

## **Santa Ana College-School of Continuing Education Student Satisfaction Survey Results, Spring 2019**

**July 2019**

As an educational institution, it is imperative that we regularly monitor student satisfaction to understand how particular issues, if any, impact their perception in program offerings, learning environment, support services and resources available, as well as facilities usage as it relates to the Santa Ana College School of Continuing Education (SAC-SCE). The findings will assist us to serve the educational needs of our adult learners/students.

In late spring 2019, staff conducted an online student satisfaction survey of the continuing education students actively enrolled at the five main SAC-SCE sites (Santa Ana College, Centennial Education Center, Remington Education Center, Godinez High School and Santa Ana High School) as well as other subsidiary sites. The survey provided an opportunity for students to report their levels of satisfaction with the programs, services, and resources available to them at SAC-SCE. In addition, the survey included questions regarding their educational background, demographics, future class offering, quality of services and programs.

This report summarizes the opinions and perceptions of the 625 students who completed the survey. In addition, data is compared to 2017 ratings to assist staff in determining the progress.

### **Summary of Results:**

Respondents come from diverse demographic and economic backgrounds. Slightly over one-quarter (28%) have received some college education and forty-two percent have less than a high school diploma. More than two-thirds of the respondents are 35 years of age or older (67%), female (66%) and Latino (75%). Though respondents identified numerous native languages, nearly three-fourths of the respondents' primary language is Spanish (73%).

Few students are foster youth or were in the foster care system in the past (4%), were incarcerated (2%) and others have served or are currently serving in the United States military (2%). More than one-half (58%) of the respondents stated they reside in households of three or more family members, with annual household income less than \$43,171 per year (71%), while one-half of the respondents stated they are employed or self-employed (52%).

The majority of the respondents (62%) had their own transportation to school. While 61% of the respondents stated they do not have access to a bus pass, about one-half (52%) of the respondents reported they are not interested in using transit. About one-quarter (27%) of the

respondents use their free bus pass at least three times a week. About one-half of the respondents (52%) stated that the having a free bus pass enables them to attend school more regularly. Most of the respondents (82%) rated their experience with riding the bus as “very good” and “good”.

The majority of the respondents (55%) took classes at the Centennial Education Center, 20% at the SAC main campus, 17 % at Remington Education Center, while the rest (10%) attended classes at the Madison Elementary School, Lincoln Education Center, Corbin Family Community Center, Boys & Girls Club, Delhi Community Center and Edison Elementary School. The majority of the respondents (52%) enrolled at SAC-SCE for less than a year, for one to two years (34%) and for three or more years (14%).

The majority of the respondents (67%) attended classes before 5pm, while the rest preferred evening classes (38%) or Saturday classes (8%). Survey respondents came to SAC-SCE for various reason; to learn English (76%), to obtain a better job (40%) and to obtain a Career Education certificate (22%) are the main reasons stated.

- Students have the option to enroll in various programs and some enroll in multiple program. English as a Second Language (78%) and Career Education (CE)/Computer Training (19%) had highest enrollment.
- Respondents’ level of satisfaction with their experiences at SAC-SCE ranged from a low 77% to a high of 96%.
  - Most of the respondents were very satisfied with their classroom experience, convenience of classroom/site location, quality of instruction and availability of classes, campus safety and overall experience at SAC-SCE (94% or above). “Availability of parking” received the lowest satisfaction rating of 77%.
  - Satisfaction with variety of courses offered and availability of classes improved this year with a three-percentage point gain compared to 2017.
  - In contrast, satisfaction with appearance/maintenance of the facility dropped three percentage points (91% to 88%).
- Although respondents do not use many programs and services available to them for support as they pursue their education, satisfaction ratings with most of these services, in general, were slightly higher than they were in 2017.
  - At least one-half of the respondents used six out of the eight programs/services listed. The most often used services were “required” ones in which they need to select and enroll in classes, such as Admissions and Registration Office (96%) and the Assessment/Orientation Office (87%). Both programs received the highest ratings of satisfaction (95% and 93%, respectively).
  - Students’ satisfaction with the Student Development Program/Leadership is up seven percentage points (95% vs. 88% in 2017)
- Respondents rated SAC-SCE both academically and socially while attending. The highest rated category was, “I would recommend SAC-SCE to a friend/family” (96%). Majority of the respondents also “strongly agreed” and “agreed” that “the SAC-SCE environment

promotes mutual respect” and “the College encourages their personal growth” (each 93%). Although still high, the lowest rated category was, “I feel a sense of belonging to this campus.” (90%). Agreement with “college is supportive of all students” statement dropped five percentage points (95% in 2017 vs. 90% in 2019).

- When asked which classes they need to reach their goals, respondents listed many ranging from ESL (77%) to CTE/computer training (27%) to ABE (12%). Note that some respondents selected more than one response option and as a result, the percentage total does not add up to 100%.
- The best forms of advertisement for the SAC-SCE program were word-of-mouth (family and friends; 58%, 10-percentage point drop from 2017) and the class schedule received in the mail (17%, 7-percentage point increase from 2017). Respondents stated email (57%) and text (39%) are the top methods of advertising new courses and/or programs (versus 48% and 56% in 2017)

Respondents were given an opportunity to make additional comments about SAC-SCE. Comments with similar statements were grouped with a number in parentheses to show how many shared that similar view. There were many compliments addressed to staff and faculty, the quality of education, as well as the many programs and resources available; however, they also made suggestions for improvements (such as the need for more classes, childcare, better parking, books and better classroom technology). Staff are encouraged to read the comments, as they are very informative.

**Survey Response Details:**

**Please rate your satisfaction with the following areas.**

	Excellent	Good	Average	Below Average	Poor
Classroom experience	64%	33%	3%	0%	0%
Availability of classes	54%	41%	5%	0%	0%
Variety of courses offered	48%	44%	6%	1%	1%
Convenience of classroom/site location	56%	39%	5%	0%	0%
Quality of instruction	62%	34%	4%	0%	0%
Books and learning materials	51%	42%	6%	1%	0%
Class size (number of students in a class)	45%	46%	8%	1%	0%
Appearance/maintenance of the facility	39%	49%	9%	2%	1%
Campus safety/security	51%	43%	4%	1%	1%
Availability of parking	37%	40%	16%	4%	3%
Availability/access to disabled parking	42%	45%	10%	2%	1%
Overall experience	46%	48%	6%	0%	0%

**Please rate the quality of services and programs that you have used.**

	Level of Satisfaction of Those Who Used Services/Programs*					Have Not Used
	Excellent	Good	Average	Below Average	Poor	
Admissions & Registration Office	55%	40%	4%	1%	0%	4%
Assessment/Orientation	46%	47%	5%	1%	1%	10%
CalWORKS	36%	50%	11%	1%	2%	44%
Child Care Center	47%	42%	9%	0%	2%	55%
Counseling	45%	44%	8%	2%	1%	29%
Disabled Student Programs & Services	41%	50%	7%	1%	1%	49%
Student Development Program/Leadership	43%	52%	5%	0%	0%	43%
Student Transition Program	39%	51%	7%	2%	1%	40%

**How many times have you used the following services over the last year?**

	0 times	1-3 times	4-6 times	7-9 times	10 times or more
Admissions & Registration Office	13%	67%	14%	3%	3%
Assessment/Orientation	35%	58%	4%	1%	2%
CalWORKS	78%	17%	2%	0%	3%
Child Care Center	87%	7%	1%	0%	5%
Counseling	55%	36%	6%	1%	2%
Disabled Student Program & Services	85%	9%	3%	0%	3%
Student Government Development Program/Leadership	78%	17%	2%	0%	3%
Student Transition Program	77%	17%	3%	0%	3%

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

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
SAC-SCE is supportive of all students.	59%	31%	9%	0%	0%
SAC-SCE supports a community of diverse cultures.	56%	36%	7%	1%	0%
I feel a sense of belonging to this campus.	48%	41%	10%	0%	0%
I feel safe on campus.	50%	42%	8%	0%	0%
Faculty and staff care about me as individuals.	45%	45%	10%	0%	0%
SAC-SCE encourages my personal growth.	49%	44%	7%	1%	0%
SAC-SCE environment promotes mutual respect.	52%	41%	6%	0%	0%
I can achieve my educational goal(s) at this college.	51%	41%	6%	1%	1%
I would recommend SAC-SCE to a friend/family.	68%	28%	4%	1%	0%

*What program(s) are you enrolled in? (select all that apply)*

English as a Second Language (ESL)	78%
Career Education /Computer Training	19%
Adult High School Diploma	8%
Adult Basic Education (ABE)	6%
General Educational Dev. (GED)	4%
Programs for Older Adults	4%

*I have attended classes at SAC-SCE for:*

Less than a year	52%
1-2 years	34%
3-4 years	8%
5 or more years	6%

*Do you attend classes? (select all that apply):*

Before 5pm	67%
After 5pm	38%
Saturdays	8%

*How would you prefer to take your classes:*

At a school site (in-person)	74%
Online	2%
Both (half at school site and half online)	24%

*How many days a week would you prefer to attend classes?*

1 day a week	1%
2 days a week	3%
3 days a week	6%
4 days a week	47%
5 days a week	36%
6 days a week	7%

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

English as a Second Language (ESL)	77%
Career Education/Computer Training	27%
Adult High School Diploma	22%
GED/High School Equivalency Test Preparation	16%
Citizenship	13%
Adult Basic Education (ABE)	12%
Classes for Older Adults	9%
Classes for students with disabilities	2%
Other (conversation/pronunciation, career ed., social media, design )	3%

*How did you hear about our classes? (select all that apply)*

A friend/family member	58%
Class schedule I received in the mail	17%
Walked in	15%
Internet	11%
Flyer in the public library	6%
Representatives from SAC	5%
Marquee at SAC	4%
Facebook	4%
Flyer at the EDD Office	3%
Continuing Education Website	3%
Advertisement on my home doorknob	2%
Advertisement in a bus	2%
Newspaper advertisement	2%
Other Social Media	1%
Other (other schools/institutions, church)	4%

*I come to school because (select all that apply):*

I want to learn English	76%
I want a better job	40%
I want to get a Career Education Certificate	22%
I want to get a high school diploma	21%
I want a job	20%
I want to get a Computer Training Certificate	18%
I want to study at a college or university	17%
I want to help my children with their school work	17%
I am interested in personal enrichment/community engagement	16%
I want to become a United States citizen	14%
I want to earn my GED/HiSET Certificate	13%

*How do you prefer to receive information about new courses and programs? (select all that apply)*

Through email	57%
Through text	39%
Through the Continuing Education Website	19%
Through Facebook	18%
Through the United States mail (USPS)	18%
Through telephone (not text)	13%
Through Instagram	5%
Through Twitter	2%
Other traditional methods (classroom teacher, presentations, ASG)	3%

*How do you get to class? (select all that apply)*

I drive	62%
I use public transportation	26%
I walk	16%
I get dropped off by family/friends	11%
I ride my bicycle	4%
I carpool	2%

*Do you have access to a bus pass (free from school, other sources, or purchased on your own)?*

Yes	39%
No	61%

*Please indicate the reason why you do not have a Free Bus Pass (either provided by your school or purchased at your own expense from the school/OCTA)? (Select all that apply)*

I am not interested in using transit	52%
I didn't know I could get one	27%
I do not qualify for a free pass provided by my school	12%
I didn't find the OCTA pass to be a good value	4%
My family does not want me using transit	4%
Other (need additional information including bus routes)	1%

*How often do YOU use your Free SAC Issued Bus Pass? (Check one option)*

Less than once a week	9%
1-2 days a week	4%
3-5 days a week	15%
Almost everyday	12%
I don't have one	60%

*The Free Bus Pass enables me to: (Check all that apply)*

Attend school more regularly (miss fewer days)	52%
Save/potentially save money on gas and other car-related expenses	35%
Not hassle with finding parking at school	28%
Participate in more after-school activities	26%
Access more work opportunities	25%
Reduce my environmental footprint (e.g., reduce pollution and gas consumption by not driving)	24%
Have more flexibility in travel times as I don't have to wait for others to give me a ride	24%
Socialize more with family and friends	15%
Participate in more extra-curricular activities away from school	14%

*Overall, how would you rate your experience with riding the bus?*

Very Good	36%
Good	46%
Fair	12%
Very Poor	4%
Poor	2%

*Your gender:*

Female	66%
Male	33%
Other	1%

*How old are you?*

Less than 18	0%
18-21	5%
22-34	28%
35-44	22%
45-54	22%
55-64	15%
Over 65	8%

*Your ethnic background:*

African-American	1%
Hispanic/Latino	75%
Asian	20%
White	3%
Other (Multi-Race, Egyptian, Filipino)	1%

*What is your native language?*

Spanish	73%
Vietnamese	16%
English	5%
Cambodian	1%
Chinese	1%
Korean	1%
Tagalog	1%
Other (Arabic, French, Italian, Japanese, Portuguese, Gujarati)	2%

*My highest level of education is:*

Less than high school	42%
High school diploma	25%
High School Equivalence Certificate (GED/HiSET)	5%
Some college, but no degree	10%
Technical/Certificate	8%
A.A./A.S. degree	4%
Higher than B.A./B.S. degree	6%

*What is your employment status at this time?*

Employed	46%
Unemployed	24%
Homemaker, not employed outside of the home	17%
Retired	7%
Self-employed	6%
Disabled and unable to work	2%

*Your gross household income for 2018 (include incomes of all household members).*

Less than \$18,090	37%
\$18,091-\$24,360	17%
\$24,361-\$30,630	7%
\$30,631-\$36,900	6%
\$36,901-\$43,170	4%
\$43,171-\$49,440	3%
\$49,441-\$55,710	3%
\$55,711-\$61,980	2%
\$61,981-\$68,250	1%
\$68,251-\$74,520	1%
\$74,521-\$80,790	0%
\$80,791-\$87,060	0%
\$87,061 or more	1%
I don't know	18%

*How many people were in your household during 2018 (include yourself)?*

Only me	8%
Two, including me	17%
Three or four including me	35%
Five or more including me	23%
Decline to state	17%

*Have you ever received or requested assistance from the college for a learning, physical, psychological, and/or medical condition?*

Yes	9%
No	88%
Decline to state	3%

*Have you or are you currently serving in the United States military? (select all that apply)*

Currently Active Military	1%
Member discharged over a year ago (veteran)	1%
None of the above	98%

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

Yes	4%
No	89%
Decline to state	7%

*Have you ever been incarcerated?*

Yes	2%
No	95%
Decline to state	3%

*If yes, does the college offer adequate support services to assist you in reaching your academic/training goals?*

Yes	82%
No	18%

*If no, what would you recommend that the college offer to improve services to the formerly incarcerated?*

Improve counseling, job placement, basic reentry classes that teach how to use bus/Metro Link and understand their schedule