SDCCE Institutional Planning Student Feedback Survey

2020/21

Planning, Research, & Institutional Effectiveness
San Diego College of Continuing Education at Mesa College
7350 Armstrong Place, San Diego, CA 92111

OFFICE OF PLANNING, RESEARCH, & INSTITUTIONAL EFFECTIVENESS

SAN DIEGO COLLEGE OF CONTINUING EDUCATION

CONTENTS

PURPOSE

The San Diego College of Continuing Education (SDCCE) asked the Office of Planning, Research, and Institutional Effectiveness (PRIE) to conduct a study with the following objectives:

1. Inform SDCCE's Strategic Planning processes

2. Identify the support SDCCE students need to receive from the institution

3. Assess the prevalence of housing and food insecurity among SDCCE students

4. Measure the perception SDCCE students have in relationship to the institution's enrollments processes, curriculum, staff, and institutional climate

METHODOLOGY

The survey addressed the following research questions:

1. What percentage of the SDCCE students have experienced housing insecurity during the last 12 months?

2. What percentage of the SDCCE students have experienced food insecurity during the last 12 months?

3. What percentage of the SDCCE students consider themselves ready to start attending in-person classes?

4. What kind of support SDCCE should be providing students to help them attend in-person classes?

5. What is the perception SDCCE students have regarding SDCCE's enrollment processes, curriculum, staff, and institutional climate?

PRIE conducted online data collection among SDCCE students throughout April and May 2021. A total of 4,729 surveys were completed.

SDCCE Institutional Planning Student Feedback Survey

Q1. What is your Spring 2021 enrollment status? (online or in-person classes)

Responses	Total	
I am currently attending classes at SDCCE	3812	81%
My classes at SDCCE are over	214	5%
I was attending classes at SDCCE, but I had to stop attending	238	5%
Other (please specify):	465	10%
Total	**4729**	**100%**

Answered	**4729**
No Response	**0**
Skipped	**0**
Not Applicable	**0**

Note 1. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Q2. Please tell us the reason(s) why you had to stop attending classes at SDCCE:

Reason	Total	
Health (Including Covid-19)	36	17%
Work	35	17%
Academic Reasons	29	14%
Family	26	12%
Dislike Remote Classes	25	12%
Technology Difficulties	12	6%
Schedule Conflict	10	5%
Other	36	17%
Total	**209**	**100%**

Answered	**209**
No Response	**0**
Skipped	**4515**
Not Applicable	**5**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Note 3. Rows have been sorted in descending order based on the number of responses by group except for "Other"

Note 4. "Other" includes 36 responses related to personal reasons, relocation, transferring schools, and financial.

Q3. Which SDCCE program(s) are you currently enrolled? If you are not attending classes in Spring 2021, select the program(s) you were previously enrolled (select all that apply):

Program	Total	
Emeritus (for age 55+)	983	26%
English as a Second Language (ESL)/Citizenship	893	24%
Business and Accounting	409	11%
Healthcare	406	11%
High School Diploma/High School Equivalency (HSD/HSE) and Basic Skills	252	7%
Information Technology	231	6%
Child Development	213	6%
Digital Media and Programming	201	5%
Disabled Student Programs and Services (DSPS)	159	4%
Clothing and Textiles	148	4%
Skilled and Technical Trades (e.g., Welding, Plumbing, Electronics)	147	4%
Automotive	116	3%
Hospitality and Culinary Arts	80	2%
Total Responses	**4238**	**---**
Total Respondents	**3755**	**100%**

Answered	**3755**
No Response	**974**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q4. What is one word or short phrase that comes to mind when you think of SDCCE?

Responses	Total	
Enrichment, Learning, Programs, Classes	610	16%
Generic Positive Adjective (e.g., Excellent, Good)	605	16%
Self Improvement, Professional Development, Overcoming	570	15%
Necessary, Essential, Important	310	8%
Helpful, Supportive, Caring	222	6%
Accesible/Affordable	298	5%
Thankful	121	3%
Community, Friends, Diversity	56	1%
Enthusiasm, Enjoyment, Excited	43	1%
Challenging	34	1%
Effective, Organized, Quality	22	1%
Other	861	22%
Total	**3752**	**100%**

Answered	**3752**
No Response	**920**
Skipped	**0**
Not Applicable	**57**

Note 1 . Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q5.What learning environment do you prefer to enroll in this upcoming academic year (Fall 2021 and Spring 2022)?

Responses	Total	
Online (Set Meeting Times)	1397	35%
Mixed in-person/online classes	940	23%
Online (No Set Meeting Times)	519	13%
Only in-person classes	442	11%
Mixed online with and without set meeting times	407	10%
I am unsure about enrollment decision at this time	223	6%
I do not plan to re-enroll	108	3%
Total	**4036**	**100%**

Answered	**4036**
No Response	**693**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Rows have been sorted in descending order based on the number of responses by group.

Q6a.Why do you prefer "Only in-person classes"?

(Among respondents who answered "Only in-person classes")

Responses	Total	
Academic Reasons	164	41%
Human Contact	86	21%
Course Design	72	18%
Lack of Focus Online	28	7%
Convenience	16	4%
Family (e.g., childcare, household obligations)	11	3%
Technology Difficulties	11	3%
Other	14	3%
Total	**402**	**100%**

Answered	**402**
No Response	**36**
Skipped	**4287**
Not Applicable	**4**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 14 responses related to travel, transportation, financial, childcare, social anxiety, health, Covid-19 , and travel.

Q6b. Why do you prefer "Mixed in-person/online classes"?

(Among respondents who answered "Mixed in-person/online classes")

Responses	Total	
Academic Reasons	275	33%
Convenience	196	24%
Human Contact	116	14%
Course Design	84	10%
Health(Covid-19 included)	64	8%
Travel/Transportation	34	4%
Work	21	3%
Family (e.g., childcare, household obligations)	20	2%
Other	21	3%
Total	**831**	**100%**

Answered	**831**
No Response	**109**
Skipped	**3770**
Not Applicable	**19**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sortedin descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 21 responses related to schedule conflict, lack of focus online, relocation, technology difficulties, campus not open, and financial.

Q6c. Why do you prefer "Mixed online with and without set meeting times"?

(Among respondents who answered "Mixed online with and without set meeting classes")

Responses	Total	
Convenience	158	44%
Work	63	18%
Academic Reasons	58	16%
Health(Covid-19 included)	21	6%
Family (e.g., childcare, household obligations)	21	6%
Course Design	12	3%
Human Contact	10	3%
Other	17	5%
Total	**360**	**100%**

Answered	**360**
No Response	**39**
Skipped	**4322**
Not Applicable	**8**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 17 responses related to travel, transportation, schedule conflict, social anxiety, technology difficulties, and financial.

Q6d. Why do you prefer "Online (No Set Meeting Times)"?

(Among respondents who answered "Online (No Set Meeting Times)")

Responses	Total	
Convenience	194	44%
Work	115	26%
Family (e.g., childcare, household obligations)	38	9%
Academic Reasons	33	7%
Travel/Transportation	23	5%
Health(Covid-19 included)	20	5%
Schedule Conflict	10	2%
Other	10	2%
Total	**443**	**100%**

Answered	**443**
No Response	**69**
Skipped	**4210**
Not Applicable	**7**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other"

Note 3. "Other" includes 10 responses related to relocation and human contact.

Q6e. Why do you prefer "Online (Set Meeting Times)"?

(Among respondents who answered "Online (Set Meeting Times)")

Responses	Total	
Convenience	456	37%
Travel/Transportation	243	20%
Academic Reasons	171	14%
Health(Covid-19 included)	158	13%
Work	86	7%
Family (e.g., childcare, household obligations)	86	7%
Relocation	13	1%
Other	22	2%
Total	**1235**	**100%**

Answered	**1235**
No Response	**88**
Skipped	**3332**
Not Applicable	**74**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 22 responses related to human contact, schedule conflict, campuses not open, and financial.

Q7a. How can SDCCE support you in taking "Only in-person classes" next year?

Responses	Total	
Offer In-Person Classes	69	22%
Safety Measures Against Covid-19	67	22%
Open Campuses	59	19%
Offer More Classes/Course Sections	54	17%
General Support	16	5%
Easier Registration/Enrollment	13	4%
Offer Hybrid Classes	11	4%
Other	22	7%
Total	**311**	**100%**

Answered	**311**
No Response	**131**
Skipped	**4209**
Not Applicable	**78**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 22 responses related to continuing to offer classes online, tutoring, counseling, office hours,class schedule flexibility, & financial support.

Note 4. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q7b. How can SDCCE support you in taking "Mixed in-person/online classes" next year?

Responses	Total	
Offer Hybrid Classes	152	23%
Offer More Classes/Course Sections	105	16%
Safety Measures Against Covid-19	72	11%
Offer In-Person Classes	64	10%
Everything is Good	43	6%
Open Campuses	37	6%
Continue to Offer Classes Online	36	5%
Class Schedule Flexibility	34	5%
General Support	26	4%
Student Services (e.g., tutoring, counseling, office hours)	24	4%
Technology Support	19	3%
Easier Enrollment Process	17	3%
Support from Faculty/Adminitration	11	2%
Set Class Schedule	10	1%
Financial Support	10	1%
Course Materials Support	10	1%
Total	**670**	**100%**

Answered	**670**
No Response	**132**
Skipped	**3789**
Not Applicable	**138**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q7c. How can SDCCE support you in taking "Mixed online with and without set meeting times" next year?

Responses	Total	
Offer More Classes/Course Sections	80	25%
Continue to Offer Classes Online	42	13%
Everything is Good	40	13%
Offer Hybrid Classes	32	10%
Class Schedule Flexibility	24	8%
Student Services (e.g., tutoring, counseling, office hours)	15	5%
General Support	15	5%
Easier Enrollment Process	15	5%
Set Class Schedule	12	4%
Support From Faculty/Administration	11	3%
Offer In-Person Classes	10	3%
Other	20	6%
Total	**316**	**100%**

Answered	**316**
No Response	**51**
Skipped	**4322**
Not Applicable	**40**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3. "Other" includes 20 responses related to course material support, opening campuses, financial support, Covid-19 , and technology support.

Note 4. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q7d. How can SDCCE support you in taking "Online (No Set Meeting Times)"

Responses	Total	
Offer More Classes/Course Sections	81	22%
Continue to Offer Classes Online	77	21%
Everything is Good	50	13%
Class Schedule Flexibility	35	9%
Student Services (e.g., tutoring, counseling, office hours)	28	8%
Support From Staff	22	6%
General Support	19	5%
Offer In-Person Classes	12	3%
Offer Hynrid Classes	12	3%
Other	36	10%
Total	**372**	**100%**

Answered	**372**
No Response	**84**
Skipped	**4210**
Not Applicable	**63**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.
Note 3. "Other" includes 36 responses related to easier enrollment process, course materials support, financial support, technology support, opening campuses, safety measures against Covid-19, and set class schedule.
Note 4. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q7e. How can SDCCE support you in taking "Online (Set Meeting Times)"

Responses	Total	
Everything is Good	197	19%
Continue to Offer Classes Online	192	19%
Offer More Classes	192	19%
Easier Enrollment Process	70	7%
Class Schedule Flexibility	57	6%
Set Class Schedule	46	5%
Offer Hybrid Classes	44	4%
Student Services (e.g., tutoring, counseling, office hours)	42	4%
Technology Support	38	4%
Offer In-Person Classes	32	3%
Financial Support	29	3%
General Support	24	2%
Support From Staff	21	2%
Course Materials Support	18	2%
Other	15	1%
Total	**1017**	**100%**

Answered	**1017**
No Response	**213**
Skipped	**3332**
Not Applicable	**167**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 15 responses related to safety measures against Covid-19 and opening campuses.

Note 4. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q8a. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

Overall, it was easy to find information about the program before I enrolled.

Responses	Total	
Strongly Agree	1655	44%
Somewhat Agree	1248	33%
Neither Agree nor Disagree	414	11%
Somewhat Disagree	311	8%
Strongly Disagree	174	5%
Total	**3802**	**100%**

Answered	**3802**
No Response	**858**
Skipped	**0**
Not Applicable	**69**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Percentages reflect the response count divided by total respondents answering the question.
Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q8b. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

Overall, I was satisfied with the enrollment process.

Responses	Total	
Strongly Agree	2020	53%
Somewhat Agree	1097	29%
Neither Agree nor Disagree	282	7%
Somewhat Disagree	246	6%
Strongly Disagree	166	4%
Total	**3811**	**100%**

Answered	**3811**
No Response	**870**
Skipped	**0**
Not Applicable	**48**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Percentages reflect the response count divided by total respondents answering the question.
Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q8c. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

Overall, I am satisfied with the course content in most of my classes.

Responses	Total	
Strongly Agree	2708	71%
Somewhat Agree	814	21%
Neither Agree nor Disagree	150	4%
Somewhat Disagree	90	2%
Strongly Disagree	48	1%
Total	**3810**	**100%**

Answered	**3810**
No Response	**863**
Skipped	**0**
Not Applicable	**56**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q8d. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

Overall, I am satisfied with my experience at SDCCE.

Responses	Total	
Strongly Agree	2736	72%
Somewhat Agree	783	21%
Neither Agree nor Disagree	166	4%
Somewhat Disagree	77	2%
Strongly Disagree	57	1%
Total Responses	**3819**	**100%**

Answered	**3819**
No Response	**869**
Skipped	**0**
Not Applicable	**41**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q8e. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

If asked, I would tell others to come to SDCCE for school.

Responses	Total	
Strongly Agree	2975	78%
Somewhat Agree	571	15%
Neither Agree nor Disagree	162	4%
Somewhat Disagree	45	1%
Strongly Disagree	42	1%
Total Responses	**3795**	**100%**

Answered	**3795**
No Response	**862**
Skipped	**0**
Not Applicable	**72**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q9a. Please provide more information about why you disagreed with one or more statements in the previous question.

Overall, it was easy to find information about the program before I enrolled
(Among respondents who answered "Somewhat Disagree" or "Strongly Disagree")

Responses	Total	
Website was Hard to Navigate	99	32%
Information About Enrollment Process was not Easy to Find	59	19%
Lack of Course Information Available	50	16%
Hard to Find Accurate Information	41	13%
Lack of Help From SDCCE Staff	37	12%
Overall, Information is not Easily Available	21	7%
Total	**307**	**100%**

Answered	**307**
No Response	**858**
Skipped	**3534**
Not Applicable	**30**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q9b. Please provide more information about why you disagreed with one or more statements in the previous question.

Overall, I was satisfied with the enrollment process
(Among respondents who answered "Somewhat Disagree" or "Strongly Disagree")

Responses	Total	
Enrollment Process is Long and With A Lot of Obstacles	153	67%
Website was hard to navigate	43	19%
Lack of Help/Communication From SDCCE Staff	18	8%
Unavailable Course Information	13	6%
Total	**227**	**100%**

Answered	**227**
No Response	**870**
Skipped	**3591**
Not Applicable	**41**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Rows have been sorted in descending order based on the number of responses by group.

Q9c. Please provide more information about why you disagreed with one or more statements in the previous question.

Overall, I am satisfied with the course content in most of my classes
(Among respondents who answered "Somewhat Disagree" or "Strongly Disagree")

Responses	Total	
Lack of Engagement From Faculty	14	23%
Course Material is Not Enough to Help Students	13	21%
Class Design is Not Helpful For Learning	12	19%
Other	23	37%
Total	**62**	**100%**

Answered	**62**
No Response	**863**
Skipped	**3784**
Not Applicable	**20**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Other" category.

Note 3. "Other" includes 23 responses related to class not meeting learning expectations, increasing class quality, and disliking online classes.

Q9d. Please provide more information about why you disagreed with one or more statements in the previous question.

Overall, I am satisfied with my experience at SDCCE

(Among respondents who answered "Somewhat Disagree" or "Strongly Disagree")

Responses	Total	
Faculty and/or Staff Lack Engagement and Preparation	28	44%
Did Not Have a Good Experience Overall	12	19%
Other	23	37%
Total	**63**	**100%**

Answered	**63**
No Response	**78**
Skipped	**3782**
Not Applicable	**15**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3. "Other" includes 23 responses related to class design not helpful for learning, difficulty with enrollment process, and disliking online classes.

Q9e. Please provide more information about why you disagreed with one or more statements in the previous

If asked, I would tell others to come to SDCCE for school
(Among respondents who answered "Somewhat Disagree" or "Strongly Disagree")

Only one of the themes identified had more than nine responses. Forty-six open-ended responses were provided on aspects related to other colleges being better, personal reasons, lack of preparation in staff, offer in-person classes, dislike institution atmosphere, Covid-19, dislike scheduling system, and enrollment issues.

Answered	**46**
No Response	**862**
Skipped	**3809**
Not Applicable	**12**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Percentages reflect the response count divided by total respondents answering the question.
Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q10a. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

I am treated with respect.

Responses	Total	
Strongly Agree	2895	79%
Somewhat Agree	511	14%
Neither Agree nor Disagree	212	6%
Somewhat Disagree	34	1%
Strongly Disagree	21	1%
Total	**3673**	**100%**

Answered	**3800**
No Response	**854**
Skipped	**0**
Not Applicable	**75**

Note 1. Percentages for each question have been calculated using only valid answers.
Note 2. Rows have been sorted in descending order based on the number of responses by group.
Note 3. Respondents who answered "Somewhat Disagree" or "Strongly Disagree" were asked to provide additional information. However, only one of the themes identified had more than ten responses. Thirty-three open-ended responses were provided on aspects related ton negative comments about staff, students feeling ignored/excluded, lack sense of belonging, SDCCE not listening to students, unresponsive to request for assistance, and enrollment issues.

Q10b. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

SDCCE is welcoming to diverse student groups.

Responses	Total	
Strongly Agree	2669	76%
Somewhat Agree	508	15%
Neither Agree nor Disagree	286	8%
Somewhat Disagree	19	1%
Strongly Disagree	18	1%
Total	**3500**	**100%**

Answered	**3500**
No Response	**966**
Skipped	**0**
Not Applicable	**263**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3. Respondents who answered "Somewhat Disagree" or "Strongly Disagree" were asked to provide additional information. However, none of the themes identified had more than nine responses. Twenty-two open-ended responses were provided on aspects related to student diversity, students feeling disliked, lack sense of belonging, ignored, negative comments about staff, SDCCE not focusing on academics, impact on student views, and SDCCE being unresponsive to assist students.

Q10c. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

I feel valued as a student.

Responses	Total	
Strongly Agree	2514	69%
Somewhat Agree	696	19%
Neither Agree nor Disagree	321	9%
Somewhat Disagree	58	2%
Strongly Disagree	52	1%
Total	**3641**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,641).

Answered	**3641**
No Response	**995**
Skipped	**0**
Not Applicable	**93**

Responses	Total	
Felt disliked/excluded	13	<1%
Felt Ignored	11	<1%
Other	40	1%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q10d. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

SDCCE encourages students to share their ideas openly.

Responses	Total	
Strongly Agree	2380	67%
Somewhat Agree	707	20%
Neither Agree nor Disagree	397	11%
Somewhat Disagree	33	1%
Strongly Disagree	44	1%
Total	**3561**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,561).

Answered	**3561**
No Response	**962**
Skipped	**0**
Not Applicable	**206**

Responses	Total	
Different views and opinions create discomfort	13	<1%
SDCCE does not support students opinions and ideas	13	<1%
Felt Ignored	15	<1%
Other	77	2%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q10e. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

I feel a sense of belonging in my class.

Responses	Total	
Strongly Agree	2379	65%
Somewhat Agree	814	22%
Neither Agree nor Disagree	354	10%
Somewhat Disagree	50	1%
Strongly Disagree	66	2%
Total	**3663**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,663).

Answered	**3663**
No Response	**966**
Skipped	**0**
Not Applicable	**100**

Responses	Total	
Lack sense of belonging	20	1%
Felt disliked/excluded	15	<1%
Other	32	1%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q10f. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

After attending SDCCE, I have a greater appreciation of human differences.

Responses	Total	
Strongly Agree	2018	57%
Somewhat Agree	766	22%
Neither Agree nor Disagree	698	20%
Somewhat Disagree	30	1%
Strongly Disagree	46	1%
Total	**3558**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,558).

Answered	**3558**
No Response	**967**
Skipped	**0**
Not Applicable	**204**

Responses	Total	
SDCCE does not impact student views	20	1%
Other	22	1%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q10g. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

I feel a sense of belonging to this school.

