

SCC Student Satisfaction Survey, 2019

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Because your education is important to us, we would like to ask you a few questions regarding your experiences and satisfaction with support services you received at SCC. We will use the results to assist our faculty and staff to continue to ensure your educational experience at SCC is a productive one. Your answers will remain anonymous and confidential.

Thank you for being a part of this very important feedback!

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

	Eveellent	Cood	A. (Below	Deer
	Excellent	Good	Average	Average	Poor
My overall experience at SCC	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The educational environment	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Effectiveness of classroom learning experiences	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Your ability to register for classes	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Variety of courses offered	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Class size (number of students in a class)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Campus safety/security	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The campus environment (appearance/maintenance of facilities and grounds)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Cleanliness of campus	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Campus parking	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Availability of library (library hours)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Your experience with SCC counselors	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Your experience with SCC instructors	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Your experience with other students at SCC	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Your experience with staff at SCC	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

2. Please rate the degree to which you agree with the	following st	atements:			
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
The College is supportive of all students regardless of ethnicity, gender, religious beliefs, lifestyle, background, or sexuality.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The College supports a community of diverse cultures.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I feel a sense of belonging to this campus.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I feel safe on campus.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Faculty and staff care about me as individuals.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The College provides an environment that encourages my personal growth.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
The college environment promotes mutual respect between students and faculty.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I can achieve my educational goal at this college.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
I would recommend Santiago Canyon College to a friend or family member.	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

3. Additional comments, concerns or positive experiences about SCC you would like to share with us:

4. Please rate the quality of preparation your SCC education has given you to be able to:							
	Excellent	Good	Average	Below Average	Poor	Does not apply	
Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems and develop logical models, hypotheses and beliefs	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Creatively use concepts to make learning relevant	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Reflectively assess one's values, assumptions, and attitudes	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Take responsibility for one's own learning and well-being	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Learn about one's chosen academic major, while creating connections across disciplines	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Learn about professional conduct, including workplace and community ethics, conflict management, and teamwork	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Communicate ideas in a clear and articulate manner	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Communicate accurately to diverse audiences	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Communicate in various formats using diverse technology	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Act to maintain one's dignity and self-respect	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Act as a responsible community member who treats others with respect, civility, empathy, honesty and dignity	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	
Act to increase the wellbeing of the global community by maintaining cultural literacy, lifelong learning, ethical consideration of each other, and the environment we all share		\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	

	Very often	Often	A few times	Never
Participated in class discussions				
Worked on a paper/project using ideas from different information sources	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Collaborated with other students in a class project	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Investigated topics introduced in class, outside of class	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Used library resources for a research paper or project	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Used the SCC library to read materials not assigned by a class	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Used the Internet for information resources for a class assignment	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Used computer software to create charts/graphics/presentations for a project	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Attended or participated in a sports event on campus	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums or concerts	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Joined a student club, organization or government	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Completed an experiment/project using scientific method(s)	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Discussed your interests, abilities and plans with a counselor/advisor	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Read or researched information about a university or a career you're interested in	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Had an appointment with a counselor to discuss classes, requirements or develop an educational plan	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Heard, seen or discussed the Student Learning Outcomes for your courses and/or programs	\bigcirc	\bigcirc	\bigcirc	\bigcirc
. How have you found out about the Learning Outcomes Catalog SCC website	s for your pro	gram? (Sel	ect all that apply	y)
Instructors				

I am unaware of the learning outcomes for my program

Other, please specify

7. How have you found out about the Learning Outcomes for your courses? (Select all that apply)
Course Syllabi
Online Course materials
SCC website
Instructors
Other, please specify
8. Are you aware of the SCC's Institutional Student Learning Outcomes (Learn, Communicate, Act, Think)?
○ Yes
No
9. How did you find out about SCC's Institutional Student Learning Outcomes? (Select all that apply)
Catalog
Class schedule
SCC website
Instructors and staff
Posters, signs or brochures
Other, please specify

10. Please rate the quality of services and programs that you have used at Santiago Canyon College:

				Below	_	Have Not
	Excellent	Good	Average	Average	Poor	Used
Admissions & Records	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Bookstore	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
CalWORKS	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
CAMP (College Assistance Migrant Program)	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Career Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Child Development Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Counseling Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Disabled Student Programs & Services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
EOPS	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

	E urallant	Quad	A	Below	Deer	Have Not
First Year Support Center	Excellent	Good	Average	Average	Poor	Used
Hawk's Nest Food Pantry	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Financial Aid Office	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Health and Wellness Center - Medical	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Health and Wellness Center - Psychological Counseling	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
High School and Community Outreach	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Honors Transfer Program	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Language Lab	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Library	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Math Study Hall	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
On-campus Student Job Placement	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Online Student Services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Placement Testing Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Registration	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Scholarship Services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
STAR Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Student Life & Leadership	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Transfer Success Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Tutoring Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Veterans Services	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc
Writing Center	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc	\bigcirc

11. Are you aware of the noncredit program on campus that offers free short-term, entry-level employment preparation programs, such as Nursing Assistant, Customer Service Representative, Multi-Media Artists & Animators, and classes that lead toward the attainment of an adult high school diploma?

Yes

) No

12. Are you aware of SCC's Community Services program that provides additional options for educational
opportunities to the community?
Yes
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Thank you for rating your thoughts on the quality of services provided at SCC. So that we may understand more about you as a student, we would appreciate your response to the questions that follow.

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

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

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

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

15. Why did you choose to enroll at Santiago Canyon College? (Select all that apply)
Cost
Location
Course Offerings
Program Offerings
To complete lower-division requirements for transfer
Recommended by family/friend(s)
Recommended by high school counselor/teacher
Other (please specify)
16. What is your father's highest level of education?
8th grade or less
some high school
high school graduate
Some college
Associate degree
Bachelor's degree
Master's or Doctorate degree
I don't know
17. What is your mother's highest level of education?
8th grade or less
Some high school
high school graduate
some college
Associate degree
Bachelor's degree
Master's or Doctorate degree
I don't know

 none, I'm supported by family/spouse ohy myself two, including myself three, including myself four, including myself two, including myself six or more, including myself six or more, including myself 9. What is your employment status at this time? employed full time employed full time homemaker, not employed outside of the home not employed but would like to work not employed but would like to work not employed and do not care to work at this time 20. Are you a foster youth or were you at any time in the foster care system? Yes No becline to state 21. Have you or are you currently serving in the United States military? (check all that apply) Currently Active Military benedient of currently active military Member discharged over a year ago (veteran) Non of the above 		low many people did you support (provide more than half of their housing, food, and expenses in ? (include yourself in the count)
 two, including myself three, including myself four, including myself four, including myself five, including myself six or more, including myself 19. What is 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 20. Are you a foster youth or were you at any time in the foster care system? Yes No Decline to state 21. 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) 	🔿 r	none, I'm supported by family/spouse
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