

## 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	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$	$\bigcirc$

	<b>E</b> 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
Νο



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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

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