

Santa Ana College

Student Satisfaction Survey 2021 Report

Details:

354 participants: All credit students, excluding criminal justice and fire academy, were invited to participate in the survey

Survey Launched: April 18, 2021

Survey Closed: October 4, 2021

Background: The Santa Ana College (SAC) Student Satisfaction Survey is administered by the Rancho Santiago Community College District Research, Planning, and Institutional Effectiveness Department for Santa Ana College. It was completed in the early fall term by students who were enrolled in the spring 2021 term. This cohort of students experienced the continual remote instruction in response to the COVID-19 crisis as well as a gradual return to face-to-face instruction.

Highlights:

- Since survey incentives were not offered this year, the response rate was considerably lower compared to the prior year when survey incentives were offered 2021(N=354) vs. 2020 (N=2321)
- Survey participation decreased significantly (-85%) compared to 2020 survey participation
- One new question was added this year (Question 6)
- Majority of the participants were Female (68%)
- Students within the twenty to twenty-five age group (32%) were represented at a higher percentage than all the other age groups
- Students reported that they had a good experience with remote instruction (60%) compared to (40%) in 2020
- Students indicated that for them to be successful at SAC they desired counseling/other such as (better communication, don't know, mental health, socially involved, personal accountability, daycare, etc.) support (40%) compared to (8%) in 2020
- Students indicated that they preferred face to face instruction at a (8%) increased from 2020
- Students planned to attend in the fall semester (82%) compared to (20%) in 2020
- Students preferred online instruction at a 42% increase compared to 2020
- Students indicated that the most impactful challenge due to COVID-19 that they are facing and might negatively impact them from completing their education is stress, worry about getting sick, and mental health (12%) compared to (3%) in 2020
- Majority of respondents are excited, can't wait, and/or are ready to return to in-person instruction
- Students scheduled an appointment with a counselor within the past year to discuss classes, requirements, and plans (-10%) than in 2020
- Students feel less of a sense of belonging (70%) compared to (80%) in 2020
- In addition to attending SAC, students who stated they are also attending another college or university during spring 2021 term increased by 4% compared to 2020
- On average, for a typical 3-unit class, students spent more than 10 hours studying equaling (12%) compared to (10%) in 2020
- Students were not aware of SAC's noncredit programs (60%) compared to (63%) in 2020
- When choosing a degree pathway, students found that the SAC website was not as helpful, a (-8%) decrease compared to 2020
- Students who live with six or more household members decreased (-4%) compared to 2020



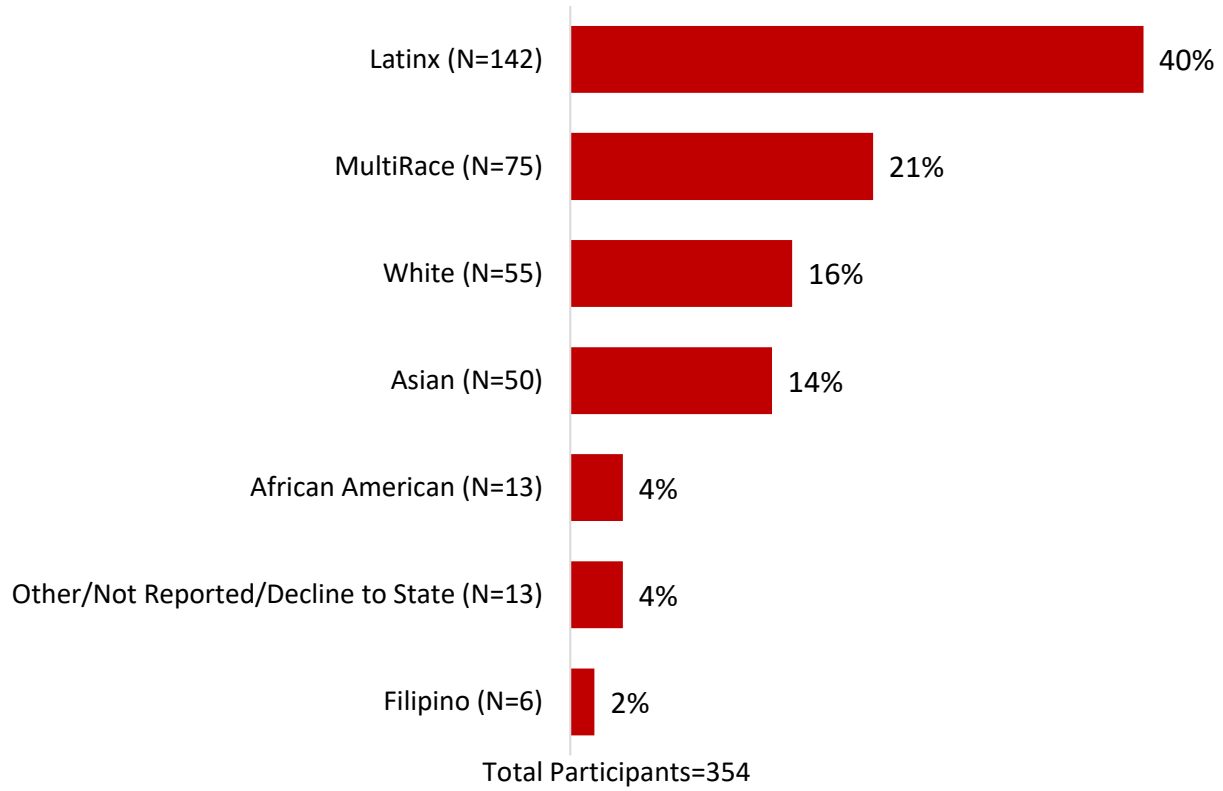
- Students who support themselves and between two or more other people in their household increased slightly (1%) overall from 2020
- Students who are facing unemployment, but would like to be working during this time decreased (-7%) compared to 2020
- Students indicated they are undocumented (13%) compared to (10%) in 2020
- Additional feedback is provided in chart form in the following pages
- A representation of the official survey instrument is located on pages 52-62

A representative sample of the comments can be seen on pages 6-7, 10-11 and 50-51 of this report



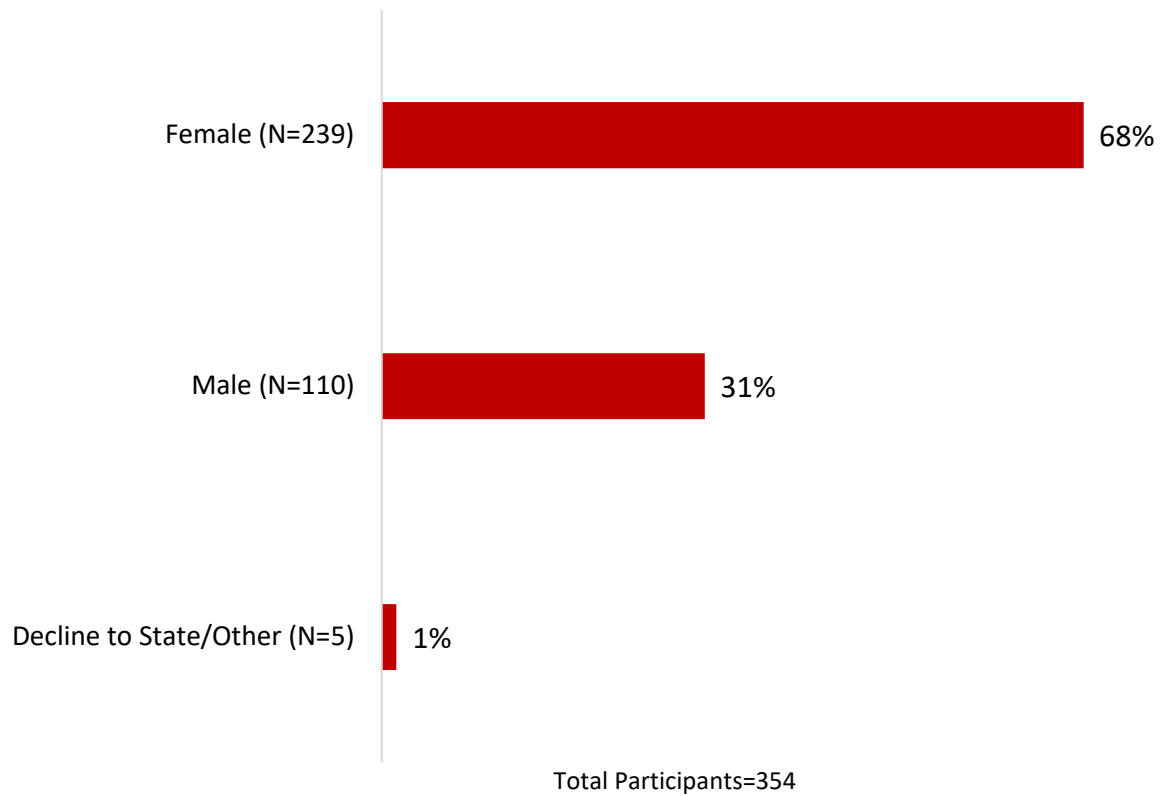
Demographics of Survey Participants:

Racial Groups



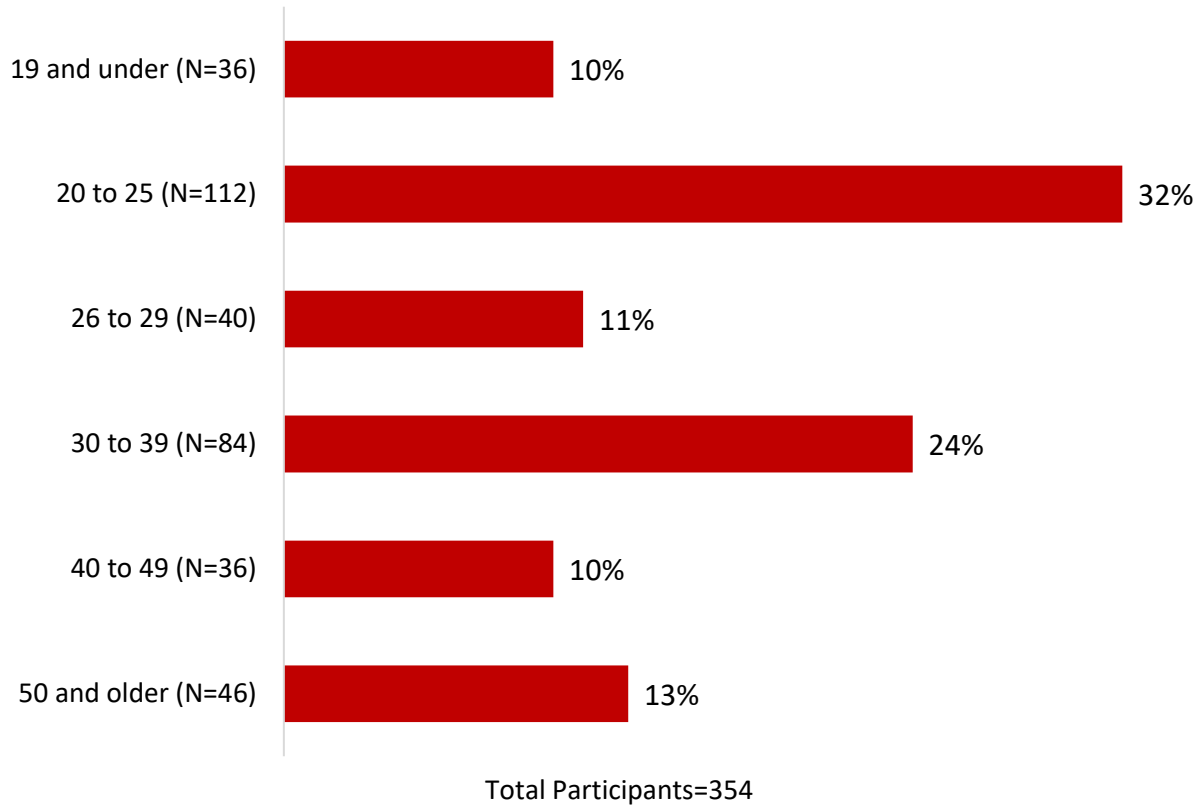


Gender





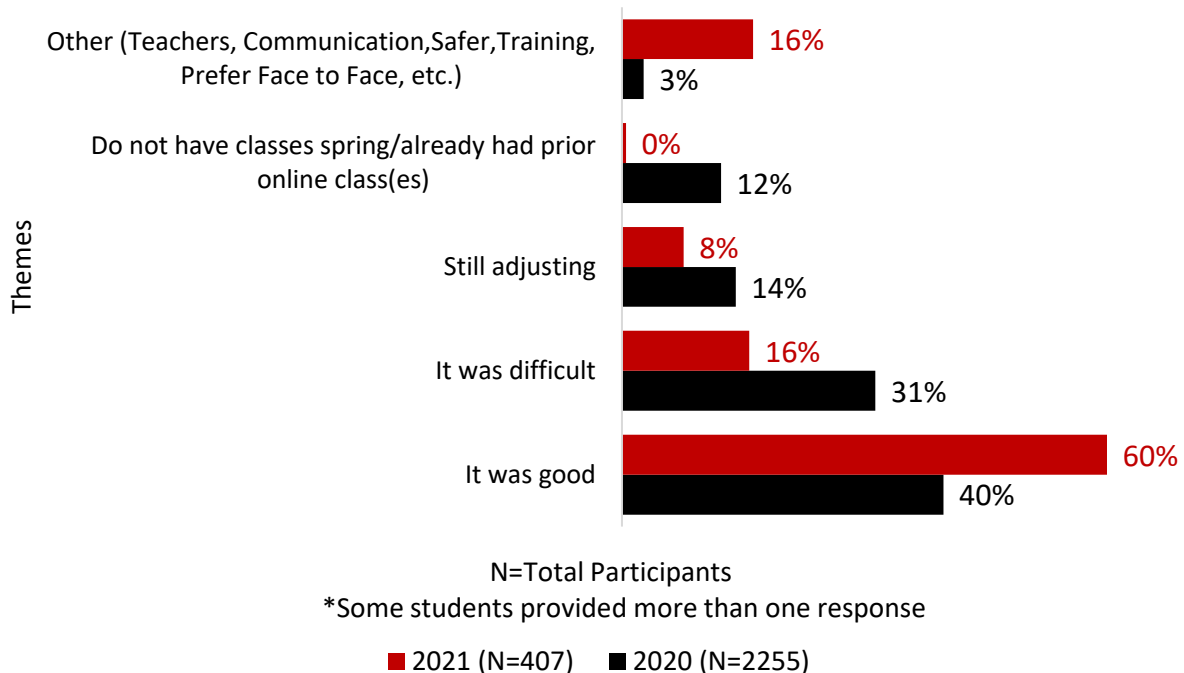
Age Groups



Survey Results:

Q. 1. What would you like to tell us about your overall experience with Remote Instruction (online) during the spring 2021 semester?

("responses to open ended question grouped into themes")

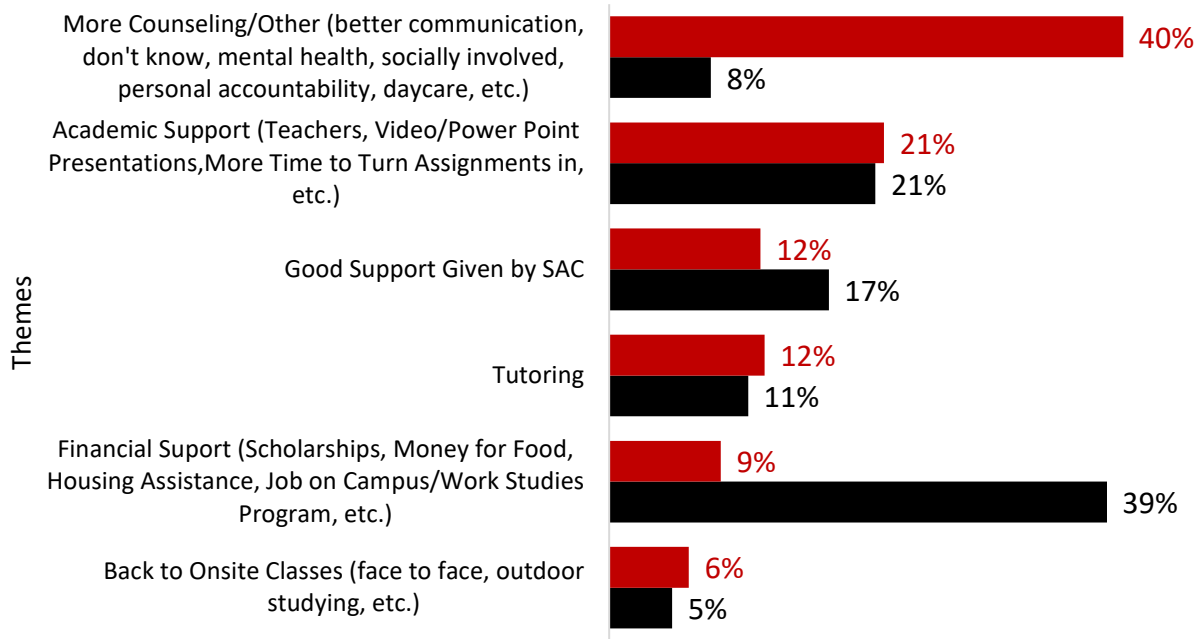


- “I had a good online experience during the spring 2021 semester overall. Professors made clear that they would make sure to answer any questions via email or through pronto or canvas, and there were plenty of resources available for students online.”
- “It was horrible with the professor that never responded to their email messages! Unfortunately, that...”
- “To be honest I love remote instruction because I have panic attacks, ADHD, and I am bipolar, so for me taking a class online is 10x easier than having to go into class and feel judged.”
- “My experience has been challenging, but I know that my education is important and will help me in the future, so I keep pushing and keep sticking for success.”
- “Overall, my experience was great, and professors were easily accessible.”
- “It was fine. By this semester I was already used to it and it felt normal somewhat. There was a human element that was missing and I'm definitely glad to go back in person.”
- “I really struggled. not enough on campus time for anatomy lab. it's not the same looking at pictures than seeing the models in person.”
- “Poor communication and philosophy professor taught 90% Marxist / feminist content, almost no philosophy.”
- “I was not ok with remote learning but after taking my last course that was only offered online, I feel that my opinion has changed. My professor was aware of my feeling, and she did a great job assisting and guiding me through the course.”
- “Great! I prefer live remote to just straight online classes.”
- “It was hard and sometimes disappointing.”



- “I liked it because I commuted from San Diego... so it made it much more convenient.”

