

**Santiago Canyon College
Division of Continuing Education
Student Satisfaction Survey Results, Spring 2019**

July 2019

As an educational institution, it is imperative that we regularly monitor student satisfaction to understand how particular issues, if any, impact their perception concerning program offerings and support services available to them as well as their learning environment while attending classes at the Division of Continuing Education (SCC-DCE). The findings will assist staff in supporting and retaining their students.

In late spring 2019, staff conducted an online student satisfaction survey of the students actively enrolled at the main SCC-DCE sites: SCC main campus noncredit program, the Chapman Center (CHAP) and the College and Workforce Preparation Center (CWPC). The survey provided an opportunity for students to report their levels of satisfaction with the academic programs as well as the support services available to them. In addition, the survey included questions regarding their educational background, demographics, future class offerings, and quality of services and programs.

Since the respondent populations are not uniformly distributed among the major SCC-DCE sites, Data are disaggregated by site (SCC main campus, CHAP and CWPC) to assist administrators plan appropriate programs, identify important trends in student behavior as well as use limited resources specific to the needs of the students at that location.

This report summarizes the opinions and perceptions of the 206 students who completed the survey. In addition, data from this year are compared (where appropriate) to the data collected in 2017 to assist staff in comparing current and past performance.

Summary of Results:

Respondents come from diverse demographic and economic backgrounds. About two-fifths (41%) of the respondents have had some college education prior to enrolling at SCC-DCE, even post-graduate studies, while 36% have less than a high school diploma. The majority (55%) of the respondents are older (35 years of age or older), female (58%) and Hispanic/Latino (59%). Though respondents identified many native languages, the respondents' primary languages are Spanish (46%) and English (40%).

Few students are foster youth or were in the foster care system in the past (4%), were incarcerated (3%) and others have served or are currently serving in the United States military (3%). The majority of the respondents reside in households of three or more family members (58%) with annual household income less than \$43,170 per year (50%), while more than one-half (56%) of the respondents are employed or self-employed.

Most of the respondents (72%) drive to school. While the majority of the respondents (56%) don't have access to a bus pass, about one-fifth (18%) of the respondent use public transportation and more than one-half (57%) are not interested in using transit. About one-tenth (14%) of the respondents use their free bus pass at least three times a week. About one-half of the respondents (45%) stated that riding the bus helps them avoid the hassle of finding parking at school. Most of the respondents (75%) rated their experience with riding the bus as "very good" and "good".

More than half of the respondents took classes at SCC main campus (66%) while others attended the Chapman Center (19%), the College and Workforce Preparation Center (25%). Some respondents attended multiple sites. Over one-half (52%) of the respondents have been students at SCC-DCE for less than a year, 32% for one to two years and 16% for three or more years.

Respondents reported that they come to SCC-DCE for various reasons. The top three reasons for attending are to obtain a high school diploma (37%), to obtain a better job (33%) and to learn English (31%). This marks a significant shift in attitudes, as in 2017, the primary reason for attending SCC-DCE was "to obtain a CE/computer training certificate" (61%).

- Respondents enrolled in various programs at the SCC-DCE. The top three programs of enrollment are the Adult High School Diploma (44%), the Career Education (CE)/computer-training program (28%) and English as a Second Language program (21%).
- Respondents gave SCC-DCE a rating of 95% "excellent" or "good" for overall experience! They were generally satisfied with the quality of education, the facilities, and support services they received at SCC-DCE. Highest ratings were given to "campus safety/security" (96%), "books and learning materials" and "overall experience" (95% each). Satisfaction with "books and learning materials" improved this year with an 11 percentage-point gain from 84% in 2017. The lowest rating reported was for "availability of parking" (81%) which dropped 12 percentage points from 93% in 2017.
- Respondents do not use many programs and services available to support them as they pursue their education.
 - More than one-half of the respondents do not use Child Care Center (68%), Student Transition Program (61%), Student Government Development Program/Leadership (59%), CalWORKS (58%) and Disabled Student Program & Services (53%).
 - The most often used services were "required" ones in which they need to select and enroll in classes, such as Admissions and Registration Office (98%) and Counseling (75%).

