

Rancho  
Santiago  
Community  
College  
District



**Survey Results of Former  
Santiago Canyon College Students  
Who Transferred to Four-Year  
Universities in 2008-2009**

**June 2010**

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## Introduction

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Every two years the RSCCD Research Department conducts a survey of former Santiago Canyon College (SCC) students who transferred to universities in the previous academic year (2008-2009). We purposely wait until these students have had a full year of experience at their current university before contacting them so that they have something to base their preparation/perception. When appropriate, comparisons among this year's respondents were made to respondents who transferred in 2006-07.

The information provided by respondents is divided into four sections in this report. The first section concentrates on the level of academic preparation that SCC provides, our contribution to their knowledge and skills, as well as respondents' engagement in college activities while they were at SCC.

SCC makes available many services and programs to students in the hope of enhancing their success in college. The second section asked survey respondents if they were satisfied with the environment at SCC, to rate their satisfaction with the various services and programs provided, and identify sources of information respondents used when they were considering a university transfer destination.

Section Three describes demographic characteristics of all transfer students (including those who did not respond to this survey), such as age, ethnicity, and number of semesters it took to transfer.

Perhaps the most important section is the appendices. Students commented on a variety of issues, such as the quality of academic preparation, quality of services provided, and overall impression of campus environment. They told us what they were most pleased or satisfied with at SCC. However, these former transfer students were also very anxious to tell us what is in need of improvement. These comments are the students' own words. When comments were combined, we also noted in parentheses the number of people who expressed that similar view.

The Research Department would like to thank the transfer students who responded to this survey for their valuable input.

# Preparation for University Coursework

## *Highlights*

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### ***Overall Academic Preparation***

- 94% of respondents reported that their education at SCC prepared them “well” or “somewhat well” for their university work.
- Respondents shared many suggestions on how to improve college academic preparation, as well as examples of “excellent” preparation received at SCC (see Appendices).

### ***Contribution to Knowledge and Skills***

- At least two-thirds of the respondents reported that SCC had provided “good” and “excellent” contribution in 10 of 12 categories of knowledge and skills that were identified as learning outcomes by SCC faculty.
- Skills with the highest percentages of “good” and “excellent” were “communicate ideas in a clear and articulate manner” (85%) and “act to maintain one’s dignity and self-respect” (82%).
- Respondents reported that SCC made the least contribution to “communicating in various formats using diverse technology” (64%) and to “learning about professional conduct and workplace ethics” (59%).

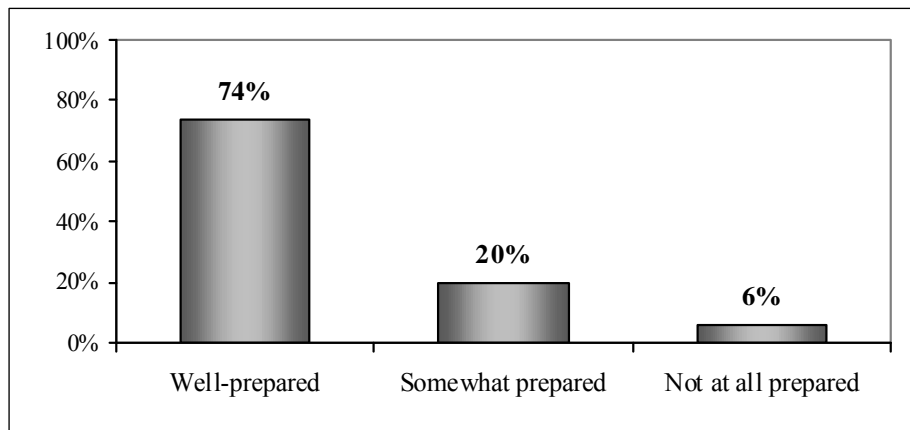
### ***Student Engagement in College Activities***

- Student participation rates showed highest engagement in course-related activities such as “used the Internet for information resources for a class assignment” (91%) and “worked on a paper/project using ideas from different sources” (86%).
- Respondents rated non-academic activities such as “participated in a student club, organization or government” (14%), “attended/participated in a sports event on campus” (14%), and “attended/participated in a student activity/sponsored event” (12%) very low in engagement.

## *Academic Preparation*

Most respondents (94%) reported that their education at SCC prepared them “well” or “somewhat well” for their upper-division coursework.

### **Level of Academic Preparation Provided**



### **Comments of “Excellent” Preparation Identified by Respondents**

- Teachers were very helpful. (2)
- The counseling class that was required was very helpful. (2)
- I received excellent preparation at SCC. (2)
- I received excellent counseling, math and grammar skills. Also, art and biology were well taught.
- Participating in school groups such as ASG and business club
- **K. Peterson** and many others made the experience wonderful; a true desire to teach the subject with clear objectives and a passion and love for what they do. Excellent instructors!
- I appreciated the new tablet laptops used in my physics class.
- I was part of the forensic team and I learned to analyze arguments.
- The Spanish class at SCC was better than my four-year university’s Spanish class.
- I received excellent preparation in research, critical thinking and writing from professors **Rick Adams**, **Maureen Roe** and **Scott Howell**.
- SCC courses required more outside study/work time.
- Professors **Elchlepp** and **Taber** are great teachers.
- The philosophy professors were the best instructors on campus. They made the subject relevant to the students, improved my critical and logical thinking skills, writing skills and oral communication skills. Their assignments are most similar to what I found in upper-division classes.
- I got all the classes I wanted and needed but that was before the budget cuts.
- Professor **Beers** was an excellent professor among many other passionate and caring professors in the English department. The individual attention I received at SCC was unparalleled.
- The history classes prepared me well in terms of executing many classes that require a lot of writing/testing at the university.
- Professor **Rutan** provides solid physics skills that have proved immensely valuable. He is by far the greatest college professor I ever had.

