

Basic Skills Students Survey

Spring 2015 Condensed Version

12/23/2015
San Jose City College
Basic Skills Committee



Basic Skills Students Survey (Spring 2015) Sample Population 1

Condensed Version

Process: The Lime Survey was conducted from April 17 to May 1, 2015. Participants received an invitation and two follow up reminders.

Total Invitations Sent: 2,715

Surveys Completed: 157

Note: Sample Population 1 were students who were enrolled in one of the following courses: 6 levels of ESL courses; 3 levels of reading courses; 2 levels of English courses; and 3 levels of math courses during the Spring 2015, Fall 2014, Spring 2014, and Fall 2013. They were invited in the survey if they had dropped one of the basic skills courses, but continued enrolled at SJCC.

Following is a condensed version of the report. The full report includes 6 questions and can found on our website.

Question 1: What is your educational goal?

Educational Goal (Number of Students)	Percentage
Career Technical Certificate (18)	11.46%
AA/AS degree – with no plans to transfer to a 4-year college or university (35)	22.29%
AA/AS degree AND transfer to a 4-year college or university (85)	54.14%
Update job skills (20)	12.74%
Improve communication skills (20)	12.74%
Personal interest (13)	8.28%
Undecided (8)	5.10%
Other (3)	1.91%

Question 2: Please share the reasons(s) you dropped the class you signed up (registered) for. Results are the following:

Reason (Number of Students)	Percentage
The class was more difficult than I expected. (17)	10.83%
The class required more time that I had. (16)	10.19%
I experienced a change in my work situation. (5)	3.18%
I didn't have enough money to buy class materials. (6)	3.82%
I had a family or medical emergency. (13)	8.28%
I didn't like the class/instructor. (12)	7.64%
I had child care problems. (6)	3.82%
I lost motivation to attend the class. (8)	5.10%
Other reasons Separately listed.(32)	20.38%

Students also provided comments in regards to the reasons for dropping the course(s).

The class was more difficult than I expected. (Comments)

- The professor was great, but I needed more one-on-one help.
- The teacher was so fast I didn't understand.
- I felt like I needed a teacher to spend more time teaching me something than just giving me assignments and expecting me to know the answers somehow.
- I had a difficult time understanding the materials.
- The class was too fast paced.
- Writing is difficult for me.

The class required more time than I had. (Comments)

- Couldn't fit in my schedule.
- I work two jobs and didn't have no one to tutor me.
- It was a lot of work each day, and I have another class and a full time job.
- I am a stay-home mom and it was difficult to find enough time to study.
- The class required about 5 hours of homework, and it interfering with my other classes.
- I had too many things on my plate: 4 classes, work, projects, and family problems.

I experienced a change in my work situation. (Comments)

- Had to work full time for my housing situation.
- Finance problems.
- Not able to take time from work.
- I got a job as a preschool teacher that conflicts with the class schedule.
- I had no time because my work situation with a new schedule.

I didn't have enough money to buy class materials. (Comments)

- Material was expensive.
- I came as a refugee, and I didn't have any money for continue my class.
- I wasn't able to get financial aid, and I had no money to get the book I needed in order to successfully pass the course.
- The books.
- Failed the class already when I was unable to pay for the books

I had a family or medical emergency. (Comments)

- With my health.
- Parents got divorced.
- I was enrolled in Middle College and due to family emergency was unable to continue.
- Wife became very ill.
- Moved to a different city.
- Since my Mom got sick, I had to travel to my country.
- My grandfather was diagnosed with cancer, and he needed someone to care for him. A couple of weeks ago, my cousin passed away.
- I had 2 herniated disks in lower back.
- My father's dad passed away, so I left for an entire month.
- I fell behind because my son was having seizures. The instructor was of NO help to me, so I could catch up.

I didn't like the class/instructor. (Comments)

- There was a huge language barrier. Did not understand the instructor.
- The instructor had a heavy accent and was not willing to guide/help me the way I needed.
- The instructor made rude remarks to me.
- Felt discriminated from Asian teacher.
- I thought the instructor had a terrible, hard to follow style.