- Compared to 2017 survey results, this year’s satisfaction ratings, in general, were higher for each support program/service listed.
 - Respondents’ level of satisfaction with the programs and services available to them ranged from 91% to a high of 95% (versus 76% to 91% in 2017).
 - Admissions & Records was the highest rated service (95%) followed by Disabled Student Program & Services (94%).
 - Student Transition Program (17 percentage points), CalWORKS (14 percentage points) and Student Government Development Program/Leadership (11 percentage points) experienced the largest increases in satisfaction compared to 2017.
- Respondents were engaged while attending SCC-DCE. Nearly all of the students “strongly agreed” and “agreed” with “I would recommend SCC-DCE to a friend/family” statement (98%)! Nearly all of the respondents also “strongly agreed” and “agreed” that “they can achieve their educational goal (s)” at SCC-DCE (96%, 10-percentage point increase from 86% in 2017). “I feel a sense of belonging to this campus” statement received 87% (2-percentage point drop from 89% in 2017).
- When asked which classes they need to complete their goals, respondents listed many ranging from Adult High School Diploma (38%) to CE/computer training (36%) to Citizenship and GED/HiSET classes (6% each). In 2017, CE/computer training was at the top of the list with 95% (a drop of 59 percentage points). In contrast, Adult High School Diploma was 5% in 2017 and now is listed at the top of the respondents’ list at 38% (an increase of 33 percentage points). Among these categories, there has been a shift in the need to acquire knowledge and skills for a job/career.
- The best forms of advertisement for the SCC-DCE program were word-of-mouth (family and friends; 41%, 10-percentage point increase from 2017) and the class schedule received in the mail (22%, 6-percentage point drop from 2017). Comparable to 2017 survey results, respondents stated email (70%) and text (34%) are the top methods of advertising new courses and/or programs.

Respondents were given an opportunity to make additional comments about SCC-DCE. Comments were transcribed verbatim and grouped when similar thoughts were expressed with the number of those who expressed that thought in parenthesis. There were many compliments address to staff and faculty, the quality instruction as well as the many programs and resources available to them at SCC-DCE; however, they also did not hesitate to make suggestions for improvements (such as the need for more computer training classes, advanced classes, better schedule offerings etc.). Staff are encouraged to read the comments (at the end of the report) as they are very informative.

Survey Response Details:

Please rate your satisfaction with the following areas.

	Excellent	Good	Average	Below Average	Poor
Classroom experience	66%	28%	5%	1%	0%
Availability of classes	51%	38%	8%	3%	0%
Variety of classes offered	51%	37%	10%	2%	0%
Quality of instruction	58%	35%	6%	1%	0%
Books and learning materials	66%	29%	4%	1%	0%
Class size (# of student in a class)	60%	29%	9%	2%	0%
Appearance/maintenance of the facility	53%	37%	7%	2%	1%
Campus safety/security	56%	40%	3%	1%	0%
Convenience of classroom/site location	58%	35%	4%	1%	2%
Availability of parking	48%	33%	13%	3%	3%
Availability/access to disabled parking	53%	37%	7%	1%	2%
Overall experience	64%	31%	4%	1%	0%

Please rate the quality of services and programs that you have used at SCC-DCE.

	Level of Satisfaction of Those Who Used Services/Programs					Have Not Used
	Excellent	Good	Average	Below Average	Poor	
Admissions & Registration Office	66%	29%	4%	1%	0%	2%
Assessment/Orientation	65%	27%	8%	0%	0%	17%
CalWORKS	51%	40%	7%	0%	2%	58%
Child Care Center	42%	49%	7%	2%	0%	68%
Counseling	65%	28%	5%	2%	0%	25%
Disabled Student Program & Services	53%	41%	3%	3%	0%	53%
Student Government Development Program/Leadership	55%	37%	8%	0%	0%	59%
Student Transition Program	52%	41%	7%	0%	0%	61%

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.	66%	28%	6%	0%	0%
The College supports a community of diverse cultures.	64%	30%	6%	0%	0%
I feel a sense of belonging to this campus.	55%	32%	11%	2%	0%
I feel safe on campus.	62%	31%	5%	1%	1%
Faculty and staff care about me as individuals.	59%	32%	9%	0%	0%
The College encourages my personal growth.	59%	35%	5%	0%	1%
The College environment promotes mutual respect.	63%	31%	6%	0%	0%
I can achieve my educational goal(s) at this college.	60%	36%	4%	0%	0%
I would recommend SCC-DCE to a friend/family.	72%	26%	2%	0%	0%

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

Adult High School Diploma	44%
Career Education (CE)/Computer Training	28%
English as a Second Language (ESL)	21%
Programs for Adults with Disabilities	6%
Programs for Older Adults	5%
General Educational Development (GED)	4%
Adult Basic Education (ABE)	3%
Health & Safety Education	2%
Parenting Education	1%
Other (college credit courses)	3%

I have attended classes at SCC-DCE for:

Less than a year	52%
1-2 years	32%
3-4 years	12%
5 or more years	4%

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

Before 5pm	54%
After 5pm	58%
Saturdays	14%

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

A friend/family member	41%
Class schedule I received in the mail	22%
Walked in	16%
Internet	13%
Continuing Education Website	11%
Representatives from SCC-DCE	9%
Advertisement on doorknob	4%
Flyer in public library	4%
Flyer at the EDD Office	4%
Newspaper advertisement	3%
Advertisement in a bus	2%
Marquee at SCC	2%
Facebook	2%
Other Social Media	1%
Twitter	0%
Other (high school, work, teacher, counselor, Apple One, Casa Teresa, career fair, Child Development Center, EDD One Stop Center, email)	9%

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

I want to get a high school diploma	37%
I want a better job	33%
I want to learn English	31%
I am interested in personal enrichment/community engagement	27%
I want to study at a college or university	21%
I want to get a Computer Training Certificate	20%
I want to get a Career Education Certificate	19%
I want a job	18%
I want to help my children with their school work	8%
I want to earn my GED/HiSET Certificate	7%
I want to become a United States citizen	4%
Other (personal enrichment, professional development, improve computer skills)	3%

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

Adult High School Diploma classes	38%
Career Education (CE)/Computer Training classes	36%
English as a Second Language (ESL) classes	27%
Classes for Older Adults	10%
Classes for students with disabilities	9%
Adult Basic Education (ABE) classes	7%
Citizenship classes	6%
GED/High School Equivalency Test Preparation classes	6%
Other (computer, credit, online, math other than HSMath, Quickbooks, media, animation, website, marketing, collage, success, anything that helps with learning, anything interesting for retirees)	6%

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

I drive	72%
I use public transportation	18%
I get dropped off by family/friends	12%
I walk	2%
I carpool	1%
I ride my bicycle	1%

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

Yes	44%
No	56%

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

I am not interested in using transit	57%
I didn't know I could get one	21%
I do not qualify for a free pass provided by my school	8%
My family does not want me using transit	4%
I didn't find the OCTA pass to be a good value	3%
Other (Inconvenient/too far, unsafe, don't know how to use, can't use phones)	6%

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

Less than once a week	6%
1-2 days a week	3%
3-5 days a week	5%
Almost everyday	9%
I don't have one	78%

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

Not hassle with finding parking at school	45%
Attend school more regularly (miss fewer days)	41%
Save/potentially save money on gas and other car-related expenses	40%
Reduce my environmental footprint (e.g., reduce pollution and gas consumption by not driving)	28%
Have more flexibility in travel times as I don't have to wait for others to give me a ride	20%
Access more work opportunities	18%
Participate in more after-school activities	12%
Socialize more with family and friends	9%
Participate in more extra-curricular activities away from school	8%

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

Very Good	36%
Good	39%
Fair	17%
Very Poor	3%
Poor	5%

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

Through email	70%
Through text	34%
Through the Continuing Education Website	14%
Through the United States mail (USPS)	11%
Through telephone (not text)	7%
Through Facebook	4%
Through Instagram	4%
Through Twitter	0%
Other traditional methods (mail, library, faculty, papers, tours)	4%

Your gender:

Female	58%
Male	41%
Other	1%

How old are you?

Less than 18	1%
18-21	14%
22-34	30%
35-44	16%
45-54	22%
55-64	12%
Over 65	5%

Your ethnic background:

African-American	3%
Hispanic/Latino	59%
Asian	12%
White	23%
Other (Multi-Race)	3%

What is your native language?

Spanish	46%
English	40%
Vietnamese	4%
Chinese	3%
Farsi	2%
Tagalog	1%
Other (Arabic, French, German, Japanese)	4%

My highest level of education is:

Less than high school	36%
High school diploma	18%
High School Equivalence	
Certificate (GED/HiSET)	5%
Some college, but no degree	15%
Technical/Certificate	5%
A.A./A.S. degree	8%
Higher than B.A./B.S. degree	13%

What is your employment status at this time?

Employed	50%
Unemployed	7%
Homemaker, not employed outside of the home	7%
Retired	27%
Self-employed	6%
Disabled and unable to work	3%

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

Less than \$18,090	24%
\$18,091-\$24,360	6%
\$24,361-\$30,630	7%
\$30,631-\$36,900	6%
\$36,901-\$43,170	7%
\$43,171-\$49,440	8%
\$49,441-\$55,710	4%
\$55,711-\$61,980	2%
\$61,981-\$68,250	2%
\$68,251-\$74,520	3%
\$74,521-\$80,790	3%
\$80,791-\$87,060	1%
\$87,061 or more	6%
I don't know	21%

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

Only me	12%
Two, including me	15%
Three or four including me	37%
Five or more including me	21%
Decline to state	15%

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

Yes	11%
No	87%
Decline to state	2%

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

Member discharged within last year	1%
Member discharged over a year ago (veteran)	2%
None of the above	97%

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

Yes	4%
No	93%
Decline to state	3%

Have you ever been incarcerated?

Yes	3%
No	94%
Decline to state	3%

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

Yes	100%
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Programs of enrollment

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
English as a Second Language (ESL)	12%	69%	2%
Adult Basic Education (ABE)	4%	3%	0%
Adult High School Diploma	46%	5%	56%
Career Education (CE)/Computer Training	39%	33%	30%
General Educational Development (GED)	4%	8%	0%
Programs for Older Adults	7%	3%	4%
Health & Safety Education	1%	3%	4%
Parenting Education	1%	3%	0%
Programs for Adults with Disabilities	4%	0%	14%

I have attended classes at SCC Division of Continuing Education for:

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
For less than a year	51%	59%	33%
1-2 years	31%	36%	43%
3-4 years	15%	5%	18%
5 or more years	3%	0%	6%

How did you hear about our classes?

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
Class schedule I received in the mail	24%	36%	29%
Advertisement posted on my home doorknob	5%	3%	2%
Advertisement in a bus	4%	6%	4%
A friend/family member	38%	47%	42%
Newspaper advertisement	4%	3%	0%
Flyer in public library	4%	6%	0%
Flyer at the EDD Office	5%	3%	6%
Internet	16%	17%	13%
Marquee at SCC	2%	3%	2%
Walked in	15%	6%	21%
Representatives from SCC-DCE	9%	8%	6%
Continuing Education Website	15%	17%	13%
Facebook	3%	0%	0%
Twitter	0%	0%	0%
Other Social Media	1%	0%	2%

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

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
Through text	35%	39%	31%
Through telephone (not text)	7%	13%	12%
Through email	73%	71%	73%
Through Facebook	4%	8%	2%
Through Twitter	0%	0%	0%
Through Instagram	2%	11%	4%
Through the Continuing Education Website	17%	16%	14%
Through the United States mail (USPS)	10%	5%	20%
Other traditional methods	5%	5%	2%

I come to school because:

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
I want to learn English	27%	62%	16%
I want a job	21%	21%	14%
I want a better job	35%	44%	36%
I want to get a Career Education Certificate	23%	18%	18%
I want to get a Computer Training Certificate	25%	36%	24%
I want to get a high school diploma	36%	10%	50%
I want to earn my GED/HiSET Certificate	5%	8%	10%
I want to study at a college or university	23%	8%	26%
I want to help my children with their school work	9%	13%	2%
I want to become a United States citizen	3%	8%	2%
I am interested in personal enrichment/community engagement	34%	26%	24%

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

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
English as a Second Language (ESL) classes	20%	69%	10%
Adult Basic Education (ABE) classes	9%	3%	4%
Adult High School Diploma classes	37%	10%	50%
Citizenship classes	3%	13%	4%
GED/High School Equivalency Test Preparation classes	4%	8%	6%
Career Education (CE)/Computer Training classes	43%	41%	40%
Classes for Older Adults	15%	0%	4%
Classes for students with disabilities	8%	3%	14%

Please rate your satisfaction with the following areas*.

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
Classroom experience	4.52	4.74	4.65
Availability of classes	4.27	4.46	4.36
Variety of classes offered	4.27	4.55	4.33
Quality of instruction	4.42	4.69	4.59
Books and learning materials	4.53	4.69	4.64
Class size (# of student in a class)	4.38	4.50	4.52
Appearance/maintenance of the facility	4.29	4.56	4.50
Campus safety/security	4.46	4.46	4.47
Convenience of classroom/site location	4.34	3.79	4.30
Availability of parking	4.30	4.27	4.23
Overall experience	4.47	4.69	4.70

*Average ratings on a scale of 1 to 5, with 5 being "Excellent" and 1 being "Poor".

Please rate the quality of services and programs that you have used at SCC-DCE*.

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
Admissions & Registration Office	4.55	4.56	4.70
Assessment/Orientation	4.49	4.73	4.63
CalWORKS	4.38	4.42	4.45
Child Care Center	4.30	4.43	4.29
Counseling	4.49	4.56	4.72
Disabled Student Program & Services	4.47	4.33	4.45
Student Government Development Program/Leadership	4.48	4.36	4.63
Student Transition Program	4.39	4.50	4.63

*Average ratings on a scale of 1 to 5, with 5 being "Excellent" and 1 being "Poor".

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

	SCC Main Campus N=135	CHAP N=39	CWPC N=51
SCC-DCE is supportive of all students.	4.52	4.78	4.75
SCC-DCE supports a community of diverse cultures.	4.55	4.79	4.67
I feel a sense of belonging to this campus.	4.31	4.66	4.51
I feel safe on campus.	4.35	4.69	4.55
Faculty and staff care about me as individuals.	4.44	4.64	4.55
SCC-DCE encourages my personal growth.	4.44	4.70	4.63
SCC-DCE environment promotes mutual respect.	4.50	4.76	4.62
I can achieve my educational goal(s) at this college.	4.47	4.67	4.65
I would recommend SCC-DCE to a friend/family.	4.65	4.79	4.81

*Average ratings on a scale of 1 to 5, with 5 being "Strongly Agree" and 1 being "Strongly Disagree".