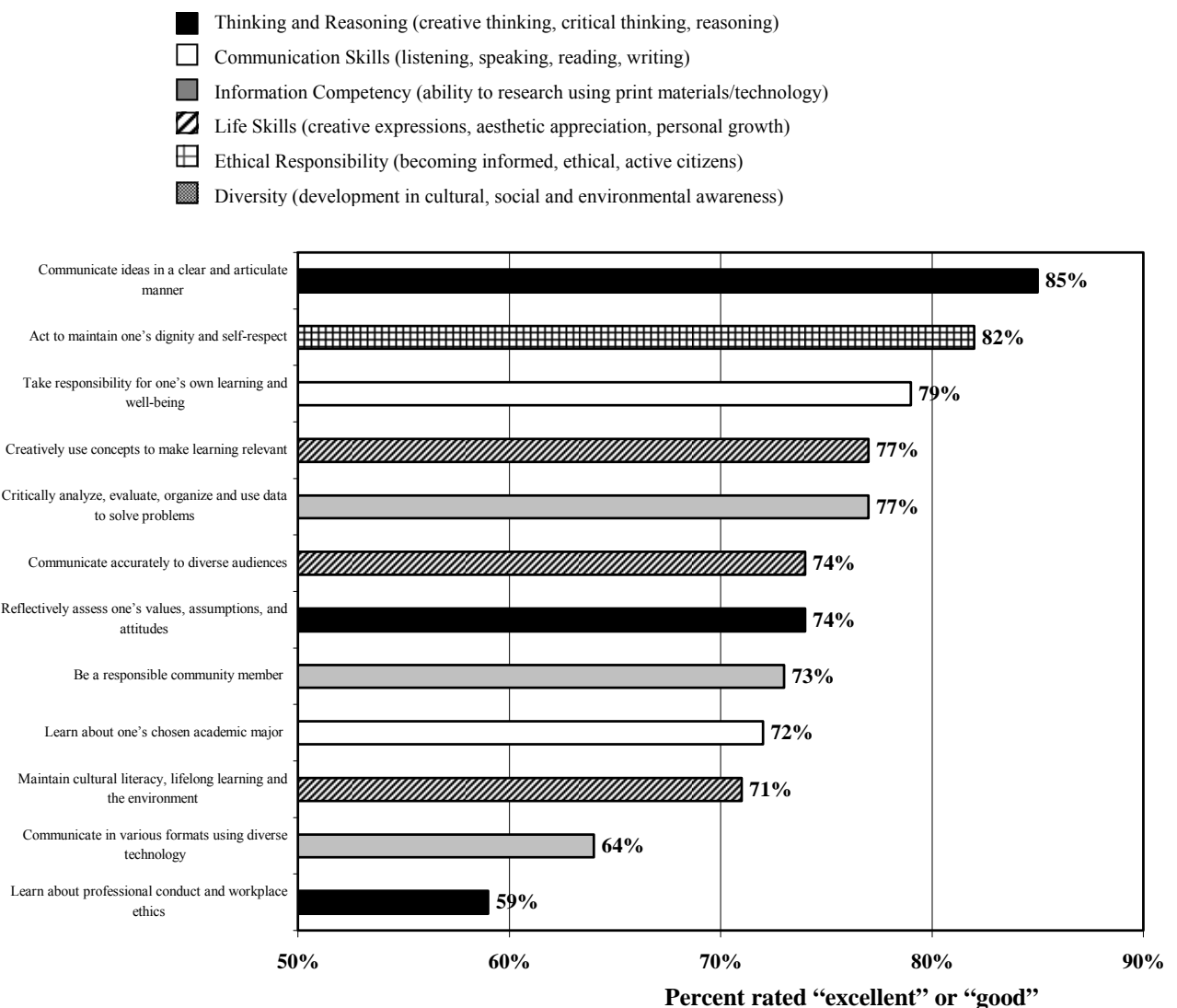
## Contribution to Knowledge and Skills

The faculty of SCC has identified learning outcomes that students should have mastered upon completion of their college program, and respondents assessed a variety of skills and knowledge associated with these outcomes.

Nearly two-thirds, or more, of the respondents stated that SCC had made “excellent” or “good” contribution to each of the 12 skills and knowledge associated with the learning outcomes. They received the best preparation in “communicate ideas in a clear and articulate manner” (85%) and “act to maintain one’s dignity and self-respect” (82%). “Communicating in various formats using diverse technology” (64%) and “learning about professional conduct and workplace ethics” (59%) were rated lowest.

The list of skills was revised for this edition, thus prior survey comparisons are not available. Examples of “excellent” and “good” suggestions for improvement for academic program identified by respondents are located in the appendices.