Q. 2. What type of support would help you be successful at this college? ("responses to open ended question grouped into themes")



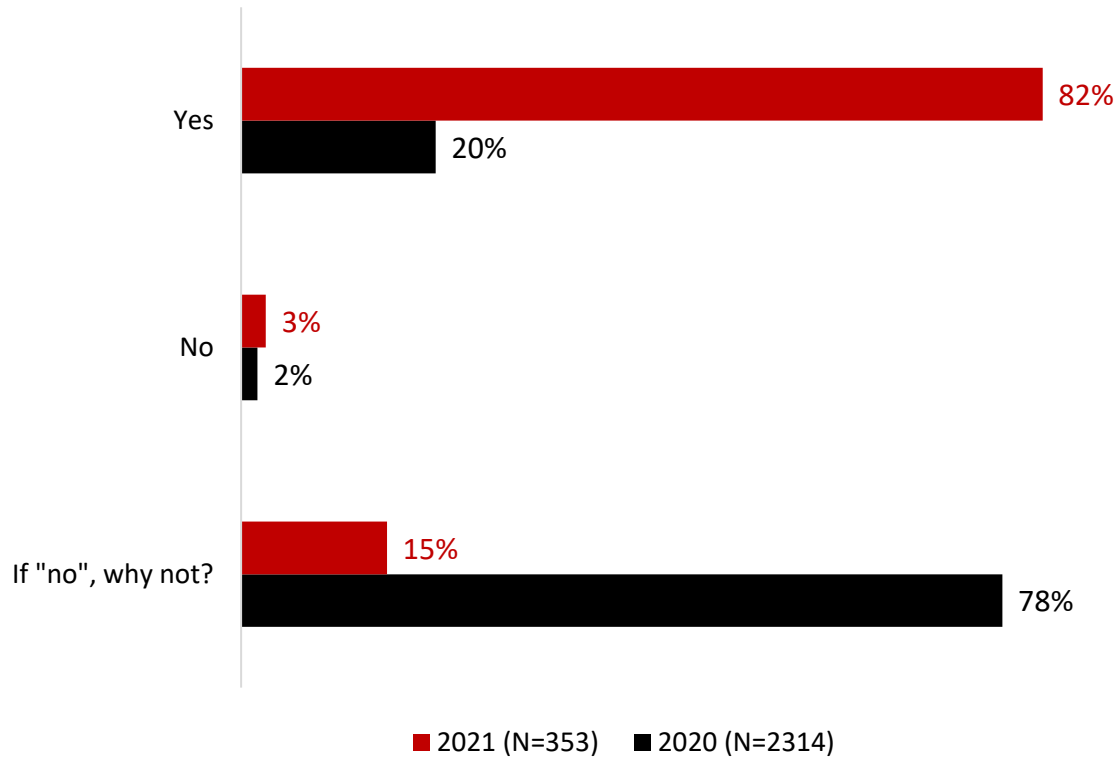
*Some students provided more than one response

■ 2021 (N=323) ■ 2020 (N=2268)

- “The library being open and available for students.”
- “Access to affordable technology.”
- “Access to more textbooks provided by professors such as the required books for each course. Or update the sac website of what books would be required. Last semester, I wanted to buy my books before hand, and I went to the sad website and it turns out tha...”
- “Clearer information sometimes it feels like you need to dig for information”
- “Continue with tutoring available to students for free”
- “Counselors that know my education plan and the requirements needed to reach my goal with no surprises right before graduation.”
- “Easier access to a counselor over the phone/zoom.”
- “Financial support was great”
- “Having the teacher available for office hours and a few minutes after class if I need help. Also, not changing the requirements for a degree when I'm close to finishing.”
- “Santa Ana college has always had the support we need to succeed so I don't have any recommendations.”
- “Online live tutoring and paper submission and review.”
- “In person classes”
- “In-person workspaces”

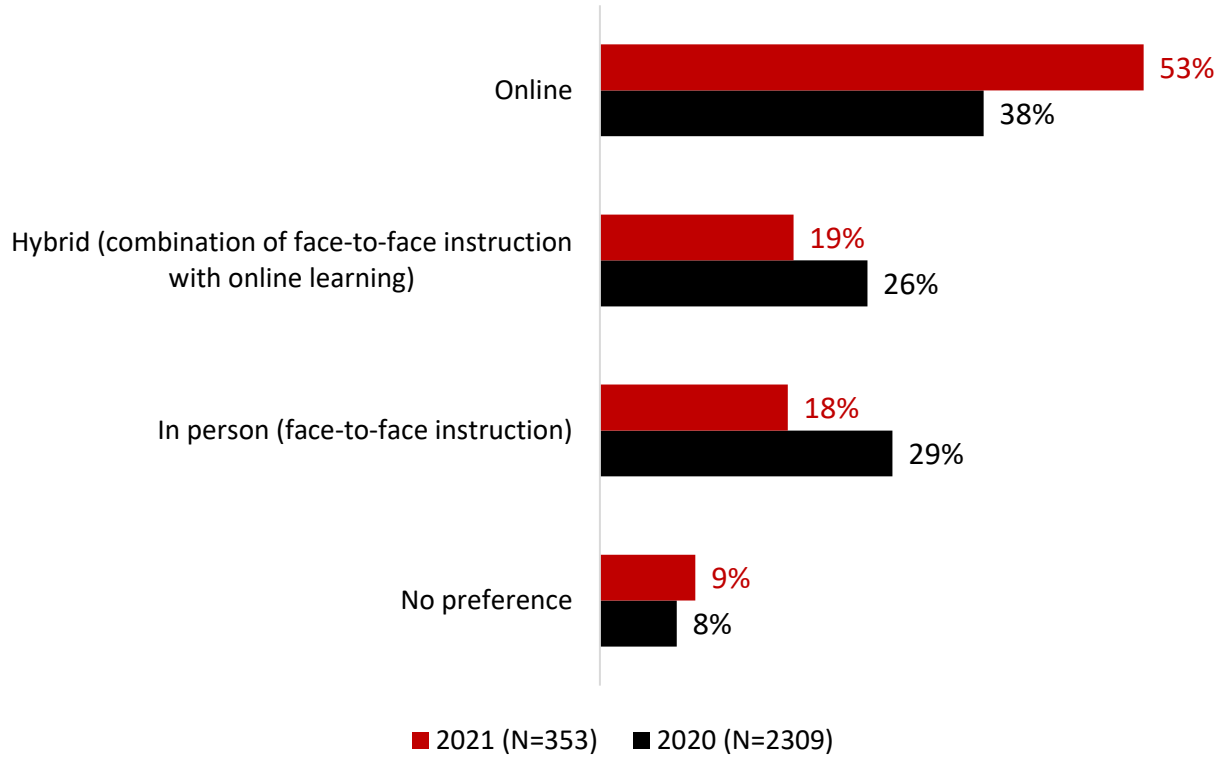


Q.3. Do you plan to attend SAC in the fall semester?

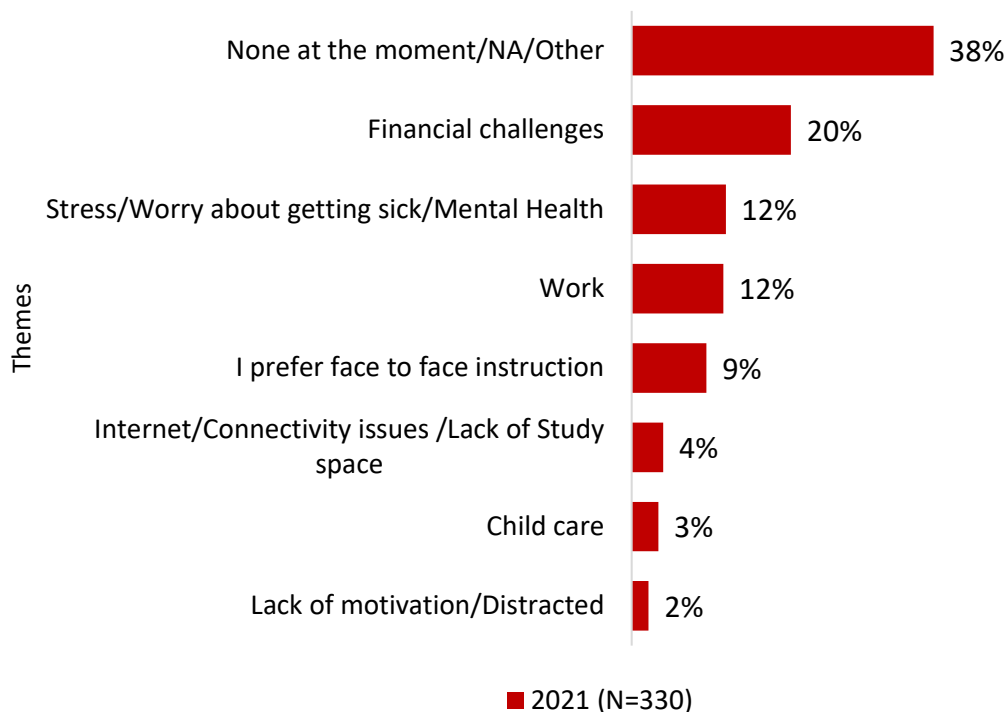




Q. 4. What instructional method do you prefer for the fall semester?



Q. 5. What challenges are you currently facing due to COVID-19 that might negatively impact your ability to complete your education? ("responses to open ended question grouped into themes")

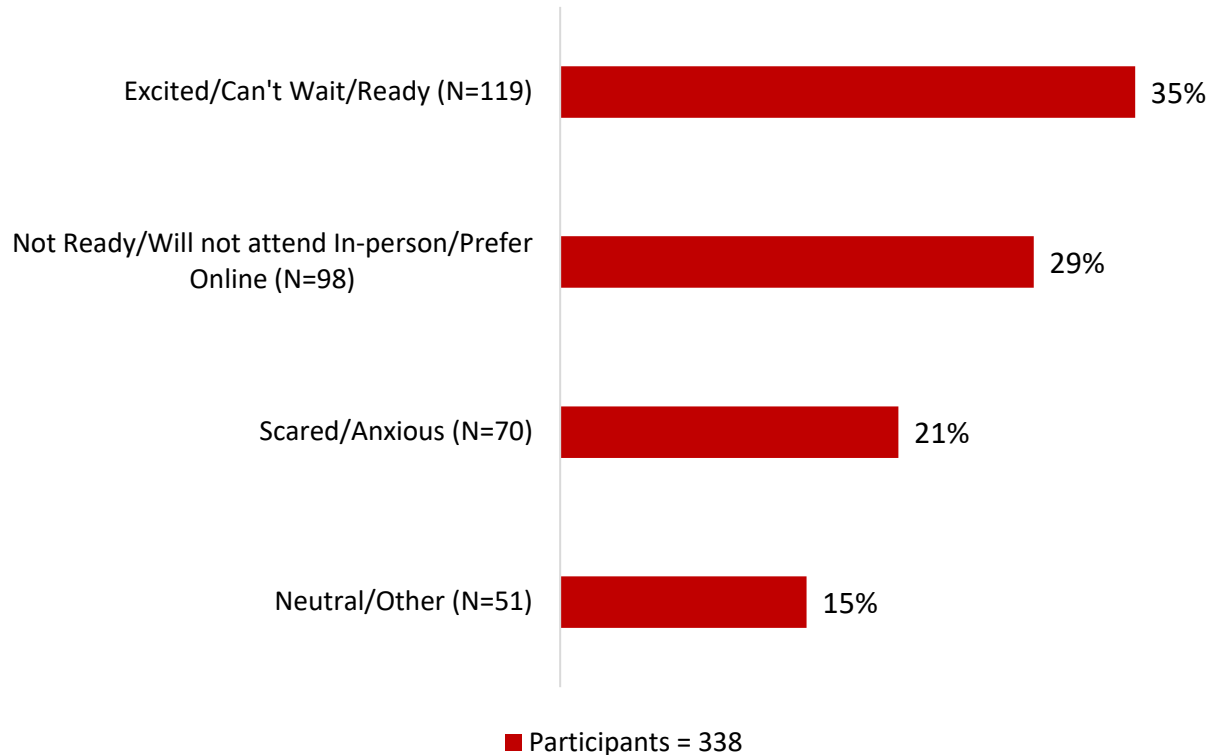


- “I’m Scared of getting COVID at school.”
- “Ability to find childcare for my children and not having it shut down due to an outbreak.”
- “At this time, there are no challenges that I am currently facing due to COVID-19 that might negatively impact my ability to complete my education.”
- “Falling behind on my payments needed to keep secure housing and internet”
- “Currently struggling and juggling work, family losses, and job loss within my family. COVID has impacted me in more than one way.”
- “I have to commute to a mandatory in person class and I have to use public transportation which stops being available by the time I’m off class making it hard for me to find a ride back home.”
- “Mental illness, I struggle with Anxiety and panic disorder when I’m under a lot of stress. Especially during this time, trying to get back into the groove or working and going to school and the same time has been an adjustment but so far so good!”
- “Being at home with all of my family and not having a quiet space.”
- “The vaccine mandate and may lose my job if I don’t get the vaccine”
- “Staying motivated.”
- “No challenges. I prefer online because it is convenient and safe.”
- “Medical / religious discrimination.”
- “The challenges I faced was that I am an older student and feel comfortable with in class instruction vs online.”
- “Lack of in-person labs. Having to do a Geology lab online was horrible.”
- “Isolation”
- “Wondering if people are vaccinated and being safe”
- “The negativity and hostility towards unvaccinated individuals”



- “No classes in person, bring back in person”

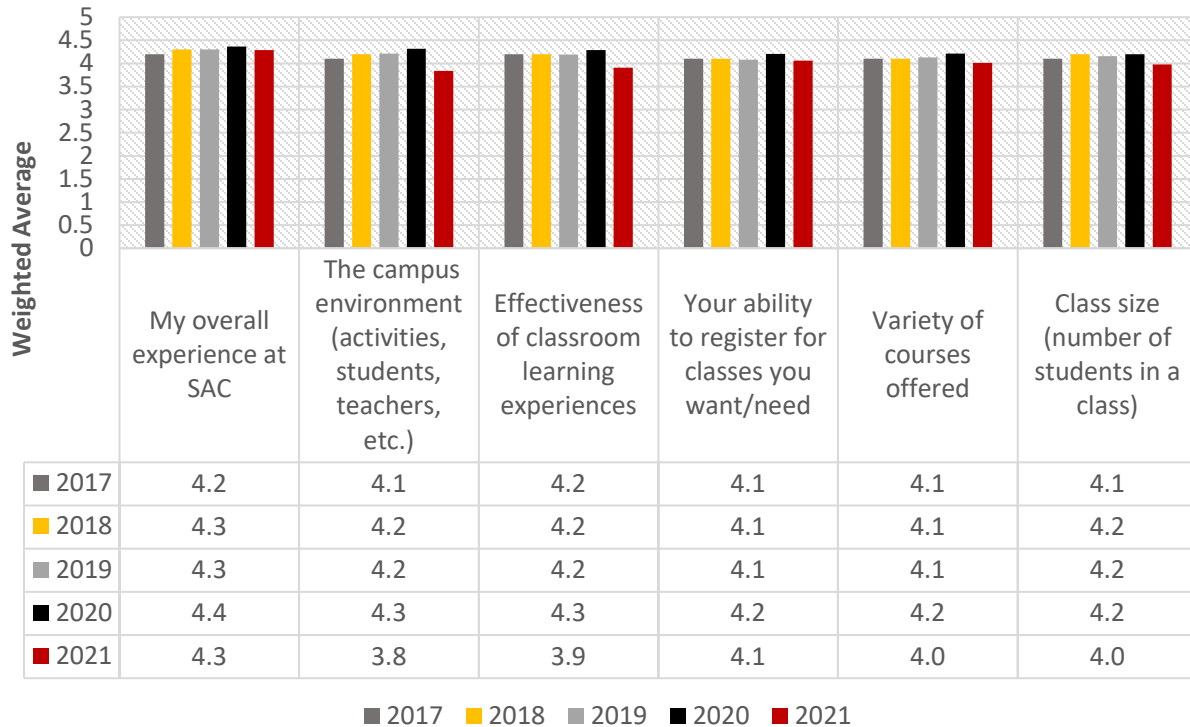
Q. 6. What are your feelings about returning to campus for in-person instruction?



- “All lecture related instruction (including exams and quizzes) should be done remotely. Driving in just to take exams is short-sighted and wasteful with \$5/gallon gas as some students live far away and traffic is challenging at times of lecture.”
- “Everyone who returns should be treated fairly and equally, regardless of whether or not they injected themselves with experimental substances.”
- “I would rather stay online because I have a sensitive immune system and wearing masks would not be as effective as staying home.”
- “Due to time and physical disability, I like to study online.”
- “Excited but also more stress having to find day care for my children. Since my classes are in the evening.”
- “Excitement. First semester of college was in Fall 2020, so I haven't experienced in-person instruction (in college) yet.”
- “I am scared but if I have to then I will. It is not my preferred method, but it is what I need to do.”
- “Nervous, worried, afraid, and disappointed that schools are rushing to get things back to normal which only leads to further spreading of the virus.”

**Q. 7(A). BASED ON YOUR EXPERIENCES AND SATISFACTION
PLEASE RATE THE FOLLOWING:**

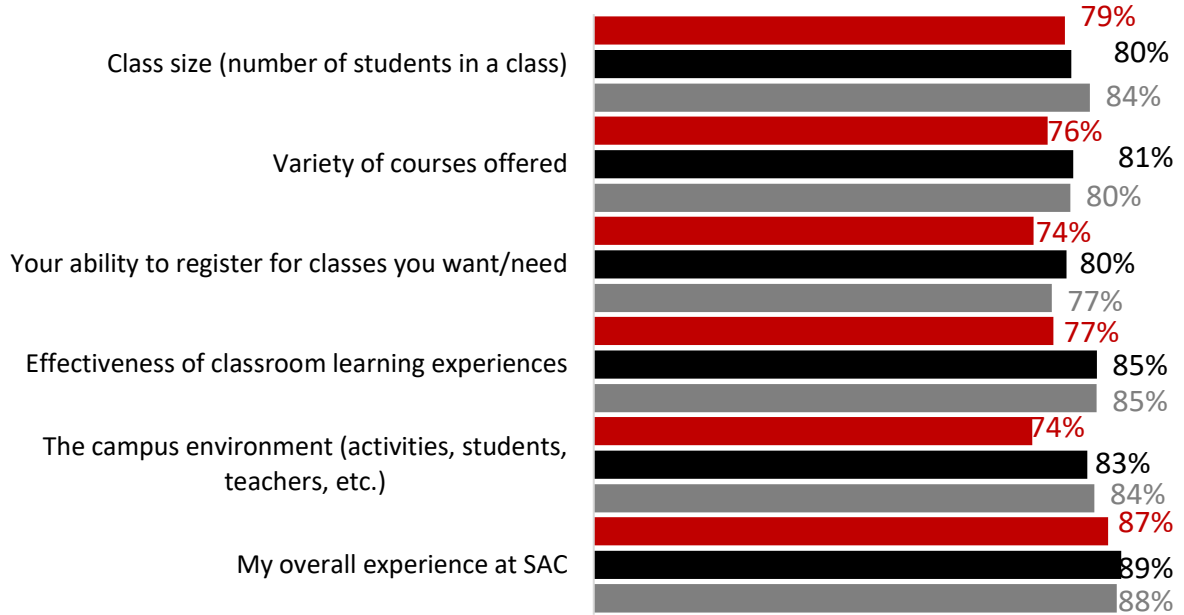
Excellent-5, Good-4, Average-3, Below Average-2, Poor-1