I had child care problems. (Comments)

- My daughter is an addict who disappears and leaves me with my grandson. I have no daycare.
- I cannot take the class because I have a 7 month baby.
- My child care was not in order, so I have to leave.
- My Mom needs to go back to Vietnam, so I don't have anybody to take care of my kids. I have to drop the weekend class.
- My child is frequently ill, after that I do not have time and energy to study.
- My son is 4. My babysitter had family issues and could no longer watch him.

I lost motivation to attend the class. (Comments)

- The class was not difficult enough.
- Wasn't inspired anymore.
- My instructor was boring and didn't make me feel like I wanted to learn.
- Once I started falling behind in class, I lost all motivation.
- I felt the class would be too hard and dropped it.

Other reasons. (Comments)

- Court order dates conflicted with midterms which were missed and unable to make up.
- In the computer class, people are 1.5 more time than computers. I couldn't see from the back of the classroom.
- I was passing through some rough personal times.
- Struggled too much.
- Found out that I didn't need the class for the one that I wanted to take.
- Night class was going too fast. Crammed lessons in a short time for someone my age. We can learn, not at that fast speed.
- Transportation.
- Got in a car accident. Got dropped by teachers.

Question 3: Are you enrolled in another college or university?

12% (18) students were enrolled, whereas, 75.16% (118) were not.

Question 4: List the school you are attending.

Other School	Students
DeAnza College	1
Evergreen College	4
Mission College	2
San Joaquin Delta College	1
San Jose State University	2
West Valley College	3

Question 5: If yes, what made you decide to take the class at this school?

Comments:

- Courses accepted in a 4 year transfer.
- Better professor for the math class I need.
- Well, their curriculum was a bit simpler.
- Availability and the fact that I had to repeat a class taken there.
- The class and school were close to my doctor. Making it easy to attend my doctor's appointments on time.
- To repeat a reading and math class.
- I was chosen to participate in a BA Cohort.
- I started there and just finishing there was good.

Question 6: How can SJCC help the students be more successful? Please share with us suggestions.

Comments:

- Have more rooms where students can hangout and not be so stressed. Or have some outside activities on the grass area. Simple stuff like that to help students/teachers get their mind off. It would be fun for the college. And a good way to get people off their cell phones and do real socializing.
- Better professors.
- More online classes.
- Have longer library times to study.
- Increase ESL classes.
- Offer onsite child care service with reasonable rates for students.
- More tutoring center and more security.
- Asking students to write comments about their professors (if they have any comments).
- I think SJCC help students by doing more closely discuss between teacher and students like teamwork to gain success.
- SJCC is a good school.
- It should be easier to talk to a counselor.
- Better explanation on the subject.
- Smaller classes.
- I think that at the beginning of the class, professors should take a moment to explain the resources of SJCC. My profs did a great job because they gave me important information, but I know that not all the profs do it.

- There is no information about all the programs that SJCC offers. It is like finding a needle in stable. There is no VTA Bus Program.
- Involve lectures of successful people.
- Teachers more interested to teach; different methods to teach.
- Lowering down the cost of classes and materials that one can buy.
- Provide daycare at location.
- Open more classes.
- It is fine in my opinion.
- More diverse courses offered.
- Have corporate sponsors in the community host internships students can get a chance to explore what's available locally with and international presences (i.e. hotels, accounting firms, federal government).
- Getting better English teachers. For example, in my English course that required 2 hours and of course 2 days a week, each day he would spend an hour talking about nonsense and 45 minutes about homework and the last 15 minutes about the class. How was that going to help us learn English? I didn't like that he was wasting a lot of time talking about his/her life.
- More assistance with math. I left school in 1996, and recently returned (18 yrs later). When I attempted my math class again, I realized I had forgotten my math. Now I must retake classes to bring my up to speed.
- Class schedule that help full time working adults.
- Don't give financial aid the last 3 weeks of the semester because it's already too late to pay for classes. Teachers can be more supportive when dealing with mental issues.
- Need study groups and help open on weekends at SJCC. This will help the ones that need more attention on assignments to get the help that is needed.

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