Research Department
RANCHO SANTIAGO Community College District

2016

**Santiago Canyon College
Student Satisfaction Study**

Introduction

During Summer 2016, 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 2016 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 597 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 improvement. Program staff should read this section thoroughly as these comments are very revealing.
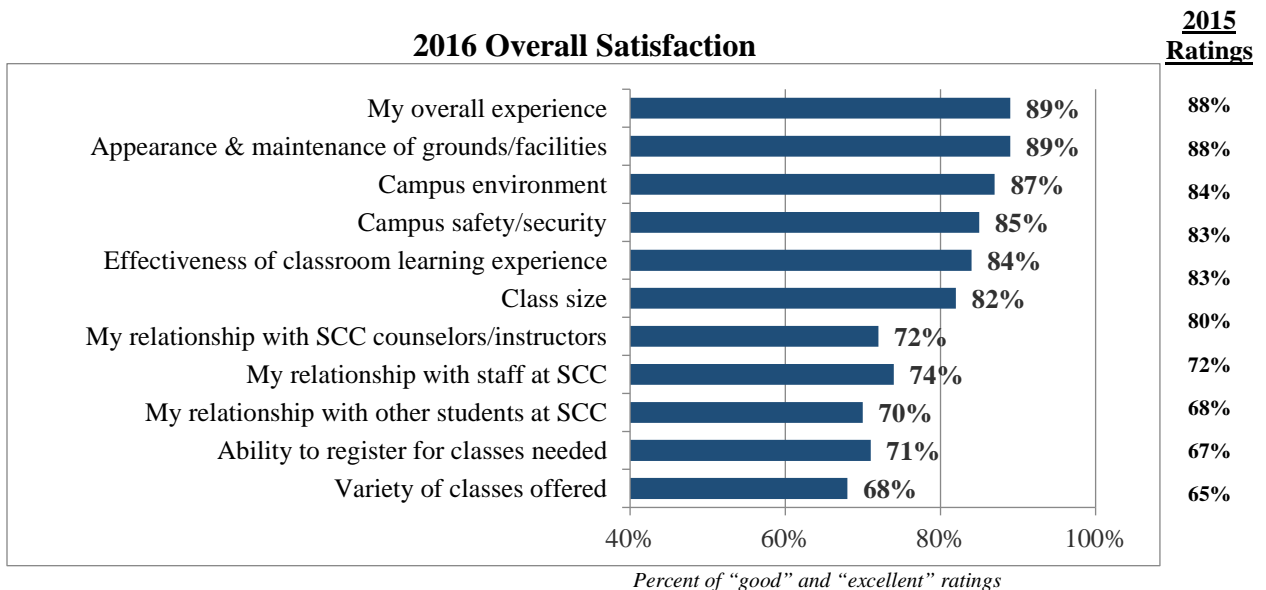
Student Satisfaction

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" and the "appearance and maintenance of grounds/facilities" (both at 89%). Respondents, however, were not as satisfied with the "variety of classes offered" (68%) and their "relationship with other SCC students" (70%), and their "ability to register for classes needed" (71%).

All categories experienced a slight increase in ratings as compared to the prior years' respondents. Ratings in the three lowest categories, "variety of classes offered," "relationship with other SCC students," and "ability to register for classes" also increased four to seven percentage points.

Nearly three-fourths of the respondents rated their relationships to others (faculty, staff and other students) to be "excellent" or "good" (72% to 74%).

	Percent of Respondents				
	Excellent	Good	Average	Below Ave.	Poor
My overall experience at SCC	49%	40%	9%	1%	1%
The SCC campus environment (students, activities, etc.)	42%	45%	10%	2%	1%
Effectiveness of classroom learning experience	39%	45%	13%	2%	1%
Ability to register for classes I want or need	38%	33%	21%	5%	3%
Variety of classes offered	30%	38%	24%	7%	1%
Class size	35%	47%	16%	1%	1%
Campus safety/security	46%	39%	11%	2%	2%
Appearance and maintenance of grounds/facilities	54%	35%	8%	2%	1%
Your relationship with SCC counselors/instructors	41%	31%	19%	6%	3%
Your relationship with other students at SCC	32%	38%	25%	4%	1%
Your relationship with staff at SCC	34%	40%	21%	3%	2%

2016 Overall Satisfaction

	2016	2015 Ratings
My overall experience	89%	88%
Appearance & maintenance of grounds/facilities	89%	88%
Campus environment	87%	84%
Campus safety/security	85%	83%
Effectiveness of classroom learning experience	84%	83%
Class size	82%	80%
My relationship with SCC counselors/instructors	72%	72%
My relationship with staff at SCC	74%	72%
My relationship with other students at SCC	70%	68%
Ability to register for classes needed	71%	67%
Variety of classes offered	68%	65%

Percent of "good" and "excellent" ratings

Satisfaction by Ethnicity

Differences in satisfaction rates were somewhat significant among ethnic groups; higher ratings by Latinos and Whites and lower ratings by African-Americans and Filipinos. Latinos reported highest satisfaction in their relationships "overall experience at SCC," the "campus environment," "campus safety/security," and "variety of classes offered."

American-Indians, though few in number of respondents, had lowest ratings in four categories: "effectiveness of classroom learning, variety of courses offered, class size, relationship with counselors, faculty and staff.