Q. 7A. Based on your experiences and satisfaction, please rate the following:

Overall Percentages



Percent of "Good" and "Excellent" ratings

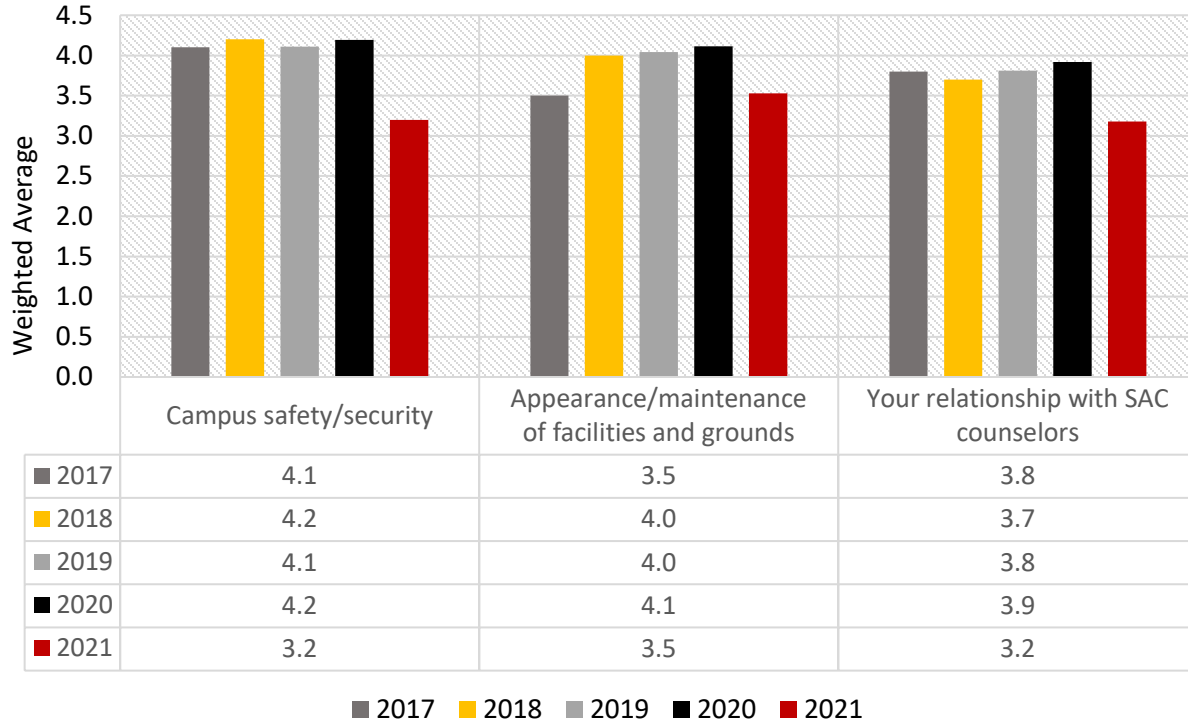
■ 2021 ■ 2020 ■ 2019



Q. 7B(1). BASED ON YOUR EXPERIENCES AND SATISFACTION

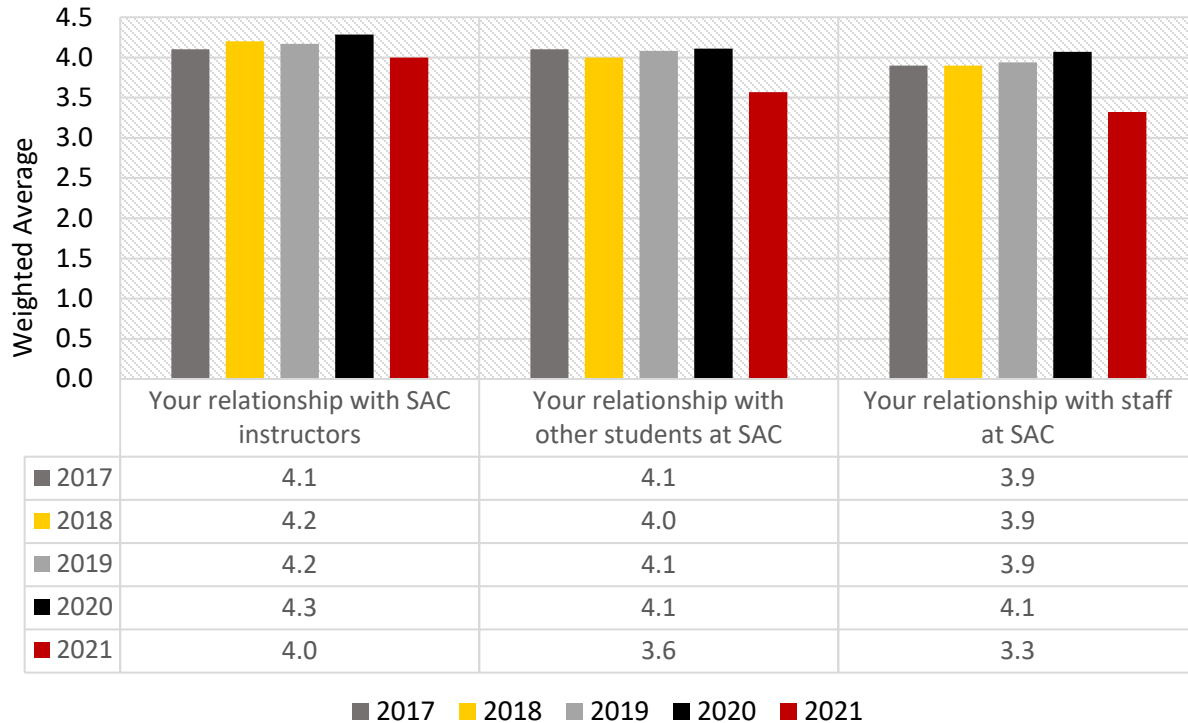
PLEASE RATE THE FOLLOWING:

Excellent-5, Good-4, Average-3, Below Average-2, Poor-1

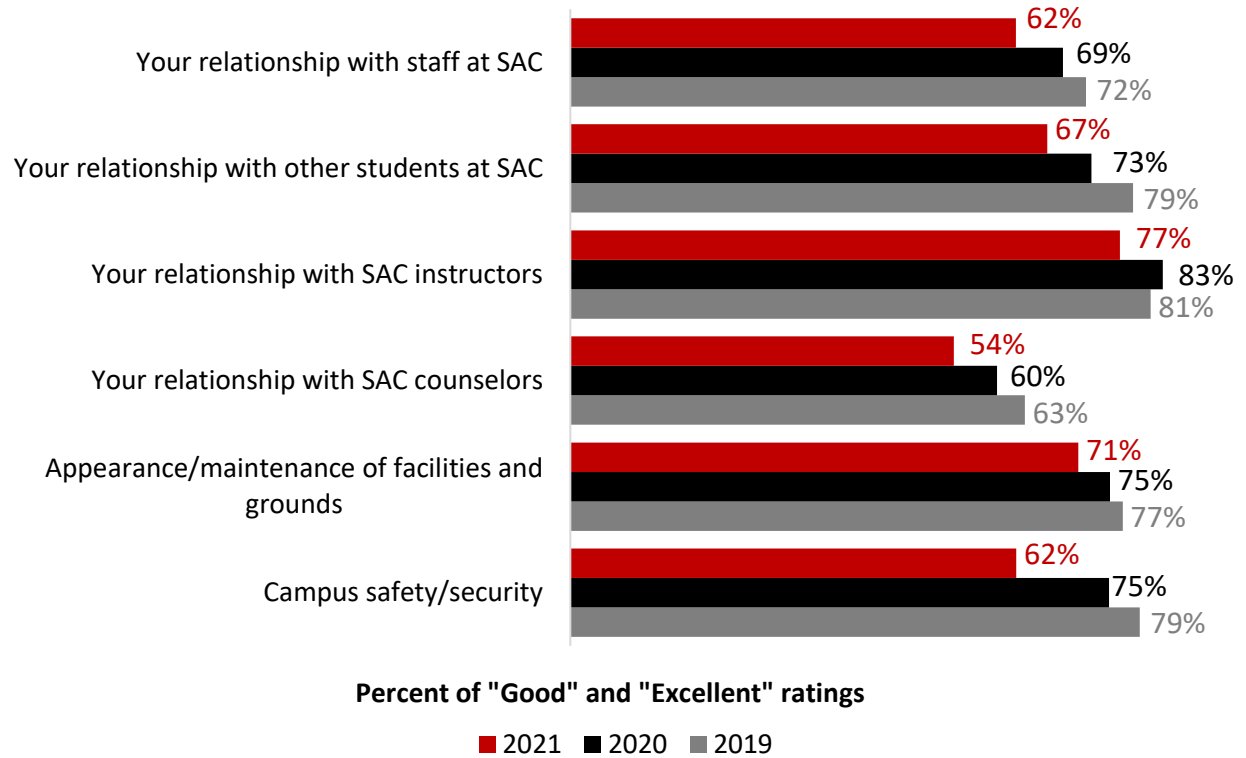


**Q. 7B(2). BASED ON YOUR EXPERIENCES AND SATISFACTION
PLEASE RATE THE FOLLOWING:**

Excellent-5, Good-4, Average-3, Below Average-2, Poor-1

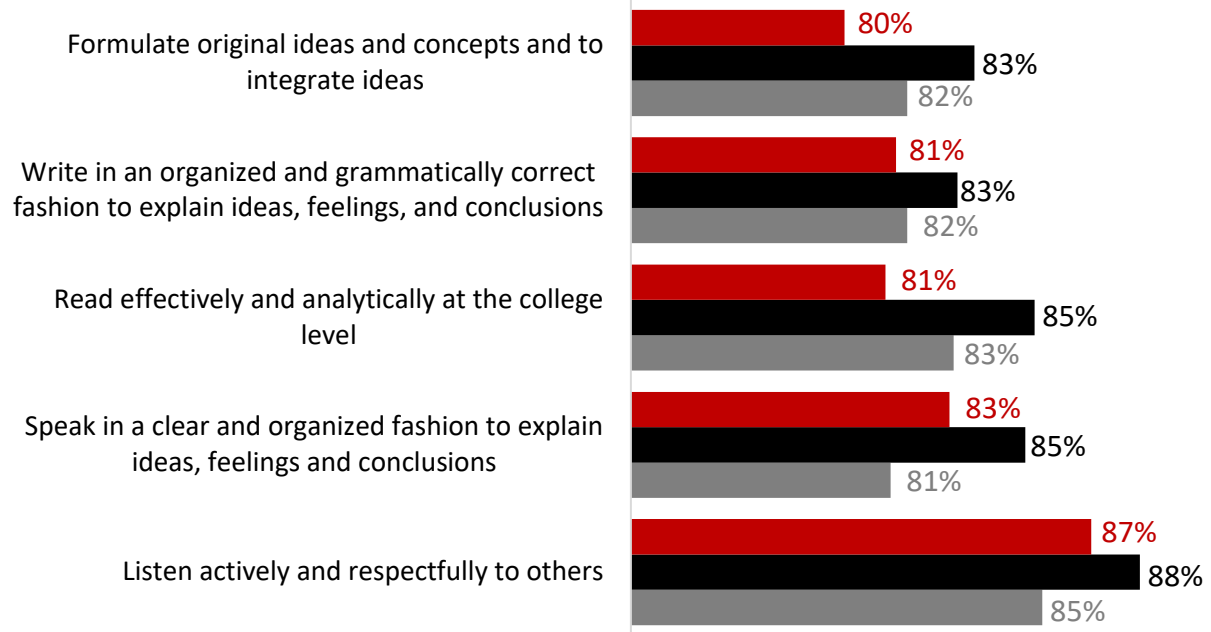


Q. 7B(1&2). Based on your experiences and satisfaction, please rate the following:





Q. 8A.(1) Please rate the quality of preparation your SAC education has given you to be able to:

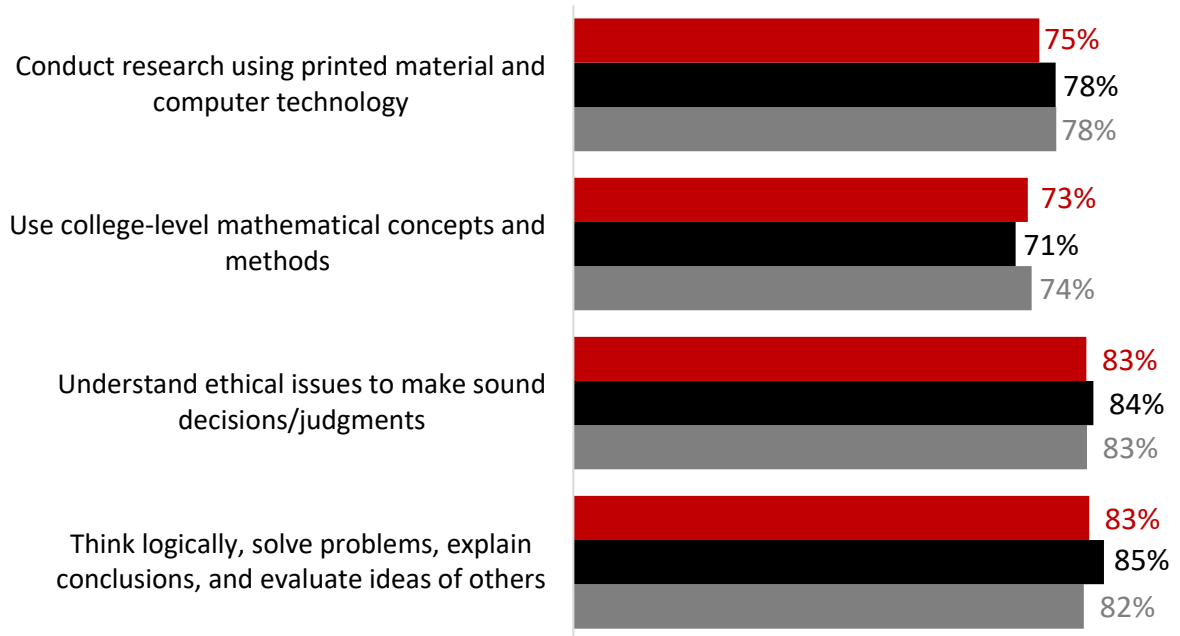


Percent of "Good" and "Excellent" ratings

■ 2021 ■ 2020 ■ 2019



Q. 8A.(2) Please rate the quality of preparation your SAC education has given you to be able to:

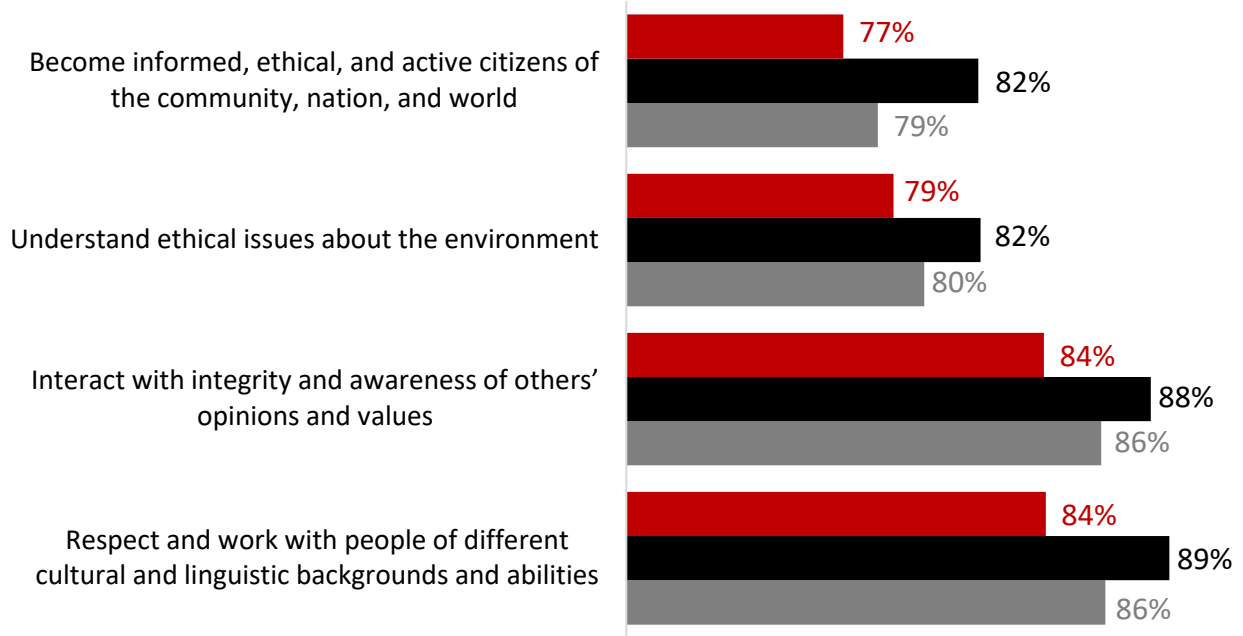


Percent of "Good" and "Excellent" ratings

■ 2021 ■ 2020 ■ 2019



Q. 8B.(1) Please rate the quality of preparation your SAC education has given you to be able to:

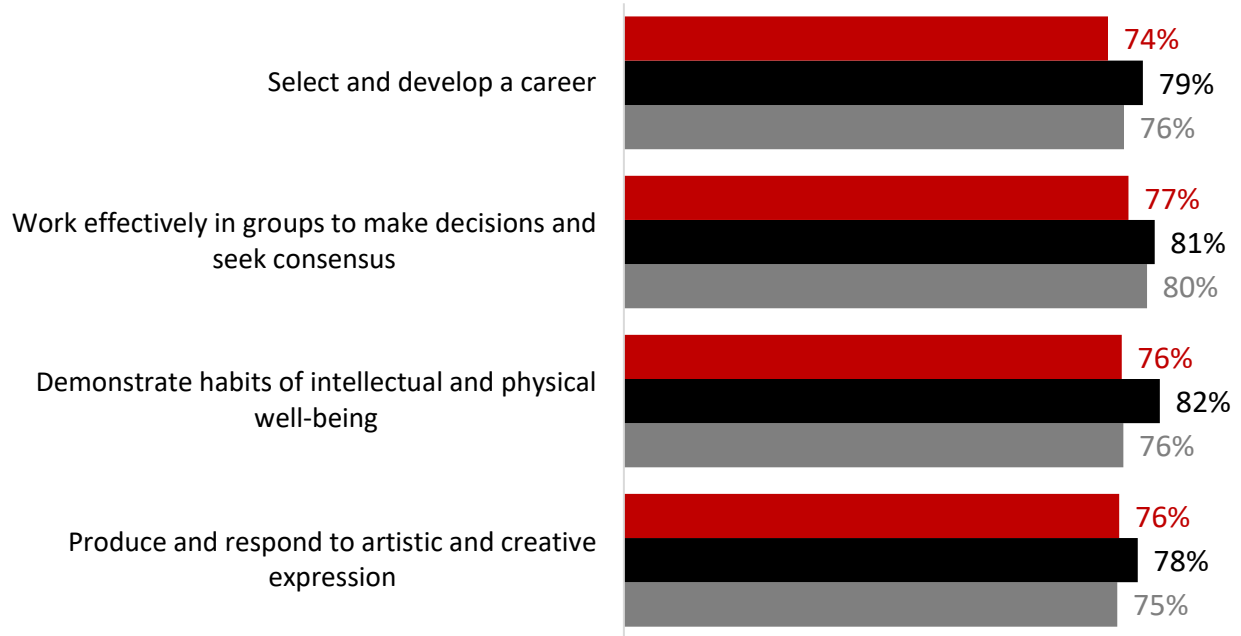


Percent of "Good" and "Excellent" ratings

■ 2021 ■ 2020 ■ 2019



Q. 8B.(2) Please rate the quality of preparation your SAC education has given you to be able to:

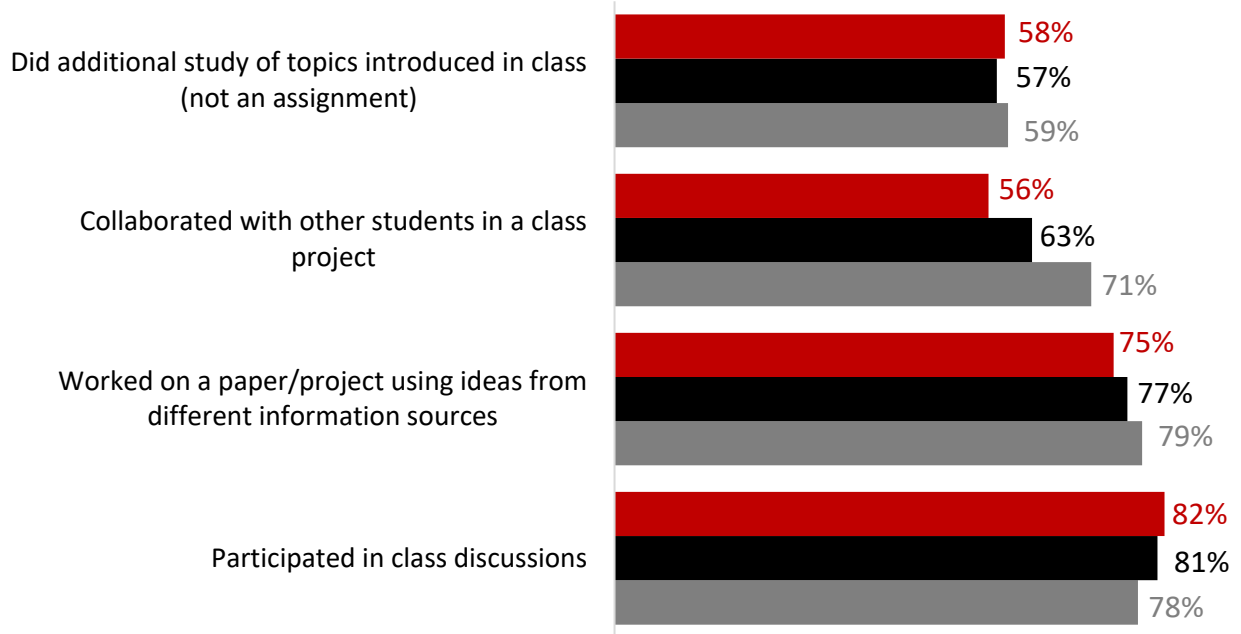


Percent of "Good" and "Excellent" ratings

■ 2021 ■ 2020 ■ 2019



Q. 9A. (1) IN THE PAST 12 MONTHS, how often have you done the following?

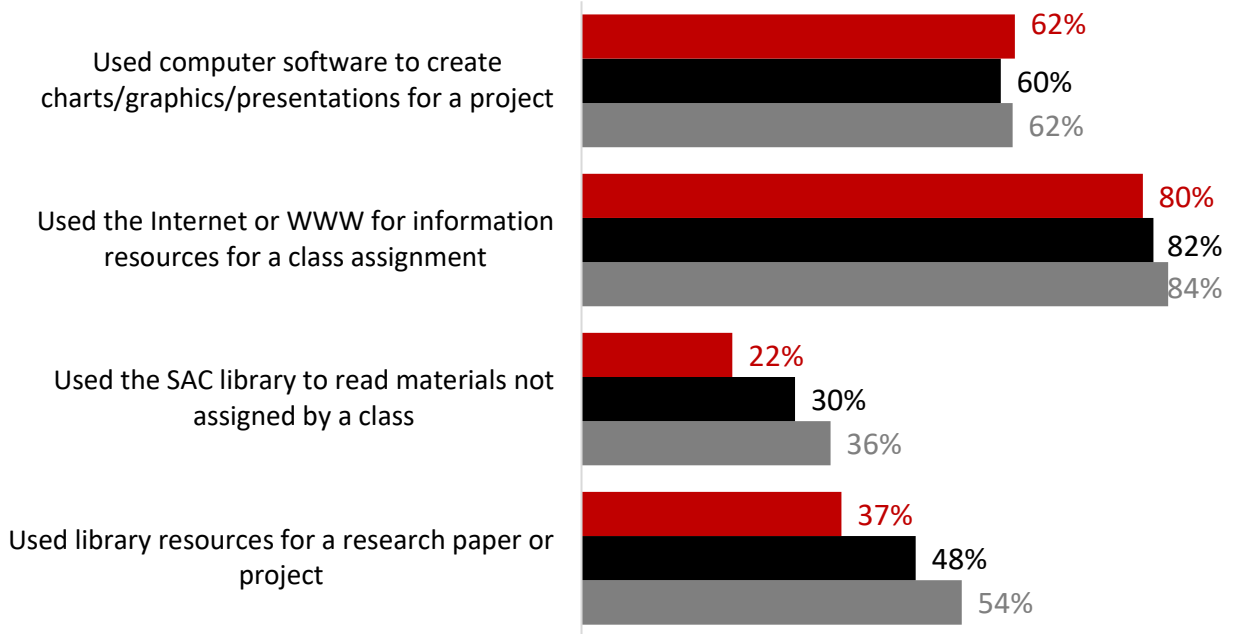


Percent of "Very Often" and "Often" ratings

■ 2021 ■ 2020 ■ 2019



Q. 9A. (2) IN THE PAST 12 MONTHS, how often have you done the following?

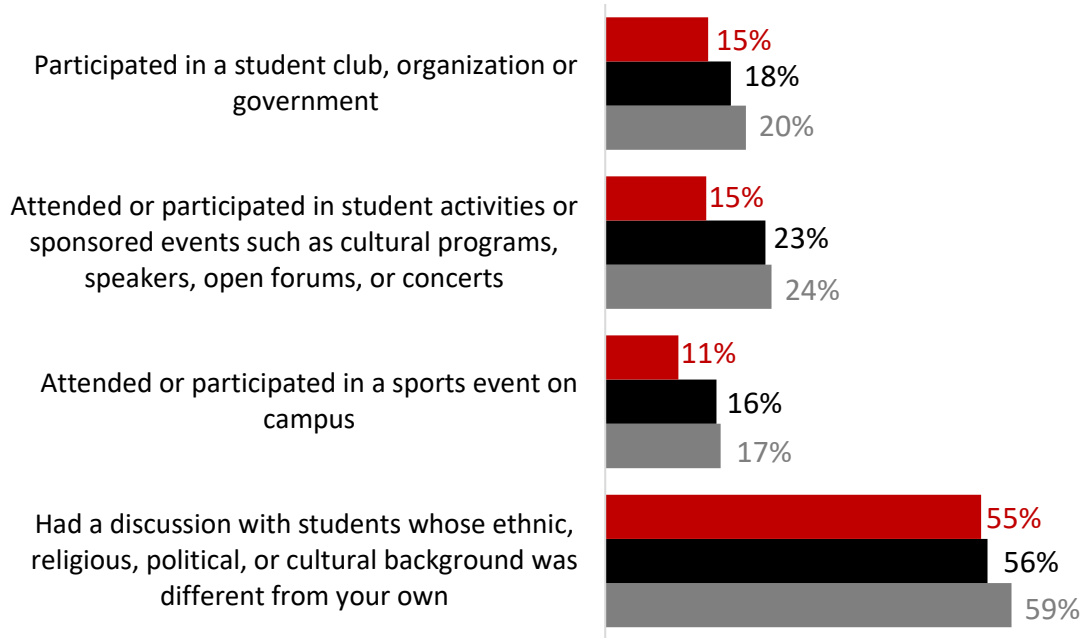


Percent of "Very Often" and "Often" ratings

■ 2021 ■ 2020 ■ 2019



Q. 9B.(1) IN THE PAST 12 MONTHS, how often have you done the following?

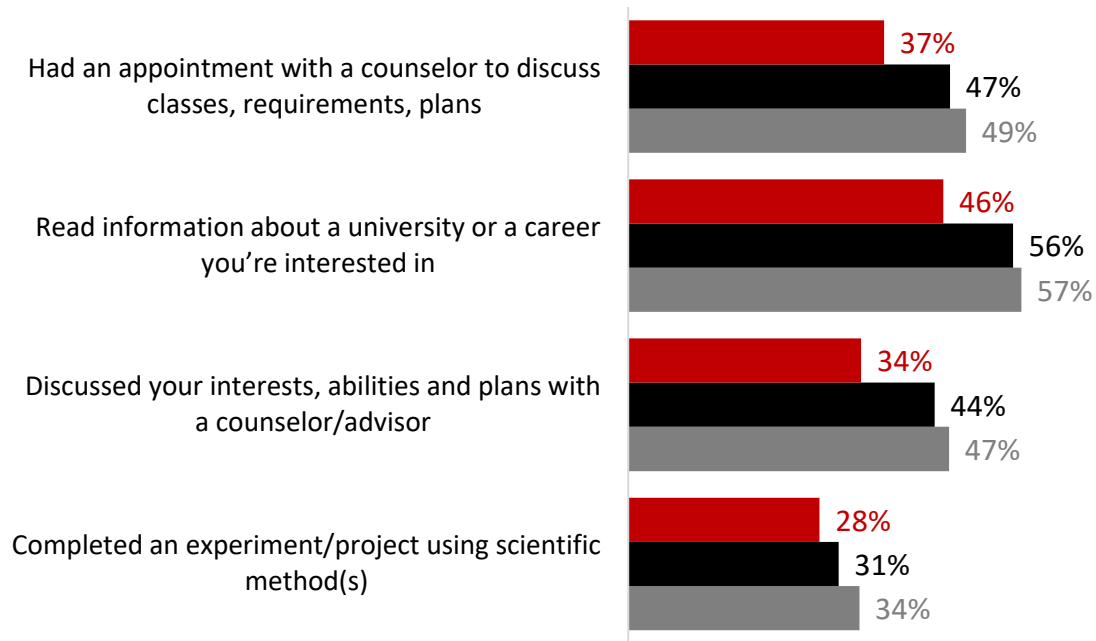


Percent of "Very Often" and "Often" ratings

■ 2021 ■ 2020 ■ 2019



Q. 9B.(2) IN THE PAST 12 MONTHS, how often have you done the following?

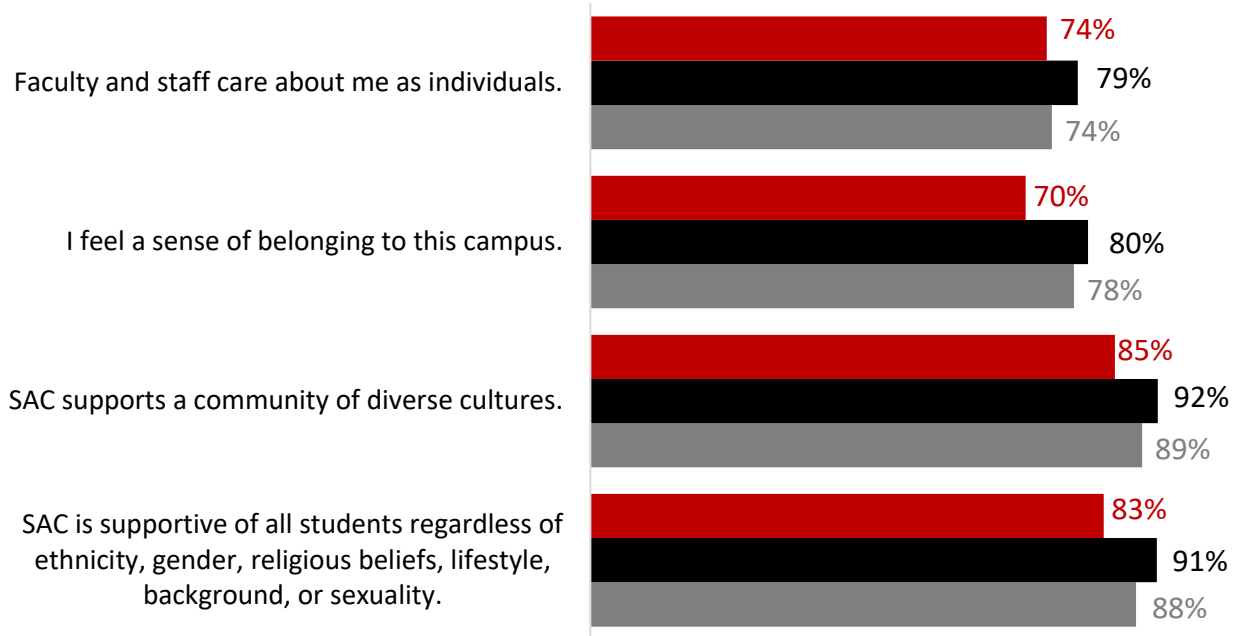


Percent of "Very Often" and "Often" ratings

■ 2021 ■ 2020 ■ 2019



Q. 10. (1) Please rate the degree to which you agree with the following statements:

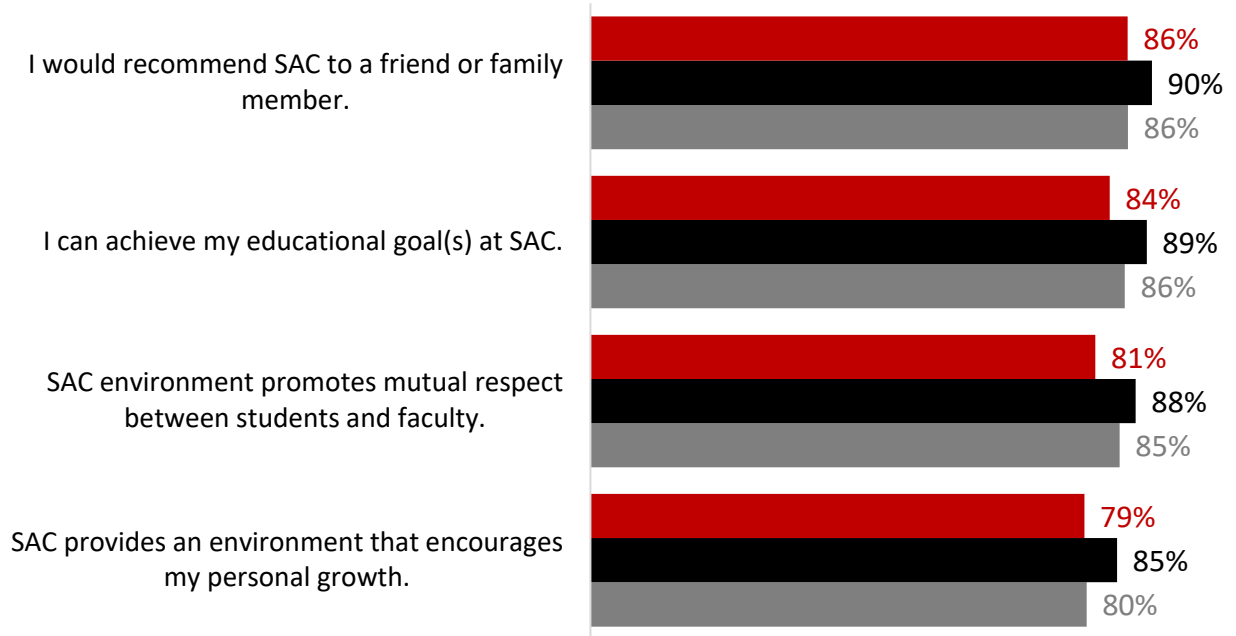


Percent of "Strongly Agree" and "Agree" ratings

■ 2021 ■ 2020 ■ 2019



Q. 10. (2) Please rate the degree to which you agree with the following statements:

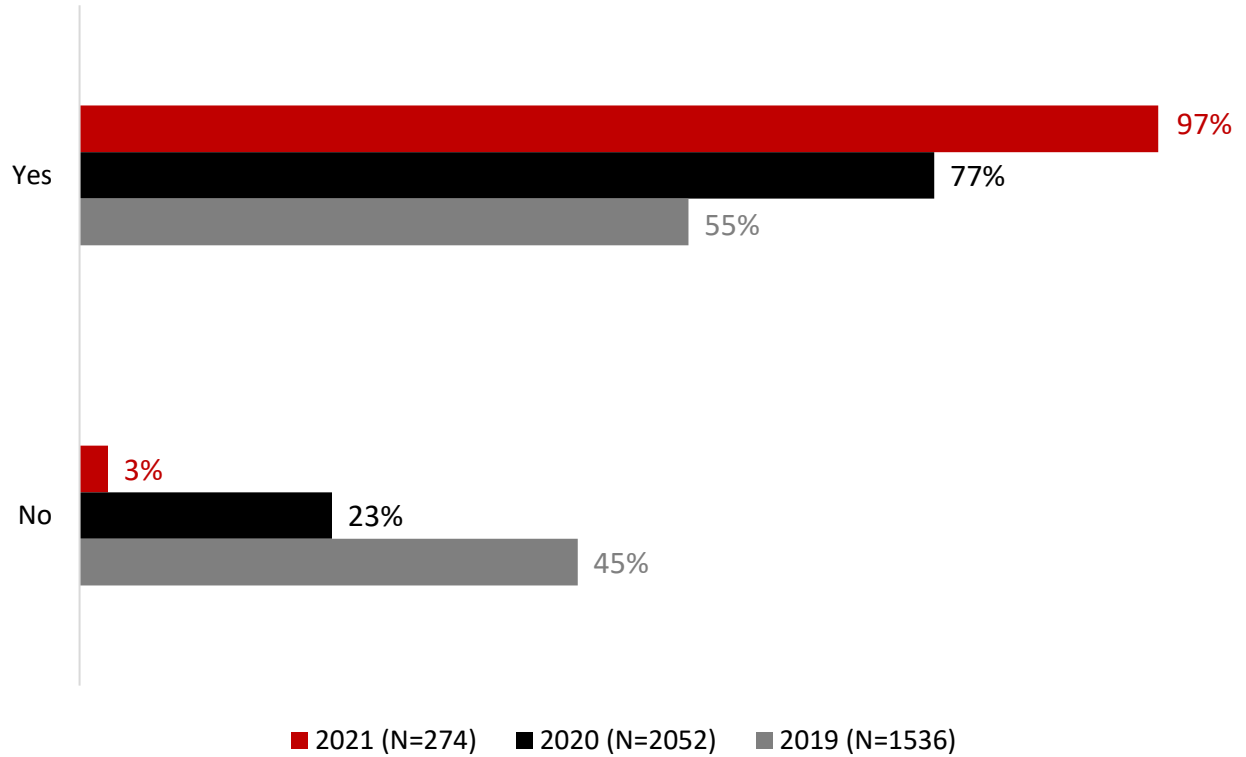


Percent of "Strongly Agree" and "Agree" ratings

■ 2021 ■ 2020 ■ 2019

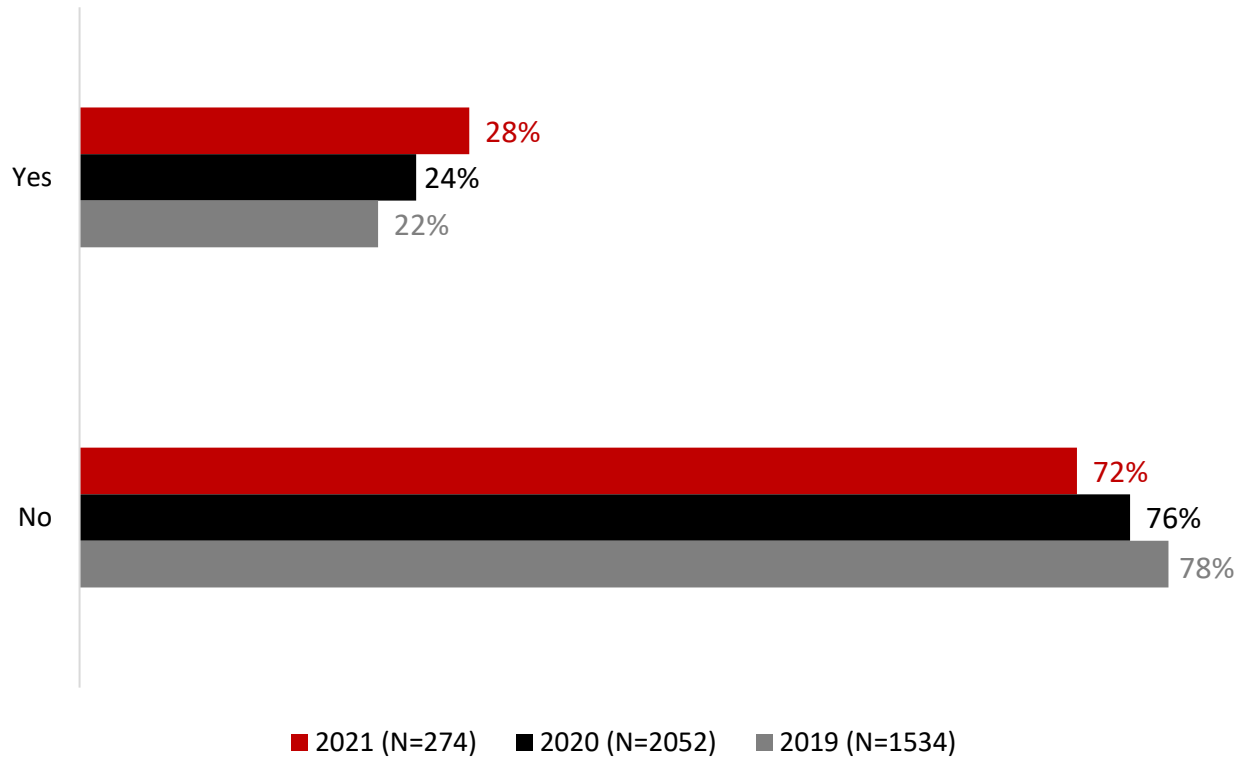


Q 11. Have you enrolled in an online course within the last 12 months?





