



# Santiago Canyon College Former Student Survey

December 2005

## Introduction

Prompted by recent slowing trends in enrollments, the RSCCD Research Department surveyed 704 students who were enrolled in classes at Santiago Canyon College (SCC) in Fall 2004 and/or Spring 2005, have completed at least 12 units of transfer-level classes, have not graduated, have not transferred to the universities, but did not return to SCC in the Fall 2005 semester. This group of students is considered “serious” and/or “committed,” those who have made a conscious choice about a college education. In other words, they would be expected to return to SCC/SAC, yet did not. The purpose of the survey was to identify these students’ reasons for not returning. Completed questionnaires were returned by 39 respondents, or 6% of those surveyed.

## Summary of Findings

Overall respondents were very positive in their assessment of SCC. Respondents were generally pleased with their overall impression of SCC student life and the social and campus environment and extremely satisfied with their experience with SCC.

The majority of respondents did not return to SCC because they were either attending another community college (36%), family or personal problem (15%), work schedule conflict (15%) or completed their objective (13%). Several respondents even assured us they would be returning next semester!

- 82% of respondents were very pleased or pleased with their overall impression of SCC student life and the social and campus environment.
- “Appearance and maintenance of grounds/facilities” received the highest rating in excellent and good (98%).
- “Friendliness/courtesy/helpfulness of faculty/staff” was rated “excellent” or “good” by 92% of respondents.
- 88% of respondents reported “ability to register for classes you want/need” and “campus safety/security” were excellent or good.
- 71% of respondents reported there was nothing SCC could have done differently that would have encouraged them to remain enrolled.
- Although 29% of respondents stated that SCC could have done something differently to retain them, those possibilities varied widely, including: desired sections were full, wanting more online and weekend courses, and not liking the classes they had enrolled in.
- 97% of respondents would recommend SCC to their family and/or friends.

## Characteristics of Respondents

Respondent characteristics were comparable to those of the SCC population. The majority of respondents were under the age of 30 (73%), enrolled in courses full time (59%), and took classes during the day (45%). Most respondents worked at least part-time (87%) and were attending school to obtain an AA/AS degree and/or transfer (72%). In their free time, respondents like to spend time with family or friends, studying, read, or exercising.

## Detail of Responses

### What was your overall impression of SCC student life and the social and campus environment?

- 41% Very pleased
- 41% Pleased
- 15% Just okay
- 3% Not pleased
- 0% No opinion

### Based on your experiences and satisfaction, please rate the following criteria by circling the appropriate numbers below:

	Excellent	Good	Average	Below Average	Poor
Campus environment (activities, students, teachers, etc.)	41%	41%	15%	3%	0%
Effectiveness of classroom learning experiences	41%	36%	20%	3%	0%
Ability to register for classes you want/need	56%	32%	9%	0%	3%
Variety of courses offered	33%	36%	23%	8%	0%
Class size (number of students in a class)	49%	39%	13%	0%	0%
Friendliness/courtesy/helpfulness of faculty/staff	51%	41%	8%	0%	0%
Appearance and maintenance of grounds/facilities	49%	49%	2%	0%	0%
Campus safety/security	49%	39%	10%	3%	0%

### Why did you not return to SCC this semester?

- 36% attending another college/university
- 15% family or personal problem
- 15% work schedule conflict
- 13% completed my objective
- 8% desired classes not offered/classes full
- 8% I moved
- 3% financial conflict
- 3% medical reason
- 3% I am too busy
- 3% I didn't like (the attitude of teachers)
- 28% Other:
  - Pregnancy/had a baby (2)
  - Your school wouldn't let me in.
  - Wedding preparation.
  - I am serving a two-year mission for my church. I will be back in Fall 2007.
  - I was suspended one semester for not reaching the grade requirements.
  - Didn't register on time.
  - Went to pharmacy school.
  - Attending Fire Academy in Redlands.

### Is there anything SCC could have done differently that would have encouraged you to remain enrolled?

- 29% Yes
  - Mostly my experience with some instructors was less than satisfying. (2)
  - It would be nice to have more online classes.
  - They could have not suspended me.
  - Offer more general education classes on weekends.
  - Let me enroll next time and maybe I will go back to school.
  - There are no horticulture classes
  - Took a class at SAC. Teacher was an ineffective communicator and learning stupid. Will return to SCC next semester. Teacher did not have command of the English language.

71% No

- I will be returning next semester. (2)
- With my new work schedule and the new baby, born in April, my schedule is full.
- I was caring for a friend with cancer. I felt she needed my full attention until her death.
- I had the privilege of attending SCC and loved it. I learned more than at all four of my years at UCI.
- Too much work now.
- I loved going to school here, but I am serving a mission for my church. I look forward to returning and finishing school here at Santiago.
- No, thanks to all the help I received at SCC. Thanks.
- Because I wanted a change in atmosphere since I grew up around this area.
- I am enrolling for intersession due to family and personal problems. I did not have the right mind-frame to attend school or else I would have enrolled last time.
- I took too many classes in the previous semester and was overwhelmed with work, school, and family.

**What was your educational goal when you enrolled at SCC?**

- 53% Transfer with AA/AS degree
- 11% Transfer without AA/AS degree
- 11% Obtain vocational certificate
- 5% Personal development
- 3% Prepare for a new career
- 3% Undecided on goal
- 8% Other (nursing)

**When you were at SCC, when did you take the majority of your classes?**

- 45% During the day
- 24% During the evenings
- 32% Both, during the day and evenings

**How many units did you enroll in during your last semester at SCC?**

- 3% 0-3 units
- 16% 4-6 units
- 22% 7-11 units
- 59% 12+ units

**How old are you?**

- 38% 20 & under
- 35% 21 to 29
- 16% 30 to 39
- 5% 40 to 49
- 5% 50 & older

**Your ethnic background:**

- 3% African-American
- 8% Asian/Pacific Islander
- 18% Hispanic/Latino
- 63% White
- 8% Other

**Your gender:**

- 42% Male
- 58% Female

### What was your employment status at the time you enrolled at SCC?

- 61% 20 hours a week or more
- 26% Less than 20 hours a week
- 5% Homemaker, not employed outside of home
- 0% Not employed, but would like to work
- 8% Not employed, do not care to work

### Would you recommend SCC to your family or friends?

- 97% Yes
- 3% No

### What do you do in your free time?

- Spend time with friends (8)
- Sports/exercise (11)
  - Mountain biking (2)
  - Soccer (2)
  - Off road motorcycle
  - Tennis
  - Swimming
- Read (5)
- Spend time with family (4)
- Study/homework (4)
- Work (3)
- Go to the movies/watch movies (3)
- Go to the mall/shop (2)
- Home upkeep (2)
- Beach (2)
- Take care of my kids (2)
- Have no free time (2)
- Crafts (2)
- Concerts/listen to music (2)
- On the computer/ Internet (2)
- Cook
- Sleep
- Community service
- Sell jewelry/gemstones on the Internet
- Games
- Relax
- Watch TV
- Hike
- Going to new places

### Additional comments respondents had:

- I don't think suspending a student for a semester because he/she did not reach the grade requirements is a good idea because during that semester they are away from school, which is where they need to be in order to gain that much needed knowledge.
- I plan to return to school when my new baby is one year old. At that time she will attend SCC-CDC. My older daughter is currently enrolled in preschool there. See you next fall.
- Sports facility would greatly improve the school.
- I'll be back in January to complete my educational goals.
- Thank you! Great Italian class!
- SCC was a great place to attend and had great programs for transferring.
- The security guy should stop writing tickets and start stopping people from breaking into cars. Give professor **Parrella** a raise! He is a great teacher.
- I had some outstanding professors at SCC: **Mr. Adams**, my favorite professor ever (so far) and **Dr. Cannon**, outstanding.
- Please offer more classes, or same amount, at SCC because SAC is far from my house.
- I love Santiago, and I will be back to finish up my AA and transfer to a college.
- I understand it may be impossible to find instructors that are perfect and no college is exempt, but the instructors I had acted as though they did not enjoy teaching. The majority. I may just be unlucky.
- Encourage students to stay on campus with clubs and other activities.
- You have some terrific teachers at your campus.
- Offer more classes at night versus just Monday/Wednesday or Tuesday/Thursday.
- The math teacher should take problems from the book for tests not makeup impossible questions we've never seen before.