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

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

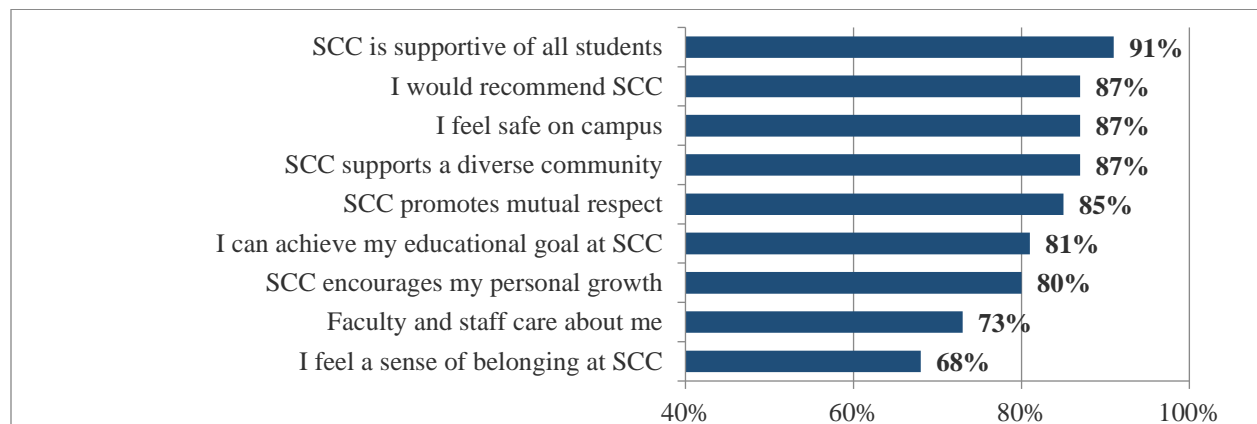|	Afr.-Amr. (n=14)	Amr.-Ind. (n=13)	Asian (n=56)	Filipino (n=11)	Latino (n=233)	Other (n=42)	Pac. Isl. (n=8)	White (n=234)
My overall experience at SCC	79%	85%	86%	64%	91%	83%	75%	86%
The campus environment (activities, students, teachers, etc.)	79%	85%	80%	91%	92%	83%	88%	87%
Effectiveness of classroom learning experiences	86%	77%	84%	91%	84%	83%	88%	81%
Ability to register for classes I want/need	64%	54%	66%	73%	73%	69%	50%	72%
Variety of courses offered	71%	62%	66%	73%	67%	76%	63%	69%
Class size (# of students in a class)	71%	62%	73%	91%	88%	86%	88%	77%
Campus safety/security	71%	85%	84%	82%	88%	81%	88%	83%
Appearance/maintenance of facilities/grounds	86%	77%	91%	82%	89%	98%	100%	87%
Your relationship with SCC counselors/instructors	64%	54%	70%	55%	70%	79%	50%	72%
Your relationship with other students at SCC	64%	62%	66%	46%	66%	74%	63%	67%
Your relationship with SCC staff	71%	46%	71%	55%	75%	74%	63%	71%

Campus Engagement

Literature reviews show that when students are engaged with people (faculty, staff and other students) and campus activities, they are more likely to embrace their studies and be successful. Respondents noted that Santiago Canyon College is very supportive of all students regardless of their ethnicity, gender, religious belief, etc. (91% "strongly agree" and "agree"), support a diverse student body (87%) and that they feel safe (87%). More importantly, respondents would also recommend SCC to their friends and family members (87%).

Also, four-fifths of the respondents believe that SCC provides an environment that encourages their personal growth (80%) and promotes mutual respect between faculty and students (85%), in which they can achieve their educational goal (81%). However, slightly less respondents feel a sense of belonging (68%) and do not feel staff and faculty care about them as individuals (73%).

	Percent of Respondents				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The College is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyles, background, or sexuality.	54%	37%	7%	2%	0%
The College supports a community of diverse cultures.	52%	35%	12%	1%	0%
I feel a sense of belonging to this campus.	35%	33%	27%	4%	1%
I feel safe on campus.	48%	39%	11%	1%	1%
Faculty and staff care about me as individuals.	32%	41%	22%	4%	1%
The College provides an environment that encourages my personal growth.	37%	43%	16%	3%	1%
The college environment promotes mutual respect between students and faculty.	40%	45%	12%	2%	1%
I can achieve my educational goal at the college.	43%	38%	14%	3%	2%
I would recommend Santiago Canyon College to a friend or family member	56%	31%	11%	1%	1%

Overall Campus Engagement

SCC is supportive of all students	91%
I would recommend SCC	87%
I feel safe on campus	87%
SCC supports a diverse community	87%
SCC promotes mutual respect	85%
I can achieve my educational goal at SCC	81%
SCC encourages my personal growth	80%
Faculty and staff care about me	73%
I feel a sense of belonging at SCC	68%

Percent of "strongly agree" and "agree"

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 with their course-level SLOs than they were of the program-level or the institutional SLOs.

More than half of the respondents (58%) were aware that SCC has Institutional Student Learning Outcomes (ISLO); an increase of five percentage points since 2015. Of the respondents who knew about ISLOs, they learned about them from instructors and staff (57%); college website (54%); promotional posters, signs or brochures (27%); college catalog (29%), class schedule (22%). 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 (67%), their instructors (59%), SCC Website (40%), and online course materials (30%).

Respondents learned about program-level SLOs from their instructors (56%), SCC website (45%), college catalog (31%), and posters, signs or brochures (18%). 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 Santiago Canyon College 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 71% to 86% of "excellent" and "good". Eleven of the 12 skills and knowledge received an increased rating from that of last year's ratings. Also, 2016 respondents were comfortable rating these skills and knowledge based on the lower responses of "does not apply" (1 to 5 percentage points of the respondents).

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	3%	36%	44%	16%	2%	2%
	Creatively use concepts to make learning relevant	2%	37%	43%	15%	2%	3%
	Reflectively assess one's values, assumptions, and attitudes	3%	39%	42%	13%	3%	3%
Learn	Take responsibility for one's own learning and well-being	2%	46%	39%	11%	1%	2%
	Learn about one's chosen academic major	4%	38%	37%	17%	5%	3%
	Learn about professional conduct and workplace ethics	4%	37%	36%	21%	3%	3%
Communicate	Communicate ideas in a clear and articulate manner	1%	40%	39%	16%	3%	2%
	Communicate accurately to diverse audiences	2%	39%	37%	18%	3%	3%
	Communicate in various formats using diverse technology	4%	35%	36%	23%	3%	3%
Act	Act to maintain one's dignity and self-respect	3%	43%	39%	16%	1%	1%
	Be a responsible community member by treating others with respect, civility and dignity	4%	46%	40%	12%	1%	1%
	Maintain cultural literacy, lifelong learning, and the environment	5%	39%	40%	16%	2%	2%

Only respondents who acknowledged that SCC contributed to their knowledge and skills rated these attributes.

Overall, 2016 respondents rated preparation in 11 of the 12 areas more favorably than did prior years' respondents. Learning how to "be a responsible community member" and "take responsibility for one's own learning and well-being" (86% and 85% respectively) received highest ratings and "learn about one's chosen academic major" and "learning about professional conduct and workplace ethics," and "communicate in various formats using diverse technology" were rated lowest (71% to 75% of "good" and "excellent" ratings) among the student learning outcomes.

The most significant positive changes between 2015 and 2016 included "be a responsible community member" (80% to 86%), "learn about one's chosen academic major" (69% to 75%), and "learn about professional conduct and workplace ethics (68% to 73%). "Communicating in various formats using diverse technology" was the only area that had a negative change (73% to 71%). 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)

	2016	2015	2014
Be a responsible community member	86%	80%	80%
Take responsibility for one's own learning and well-being	85%	82%	81%
Act to maintain one's dignity and self-respect	82%	78%	78%
Reflectively assess one's values, assumptions, and attitudes	81%	79%	78%
Creatively use concepts to make learning relevant	80%	79%	82%
Critically analyze, evaluate and organize data to solve problems	80%	79%	79%
Maintain cultural literacy, lifelong learning, and the environment	79%	77%	79%
Communicate ideas in a clear and articulate manner	79%	77%	74%
Communicate accurately to diverse audiences	76%	73%	71%
Learn about one's chosen academic major	75%	69%	65%
Learn about professional conduct and workplace ethics	73%	68%	66%
Communicate in various formats using diverse technology	71%	73%	70%

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. Respondents of the 2016 survey rated their participation in most activities lower than the two prior years' respondents. "Had an appointment with a counselor to discuss class requirements" and "discussed your interest, abilities and plans with a counselor/advisor" had the highest drop of 13 and 14 percentage points from 2015 to 2016 (of "often" and "very often" participation).

Classroom activities ranked higher in participation than non-academic activities. More than three-quarter of the respondents "used the Internet for information resources for a class assignment" (81%) and "worked on a paper/project using ideas from different sources" (78%). Consistent with prior reports, attendance and/or participation in non-classroom activities such as student clubs (28%), the arts (19%) and sport events (11%) were rated very low. Participation in student clubs; however, has gained 13 percentage points from 2015 respondents.

Student Learning Outcome Activities Ratings, 2014-2016

	2016	2015	2014
Used the Internet for info resources for a class assignment	81%	90%	87%
Worked on a paper/project using ideas from diff. sources	78%	81%	82%
Participated in class discussions	75%	72%	81%
Collaborated with other students in a class project	69%	70%	67%
Had a discussion with students of diff. background	62%	70%	62%
Read info. about a university or a career you're interested in	59%	65%	54%
Did additional study of topics introduced in class (not assigned)	54%	55%	50%
Used library resources for a research paper or project	52%	55%	46%
Used computer software to create charts/graphics for a project	51%	52%	50%
Had an appointment with a counselor to discuss class reqs.	48%	61%	41%
Heard, seen or discussed the SLO for your courses and/or programs	47%	55%	42%
Discussed your interests, abilities and plans with a counselor/advisor	43%	57%	39%
Completed an experiment/project using scientific method(s)	32%	40%	32%
Used the SCC library to read materials not assigned by a class	30%	32%	26%
Participated in a student club, organization or government	28%	20%	15%
Attended or participated art, theater, music or dance	19%	23%	13%
Attended or participated in a sport events on campus	11%	14%	9%

Percent of "very often" and "often" participation

Study Hours

More than one half (60%) 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.
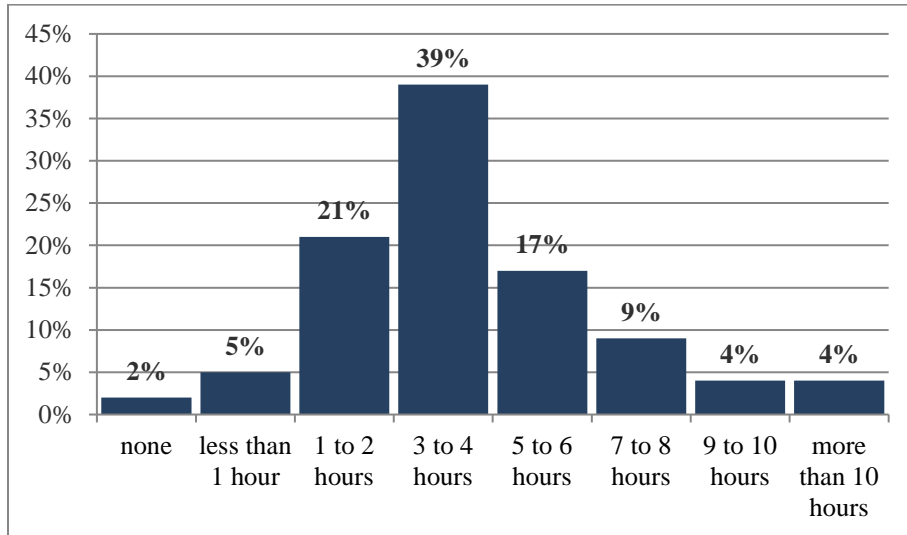
Number of Hours on Campus Other than Attending Class

Other than attending classes, respondents spent very little time on campus. Less than one-tenth (9%) of them spent more than 10 hours a week and nearly one-third (29%) spent NO time on campus participating in non-classroom activities, such as student government, student clubs, library use, performing arts, and athletics.
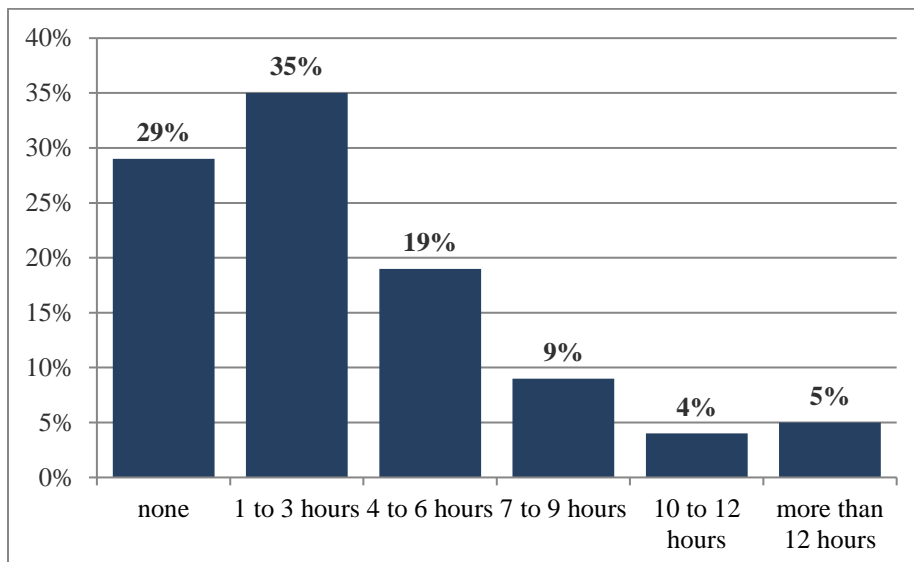
Student Support Programs and Services

Students were asked to rate 28 programs and services made available to them as they study at SCC. The second column in the table below shows the percentage of respondents who 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 and services (at least 70% of respondents) are those "required" such as Registration, Bookstore, Admissions and Records, Library, and Counseling Center, in order to select and enroll for their classes, complete their assignments, etc. The remaining 23 programs and services offered to students are <u>not</u> 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 Success Center	36%	34%	44%	15%	2%	5%
Admissions & Records	80%	38%	51%	7%	2%	2%
Bookstore	85%	41%	42%	14%	1%	2%
CalWORKs	18%	29%	45%	26%	0%	0%
Career Center	25%	28%	49%	19%	2%	2%
Child Development Center	9%	31%	44%	25%	0%	0%
College Assistance Migrant Prg (CAMP)	10%	35%	35%	24%	6%	0%
Counseling Center	72%	38%	41%	14%	3%	4%
Disabled Student Programs & Services	18%	57%	33%	10%	0%	0%
EOPS	18%	57%	27%	16%	0%	0%
Financial Aid Office	51%	41%	45%	11%	1%	2%
Health and Wellness Center	29%	55%	29%	12%	2%	2%
High School & Community Outreach	21%	51%	34%	15%	0%	0%
Honors Transfer Program	12%	25%	40%	35%	0%	0%
Job Placement Office	10%	24%	35%	35%	6%	0%
Language Lab	19%	31%	41%	22%	3%	3%
Library	79%	57%	36%	7%	0%	0%
Math Study Hall (MaSH)	43%	34%	52%	5%	7%	2%
Online Student Services	45%	38%	43%	14%	5%	0%
Pathways to Teaching	15%	50%	23%	27%	0%	0%
Registration	88%	39%	43%	16%	1%	1%
Scholarship Services	23%	39%	35%	13%	13%	0%
STAR Center	19%	34%	41%	22%	3%	0%
Student Life & Leadership	24%	41%	29%	28%	2%	0%
Student Placement	35%	33%	47%	20%	0%	0%
Testing Center	29%	29%	46%	23%	0%	2%
Tutoring Center	20%	30%	49%	9%	3%	9%
Veterans Services	10%	41%	29%	24%	0%	6%

Overall, regardless of the number of users, participants rated the quality of the various support programs and services from a low of 59% to a high of 93% "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.

For 2016, respondents rated most programs significantly lower than 2015 respondents. The most significant positive changes between 2015 and 2016 include Child Development Center (+20 percentage points) and Disabled Student Programs (+9 percentage points) and the highest negative changes include Job Placement Office (-20 percentage points) and the Honors Transfer Program (-17 percentage points). Please note these four programs had less than 10% of survey participants responding; therefore, percentages do fluctuate greatly.

Ratings of SCC Programs and Services, 2014-2016

	2016	2015	2014
Library	93%	91%	91%
Disabled Student Programs	90%	81%	66%
Admissions & Records	89%	90%	86%
Financial Aid Office	86%	89%	84%
High School & Community Outreach	85%	81%	65%
EOPS	84%	88%	76%
Health and Wellness Center	84%	86%	76%
Bookstore	83%	83%	79%
Registration	82%	86%	83%
Online Student Services	81%	83%	-
Student Placement	80%	77%	-
Counseling Center	79%	86%	79%
Tutoring Center	79%	-	
Academic Success Center	78%	-	-
Career Center	77%	-	-
Math Study Hall (MaSH)	76%	84%	83%
Child Development Center	75%	55%	54%
STAR Center	75%	-	
Testing Center	75%	72%	71%
CalWORKS	74%	70%	-
Scholarship Services	74%	84%	69%
Pathways to Teaching	73%	81%	-
Language Lab	72%	79%	73%
College Assist Migrant Prog (CAMP)	70%	68%	54%
Student Life & Leadership	70%	-	-
Veterans' Services	70%	73%	58%
Honors Transfer Program	65%	82%	65%
Job Placement Office	59%	79%	56%

Percent of "good" and "excellent" ratings

Characteristics of Survey Respondents

Demographics and Characteristics

The majority of respondents are under 26 years of age (68%), female (64%), and either White (45%) or Latino (45%). Please note that respondents may consider themselves to be more than one group.

Nearly two-fifths 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.

Many respondents attend SCC due to location, cost and ability to complete lower-division coursework. Again, please note that respondents may have more than one reason to attend SCC.

Ethnicity*	
African-American	3%
American Indian/Alaskan Native	3%
Asian	11%
Filipino	2%
Latino	45%
Pacific Islander	2%
White	45%
Other	8%
Age	
17	3%
18	7%
19 yrs.	18%
20 yrs. to 21 yrs.	24%
22 yrs. to 25 yrs.	16%
26 yrs. to 29 yrs.	8%
30 yrs. to 39 yrs.	10%
40 yrs. to 49 yrs.	8%
50 yrs. to 64 yrs.	5%
65 yrs. and over	1%
Gender	
Male	36%
Female	64%
Attending other colleges/universities?	
Yes	36%
No	64%
Reasons why participants chose to attend SCC:*	
Location	70%
To complete lower-division requirements for transfer	48%
Cost	47%
Course Offerings	39%
Recommended by family/friend(s)	25%
Program Offerings	24%
Recommended by high school counselor/teacher	12%
Other reasons	8%

*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. The 2016 participant pool is very similar to that of 2015 group.

Few respondents (4%) 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.

About one-tenth of the respondents have requested and received assistance for their learning, physical, psychological and/or medical conditions. And nearly one-half (47%) of respondents applied for and received financial aid.

	2016	2015
United States Military Status		
Currently active military	.39%	.20%
Dependent of currently active military	.78%	.20%
Member discharged within last year	.00%	.40%
Member discharged over a year ago (veteran)	2.7%	2.2%
None of the above	96%	97%
Foster Youth or were in Foster Care System		
Yes	1%	1%
No	95%	96%
Decline to state	4%	3%
Received/Requested assistance for learning, physical, psychological and/or medical condition		
Yes	10%	7%
No	86%	89%
Decline to state	4%	4%
Apply and received financial aid at SCC		
Yes	47%	32%
No	45%	58%
I wanted to, but did not know how to	4%	6%
I did not know that I could	1%	2%
I do not remembered/I don't know	3%	2%

Family Background

Over one-half (58%) of respondents live in households with four or more members; while 9% of the respondents live alone.

Over one-third (34%) of the respondents stated an annual family income above $40,000, and more than one-quarter did not know their household income.

One-quarter (26%) reported that they are unemployed; ten percentage points less than 2015 respondents.

