

Santa Ana College Student Satisfaction Survey 2020 Report

Details

2,321 participants: All credit students, excluding criminal justice and fire academy, were invited to participate in the survey

Survey Launched: June 5, 2020

Survey Closed: July 27, 2020

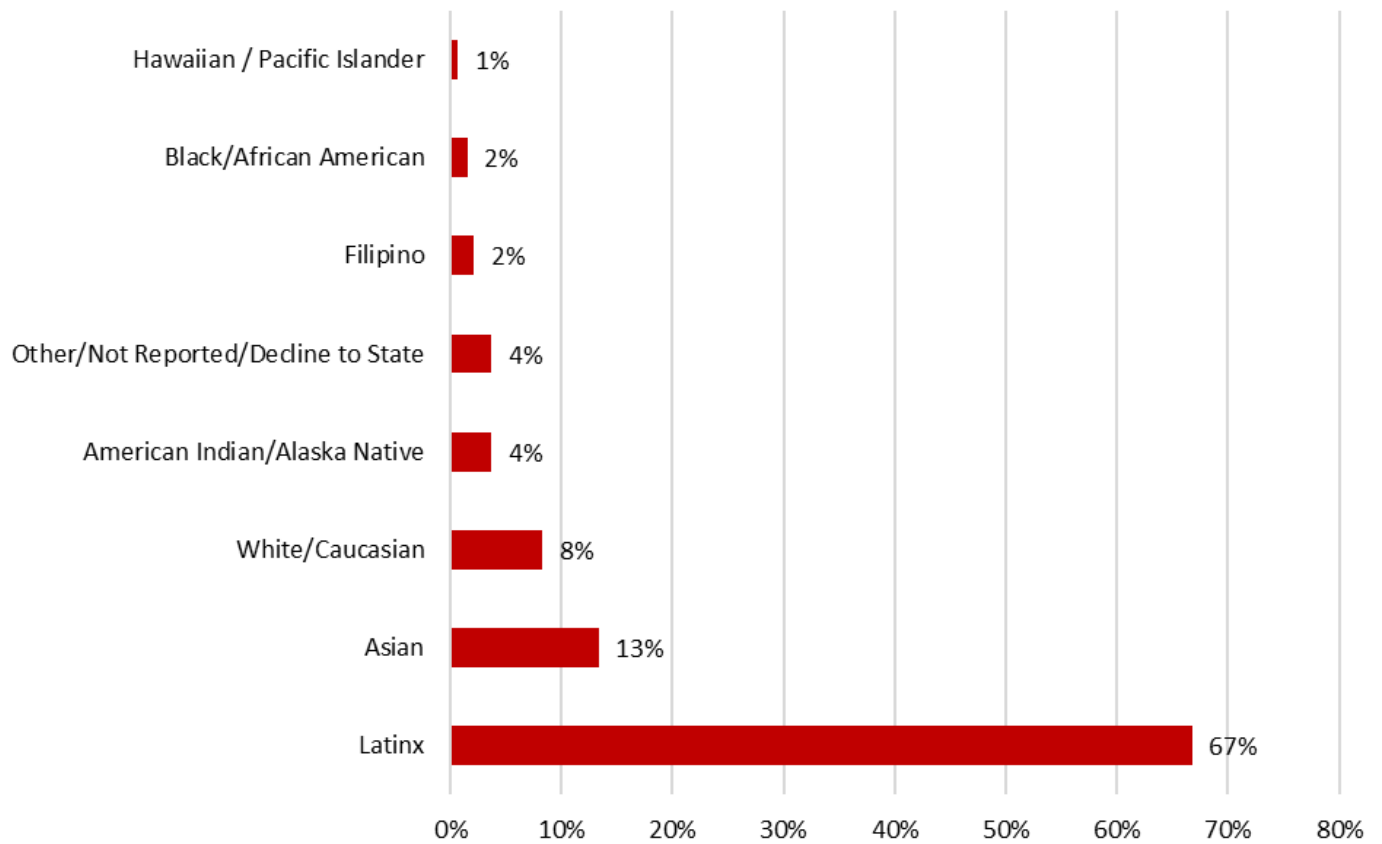
Background: The Santa Ana College (SAC) Student Satisfaction Survey is administered by the Rancho Santiago Community College District Research, Planning, and Institutional Effectiveness Department for Santa Ana College. It was completed in the summer by students who were enrolled in the spring 2020 term. This cohort of the students experienced the replacement of face-to-face instruction with remote instruction in response to the COVID-19 crisis. Store gift cards (\$2,000 worth!) were randomly awarded as an incentive for participation and were instrumental in increasing response rates significantly over the prior year's response rates.

Highlights:

- Survey participation increased 47% over 2019.
- Five new questions were added this year (Questions 1-5)
- COVID-19 made a significant impact on students and their responses to open ended questions reflect their experiences during this time of crisis.
- Students participated in class discussion at a 3% increase compared to 2019
- Students discussed their interests, abilities and plans with a counselor/advisor, a slightly decrease of 3% compared to 2019
- In addition to attending SAC, students who stated they are also attending another college or university during spring 2020 term increased slightly by 2% compared to 2019
- On average, for a typical 3-unit class, students spent more than 10 hours studying equaling 10% compare to 8% in 2019
- Students were not aware of SAC's noncredit programs (63%) compared to (61%) in 2019
- When choosing a degree pathway, students found that the SAC website was helpful, a 13% increase compared to 2019
- Students who live with six or more household members increased 4% compared to 2019
- Students who support themselves and between two or more other people in their household increased slightly (1%) overall from 2019
- Students who are facing unemployment but would like to be working during this time increased 4% compared to 2019
- Students indicating they are undocumented (10%) compared to (11%) in 2019
- Additional feedback is provided in chart form in the following pages

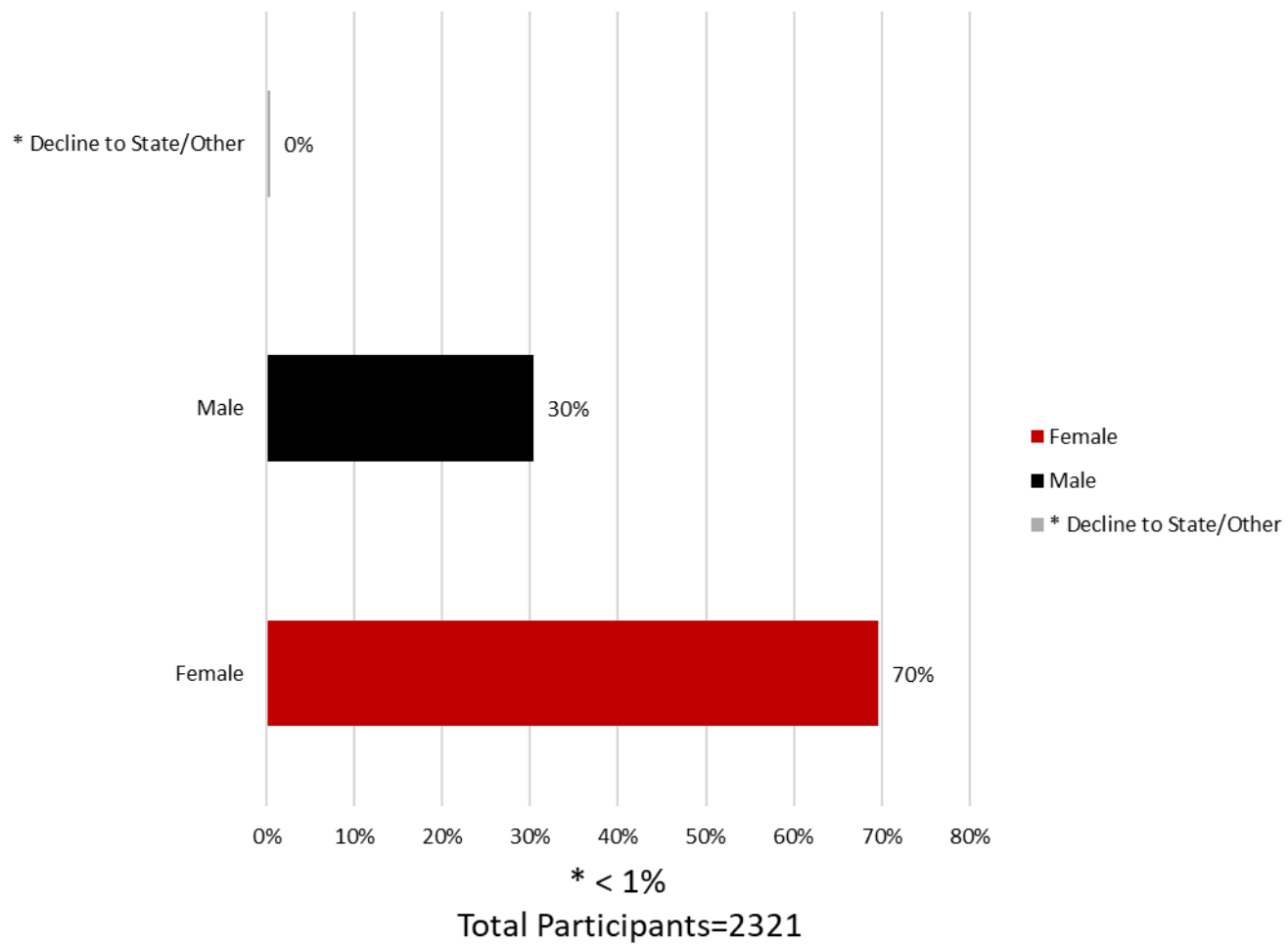
A representative sample of the comments can be seen on pages 4-9 and 36 of this report

Racial Breakdown

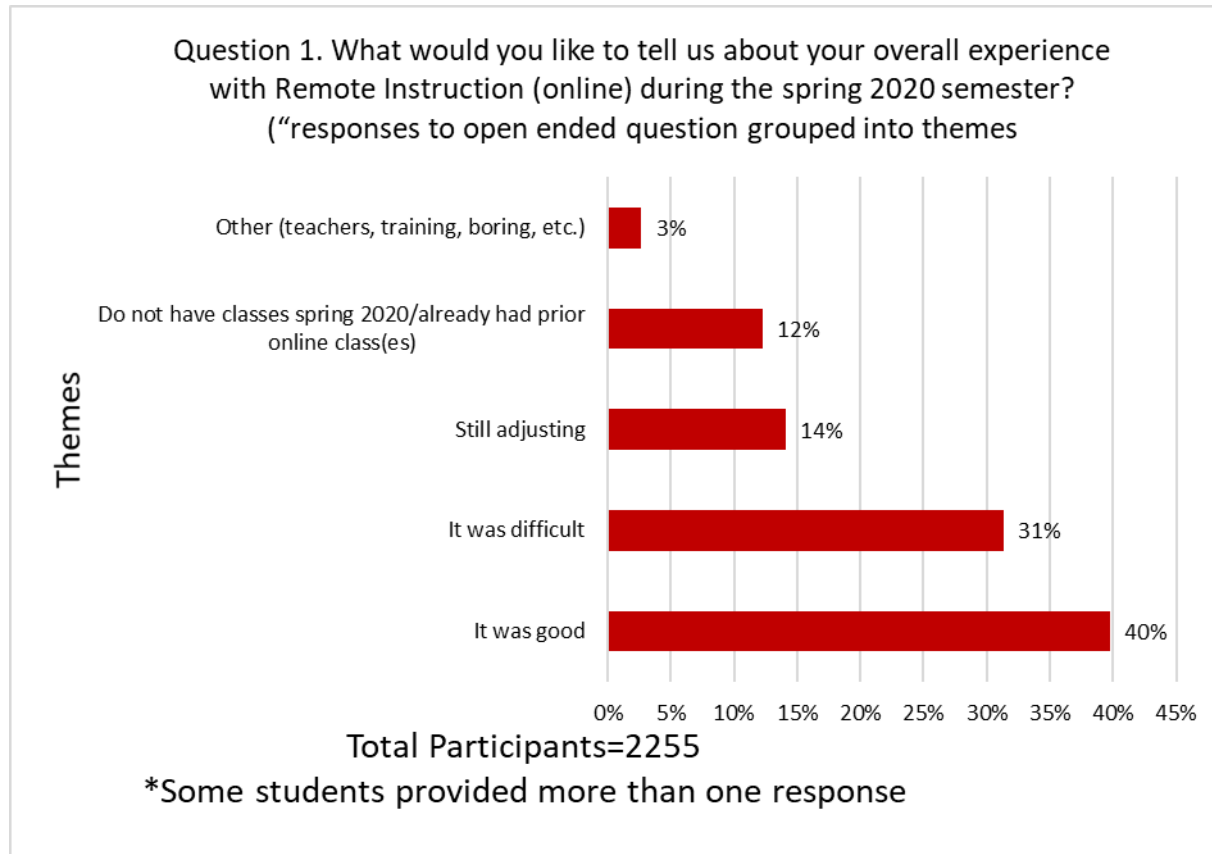


Total Participants=2321

Gender Breakdown

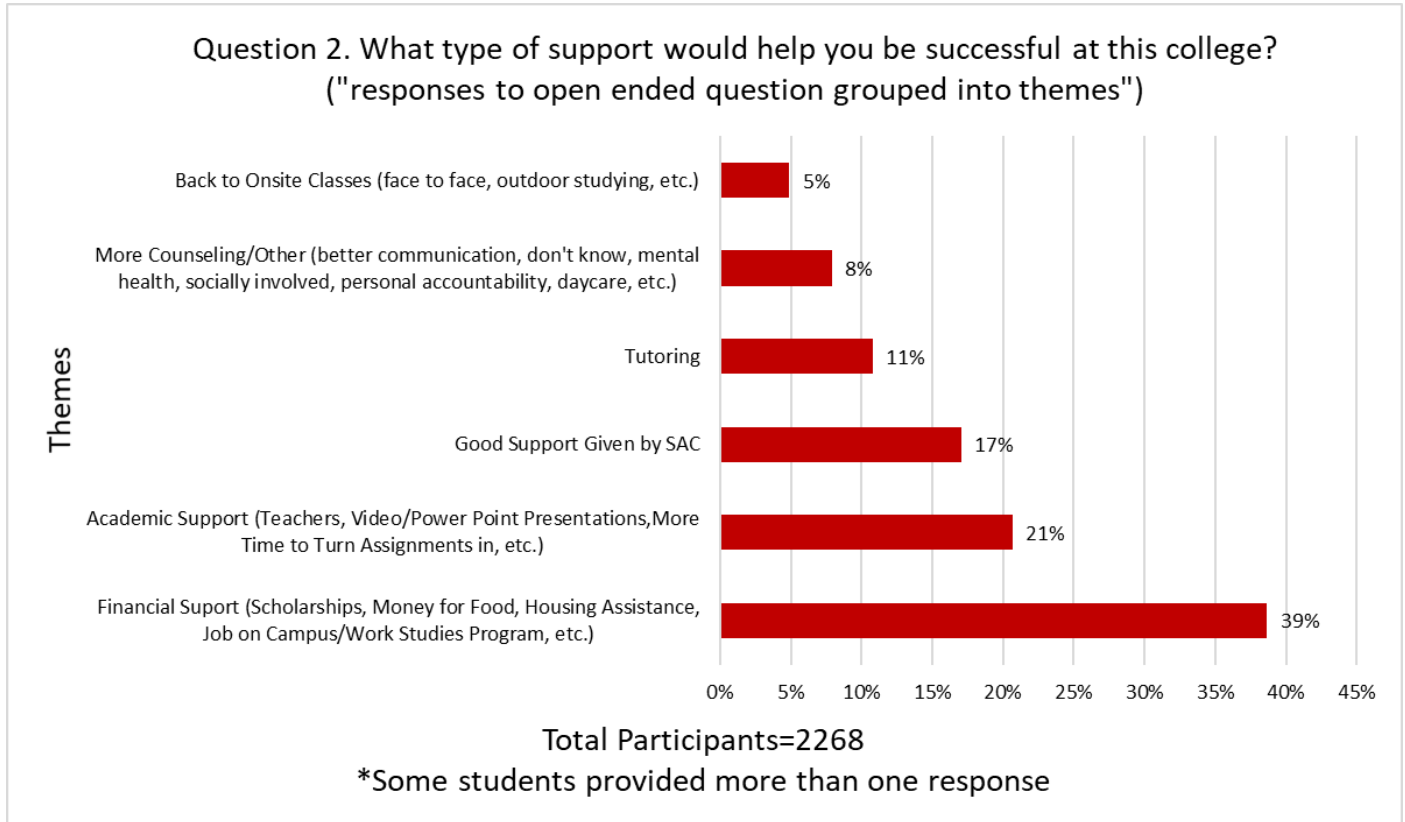


Survey Results:



- "As a returning student, I must admit that it most certainly has been very beneficial to be able to take my classes via remote instruction."
- "I already take my classes online but the only thing it affected was not being able to go to math lab"
- "I did not like my online calculus class. Despite having ample experience with online courses from another community college, I found that the method of instruction in the course was not too my liking, so I dropped it."
- "Everything was fine until COVID-19 hit. I had to use the computer lab for one of my classes and well that made it hard to keep my grade up."
- "The whole experience was great! Every time I had a doubt a topic Net Tutor was really helpful as well as the professor tutoring."
- "Honestly it was quite confusing and difficult at first but it got easy thanks to my professors."
- "I think the campus and my instructors did a great job transitioning to remote instruction. I had 2 in person classes and both transitioned smoothly."
- "I wish some of my Professors were more flexible because no one signed up for online classes. Us as students were being extremely flexible with the changes and not all my Professors were flexible. I wish some of them realized that and what we were going ..."
- "In general, outside of the COVID-19 experience, I am not a fan of online classes for multiple reasons. Mainly, it's difficult to self-learn, difficult to connect with classmates and create study groups, difficult to have office hours and get professional..."
- "What I liked most about Remote Instruction was the Zoom meeting with my professor. I was still about to see and interact with him and fellow students. I was also able to save on gas."

- “Easy to log in to zoom and be able to use program. Overall I still prefer in person because it’s too easy to get distracted when it’s remote instruction and not be able to focus and get any notes from lecture.”
- “Hate it. Before all this I was doing pretty well in school but since switching to online I can’t seem to focus. School was the place I went to get things done”



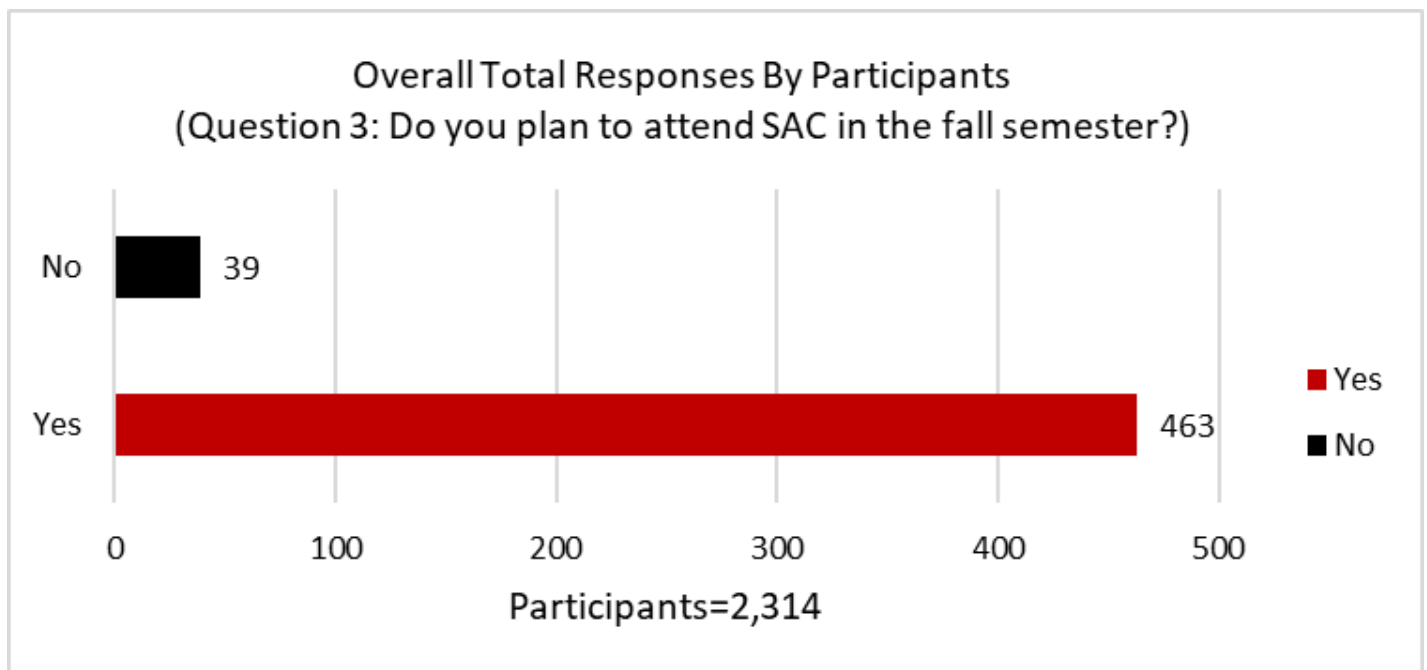
- “A hotspot. Class recordings only case you missed any material.”
- “A tutor that understands learning disability”
- “Access to resources, like food pantry, meaning a well-organized drive, where students only can benefit. Not the whole community, like the last one was quite a fiasco and driving around the campus was quite a dangerous experience...”
- “Access to the gym or the library.”
- “Allow for in person math lab sessions, 1 on 1, 6 feet apart if need be, but give us the option. Math is a difficult topic to learn through a computer screen.”
- “Although, community college classes are not expensive compared to other UC, Cal State, schools I believe that the deadline for paying for classes should be extended to some extent, for students like me that have upcoming bills etc., to be worrying about.”
- “An open space for students to use to study and do homework if they don’t have one at home”
- “It would be great to have self-paced higher mathematics and science courses, so that learning disabled students or students who learn at a slower pace can have more time to learn the material. Perhaps courses that can be completed in two semesters...”
- “Avoid adding to the paperwork when a class is converted online. Online classes doesn’t mean we have more time in our hands.”
- “Being able to have more online resources to study. It becomes difficult at times to study alone. Maybe having an online zoom class dedicated to studying. Having the math tutor center but in a zoom conference?”

- “Being provided ample time for assignments and flexibility on the part of professors regarding deadlines.”
- “Flexible deadlines was the most helpful thing that was provided for me this semester. I really benefited from it. It allowed me to move at my pace.”
- “Better / different teaching styles that help engage students.”
- “During a time like this, the support I needed was communication and information between the different administrative departments such as, financial aid, cashiers office and counselors on what’s to expect for the future semesters.”
- “During the Pathway orientation it would nice to have a tour of the campus. I was brand new to SAC and couldn’t find the bookstore. I also didn’t know where the assessment center was.”
- “EOPS was helpful and learning center was helpful for borrowing book and assisting with tutors.”
- “Easier access to registration with counselors. It was fairly difficult to meet with one because the status would say available but they would actually be busy.”
- “Easier ways to access certain divisions. Mainly financial aid because the phone hasn’t worked in a while, every time I call there is never an answer”
- “Having good communication via emails with our professor has given me a big support knowing that my professor is available for any extra help.”
- “Email Directory of who’s working schedules and who can help with questions It’s been so hard to find help at the cyber café”
- “Everyone was easily accessible and I like that. I met with a transfer counselor during this time and she was quick to respond. Having someone on the other end of the phone line helps greatly.”
- “For instructors to be more helpful on the courses instead of using tutoring. There were times that tutoring was not available because of the demand.”
- “For nursing students it is different. We need hands on assessments and skills to really poly some of what we learned in theory. So I would suggest if the skills lab can operate just have schedules open for less than 10 people to maintain safety precautions...”
- “For professors to help more online and give extra support by answering the emails”
- “Having 24 hours IT support. Teacher replies on time.”
- “Having professors do instruction videos, so we may see how to do our assignments if needed”
- “I believe that all professors should host a live webcam lecture for their academic material. I believe students would be more inclined to participate if the professor made the instructions live webcam in order to engage more with the students and to...”
- “Having tutor available without having an appointment. Having tutoring available through an instant chat.”
- “I am currently not allowed to receive financial aid because I have exceeded the number of credits/units and my appeal was denied so it would be helpful to have emergency funds available for students who don’t qualify for financial aid for books and...”
- “I believe I have enough support. Santa Ana college was amazing at reaching out, sending several email reminders about being able to provide laptops to students who needed one.”
- “I can’t think of anything that would be helpful but I would like to say that even though this has been a very stressful semester the tutors at the VRC Veterans Resource Center have been extremely helpful and have done everything possible to help me pass...”
- “I did have a couple of problems with my web cam and mic sometimes so I had to use my phone the school should help us out and rent out webcams.”
- “I do have some questions and concerns that I need actually people (administratively) to help me with, so I would appreciate if I could get a hold of someone.”
- “I feel that the remote instructions would more successful if we had a specific schedule to show up online and make it more formal and structured. For example, I took 6 classes this spring semester. All six professors took a very different approach to ho...”

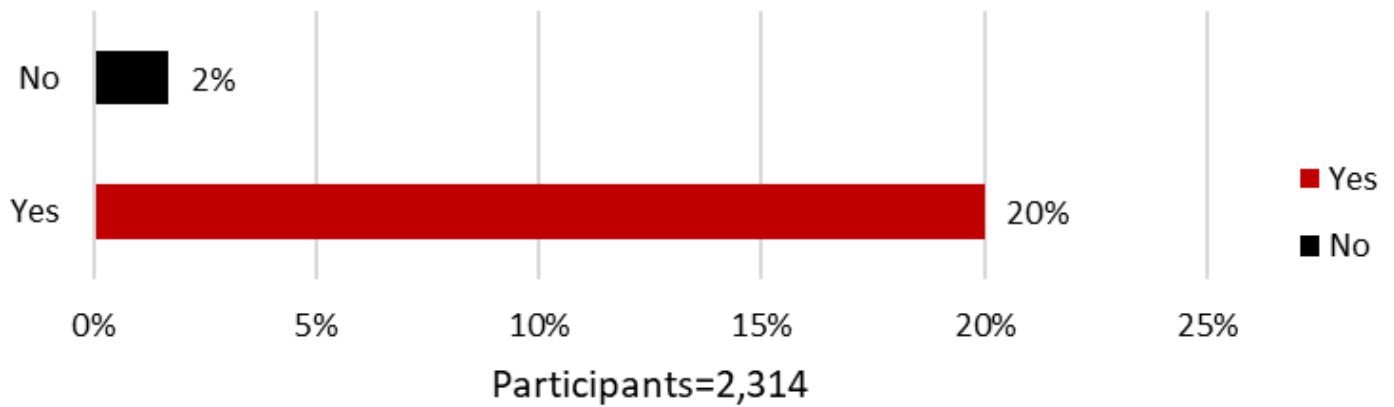
- “I know it’s not high school and with the amount of students there are at any given moment it may be nearly impossible but having an assigned counselor would help. I never saw the same counselor twice.”
- “I think having more of the classes that are needed to transfer to a USC/UC available”
- “I think increased virtual counselor availability. Every time I logged onto the counseling site to speak with a counselor, regardless of when it was their virtual office hours, almost all were offline. The remaining counselors were away, in a meeting...”
- “I think more hybrid classes available other than GE’s.”
- “I think more leniency and flexibility from the professors during this chaotic period of modern history would have helped. While some instructors were very accommodating and flexible, others were not. There should have been a school wide implementation...”
- “I think more programs that involve book trading or something along those lines, so that it is more likely for a student to afford.”
- “I think now as a graduate that the information regarding scholarships, the honors transfer program as well as the honors societies could have been more announced on campus”
- “I think opening up the library with social distancing would really help, or have an outdoor library where we can sit outside but check-in for a book if needed.”
- “I think the online tutoring should be a lot longer. I decided to get some help and found it to be extremely short. Answering only a few of my questions.”
- “I think we have everything at Santa Ana College. From bus help, financial aid, great counseling, empowering Professors, and a safe environment.”
- “I tried to get a rental laptop but couldn't. I had to do my class on my phone. The school should get more laptops for students to use”
- “I usually like to study on campus as I have trouble studying at home. It would be nice if study areas or some other areas of the campus were still available for use for a limited number of students (ex-accessing the library with an appointment slot so t...”
- “I was depended on the food drives. Some weeks my family would be good and the other we wouldn't and for those weeks we needed help food drives were very essential.”
- “I would be pleased if there were more scholarships available.”
- “I would like an anonymous question site where I can ask teachers questions without feeling dumb if they’re dumb questions.”
- “I would like for teachers and staff to come out on event from ASG or event that they create to get involved with students and let them know what is out there.”
- “I would like to receive the same amount of time for my exams at home as DSPS provides.”
- “Late night Tutoring Because mostly everything’s in the morning”
- “Make responding to emailing a requirement if a student is asking question via email.”
- “Maybe a “chat with help desk” or “chat for help” ?”
- “Mental health counselors for student, connecting student with good jobs, providing students with volunteer opportunities.”
- “More 6 weeks classes so we can take the same amount of credit in the semester but not feel over worked.”
- “More available tutoring for higher level math and physics courses.”
- “More counseling for my career or an online path that tells me what classes I need to finish completing”
- “More emotional support. We went through a whole pandemic and professors acting like the world is peachy”
- “More individual tutoring for the natural sciences.”
- “More information on veteran assistance.”

- “More interaction between students.”
- “More mandatory video chats.”
- “More mentoring about scholarships for undergrad and even graduate school.”
- “More office hours.”
- “More opportunities for DACA students”
- “More outreach to students, students at a certain point feel like they are annoying a professor or counselor when they reach out to them so often, but people could’ve checked in more with students asking them how they’re doing really instead of just...”
- “More resources for our program which is the diesel program”
- “More resources for those with learning disabilities.”
- “More staff available (in person) at the college administration offices”
- “More support to dreamers.”
- “More teacher support that believe in you and don’t want you to fail. I hate the strict teachers that only want to focus on the subject and not the students.”
- “More tools to help support tutoring, such as some sort of online whiteboard that allows us to easily write out problems to get assistance with.”
- “Not all students were eligible for receiving money for the CARES Act due to not being enrolled in 6+ units. Some students cannot pay out of pocket for 6+ units, so it is important that all students should have equal opportunity to receive such aid during...”
- “Nothing more than I have already received. This is an amazing school and so many amazing people that work there. Feels like family”
- “Offer more flexibility in terms of due date assignments along with reduced price for the semester if the schools decides to have most classes be online.”
- “One of the many outcomes of this unexpected pandemic was also that I lost my home. I was forced to find a new place to lay my head and that has been incredibly difficult financially. Although my desire to complete my time here and move forward with my...”
- “Online downloadable textbooks”
- “Phone call options that take place of what would be in person office hours. (Under the new Covid-19 concerns)”
- “Phone version. For people without computers. Like a dash with all due assignments kind of like the desktop version has”
- “Please, please, please, email people when their registration date is. Maybe it was just me, but I never got an email telling me when my registration date was and my schedule suffered due to it”
- “Reevaluating the eligibility requirements for financial aid assistance. I have a 4.0 currently just from SAC classes but because I left CSUF 10 years ago and everything got transferred over, my overall GPA was not as high.”
- “Releasing the course catalogue earlier”
- “Remote instruction, tutorial.”
- “SAC must find a way to provide in-person support for students with social distancing and safety precautions for all involved. Zoom meeting and text messaging misses that personal touch.”
- “SAC offers lots of support already and that makes me love the school even more. I have felt very supported at this college, with textbook loan, laptop loan, mental health services, educational counselors, passionate teachers. Something cool to have would...”
- “Some of the teachers are not careful when they talk, I would like to see the school talk to the teachers and help them understand that what they are saying to the class can be offensive.”
- “Strategies for online test taking. Workshops or videos like they used to do in the learning center, but about being a successful student at home. Promoting online resources. How to get your papers edited online. Online Workshops for chemistry. Virtual...”

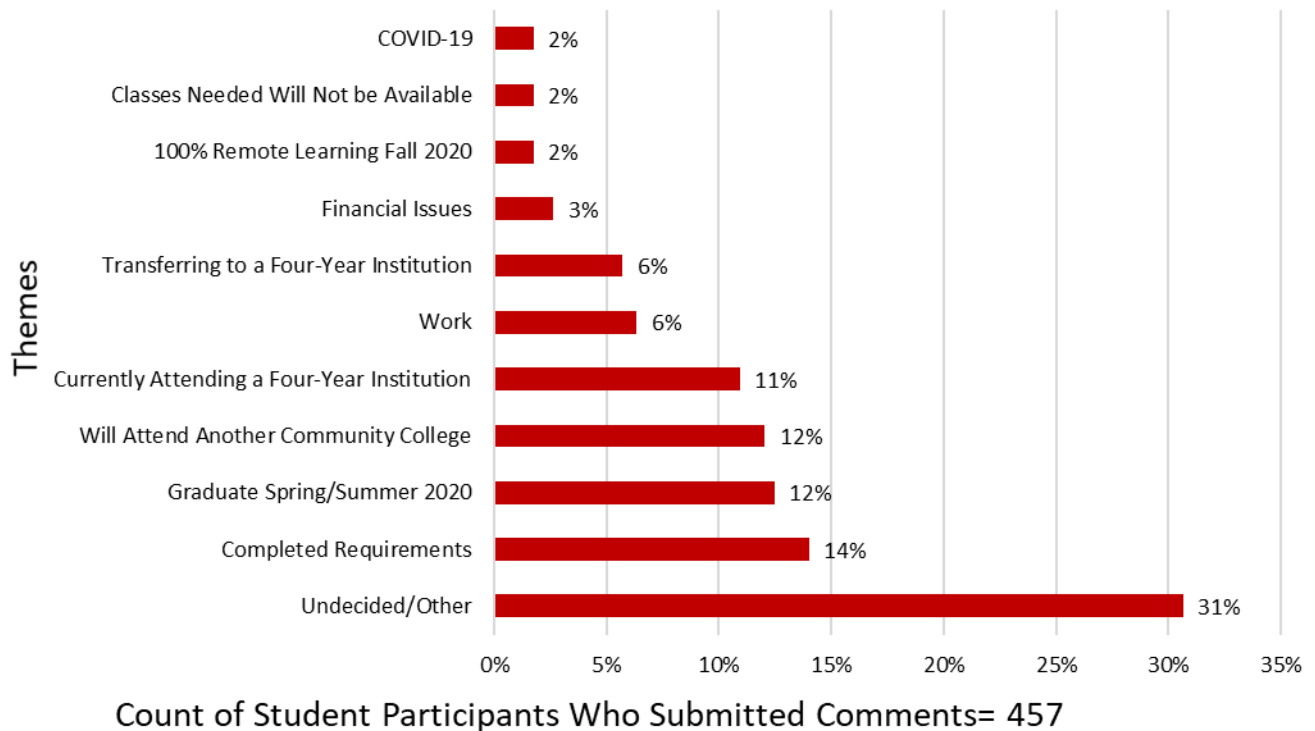
- “Support in the sense that professors should be more-frequently supervised and evaluated”
- “The admission staff and counseling staff have been so rude so many times that I actually do my best to not go there. I feel that if they were not so unhappy or rude it would have been easier for me to work with the school. Many of my family members and ...”
- “The professor's flexibility and understanding that it is very challenging to learn from home, while we work full time remotely, our children are tugging at us and our spouses are wondering why we are in the computer all day.”
- “The support that would help me be successful would be help filling out my financial aid application.”
- “The type of support that would help me be successful at this college would be free printing, or printing where you don’t have to pay at the moment but instead can be payed a different day because sometimes we as students don’t have change on us.”
- “The veteran center needs to reply to peoples emails since the pandemic occurred they are unreliable. I might consider changing schools to avoid this issue all together once everything opens up.”
- “Unfortunately, i had to withdraw from my class as the pandemic and stay at home order went into effect. The demands of having to home school my children and work a full-time job took priority and I didn't have the time to complete my school work.”
- “Weekend classes would be good for working parents. I have taken weekend classes at other campuses.”
- “Well I know everyone complains about this but the parking is always a hassle. I have had a good experience at SAC so far though.”
- “I would like to see more support for the undocumented students.”
- “The equipment in lab were minimal, I would've like to have seen more advance equipment.”
- “A daycare. But for that, I have to be on the waiting list 😊”



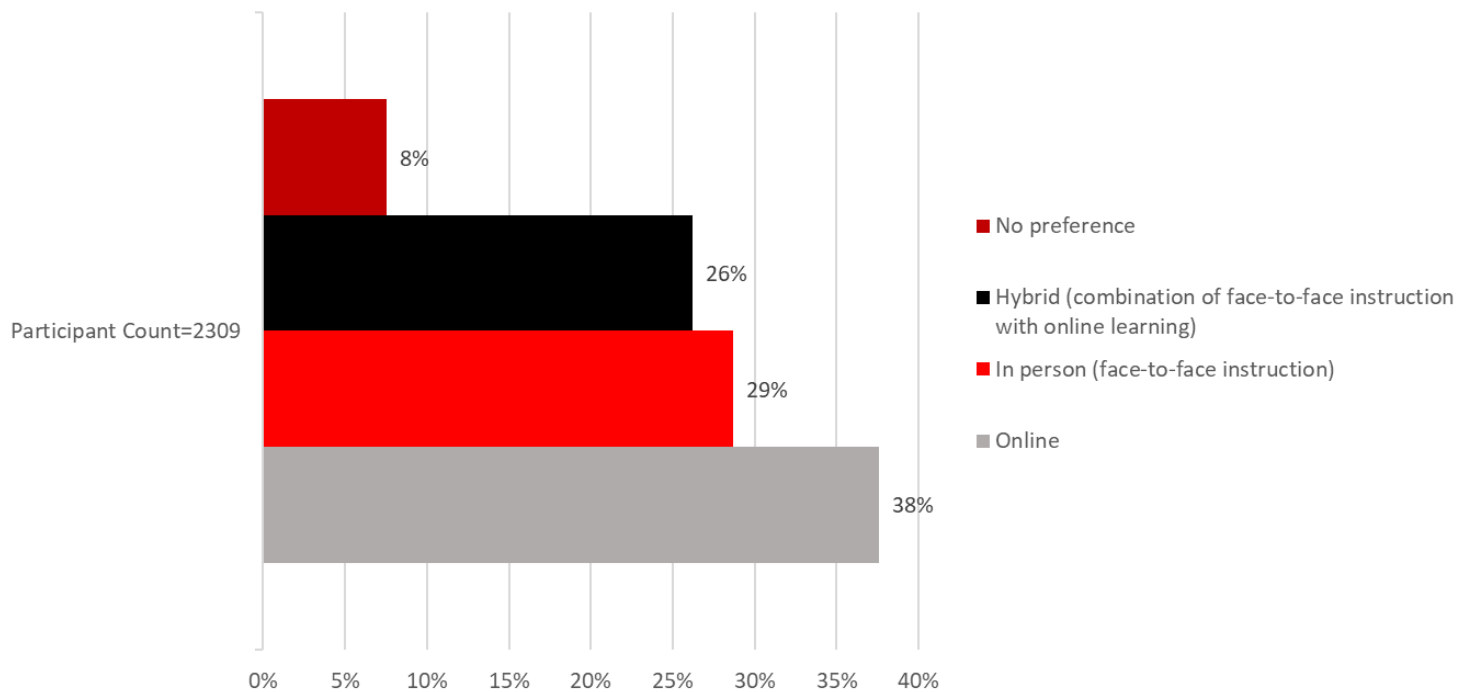
Overall Percentages (Question 3: Do you plan to attend SAC in the fall semester?)



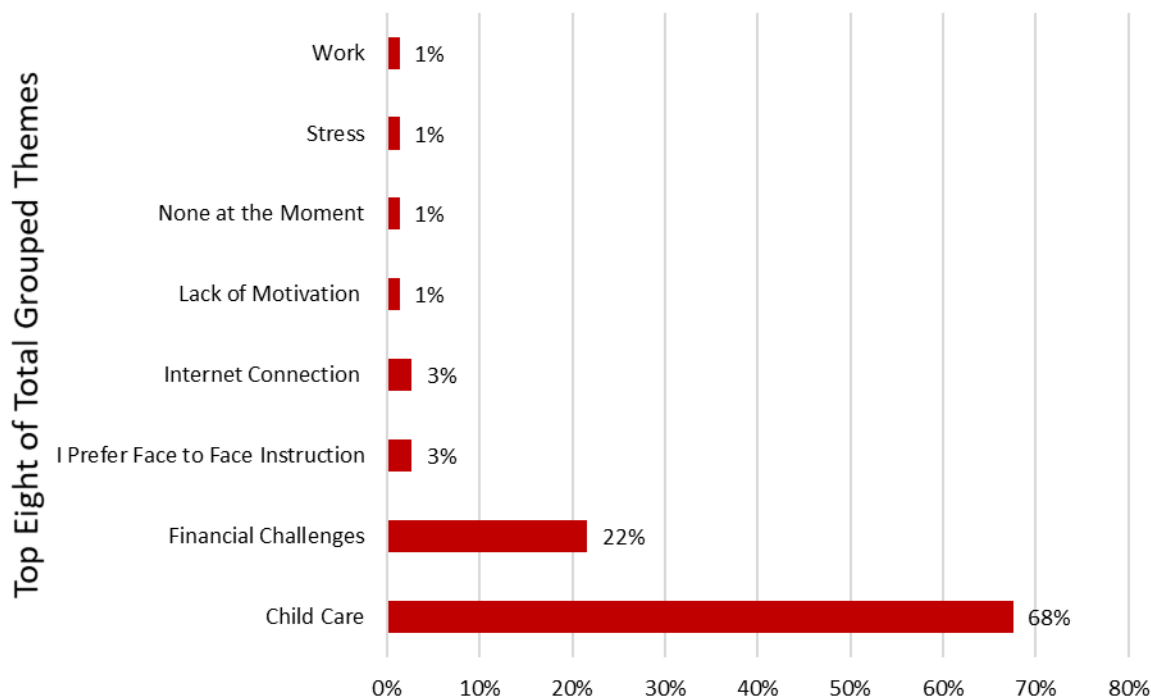
Question 3: Do you plan to attend SAC in the fall semester? If "no", why not? ("responses to open ended question grouped into themes")



Overall Percentages
(Question 4: What instructional method do you prefer for the fall 2020 semester?)

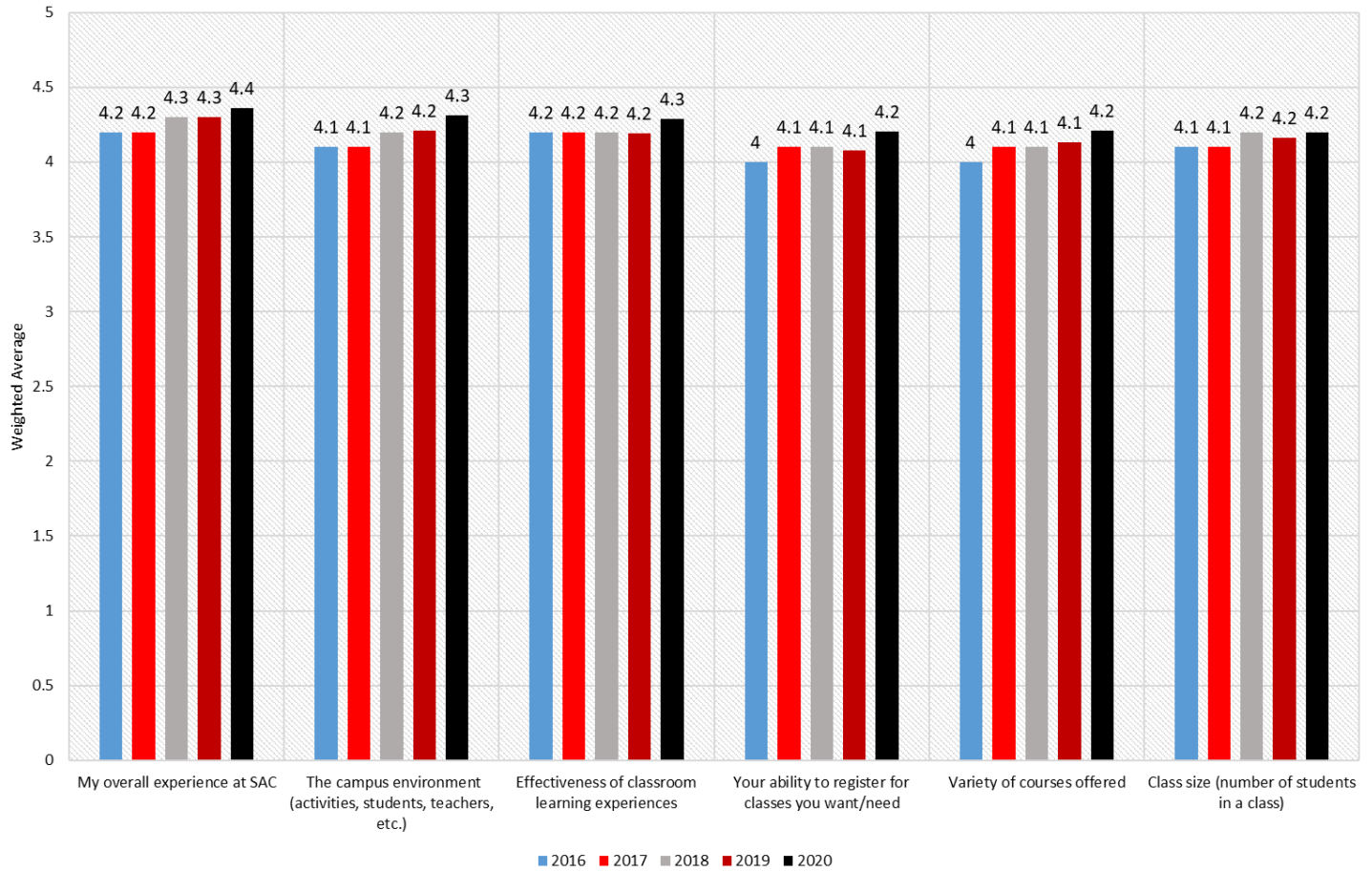


Question 5. What challenges are you currently facing due to COVID-19 that might negatively impact your ability to complete your education?
("responses to open ended question grouped into themes")



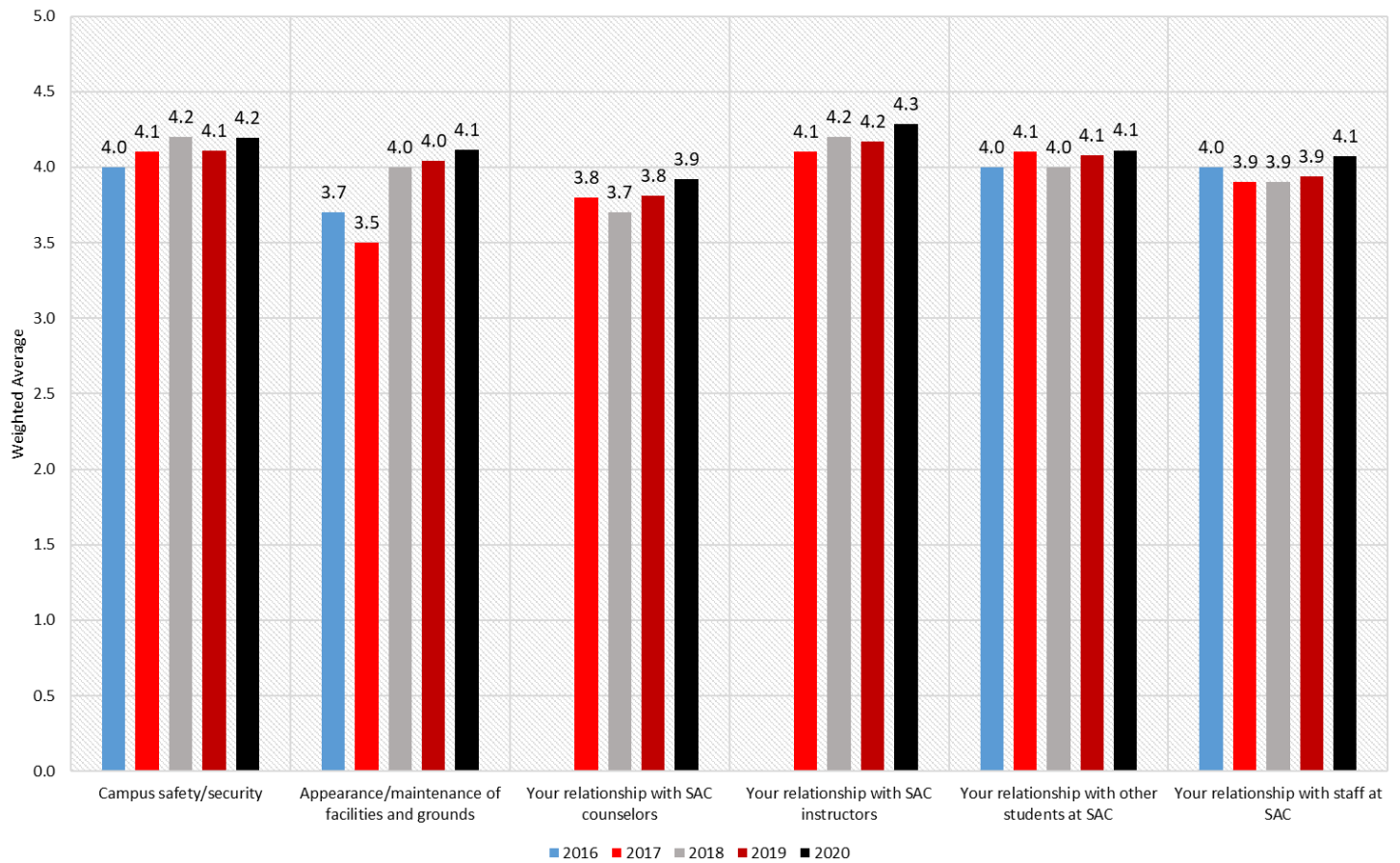
Question 6.A. BASED ON YOUR EXPERIENCES AND SATISFACTION PLEASE RATE THE FOLLOWING:

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



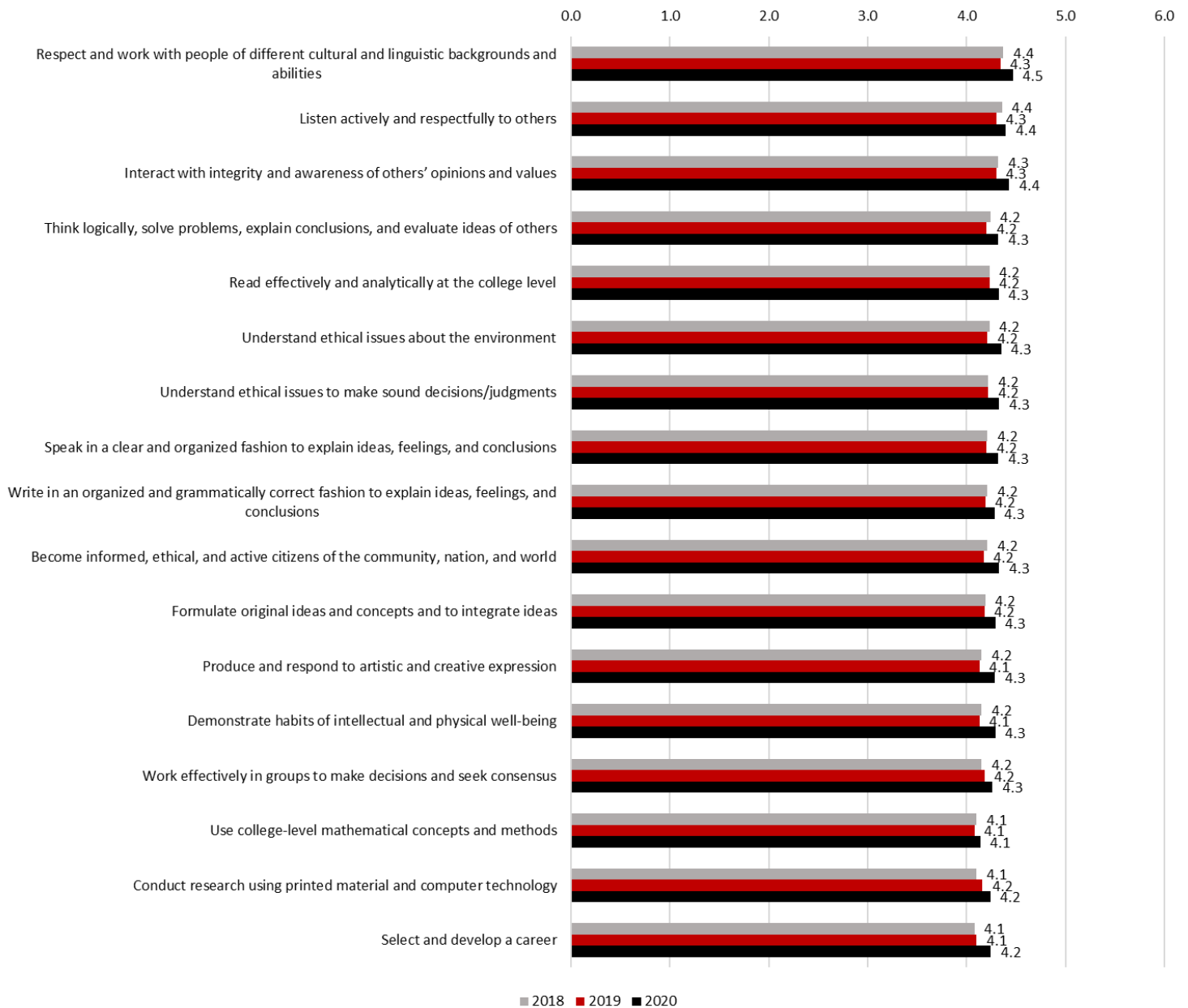
Question 6. B.BASED ON YOUR EXPERIENCES AND SATISFACTION, PLEASE RATE THE
FOLLOWING:

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



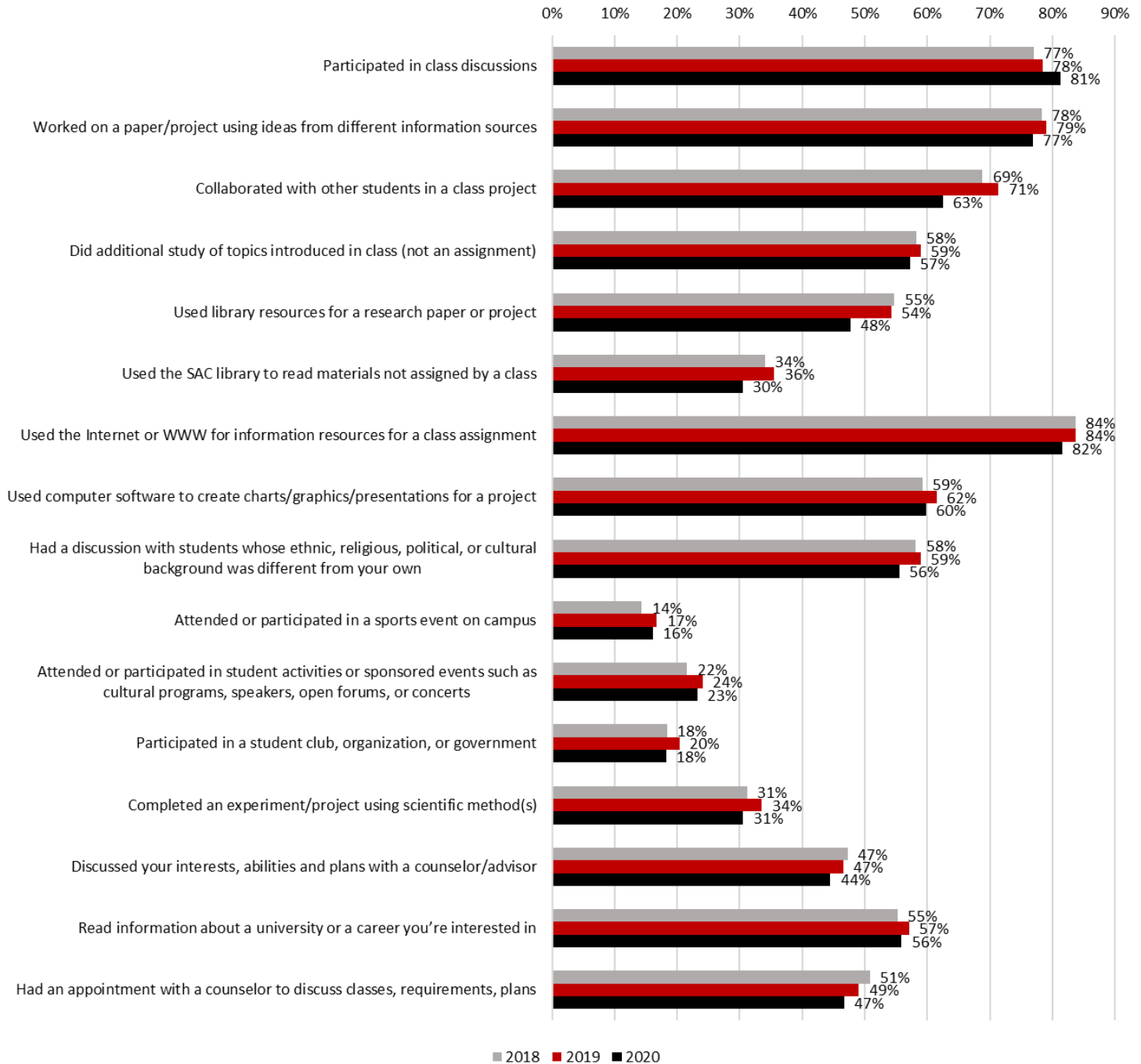
Question 7. PLEASE RATE THE QUALITY OF PREPARATION YOUR SAC EDUCATION HAS GIVEN YOU TO BE ABLE TO:

Excellent-5, Good-4, Average-3, Below Average-2, Poor-1, Does Not Apply-0



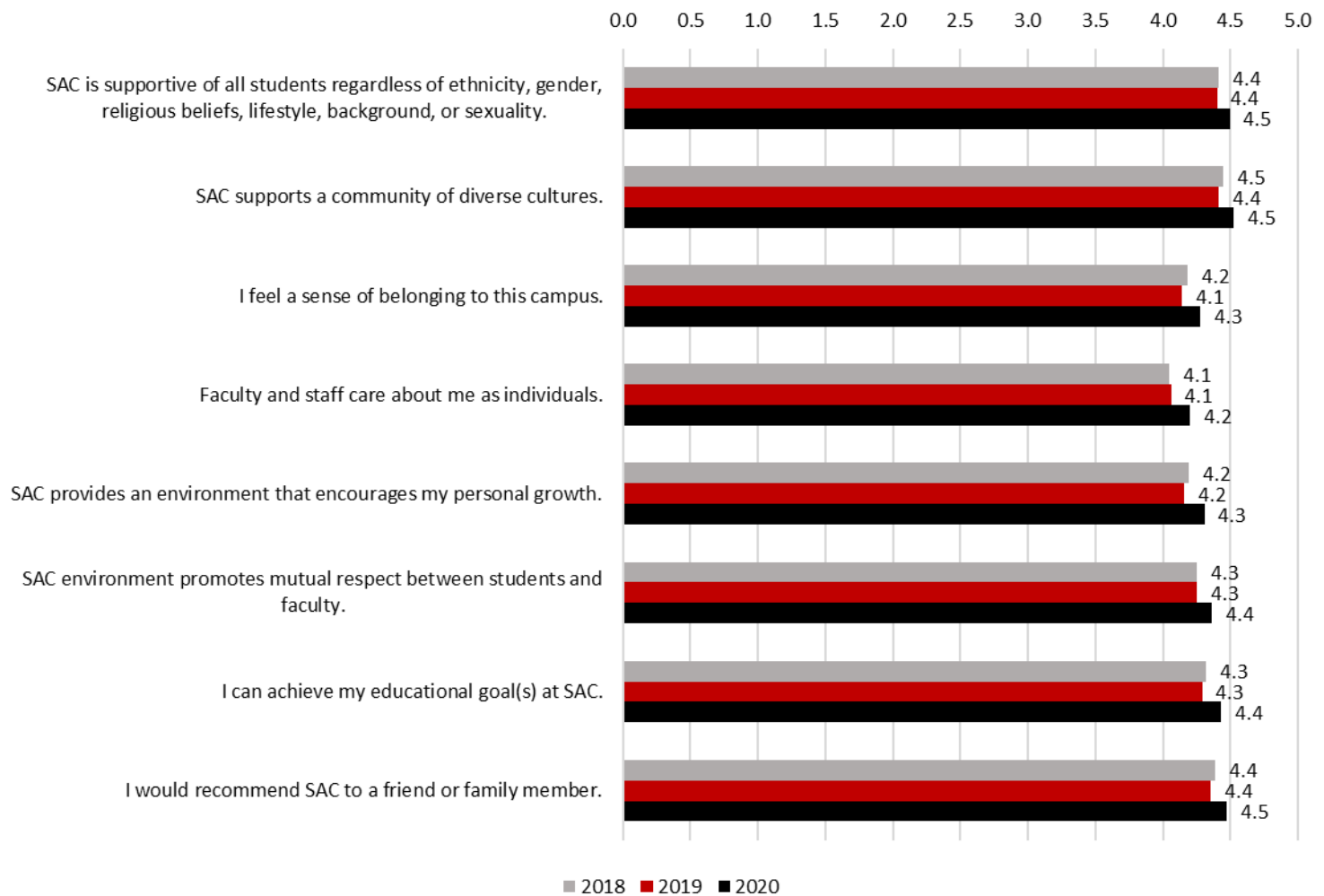
Question 8. IN THE PAST 12 MONTHS, HOW OFTEN HAVE YOU DONE THE FOLLOWING?

Very Often-3, Often-2, A Few Times-1, Never-0
Percentage Total of Very Often + Often

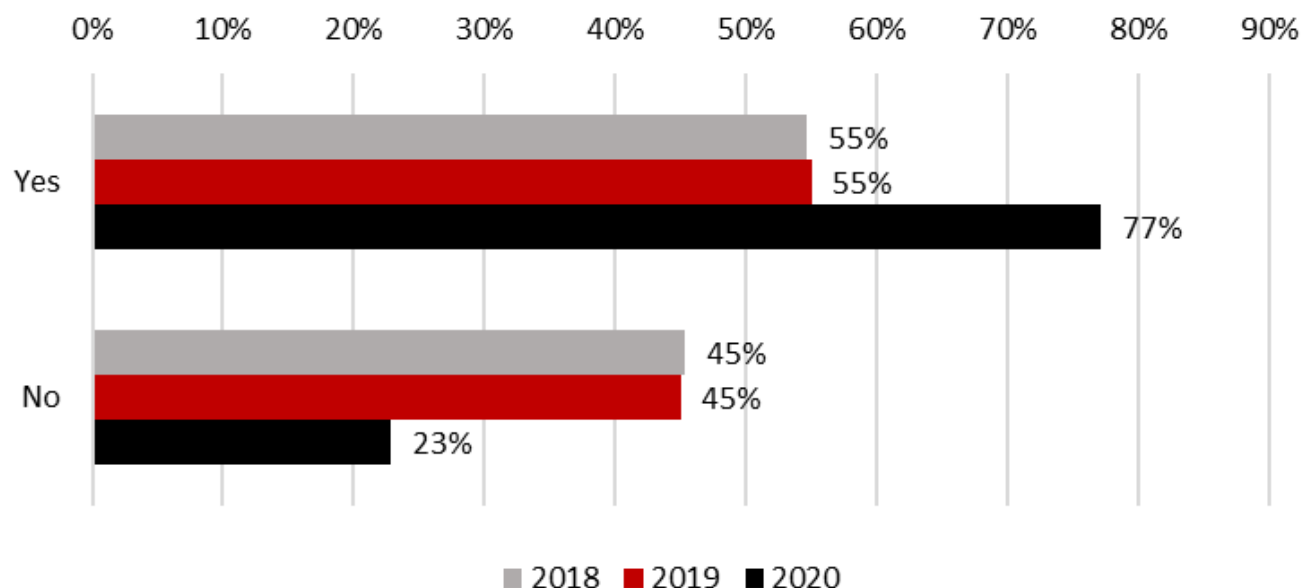


**Question 9. PLEASE RATE THE DEGREE TO WHICH YOU AGREE WITH THE
FOLLOWING STATEMENTS:**

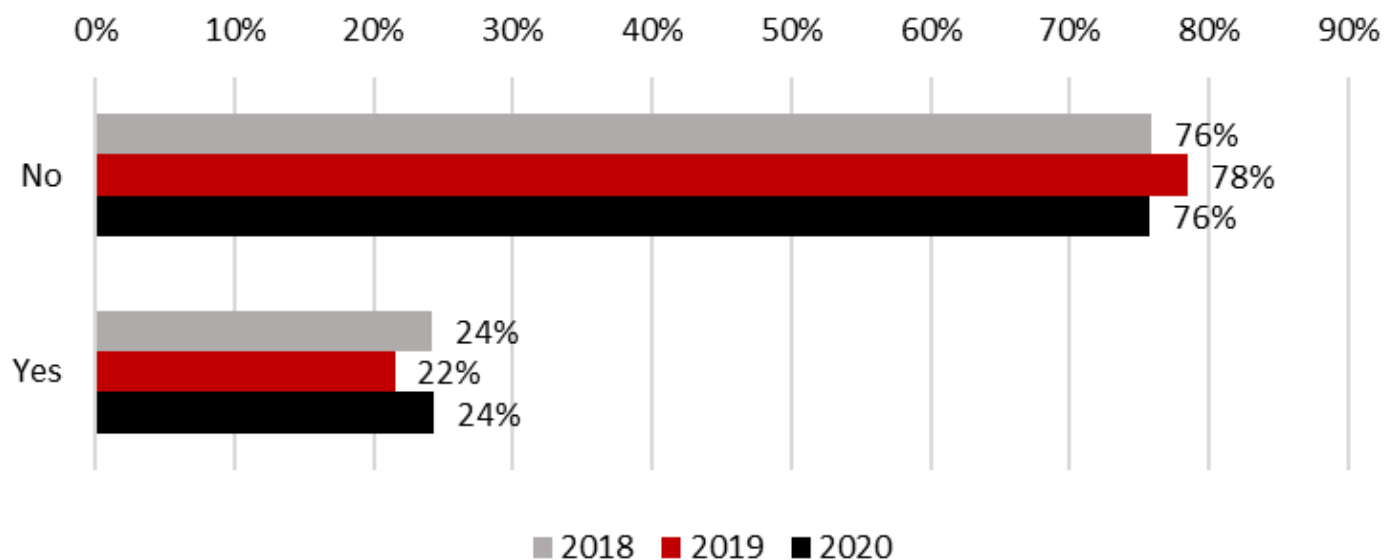
Strongly Agree-5, Agree-4, Neutral-3, Disagree-2, Strongly Disagree-1



Question 10. HAVE YOU ENROLLED IN AN ONLINE COURSE WITHIN THE LAST 12 MONTHS?

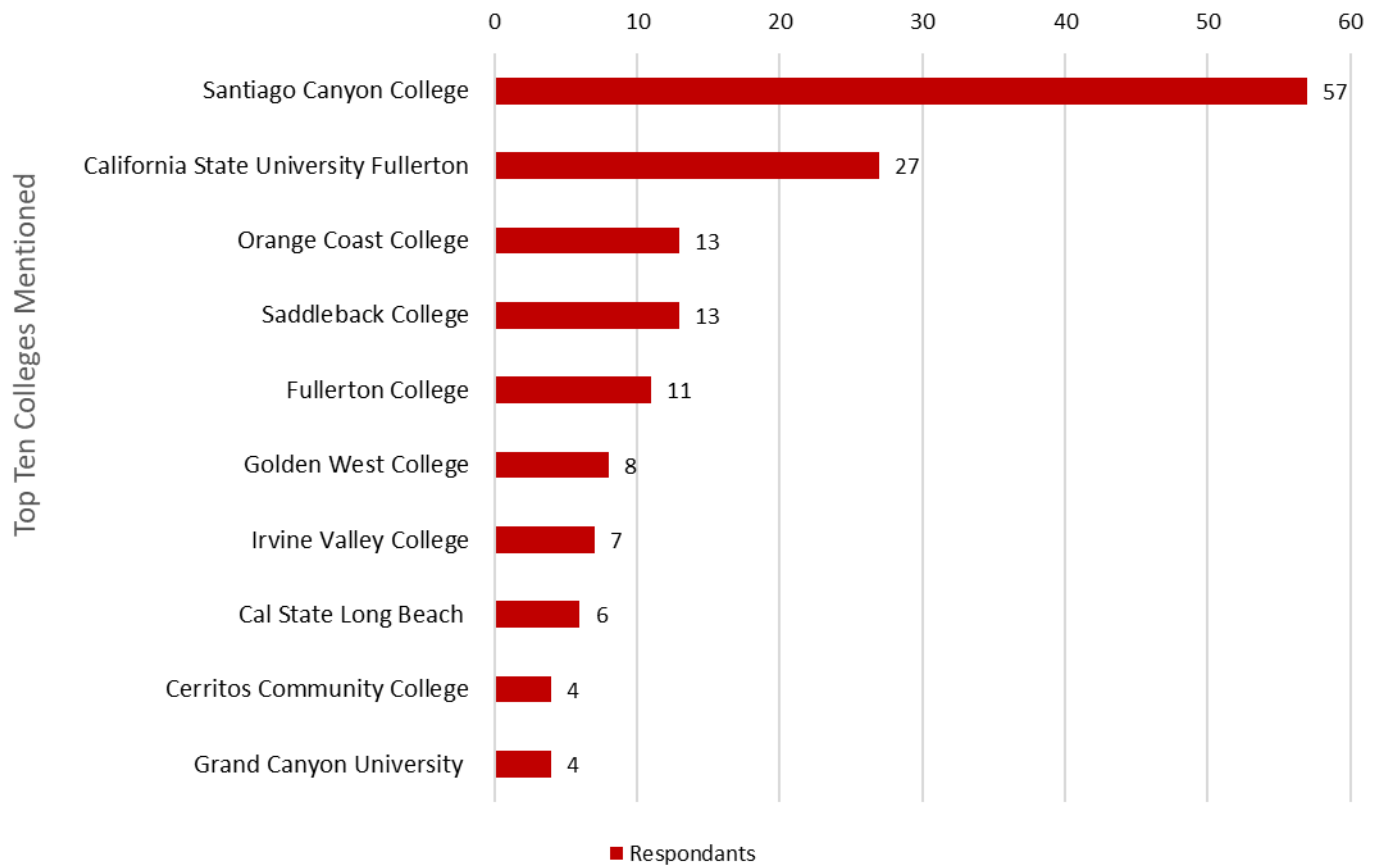


Question 11. IN ADDITION TO ATTENDING SAC, ARE YOU ATTENDING ANOTHER COLLEGE OR UNIVERSITY THIS SEMESTER?

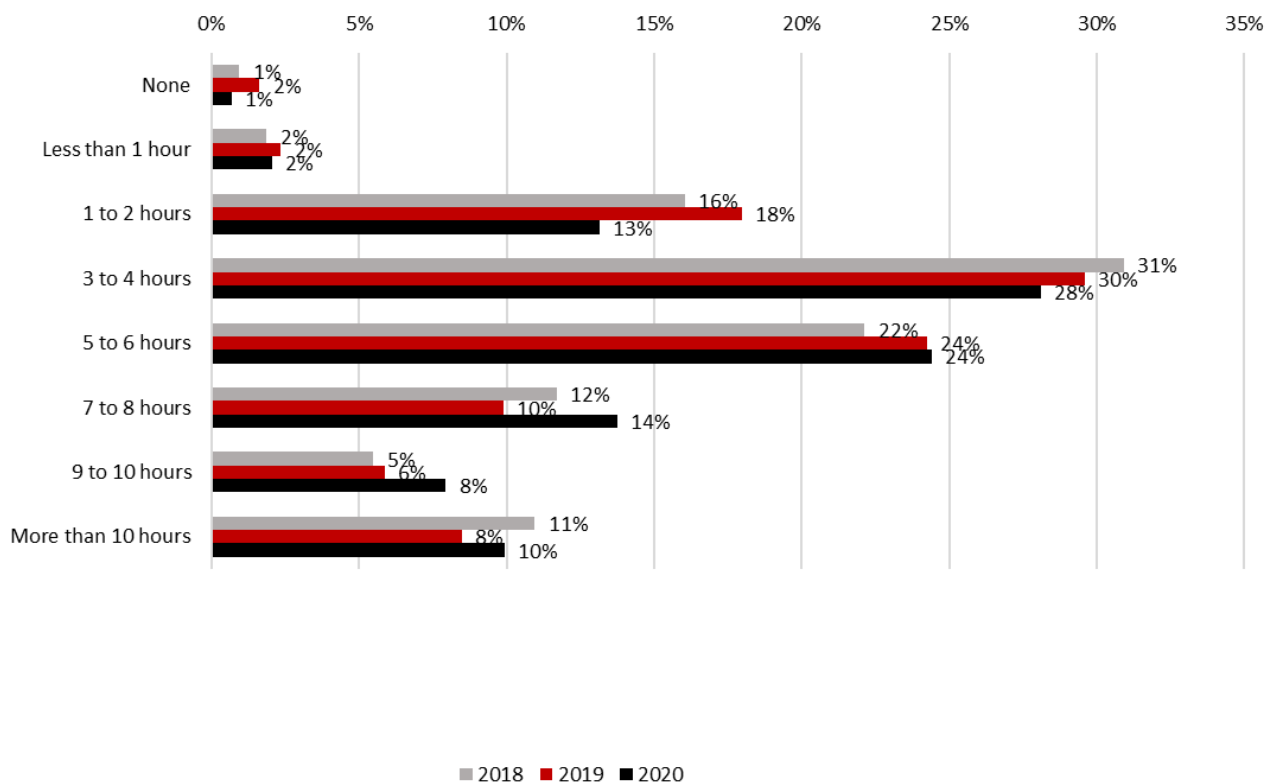


Question 11.B. In addition to attending SAC, are you attending another college or university this semester?

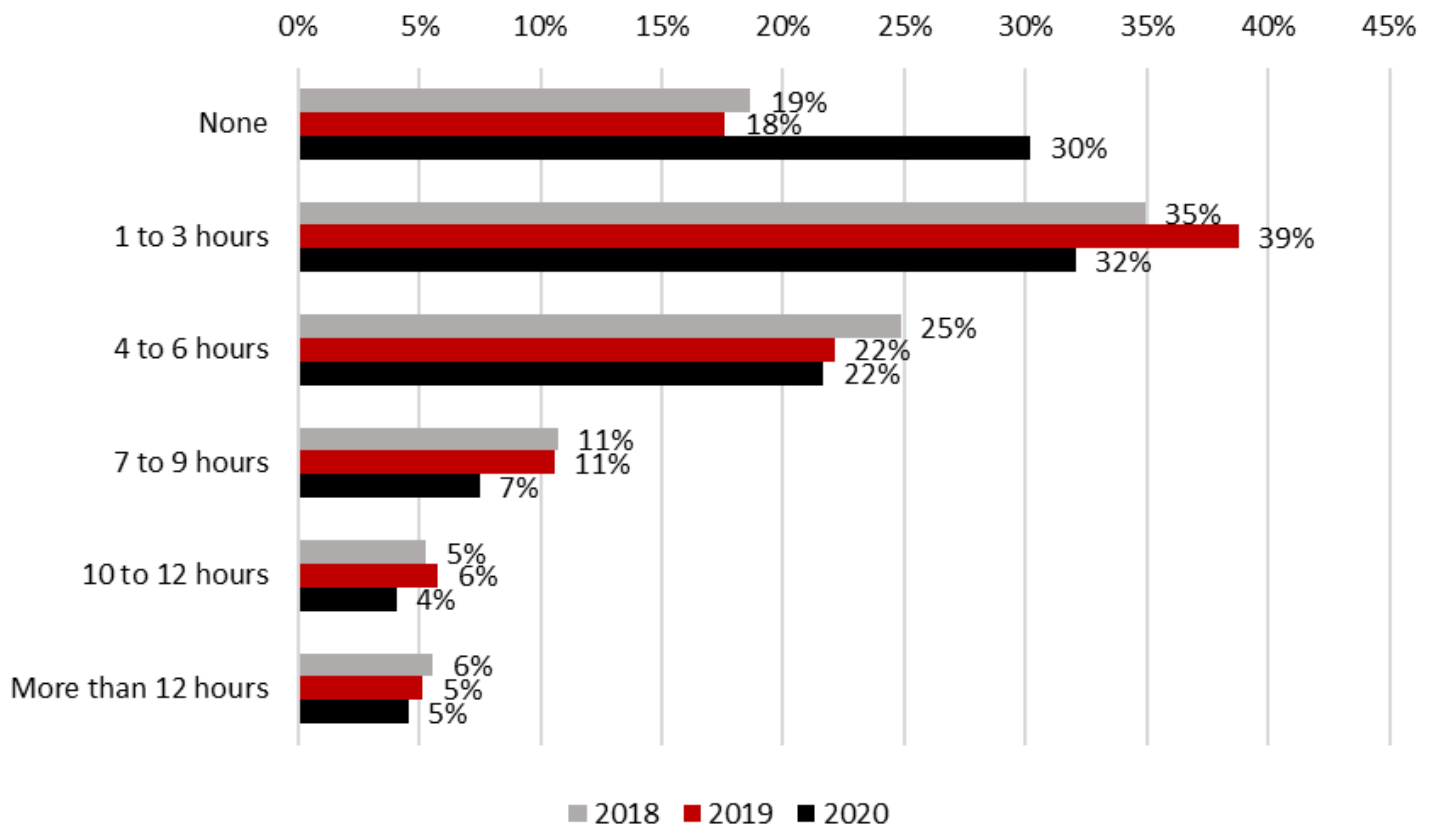
Please specify college: "Yes"



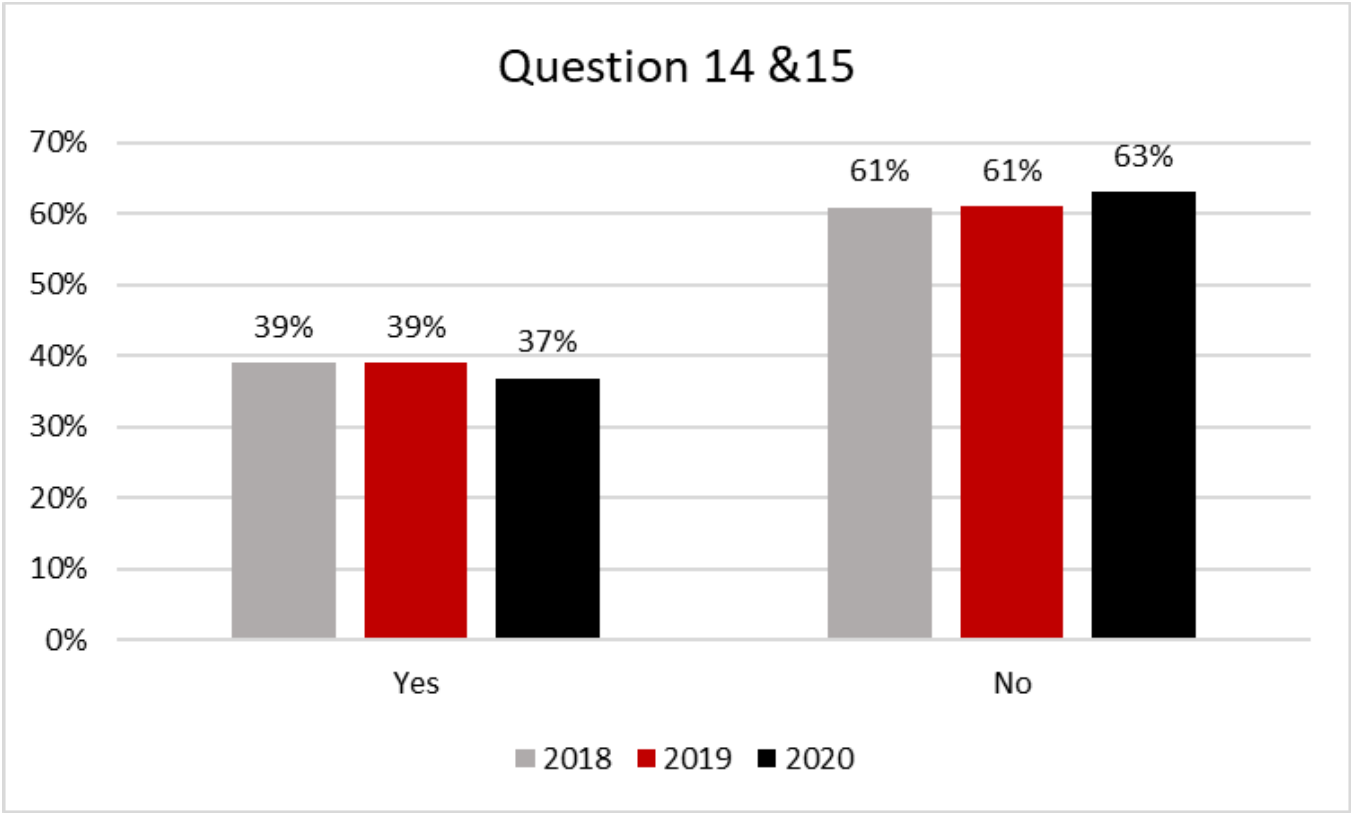
Question 12. ON AVERAGE, HOW MANY HOURS A WEEK DO YOU SPEND STUDYING OR PREPARING OUTSIDE OF CLASS FOR A TYPICAL 3-UNIT CLASS?



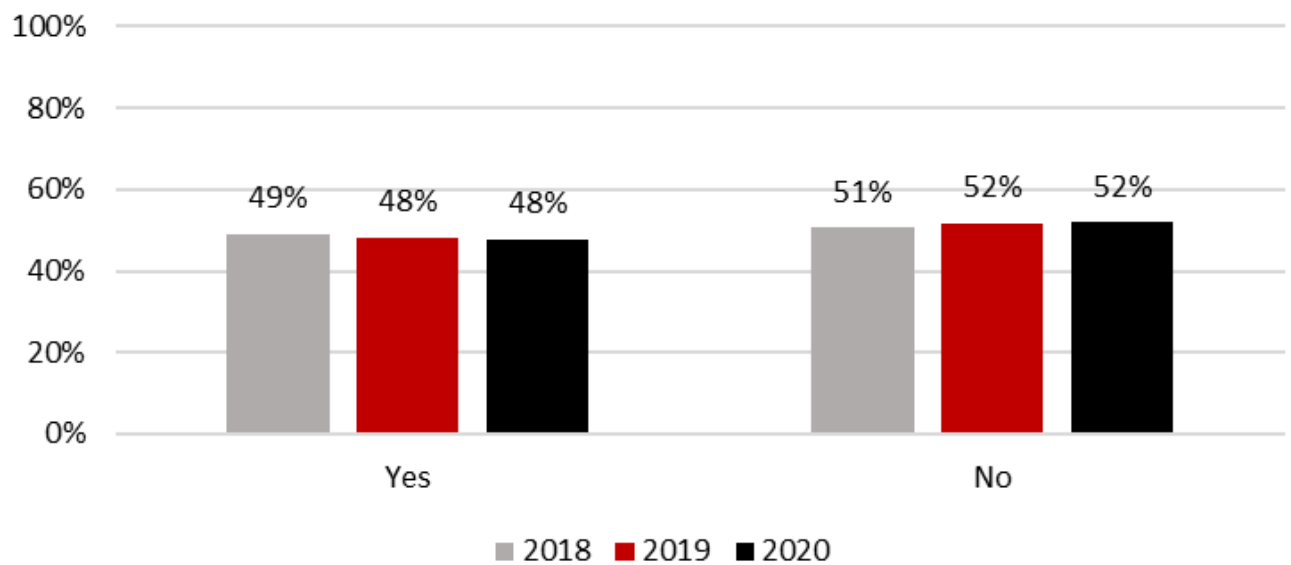
Question 13. ON AVERAGE, HOW MANY HOURS A WEEK DO YOU SPEND ON CAMPUS OTHER THAN ATTENDING CLASSES?



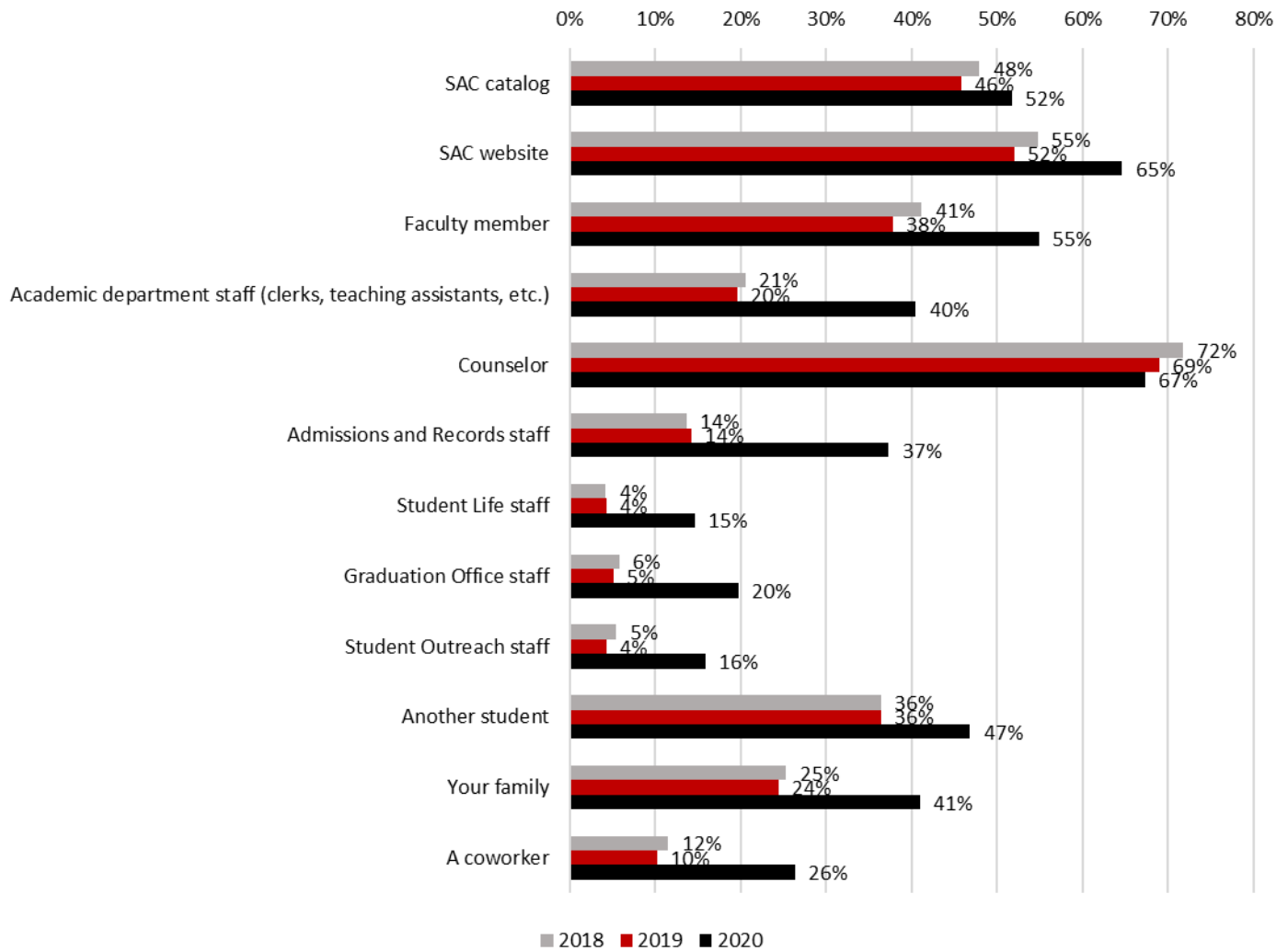
Question 14 &15. Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as Vocational Construction Technology, Customer Service Representative, Paraprofessional Mental Health, and classes that lead toward the attainment of an adult high school diploma?



Question 16. ARE YOU AWARE OF SAC'S COMMUNITY SERVICES PROGRAM THAT PROVIDES ADDITIONAL OPTIONS FOR EDUCATIONAL OPPORTUNITIES TO THE COMMUNITY?



Question 17. WHEN CHOOSING YOUR DEGREE PATHWAY, DID YOU RECEIVE HELPFUL INFORMATION FROM ANY OF THE FOLLOWING RESOURCES? PLEASE SELECT ALL THAT APPLY.

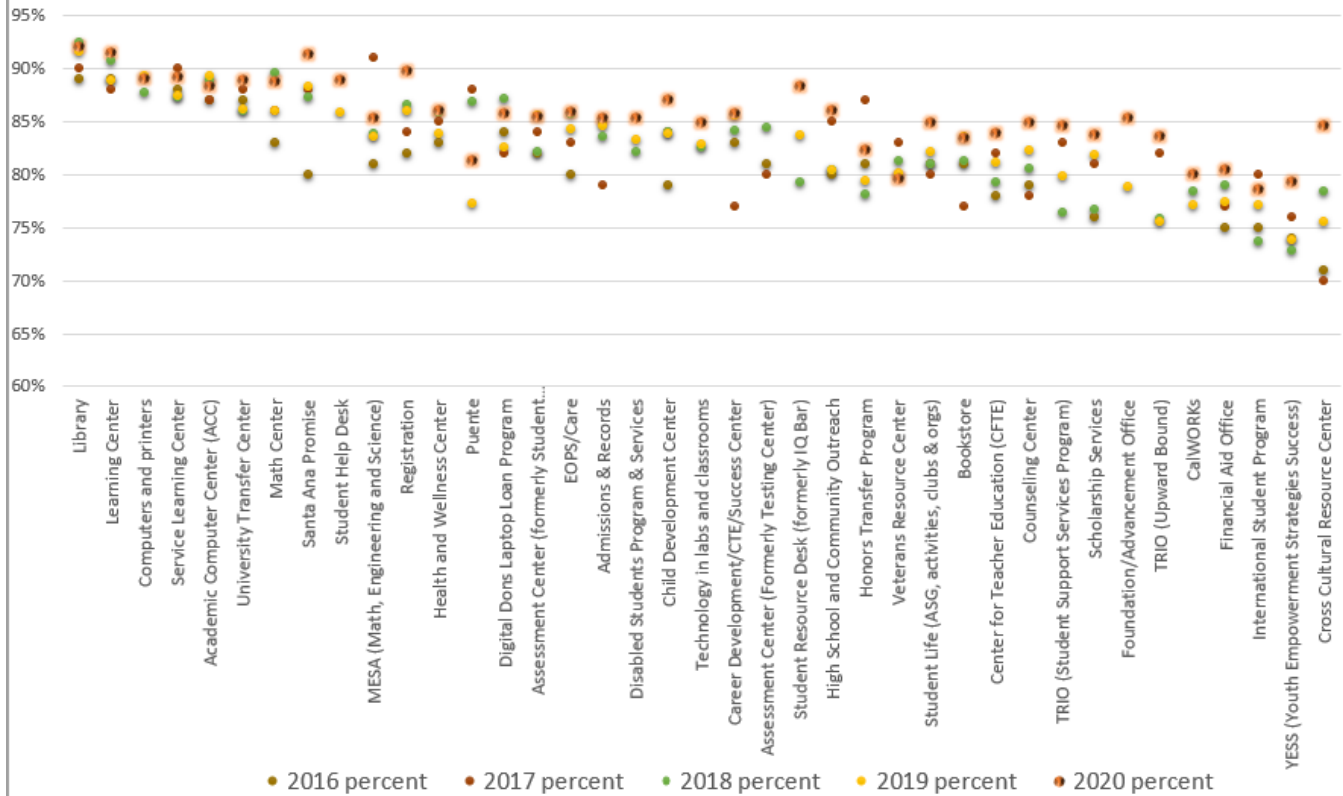


Question 18. Please rate the quality of services and programs that you have used at Santa Ana College:

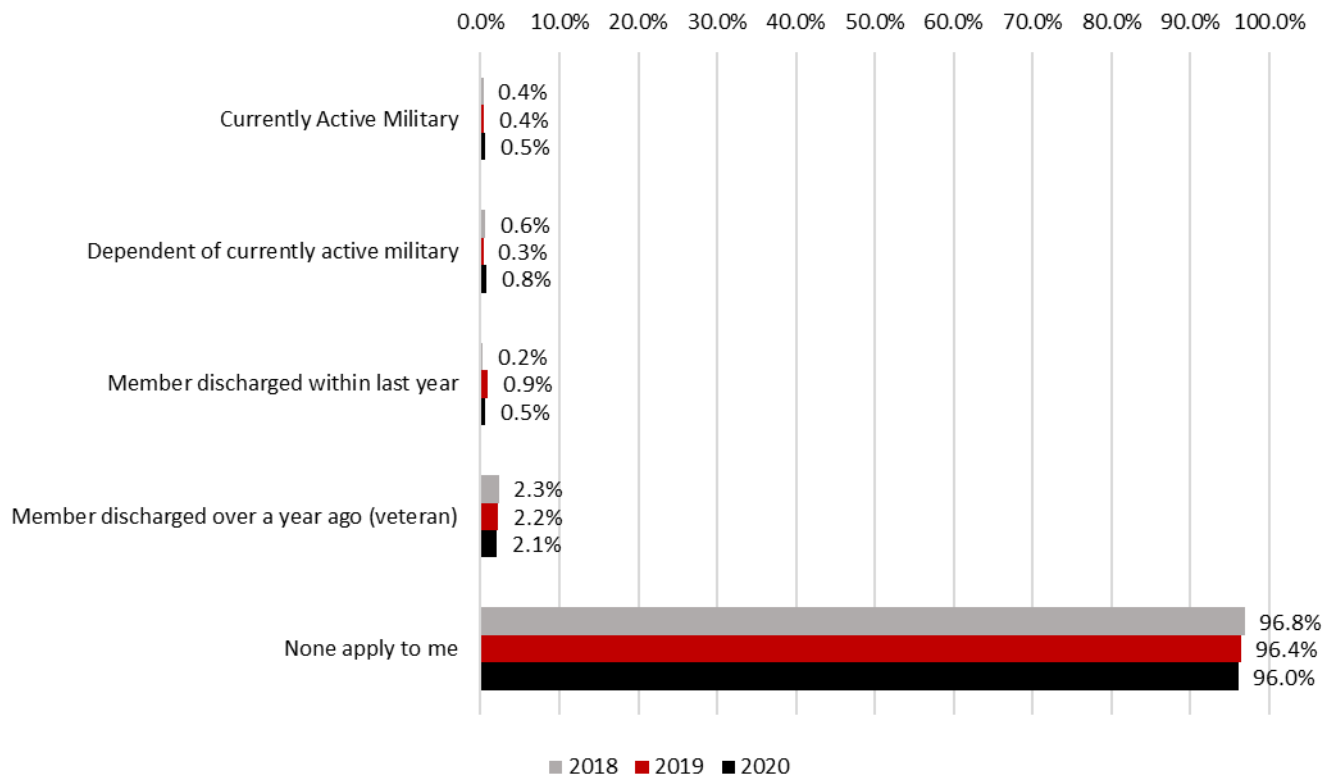
SAC Student Satisfaction Survey. Percent of Students Rating services "Excellent" or "Good"

| | 2016 percent | 2017 percent | 2018 percent | 2019 percent | 2020 percent | Average Rating | 2020 Total Responses |
|--|-----------------|-----------------|-----------------|-----------------|-----------------|-------------------|-------------------------|
| Library | 89% | 90% | 92% | 92% | 92% | 91% | 1627 |
| Learning Center | 89% | 88% | 91% | 89% | 91% | 90% | 1205 |
| Computers and printers | | | 88% | 89% | 89% | 89% | 1440 |
| Service Learning Center | 88% | 90% | 87% | 87% | 89% | 88% | 790 |
| Academic Computer Center (ACC) | 87% | 87% | 89% | 89% | 88% | 88% | 953 |
| University Transfer Center | 87% | 88% | 86% | 86% | 89% | 87% | 605 |
| Math Center | 83% | 86% | 90% | 86% | 89% | 87% | 977 |
| Santa Ana Promise | 80% | 88% | 87% | 88% | 91% | 87% | 612 |
| Student Help Desk | | | | 86% | 89% | 87% | 845 |
| MESA (Math, Engineering and Science) | 81% | 91% | 84% | 84% | 85% | 85% | 374 |
| Registration | 82% | 84% | 87% | 86% | 90% | 86% | 1686 |
| Health and Wellness Center | 83% | 85% | 86% | 84% | 86% | 85% | 642 |
| Puente | | 88% | 87% | 77% | 81% | 83% | 256 |
| Digital Dons Laptop Loan Program | 84% | 82% | 87% | 83% | 86% | 84% | 484 |
| Assessment Center (formerly Student Placement) | 82% | 84% | 82% | 86% | 85% | 84% | 1020 |
| EOPS/Care | 80% | 83% | 86% | 84% | 86% | 84% | 617 |
| Admissions & Records | 85% | 79% | 84% | 85% | 85% | 83% | 1705 |
| Disabled Students Program & Services | | | 82% | 83% | 85% | 84% | 422 |
| Child Development Center | 79% | 84% | 84% | 84% | 87% | 84% | 510 |
| Technology in labs and classrooms | | | 83% | 83% | 85% | 83% | 1086 |
| Career Development/CTE/Success Center | 83% | 77% | 84% | 86% | 86% | 83% | 697 |
| Assessment Center (Formerly Testing Center) | 81% | 80% | 84% | | | 82% | 0 |
| Student Resource Desk (formerly IQ Bar) | | | 79% | 84% | 88% | 84% | 675 |
| High School and Community Outreach | 80% | 85% | 80% | 80% | 86% | 82% | 380 |
| Honors Transfer Program | 81% | 87% | 78% | 79% | 82% | 82% | 339 |
| Veterans Resource Center | 80% | 83% | 81% | 80% | 80% | 81% | 279 |
| Student Life (ASG, activities, clubs & orgs) | 81% | 80% | 81% | 82% | 85% | 82% | 549 |
| Bookstore | 81% | 77% | 81% | 84% | 83% | 81% | 1719 |
| Center for Teacher Education (CFTE) | 78% | 82% | 79% | 81% | 84% | 81% | 420 |
| Counseling Center | 79% | 78% | 81% | 82% | 85% | 81% | 1636 |
| TRIO (Student Support Services Program) | | 83% | 76% | 80% | 85% | 81% | 324 |
| Scholarship Services | 76% | 81% | 77% | 82% | 84% | 80% | 620 |
| Foundation/Advancement Office | | | | 79% | 85% | 82% | 359 |
| TRIO (Upward Bound) | | 82% | 76% | 76% | 84% | 79% | 273 |
| CalWORKs | | | 78% | 77% | 80% | 79% | 470 |
| Financial Aid Office | 75% | 77% | 79% | 77% | 80% | 78% | 1434 |
| International Student Program | 75% | 80% | 74% | 77% | 78% | 77% | 251 |
| YESS (Youth Empowerment Strategies Success) | 74% | 76% | 73% | 74% | 79% | 75% | 213 |
| Cross Cultural Resource Center | 71% | 70% | 78% | 76% | 85% | 76% | 337 |

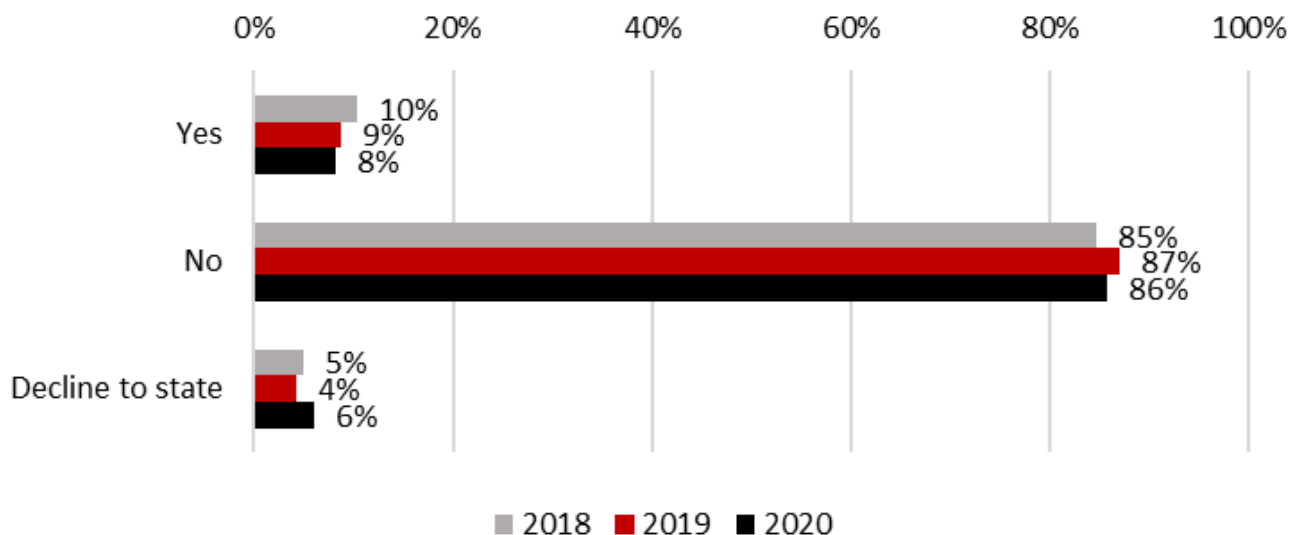
SAC Student Satisfaction Survey - Rating of Services & Programs
2016 - 2020 (sorted by average rating)
 Each set of 5 vertical dots represents one program or service, Total of "Excellent" or "Good" Rating



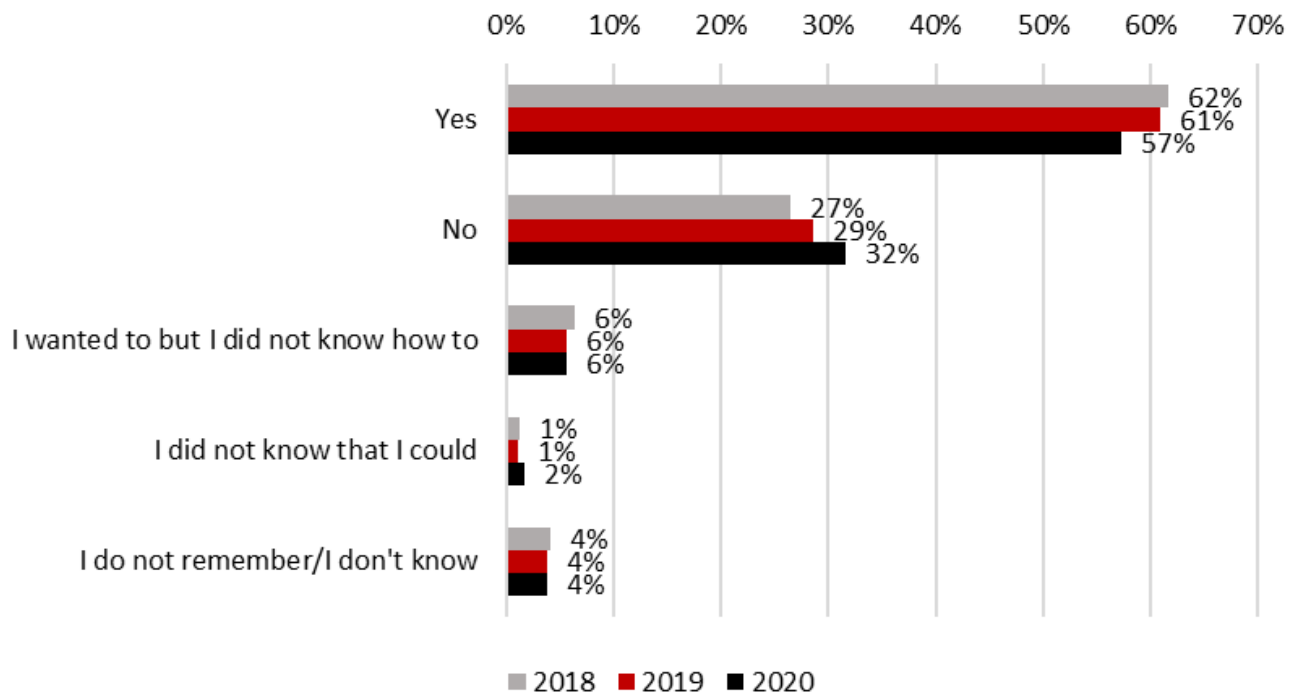
Question 19. HAVE YOU OR ARE YOU CURRENTLY SERVING IN THE UNITED STATES MILITARY? (CHECK ALL THAT APPLY)



Question 20. HAVE YOU EVER RECEIVED OR REQUESTED ASSISTANCE AS A RESULT OF A LEARNING, PHYSICAL, PSYCHOLOGICAL, AND/OR MEDICAL CONDITION?

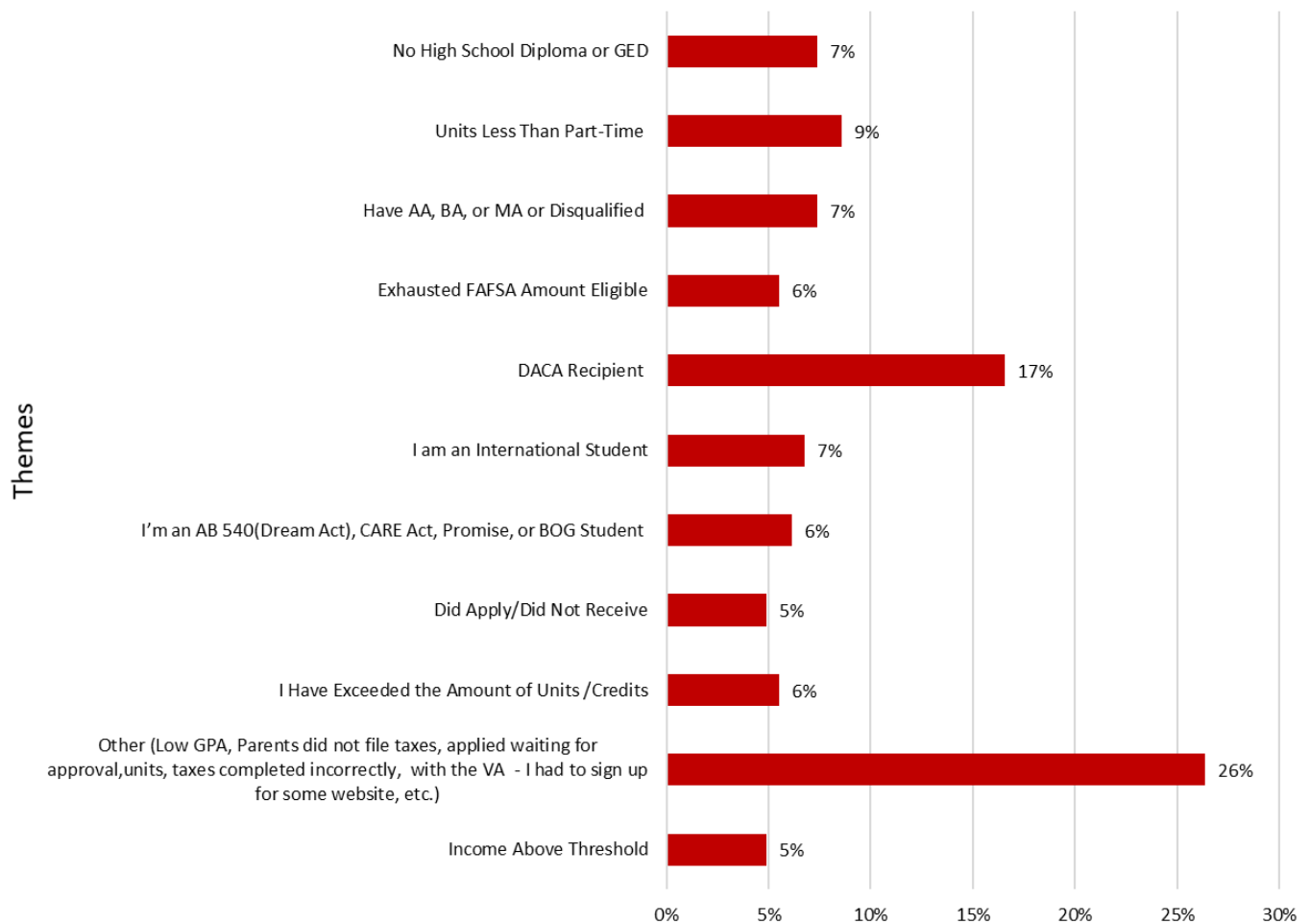


Question 21. DID YOU APPLY FOR AND RECEIVE FINANCIAL AID AT SAC?



Question 21 B. Did you apply for and receive financial aid at SAC? I am not eligible (please explain why):

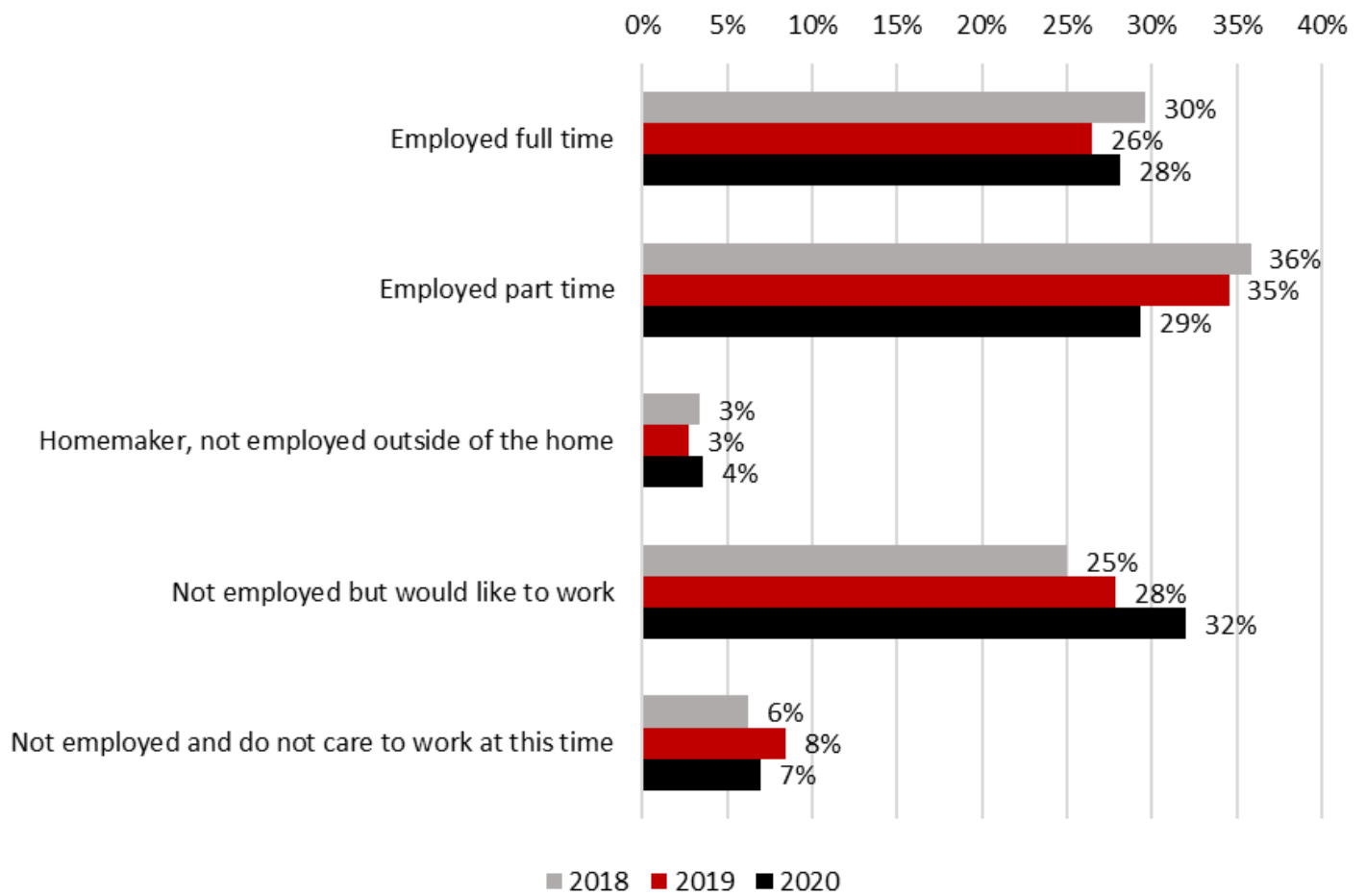
("responses to open ended questions grouped into themes")



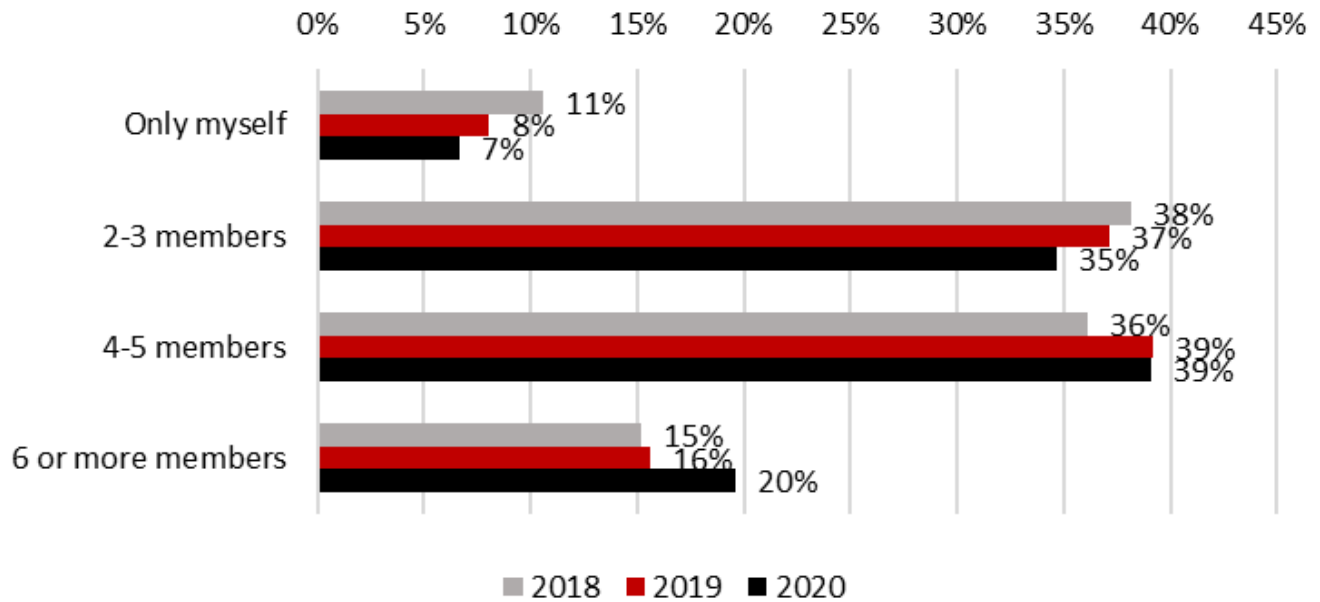
Count of Student Participants Who Submitted Comments=163

Note: "I am not eligible (please explain why)" depicts 2020 Survey Year only

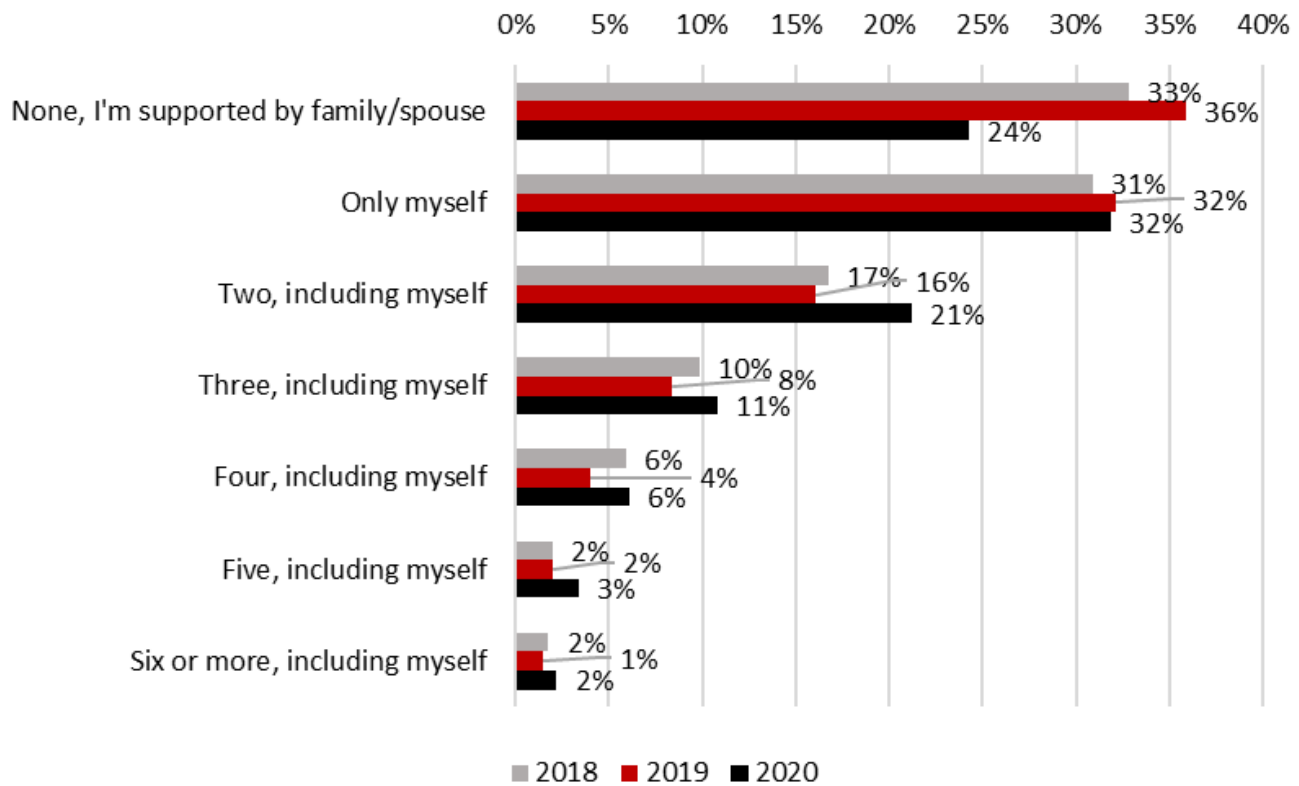
Question 22. YOUR EMPLOYMENT STATUS AT THIS TIME:



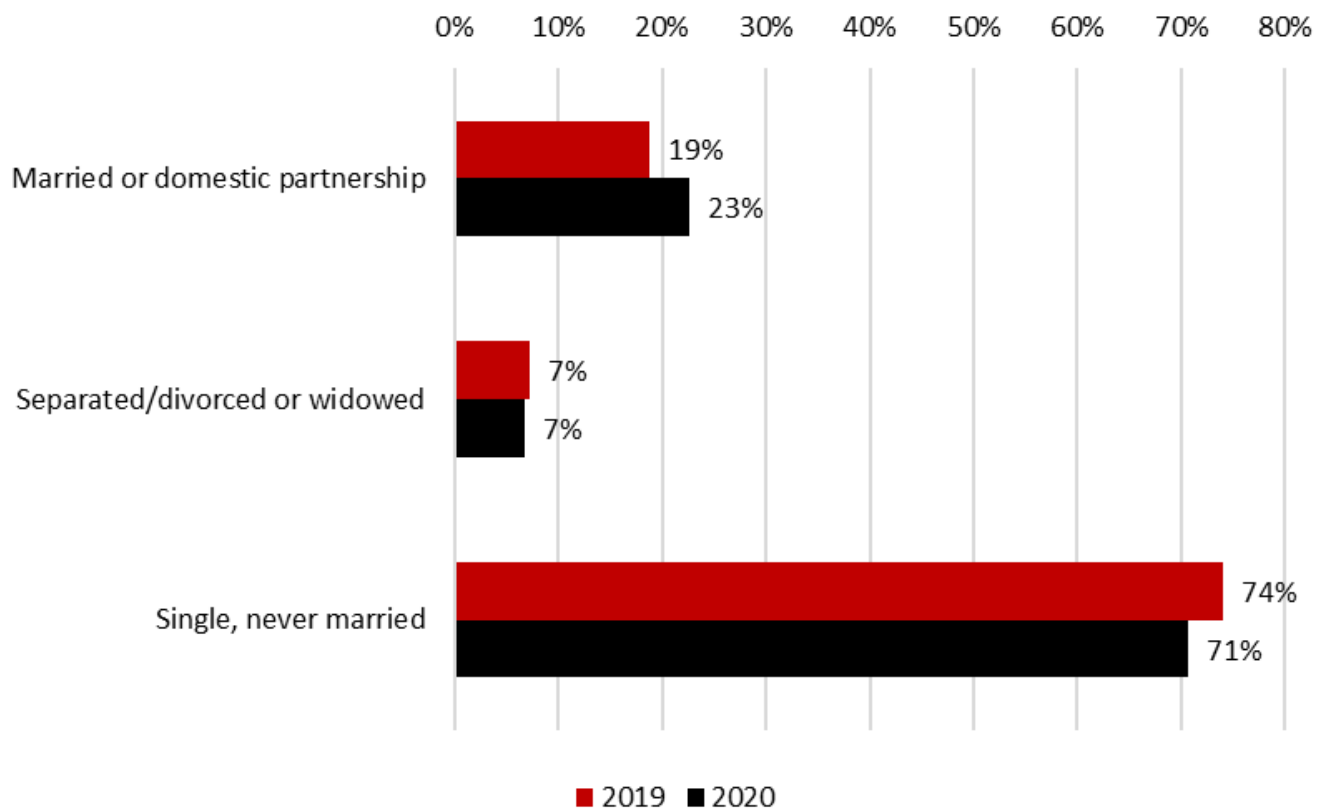
**Question 23. INCLUDING YOURSELF, HOW MANY
HOUSEHOLD MEMBERS LIVE IN YOUR
RESIDENCE?**



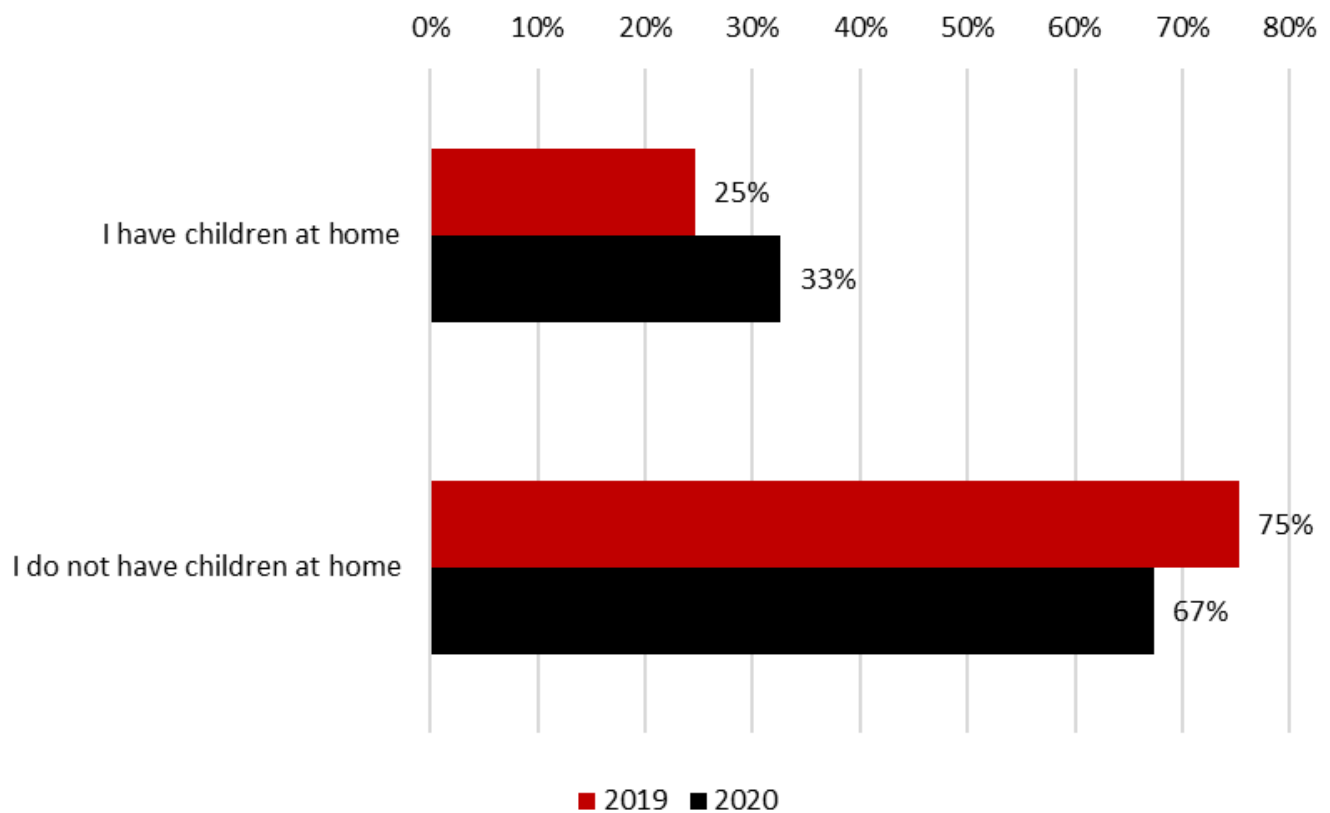
**Question 24. HOW MANY PEOPLE DID YOU SUPPORT
(PROVIDE MORE THAN HALF OF THEIR HOUSING,
FOOD, AND EXPENSES) IN 2018? (INCLUDE YOURSELF
IN THE COUNT)**



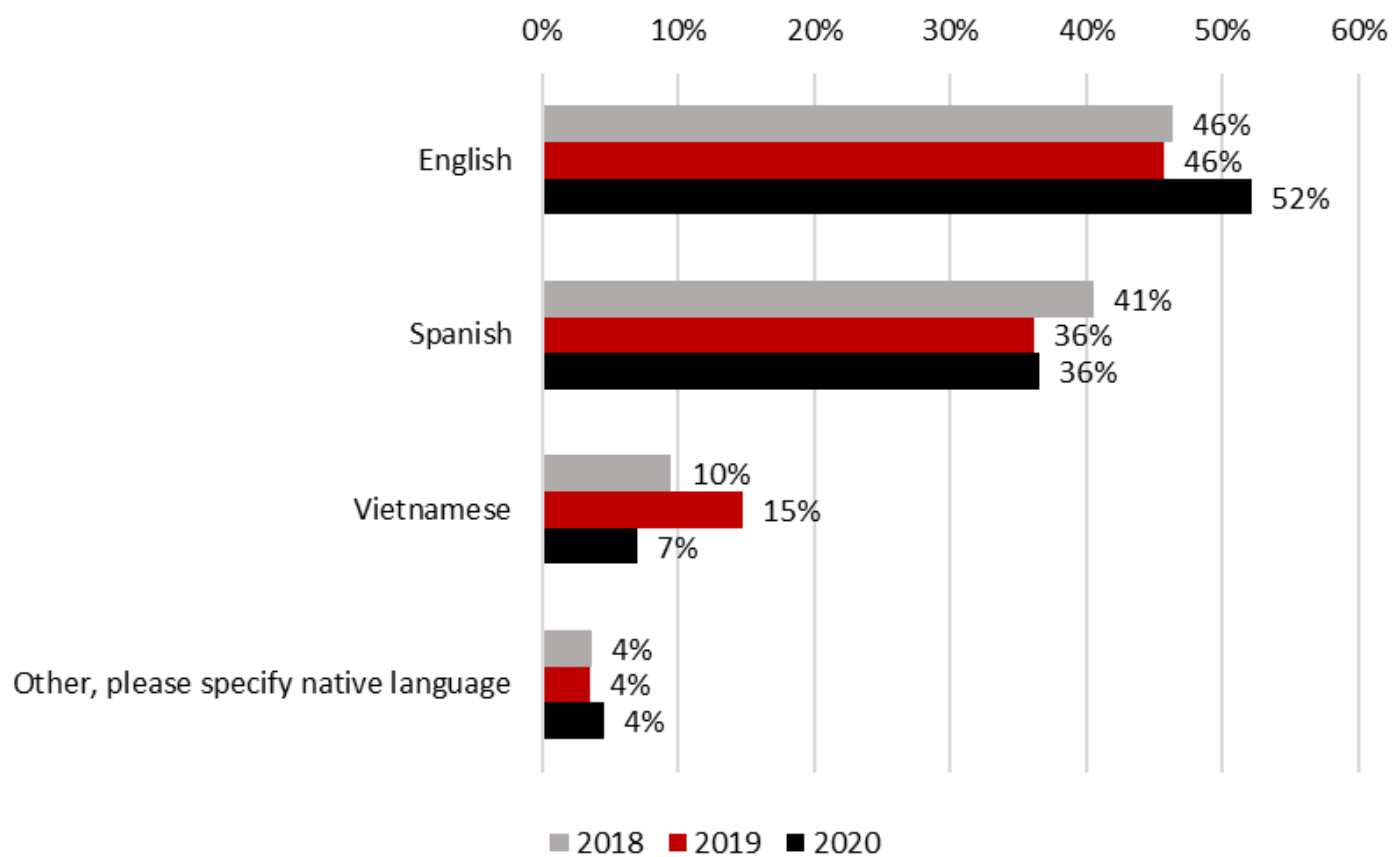
Question 25. What is your marital status?



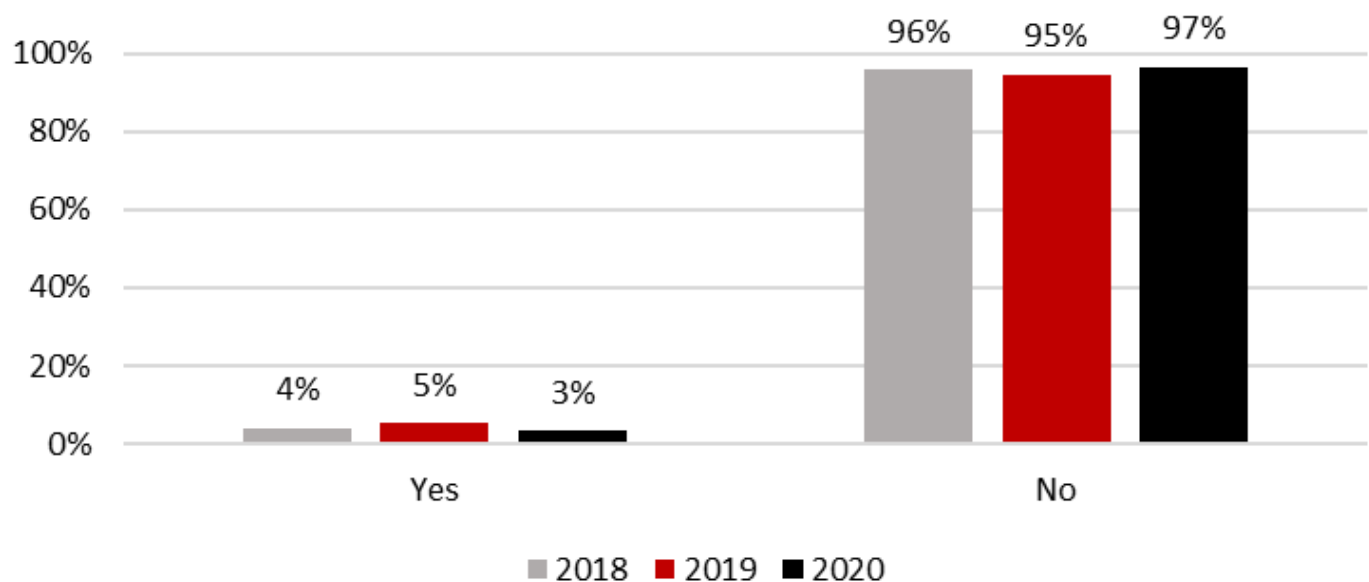
Question 26. What is your family status?



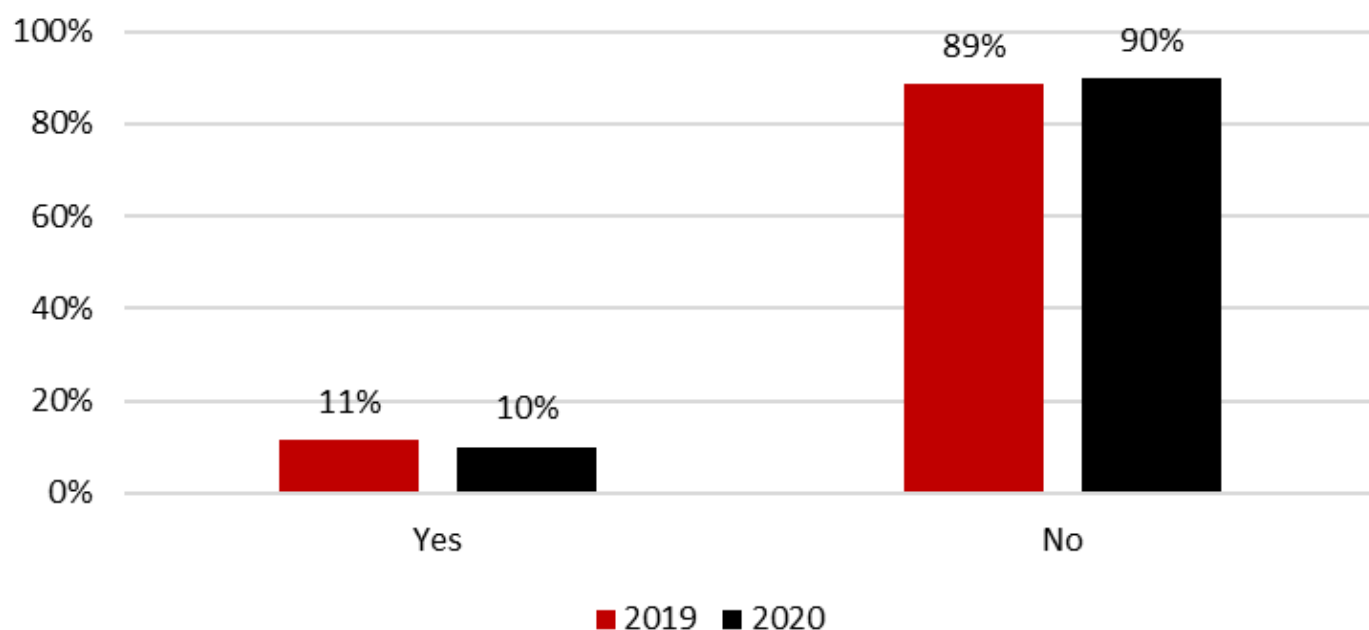
Questions 27. What is your native language?



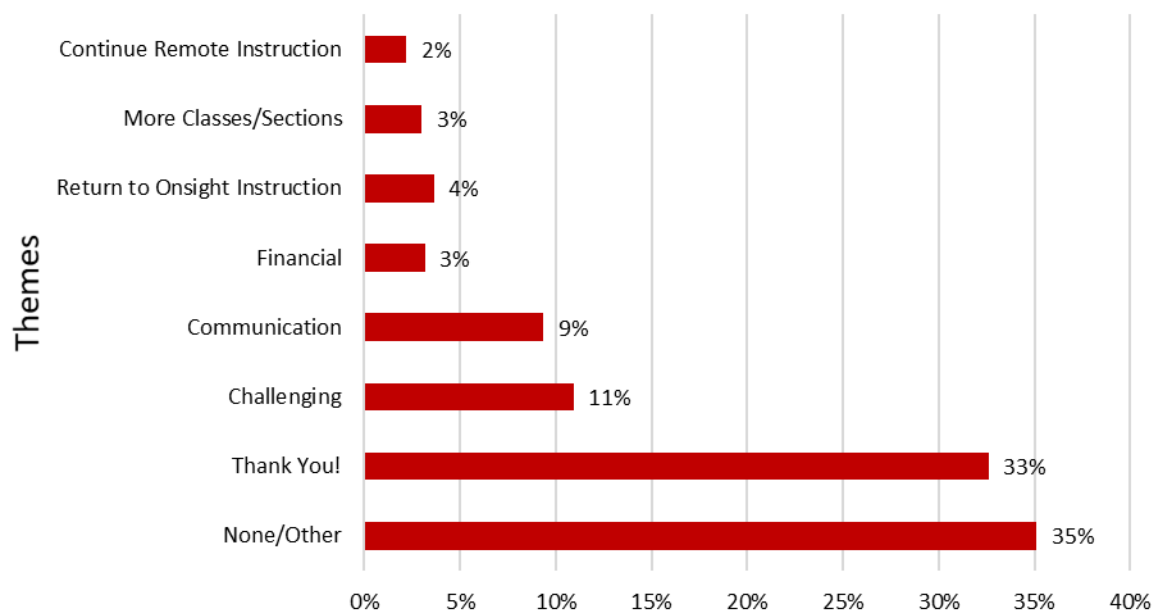
Question 28. DID YOUR PARENTS RECEIVE INFORMATION FROM PADRES PROMOTORES DE LA EDUCACION BEFORE YOU ENTERED COLLEGE?



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



Question 30. Additional comments, concerns or experiences
about SAC you would like to share with us:
(Open Ended Comment)



Count of Student Participants Who Submitted Comments= 632

Selected Comments from “None/Other”

“They should put more money into the buildings they have now. Especially when the elevator does not work and disabled students cannot get to class.”

“Just hoping to have a great cafeteria soon.”

“Some questions are none of your business.”

“I think safety should be upgraded. Classes get out late and Santa Ana isn’t the best area.”

“...you need some police at night, you got creepy preachers approaching others at night (some people get scared)”

“Restroom at sac is VERY DIRTY I think it should be cleaned EVERYDAY”

“None. Great experience overall.”



Student Satisfaction Survey

SAC Student Satisfaction Survey, 2020

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!

1. What would you like to tell us about your overall experience with Remote Instruction (online) during the spring 2020 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 2020 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. 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"/> |

7. 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"/> |

8. 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"/> |

9. 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"/> |

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

- ☐ Yes
☐ No

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

- ☐ No
☐ Yes

Please specify college:

12. 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

13. 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

14. 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

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.

- | | |
|--|--|
| <input type="checkbox"/> SAC catalog | <input type="checkbox"/> Student Life staff |
| <input type="checkbox"/> SAC website | <input type="checkbox"/> Graduation Office staff |
| <input type="checkbox"/> Faculty member | <input type="checkbox"/> Student Outreach staff |
| <input type="checkbox"/> Academic department staff (clerks, teaching assistants, etc.) | <input type="checkbox"/> Another student |
| <input type="checkbox"/> Counselor | <input type="checkbox"/> Your family |
| <input type="checkbox"/> Admissions and Records staff | <input type="checkbox"/> 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"/> |

| | I did not know this existed | Have Not Used | Excellent | Good | Average | Below Average | Poor |
|--|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |
| EOPS/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"/> |
| 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, 2020

Page 2 of 2

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 2018? (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:

| | I did not know this existed | Have Not Used | Excellent | Good | Average | Below Average | Poor |
|--|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |
| EOPS/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"/> |
| 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"/> |

8. 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"/> |

9. 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"/> |

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

- ☐ Yes
☐ No

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

- ☐ No
☐ Yes

Please specify college:

12. 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

13. 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

14. 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

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.

- | | |
|--|--|
| <input type="checkbox"/> SAC catalog | <input type="checkbox"/> Student Life staff |
| <input type="checkbox"/> SAC website | <input type="checkbox"/> Graduation Office staff |
| <input type="checkbox"/> Faculty member | <input type="checkbox"/> Student Outreach staff |
| <input type="checkbox"/> Academic department staff (clerks, teaching assistants, etc.) | <input type="checkbox"/> Another student |
| <input type="checkbox"/> Counselor | <input type="checkbox"/> Your family |
| <input type="checkbox"/> Admissions and Records staff | <input type="checkbox"/> 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"/> |

| | I did not know this existed | Have Not Used | Excellent | Good | Average | Below Average | Poor |
|--|-----------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 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"/> |
| EOPS/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"/> |
| 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"/> |
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| 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, 2020

Page 2 of 2

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 2018? (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: