

SCC Student Satisfaction Survey, 2020

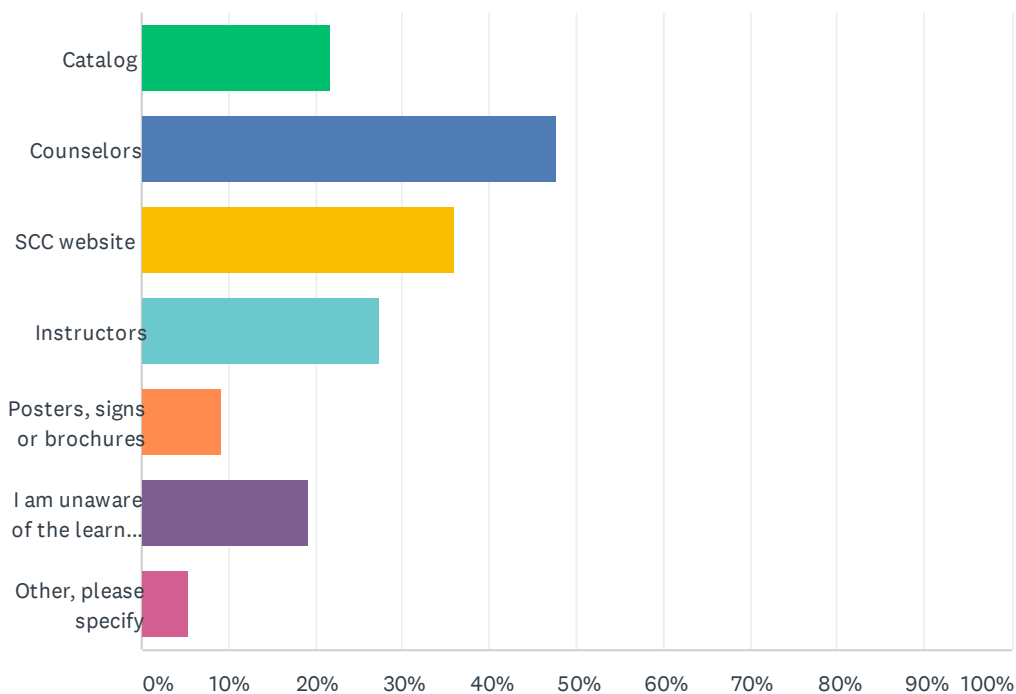
	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE	POOR	DOES NOT APPLY	TOTAL	WEIGHTED AVERAGE
Critically analyze, evaluate, organize and use quantitative and qualitative data to solve problems and develop logical models, hypotheses and beliefs	42.22% 274	38.37% 249	13.10% 85	1.08% 7	0.46% 3	4.78% 31	649	4.27
Creatively use concepts to make learning relevant	44.44% 288	39.66% 257	11.42% 74	0.93% 6	0.62% 4	2.93% 19	648	4.30
Reflectively assess one's values, assumptions, and attitudes	45.60% 295	35.55% 230	12.98% 84	0.46% 3	0.77% 5	4.64% 30	647	4.31
Take responsibility for one's own learning and well-being	50.70% 327	36.59% 236	8.68% 56	0.62% 4	0.47% 3	2.95% 19	645	4.41
Learn about one's chosen academic major, while creating connections across disciplines	41.49% 268	35.45% 229	14.40% 93	2.48% 16	1.24% 8	4.95% 32	646	4.19
Learn about professional conduct, including workplace and community ethics, conflict management, and teamwork	41.64% 269	35.60% 230	15.48% 100	1.39% 9	1.08% 7	4.80% 31	646	4.21
Communicate ideas in a clear and articulate manner	45.12% 291	36.74% 237	13.49% 87	1.40% 9	0.62% 4	2.64% 17	645	4.28
Communicate accurately to diverse audiences	41.71% 269	37.67% 243	13.18% 85	1.55% 10	0.78% 5	5.12% 33	645	4.24
Communicate in various formats using diverse technology	43.70% 281	33.59% 216	15.71% 101	1.56% 10	1.24% 8	4.20% 27	643	4.22
Act to maintain one's dignity and self-respect	48.29% 310	34.42% 221	12.15% 78	0.31% 2	0.62% 4	4.21% 27	642	4.35
Act as a responsible community member who treats others with respect, civility, empathy, honesty and dignity	51.71% 333	35.40% 228	7.76% 50	0.31% 2	0.93% 6	3.88% 25	644	4.42
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	48.82% 311	33.44% 213	11.62% 74	0.94% 6	1.10% 7	4.08% 26	637	4.33

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	VERY OFTEN	OFTEN	A FEW TIMES	NEVER	TOTAL	WEIGHTED AVERAGE
Participated in class discussions	51.57% 329	31.50% 201	14.89% 95	2.04% 13	638	2.33
Worked on a paper/project using ideas from different information sources	52.42% 336	28.08% 180	14.82% 95	4.68% 30	641	2.28
Collaborated with other students in a class project	29.44% 189	27.88% 179	30.69% 197	11.99% 77	642	1.75
Investigated topics introduced in class, outside of class	39.59% 253	30.52% 195	24.57% 157	5.32% 34	639	2.04
Used SCC library resources for a research paper or project	25.12% 161	20.28% 130	28.55% 183	26.05% 167	641	1.44
Used the SCC library to read materials not assigned by a class	12.19% 78	12.03% 77	20.16% 129	55.63% 356	640	0.81
Used the Internet for information resources for a class assignment	61.35% 392	26.45% 169	9.08% 58	3.13% 20	639	2.46
Used computer software to create charts/graphics/presentations for a project	35.98% 231	22.59% 145	22.59% 145	18.85% 121	642	1.76
Had a discussion with students whose ethnic, religious, political, or cultural background was different from your own	35.77% 230	26.13% 168	24.11% 155	14.00% 90	643	1.84
Attended or participated in a sports event on campus	7.49% 48	8.11% 52	6.71% 43	77.69% 498	641	0.45
Attended or participated in student activities or sponsored events such as cultural programs, speakers, open forums or concerts	10.47% 67	11.25% 72	22.50% 144	55.78% 357	640	0.76
Joined a student club, organization or government	9.86% 63	7.04% 45	11.11% 71	71.99% 460	639	0.55
Completed an experiment/project using scientific method(s)	18.21% 116	19.31% 123	21.98% 140	40.50% 258	637	1.15
Discussed your interests, abilities and plans with a counselor/advisor	24.84% 159	20.16% 129	38.44% 246	16.56% 106	640	1.53
Read or researched information about a university or a career you're interested in	37.66% 241	26.88% 172	24.84% 159	10.63% 68	640	1.92
Had an appointment with a counselor to discuss classes, requirements or develop an educational plan	27.19% 174	20.31% 130	36.72% 235	15.78% 101	640	1.59
Heard, seen or discussed the Student Learning Outcomes for your courses and/or programs	22.92% 146	22.45% 143	28.57% 182	26.06% 166	637	1.42
Used mobile device or student ID to access an OCTA bus	13.75% 88	6.56% 42	7.81% 50	71.88% 460	640	0.62

### Q13 How did you find out about the Learning Outcomes for your specific degree or certificate? (Select all that apply)

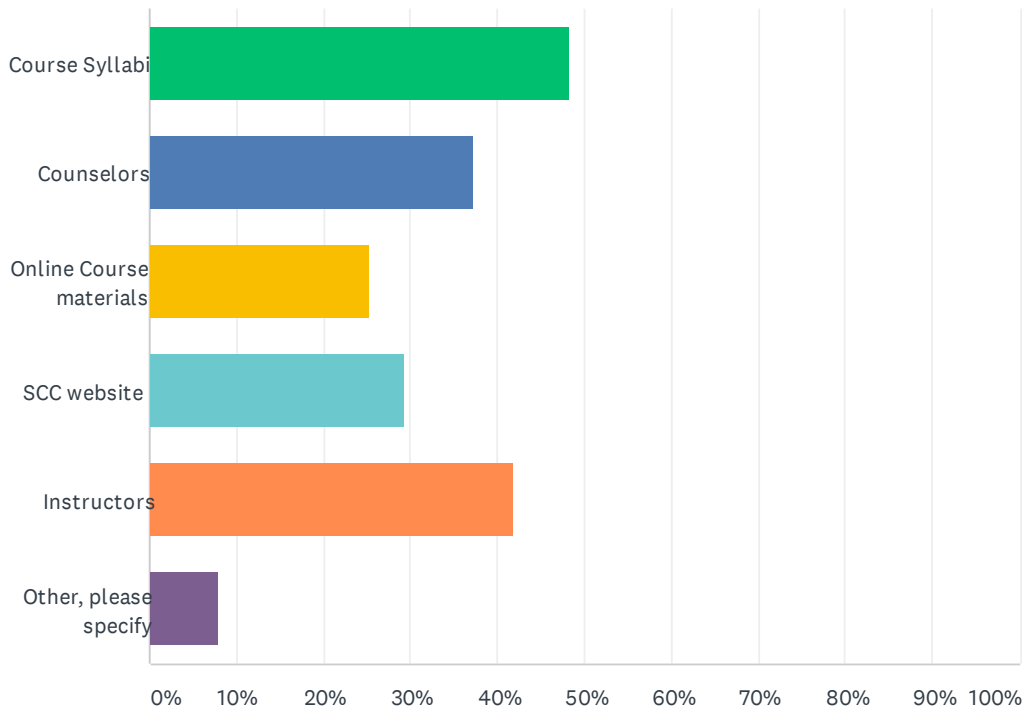
Answered: 643 Skipped: 84



ANSWER CHOICES	RESPONSES	
Catalog	21.77%	140
Counselors	47.74%	307
SCC website	36.08%	232
Instructors	27.37%	176
Posters, signs or brochures	9.18%	59
I am unaware of the learning outcomes for my program	19.28%	124
Other, please specify	5.44%	35
Total Respondents: 643		

## Q14 How did you find out about the Learning Outcomes for your courses? (Select all that apply)

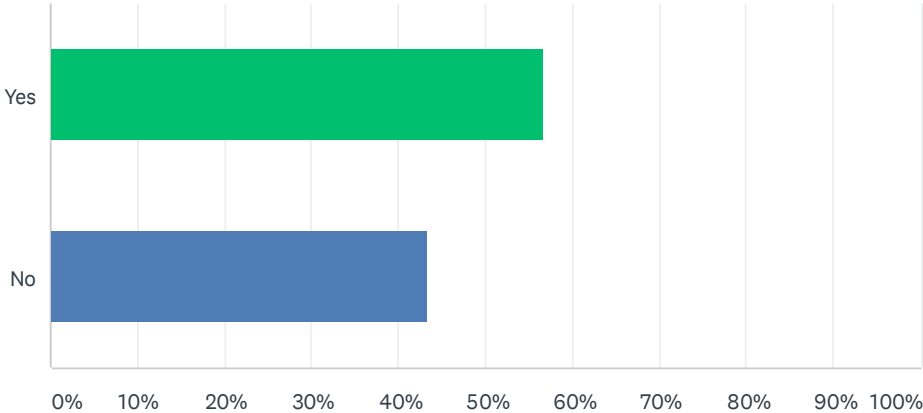
Answered: 624 Skipped: 103



ANSWER CHOICES	RESPONSES	
Course Syllabi	48.40%	302
Counselors	37.18%	232
Online Course materials	25.32%	158
SCC website	29.33%	183
Instructors	41.83%	261
Other, please specify	8.01%	50
Total Respondents: 624		

### Q15 Are you aware of the SCC's Institutional Student Learning Outcomes (To Learn, To Communicate, To Act, To Think)?

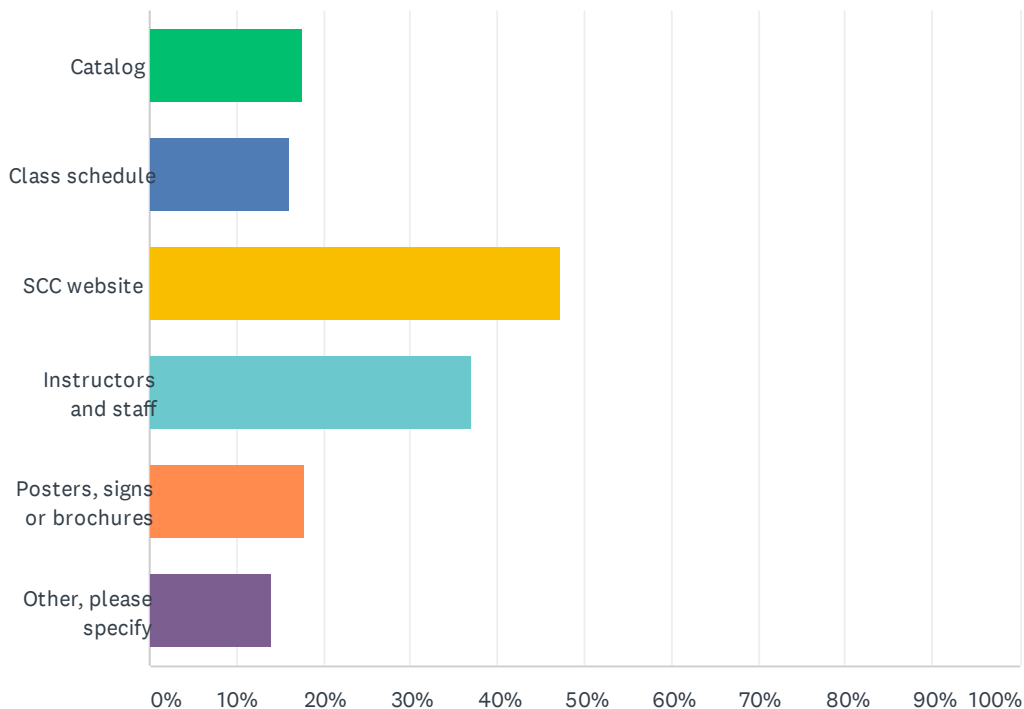
Answered: 636 Skipped: 91



ANSWER CHOICES	RESPONSES	
Yes	56.60%	360
No	43.40%	276
TOTAL		636

## Q16 How did you find out about SCC's Institutional Student Learning Outcomes? (Select all that apply)

Answered: 582 Skipped: 145



ANSWER CHOICES	RESPONSES	
Catalog	17.53%	102
Class schedule	16.15%	94
SCC website	47.25%	275
Instructors and staff	36.94%	215
Posters, signs or brochures	17.70%	103
Other, please specify	13.92%	81
Total Respondents: 582		

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	EXCELLENT	GOOD	AVERAGE	BELOW AVERAGE	POOR	HAVE NOT USED	TOTAL	WEIGHTED AVERAGE
Admissions & Records	46.89% 302	34.01% 219	9.94% 64	0.93% 6	1.24% 8	6.99% 45	644	4.34
Bookstore	38.38% 246	31.83% 204	12.95% 83	1.09% 7	1.56% 10	14.20% 91	641	4.22
CalWORKS	12.16% 77	11.22% 71	5.06% 32	0.63% 4	0.47% 3	70.46% 446	633	4.15
CAMP (College Assistance Migrant Program)	9.51% 60	7.92% 50	3.49% 22	0.32% 2	0.00% 0	78.76% 497	631	4.25
Career Center	20.72% 132	14.44% 92	5.18% 33	0.94% 6	0.47% 3	58.24% 371	637	4.29
Child Development Center	12.10% 76	6.85% 43	2.23% 14	0.64% 4	0.16% 1	78.03% 490	628	4.37
Counseling Center	35.05% 225	27.26% 175	13.71% 88	2.65% 17	3.12% 20	18.22% 117	642	4.08
Disabled Student Programs & Services	16.48% 105	8.01% 51	2.98% 19	1.41% 9	0.47% 3	70.64% 450	637	4.32
EOPS	14.96% 95	7.09% 45	2.20% 14	0.79% 5	0.79% 5	74.17% 471	635	4.34
First Year Support Center	28.14% 179	15.57% 99	3.46% 22	0.79% 5	0.31% 2	51.73% 329	636	4.46
Hawk's Nest Food Pantry	26.42% 168	10.85% 69	4.09% 26	1.10% 7	0.63% 4	56.92% 362	636	4.42
Financial Aid Office	29.42% 188	23.00% 147	9.23% 59	2.35% 15	1.25% 8	34.74% 222	639	4.18
Health and Wellness Center - Medical	16.43% 104	10.11% 64	4.58% 29	0.63% 4	0.47% 3	67.77% 429	633	4.28
Health and Wellness Center - Psychological Counseling	11.89% 75	6.66% 42	3.17% 20	0.63% 4	0.79% 5	76.86% 485	631	4.22
High School and Community Outreach	12.97% 82	8.23% 52	3.96% 25	0.16% 1	0.16% 1	74.53% 471	632	4.32
Honors Transfer Program	10.78% 68	8.56% 54	3.80% 24	0.48% 3	0.16% 1	76.23% 481	631	4.23
Language Lab	10.27% 65	7.74% 49	4.42% 28	0.79% 5	0.00% 0	76.78% 486	633	4.18
Library	43.23% 278	25.35% 163	8.86% 57	0.62% 4	0.31% 2	21.62% 139	643	4.41
Math Success Center	23.39% 149	14.76% 94	6.75% 43	0.31% 2	0.78% 5	54.00% 344	637	4.30
On-campus Student Job Placement	10.13% 64	6.17% 39	3.48% 22	0.47% 3	0.63% 4	79.11% 500	632	4.18
Online Student Services (Financial Aid awards, parking fees, cashier services, adding and/or dropping classes)	37.03% 237	30.78% 197	12.50% 80	1.56% 10	0.63% 4	17.50% 112	640	4.24
Online Tutoring	10.71% 68	10.08% 64	4.88% 31	1.26% 8	0.63% 4	72.44% 460	635	4.05

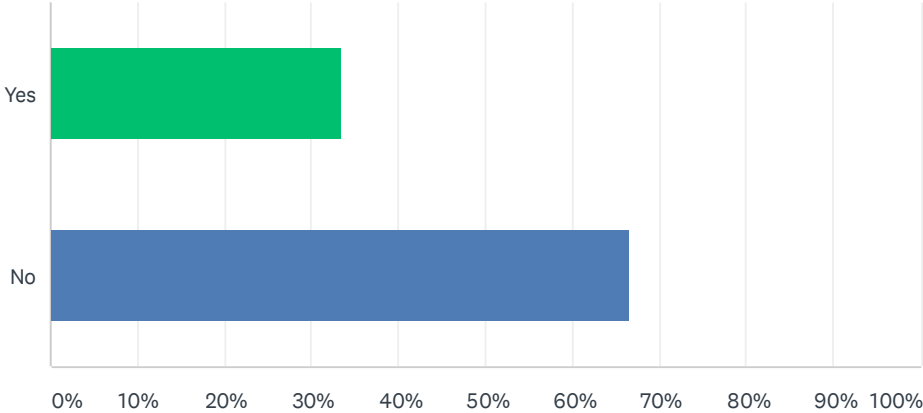
### SCC Student Satisfaction Survey, 2020

Placement Testing Center	12.38% 78	10.48% 66	7.62% 48	0.63% 4	0.32% 2	68.57% 432	630	4.08
Registration	39.69% 254	35.63% 228	13.13% 84	2.50% 16	0.78% 5	8.28% 53	640	4.21
Scholarship Services	16.35% 104	13.21% 84	6.29% 40	0.63% 4	0.16% 1	63.36% 403	636	4.23
STAR Center	18.27% 116	10.71% 68	3.15% 20	0.16% 1	0.16% 1	67.56% 429	635	4.44
Student Life & Leadership	12.32% 78	10.74% 68	4.27% 27	0.16% 1	0.63% 4	71.88% 455	633	4.21
The Perch (Food Services)	19.81% 126	13.99% 89	6.92% 44	1.26% 8	0.79% 5	57.23% 364	636	4.19
Transfer Success Center	18.80% 119	14.38% 91	4.74% 30	0.79% 5	0.79% 5	60.51% 383	633	4.26
Veterans Services	9.49% 60	5.22% 33	2.22% 14	0.16% 1	0.32% 2	82.59% 522	632	4.35
Writing Center	17.06% 108	12.32% 78	4.90% 31	0.63% 4	0.47% 3	64.61% 409	633	4.27



Q18 Are you aware of the noncredit program on campus that offers tuition 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?

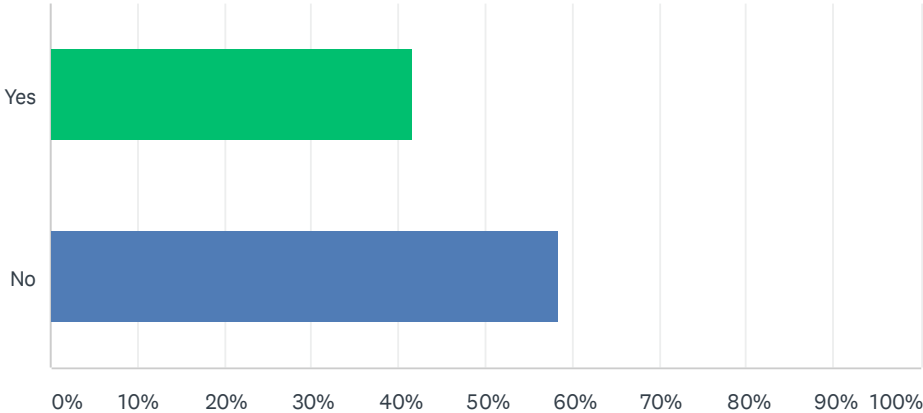
Answered: 641 Skipped: 86



ANSWER CHOICES	RESPONSES
Yes	33.39% 214
No	66.61% 427
TOTAL	641

### Q19 Are you aware of SCC's Community Services program that provides additional options for educational opportunities to the community?

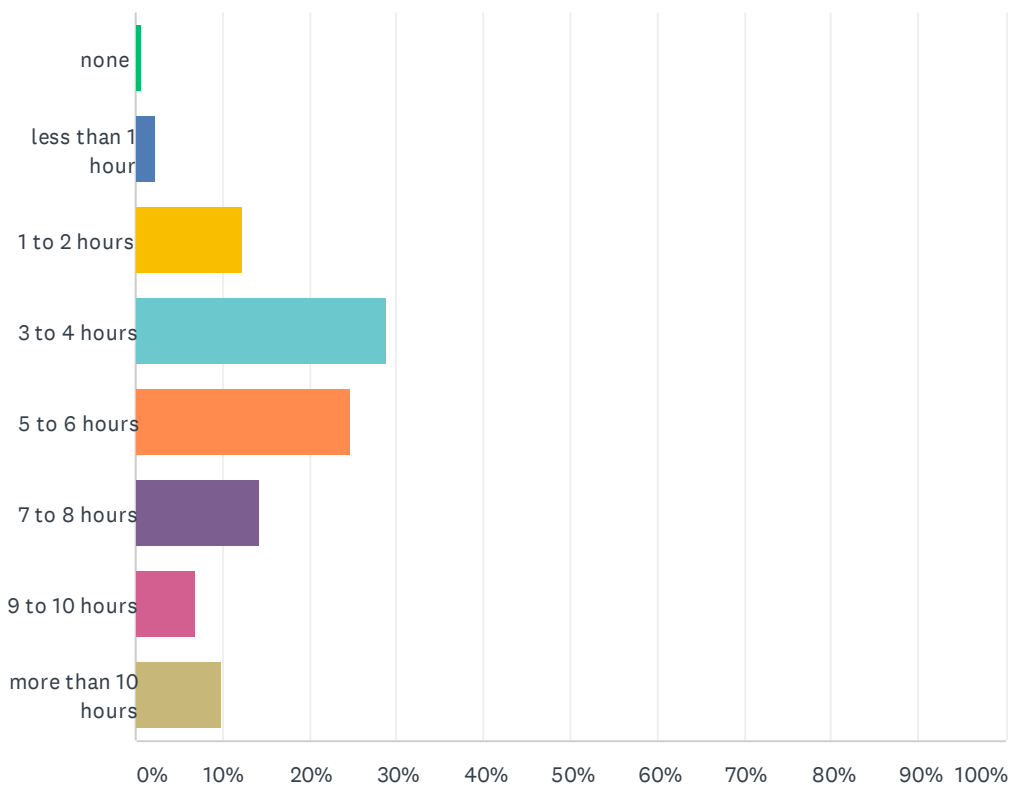
Answered: 644 Skipped: 83



ANSWER CHOICES	RESPONSES	
Yes	41.61%	268
No	58.39%	376
TOTAL		644

## Q20 On average, how many hours a week do you spend studying or preparing outside of class for a typical 3-unit class?

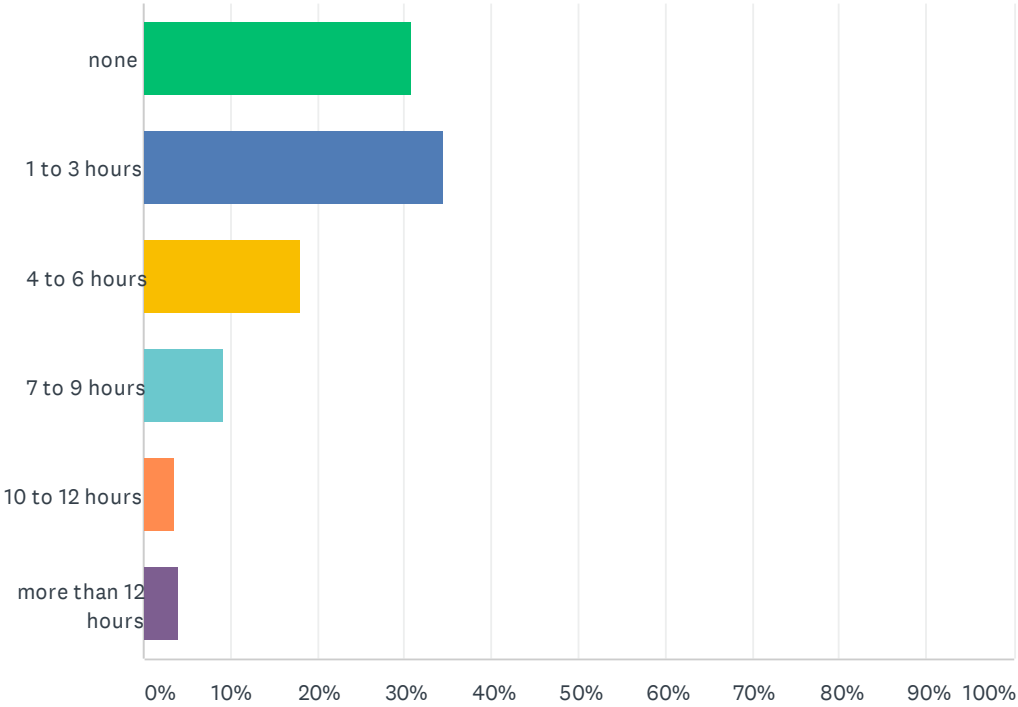
Answered: 636 Skipped: 91



ANSWER CHOICES	RESPONSES
none	0.63% 4
less than 1 hour	2.36% 15
1 to 2 hours	12.26% 78
3 to 4 hours	28.93% 184
5 to 6 hours	24.69% 157
7 to 8 hours	14.31% 91
9 to 10 hours	6.92% 44
more than 10 hours	9.91% 63
<b>TOTAL</b>	<b>636</b>

### Q21 On average, how many hours a week do you spend on campus other than attending classes?

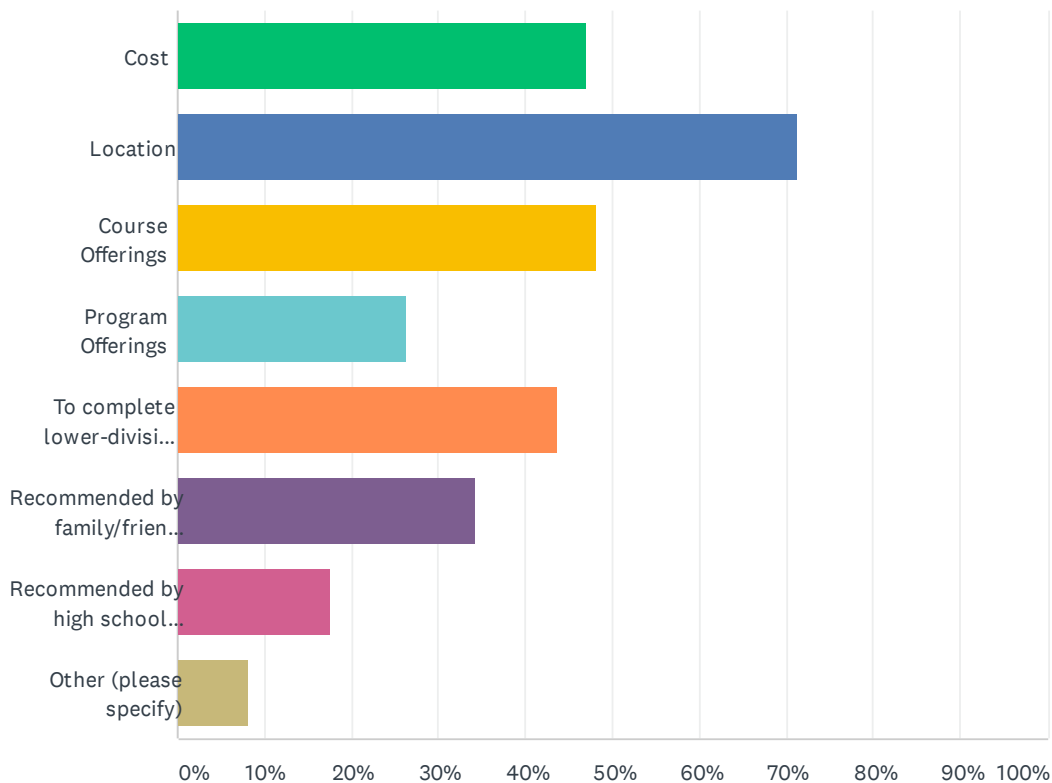
Answered: 636 Skipped: 91



ANSWER CHOICES	RESPONSES	
none	30.82%	196
1 to 3 hours	34.59%	220
4 to 6 hours	18.08%	115
7 to 9 hours	9.12%	58
10 to 12 hours	3.46%	22
more than 12 hours	3.93%	25
<b>TOTAL</b>		<b>636</b>

## Q22 Why did you choose to enroll at Santiago Canyon College? (Select all that apply)

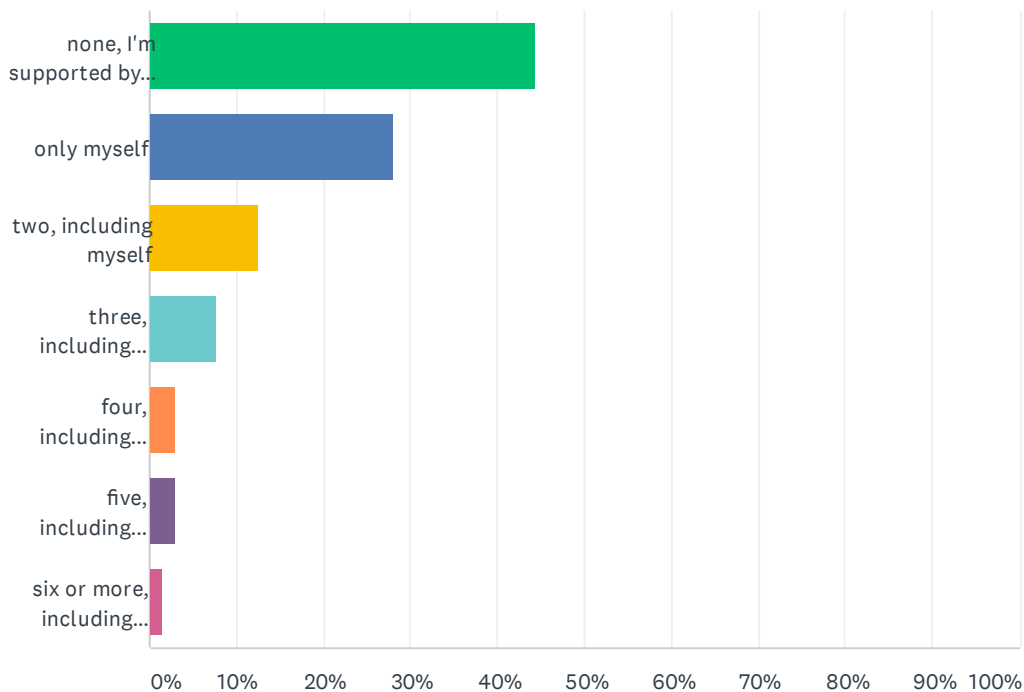
Answered: 638 Skipped: 89



ANSWER CHOICES	RESPONSES	
Cost	47.02%	300
Location	71.32%	455
Course Offerings	48.12%	307
Program Offerings	26.33%	168
To complete lower-division requirements for transfer	43.73%	279
Recommended by family/friend(s)	34.33%	219
Recommended by high school counselor/teacher	17.55%	112
Other (please specify)	8.15%	52
Total Respondents: 638		

### Q23 How many people did you support (provide more than half of their housing, food, and expenses in 2019? (include yourself in the count)

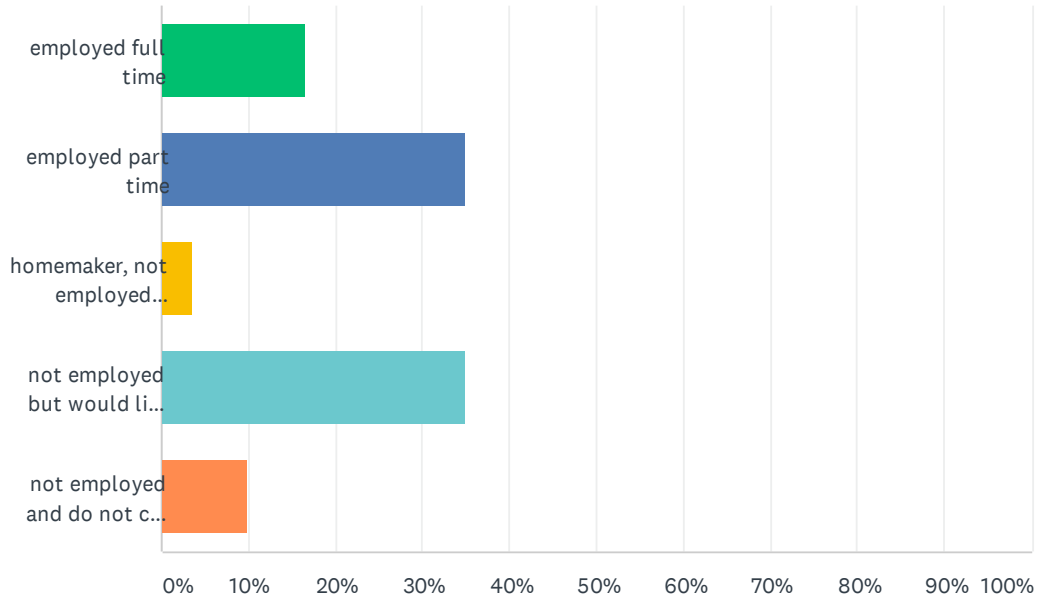
Answered: 634 Skipped: 93



ANSWER CHOICES	RESPONSES	
none, I'm supported by family/spouse	44.32%	281
only myself	28.08%	178
two, including myself	12.62%	80
three, including myself	7.73%	49
four, including myself	3.00%	19
five, including myself	2.84%	18
six or more, including myself	1.42%	9
<b>TOTAL</b>		<b>634</b>

## Q24 What is your employment status at this time?

Answered: 635 Skipped: 92



ANSWER CHOICES	RESPONSES	
employed full time	16.54%	105
employed part time	34.96%	222
homemaker, not employed outside of the home	3.62%	23
not employed but would like to work	34.96%	222
not employed and do not care to work at this time	9.92%	63
<b>TOTAL</b>		<b>635</b>