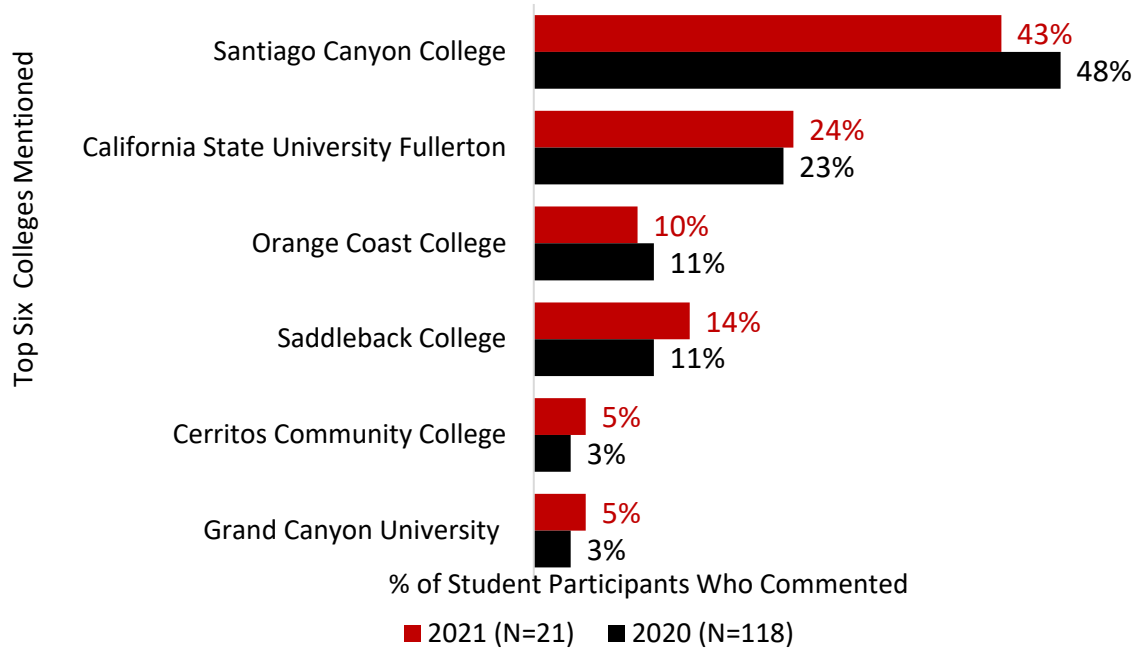
Q. 12. In addition to attending SAC, are you attending another college or university this semester?





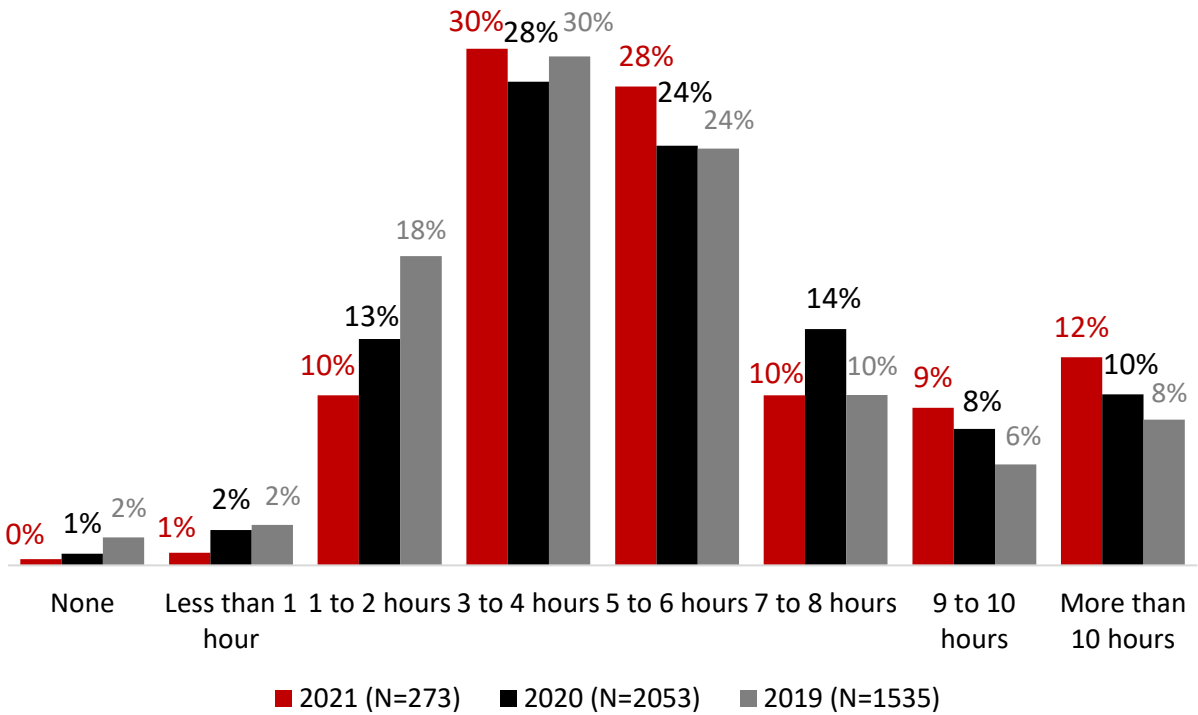
Q. 12. Please Specify College:

(Students who answered "Yes" to attending another college or university this semester as well as SAC)



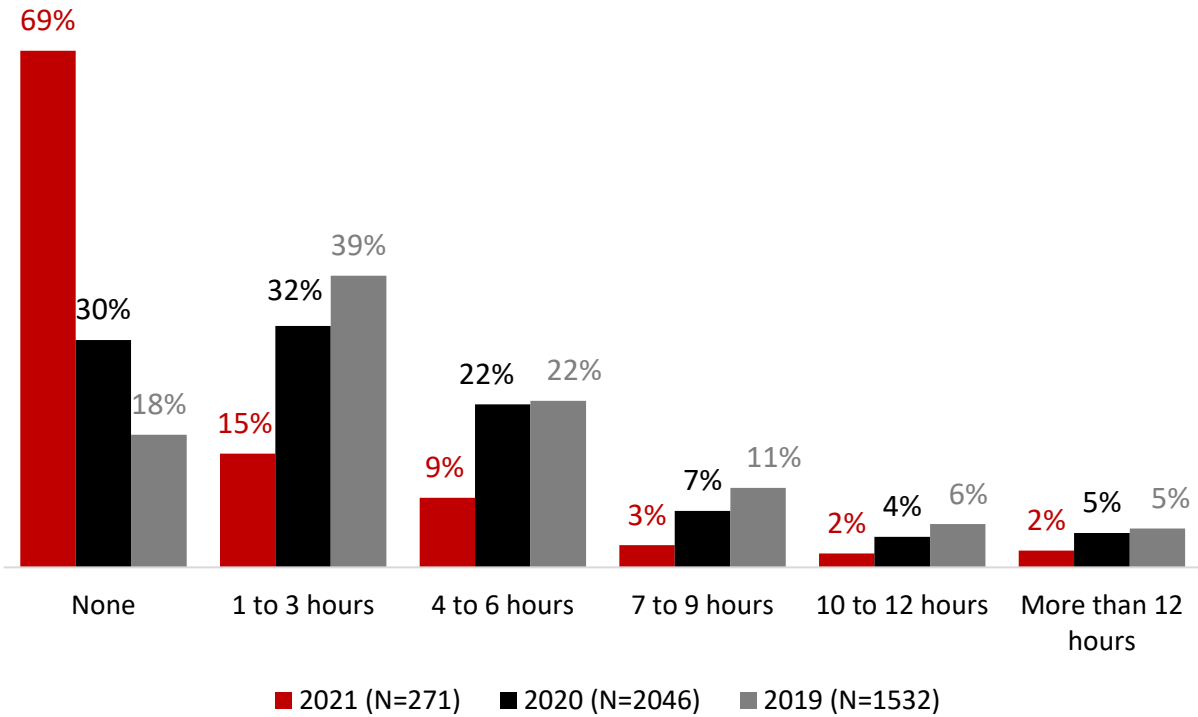


Q. 13. On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?



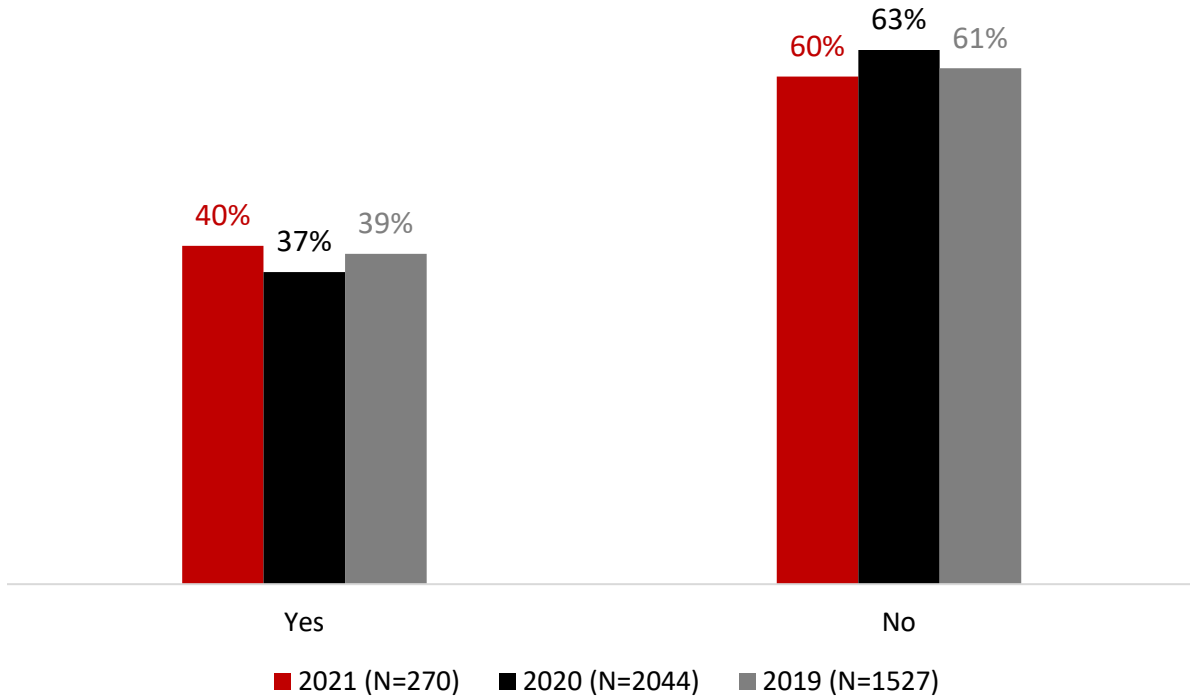


Q. 14. On average, how many hours a week do you spend on campus other than attending classes?



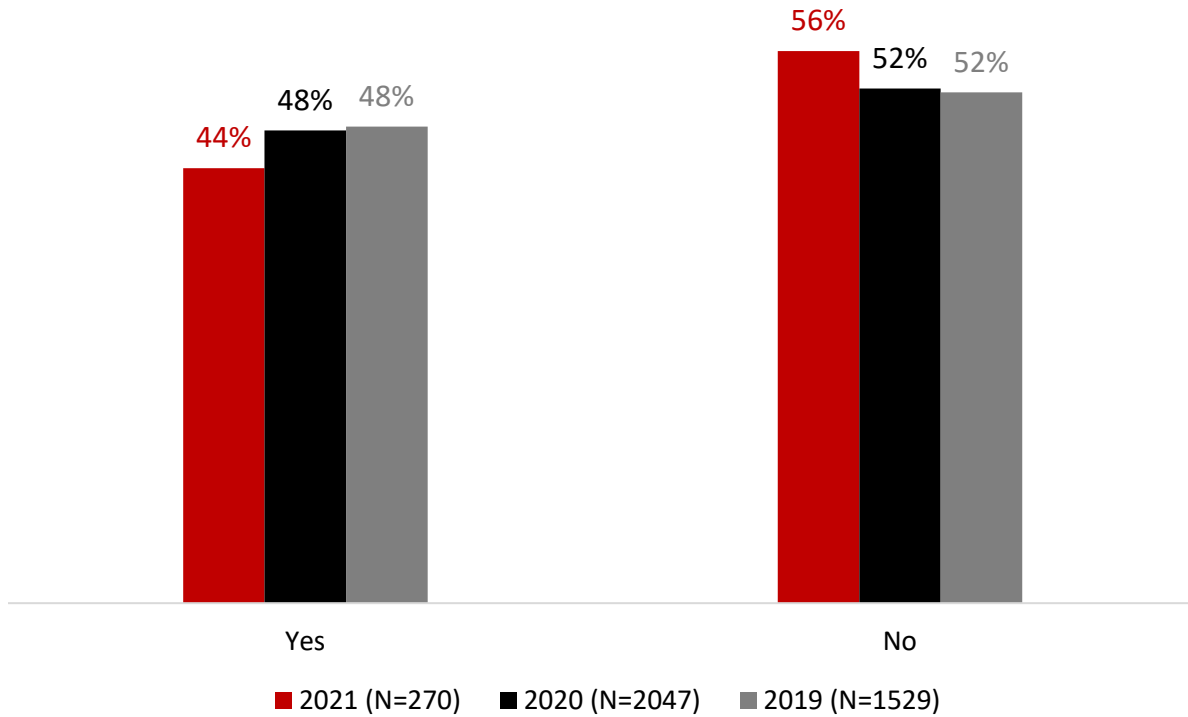


Q15. Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs,...



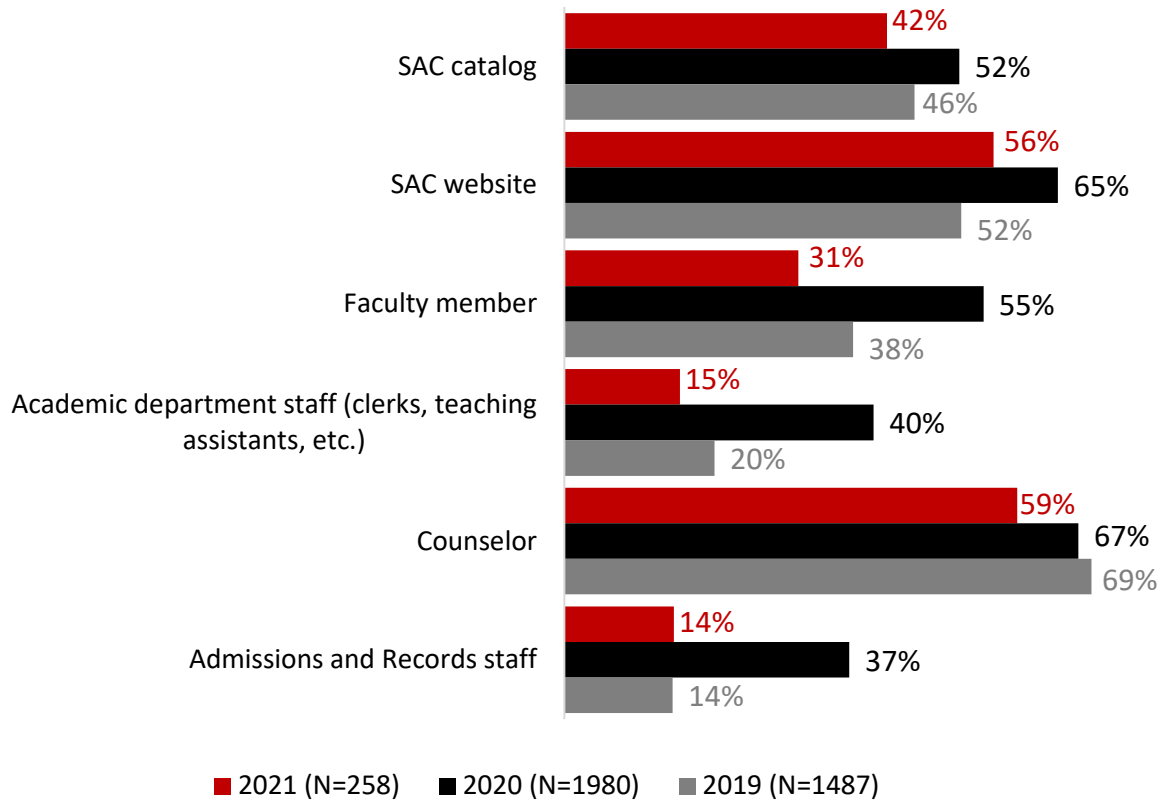


Q. 16. Are you aware of SAC's Community Services program that provides additional options for educational opportunities to the community?



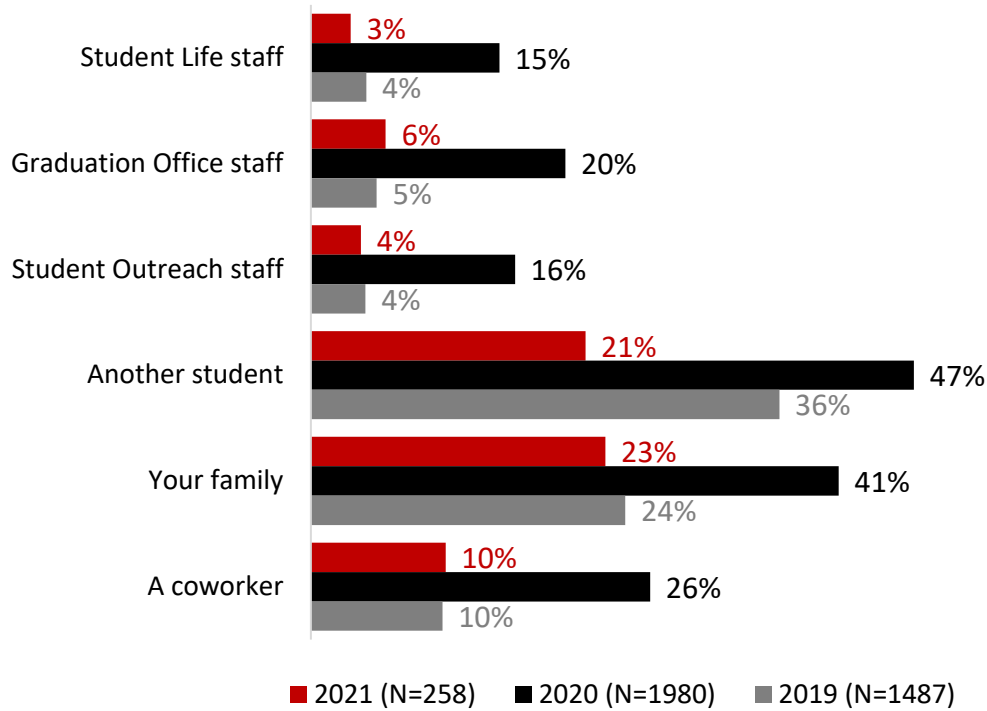


**Q. 17.(1) When choosing your degree pathway, did you receive helpful information from any of the following resources?
Please select all that apply.**





**Q. 17.(2) When choosing your degree pathway, did you receive helpful information from any of the following resources?
Please select all that apply.**



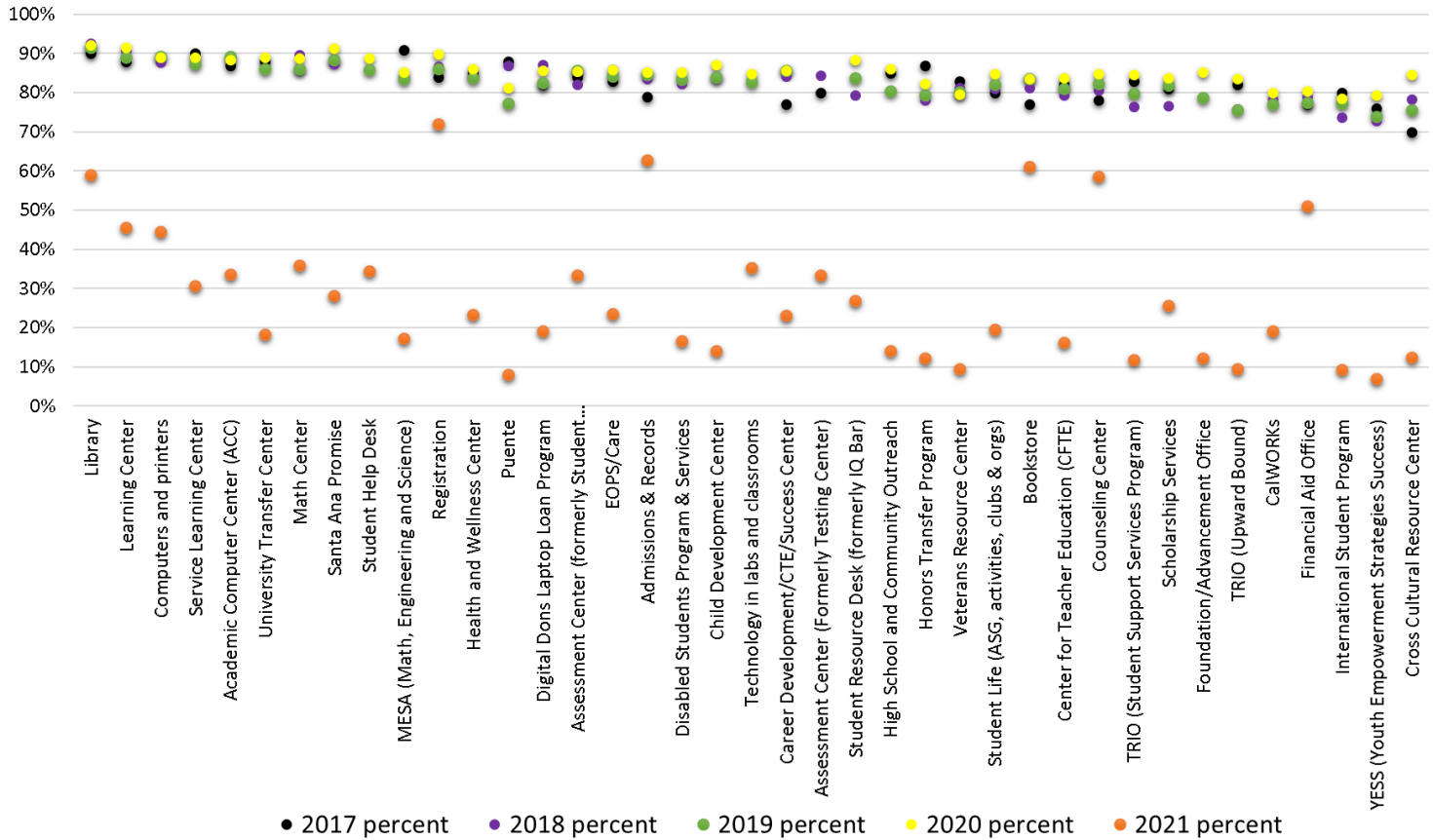
Question 18. Please rate the quality of services and programs that you have used at Santa Ana College:

SAC Student Satisfaction Survey. Percent of Students Rating services "Excellent" or "Good"

Service/Program	2017%	2018%	2019%	2020%	2021%	Average Rating	2021 Total Responses
Library	90%	92%	92%	92%	59%	85%	154
Learning Center	88%	91%	89%	91%	46%	81%	120
Computers and printers		88%	89%	89%	44%	78%	117
Service Learning Center	90%	87%	87%	89%	31%	77%	80
Academic Computer Center (ACC)	87%	89%	89%	88%	34%	77%	89
University Transfer Center	88%	86%	86%	89%	18%	73%	48
Math Center	86%	90%	86%	89%	36%	77%	94
Santa Ana Promise	88%	87%	88%	91%	28%	77%	73
Student Help Desk			86%	89%	34%	70%	90
MESA (Math, Engineering and Science)	91%	84%	84%	85%	17%	72%	45
Registration	84%	87%	86%	90%	72%	84%	187
Health and Wellness Center	85%	86%	84%	86%	23%	73%	61
Puente	88%	87%	77%	81%	8%	68%	21
Digital Dons Laptop Loan Program	82%	87%	83%	86%	19%	71%	50
Assessment Center (formerly Student Placement)	84%	82%	86%	85%	33%	74%	88
EOPS/Care	83%	86%	84%	86%	24%	73%	62
Admissions & Records	79%	84%	85%	85%	63%	79%	165
Disabled Students Program & Services		82%	83%	85%	17%	67%	44
Child Development Center	84%	84%	84%	87%	14%	71%	37
Technology in labs and classrooms		83%	83%	85%	35%	71%	92
Career Development/CTE/Success Center	77%	84%	86%	86%	23%	71%	61
Assessment Center (Formerly Testing Center)	80%	84%			33%	66%	0
Student Resource Desk (formerly IQ Bar)		79%	84%	88%	27%	70%	71
High School and Community Outreach	85%	80%	80%	86%	14%	69%	37
Honors Transfer Program	87%	78%	79%	82%	12%	68%	32
Veterans Resource Center	83%	81%	80%	80%	10%	67%	25
Student Life (ASG, activities, clubs & orgs)	80%	81%	82%	85%	20%	70%	51
Bookstore	77%	81%	84%	83%	61%	77%	161
Center for Teacher Education (CFTE)	82%	79%	81%	84%	16%	68%	43
Counseling Center	78%	81%	82%	85%	59%	77%	156
TRIO (Student Support Services Program)	83%	76%	80%	85%	12%	67%	31
Scholarship Services	81%	77%	82%	84%	26%	70%	67
Foundation/Advancement Office			79%	85%	12%	59%	32
TRIO (Upward Bound)	82%	76%	76%	84%	10%	65%	25
CalWORKs		78%	77%	80%	19%	64%	50
Financial Aid Office	77%	79%	77%	80%	51%	73%	134
International Student Program	80%	74%	77%	78%	9%	64%	24
YESS (Youth Empowerment Strategies Success)	76%	73%	74%	79%	7%	62%	18
Cross Cultural Resource Center	70%	78%	76%	85%	13%	64%	33

**SAC Student Satisfaction Survey - Rating of Services & Programs
2017 - 2021 (sorted by average rating)**

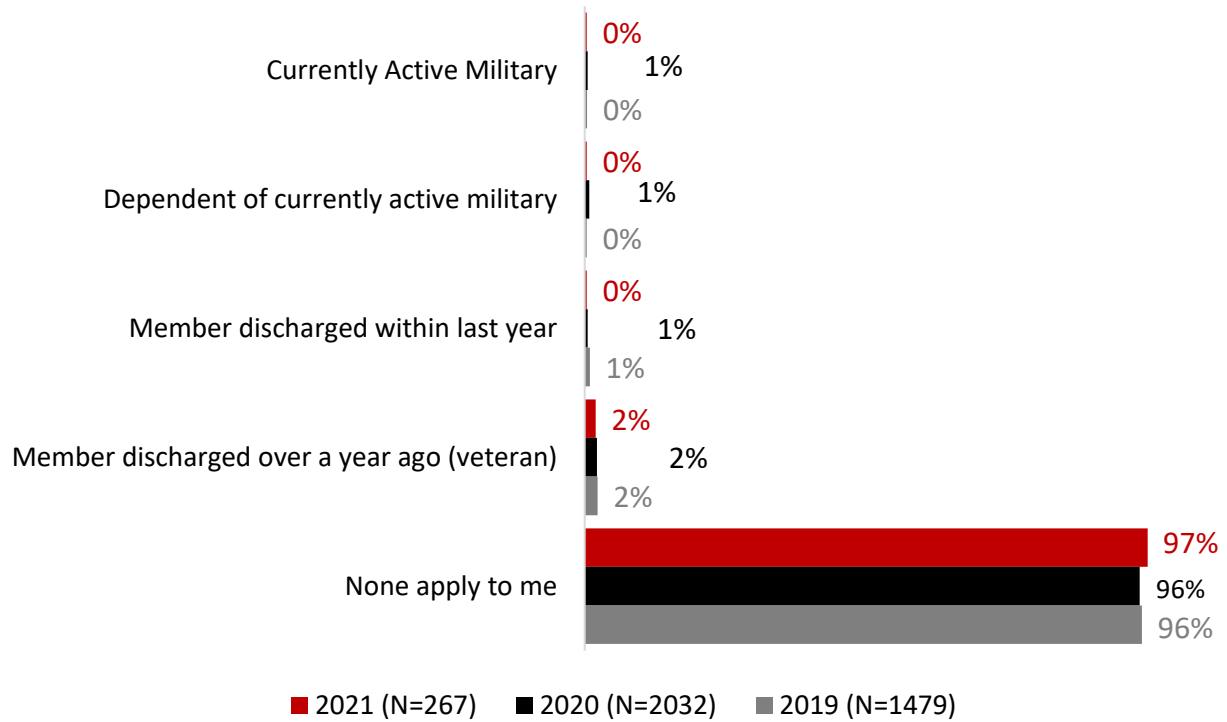
Each set of 5 vertical dots represents one program or service, Total of "Excellent" or "Good" Rating





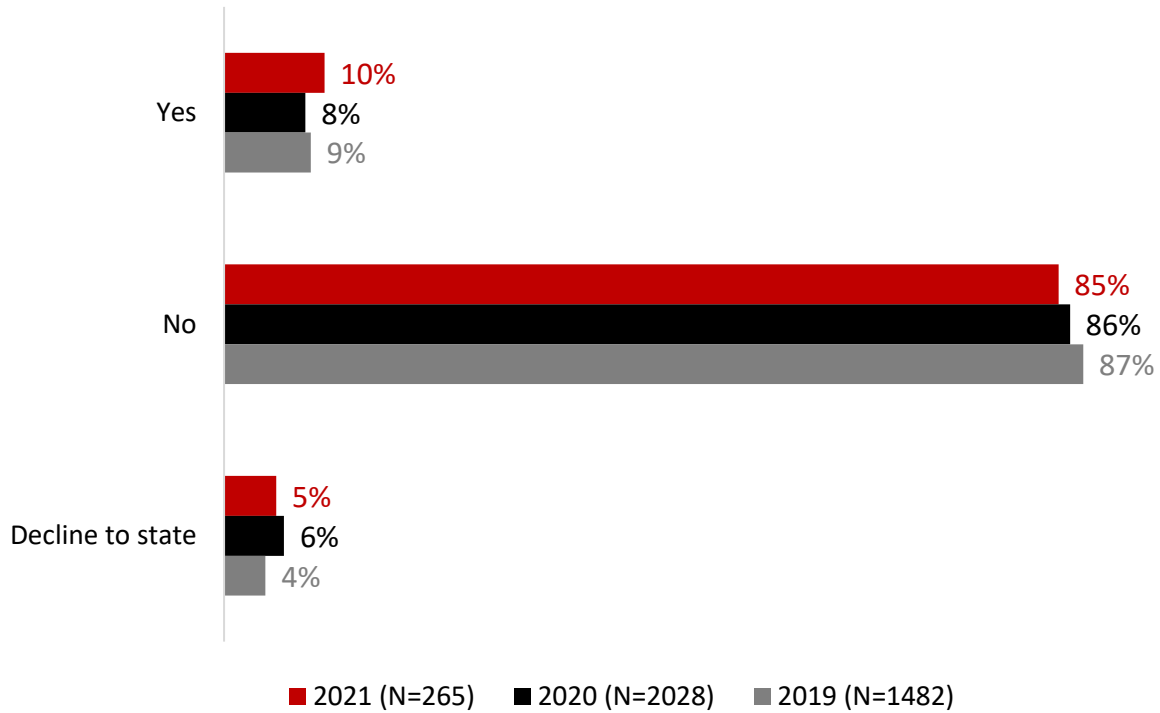
Q. 19. Have you or are you currently serving in the United States military?

(check all that apply)



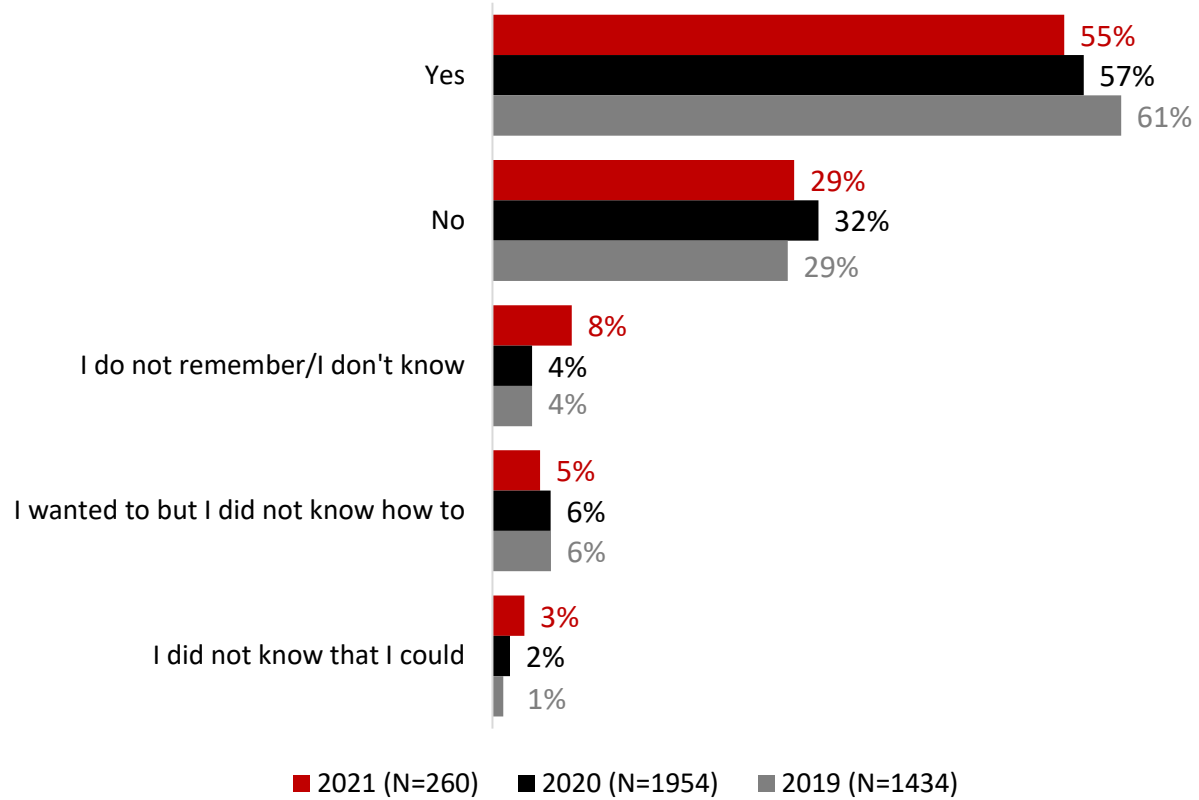


Q. 20. Have you ever received or requested assistance as a result of a learning, physical, psychological, and/or medical condition?





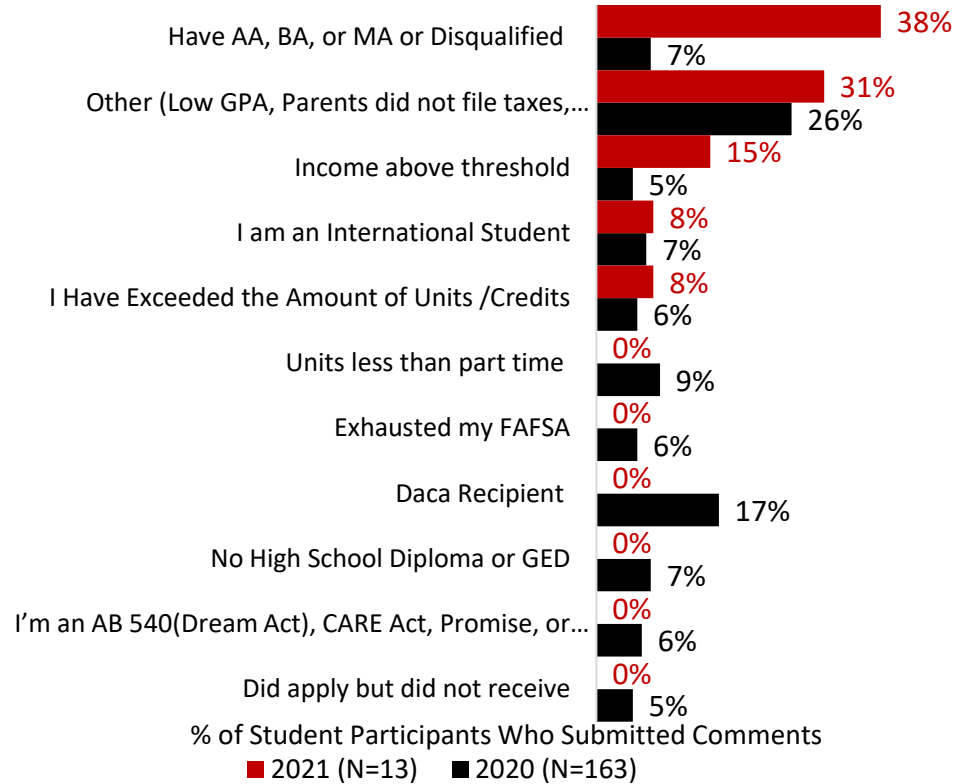
Q. 21.(1) Did you apply for and receive financial aid at SAC?





Q. 21. (2) I am not eligible (please explain why):

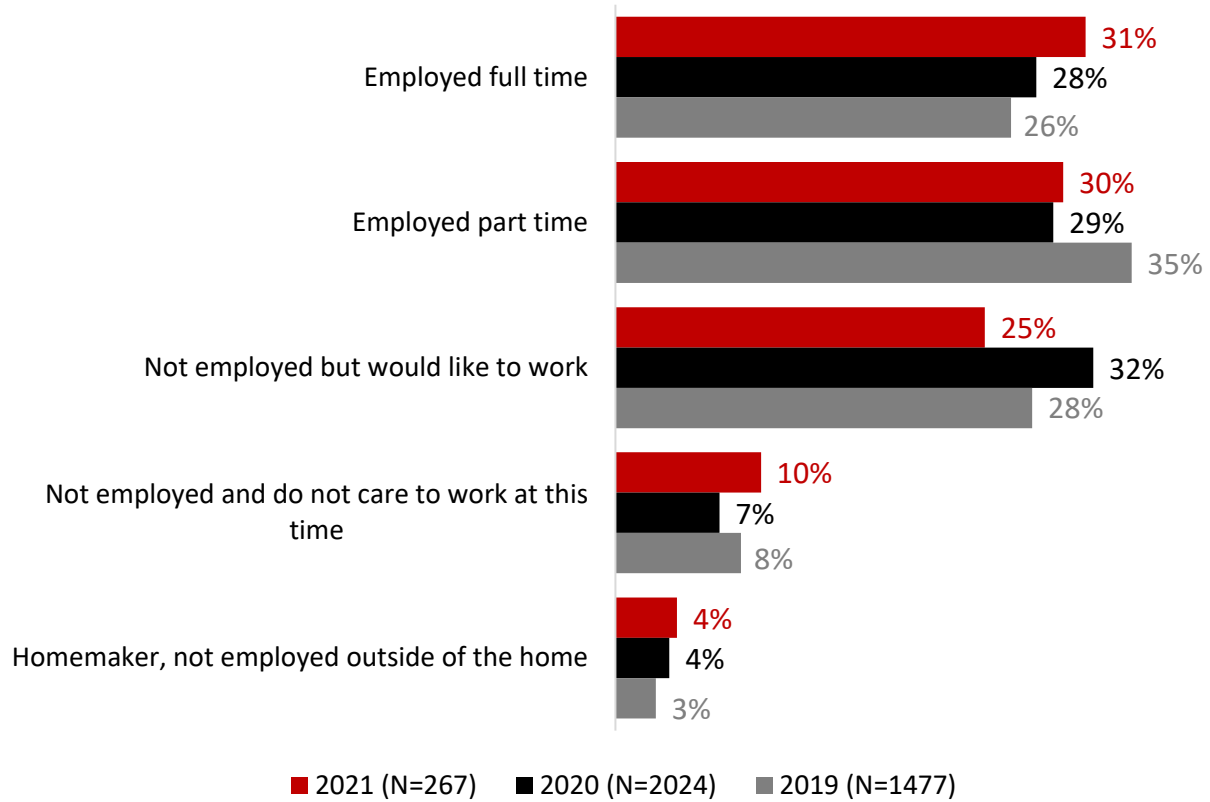
(“Reasons for not being eligible to apply and receive financial aid:open ended questions grouped into themes”)



- Note: “I am not eligible (please explain why)” was first implemented in the 2020 Survey Year

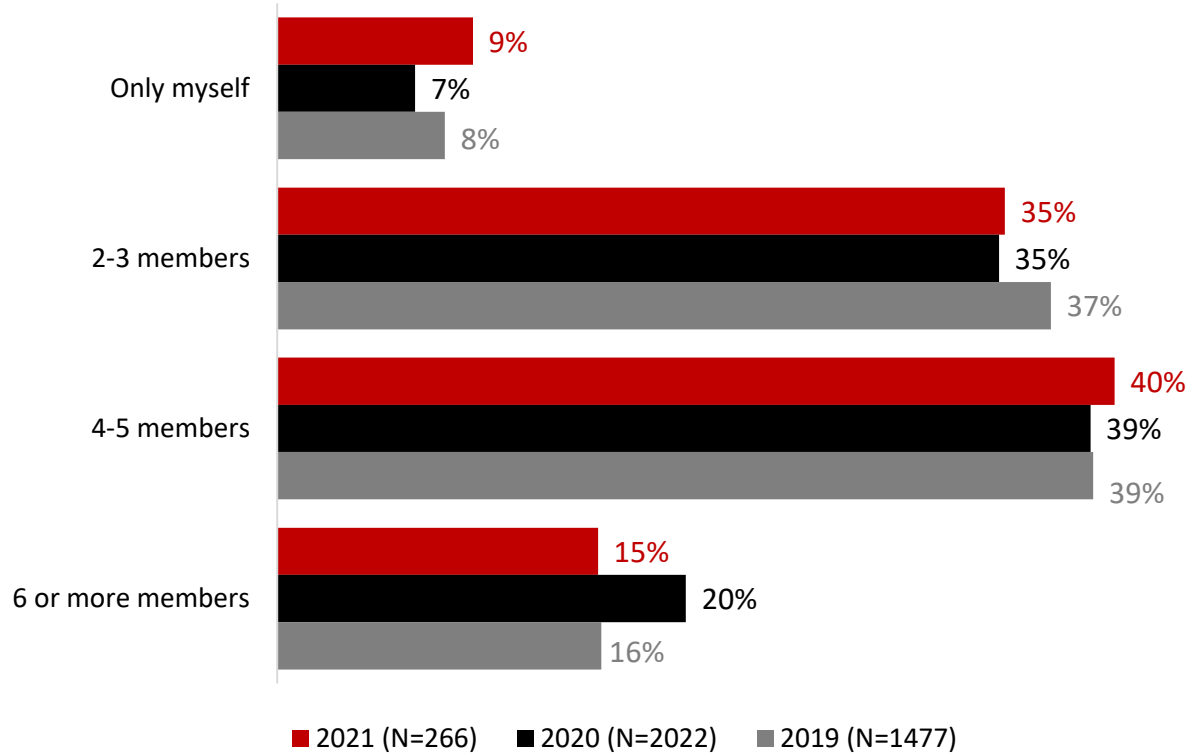


Q. 22. *Your employment status at this time:*



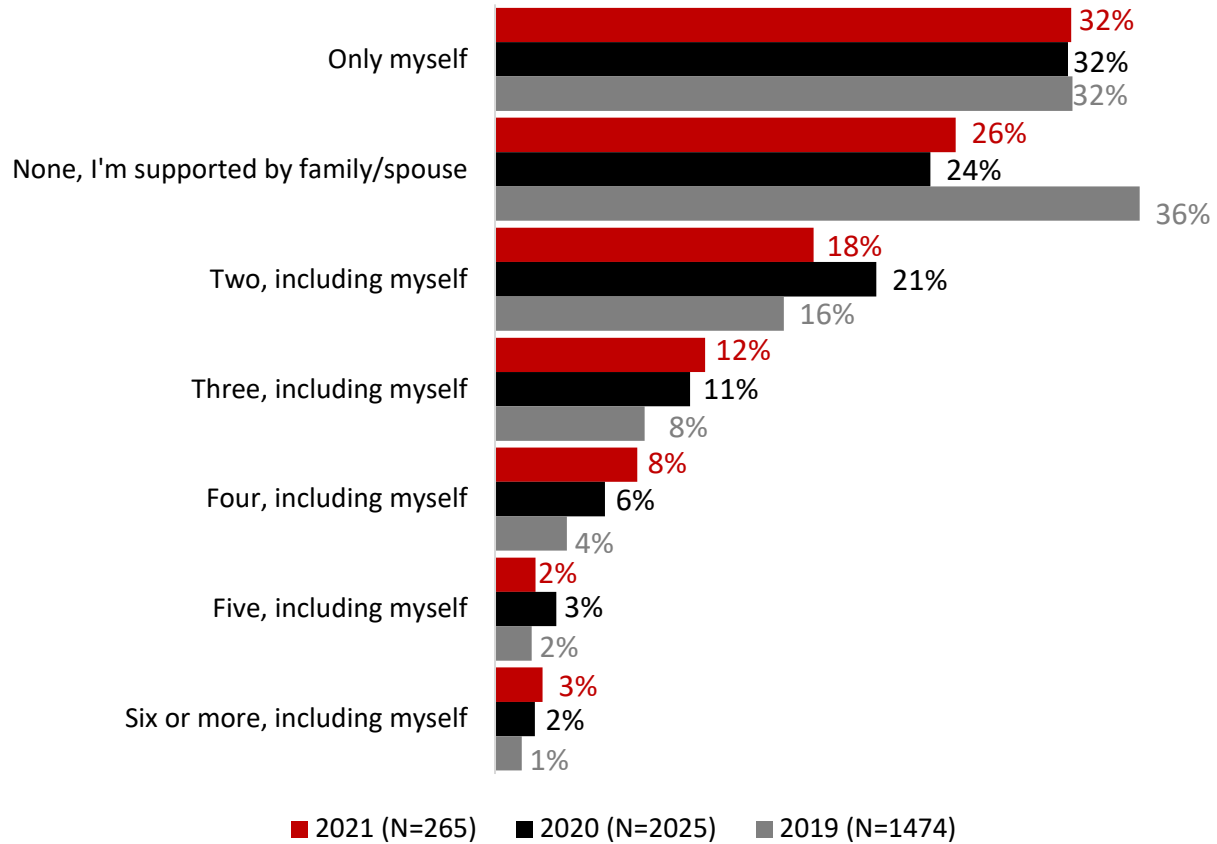


Q. 23. Including yourself, how many household members live in your residence?



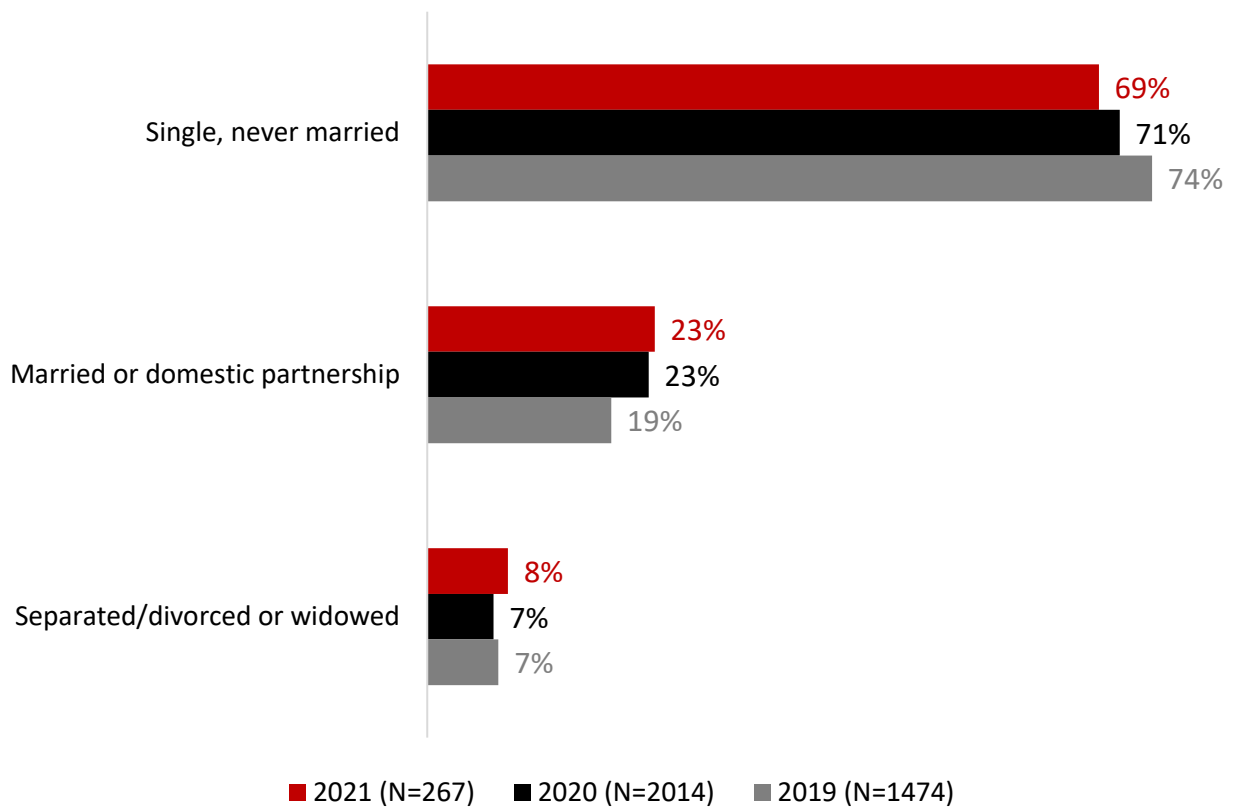


Question 24. How many people did you support (provide more than half of their housing, food, and expenses) in 2020?
(include yourself in the count)



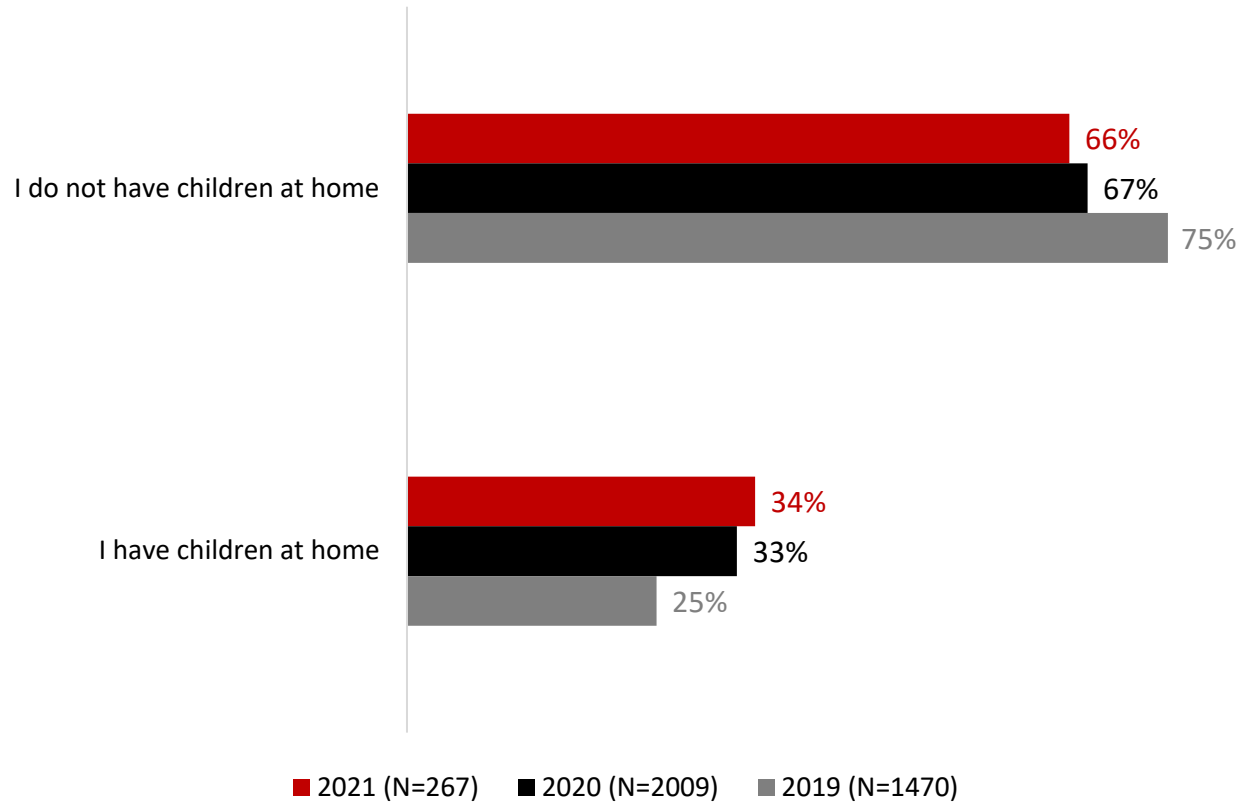


Q. 25. What is your marital status?



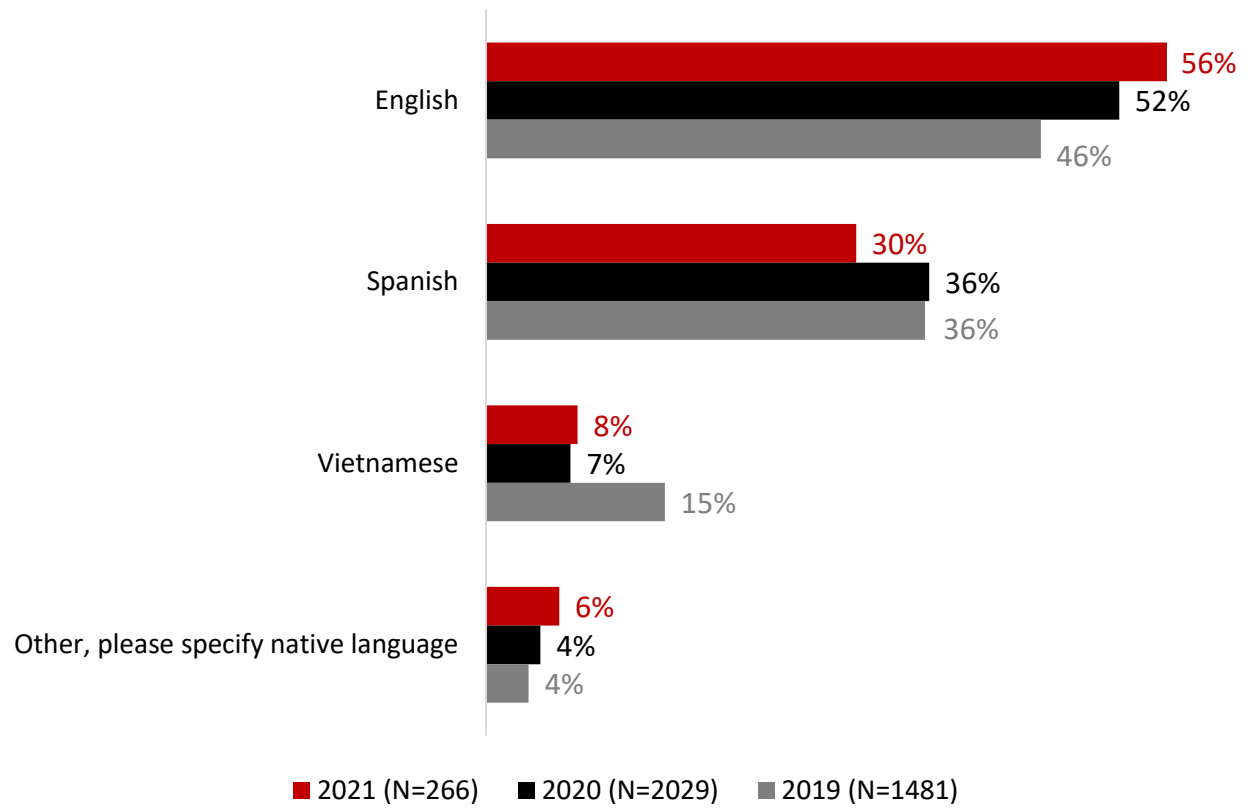


Q. 26. What is your family status?



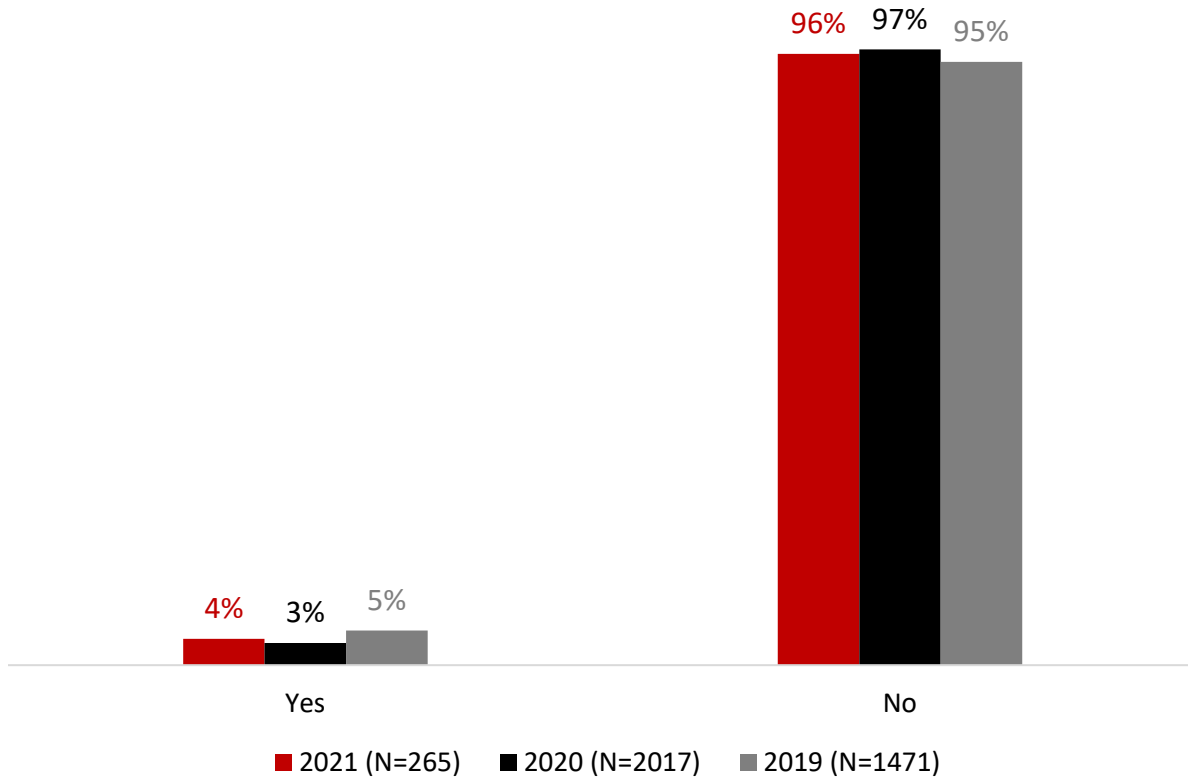


Q. 27. What is your native language?



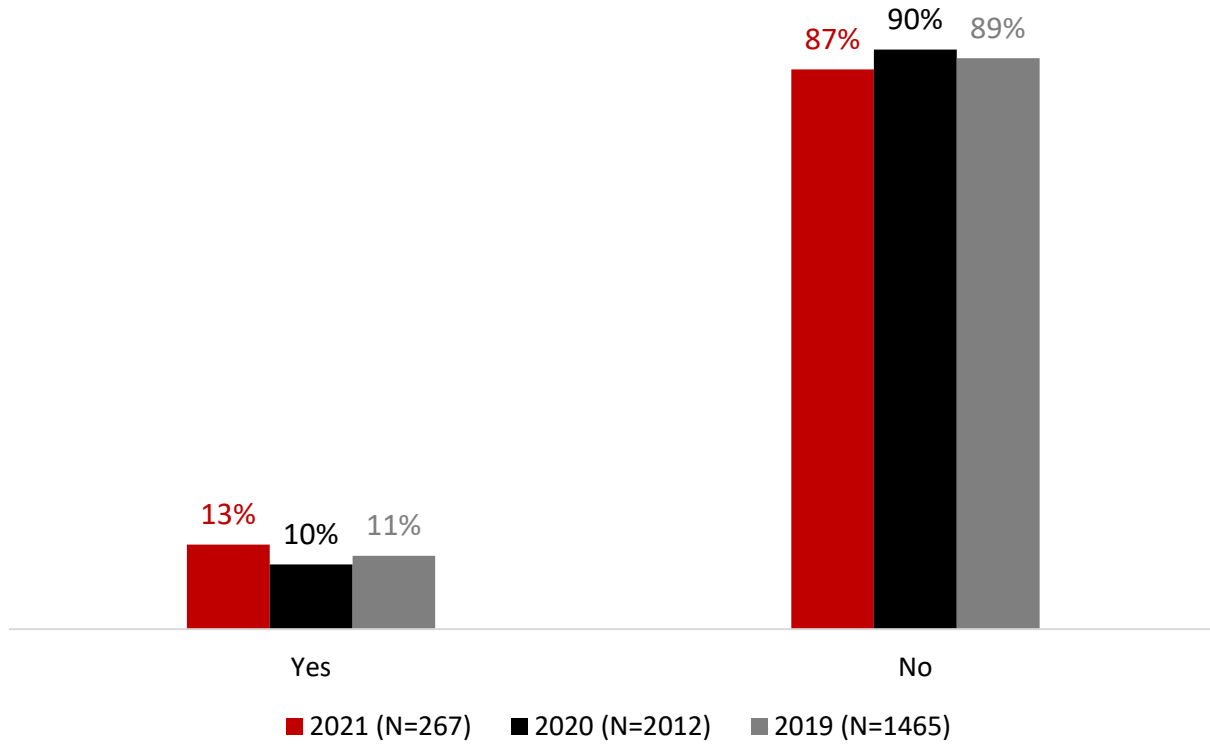


Q. 28. Did your parents receive information from Padres Promotores de la Educacion before you entered college?



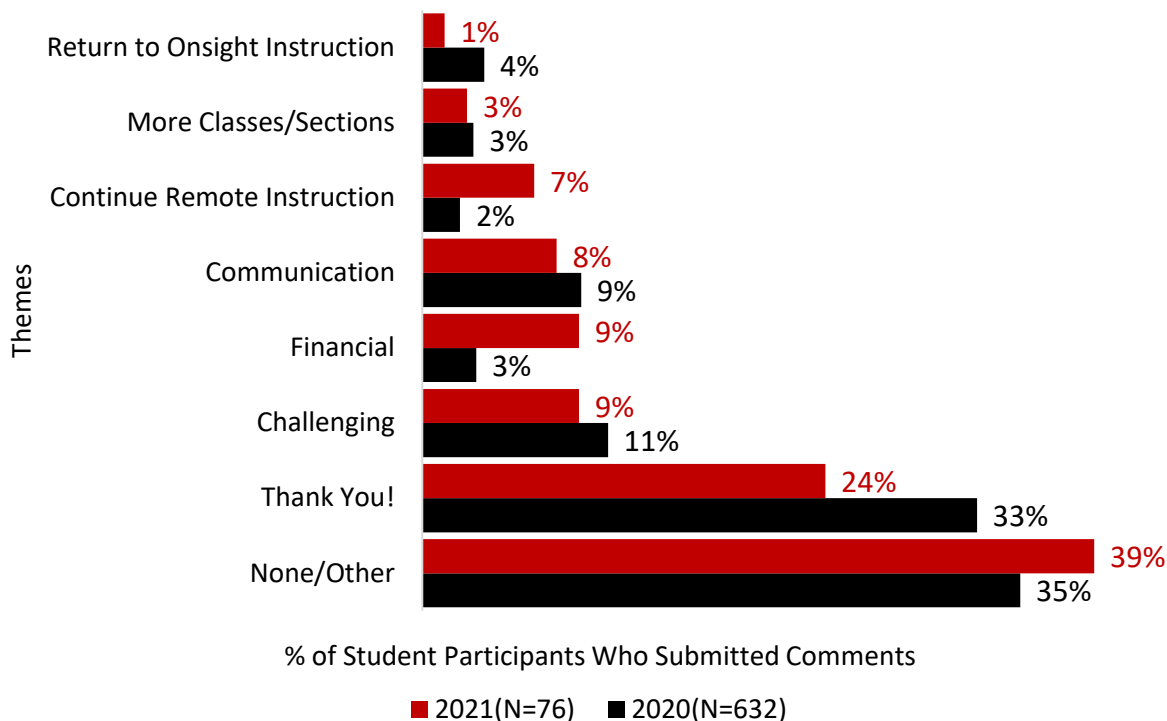


Q. 29. Are you undocumented?
(Your answers will remain anonymous and confidential)



Q. 30. Additional comments, concerns or experiences about SAC you would like to share with us:

(Open Ended Comment)



Selected Comments from “None/Other”

- “DSPS told me I could not get financial aid unless I was going full time even though I had medical documents for 4 years. I may not be the only one to have slipped by. My Ed plan sucks bc I screwed up, but the little details were missed by staff and thin...”
- “My teacher hardly put in any effort and just read from the book, except on the day he was audited by administration, upon which he had an engagement exercise, a presentation, a song, and an entire planned lesson.”
- “Please speak to liberal professor and advise to stop speaking politics in class. No body care about your political views and not everyone agrees with them. I am not oppressed.”
- “The humanities have been contaminated with woke activism. I want a professor who will teach me how to think, not some leftist ideologue to tell me what to think.”
- “Overall I had a great experience at SAC. Some things can be improved such as the class availability when registering or the variety of classes offered, but other than that I truly enjoyed my time there!”
- “Share services regarding financial freedom and tax preparation.”
- “Please keep an online option for all classes. I'd like to finish this year not attending classes on campus.”
- “I want to thank for the promise grant which helped me pay my courses and my bus transportation.”
- “If you guys keep this up, I will never, ever, complete any survey from you. I do not have the time to spend to fill out these darn lengthy surveys!!!!!! I AM BUSY. Send them only in short formats. NOT LONG FORMATS. I DO NOT HAVE ALL DAY TO FILL OUT THE...”



- “I love SAC and am so glad to be taking my courses. I would love to be more involved throughout this year. With this survey I learned about some of the programs available!”



Student Satisfaction Survey

SAC Student Satisfaction Survey, 2021

Page 1 of 2

Because your education is important to us, we would like to ask you a few questions regarding your experiences and satisfaction with your academic preparation and support services you received at SAC. We will use the results to assist our staff to strategize plans to ensure your educational experience at SAC is a productive one. Your answers will remain anonymous and confidential. Thank you for being a part of this very important feedback to our staff and faculty!

Questions 1-6 are related to your experience as it relates to COVID-19.

Questions 7-30 are related to your overall experience with SAC.

1. What would you like to tell us about your overall experience with Remote Instruction (online) during the spring 2021 semester?

2. What type of support would help you be successful at this college?

3. Do you plan to attend SAC in the fall semester?

- Yes
- No
- If "no", why not?



4. What instructional method do you prefer for the fall 2021 semester?

- Online
- In person (face-to-face instruction)
- Hybrid (combination of face-to-face instruction with online learning)
- No preference

5. What challenges are you currently facing due to COVID-19 that might negatively impact your ability to complete your education?

6. What are your feelings about returning to campus for in-person instruction?



Student Satisfaction Survey

SAC Student Satisfaction Survey, 2021



7. Based on your experiences and satisfaction, please rate the following:

	Excellent	Good	Average	Below Average	Poor	No Opinion
My overall experience at SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The campus environment (activities, students, teachers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of classroom learning experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your ability to register for classes you want/need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of courses offered	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Class size (number of students in a class)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus safety/security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance/maintenance of facilities and grounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your relationship with SAC counselors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your relationship with SAC instructors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your relationship with other students at SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your relationship with staff at SAC	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



8. Please rate the quality of preparation your SAC education has given you to be able to:

	Excellent	Good	Average	Below Average	Poor	Does not apply
Listen actively and respectfully to others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speak in a clear and organized fashion to explain ideas, feelings and conclusions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read effectively and analytically at the college level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Write in an organized and grammatically correct fashion to explain ideas, feelings, and conclusions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Formulate original ideas and concepts and to integrate ideas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Think logically, solve problems, explain conclusions, and evaluate ideas of others	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand ethical issues to make sound decisions/judgments	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use college-level mathematical concepts and methods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conduct research using printed material and computer technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Respect and work with people of different cultural and linguistic backgrounds and abilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interact with integrity and awareness of others' opinions and values	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand ethical issues about the environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Become informed, ethical, and active citizens of the community, nation, and world	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Produce and respond to artistic and creative expression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Demonstrate habits of intellectual and physical well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work effectively in groups to make decisions and seek consensus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Select and develop a career	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



9. IN THE PAST 12 MONTHS, how often have you done the following?

	Very often	Often	A few times	Never
Participated in class discussions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Worked on a paper/project using ideas from different information sources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaborated with other students in a class project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did additional study of topics introduced in class (not an assignment)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used library resources for a research paper or project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used the SAC library to read materials not assigned by a class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used the Internet or WWW for information resources for a class assignment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Used computer software to create charts/graphics/presentations for a project	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attended or participated in a sports event on campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums, or concerts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participated in a student club, organization or government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completed an experiment/project using scientific method(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discussed your interests, abilities and plans with a counselor/advisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Read information about a university or a career you're interested in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Had an appointment with a counselor to discuss classes, requirements, plans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
SAC is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SAC supports a community of diverse cultures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel a sense of belonging to this campus.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faculty and staff care about me as individuals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SAC provides an environment that encourages my personal growth.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SAC environment promotes mutual respect between students and faculty.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can achieve my educational goal(s) at SAC.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend SAC to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



11. Have you enrolled in an online course within the last 12 months?

- Yes
- No

12. In addition to attending SAC, are you attending another college or university this semester?

- No
- Yes

Please specify college:

13. On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

- none
- less than 1 hour
- 1 to 2 hours
- 3 to 4 hours
- 5 to 6 hours
- 7 to 8 hours
- 9 to 10 hours
- more than 10 hours

14. On average, how many hours a week do you spend on campus other than attending classes?

- none
- 1 to 3 hours
- 4 to 6 hours
- 7 to 9 hours
- 10 to 12 hours
- more than 12 hours

15. Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as Vocational Construction Technology, Customer Service Representative, Paraprofessional Mental Health, and classes that lead toward the attainment of an adult high school diploma?

- Yes
- No



16. Are you aware of SAC's Community Services program that provides additional options for educational opportunities to the community?

- Yes
- No

17. When choosing your degree pathway, did you receive helpful information from any of the following resources? Please select all that apply.

- SAC catalog
- Student Life staff
- SAC website
- Graduation Office staff
- Faculty member
- Student Outreach staff
- Academic department staff (clerks, teaching assistants, etc.)
- Another student
- Counselor
- Your family
- Admissions and Records staff
- A coworker

18. Please rate the quality of services and programs that you have used at Santa Ana College:

	I did not know this existed	Have Not Used	Excellent	Good	Average	Below Average	Poor
Assessment Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Computer Center (ACC)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Admissions & Records	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bookstore	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Development/CTE/Success Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Center for Teacher Education (CFTE)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Child Development Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computers and printers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Counseling Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cross Cultural Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled Students Program & Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Digital Dons Laptop Loan Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EOPSI/Care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Aid Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health and Wellness Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



	I did not know this existed	Have Not Used	Excellent	Good	Average	Below Average	Poor
High School and Community Outreach	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Honors Transfer Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
International Student Program	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Resource Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Learning Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Help Desk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Foundation/Advancement Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Math Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
MESA (Math, Engineering and Science)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Puente	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Santa Ana Promise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scholarship Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Learning Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Life (ASG, activities, clubs & orgs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology in labs and classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRIO (Student Support Services Program)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TRIO (Upward Bound)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
University Transfer Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Veterans Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
YESS (Youth Empowerment Strategies Success)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Student Satisfaction Survey

SAC Student Satisfaction Survey, 2021



Thank you for rating your thoughts on the quality of services provided at SAC. So that we may understand more about you as a student, we would appreciate your response to the questions that follow.

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

- Currently Active Military
- Dependent of currently active military
- Member discharged within last year
- Member discharged over a year ago (veteran)
- None apply to me

20. Have you ever received or requested assistance as a result of a learning, physical, psychological, and/or medical condition?

- Yes
- No
- Decline to state

21. Did you apply for and receive financial aid at SAC?

- Yes
- No
- I wanted to but I did not know how to
- I did not know that I could
- I do not remember/I don't know

I am not eligible (please explain why)

22. Your employment status at this time:

- employed full time
- employed part time
- homemaker, not employed outside of the home
- not employed but would like to work
- not employed and do not care to work at this time



23. Including yourself, how many household members live in your residence?

- Only myself
- 2-3 members
- 4-5 members
- 6 or more members

24. How many people did you support (provide more than half of their housing, food, and expenses) in 2020?
(include yourself in the count)

- none, I'm supported by family/spouse
- only myself
- two, including myself
- three, including myself
- four, including myself
- five, including myself
- six or more, including myself

25. What is your marital status?

- Married or domestic partnership
- Separated/divorced or widowed
- Single, never married

26. What is your family status?

- I have children at home
- I do not have children at home

27. What is your native language?

- English
- Spanish
- Vietnamese
- Other, please specify native language



28. Did your parents receive information from Padres Promotores de la Educacion before you entered college?

Yes

No

29. Are you undocumented? (Your answers will remain anonymous and confidential)

Yes

No

30. Additional comments, concerns or experiences about SAC you would like to share with us: