



# Santa Ana College Renaming Survey

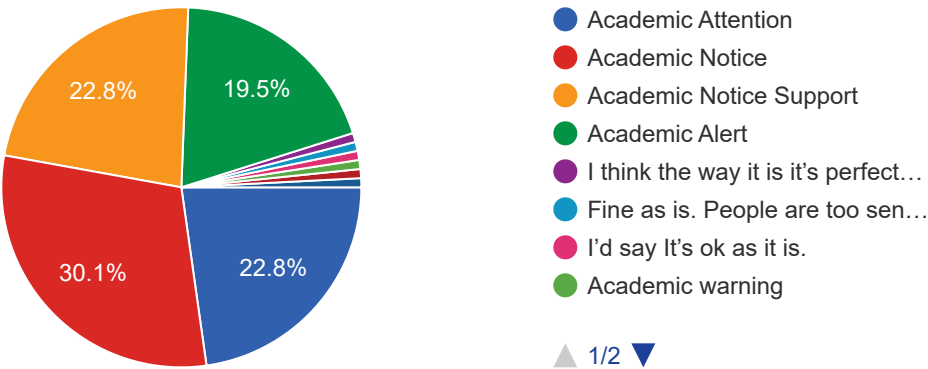
123 responses

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## 1. What is a better term for Academic "Probation"?

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123 responses

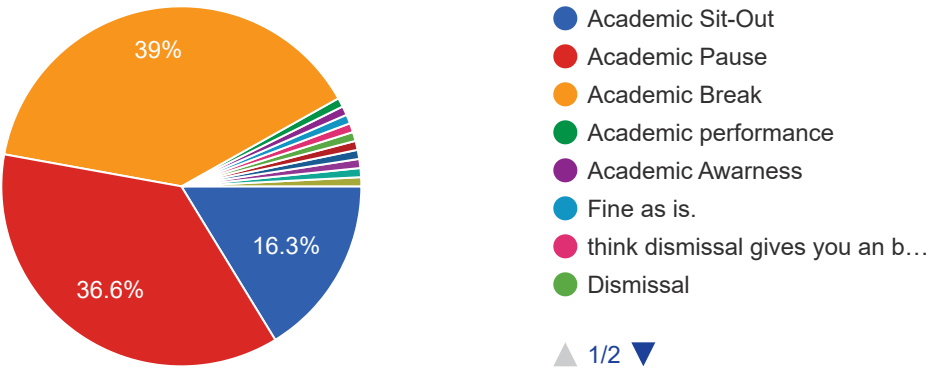


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## 2. What is a better term for Academic "Dismissal"?

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123 responses



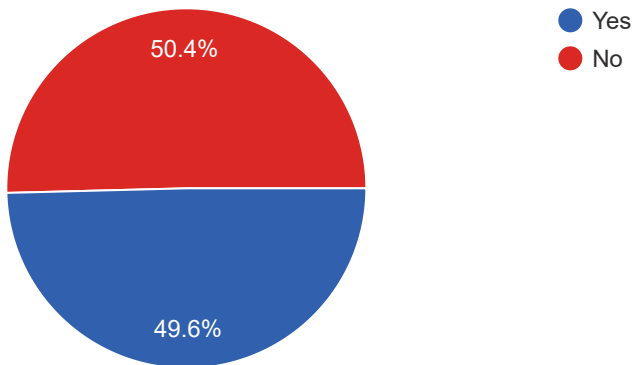
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3. Did you pursue any support services (such as meeting with a Counselor, go to tutoring, etc.) after receiving the letter stating you were on academic probation?

 Copy

123 responses



4. If you answered YES to Question #3,  
What was the service?  
How was your experience?

61 responses

N/A

The service was great and great experience as well

It was great, amazing people.

counseling for records update

Helpful

I met with a counselor to discuss a break from school completely til further notice, experience was good

The service was very helpful for me

I reached out to a counselor and she helped resolve my issue and try to help me dispute

Awesome

Meet with counselor and made a academic plan

i went to the counseling counseling office to ask about late start classes. It was okay but I do wish i had more help.

The service was talking with a counselor he really help me out about my classes and other stuff. My experience went very well very helpful and hope to pass this semester.

Met with a counselor and went good

A counselor a experience very good

I did the online zoom meeting, and I liked it. I honestly was very scared but she explained everything perfectly and gave me all the resources I needed.

Tutoring with coding in intro to c++. The tutor at the lab was helpful but I didn't understand her that well. Her English was not so good.



It was a bit complicated, some of the counselors wanted to suggest what they thought was good for my major . They were basing it on other majors like engineer majors or law majors when in fact it's nothing compared to a liberal arts or dance major. This was frustrating until my counselor in DPS (special services ) reach out and walk ne through on the phone.

Tutoring, it was aight

It wasn't very well but I'm going to be a better semester

Set an educational plan, the counselor was great

i talked to a counselor about why i was failing all my classes for semesters due to extreme abuse and they helped me fill out a form to get back on track

The service was great they attended you will!!!

Very good experience

Since joining the TRIO program, I have been much more productive in my school work.

Meeting with my counselors it helped me a lot to be im understand where I was standing at the moment

None

She reviewed my situation and explained what it meant

Service was good. I got attended about the problem right away.

I saw an EOPS counselor. The experience was stressful and overwhelming.

tutoring, i had a better understanding of my class work so my homework was easier tk complete

My experience was horrible. I wasn't being heard and counselor was being so impatient like she just wanted me in and out, like your done. Goodbye!

saw counselor

see counselor

Meeting with the counselor and Math Center



I went to tutoring after the classes I had and my experience was good it really helped me understand if I was having trouble on a homework assignment or helped me out if I had a question about something I was confused about

Meeting with counselor and also program counselor.

Counselor

It was helpful but meetings too short to discuss all concerns

I attended a couple of counseling meetings and my experience was not the best. Also I was trying to join EOPS and my experience there was not the best either even after contacting them and they said I would receive calls back I did not get a call back and emails were never respond.

My Experience was great. I was scared to not be able to take another class or be dropped from college. My counselor explained how this situation works and I was able to register for Summer class.

They offered me to retake my classes and she was super nice patient and sweet I felt comfortable talking to her!

It was good wish I had more help

I talked to a counselor about getting academic withdrawal which went good but haven't heard back on the status of that

Counselor was very helpful and engaging.

Went to A&R after going to counseling; basically waste of time both said it was their area of expertise and could not help me especially after A&R found out I never signed up for those classes. I was informed by A&R to hunt down the instructors to have the classes removed. Some retired, and really is this my responsibility? There is no due process other than hiring an attorney and filing a law suit against the school for negligence, based on my discovery. The experience was dismal at best and is the worst I have ever experienced.

They helped me make a game plan, a Educational plan which helped me on focusing what I should take! Makes you also feel comfortable to go to school because she didn't pressure you to do what she wanted you to do! She gives you options and you choose after that.

I was helped by one of the counselor over my academic probation it was quick she told me what I needed to do to not let it happen again. She helped me with the class schedule for this year.

I have academic probation because cumulative SAC GPA.



It was good . I updated my Ed plan I got information

I was referred to the learning center for additional tutoring services/help. The counselor was very helpful.

I spoke with a counselor. She explained that I need to stay in class and not drop it after the window. I advised that two of the classes were dropped within the dropping period. I'm still confused. As I explained my reasons. I feel like I need to follow up with another counselor because I'm worried about being placed in "probation"

The Counselor gave me tips and advice to adjust myself and know what to do prior the courses work and assignments

International student counseling. It was great and I totally improve the study strategies

It was great and a bit nerve wracking, because they gave me ideas to what I could do but they also told me what would happen if I didn't complete a course within an A or B range, Overall i really liked it.

Online Zoom Drop In

Science center

My experience was good I get to finish some work.

Counseling , I can never book an appointment and the waiting online isn't comforting on time frame

Talked to the counselor on how I can continue my education without falling behind and making an education plan that is fit for my major.

I spoke with a counselor. It has been an extremely difficult journey and I am aware I am not the only student that feels this way. I am constantly worried and pushing things behind, i just feel completely lost and hopeless.

It wouldn't let me press no, but I never did because I was anxious about it but I have serious regrets now not going.



5. What suggestions or recommendations do you have for us to make this experience positive or supportive?

123 responses

N/A

No

It looks like question #4 does not give follow up questions to yes comment.

Nothing

be more specific because I was told I was going to continue receiving financial aid this semester and now it states I'm not so just being more clear because now I'm confused

Be positive always.

this was good the way it is

idk I'm busy rn

I have none

Request face to face meetings

you guys are doing great, keep up the good work !

Everything is fine how it is

Reaching out

Be more communicative. Help to the best of you're abilities. Show you care about the students.

Great service very helpful

better communication and provide support for students. Also, have day care for students instead of being on a waitlist makes it difficult to be a parent and a student and have a full time job

Make the steps clear. Encourage meeting with a counselor to discuss.



I would like some clarification on the risks of all the help I'm getting from the school like financial aid and other grants being revoked due to continued poor academic performance. Should the help I'm receiving get revoked for this reason, do I need to pay anything back or do I just get dismissed from the institution. These are some of the lingering questions I have in mind. The only reason I'm performing poorly academically is because of a lot of personal issues which interfere with my academics.

Maybe help someone if they need to register again mid school year.

Make sure the student gets help

I really don't know.

Meeting with a counselor

I think you guys do great

Give me one last chance

I know there is a lot of resources we are able to take when on academic probation and I appreciate it .

speaking with a counselor about next steps

No answer

More support/ or warning beforehand

As far as the online zoom meeting, I had no problem. I was connected with a counselor very quickly.

I'm not sure

i prefer to go my own path way

Follow both a zoom appointment with a phone one to accommodate the students based on their major.

I need help in math

Try to understand that failing students doesn't mean they aren't trying to pass their classes. They might need extra help or feel ashamed to seek help.

Just don't put any excessive pressure and stress for ppl to do good





I have talked to a counselor and they are helping me and I think I am doing well this elsemester

Update quickly, I submitted appeal form a month ago but it still says i need to submit this required document

Contacting the student frequently to make them understand what's best to provide assistance

immediately getting said student in touch with a counselor or approaching the academic failures to mental stressors or issues

The service is great !!

Be more lenient with how long you are placed on probation or dismissal

At the moment no comment.

For a counselor to reach out

I want to say more personable, not necessarily going off of a PowerPoint slide since every student situation is different.

As far as academic probation is concerned I would suggest that you should emphasize the support aspect by informing students of things like tutoring programs.

Overall my experience has been amazing I truly feel supported

I feel safe in the school

Offer more counseling and talk to students before a probation or dismissal happens.

Positive

None

I'm just struggling which career is best for me

Maybe explain in The initial contact email what the risks are and are not

To continue addressing the problem/question with calm, which was very helpful in my experience since it did cause for some panic but with having the councilor's hands on and help guide us, is definitely recommended to stay in practice.

Provide recourses to improve my grades before dismissing me.



n/a

Don't take away student's financial aid give them more time to improve their grades. My name is daisy but I got my financial aid taken away because of my first semester but what wasn't clear was that isn't my first year free? And can I please have my financial aid I will do better the following year.

I didn't know if I could continue or not. Felt too behind. Dropped out

Take your time. However, listen to the student and wait till they are finished and then ask the question. Don't be so pushy to end the conversation.

Sorry I was just having problems so instead took some time off but planning to return on fall

not sure maybe explain more the pros and cons maybe

When sending the letter, provide lists of people I can reach out to for help. I had no clue who to go to.

meeting

Need a counselor

Provide greater encouragements and support.

Honestly nothing really because it was a really positive and supportive experience

If I received a C grade, which is passing, for a credit, why am I on probation? I am a working adult and caregiver, it's a shame that the course work was only on Essays about death. I took an English class and I thought it would focus more on higher level terms and thinking, not about death. I had planning with a Counselor prior to taking classes?, and the counselor advised about needing this class. Why do I need to speak to a counselor again? I can't change my schedule, time is the factor.

Two parts. understanding why, and how students experience low performance example, covid, family obligations ect. looking into changing academic probation procedures. Counselors that I met were genuinely caring and very helpful to break down the process and focus more on supporting me as whole instead of fixing only academic.

understanding of mental health & how it can take over

When a student misses classes for various reasons, you may want to find out why that is the case

I believe that you are already creating an environment that is positive and supportive.



understand the rules more better for myself

Maybe take your feedback more seriously instead idling around

Phone calls seem a little more personal than just an email

Nothing, it's supportive enough that you sent me a notice about my academics

nothing just want to say that grades or GPA shouldn't define our "success" yes its important but people have different priorities while focusing on school

More time during planning and discussion

Have staff show that they care a little more for students. Thank you

To keep all assignments open longer and not locked

Just more nice support I know there are people out there afraid to reach out either due to fear of failure or rejection or even because they may feel like they are not good enough or smart enough.

Making notice more noticeable

Honestly... I would just like to continue with school. I am going to have a meeting with my counselor soon, we are just trying to pick out a day and time.

none

Instead of probation or dismissal, maybe provide assistance to students who are having difficulty with the course or school materials.

Get a person who will take responsibility and do their due diligence/discovery and investigate both sides and make suggestions at that point. Both A&R and counseling are worthless in this situation.

Try to help help people more and to make them feel more confident that they can pass the classes

Counselors to reach out on ways to help out

A little more communicative on repetitive counseling appointments , especially with how the world is I just recently got off my suicidal thoughts because I felt stuck in life . You need someone to help ALWAYS !!!



Different resolutions when given the notice

I believe that students that get any notice about their academic probation they can easily get scared and the school can make it less scarier by of course sending them a email and signing up a counselor but also letting them know that they have the ability to fix it and get the education they deserve but they have to have faith themselves and do the work

I would suggest to maybe have option how to do better on my academic with being on probation. There is so much going on with my personal life that is why is affecting my grades. also, I am having a financial problem which cause me to work double and school at the same time.

NA

I suggest to have the course in person.

Everything was well explained .

I'd say my experience was fine, I don't know what to suggest that would improve it.

Not sure

Offer to schedule a appt to review the reasons why the student's status is changing to make it more of a positive experience. This actually stressed me out a bit and I'm still hoping to get the issue reviewed and resolved.

send more information or messages

Not really

No comment at the moment

19 more responses are hidden

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