Responses	Total	
Strongly Agree	1990	55%
Somewhat Agree	896	25%
Neither Agree nor Disagree	581	16%
Somewhat Disagree	77	2%
Strongly Disagree	73	2%
Total	**3617**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,617).

			Responses	Total	
Answered	**3617**		Lack sense of belonging	35	1%
No Response	**970**		Lack of school community feel	16	<1%
Skipped	**0**		Felt disliked/excluded	14	<1%
Not Applicable	**142**		Other	27	1%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q10h. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

Students have a voice in matters related to SDCCE's programs and services.

Responses	Total	
Strongly Agree	1678	51%
Somewhat Agree	801	24%
Neither Agree nor Disagree	672	20%
Somewhat Disagree	90	3%
Strongly Disagree	68	2%
Total Responses	**3309**	**100%**

[Follow-up] Please provide more information about why you disagreed with one or more statements in the previous question (Percentages are calculated based on the total number of valid answers; 3,309).

Answered	**3309**
No Response	**965**
Skipped	**0**
Not Applicable	**455**

Responses	Total	
SDCCE does not support students opinions and ideas	34	1%
Felt Ignored	23	1%
Not offering classes students feel are needed	21	1%
SDCCE does not take action based on student feedback	33	1%
Other	33	1%

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Note 3 (right table). Respondents who answered "Somewhat Disagree" or Strongly Disagree" were asked to provide additional information. This information is displayed on the right table. Not all respondents provided an answer. Percentages are calculated based on the number of valid answers.

Q11. Which of the following items should SDCCE focus on during the next several years (select up to three):

Responses	Total	
Offer a wider variety of classes.	1175	31%
Keep class content and technology up to date with labor market needs.	1217	32%
Improve enrollment processes.	1080	28%
Offer classes aligned with local employment needs.	944	25%
Enhance the quality of student support services (e.g., counseling, enrollment, career services).	772	20%
Increase resources for workforce readiness.	619	16%
Offer classes at different locations.	594	16%
Enhance the quality of classes.	533	14%
Increase the variety of student support services.	471	12%
Continue Online	51	1%
None of the Above	345	9%
Total Responses	**7801**	**---**
Total Respondents	**3803**	**100%**

Answered	**3803**
No Response	**926**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group except "None of the Above".

Q12. What new student support services would you like to see?

Responses	Total	
Financial Aid/Scholarships	27	12%
Enrollment Process Support	27	12%
Suggestion box (very specific request)	27	12%
Better Academic Counseling Quality	22	10%
Technology Support	19	9%
Faster Response From Staff to Student Inquiries	18	8%
More Student Support Services in General	14	6%
Build Cohesive School Community	14	6%
Tutoring	10	5%
Other	39	18%
Total	**217**	**100%**

Answered	**217**
No Response	**4467**
Skipped	**0**
Not Applicable	**45**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted descendingly based on the number of responses by group except "Other".

Note 3. "Other" includes 39 responses related to academic support, help to DSPS, disabled, and Emeritus students, more resources to students, career counseling, mental health support, and cultural sensivity awareness.

Note 4. Reasons were established based on the most recurrent responses to this open-ended question. During the coding process, only the main idea was extracted from open-ended responses with multiple themes.

Q13. What type of classes would you like to see offered? (select up to three):

Program	Total	
Healthcare	601	28%
Information Technology	587	27%
Digital Media and Programming	506	24%
Business and Accounting	497	23%
Skilled and Technical Trades (e.g., Welding, Plumbing, Electronics)	426	20%
Hospitality and Culinary Arts	391	18%
Clothing and Textiles	315	15%
Child Development	288	13%
Automotive	127	6%
Specialty Fields	98	5%
Arts, Artisan Crafts, Photography	91	4%
More Emeritus Classes	66	3%
Music, Dancing, Singing,Performing Arts, and Writing	52	2%
Humanities and Liberal Arts	48	2%
Foreign Language	41	2%
Health, Nutrition, Fitness, Social, and Travel	40	2%
Cosmetology	19	1%
ESL and Citizenship	19	1%
Personal Home and Finance	18	1%
Other	589	28%
Total Responses	**4819**	**---**
Total Respondents	**2140**	**100%**

Answered	**2110**
No Response	**2589**
Skipped	**0**
Not Applicable	**176**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group.

Q14. In which area of San Diego would you like to see these classes offered?

Region	Total	
North Central	137	28%
Central San Diego	104	21%
East County	48	10%
South Bay	47	10%
North County	46	10%
All Areas	41	8%
North Inland	34	7%
North Coastal	27	6%
Total Responses	**484**	**100%**

Answered	**484**
No Response	**4206**
Skipped	**0**
Not Applicable	**39**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Rows have been sorted in descending order based on the number of responses by group except for None of the above.

Note 4. Areas were defined from www.sandiegocounty.gov › sdc › indicators › Map_and_Regional_Data

Q15. Please select all the situations you experienced during the last 12 months (select all that apply):

Responses	Total	
I had a difficult time paying for rent or mortgage.	701	19%
I had a difficult time paying for utilities.	644	17%
I had to eat less or skip meals because I did not have enough money for food.	302	8%
I had to move in with others due to financial problems.	315	8%
I did not know where I was going to sleep.	77	2%
None of the above.	2648	72%
Total Responses	**4687**	**---**
Total Respondents	**3695**	**100%**

Answered	**3695**
No Response	**1034**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Respondents may have selected more than one option. Percentages reflect the response count divided by total respondents answering the question.

Note 3. Columns have been sorted in descending order based on the number of responses by group except for None of the above.

Q16. What is your employment status?

Status	Total	
Unemployed	2066	58%
Full-time employee	658	18%
Part-time employee	574	16%
Self-employed	270	8%
Total	**3568**	**100%**

Answered	**3568**
No Response	**1161**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Q17. What is your gender?

Gender	Total	
Woman	2705	73%
Man	876	24%
Prefer not to answer	108	3%
Prefer to self-describe:	19	1%
Non-binary/ third gender	12	<1%
Total	**3720**	**100%**

Answered	**3720**
No Response	**1009**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group.

Q18. What is your race/ethnicity?

Race/Ethnicity	Total	
White	1326	36%
Latinx	1027	28%
Asian	548	15%
African American	191	5%
Filipino	160	4%
Other Non-White	82	2%
American Indian/Alaskan Native	32	1%
Pacific Islander	26	1%
Prefer not to answer	321	9%
Total	**3713**	**100%**

Answered	**3713**
No Response	**1016**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

Note 2. Rows have been sorted in descending order based on the number of responses by group except for "Prefer not to answer" category.

Q19. What is your age?

Age	Total	
Under 18 years old	22	1%
18-24	368	10%
25-29	253	7%
30-39	663	18%
40-49	617	17%
50 and older	1790	48%
Total	**3713**	**100%**

Answered	**3713**
No Response	**1016**
Skipped	**0**
Not Applicable	**0**

Note 1. Percentages for each question have been calculated using only valid answers.

SURVEY INSTRUMENT

1. What is your Spring 2021 enrollment status? (online or in-person classes)

I am currently attending classes at SDCCE

My classes at SDCCE are over

I was attending classes at SDCCE, but I had to stop attending

Other (please specify):

2. Please tell us the reason(s) why you had to stop attending classes at SDCCE

3. Which SDCCE program(s) are you currently enrolled? If you are not attending classes in Spring 2021, select the program(s) you were previously enrolled (select all that apply)

- ☐ Automotive
- ☐ Business and Accounting
- ☐ Child Development
- ☐ Clothing and Textiles
- ☐ Digital Media and Programming
- ☐ Disabled Student Programs and Services (DSPS)
- ☐ Emeritus (for age 55+)

- ☐ English as a Second Language (ESL)/Citizenship
- ☐ Healthcare
- ☐ High School Diploma/High School Equivalency (HSD/HSE) and Basic Skills
- ☐ Hospitality and Culinary Arts
- ☐ Information Technology
- ☐ Skilled and Technical Trades (e.g., Welding, Plumbing, Electronics)

4. What is one word or short phrase that comes to mind when you think of SDCCE?

5. What learning environment do you prefer to enroll in this upcoming academic year (Fall 2021 and Spring 2022)?

○ Online (Set Meeting Times)

○ Online (No Set Meeting Times)

○ Mixed online with and without set meeting times

○ Only in-person classes

○ Mixed in-person/online classes

○ I am unsure about enrollment decision at this time

○ I do not plan to re-enroll

6. Why do you prefer {{Q5}}?

7. How can SDCCE support you in taking {{Q5}} next year?

8. To what extent do you agree or disagree with each of the following statements about your student experience at SDCCE?

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	I Do Not Know
Overall, it was easy to find information about the program before I enrolled.	○	○	○	○	○	○
Overall, I was satisfied with the enrollment process.	○	○	○	○	○	○
Overall, I am satisfied with the course content in most of my classes.	○	○	○	○	○	○
Overall, I am satisfied with my experience at SDCCE.	○	○	○	○	○	○
If asked, I would tell others to come to SDCCE for school.	○	○	○	○	○	○

9. Please provide more information about why you disagreed with one or more statements in the previous question.

Overall, it was easy to find information about the program before I enrolled.	
Overall, I was satisfied with the enrollment process.	
Overall, I am satisfied with the course content in most of my classes.	
Overall, I am satisfied with my experience at SDCCE.	
If asked, I would tell others to come to SDCCE for school.	

10. To what extent do you agree or disagree with each of the following statements about SDCCE's institutional climate?

	Strongly Agree	Somewhat Agree	Neither Agree nor Disagree	Somewhat Disagree	Strongly Disagree	I Do Not Know
I am treated with respect.	○	○	○	○	○	○
Students have a voice in matters related to SDCCE's programs and services.	○	○	○	○	○	○
I feel valued as a student.	○	○	○	○	○	○
SDCCE is welcoming to diverse student groups.	○	○	○	○	○	○
I feel a sense of belonging to this school.	○	○	○	○	○	○
I feel a sense of belonging in my class.	○	○	○	○	○	○
SDCCE encourages students to share their ideas openly.	○	○	○	○	○	○
After attending SDCCE, I have a greater appreciation of human differences.	○	○	○	○	○	○

Please provide more information about why you disagreed with one or more statements in the previous question.

[   ]

11. Which of the following items should SDCCE focus on during the next several years (select up to three):

- ☐ Offer a wider variety of classes.
- ☐ Offer classes aligned with local employment needs.
- ☐ Offer classes at different locations.
- ☐ Keep class content and technology up to date with labor market needs.
- ☐ Enhance the quality of classes.
- ☐ Improve enrollment processes.
- ☐ Enhance the quality of student support services (e.g., counseling, enrollment, career services).
- ☐ Increase the variety of student support services.
- ☐ Increase resources for workforce readiness.
- ☐ Other (please specify):

- ☐ None of the above.

12. What new student support services would you like to see?

13. What type of classes would you like to see offered? (select up to three):

- ☐ Automotive
- ☐ Business and Accounting
- ☐ Child Development
- ☐ Clothing and Textiles
- ☐ Digital Media and Programming
- ☐ Healthcare
- ☐ Hospitality and Culinary Arts
- ☐ Information Technology
- ☐ Skilled and Technical Trades (e.g., Welding, Plumbing, Electronics)
- ☐ Other (please specify):

- ☐ None of the above

14. In which area of San Diego would you like to see these classes offered?

In order to best direct our services, please respond to the following student basic needs questions. Responses to these questions will be reported in summary only.

15. Please select all the situations you experienced during the last 12 months (select all that apply):

☐ I had to eat less or skip meals because I did not have enough money for food.

☐ I had to move in with others due to financial problems.

☐ I had a difficult time paying for rent or mortgage.

☐ I did not know where I was going to sleep.

☐ I had a difficult time paying for utilities.

☐ None of the above.

The following demographic questions are used for research purposes only. Your responses will be kept confidential.

16. What is your employment status?

○ Full-time employee

○ Part-time employee

○ Self-employed

○ Unemployed

17. What is your gender?

○ Man

○ Non-binary/ third gender

○ Woman

○ Prefer not to answer

○ Prefer to self-describe:

[_____]

18. What is your race/ethnicity?

○ African American

○ American Indian/Alaskan Native

○ Asian

○ Filipino

○ Latino/a

○ Pacific Islander

○ White

○ Other Non-White

○ Prefer not to answer

19. What is your age?

○ Under 18 years old

○ 18-24

○ 25-29

○ 30-39

○ 40-49

○ 50 and older