

Santa Ana College-School of Continuing Education Student Satisfaction Survey Results, Spring 2017

July 2017

As an educational institution, it is imperative that we regularly monitor student satisfaction to understand how particular issues, if any, impact their perception of 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.

At the end of spring 2017, staff conducted an online student satisfaction survey of the continuing education students actively enrolled at the four main SAC-SCE sites (Santa Ana College, Centennial Education Center, Godinez High School and Santa Ana High School). The survey provided an opportunity for them 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 offerings, and quality of services and programs.

Respondents come from diverse demographic and economic backgrounds. Slightly over one-quarter (29%) have received some college education and forty-seven percent have less than a high school diploma. More than half of the respondents are 30 years of age or older (79%), female (63%) and Latino (76%). Though respondents identified numerous native languages, nearly three-fourths of the respondents' primary language is Spanish (73%). More than two-thirds (72%) of the respondents stated they reside in households of three or more family members, with low annual household income (66% with less than \$40,000 per year), while slightly over one-half of the respondents worked full and/or part-time (52%). About two-thirds of the respondents (63%) had their own transportation to school, while others depended on public transportation (17%), walking (16%), being dropped off (13%), riding bicycle (4%) or carpooling (2%).

The majority of the respondents (63%) took classes at the Centennial Education Center, about one-quarter (23%) at the SAC main campus, while ten percent attended classes at the Godinez and Santa Ana High Schools. The majority of the respondents (60%) enrolled at SAC-SCE for less than a year, for one to two years (28%) and for three or more years (12%). Survey respondents came to SAC-SCE for various reasons: to learn English (85%), to obtain a better job (45%), to obtain a high school diploma (30%), to obtain a CTE/computer training certificate (23%), to help their children with school work (22%) and to prepare for college/university studies (20%).

This report summarizes the opinions and perceptions of the 1881 students who completed the survey. In addition, it compares specific percentages reported in the 2014 SAC-SCE Student Satisfaction survey and those reported this year to assist staff in measuring/determining the progress.

Summary of Results:

- Students have the option to enroll in various programs and some enroll in multiple programs; therefore, the percentage total may exceed 100%. The percentages of responses are as follow: English as a Second Language (86%), Career Technical Education (CTE)/Computer Training (14%), Adult Basic Education (12%), Adult High School Diploma (8%), Program for Older Adults (5%), General Education Development (4%), Health & Safety Education (2%), Parenting Education (2%), Programs for Adults with Disabilities (1%) and other programs (5%).
- Respondents' level of satisfaction with their experiences at SAC-SCE ranged from a low 80% to a high of 95%.
 - Most of the respondents were very satisfied with their classroom experience (95%), quality of instruction, campus safety/security and overall experience (each 93%) at SAC-SCE. Although still high, "availability of parking" received the lowest satisfaction rating of 79%.
 - Satisfaction with availability of parking was low (56%) in 2014 and improved this year with a 23-point gain to 79%. Though not as high, satisfaction with campus safety/security improved with a eight-point gain to 93% from 85% in 2014.
- Although respondents do not use many programs and services available to them for support as they pursue their college education, satisfaction ratings with most of these services, in general, were slightly higher than they were in 2014.
 - Only about one-half of the respondents used five out of the eight programs/services available to them. 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 (94% and 93%, respectively).
 - Students' satisfaction with the Disabled Student Programs and Services is up 9% this year from 80% in 2014.
- Respondents rated how engaged they were both academically and socially while attending SAC-SCE. The highest rated category was, "I would recommend SAC-SCE to a friend/family" (98%). The majority of the respondents also "strongly agreed" and "agreed" that SAC-SCE "supports a community of diverse cultures" (96%). Although still high, the lowest rated category was, "faculty and staff care about me as an individual" (90%).
- Respondents would like to attend the various and multiple courses to reach their goals: ESL (82%), CTE/computer training (27%), Adult High School Diploma (27%), ABE (23%), Citizenship (21%), and GED (18%). Note that some respondents selected more than one response option and as a result, the percentage total does not add up to 100%.

- Word-of-mouth is the best form of advertisement for the SAC-SCE program (69%). Comments with similar statements were grouped with a number in parentheses to show how many shared that similar view. Respondents complimented the helpful 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, more bilingual teachers, childcare, better parking, and better classroom technology). Staff are encouraged to read the comments, as they are very informative and can help to serve our adult learners/students.

Survey Response Details:

Please rate your satisfaction with the following areas.

	Excellent	Good	Average	Below Average	Poor
Classroom experience	60%	35%	4%	1%	0%
Availability of classes	52%	40%	7%	1%	0%
Variety of classes offered	47%	42%	8%	1%	1%
Quality of instruction	62%	31%	6%	0%	1%
Books and learning materials	48%	44%	6%	1%	1%
Class size (# of student in a class)	41%	48%	10%	0%	1%
Appearance/maintenance of the facility	45%	46%	8%	1%	0%
Campus safety/security	50%	43%	6%	1%	0%
Convenience of classroom/site location	52%	42%	6%	0%	0%
Availability of parking	40%	39%	12%	5%	4%
Overall experience	48%	45%	7%	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%	39%	5%	1%	0%	4%
Assessment/Orientation	46%	47%	6%	1%	0%	13%
CalWORKS	36%	50%	12%	2%	1%	48%
Child Care Center	43%	42%	10%	2%	3%	55%
Counseling	45%	43%	9%	2%	1%	35%
Disabled Student Program & Services	41%	47%	9%	2%	1%	53%
Student Government Development Program/Leadership	43%	45%	9%	2%	0%	46%
Student Transition Program	38%	49%	11%	1%	0%	49%

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%	75%	9%	1%	2%
Assessment/Orientation	44%	49%	4%	1%	2%
CalWORKS	86%	9%	1%	1%	3%
Child Care Center	87%	7%	1%	1%	4%
Counseling	62%	29%	5%	0%	3%
Disabled Student Programs & Services	87%	8%	1%	0%	4%
Student Development Program/Leadership	81%	12%	2%	0%	5%
Student Transition Program	84%	11%	1%	1%	3%

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.	68%	27%	5%	0%	0%
The College supports a community of diverse cultures.	64%	32%	4%	0%	0%
I feel a sense of belonging to this campus.	55%	37%	8%	0%	0%
I feel safe on campus.	56%	37%	6%	1%	0%
Faculty and staff care about me as an individual.	53%	37%	9%	1%	0%
The College encourages my personal growth.	55%	39%	5%	1%	0%
The College environment promotes mutual respect.	58%	37%	5%	0%	0%
I can achieve my educational goal(s) at this college.	57%	38%	5%	0%	0%
I would recommend SAC-SCE to a friend/family.	70%	28%	2%	0%	0%

What program are you in? (*Select all that apply*)

- 86% English as a Second Language (ESL)
- 14% CTE/ Computer Training
- 12% Adult Basic Education (ABE)
- 8% Adult High School Diploma
- 5% Program for Older Adults
- 5% Programs for Adults with Disabilities
- 4% General Education Development
- 2% Health & Safety Education
- 5% Other (Leadership, ESL Civics, pronunciation, writing, etc.)

I have attended classes at SAC-SCE for:

- 60% Less than a year
- 28% 1 to 2 years
- 8% 3 to 4 years
- 4% 5 or more years

How would you prefer to take your classes?

- 76% At a school site
- 1% Online
- 23% Both (half at school and half online)

How do you get to classes? (*Select all that apply*)

- 63% I drive
- 17% I use public transportation
- 16% I walk
- 13% I get dropped off by family/friends
- 4% I ride my bicycle to school
- 2% I carpool

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

- 5% 1 day a week
- 5% 2 days a week
- 10% 3 days a week
- 43% 4 days a week
- 30% 5 days a week
- 7% 6 days a week
- 1% Other

Does the current schedule of classes meet your needs for times and days?

- 96% Yes
- 4% No

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

- 85% I want to learn English
- 20% I want a job
- 45% I want to get a better job
- 30% I want to get a high school diploma
- 23% I want to get a career technical education/computer training certificate
- 20% I want to study at a college or university
- 22% I want to help my children with their school work
- 25% I want to become a United States citizen
- 3% Other (computer technology, skills, etc.)

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

- 82% ESL classes
- 27% CTE/ Computer Training classes
- 27% Adult High School Diploma classes
- 23% ABE classes
- 21% Citizenship classes
- 18% GED classes
- 5% Other (computer skills, pronunciation, etc.)

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

- 68% A friend/family member
- 14% Walked in
- 10% Class schedule received in the mail
- 8% Internet
- 7% Marquee at SAC Campus
- 4% Flyer in the public library
- 3% Newspaper advertisement
- 3% Representatives from SAC
- 3% Advertisement posted on home doorknob
- 3% Continuing Education website
- 2% Facebook & Twitter
- 2% Flyer at the EDD Office
- 1% Other Social media
- 4% Other (local elementary schools, friends, etc.)

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

- 56% Through text
- 24% Through telephone (not text)
- 48% Through email
- 13% Through Facebook
- 1% Through Twitter
- 2% Through Instagram
- 20% Through the Continuing Education website

Your gender:

- 37% Male
- 63% Female

How old are you?

- 3% Less than 19
- 4% 20-21
- 7% 22 to 25
- 7% 26-29
- 23% 30 to 39
- 25% 40 to 49
- 24% 50 to 64
- 7% 65+

Your ethnic background:

- 0% African-American
- 76% Hispanic/Latino
- 21% Asian/Pacific Islander
- 1% Non-Hispanic Caucasian
- 2% Other

Your gross household income in 2016:

- 20% Less than \$10,000
- 21% \$10,000-\$19,999
- 16% \$20,000-\$29,999
- 9% \$30,000-\$39,999
- 5% \$40,000-\$49,999
- 2% \$50,000-\$59,999
- 2% \$60,000-\$69,999
- 2% \$70,000 or more
- 23% I don't know

How many people were in your household during 2016? (*Includes respondent*)

- 8% only me
- 21% two, including me
- 43% three or four including me
- 29% five or more including me

What is your employment status at this time?

- 36% Employed full time
- 15% Employed part time
- 6% Self-employed
- 18% Homemaker not employed outside of home
- 19% Not employed
- 5% Retired
- 2% Disabled

What is your native language?

- 73% Spanish
- 15% Vietnamese
- 3% English
- 2% Chinese
- 1% Cambodian
- 1% Korean
- 1% Farsi
- 1% Russian, Tagalog, Hmong, Lao
- 4% Other (Arabic, Portuguese, Japanese, etc.)

My highest level of education is:

- 47% Less than high school
- 24% I am a high school graduate
- 12% I have had some college, no degree
- 6% I have an associate degree
- 9% I have a bachelor's degree
- 2% I have a master's or doctorate degree

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

- 12% Yes
- 85% No
- 3% Decline to State

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

- 1% Currently Active Military
- 0% Dependent of currently active military
- 0% Member discharged within last year
- 0% Member discharged over a year ago (Veteran)
- 99% None of the above

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

- 4% Yes
- 94% No
- 2% Decline to State

Are there any subjects/topics that you would like to see offered that we are not currently offering?

- Cooking/Culinary classes. (30)
- Yes, I would like to take computer classes. (28)
- Please offer computer classes at SAC in the evenings 6-9pm. (21)
- Parenting classes for new mothers/fathers. (19)
- English classes (19)
- More English conversation classes (19)
- English pronunciation. (18)
- Cosmetology (make-up). (18)
- Photoshop classes (13)
- Math (12)
- Electricity class (10)
- Vocational training in the medical field: vocational nursing, medical assistant pharmacy tech. (10)
- Advanced English (10)
- English grammar (9)
- Early childhood education courses (8)
- Art classes (8)
- Dancing classes (7)
- Music classes (7)
- Daycare (6)
- Zumba (6)
- Small business (6)
- English listening classes (5)
- I would like to see as separate classes writing, pronunciation in audio. (5)
- I prefer to receive information through flyers. (5)
- Psychology (5)
- Technical classes (5)
- To learn Spanish. (5)
- Workforce (5)
- The schedules for single parent and children they should have the same schedule. (4)
- Exercise program (4)
- Yes, plumbing. (4)
- Auto mechanic (4)
- Graphic design classes (4)
- I would like to see mechanical classes. (4)
- Construction class (4)
- Programming (4)
- We would like to have computers in the class. (3)
- American History (3)
- Advance conversation (3)
- Computer lab (3)
- Marketing classes. (3)
- I would like to see Accounting. (3)
- Science classes (3)
- Citizenship classes (3)
- Health Care (3)

- Learn English on a computer. (3)
- Yes, like geography courses. (2)
- Elderly care classes. (2)
- I would like to catch up for the classes that I missed via internet. (2)
- More times for the classes. (2)
- Welding (2)
- I would like to see more participation in class of reading and talking about subjects in English. (2)
- English for work. (2)
- American Literature (2)
- First Aid/CPR (2)
- Algebra (2)
- More business classes. (3)
- Nutrition (3)
- HVAC (2)
- I would like to see register nursing classes. (2)
- More bilingual computer classes (2)
- Pastry cakes/bakery classes (2)
- Sewing (2)
- Coding (2)
- Rosetta Stone (2)
- Vocational classes (3)
- Preparation courses for the TOEFEL (2)
- Painting (2)
- History (2)
- Saturday classes (2)
- ESL advanced classes (2)
- Free evening classes (2)
- It would be great if you had classes in Spanish teaching electricity, carpentry, auto repair, etc. (2)
- Robotics (2)
- Social media (2)
- Physics and other subjects related to civil engineering.
- Incorporate more books.
- Social services classes.
- Civics classes
- Infant nutrition classes
- Teen and adult motivational classes.
- Learn about stocks and trading.
- Movies and singing classes.
- I would like classes offered like Language Arts in the same class.
- To be able to attend in person and practice online what I have learned.
- Sports class
- Learn sign language and how to needlepoint.
- I would love to learn Arabic.
- Soccer classes
- Counseling and sports for children
- Environmental topics
- I would like to see materials separately starting from the beginning level such as literature, writing, conversation, pronunciation, etc.

- Information about programs and assistance for a quicker adaptation in this country.
- More advanced computer classes.
- Please consider teaching the U.S. National Anthem in all classes. 2. A basic/practical course of English in the workforce. 3. Help us to build our resume.
- Russian language
- Project Management
- I would love a class to learn how to work with kids or adults who have disabilities
- Chinese
- I want to get a certificate to be an activities assistant.
- If you offered us other classes like Geometry.
- Speech/communication
- ABE classes at Santa Ana High School
- Web design
- Difference between formal and slang words.
- Writing classes Monday through Fridays.
- It would be a good idea to open a new schedule for English classes because now it is too early at 8am. I think one hour later is perfect. I sometimes arrive at 8:30 all the students arrive late because of traffic and the buses are full of people.
- I want to learn to speak English more quickly
- Different times for ESL classes
- English classes online
- Industry courses: Electric technician: safety rules, knowledge and theory, information about electric units, how to work with them, etc.
- Learn more about other cultures from other countries
- Subjects like how to talk to your children about sexuality.
- Independent reading
- More classes to help with vocabulary.
- Driving courses.
- Lectures in English.
- I will like to take self-defense class.
- Real state classes.
- Architecture
- I would like some place like a cafeteria with a microwave.
- The school needs a "mini-mart" even if it's a small one so we don't drive a long way to get any goods.
- Economics
- AutoCAD program, C, C#, C++ program, MS Access, repair and fix mechanic.
- Spelling
- Manufacturing technology
- Philosophy and manuscript
- Basic programs that have to do with laws regarding employment and abuse of authority by the government. Also, laws regarding citizens like gangs, crime, earthquakes, and disasters and the like.
- I would like to learn business management.
- I want to learn about financial terminology.
- Bus pass
- Public speaking
- Computer repair

- Ceramics and drawing
- Studying Vocational Translation
- Computer repair in Spanish.
- Fashion design
- A class to get my license as a General Contractor.
- To receive more help in QuickBooks because having class 2 times, a week is not enough and we can't practice in the lab because the software is not available.
- Have Spanish-speaking teachers in the computer classes.
- How to solve marital problems.
- If you offer opportunities to be a volunteer for a company where you can enhance the computer abilities that you have learned.
- Refrigeration
- Medical health science
- Keyboarding 2
- Industrial mechanics and the cloud.
- How to design our own website.
- Medical billing classes.
- Administration classes.
- I would like AID.
- English for people who want to be an English teacher.
- Social subjects I would like to see offered.
- Massage Therapy training program
- Classes in woodworking and iron works.

Comments Regarding the Quality of Services and Programs

Instruction/Instructors

- The quality of the instruction by the teachers is good. (65)
- The ESL classes have improved my English. (6)
- ESL teachers are very good and devoted. (3)
- Teacher **Malena Copeland** is a great teacher. (2)
- All instructors are very skillful and have a good heart. Now, I can listen, answer the questions, have a conversation, and feel confident. (2)
- The teachers also help us a lot with the vocabulary for pronunciation. (2)
- The leadership class is very good. It helped me with my self-esteem. (2)
- We have an excellent teacher. Thank you (**Jose Lopez Mercedes**). The professor has an outstanding academic background. The staff is friendly and cordial. The school academics are very good.
- We are at the hands of very well prepared staff.
- Patience from the teachers.
- **James Hall** is a kind teacher.
- We have a good teacher and he combines reading and writing.
- The quality of mathematics and science class is very good.
- There is a good atmosphere and relationships between students and teachers.
- Some teachers are great and interested in teaching, while others are not. I do not like mixed classes.
- There is one person in HSP classes (instructor giving test scores) who is not up to standards. They do not like being there.
- Spend more time helping, explaining, and being more specific.
- Ms. **Stacy Castleberry** is an exceptional teacher. I just took her class.
- I would like the teacher to give me homework after every lesson. It will keep me organized.
- The teacher is very helpful, polite, and she does many things because she wants us to learn. I like my classes of conversation and pronunciation.
- The teachers are accessible and cordial.
- Using more interactive methods could be good.
- I do not like that some of the teachers here take it as a joke. I want a teacher that focuses his/her attention on the students.
- The teacher teaches me different techniques to learn. Thank you so much.
- Some teachers need to improve their education system.
- The teacher that we have in Intermediate 2 is very good at explaining.
- ESL teachers speak too fast; several students can't catch what they are saying. In conversations classes, the teachers talk fast and I don't see them correct students who have pronounced incorrectly.
- Some teachers have no experience with students.
- More exercises in the textbooks.
- We need to improve in grammar, because I took the test and had a medium level score, so started in intermediate one, but I think that I need more grammar to improve my English.
- I arrived to this country one year ago and enrolled to learn English. I have learned so much that I am in special conversation and pronunciation classes and continuing to progress step by step.
- We would like it if one of the teachers were more kind. One teacher is not very polite.
- I am very happy with the computer class I am taking because the teacher, **Veronica** explains everything so well that I am learning so much.

Class offerings

- The classes are excellent. (29)
- The ability to be able to have classes at different times is very helpful. (9)
- We need different professional/career programs. (4)
- We need more English classes. (3)
- I am very happy with the ESL program, and always recommend it to my friends. (3)
- GED classes are great. (2)
- This is an excellent program at St. Joseph. (2)
- I would like there to be more levels of ESL. (2)
- I would like them to teach us to use the computer. (2)
- Good classes: ESL, computers, writing, pronunciation, Adult High School Diploma etc. (2)
- The options about the careers are good (High School) I think that there could be more administrative options, like Marketing and Administration to Hotels.
- The services are good, but more help with the English language. Maybe more books and dictated stories or something similar to that.
- I only attend classes on Saturday but the service I have received from this program is excellent.
- I really like this school because it has different schedules that work with our schedule.
- Make the classes more practical so that I can lose the fear of talking and be more confident.
- More personalized classes that are more practical.
- Information regarding some of your technical careers and their locations.
- Airplane repair.
- You should have other subjects besides English.
- I would like more classes about verbs.
- Citizenship classes are excellent. ESL classes depend on the teacher who is teaching the class.
- Extend the classes until Sunday because several people work on Saturdays.
- I would like to learn about citizenship.
- I would like motivational classes to stay in school or incentives, since it's very easy to give up and miss school.
- I think we need time to do some exercises an hour before the class starts.
- ESL could be more dynamic where the students can practice more.
- Great set of hours for people who work.
- Are psychological or medical assistance classes offered?
- Awesome but antiquated. Hopefully, the new administration will fund classes on Coding/Application Development. Also Robotics Repair. Networking and hardware as well. We are in an advanced society and entry-level jobs have advanced as well. Office Clerks will need these skills as well. Time to reexamine what we are teaching for entry-level positions based on the trajectory of society.
- I want to know how to start a small business.
- I need to study in the field of vocational translation, but this is not available at this college.
- I would like different level classes.
- Poor services because there are only English classes and we need more programs.
- Have education for students with autism.
- More classes should be available.
- Offer physical programs like Zumba.
- I would like to see caregiver program.
- Why have a class for Algebra? We do not use it.
- Wish the classes were taught with the focus on how to speak fluently in English.

- I would like it if you taught us how to read and have proper grammar.
- I want more days in my conversation class in 4:00 – 6:00 p.m.
- Reading and writing classes at night.
- More flexible on Friday's schedule. Would like to attend Friday nights.
- Off more schedules for writing and conversation classes.

Facilities/supplies

- Excellent safety of campus. (6)
- I think we need new computer systems. (6)
- At the Admission's office, there are people who do not give out good information and have a very bad attitude or are rude. (5)
- Sometimes there is no parking. (5)
- Need more restroom maintenance. (4)
- The materials are excellent. (3)
- Modern and comfortable facilities and classrooms. (2)
- Excellent office/administration. (2)
- I would like to use a computer more often. (2)
- I would like it if the classroom amenities worked and for it to be remodeled, it's a little bit deteriorated.
- The books that we buy can be better utilized in class.
- Advertising academic environment technology.
- Please use two workbooks so we can actually write on it.
- I would like the option of Rosetta Stone.
- My car was stolen in the Centennial parking lot. I would like more security.
- Daycare has helped me so I can go to my English classes and be able to grow as a person.
- Books are too expensive. Some students do not have them. Bathrooms are not clean in the morning. Campus needs better landscape. The parking area has tall plants and obstructs views.
- I would like to see some health services at the school.
- I would say counselor advice is average.
- Switch the projectors blackboard for better visibility.
- I am a mother of two (ages 9 and 10) and I don't have a babysitter so I can't attend school on the weekends. I wish I could find a solution so that I can go to school. Maybe take them with me to class?
- More security in the parking lots.
- More tutors for the afternoon class.
- Classroom lights are too dark and it is cold.
- Daycare.
- We need more technology products for class instruction, such as computers.
- It's important to have constant communication regarding all the programs the school has to offer to students. Based on my experience, I have been discovering them on my own. We need more School/Student communication in order to be more actively involved in the different classes that you offer.
- More information in Spanish online.
- I like the Child Development Center, the attention that the teacher has for its students. The whole center and my teacher is excellent.
- Regarding the bookstore, it is difficult to come in during the week to buy books. If you could open Saturdays, it would be helpful.
- To clean the air conditioners sometimes.

- I think we need a room where students can do homework with a fellow student. Some people do that outside, but sometimes is too cold or hot or there are no tables.
- We need more variety of snacks machines.
- I like the programs in the computer lab.

Overall

- All of the services and programs that you offer are good/excellent. (449)
- You should advertise more to know the programs that Centennial offers, for example at the community centers or schools. (6)
- I want to say thank you to Santa Ana College because of their support for everybody to have chance to study English without caring about their nationality. (5)
- It's an excellent program because you learn to be more social, self-confident, and you learn the English language. (3)
- Excellent ESL programs (2)
- The program is suitable for my age and the school's administrative assistance is great. (2)
- Centennial Education Center has helped me a lot with my education and my English.
- I am not content because I got a parking ticket when I actually have a permit and I had to pay it. I am disputing it now and I do not like things like this because I come here to study.
- I am very happy with Madison School for giving us the opportunity of learning English.
- I have a concern in classroom D where the computer classes are. There are three instructors and the teacher is so mean, she ignores when Hispanics ask for help, but she is very nice to her race. Sometimes I go home because I spent more than 30 minutes not doing anything or sometimes the computers run out so we need to use our own stuff.
- All of the programs and services are good, but the only bad thing is that people abuse them because some of the students don't work and are drug addicts and alcoholics.
- I think it's good that you are concerned about the community and give us support without discrimination of sex and age. Also, give us information about health, legal and support to find jobs.
- It's very good but there should be more help in Spanish for people that just came in to the program.
- Textbooks, ESL and CTE, should be easier to understand. Students fail to pass courses because textbooks are too difficult. More bilingual teachers would benefit all students.
- I would like to learn English so I can have a better job.
- I am happy because the director is always concerned about the parent's necessities of our children.
- To me everything is great! Thank you for having patience in teaching me. I am more than happy to study in my 64 years of age.
- This program is of much benefit to the whole neighborhood.
- It's my second day of school and the entire service since I signed up has been excellent. From the office to my teacher. Thank you!
- ESL Program, excellent citizenship, good counseling, excellent administration and office services.
- I love this school, where I can learn and achieve my goal.
- Be more concrete when it comes to schedules and service costs.
- Orientation.
- I hope that the next semester I can pass the Intermediate 3 class, it's a little difficult.
- The teams could be a smaller.
- Many programs and information will help us improve our lifestyle and learn new things.
- It is a great because we get free help with various things.

- I think it's an Education Center that promotes self-improvement for a lot of people, and provides a very quaint and secure place.
- You help many people learn at any age.
- I have learned English here and my skills in speaking and listening have improved.
- Student benefits.
- It's an excellent school. All services are free and it helps people that cannot afford studies. Also, the staff are so dedicated and kind. I'm grateful to be a part of this school.
- The quality of services and programs they are good but could be better.
- I feel very happy at Corbin, it is an excellent service.
- I am very grateful for the big opportunity you are giving us to be able to succeed in this country.
- I wish there were more centers open near my house so I can attend the program every night after work.
- We are the ones who have to develop ourselves utilizing different tools that exist in order to reach a higher development and learning of this language (English).
- We should have more counseling orientations with **Mr. Ha** like in my advanced writing and grammar class.
- I would like to have them be nicer and more attentive.
- When you have a survey or information to give don't do it in the classroom because either we fill out the paper or we pay attention to the class.
- The school is very good but possibly separate those who are young adults.
- Still need some programs to be added.
- I likes this school because have classes for all levels.
- This is an excellent program for a full-time worker who is looking to improve his/her skills at work and to obtain a higher position. I credit the employability skills class for helping me to move from my former job into another job last year. The elevator speech I did in class, the practice interview questions that Barbara, the instructor, had us fill out, and fine tune was directly related to my job interview going extremely well. Fourteen people interviewed for the job that I applied for and was told that I was selected because I presented myself well. This was a direct result of the guidance and learning I received from the employability skills class. In addition, I love the fact that the program is self-paced because my workload can increase significantly due to projects and I have to take time off from school.
- Staff is very helpful and friendly in the lab. Always with a positive attitude. Their dress code motivates us to one-day look like them.
- A counselor came in to the class to teach us a lot of information about college and other sources. The teacher showed us some other sources like learning center, computer labs, and the library.
- Should give a survey to people on what new programs should be added.
- Most of the people working in room 108 are not helpful and if they are asked for help, get mad and expect me to know the answer.
- I appreciate the people that work in the classroom to assist us with questions we have. I am very impressed with their knowledge.
- I like the embedded classes but I think six weeks is too much.
- I like the embedded counseling. We should have it at least once a week. It provides me with a lot of information.

Suggestions for Improvement

Instruction/Instructors

- Teachers are great. (12)
- More bilingual teachers. (10)
- In my experience, I would like the teachers to explain everything twice because they speak so fast. (8)
- Practice more English in class so I can speak it outside of school. (7)
- Spend more time preparing the students for the posttest and the final test in classrooms or use a guide one week before to take the exams, while using the three different ways or styles. (5)
- Divide people on their level of English. (4)
- To have a little more opportunity to practice and copies of assignments/homework. (4)
- More teachers to teach us better, be more patient, and explain how to better study. (4)
- To have weekly homework and exams for the student each week. (3)
- In ESL classes, that the teacher would correct students right away when they pronounce something incorrectly. (2)
- I want more teachers for high school. (2)
- I would like to see the teachers get more involved with the students learning process. (2)
- No registering student half way the semester because they disrupt the class.(2)
- You need to have and use materials that are more educational.
- Be a little stricter in certain aspects.
- Having professors that integrate well with students.
- Make class exercises more difficult so we can get more help and learn English.
- ESL is great.
- Practice more with the teacher in class. For him/her to participate more in front of the class, read and write.
- Having prepared teachers in order to learn well, who can enrich us, because the teacher I have now is useless.
- I have noticed from all the classes that I have attended that there are some professors that are better than others are where some professors put more interest in our learning.
- Background information on teacher's experiences so we can chose which classes we take.
- Separate classes by age group.
- Making the students participate more in class.
- Combine reading, writing, and dictation.
- Having a lot of patience for the ones who need it.
- I would like to see three days of instruction and one day of practicing; talking and reading in English.
- Have better lessons and explain the classes a little bit better.
- I am very happy with how teacher **Rebecca Bowers** gives the class she is a good teacher.
- Send assignments by text.
- More class time and provide us with books according to our teachings/lectures to help us increase our reading skills.
- I would like to have only one teacher per section, because when there are two teachers it hard for us adults to adapt to each teacher.
- We need better teachers to teach ESL. They moved us into another class and changed our teacher.
- Improve computer classes.
- Keep the teaching method the same.
- Have a Teaching Assistant in class to help students when the teacher is helping someone else.

- Pay attention to the teachers on how they are teaching the class; some don't finish the program.
- Some of the students have to wait a long time until the others understand what the teacher has taught in class.
- I love **Ms. Martinez**. She is a good teacher.
- Talk about history.
- I would like the test to be on the computer.
- I would like to have more interactive exercises.
- There is a teacher in a pronunciation class that is always making fun of the students, he makes fun of us in front of other students, and I don't think that is professional or respectful.
- I think that the teachers should approach the students more and not wait until the students approach them.
- Math
- Emailing some exercises to the students according to your English levels so we can practice.
- I think you have to give more homework with illustrations (cartoons) so that we can learn more about words and verbs.
- More individual help.
- More teachers needed at the CTE center. Independent students need more than a minute of assistance. Easy to read CTE textbooks.
- Help that can answer in a nice and calm way.
- Would like teachers who speak Spanish for the computer classes (Windows 10 and PowerPoint ETC).
- I'm a regular student in this school and would like the teachers to focus on their students.
- Some of the teachers don't speak English very well and don't pronounce and/or listen really well.
- You can improve our educational level by choosing the right teacher.
- Less chapters to pass a class.
- Having a teacher after school who can help us with our work we didn't really understand.
- Teachers assist with computer help.

Class offerings

- More special classes like pronunciation, conversation, listening, etc. (47)
- Saturday classes. (20)
- More classes (14)
- Utilization of technology in class (computers, tablets, etc.) (14)
- There should be classes that meet 5 days per week. (11)
- Offer computer classes. (10)
- Online classes. (9)
- Would like to learn more English. (9)
- Don't take away the English classes. (6)
- More courses in which I can enroll to improve my skills/train or short careers. (6)
- More flexible schedules, maybe add a Friday for people who work. (6)
- Offer advanced English classes. (6)
- We need voluntary programs in many areas. (5)
- Technology program. (4)
- I would like a listening class only. (3)
- Practice English with Native speakers. (2)
- Online courses such as grammar, pronunciation, etc. (2)
- More hours in the evening time. (2)
- Good classes. (2)

- Citizenship classes. (2)
- I think you should give us an opportunity to learn computers while learning English.
- I would like more classes in the morning.
- I would like to have more personalized classes.
- Continue providing the classes and programs at open entry.
- Offer the following: gymnastics and Zumba.
- I do not know if there any programs about navigating the Internet, but when we are at home it would help us stay ahead in the class.
- Add intermediate ESL classes.
- Have a classroom for the students who do not know any English (beginners).
- Increase the amount of youth programs in Corbin.
- Have classes about money because we use it every day.
- We want to have more Vietnamese instructors to teach us computers.
- We need bilingual classes.
- I want to have free self-study English on the internet.
- Learn how to read.
- I would like internet programs offered. For example, my daughter in first grade had a school program called LEXIA and used the computer at home. I noticed how her English and writing improved a lot. I would appreciate an opportunity like that as well.
- Offer more classes and different programs please. I want classes where I can obtain my license to become a baby sitter or caregiver.
- Please have another program like project management.
- I would like CTE classes.
- Offer a graphic design class.
- Have some fun classes that people would enjoy taking.
- More conversation classes.
- It would be better if you would offer other subjects/topics so we can learn about everything.
- By having the classes at Spurgeon Intermediate.
- I wish Santa Ana would have a grammar class on Friday mornings.
- ESL classes should be 6-830 p.m. with no break.
- I would like to see a Register nurse program.
- Extend class of Quick books in lab.
- Class to get a general contractor license.
- I want to learn about the TOEFL test, because I want to get the certificate in English at UCI.
- More Parenting classes.
- Have an advanced grammar class.
- Provide various translation courses.
- I would like to have more programs of studies for small business some relation to it.
- I have a bachelor and sometimes I need to take more classes that are technical.

Facilities/supplies

- We need the childcare. Many moms would like to attend class but childcare is a barrier that does not allow them to come to school. (10)
- More parking. (5)
- Free books. (4)
- Incorporate computers into ESL classes. (3)
- More computers. (3)
- Having more classrooms available.(3)

- Library so we can consult books and be able to make copies if are not able to get them. (3)
- More light in the parking lot. (2)
- I want more CD's to listen to at home. (2)
- It would be nice if you can have a small cafeteria. (2)
- Extend the hours every day in the computer lab. (2)
- Have books during lecture. (2)
- Create more centers that are educational.
- A good program so that we can do homework there.
- There are no functioning projectors. We cannot complete our work because there isn't anything to play our CD's on.
- Have a restroom near building A.
- I would like to see more security in the parking lots.
- Maybe if we can get the nook half price.
- The machine that sells coffee does not have a lid.
- Safety concerns.
- Some equipment has not worked well (Epson projector in room F106 Experiences of teachers so student may have more choices. Introduction of teacher's biography.
- I'd like to have a coffee house.
- Better cafeteria services with a variety of drinks, food, and add fruit as an option.
- Have class schedules be available sooner for adults to plan accordingly.
- I need used-books to learn English because the new ones are very expensive.
- Provide up to date materials and books.
- All the students could receive more help if the business classroom had more hours.
- Easier to use and read textbooks.
- If possible, it would be great to help students get books/programs for a reasonable price or get a contract with a bookstore that is willing to help students of low-income families.
- Computer Basic System and Networking classes need books for students to learn.
- Would appreciate it if the computer equipment (SmartBoard to be exact) in room E-109 was repaired and or replaced as for the screen quality is truly an eyesore.

Overall

- Good programs (101)
- Events that include everybody on campus. (7)
- Do more publicity that way more people can know about the classes and programs. (4)
- Offer more programs.(4)
- Make up missed days. (2)
- This program helps me improve at my job and help my children in their education. (2)
- I do not like that certain student's talk too much during class, and do not let us concentrate. It makes me upset that they do not pay attention to the teacher.
- I would love to have more time to study.
- No more long vacations.
- Don't accept students in the classroom if there isn't the capacity for it.
- Promote programs and activities that we can do at the College.
- Keep motivating us to continue coming to school.
- Changing some of the staff and improving in that aspect.
- Encourage us more to get educated.
- Don't move the school because it is really near my job.

- Please take into account my petition, of keeping the classes of this school since the experience and feeling part of an educational community is very good.
- Keep this school running for many years to come. This is a location where many families, especially moms can come to take classes and drop of their children at the childcare center. If this school were shut down, it would be difficult for us to pursue our educational goals.
- How can I be able to learn more/better? I took the Citizenship exam twice and failed both times.
- I'm back to school after many years but it is helpful.
- I would appreciate it if the students inside the classroom would not speak in their native language. We come here to learn English.
- I am a slow learner and would like to get help from the Centennial Center.
- HSS programs can include subject classes for students to learn better.
- I would like to take more classes but I don't have time and I work during the weekend.
- With my education, I think that I have a lot to learn and I have the help from my teacher. However, I have to put the effort.
- I would like to let you know that you need to watch your staff. The staff have a lot of time here and I think they are bad.
- I have to read a lot in English in order to learn the language correctly.
- I have received the adequate help and assistance to reach my goals.
- The office staff is friendly.
- Better your service at the registration office.
- School should limit the number of students in every class, so good quality teaching quality can occur.
- More motivation to have conversations with people who come from to college, talk about how we can get there.
- I want to know more information about ESL materials to use.
- We can help improve our education.
- I feel good, I've learned English.
- Corbin should have counseling for students who have more questions that want to learn English.
- Counselors who are bilingual.
- I would like that SAHS had an ABE program.
- I like the programs used at the computer center, like Rosetta Stone. There should be a schedule so everybody gets to know/use these tools.
- Thank you to all of you because when I learned to speak English it is very important and it opened more doors of opportunities for my work, community, and social life. Thanks to all.
- CEC may consider having a better system to define the level of the students in ESL classes. For example, CEC puts the different levels of students in the same class. Intermediate 3, which is the class I am in now, is too big.
- I would like the people in (main) office to be more knowledgeable about cultural activities and services.
- All help in English is necessary because if more parents understand English then they can help their kids more.
- I first need to practice the language because I want to find employment and I need to arrange my studies. First, I need to get assistance from a counselor to ask for help in finding a job.
- My experience in this school has been very good because I've already taken a class for citizenship. I passed my interview at the Immigration Office. Thanks for helping me.
- Provide website material so we can search for study aids for English.
- I want more information about my transferring, so I can transfer to a 4-year college. For example, classes I need to take and other things I have to do.

- The only problem is that some of us can't attend every class, so we're dropped, I think you should be more flexible.
- Have flyers in Spanish for information about GED.
- It would be great if there were a link to companies where you can volunteer and expand the knowledge you have acquired here.
- I would like to join the English club to have chance to practice English more.
- I would take networking, coding and application development classes. The young entry level will be prepared as they grow up with it but special attention needs to be given to the 40 to 74 year-olds who are disabled by poverty of information and culture. In addition, there are many who should be considered disabled by age and immigration status. You could harness the vast information some of these folks who experience language barriers have by offering more relevant entry-level classes.
- I would recommend using online forms of submitting assignments within the Career Technical Education Program in computer lab E-108 in order to reduce cost of printer paper and toner ink as well.
- I believe that before attending a university there should be some kind of school/class that will prepare me for the university so I am prepared for further study and succeed.
- In my humble opinion after I take the first test evaluation, the students could meet with the counselor so the student can reach his or her goal.

Additional Comments Respondents Shared

Instruction/Instructors

- Excellent professors. (30)
- The teacher **Melissa Wing** is a really good teacher and I have learned a lot of English. (2)
- Thank you for all your help. **Ma. Elva Barreles**.
- For teachers to make us participate more in front of the class in order to practice more and gets "A's".
- The teacher **Michelle Volz** is excellent and because of her, I am learning a lot and hope we can always have her at this school.
- My teacher **Michelle Volz** is good and I really like her class. I am hoping that next year we can have her again. She teaches us new things and she gives us a review so that we don't forget what we have learned.
- Please don't take away teachers because we need them.
- Thanks to the Mrs. **Enedina Spanner**, she is an excellent teacher with a high level of patience and a very capable teacher. Congratulations on having teachers like her here.
- This teaching method helps only 2% of the students in class because they have studied English before and the remaining (98%) cannot understand anything.
- The teacher gives good lessons in English.
- Everything is great! I just think that the teachers should be stricter towards the students in regards to punctuality and pay more attention to the teacher while lecturing. Thank you!
- **Teacher Zacaria** is excellent. We need more teachers like this please.
- Teacher **Sandra Martinez** is excellent!
- I learn so much with my teacher **Stacey Castleberry**.
- I loved having **Mrs. Malena Copeland** as a teacher. Thanks.
- Scheduling- teachers have no scheduled program.
- **Dr. Rivers** is a good teacher. She understands my situation and allows me to attend class. Thank you!
- The teachers are giving good instruction with their patience. I am learning pronunciation and they are giving me the confidence to speak English more.
- Thank you to Ms. **Sandra Martinez**, she is so kind and conscientious.
- My teacher **Adelina Martinez** was a pleasure to work with, she is a beautiful person and very helpful. I never thought I was going to learn so much all THANK YOU VERY MUCH.
- I like this class because the teacher is an excellent person. She helps all students in the class when the students have a problem with the computer THANK YOU FOR ALL SUPPORT HERE.
- The teachers are a fundamental part for us to learn a second language. Thanks
- It has been a pleasure to have the teacher **Lisa** and my fellow students.
- The connection between the teachers and students is good and I feel comfortable with the group of students/people I interact with every day.
- The teachers at the computer room are helpful and encourage us. They cheer me up when I cannot pass the test and help me study. My English teacher keep us awake in class, we are so busy that the time flies. Thank you so much.
- All teachers at CEC are so devoted.
- Stricter teachers are needed.
- Everybody has done an excellent job, especially teacher Mr. **Jim Hall**. His teachings are very stimulant to encourage us to learn. Thanks.
- I would like more teachers available because the classroom is very full and we only have 2 or 3 teachers.
- I like Ms. Veronica's patience.

Class offerings

- More class hours. (2)
- Sometimes, class sizes are too big. I believe it would be beneficial to reduce classroom sizes. (2)
- I hope you add a makeup class at SAC one day. (2)
- Opening a more advance English class like Beginning 3. (2)
- More English lecture classes to practice languages we are learning. (2)
- I would like class on Friday or Saturday and a computer class in the afternoon. (2)
- I would like there to be a class where all the students that have never gone to school could be all together.
- I would like to see the class focus more on reading and writing.
- I think that the school should offer online classes for those who do not have time.
- CEC also should include health and sports program like other colleges.
- There should be more classes through the day in order to get ahead and not have to spend too much money on transportation. There should be more classes available in the afternoons.
- Be able to take the pronunciation classes at 6pm.
- Offer pronunciation and conversation classes at different hours than the English classes so they don't clash.
- Should open more classes like CLC.
- Have ESL classes online so if we miss the class we can do the make-up work online.
- Class is slow and below my level.
- Have a writing and reading class at CEC.
- The English classes are good for me and the computer classes are excellent.
- Thank you for providing free ESL classes.
- I would like to have classes Mondays through Thursdays and one day for ourselves.
- I would like the school to offer more short careers that will lead us to better jobs.
- I like the programs that help people who participate in the games and breakfasts. I would like it if you could offer a dance or any kind of movement/cardio class.
- Have expositions in the classroom at least once a week.
- Should open conversation classes.
- Offer classes at 6am-8:30am.
- Offer classes in computer windows 10 and Excel.
- Please make the classes a little bit harder.
- I would like more vocational training programs: medical, automotive, hospitality, and business.
- I would also like to see information/guides on how to build a business.
- Would like more of Ms. Veronica's classes offered during the week.
- Need some one-day only classes such as Technician Classes.
- It is very good to know about computers and hope they continue offering the class.

Facilities/supplies

- They should clean the bathrooms better. (6)
- The parking lot needs lights. (6)
- Please keep the free parking (3)
- This school does not have enough parking for students. (3)
- Better service at the registration office. (3)
- Campus not clean. (2)
- I would like you to help the people with kids, they want to come but don't have a babysitter. (3)
- The only issue I have is struggling with parking, such as when there's an event at the park.
- More support with materials for students would be nice.

- The snack machines need to change or something different.
- Have childcare at 8:00am. The childcare staff arrives at 8:30am and I cannot go to class at 8am because I have to wait for the childcare staff to arrive.
- Continue to provide childcare. Also, it would be excellent if there could be childcare for children under 2 years.
- Please turn on the AC or heater when is hot or cold.
- You need a better food truck!
- Open a small cafeteria with some food like beverages, fruits or cookies!
- I would like to share the books.
- You should have some water coolers.
- Please do everything possible to renew the lease agreement/contract to keep the School of Continuing Education at Centennial. Thank you!
- There's a lot of programs and services for the community but you could do better by improving the student parking. The parking lots are very small.
- I would like the cafeteria open.
- School should provide materials not only at school but also at home because students need to learn and practice more at home too. For example, I am taking computer classes on Saturday; the school provides materials only in the class.
- Vending machine food and beverages that are better priced and healthy.
- Some books are falling apart and need to be replaced. Signing in is a struggle because the ID won't scan and/or it takes me several times to sign in/out. We should be able to print out a copy of the hours we are in a classroom per week.
- Hope you could add more restroom especially near the D building. Overall, I like going to this school to learn and meet wonderful people from ASG.
- Need books for learning.
- Speed limits should be enforced at school parking lots. Also, place a STOP sign where it is needed to avoid accidents.
- Men's bathroom is not clean. No toilet paper, no paper towels, floors are dirty. Campus is dirty. Needs to be watered. Plants in the parking area are too tall. Many blind spots.
- I think that the books and the way they are distributed are problematic. I would negotiate with Cengage for donated books rather than running off copies of chapters. If it is permitted by copyright, otherwise, it struck me as slightly shady and I thought that I should come work for you as a learning resource coordinator to rectify the situation.

Overall

- Continue providing support that you always give us in this school. (65)
- I am very happy and satisfied with the classes and programs. Thank You. (48)
- Thanks for supporting adult education. (5)
- Thanks to you that we are improving our skills by speaking and getting a better job. (5)
- More family help or individually with therapist and children's. (4)
- Great school because everything is free. (3)
- Thank you to all personnel for helping me improve my education .I am very motivated to continue my education. (3)
- I am happy with my friends and school. (2)
- I just want to say thank you for thinking of us and helping us to improve our lifestyle. (2)
- Teacher assistants in the ESL classrooms, there are a lot of students and many questions. (2)
- Question 11 doesn't give me the choice that I would like to receive information in person at school. (2)
- I would like training for the community regarding new jobs that pay well.

- Personally, it is very important to me to learn English; we have a better chance to have a better future and to help our kids. Excellent!
- I wish there was a conversation between the teacher and student.
- Everything has to be completed and written in pencil so that we can better our writing with exercises and writing stories.
- Thank you for giving us the opportunity of learning and not feel discriminated. I have always dreamed of speaking English. English was my favorite class in school in my country. It's difficult but I know I will accomplish it.
- Education does not have an age barrier.
- I appreciate the services and convenience of learning English.
- Thank you for caring about our education and for keeping the classes open.
- Harder ESL placement tests need to be given. I have noticed that many new students that enter the class are too far behind and not at our same level. The ESL placement test is too easy and it should be improved.
- You have very good programs at your school but many people don't know about the programs here.
- I would like the school to arrange games where all the students can participate and build friendships.
- I would like you to offer more programs for older adults.
- Santa Ana College is an excellent school because everyone can learn a second language and achieve their goals.
- Some students in my classroom talk too much and interrupt other students including myself. They talk about their personal lives and not about what we are learning in class.
- Everything is very organized.
- Thanks for making us feel like family and for having an education for our children.
- Learn how to pronounce better.
- This education is very interesting to me because the possibilities of studying at no cost are minimal.
- Santa Ana College is very good and my English is improving.
- This is my time to learn English and serve my county, the United States of America.
- I like the support they give everyone regardless of their legal status.
- I am very happy because I am learning English.
- I wish the Santa Ana College offered help in finding jobs for unemployment.
- I want to keep these programs in school
- All of you do a great job for the people. Thank you very much.
- I am very appreciative that the community college lets me progress my communication skills with others.
- I would like more services for young people.
- Practice the English Language with others. Exercises in verbs and words.
- I want to congratulate you for granting us the opportunity to learn another language and being able to share (experiences) with other cultures. The staff is also very nice.
- I really like how you treat the students in this school and thank you for being patient with us. May God bless you and everyone for teaching us English. Thank you
- Thank you for everything. I want to keep going and get my High School Diploma. You are great!
- Thank you for giving us a chance to continue our education.
- I would like to suggest that education be like a hospital school that's open 24-7, 365 days a year
- The school has a good system of education and teachers.
- Learn more English and math.
- Theater plays.

- Employees are attentive and respectful.
- I appreciate what the school does for me in order to reach my goals. Now I would really like to volunteer.
- Thanks for everything and all your support. We can have a better education and help our kids with homework.
- I feel calm and happy in class but I feel like I am not learning enough.
- I had good experience here and have learned a lot thanks to all the school staff.
- Thanks CEC for helping me study English and guide me to look for a job.
- Leadership is awesome!! **Mrs. Robin** is great!!
- Thank you, I am achieving my professional and personal goals.
- To learn English at my age is not easy but I am trying. Thank you for all the programs you have.
- More programs.
- Talk to the students and explain that we have to take the classes seriously and not be talking about their plans in class so that the others can learn.
- It is an excellent opportunity for everyone and the education is free for everybody. I like to stay here because I learn more.
- My teacher and staff members are very good, well prepared and very supporting.
- I really like it whenever we practice speaking English.
- I would like help in learning to write and read.
- I need help to practice listening more.
- Everything is good but if you miss many days, they drop you. You should be more understanding.
- I use the class as recreation and I have fun.
- Help handicaps find jobs.
- This class is really fun and a good class to learn how to use the computer keyboard.
- I love Santa Ana College.
- I think for people who wants to follow their education this program is a very good option.
- I just want to say thank you so much for providing this program. It has helped some of the members of my family, myself, and some of our friends to improve our work skills.
- It was a good experience attending CEC. It helps me thrive, acquire knowledge and get to know people from different cultures.
- I am glad I choose this computer program because I know it will help me later in my future. Even though I took computer classes in High School, I forgot some information and this course is a refresher. Everyone is helpful and assists every student. I honestly recommend this program for anyone who wants to learn more about computers.
- Surveys should be bilingual Spanish.
- I would like to have someone to help me with language skills.
- I have earned many certificates so I think this is a great campus where anyone can expand their knowledge because the services provide here are great.
- I think the people working in room 108 should to be monitored.