### Level of Preparation Received at SCC in Skills and Knowledge Associated with Student Learning Outcomes

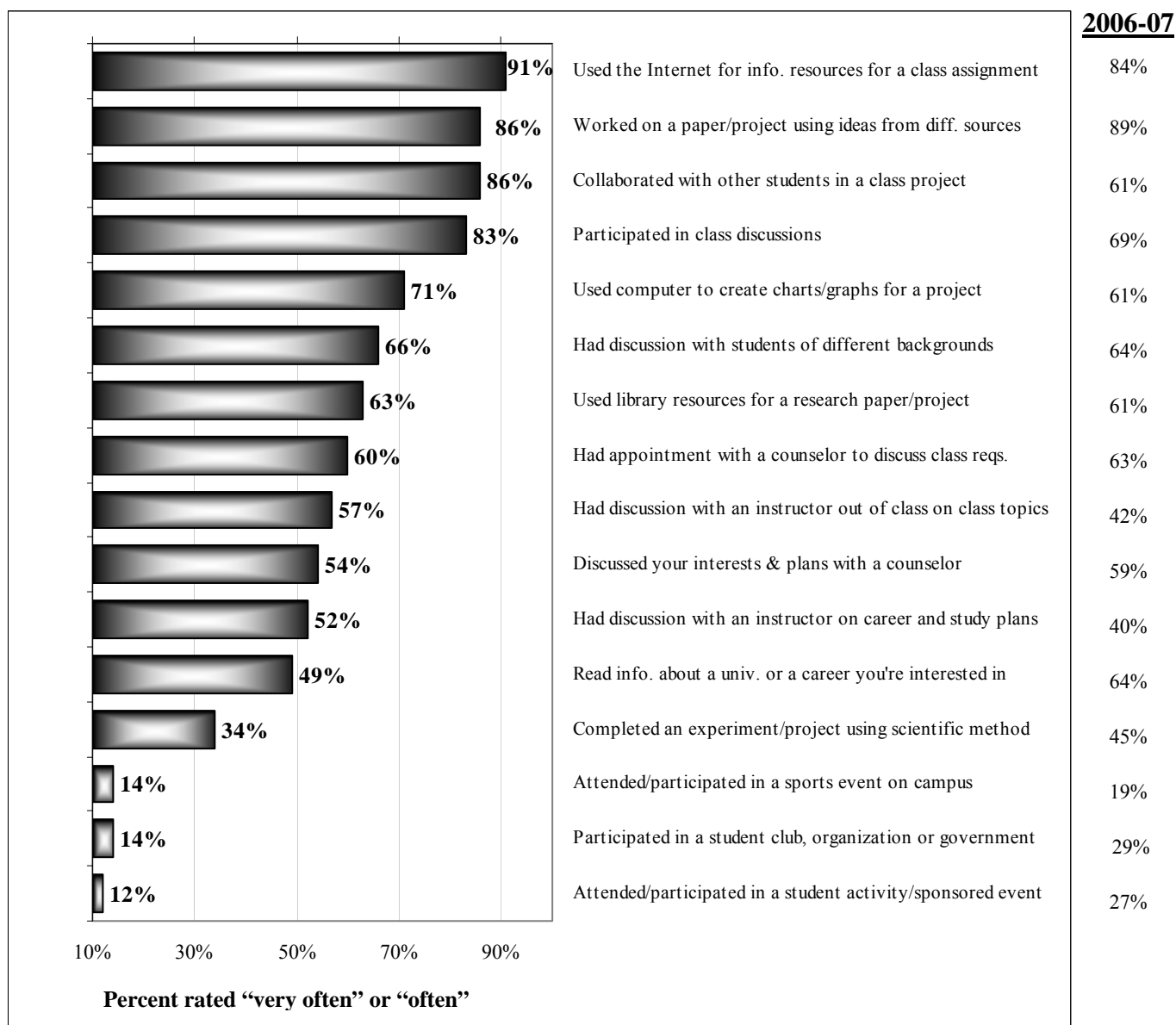


## Student Engagement in College Activities

Respondents were also asked how often they participated in activities that are non-academic, but closely linked to student learning outcomes. Generally, the majority of respondents reported that their participation in these activities occurred “often” or “very often.” Respondents cited that they “used the Internet for information resources for a class assignment” (91%), “worked on a paper/project using ideas from different sources” and “collaborated with other students in a class project” most often (86% each).

However, participation or attendance in sporting events or student-sponsored events or clubs was low, from 12% to 14% of respondents. About half of the activities, participation was, reportedly, lower than was reported in the previous survey by those who transferred in 2006-2007.

### Participation in Activities that Support Student Learning Outcomes



## **Respondents' Satisfaction**

### ***Highlights***

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#### ***Overall Student Satisfaction***

- All respondents expressed satisfaction with their overall experience at SCC, rating it “good” or “excellent”. Respondents rated “good” or “excellent” for “effectiveness of classroom learning” (97%) and “quality of instruction” (94%) highly, and “variety of courses” lowest—still with 85% rating it “good” or “excellent.”
- Overall, 2008-2009 transfer survey respondents rated SCC comparably to the prior groups of transfer students, with “overall satisfaction” receiving highest rating.
- Respondents listed many things that they liked about SCC (in the appendices).

#### ***Ratings of Student Support Programs & Services***

- Many respondents rated SCC programs and services “excellent” or “good.” The Financial Aid Office and Language Lab (each 100%), Library (96%) and Transfer Center (95%) received the highest percentages of “excellent” and “good” ratings. No program or service received less than 70% “good” or “excellent” ratings.
- Only five support programs and services made available by the college (of a list of 24 provided on the survey) were used by more than half of the 2008-09 transfer survey respondents.

#### ***Source of University Transfer Information***

- Seventy-four percent of the respondents cited “SCC counselors” as the main source of transfer information.
- Respondents reported that “parent or family members”, “SCC instructors” and “friends/other students” provided the most reliable information with “good” or “excellent” ratings of each 100%. However, less than half of respondents cited these categories as their source of transfer information.
- Participation in programs and services designed to encourage transfer varied widely among programs. The programs and services with the highest participation were the Transfer Center and SCC counselor.

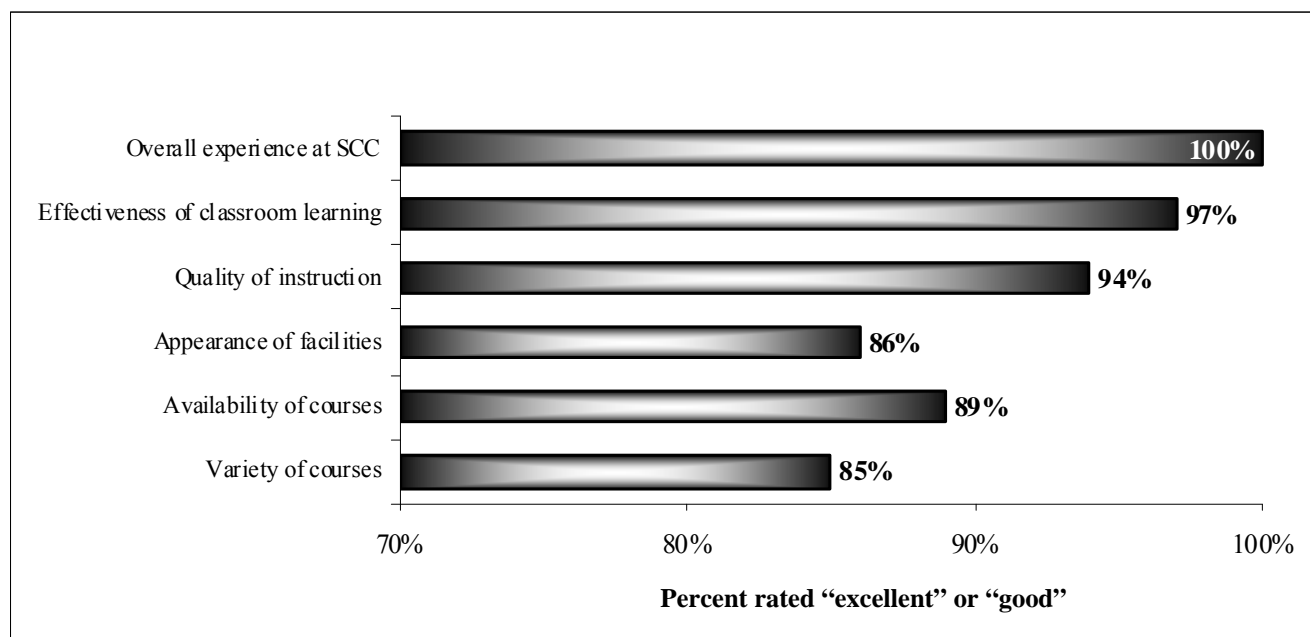


## Overall Student Satisfaction

All respondents were very satisfied with their overall experience at SCC (100% stated “excellent” or “good”). They were also pleased with other aspects of SCC, such as “effectiveness of classroom learning” (97%) and “quality of instruction” (94%).

2008-2009 cohort students rated SCC higher in “overall satisfaction,” “effectiveness of classroom learning,” “quality of instruction” and “variety of courses” than did prior cohorts; other ratings of overall satisfaction remained fairly constant.

### Overall Satisfaction Rated by Those Who Transferred in 2008-2009



### Student Satisfaction by Year of Transfer

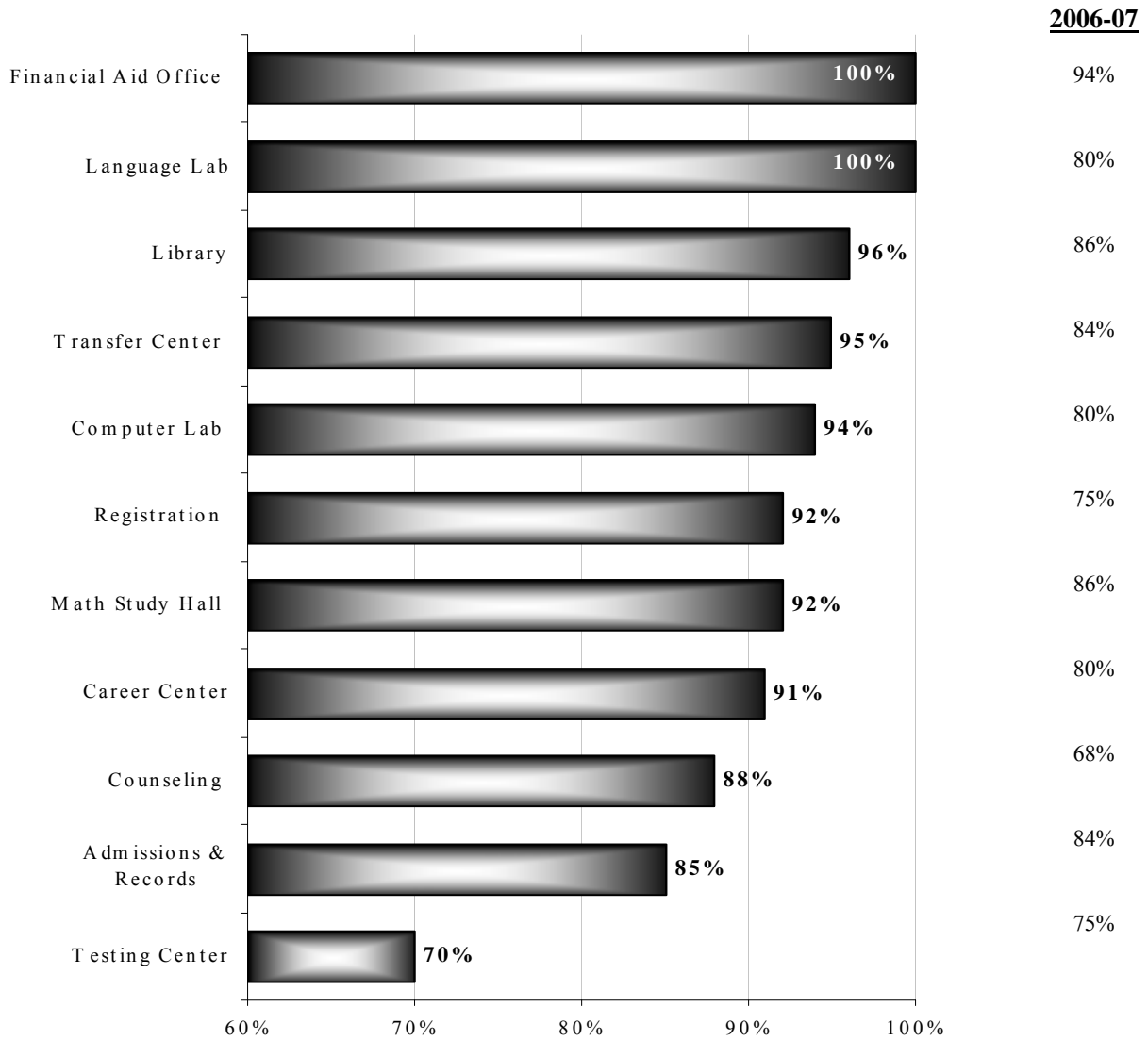
	2002-2003	2004-2005	2006-07	2008-09
Overall satisfaction with SCC	94%	90%	95%	100%
Effectiveness of classroom learning	93%	91%	89%	97%
Quality of instruction	91%	86%	81%	94%
Availability of courses	84%	83%	91%	89%
Variety of courses	69%	71%	72%	85%
Appearance of facilities	88%	86%	86%	86%

## ***Ratings of Student Support Programs and Services***

From a list of 24 programs and services, respondents rated those that they used while attending SCC. Only five programs and/or services were utilized by over half of the SCC respondents: Library, Transfer Center, Counseling, Admissions & Records, and Registration. There were thirteen programs/services with few respondents so we excluded them from the chart below.

The Financial Aid Office and Language Lab were rated highest by participants (100% rated the program “good” or “excellent”), followed by Library (96%) and the Transfer Center (95%). Examples of “excellent” programs and services, and suggestions for improvement are located in the appendices.

### **Ratings of Student Support Programs and Services at SCC**



## ***Sources of University Transfer Information***

Survey respondents reported that they received transfer information from a variety of sources. The most frequently cited source of transfer information are SCC counselors and the SCC Transfer Center. 96% of those respondents who received transfer information from SCC counselors and Transfer Center rated the quality of the information as “good” or “excellent.”

Fewer respondents cited “visit to university campuses” (20%) and “University Information Day” (11%) as informational sources, and these sources received the lowest quality ratings (86% and 75% respectively).

<b>Transfer Information Source</b>	<b>Percent of Respondents Who Have Used Info.</b>	<b>Percent* Who Rated the Information “Good” or “Excellent”</b>
Parent or family member	37%	100%
SCC instructor	49%	100%
Friends/other students	46%	100%
SCC Transfer Center	63%	96%
SCC counselor	74%	96%
University counselors/advisors	31%	91%
University catalog/brochures	29%	90%
Visit to university campuses	20%	86%
University Information Day	11%	75%

*\* Percentage based only on respondents who have used each transfer information source.*

## **Information About Respondents**

### ***Highlights***

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#### ***Transfer Students Demographics & Characteristics***

- Students are most likely to be young (81% under 25 years of age), Caucasian (49%) and female (60%).
- Only 29% of respondents are “first-generation” college students (neither parent attended college).
- 66% of respondents are employed while attending their current four-year colleges; a slightly higher percent also worked while enrolled at SCC (68%).
- 72% of respondents were at SCC between two and four years and 59% completed fewer than 30 units at SCC.

#### ***Educational Background and Plans***

- 86% enrolled at SCC with the clear initial goal of transferring; however, less than half (46%) of respondents had a clear idea of their majors from the beginning.
- 77% of respondents reportedly were eligible for CSU or UC admission directly after high school.
- 17% of respondents reported that they were enrolled at other colleges prior to their SCC enrollment and 29% were enrolled at four-year colleges.

#### ***Enrollment Characteristics at SCC and Current University***

- Respondents reported much higher average number of study hours (outside of the classroom) at the four-year colleges than when they were at SCC.
- Respondents were most likely to major in Liberal Arts and Business Administration at SCC. There were also 20% who were undecided or undeclared. At the universities, respondents were most often Business Administration, Communications and Biology majors.

## *Transfer Student Demographics & Characteristics*

Students who transferred from SCC in 2008-09 were usually under 25 years of age (81%), Caucasian (49%) and female (60%). A slightly higher percentage of students were employed while attending SCC than at their current four-year universities (68% vs. 66%).

<b>Student Demographics and Characteristics</b>	<b>% of Transfer Students</b>
<b>Ethnicity</b>	
White	49%
Latino	21%
Asian/Pacific Islander	14%
African-American	2%
Other/Decline to State	14%
<b>Age</b>	
< 20 yrs.	26%
20 yrs. to 24 yrs.	55%
25 yrs. to 29 yrs.	10%
30 yrs. to 39 yrs.	5%
40 yrs. +	5%
<b>Gender</b>	
Female	60%
Male	40%
<b># of Units Completed at SCC</b>	
Fewer than 30 units	59%
30-59 units	6%
60-89 units	29%
90+ units	6%
Average # of units at SCC	33.9
<b>Student Demographics and Characteristics</b>	<b>% of Respondents</b>
<b>Employment</b>	
Employed while at SCC	68%
Employed while at current university	66%
<b># of Semesters at SCC</b>	
1-3 semesters	23%
4-8 semesters	72%
9+ semesters	5%
Average # of semesters at SCC	4.23

Only 29% of respondents (as shown in the shaded cell) were “first-generation” college students, defined here as students for whom neither parent ever attended college.

<b>Father's Education</b>	<b>Mother's Education</b>			<b>Total</b>
	<b>No College</b>	<b>Some College, No Degree</b>	<b>College Degree</b>	
<b>No College</b>	29%	0%	3%	31%
<b>Some College, No Degree</b>	6%	9%	11%	26%
<b>College Degree</b>	6%	6%	31%	43%
<b>Total</b>	40%	15%	45%	100%

## ***Educational Plans and Preparation***

Nearly half (49%) of the respondents had decided to attend college when they were in elementary school. 86% of respondents enrolled at SCC with the clear goal of transferring from the very beginning of their college career. Less than half (46%) of respondents enrolled at SCC with a clear idea of their majors from the very beginning, meaning that over half (54%) might have been influenced with regards to their major areas of study.

Over three-quarters (77%) of the respondents were reportedly eligible to enroll at CSU or UC immediately after high school graduation, and 15% of respondents needed to take additional courses to transfer.

Twenty-nine percent attended a university prior to attending SCC: UC San Diego, Cal Poly San Luis Obispo, The Master's College, CSU Fullerton, University of Colorado Boulder, New York University, and University of Arizona. 17% attended other community colleges: Rio Hondo, Long Beach City, Santa Ana, Orange Coast, Santa Monica and Fullerton College.

<b>Educational Goals and Preparation</b>	<b>Percent of Respondents</b>
<b>First decided to go to college</b>	
In elementary school	49%
In junior high school	11%
In high school	23%
As an adult	17%
<b>Had already decided to transfer to a 4-year university when I entered SCC</b>	
Yes	86%
No	14%
<b>Already had a clear idea of major when I entered SCC</b>	
Yes	46%
No	54%
<b>Eligible to enroll at CSU/UC upon HS graduation</b>	
Yes	77%
No, I needed to take required courses:	15%
English (38%)	
Math (50%)	
Other (low SAT, need electives) (50%)	
Not sure	0%
No, I needed to raise my GPA	9%
<b>Attended another college prior to SCC</b>	
Yes, I attended a 4-year institution	29%
Yes, I attended another community college	17%
No	54%
<b>Average units completed prior to SCC</b>	
At a 4-year institution	28.4
At another community college	23.1

## ***Enrollment Characteristics at SCC and Current University***

Respondents spent more time studying at their current universities than when they were at SCC. 40% of the respondents spent five or fewer hours a week studying at SCC compared to 18% at the universities. Nine percent of respondents studied more than 16 hours a week at SCC, while 14% spent as many hours studying at the universities.

Significantly more respondents reported financing their education with scholarships and financial aid at the four-year universities than at SCC (72% vs. 26%).

While at SCC, respondents reported a major in liberal arts, business administration, and nursing; however, there is more variety of majors when they transferred to the universities.

### **Student Characteristics Pre- and Post-Transfer from SCC**

	<b>Percent of Respondents</b>	
	<b>At SCC</b>	<b>At Current University</b>
<b>Enrollment Status</b>		
Full-Time	77%	83%
Part-Time	23%	17%
<b>Hours Spent Studying/Week</b>		
0 to 5 hours	40%	18%
6 to 10 hours	40%	36%
11 to 15 hours	11%	32%
16 hours +	9%	14%
<b>Major</b>		
Liberal Arts	40%	6%
Business Administration	9%	14%
Nursing	6%	6%
Communications	0%	9%
Biology	3%	9%
Sociology	0%	6%
Undecided/Undeclared	20%	0%
Others	22%	50%
<b>Financing</b>		
Family Assistance	56%	51%
Work Full/Part-Time	32%	34%
Financial Aid	23%	46%
Personal Savings	15%	26%
Scholarship	3%	26%
Employer Support	6%	6%
Loans	3%	11%

# Appendices

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## **Examples of “Excellent” Student Support Programs and Services**

- The counselors were very nice and informative. (3)
- The MaSH and Writing Center were very helpful. (2)
- Financial Aid Office took the time to explain my financial options and made the experience a more pleasant one.
- Overall, the services were very good and adequate.
- The library was remodeled and well kept making for an excellent experience.
- The counselor was able to help me manage my schedule and take classes that lead me in the right direction without wasting time.
- Pathways to Teaching helped me to gain work experience in education, professional development through conferences and career counseling through representatives from credential programs.
- Both the Career Center and the Transfer Center work closely with the counselors to make community college experience easy and successful.
- Scholarship Services helped me obtain money for my education.
- **KP** in counseling was very helpful; he took my personal situation into account.
- Honors Program is great.

## **Suggestions for Improving the Academic Preparation at SCC**

- Challenge students more (3)
- Help students pick a major as early as possible so they can begin work towards that major (2)
- More classes
- It was too much like getting a masters degree of high school.
- Require or offer courses in internship that have to do with students’ major so they can have a better feel what they are getting into; having on the job experience will motivate students to become more interested in their field of study.
- Facilities can improve; library computers were always occupied during midterms and finals.
- Know your students! Many of us work; I never saw a physics night class.

## **Suggestions for Improving the Transfer Program at SCC**

- Better communication with transfer schools about the equivalent classes. I had to retake two classes that I thought would be covered at SCC but they weren’t the same level as the classes at CSUF.
- Be more clear and specific about requirements. I transferred without finishing the Golden Four and it delayed my graduation.
- Encourage students to meet with their counselor regularly.
- Provide additional trips to four-year universities.
- Provide more transfer information – some students are less proactive and may not know they are not on track to transfer and may be taking unnecessary classes.
- Not only promote assist.org to students but also gear it more like the local Cal States.
- Advertise more about the services offered and where to go
- I did not utilize the Transfer Center because my time was short at SCC.
- Assign students to counselors that they’ll have during their time at SCC; counselors advised me wrongly and as a result they delayed my graduation from the university I transferred to.

## What Respondents Liked Most about SCC

- Location, campus aesthetics, classes, instructors (6)
- Instructors and quality of instruction (5)
- Small class sizes; staff members were very friendly, helpful and personal. (5)
- Easy parking, nice campus, excellent professors (3)
- I liked all the instructors, the campus and staff members are incredible and helpful in every way. (2)
- Math instructors
- Convenient and cost-effective
- The variety of class times – night and day classes
- My English professor, **Rick Adams** was great.
- Diversity, helpfulness of counselors, ease of registration, financial aid services, variety of class times
- Awesome counselors and a few great teachers
- Great experience
- The forensics team
- The environment, classroom sizes, variety of classes offered, ease of registration
- It was easy to get the classes I needed, to certify my general education classes and to transfer to my four-year university.



SANTIAGO  
CANYON  
COLLEGE

# Transfer Student Survey

Congratulations on your transfer to a four-year university from Santiago Canyon College (SCC)! As we study the effectiveness of the education provided by SCC, your perspective as a university student will help us in improving the programs and services provided to current SCC students. Your replies will be reported anonymously. Thank you for your time!

1. When did you first decide to go to college?
  - a) in elementary school or before
  - b) in junior high school
  - c) in high school
  - d) as an adult (after leaving high school)
2. When you first entered SCC, did you already have a plan to transfer to a four-year university?
  - a) yes
  - b) no
3. When you first entered SCC, did you already have a clear idea of your major?
  - a) yes
  - b) no
4. Were you eligible to attend CSU/UC when you finished high school? **(circle all that apply)**
  - a) yes
  - b) no, I needed to bring up my G.P.A.
  - c) no, I needed to take classes in
    - \_\_\_ English
    - \_\_\_ Mathematics
    - \_\_\_ Other \_\_\_\_\_
  - d) not sure
5. Did your coursework at SCC provide you with the academic skills and knowledge to effectively deal with upper-division coursework at the university?
  - a) yes, well prepared
  - b) somewhat prepared
  - c) no, not at all
  - d) not applicable
6. Did you attend SCC full-time?
  - a) Yes, I had at least 12 units most semesters
  - b) No
7. Did you already attend a four-year university while you were attending or prior to attending SCC?
  - a) Yes  
(university name \_\_\_\_\_)
  - b) No, but I attended another community college  
(college name \_\_\_\_\_)
  - c) No, I did not attend any other school
8. How many total units did you complete at the other college(s) while/prior to attending SCC?
 

From a four-year university \_\_\_\_\_

From other comm. college \_\_\_\_\_
9. How many semesters did you attend SCC?  
\_\_\_\_\_
10. What was your major while at SCC?  
\_\_\_\_\_
11. What is your major at your current university?  
\_\_\_\_\_
12. Are you a full-time student at your current school?
  - a) Yes, I have at least 12 units most semesters
  - b) No
13. Are/were you (usually) employed while attending?
 

<b><u>SCC</u></b>	<b><u>Current university</u></b>
a) yes	a) yes
b) no	b) no

Avg. # of hrs/week worked while at SCC \_\_\_\_\_

Avg. # of hrs/week working at current school \_\_\_\_\_
14. On average, how many hours per week do/did you study?
 

<b><u>At SCC</u></b>	<b><u>At current university</u></b>
a) 0 - 5 hours	a) 0 - 5 hours
b) 6 - 10 hours	b) 6 - 10 hours
c) 11 - 15 hours	c) 11 - 15 hours
d) 16 hours or more	d) 16 hours or more
15. How were/are you financing your college education? **(circle all that apply)**

<b><u>At SCC</u></b>	<b><u>At current university</u></b>
a) personal savings	a) personal savings
b) work full/part-time	b) work full/part-time
c) financial aid/EOPS	c) financial aid/EOPS
d) family/spouse	d) family/spouse
e) scholarship(s)	e) scholarship(s)
f) employer	f) employer
g) other _____	g) other _____

16. What are your parents' highest levels of formal education?

**Father**

- a) 8<sup>th</sup> grade or less
- b) high school
- c) college, no degree
- d) Associate degree
- e) Bachelor's degree
- f) Master's or Doctorate
- g) don't know

**Mother**

- a) 8<sup>th</sup> grade or less
- b) high school
- c) college, no degree
- d) Associate degree
- e) Bachelor's degree
- f) Master's or Doctorate
- g) don't know

17. Please indicate your satisfaction with SCC in the following areas:

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below Avg.</b>	<b>Poor</b>
a) Effectiveness of classroom learning experiences	5	4	3	2	1
b) Ability to register for courses you needed	5	4	3	2	1
c) Variety of courses offered	5	4	3	2	1
d) Quality of instruction/instructors	5	4	3	2	1
e) Appearance of facilities and grounds	5	4	3	2	1
f) Overall experience at SCC	5	4	3	2	1

18. How well has your education at SCC prepared you for your current university work and for life-long learning in the following areas?

	<b>Excellent</b>	<b>Good</b>	<b>Average</b>	<b>Below Avg.</b>	<b>Poor</b>	<b>N/A</b>
a) Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems	5	4	3	2	1	0
b) Creatively use concepts to make learning relevant	5	4	3	2	1	0
c) Reflectively assess one's values, assumptions, and attitudes	5	4	3	2	1	0
d) Take responsibility for one's own learning and well-being	5	4	3	2	1	0
e) Learn about one's chosen academic major	5	4	3	2	1	0
f) Learn about professional conduct and workplace ethics	5	4	3	2	1	0
g) Communicate ideas in a clear and articulate manner	5	4	3	2	1	0
h) Communicate accurately to diverse audiences	5	4	3	2	1	0
i) Communicate in various formats using diverse technology		5	4	3	2	1 0
j) Act to maintain one's dignity and self-respect	5	4	3	2	1	0
k) Be a responsible community member by treating others with respect, civility and dignity	5	4	3	2	1	0
l) Maintain cultural literacy, lifelong learning and the environment	5	4	3	2	1	0

If you rated any preparation as "poor," please give us your suggestions for improvement \_\_\_\_\_

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Please also give examples of any excellent preparation that you have received \_\_\_\_\_

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19. During your education at SCC, how often did you do the following in a typical semester?

	Very Often	Often	Once or Twice	Never
a) Participated in class discussions	3	2	1	0
b) Worked on a paper/project using ideas from different information sources	3	2	1	0
c) Collaborated with other students in a class project	3	2	1	0
d) Used library resources for a research paper or project	3	2	1	0
e) Used the Internet or WWW for information resources for a class assignment	3	2	1	0
f) Used computer software to create charts/graphics/presentations for a project	3	2	1	0
g) Had a discussion with an instructor outside of class on class topics	3	2	1	0
h) Had a discussion with an instructor about your career and educational plans	3	2	1	0
i) Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	3	2	1	0
j) Attended or participated in a sports event on campus	3	2	1	0
k) Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts	3	2	1	0
l) Participated in a student club, organization or government	3	2	1	0
m) Completed an experiment/project using the scientific method	3	2	1	0
n) Discussed your interests, abilities and plans with a counselor/advisor	3	2	1	0
o) Read information about a university or a career you're interested in	3	2	1	0
p) Had an appointment with a counselor to discuss transfer plans, requirements	3	2	1	0

20. Please indicate which services and programs you used at SCC by checking the "Have used" boxes, and then rate the quality of those services/programs.

	Have used	Excellent	Good	Average	Below Avg.	Poor
Admissions and Records	<input type="checkbox"/>	5	4	3	2	1
Adult Re-Entry Services	<input type="checkbox"/>	5	4	3	2	1
CalWORKS	<input type="checkbox"/>	5	4	3	2	1
Career Center	<input type="checkbox"/>	5	4	3	2	1
Computer Lab	<input type="checkbox"/>	5	4	3	2	1
Counseling	<input type="checkbox"/>	5	4	3	2	1
Disabled Student Programs	<input type="checkbox"/>	5	4	3	2	1
EOP&S (Extended Opportunity)	<input type="checkbox"/>	5	4	3	2	1
Financial Aid Office	<input type="checkbox"/>	5	4	3	2	1
Health Center	<input type="checkbox"/>	5	4	3	2	1
H.S. Outreach (Early Decision)	<input type="checkbox"/>	5	4	3	2	1
Honors Transfer Program	<input type="checkbox"/>	5	4	3	2	1
Job Placement Center	<input type="checkbox"/>	5	4	3	2	1
Language Lab	<input type="checkbox"/>	5	4	3	2	1
Library	<input type="checkbox"/>	5	4	3	2	1
Math Study Hall	<input type="checkbox"/>	5	4	3	2	1
Pathways to Teaching	<input type="checkbox"/>	5	4	3	2	1
Registration	<input type="checkbox"/>	5	4	3	2	1
Scholarship Services	<input type="checkbox"/>	5	4	3	2	1
Student Activities Center	<input type="checkbox"/>	5	4	3	2	1
Testing Center	<input type="checkbox"/>	5	4	3	2	1
Transfer Center	<input type="checkbox"/>	5	4	3	2	1
Tutoring Center	<input type="checkbox"/>	5	4	3	2	1
Writing Center	<input type="checkbox"/>	5	4	3	2	1

If you rated any program/service as "poor," please give us your suggestions for improvement \_\_\_\_\_

Please also give examples of any excellent service that you have received \_\_\_\_\_

21. Please indicate whether or not you used these sources of **transfer information** by checking the “Yes” boxes, and then rate the helpfulness of the information.

Used/ Contacted	Source of Information	Excellent	Good	Average	Below Average	Poor
<input type="checkbox"/> Yes	SCC Transfer Center	5	4	3	2	1
<input type="checkbox"/> Yes	SCC counselor	5	4	3	2	1
<input type="checkbox"/> Yes	SCC instructor	5	4	3	2	1
<input type="checkbox"/> Yes	Parent or family member	5	4	3	2	1
<input type="checkbox"/> Yes	Friends/other students	5	4	3	2	1
<input type="checkbox"/> Yes	University Information Day	5	4	3	2	1
<input type="checkbox"/> Yes	University catalog/brochure	5	4	3	2	1
<input type="checkbox"/> Yes	Visits to university campuses	5	4	3	2	1
<input type="checkbox"/> Yes	University counselors/advisors	5	4	3	2	1
<input type="checkbox"/> Yes	Other _____	5	4	3	2	1

22. What did you like most about SCC? \_\_\_\_\_  
 \_\_\_\_\_

23. What suggestions do you have to improve the academic preparation at SCC? \_\_\_\_\_  
 \_\_\_\_\_

24. What suggestions do you have for improving the **transfer program** at SCC? \_\_\_\_\_  
 \_\_\_\_\_

*If you would like a personal response to any specific concern or question you may have, please write down your name, address and phone number along with your question below. We will forward your concern/question to the proper official who will respond directly to you. The information you share here will not be used for any other purpose and will remain confidential.*

\_\_\_\_\_

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**Thank you for your assistance!**