



Santiago Canyon College Non Re-Enrollment Telephone Interviews Study

February 2006

Prompted by a drop in enrollment, the RSCCD Research Department identified a group of 747 students who were enrolled in classes at Santiago Canyon College (SCC) in Fall 2004 and/or Spring 2005, had completed at least 12 units of transfer-level classes, had not graduated, had not transferred to the universities, but did not return to SCC at the beginning of Fall 2005 semester. This group of students is considered “serious” and/or “committed,” those who have made a conscious choice about obtaining a college education. In other words, they would be expected to return to SCC, yet did not.

In October 2005, a survey was mailed to these students to identify their reasons for not returning to SCC. 39 (6%) completed questionnaires were returned. Overall respondents were very positive in their assessment of SCC, student life and the social and campus environment, and extremely satisfied with their experience at SCC. The responses also revealed reasons we already know about students who don't return to college: work schedule conflict, family or personal problem, transfer to another community college, financial conflict, etc.

In January 2006, telephone interviews were conducted with the same 747 students to probe further and allow the students to openly elaborate their reasons for not returning to SCC. 35 students took time to talk with district staff. Although the majority of students cited lack of course offerings as their reason for not returning to SCC, many shared other circumstances which deterred them from returning to SCC. The majority of students contacted expressed their appreciation for the personal phone call.

Highlights of the telephone interviews:

- 37% of the respondents were doing “well or better” academically and felt prepared to meet the academic challenges.
- 34% voiced concern for the location of the cafeteria.
- 29% of the respondents felt that SCC was friendlier, cleaner, and a more physically pleasing environment than other campuses that they have attended.
- 26% had little or no contact with a counselor.
- 20% of the students contacted stated that they transferred to another community college to take more classes, other than basic courses.
- 20% of the respondents voiced concern for the lack of adequate rain shelter.
- 17% of the respondents left for financial reasons (personal and & tuition).

When asked about their worst experience at SCC, the majority of responses were:

- Location of the cafeteria (especially on rainy days) (34%)
- Lack of shelter during inclement weather (20%)
- Parking (17%)
- Insufficient tutoring (9%)
- Language barrier (9%)

When asked what could be done to make SCC more student-friendly, the majority of responses were:

- Nothing (40%) “Great activities for students”; “Seems very student-friendly now”; “Great faculty”; “Students need to get involved”; “Wonderful security at night”; “Great librarians who are very inspirational and extremely helpful”
- Increase course offerings (31%) “ I needed classes other than the basic English and math classes”; “I didn’t like having to go to SAC for other classes”; “ It would be nice to have a complete program at just one campus”
- Better advisement (14%) “As a second language student I really needed help and didn’t get it”; “I didn’t get adequate information about the transfer process”
- Improve Tutoring Services (9%) “ I needed extra help as a second language learner”; “ Most of the time tutoring sessions were boring”
- Improve record keeping in Admissions and Records (6%) “ They didn’t have accurate information”; “My records couldn’t be found”
- Improve Athletic programs (6%) “ I went to another college for cross-country/track”; “The golf program needs to be improved”