	2016	2015
Number of members in the household		
Only myself	9%	7%
2-3 members	32%	35%
4-5 members	45%	47%
6 or more members	13%	11%
Number of people you support		
None, supported by someone else	46%	55%
Only myself	32%	27%
2-3 members	16%	14%
4+ members	6%	4%
Respondents' annual household income		
$\leq$ $12,000	15%	15%
$12,001-$18,000	6%	7%
$18,001-$24,000	8%	7%
$24,001-$30,000	6%	5%
$30,001-$40,000	5%	6%
>$40,000	34%	29%
Do Not Know	26%	31%
Respondents' employment status		
Work full time	24%	20%
Work part time	42%	41%
Unemployed, but would like to work	3%	10%
Unemployed, do not care to work	23%	26%
Homemaker	8%	3%

Slightly more than one-third of respondents (34%, 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, one-quarter of the students (26%) have both parents with college degrees.

Father's Education	Mother's Education			Total
	No College	**Some College, No Degree**	**College Degree**	
No College	**34%**	6%	4%	44%
Some College, No Degree	4%	8%	6%	18%
College Degree	6%	6%	26%	38%
Total	44%	20%	36%	100%

Additional Comments Respondents Shared

Overall:

- You have a very nice campus. (4)
- Great College! So very glad I traveled 100 miles one way to go to this college. It was worth IT! The professors were so interesting, and they loved to teach their field of study and it showed in how they taught the students. I learned so much.
- I love this school. Definitely glad I chose it.
- I love SCC. I always find something new to help me.
- SCC is coooool.
- My experience at SCC has been excellent. I would continue my education at this facility definitely if I was not moving to another state.
- Absolutely love, love, love SCC - wish I could have stayed and received my BA there.
- Keep up the great work. I appreciate and value the services and education SCC provides.
- I couldn't have been happier with my experience at SCC.
- SCC was a great school, I definitely learned a lot both in class and as a college experience and helped me to prepare for transfer.
- SCC is a tranquil campus. I really feel like I can get work done and still be entertained with all the activities and information booths.
- I want to register for classes, but I missed my registration date.
- It is really difficult to find out about clubs. There are clubs that I wanted to look into but there were no resources on the SCC website.
- I like that SCC takes time to come out to high schools and help students with college concerns.
- I did not appreciate being dismissed in front of my classmates when "cutting to the core" by an 'Ivory Tower' know it all.
- What internships do you offer for high school students?
- I've had a productive and enjoyable experience at SCC. I am transferring and adequately prepared to begin my upper division studies at SDSU, and it's all thanks to SCC.
- I haven't used the library for reading materials or research, but used it often to study. I came to SCC with a prior BA with plans to get the prerequisites for professional school. I am very impressed with the resources and instruction I have received.
- Online courses are filled with busy work...overload of work! Asked to meet with other students to finish a paper?
- Why do you need to know our ethnicity?
- I've been coming here for 3 years and am about to transfer. One suggestion I recommend to incoming freshmen is to take a counseling course to help them integrate into the college life. To know what is expected for them to succeed, that what they did in high school to pass won't be the same in college.
- Student learning outcomes are a waste of time; that is what exams are for. Get rid of common core.
- The online system for financial aid was difficult to figure out.
- Supplemental instruction has assisted me greatly.
- **EOPS office rocks.** I appreciate everyone there!
- Disappointed
- PLEASE GET A THEATER!!!!! AND PUT MONEY INTO THE ARTS PLEEEAAASSEEE!!!!
- I need some help with financial aid and I would like some more law enforcement classes.
- I wasn't aware that you must maintain an average GPA of 2.0 or above to receive financial aid until award date.

- Pretty upset about the dismissal for fall 2016. Did not know that you guys would just tell me I can't attend because I'm having a hard time. My goal is to finish college not feel stagnate because of my GPA. I paid my own way for classes that I should've been more aware weren't the classes for me, but I'll just have to work to save up for full-time classes in the spring. I had a class schedule to have me graduate in spring of 2018. I guess it won't happen until probably spring of 2019. I'm a positive person so I learn from my mistakes, but really? Dismissed? Whatever. I'll be back to finish my GED.
- Give high school credit for elective classes
- Free testing for learning disabilities would be great. Since I myself cannot afford the test.
- I really hope that these comments are looked into and taken seriously. These students that are attending your school aren't just money pits. They go to your school to be taken seriously and get an education. It's your job to make sure that you give them the tools to do so.
- As a veteran, the SCC Honors Program was vital to my success. I was exposed to other students who shared my sense of commitment to studies, despite the significant age gap. The MOST beneficial opportunity the Honors Program afforded me was participation in the HTCC Research Conference. The importance of the undergraduate research opportunity the conference provided cannot be overstated.
- Policy and rules regarding library study room use is ridiculous. Students are not treated like adults and there is a lack in trust unlike at other schools. There is a lack of sincerity between counselors and students where they don't care about the students.
- The transfer center and counselors were amazing. The STEM program was great, with helpful and encouraging counselors. The star center and MaSH lab were most helpful.
- The last experience I have had with a math class in the spring semester has soured anything left that I had nice to say about SCC. I spent upwards of 6 hours with a math tutor in the tutoring center EVERY SATURDAY and emailed my teacher repeatedly for help and it didn't help me one bit. My teacher stopped responding to my emails when I was asking for suggestions to get help outside of the tutoring center, and the ONE out of 7 tutors who knew how to do statistics in the lab barely spoke English and half the time didn't know how to complete the math problems. How do you expect students to succeed if you place tutors in the math center that don't know how to tutor?
- I have incurred more miscellaneous fees at this school than ANY other school I have been to. I submitted a complaint to the school about this "health fee" you make students pay. EVERY TIME I register, I have to pay health fees, parking fees, etc. I have never used the health center and my guess is that most students don't. Your school is making students pay a state mandated fee so you don't have to pay, which is ridiculous. As a final aside, I don't think I have EVER encountered a pleasant staff at that school. The teachers are probably the best thing about this school.

Class Availability:
- There were at least three Physics 250B classes taught during Spring 2016 and no Physics 250C offered for Fall 2016. Why is that? Shouldn't at least one be offered to give students the opportunity to finish the sequence and not have to wait for a year?
- I wish SCC offer more science classes in the evening, it would be much more convenience to attend classes at SCC vs. SAC.
- Additional course offerings in mathematics and science.
- I would really like to be able to advance to the next level of learning (Italian 102) without changing campuses. The instructor for this course (Italian 101) was excellent and I'd relish the opportunity to study the next level with her.
- In spite of an excellent college I had to ditch SCC for IVC which had 4 times more summer course offerings. I also thought student job placement could use more staff and funding.
- I wish that some classes were offered more frequently versus having them only in the fall or only in the spring.
- Please get more computer science classes!
- I wish SCC would provide more classes for students especially students that are in STEM majors.

- I am an honors student and a STEM major and no one advised me about preregistration, especially for STEM classes. I saw two DIFFERENT counselors and no one said anything. I also never received an email about it. I even asked several times if there was any way to qualify other than playing sport or being a veteran. Now as I register for Fall 2016 there is no availability for the classes I need to take.
- I love everything about SCC except the way computer classes are organized. I would love to sit down with the scheduler or whoever picks the classes and talk about a better schedule.
- I wish there were more levels of Italian offered.
- Add more classes.
- More online or late night classes offered in all subjects for people who are returning to school.
- I would like to have more classes offered online.
- I love the online as well as the hybrid classes. I understand that junior college is for full time students coming out of high school, but I would love to see more classes for the older folks. My experience with SCC has been excellent. Keep up the good work!
- SCC should provide more online courses. It would encourage more independent studying.

Counseling:
- My counselor was incorrect with my needed classes for transfer so I am delayed a semester.
- The counselors are horrible at their job. Four of the seven counselors I met gave me the wrong information. The good ones were the old honors counselors: **Tran and Robert**. Students shouldn't be required to see counselors when they are so incompetent at their job.
- The counselors need to be more respectful to student's rights. I don't feel that students are being treated properly. It totally disrespectful. Thank you.
- Counselors are discouraging and rude. I have seen counselors so many times and not even once I was satisfied. I was never told how that AS-T works. I was given education plan, but was never told to take a mixture of general education classes and transferrable classes. I would recommend going to IVC instead. They have more classes and better teachers. SAC is way better than SCC too.
- Every time I met with a counselor, they tell me different things pertaining to my major and my education plan. It is very confusing.
- Overall, I've had an excellent experience as a student at both SCC and SAC. My instructors have all been excellent and very helpful. The transfer center has also been an excellent help. The campus is very accepting, safe, and provides a great student experience to prepare us for our future. My only complaint is I feel some educational counselors at SCC don't take time to understand students' need.
- Counselors are discouraging and rude. I went to see a counselor during summer and they did not even pull up transcript on their web advisor instead I was asked to pull it up on my phone.
- It would be nice to have school counselors, bookstore, library etc, available on Fridays. It is inconvenient to working students to have limited access to bookstore, library or school offices. Saturday would also be appreciated, but Friday would really help.
- When I went to the counseling center to ask about the classes I needed to take, the counselor was incredibly harsh and made me feel like I wasn't a person.
- I would like to express a deep concern for the counseling center. Over the course of several semesters I have seen more than 10 counselors (not by choice). I have been tossed around to so many different counselors that each time it takes over an hour for the new counselor to catch up and figure out how to help me. Most recently, a counselor told me something about my credits that the previous nine had NOT EVEN NOTICED which resulted in me having to take MORE general education courses than I had anticipated, thus pushing back transferring to the universities. The overall scheduling and handling of students in the counseling center, as well as the knowledge the counselors have is extremely concerning.
- The counselors are very helpful with choosing the right classes for your major.

Facilities/Security:

- The STAR Center needs more seating. The tutoring center is hardly open, but MaSH is a great program! The bookstore gets crowded very easily, and the cafeteria needs better selection of hot and healthy meal options.
- The science building has no seat to wait for class to start. The cafeteria is really small.
- The MaSH lab could use more staff still some mingling when plenty of people need help, if you cannot afford to staff the needs of the students. The lab should not be charged at a cost when you are there to help students. English building needs some work. Kind of makes me wonder where the cost of tuition is going towards (it's clear it's not towards the school). Women's bathrooms could use a lot more TLC, sometimes I don't bother to drink anything because I know that when I go to the bathroom I never know what I might get. And would much rather go at home. Need to have better organization when it comes to the instructors who take maternity leave. Every student's nightmare with math (who struggles) to get anything done when there was horrible communication when it comes two instructors who went on leave. I came from Saddleback College where everyone talks about how great this school. I want to know what they were smoking! If it wasn't for the fact that I put so much time and effort into this school, I would probably go back to Saddleback. I give you credit the instructors who go above and beyond their pay grade really do care about their students. But if you can't get financial aid and are paying out of pocket, I don't think I could recommend this school to anyone I know I unless they live nearby.
- Please get new desks in the math classrooms. Math is a difficult subject for a lot of people and uncomfortable desks make the class harder to get through. Nicer desks would encourage me, personally to sit through a class that I don't particularly enjoy. Thank you.
- Please expand food options for students. The cafeteria has limited variety, and sometimes there wasn't enough time in-between classes to leave campus and eat.
- Classrooms are not properly secured in the case of a school shooting or anything of that nature and makes me feel very unsafe. Doors need to be able to lock from inside and Windows should be high up and hard to enter. Doors should not be made of glass.
- There is no way to lock the doors in the H building in the case of a school shooting. Also, the doors are made of glass and so anyone can see in and break in. Just something to keep in mind with the way shootings have been increasing over the past few years.
- I've noticed incoming (new) students have a difficult time finding classrooms, such as the Honors Rooms in the H building and the Health and Wellness Center. I believe it would be beneficial to have an additional map of the campus near the fountain instead of the single campus map we have between the A and B buildings.
- Expanding the food services and facilities will be appreciated.
- Food on campus is extremely lacking. Please consider more options and healthier options.
- Increase the safety of our campus. SCC is a beautiful campus but it is also very open.
- Increasing security on campus during evening and night classes would encourage female students and teachers to attend night classes, especially in the parking lots.
- Please recycle more.
- It would be nice if transportation could be provided.
- The printers in the library do not take change, so you waste money because you must spend only dollar bills even though you may only need to print one page for 10 cents. This is especially frustrating if one does not use the printers often enough to need a card loaded with more money than is needed for one print job.
- The creation of rules with no backing and enforcement of rules when no harm is being done has put a slight sour taste in my mouth about this school. If these subtle little things weren't in the equation, I would rate this school extremely well.
- I really appreciate that parking is affordable.

- The E-Cig rules are anti-science. I have had a faculty member come up to me in the parking lot telling me that I'll be dead in 20 years for using one. Absolutely disgusting. If rules were made based upon evidence, your staff wouldn't make assumptions. If this is supposed to be an educational facility and things like that happen, something is terribly wrong. This happened to me about a year ago, and it bothers me to this day. It will never leave my thoughts when I think about this school that this happened to me. It also bothers me that if I am in the very back of the school standing by myself, making sure that nobody is around me, a security guard will still come and yell at me for not standing in exact spot using my E-Cig. I understand why they congregate the smokers, to avoid littering. But this is ridiculous.
- Get rid of the stupid safe spaces I saw there it's sickening too see this cultural Marxist drivel on a college campus of all places and whoever put that there should be ashamed for encouraging dismantlement of freedom of speech.
- I love the size of the campus so it is not too overwhelming to come from high school to the campus
- A parking lot would be nice.
- I have called security on at least a half a dozen occasions to express concern for my safety as well as other student safety because of the parking lot near the gym (the one at the top of the H building). Cars speed through there at 20+ MPH and they drive in the opposite direction when the signage clearly states that the flow of traffic should be going the other way. I have come face-to-face with someone tearing through there on multiple occasions which almost resulted in an accident. Each time I call security no one came and the one time someone did come the SECURITY OFFICER WAS DRIVING IN THE WRONG DIRECTION TOO! I don't feel safe on campus (to say the least) when our security officers don't even respond when we call for help.

Faculty/Staff:
- My experience here has been terrible! The financial aid offices offer little to no help even though I supplied all required information and was told I was eligible to receive financial aid, yet I received not a single dime. I paid for everything out of pocket which required me to hold down a part time job, which in turn made my grades suffer.
- I have enjoyed my time at SCC thus far but I did have some not-so-great moments with the Financial Aid and the Admissions and Records staff. I feel these offices do the least amount of work possible and don't go the extra mile to assist students. Rather they make you feel as though you are a burden to them. Both of these offices and their processes seem antiquated and require you to shuffle around unnecessary paperwork to the different areas that are in the same building. This is an inconvenience to students. There should be processes in place that eliminate the need for in-person paper shuffling and more opportunity for needs to be met online. Because of these two areas, it tarnished my overall experience with SCC but nonetheless I feel I got a great education and was able to meet my goal to transfer. Hopefully there are no more obstacles to me finishing my last semester here before I transfer. The overall feedback is that these departments need to evaluate their processes and streamline them to benefit the students and to ensure that it is considerate of their time and effort.
- There is a teacher _____ who teaches Math 105. She cannot teach the subject at all, there is no organization in her lessons, and she does not help when students need it.
- It's not the school that's bad, it's some of the professors and staff. They're some that are really swell and nice, while others are shrewd.
- I think teachers should be more available to help their students when they are having trouble.
- Biology teacher, _____, is awful, the worst I've ever had. She is rude and hard on students.
- I am really enjoying the gemology program. The instructors are very good and I have learned a lot. Thank you!
- The teachers are friendly.
- My professor **Nicole Lindenstein** was the best ever! Can't wait to come back next spring, praying you offer Italian II.

- I appreciate the level of instruction I have received from this institution and the ability to participate in a variety of programs that have shaped me into a more responsible, independent young adult. The only complaint I would have about SCC is the level of political bias shared by campus instructors - as a conservative, I often felt alienated in class discussions when they would be clearly leaning in favor towards a liberal opinion. For a campus whose aim is to include everyone, some students feel isolated. I would appreciate if a more inclusive environment.
- Overall my experience has been good at SCC. My one frustration falls with the instructors that do not use technology. Students are expected to use Blackboard and WebAdvisor so every instructor should be required to post announcements and grades using the same technology. It is helpful to track grades online throughout the semester. I feel like I've taken a step back in time as my entire schooling experience, my teachers have all used some system like Blackboard to communicate with students.
- During my time at SCC, I had the good fortune of having some excellent instructors, but the instructor that I believe embodies the credit for most of my answers to the questions on this survey is **Mr. Rick Adams**. He promotes ideals and assignments that truly promote cultural acceptance, embracing diversity and above all use of critical thinking skills in navigating the world.
- Some of the new math teacher wasted our time. When we have 2 weeks to finals, instead to review or ask if we have questions. He signs us up to do a project/presentation on a new chapter in math book that was not even on the final. He just wants us to feel that it is hard to teach math. He really wasted our time. Result lower grade at final for students.
- For the first time in over 2 1/2 years at SCC I felt let down, in my Environmental Law class, not comedy 101, or fluffy live. My instructor did not use BlackBoard or PowerPoint, is always late to class and always had erasable markers for him because he failed to bring them to write on the chalk board. We need more educators like **Mr. Deeley** and **Lisa Little**.
- I wanted to work in the water industry and SCC is the only place locally that offers these courses. I am not too involved with other students, but whenever I have/need extra clarification on topics I make sure to ask the professors about the topics that were a little unclear. Course loads are light and I have received A's in all of my classes as well as passed the State Water Resources Control Board Grade 1 & 2 exams for Drinking Water Treatment. I am glad SCC has been available for me to continue my education to begin a career in the water industry.
- The last math class I took the professor did not seem to teach very well. I guess math is a difficult subject to teach but I learn best conceptually and he/she only taught us to memorize rules and never went into much detail on why we do this to solve problems or even what everything represented. It was difficult and I went to other resources to really teach me the material.
- Partnering with union programs should be reviewed and subject to in-class observation to see that students in the union training centers actually learn something during the week in which they are forced to miss work for "training". Training typically consists of an instructor who struggles with English reviewing information that students have already learned on the job. It is a poor program and should not receive any government money or assistance. As a college administrator I would not want to be associated with such a poor program, though I realize that government money is a big motivator.
- Some teachers have really bad attitudes and are rude/condescending which is not helpful at all.
- If students cannot miss more than 3 days of class neither should teachers. I've had multiple teachers that have cancelled class more than 3 times due to personal issues and it has affected my learning.
- Your accounting program is garbage. Get off _____ and actually teach.
- _____ is very knowledgeable in his field. However, my impression is that he has taught for so long he's in a routine and hasn't made any changes in years. His method of teaching is somewhat intimidating he doesn't have time for slow learners...at all. He's a great guy and funny but I ended up dropping his class. I did start the course with a lazy attitude but when I got going and put in the effort, his style of teaching was not helpful for me. Class started with 37 students and ended with maybe 12? That says a lot.
- I'm surprised we don't do teacher evaluations in class anymore. Some of my teachers have been terrible and not provide material or support for students. I think the teacher evaluations should be brought back so the students have a voice and teachers are held accountable.

- I enjoyed psychology with **Barrett**…good for my gpa and opened my mind to some ideas I hadn't considered. **Rick Adams** is a great English teacher but somewhat disorganized and very tough; not for the faint of heart. _____ is a disaster in every sense of the word and managed to completely ruin my accounting class. I am saddened by the lack of response from the administration concerning the hurdles I faced with _____, and will not be returning to your school because of it. I hope that you may glean some knowledge from what I have brought to you, and that you may learn from it and apply it towards the betterment of your future students.
- I really enjoy the survey/mapping program and its staff. I'm excited to learn more.
- I've been to four colleges and I've never felt more comfortable at a school before. I have also never had more caring teachers. Keep up the great work.
- I loved my experience at SCC. This had a lot to do with the wonderful staff, such as **Lisa Camarco, Rick Adams, and Dora Escobar, and Loretta Jordan**. THANK YOU SCC...go HAWK!
- The accounting department is awful and _____ is the worst teacher. She preaches about religion and the school does nothing to stop it even when we complained to the dean.
- Professor _____ for ACCT 101 and 102 expects students to know material on tests that she did not teach, nor was it covered in the textbook. She also hesitates to answer questions, and once told me to "think logically" instead of explaining something it to me. She is not helpful at all, and often puts her personal matters first before helping students, especially in her online classes. Additionally, she also preaches about her faith in Christianity, which is not appropriate at a public school. It's problematic because she could be using that time to help her students with accounting, but instead writes long emails about Easter and how Jesus saved us all.

Santiago Canyon College

SCC Student Satisfaction Survey, 2016

Because your education is important to us, we would like to ask you a few questions regarding your experiences and satisfaction with support services you received at SCC. 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 services and programs that you have used at Santiago Canyon College:

	Have Not Used	Excellent	Good	Average	Below Average	Poor
Academic Success Center	○	○	○	○	○	○
Admissions & Records	○	○	○	○	○	○
Bookstore	○	○	○	○	○	○
CalWORKS	○	○	○	○	○	○
CAMP (College Assistance Migrant Program)	○	○	○	○	○	○
Career Center	○	○	○	○	○	○
Child Development Center	○	○	○	○	○	○
Counseling Center	○	○	○	○	○	○
Disabled Student Programs & Services	○	○	○	○	○	○
EOPS	○	○	○	○	○	○
Financial Aid Office	○	○	○	○	○	○
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 Life & Leadership	○	○	○	○	○	○
Student Placement	○	○	○	○	○	○
Testing Center	○	○	○	○	○	○
Veterans Services	○	○	○	○	○	○
STAR Center	○	○	○	○	○	○
Tutoring Center	○	○	○	○	○	○

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

	Stronlgy Agree	Agree	Neutral	Disagree	Strongly Disagree
The College is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality.	○	○	○	○	○
The College supports a community of diverse cultures.	○	○	○	○	○
I feel a sense of belonging to this campus.	○	○	○	○	○
I feel safe on campus.	○	○	○	○	○
Faculty and staff care about me as individuals.	○	○	○	○	○
The College provides an environment that encourages my personal growth.	○	○	○	○	○
The college environment promotes mutal respect between students and faculty.	○	○	○	○	○
I can achieve my educational goal at this college.	○	○	○	○	○
I would recommend Santiago Canyon College to a friend or family member.	○	○	○	○	○

4. Why did you choose to enroll at Santiago Canyon College? (select all that apply)

- ☐ Cost
- ☐ Location
- ☐ Course Offerings
- ☐ Program Offerings
- ☐ To complete lower-division requirements for transfer
- ☐ Recommended by family/friend(s)
- ☐ Recommended by high school counselor/teacher
- ☐ Other (please specify)

  [   ]

5. Your gender:

- ○ male
- ○ female

6. 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

7. Your ethnic background: (select all that apply)

- ☐ African-American
- ☐ American Indian/Alaskan Native
- ☐ Asian
- ☐ Filipino
- ☐ Latino
- ☐ Other
- ☐ Pacific Islander
- ☐ White

8. Have you or are you currently serving in the United States military? (select 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

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

☐ Yes

☐ No

☐ Decline to state

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

☐ Yes

☐ No

☐ Decline to state

11. 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

I am not eligible (please explain why)

[   ]

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

○ no

○ yes, name of other college:

[   ]

13. 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

14. Your gross household income for 2015: (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

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

[   ]

16. How many people did you support (provide more than half of their housing, food, and expenses in 2015? (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

17. 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

18. 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

19. 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

20. 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

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

SCC Student Academic Preparation Survey, 2016

Because your education is important to us, we would like to ask you a few questions regarding your perception of the academic preparation you are receiving at SCC, as well as your satisfaction with support services. 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 and develop logical models, hypotheses and beliefs	◯	◯	◯	◯	◯	◯
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, while creating connections across disciplines	◯	◯	◯	◯	◯	◯
Learn about professional conduct, including workplace and community ethics, conflict management, 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	◯	◯	◯	◯	◯	◯
Act as a responsible community member who treats others with respect, civility, empathy, honesty and dignity	◯	◯	◯	◯	◯	◯
Act to increase the wellbeing of the global community by maintaining cultural literacy, lifelong learning, ethical consideration of each other, and the environment we all share	◯	◯	◯	◯	◯	◯

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

SCC Student Academic Preparation Survey, 2016

7. 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 degree to which you agree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The College is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality.	○	○	○	○	○
The College supports a community of diverse cultures.	○	○	○	○	○
I feel a sense of belonging to this campus.	○	○	○	○	○
I feel safe on campus.	○	○	○	○	○
Faculty and staff care about me as individuals.	○	○	○	○	○
The College provides an environment that encourages my personal growth.	○	○	○	○	○
The college environment promotes mutual respect between students and faculty.	○	○	○	○	○
I can achieve my educational goal at this college.	○	○	○	○	○
I would recommend Santiago Canyon College to a friend or family member.	○	○	○	○	○

9. Why did you choose to enroll at Santiago Canyon College? (Select all that apply)

☐ Cost

☐ Location

☐ Course Offerings

☐ Program Offerings

☐ To complete lower-division requirements for transfer

☐ Recommended by family/friend(s)

☐ Recommended by high school counselor/teacher

☐ Other (please specify)

[   ]

10. Your gender:

○ male

○ female

11. 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

12. Your ethnic background: (select all that apply)

- [ ] African-American
- [ ] American Indian/Alaskan Native
- [ ] Asian
- [ ] Filipino
- [ ] Latino
- [ ] Other
- [ ] Pacific Islander
- [ ] White

13. 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

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

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

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

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

16. 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

17. 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

18. Your gross household income for 2015: (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

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

[   ]

20. How many people did you support (provide more than half of their housing, food, and expenses in 2015? (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

21. 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

22. 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

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