- ◯ 3 to 4 hours
- ◯ 5 to 6 hours
- ◯ 7 to 8 hours
- ◯ 9 to 10 hours
- ◯ more than 10 hours

11. On average, how many hours a week do you spend on campus other than attending classes?

- ◯ none
- ◯ 1 to 3 hours
- ◯ 4 to 6 hours
- ◯ 7 to 9 hours
- ◯ 10 to 12 hours
- ◯ more than 12 hours

12. Your gender:

- ◯ male
- ◯ female

13. Your age:

- ◯ 17 and under
- ◯ 18
- ◯ 19
- ◯ 20 to 21
- ◯ 22 to 25
- ◯ 26 to 29
- ◯ 30 to 39
- ◯ 40 to 49
- ◯ 50 to 64
- ◯ 65 and over

14. Your ethnic background: (check all that apply)

- ☐ African-American
- ☐ Hispanic/Latino
- ☐ Asian/Pacific Islander
- ☐ Non-Hispanic Caucasian
- ☐ Other

15. Have you or are you currently serving in the United States military? (check all that apply)

- ☐ Currently Active Military
- ☐ Dependent of currently active military
- ☐ Member discharged within last year
- ☐ Member discharged over a year ago (veteran)
- ☐ None of the above

16. Are you a foster youth or were you at any time in the foster care system?

- ☐ Yes
- ☐ No
- ☐ Decline to state

17. Have you ever received or requested assistance for a learning, physical, psychological, and/or medical condition?

- [ ] Yes
- [ ] No
- [ ] Decline to state

18. Did you apply for and receive financial aid at SCC?

- [ ] Yes
- [ ] No
- [ ] I wanted to but I did not know how to
- [ ] I did not know that I could
- [ ] I do not remember/I don't know

19. What is your employment status at this time?

- ( ) employed full time
- ( ) employed part time
- ( ) homemaker, not employed outside of the home
- ( ) not employed but would like to work
- ( ) not employed and do not care to work at this time

20. Your gross household income for 2014: (Include incomes of all household members)

- ( ) below $9,000
- ( ) $9,000 to $12,000
- ( ) $12,001 to $15,000
- ( ) $15,001 to $18,000
- ( ) $18,001 to $21,000
- ( ) $21,001 to $24,000
- ( ) $24,001 to $27,000
- ( ) $27,001 to $30,000
- ( ) $30,001 to $40,000
- ( ) over $40,000
- ( ) I don't know

21. Including yourself, how many household members live in your residence?

22. How many people did you support (provide more than half of their housing, food, and expenses in 2014? (include yourself in the count)

- ◯ none, I'm supported by family/spouse
- ◯ only myself
- ◯ two, including myself
- ◯ three, including myself
- ◯ four, including myself
- ◯ five, including myself
- ◯ six or more, including myself

23. What is your mother's highest level of education?

- ◯ 8th grade or less
- ◯ some high school
- ◯ high school graduate
- ◯ college, no degree
- ◯ Associate degree
- ◯ Bachelor's degree
- ◯ Master's or Doctorate degree
- ◯ I don't know

24. What is your father's highest level of education?

- ◯ 8th grade or less
- ◯ some high school
- ◯ high school graduate
- ◯ college, no degree
- ◯ Associate degree
- ◯ Bachelor's degree
- ◯ Master's or Doctorate degree
- ◯ I don't know

25. Additional comments, concerns or experiences about SCC you would like to share with us: