



Saddleback College
Student Gap Survey

Saddleback College Student Gap Survey

Prepared by: Pamela Cox-Otto, Ph. D

February 27th, 2009

Table of Contents

EXECUTIVE SUMMARY.....	4
FINDINGS	5
RECOMMENDATIONS.....	6
SURVEY SAMPLE AND DEMOGRAPHICS.....	7
OVERVIEW	7
.....	7
GENDER.....	7
AGE.....	8
RACE/ETHNICITY.....	9
SEMESTERS ATTENDED.....	10
CUMULATIVE GPA.....	11
FINANCIAL AID USE.....	12
MAJOR PROGRAM OF STUDY	13
FULL-TIME OR PART-TIME	15
ESTIMATED GRADUATION	16
PURPOSE FOR ATTENDING SADDLEBACK COLLEGE	17
REASONS FOR CHOOSING SADDLEBACK COLLEGE	18
SURVEY RESULTS PART I: SATISFACTION LEVELS.....	21
1: GETTING INTO SADDLEBACK COLLEGE AND COLLEGE PREPARATION.....	22
2: FINANCIAL AID.....	23
3: PRINT AND ONLINE INFORMATION (MATERIALS)	24
4: REGISTRATION & REGISTRAR FUNCTIONS	25
5: CLASS SCHEDULING.....	26
6: ADVISING AND COUNSELING.....	27
7: CAREER ASSISTANCE	28
8: COLLEGE SUPPORT SERVICES.....	29
9: ACCESS TO INFORMATION	30
10: COLLEGE IMAGE.....	31
SURVEY RESULTS PART II: GAP ANALYSIS	32
SMALL GAPS.....	33
MEDIUM GAPS	34
MAJOR GAPS	35

POSITIVE GAPS	35
THE BIG PICTURE.....	36
<u>SURVEY RESULTS PART III: QUALITATIVE DATA.....</u>	<u>37</u>
NAME OF HIGH SCHOOL ATTENDED PRIOR TO ATTENDING SADDLEBACK COLLEGE.....	37
LOCATION OF HIGH SCHOOL ATTENDED PRIOR TO ATTENDING SADDLEBACK COLLEGE.....	40
COMMENTS ABOUT EXPERIENCES GETTING INTO SADDLEBACK COLLEGE.....	42
COMMENTS ABOUT EXPERIENCES WITH ORIENTATION CAMPUS TOUR	46
COMMENTS ABOUT EXPERIENCES WITH FINANCIAL ASSISTANCE	49
COMMENTS ABOUT EXPERIENCES WITH REGISTRATION	53
COMMENTS ABOUT EXPERIENCES WITH CLASS SCHEDULING	56
COMMENTS ABOUT EXPERIENCES WITH COLLEGE ADVISING	59
COMMENTS ABOUT EXPERIENCES WITH CAREER ASSISTANCE	63
ISSUES OR PROBLEMS WITH EXPERIENCES AT SADDLEBACK COLLEGE	65
WHERE STUDENTS GO WHEN HAVING DIFFICULTIES AT SADDLEBACK COLLEGE	70
<u>APPENDIX 1 – STUDENT GAP SURVEY</u>	<u>75</u>

Executive Summary

This research was conducted via the web February 2, 2009 to February 17, 2009.

It measures two elements: First is how important students view a variety of experiences and services offered by the college. Second is how satisfied students are with that experience at your college.

When experience is rated more highly than the importance level, we have a positive Gap where the college has exceeded student expectations. When experience is less highly rated than the importance level, we have a negative Gap where the college fails to meet student expectations.

Not all Gaps are significant. There are many Small Gaps that the college should see as fundamentally meeting student expectations. It is where those Gaps are large, or in areas where the college takes particular pride and places particular importance, that the Gaps are significant.

Overall, Saddleback College is meeting the majority of its student's expectations, with only small and medium sized Gaps.

Areas that have Small Gaps include:

Print & Online Materials (-.02)
Access to Information (-.07)
Support Services (-.10)
Business Office (-.11)
Image (-.22)

Areas with Medium Gaps include:

Advising (-.52)
Career Assistance (-.54)
Financial Assistance (-.56)
Scheduling (-.85)

Areas with Medium Gaps include:

Intake (.65)

Among the individual items that comprised these variables there are a few Gaps of note. These are areas upon which the College will want to focus. They are:

Times for Classes Offered (-1.0)
Academic Advising (-.9)
Financial Aid Process (-.8)
Bookstore (-.8)
Days Classes are Offered (-.8)
Financial Aid Face to Face (-.7)
Registration Advising (-.7)

Bookstore (-.8)
Online Class Schedule (-.7)
Career Advising (-.6)
Perceived Quality of Faculty (.5)
Transfer Advising (-.5)

Finally, in the area where you have a Positive Gap you are exceeding student's expectations. In this case, it is because students see them as unimportant. Within the variable "intake," students view the Campus Tour and Orientation as unimportant. These services need to be examined for their relevancy to your current student population.

Findings

- *Close to home* is the most frequent reason students give for attending Saddleback, supporting the idea that location is key to the college and those it primarily serves.
- However, the second most frequent response was *good reputation of the college*.
- Overall, athletics, scholarships and the presence of a specific major do not appear to be significant factors in choice.
- Overall, students are generally “slightly satisfied” to “satisfied” with the application process and the admission information on the web.
- Admissions information on the web is the single most important item among the admissions issues (4.9) followed by application (4.6).
- There is a Positive Gap in both orientation and tour as the orientation is at the midpoint of the scale (3.4) but satisfaction is at the “slightly satisfied” (3.9) level. This is also true of the College Tour, which is more than “Slightly Unimportant” (2.8), but students are only “Slightly Dissatisfied.”
- Participants were most dissatisfied with telephone assistance and face-to-face assistance with financial aid, with a mean of 3 and 3.3 (slightly dissatisfied) respectively. This experience is more likely reflective of student experiences with the college’s role in the FAFSA explanation process.
- *All of the ratings for business office services are very good. Expectations are solid (5.2/5.2 important) and being met (5.0/5.1 expectations and satisfaction).*
- The payment process and options are seen as important, and students were “satisfied” with payment process (5.0), payment options (5.1).
- *Most of the advising services received “slightly” satisfied” ratings. Of concern is the Gap (-.9) between Importance (5.0) and Satisfaction (4.1) on the issue of academic advising. There are other sizable Gaps including registration advising (-.7) and career advising (-.6) which are also a concern.*
- Assistance with career information, job placement, and links with the business community are areas that are seen as slightly important and there is a slight sense of dissatisfaction among students.
- Students identified quality faculty (5.5) and good value for the money (5.5) as the most important elements of the college image. There is a Medium Gap (-.5) in satisfaction with faculty, and a Medium Gap (-.4) in value for the money.

Recommendations

Immediate

- Saddleback College should move quickly to examine scheduling issues. Students are concerned about when classes are offered, and this implies more after-work and evening classes, along with asynchronous learning opportunities. This issue needs to be examined by your Academic division.
 - One way in which this could be done is a simple, end-of-semester, in-class evaluation that asks what time and day would have been more convenient for the student.
- The advising issues related to academic and transfer advising need to be examined, as they are an important part of the college's mission and transfer image. Both areas have sizable Gaps, the source of which is not known. Saddleback will need to do an additional inquiry into the ways in which student expectations are not being met. This issue needs to be examined by the Student Services Division.
 - One way this could be addressed is follow up interviews with students who have used these services. Remember, the Gap does not mean these services are of no quality, only that student expectations are not being met.

Longer Term

- While Student Support Services have only minor Gaps, there is an issue with the college bookstore. We recommend the college look at the bookstore functioning from a student perspective.
 - One simple solution is to use current students as "secret shoppers" to provide their experience, and use this information as a baseline to improve services.
- Career assistance is something the college should look to improve over time. Students do not put a premium on this service, so it is not a top priority. However, as your student populations skew toward returning adults, a focus on job applicability will become more important. This should be addressed as time permits. The areas include career information on the web, job search assistance, and internships linked to programs.
- The financial aid process is always a target in the Gap Survey, as it is the college department that must say "No" to many students and it assists students with complicated forms and processes (i.e. FAFSA). However, the low levels of satisfaction with the personal contact between students and the college (Face To Face and Phone) need to be examined, as they are sufficiently low to be problematic.
- The entire application process can be improved, but orientation and college tours should be examined first. They are seen as low in importance. Given your significant population of traditional age students, the question is why. In the best case, perhaps they are not needed. In the worst case, there may be other factors shaping this issue.

Communications

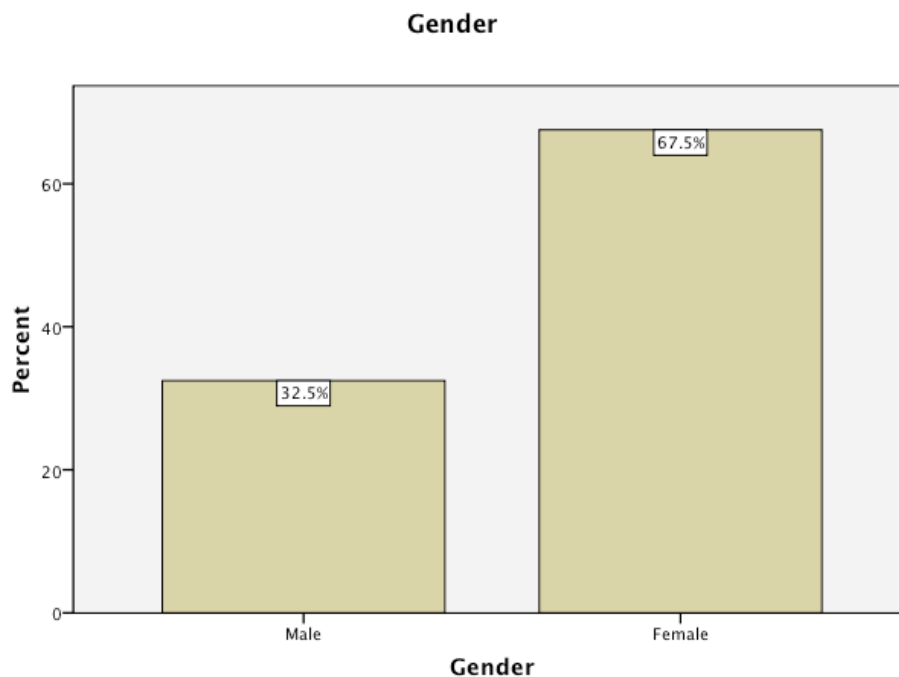
- *Generally students are slightly satisfied with the information they are receiving on campus. The college may want to focus on improving ways to deliver information in short, useable "bursts."*

Survey Sample and Demographics

Overview

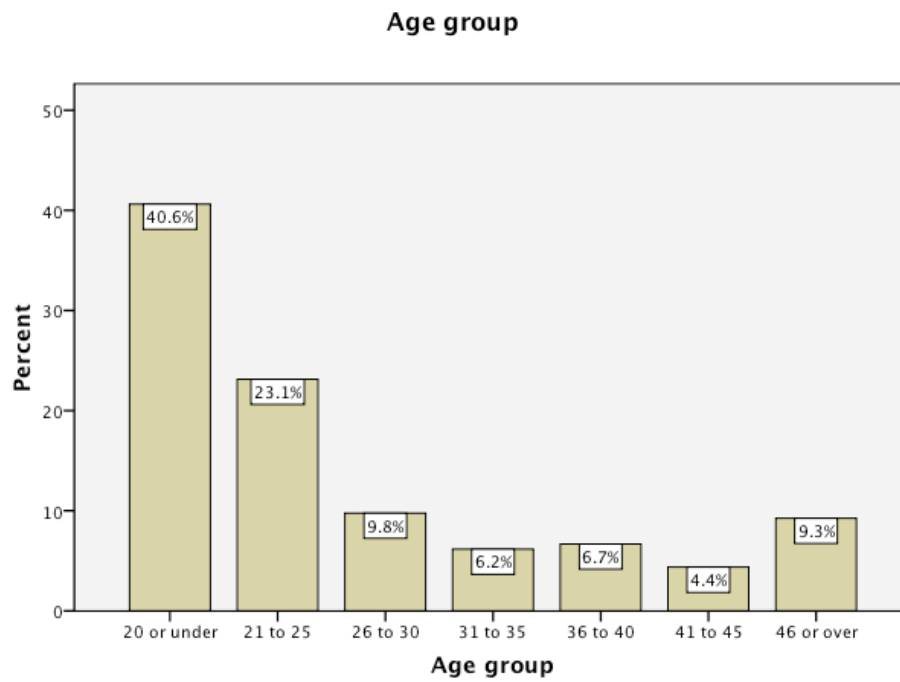
The total number of students who completed this survey was 392. Students were asked to visit a website to complete the study.

Gender



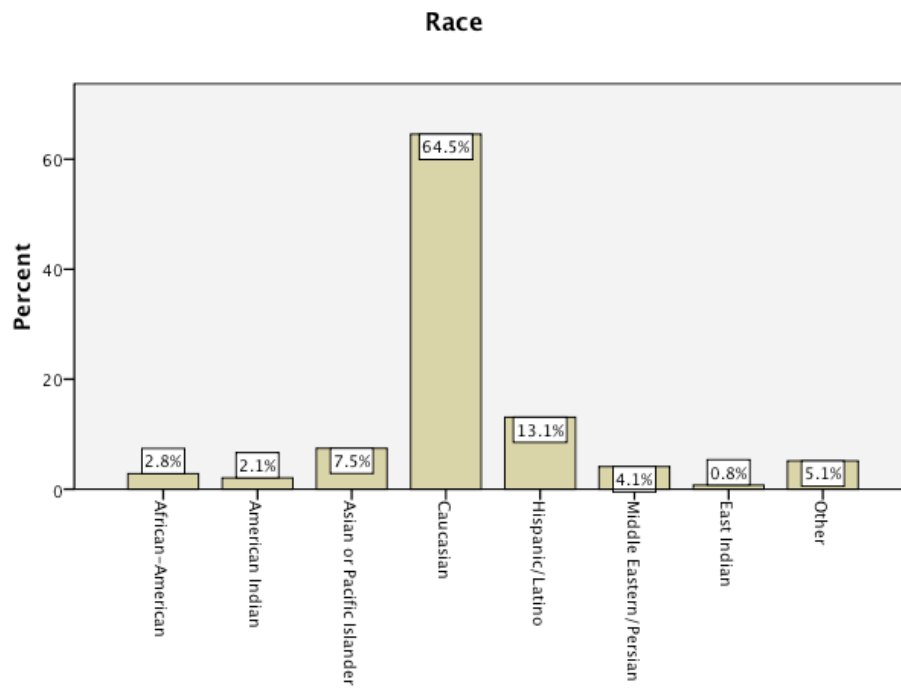
- The Saddleback College sample for this survey was two-thirds female and one-third male. This ratio is representative of community college campuses throughout the country.

Age



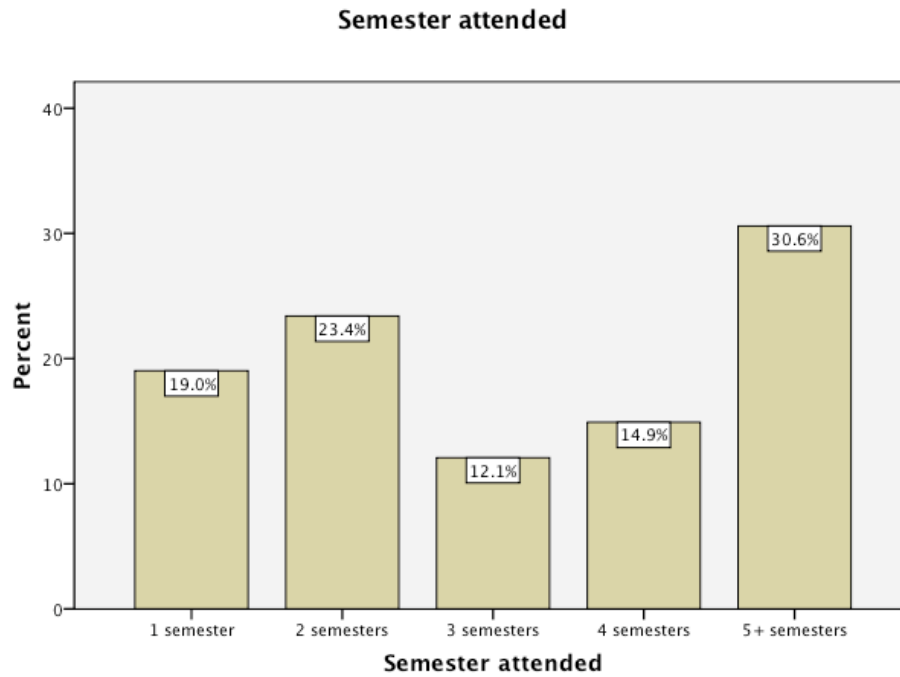
- More than 60% of respondents were 25 years old or less and could be considered traditional age college students.

Race/Ethnicity



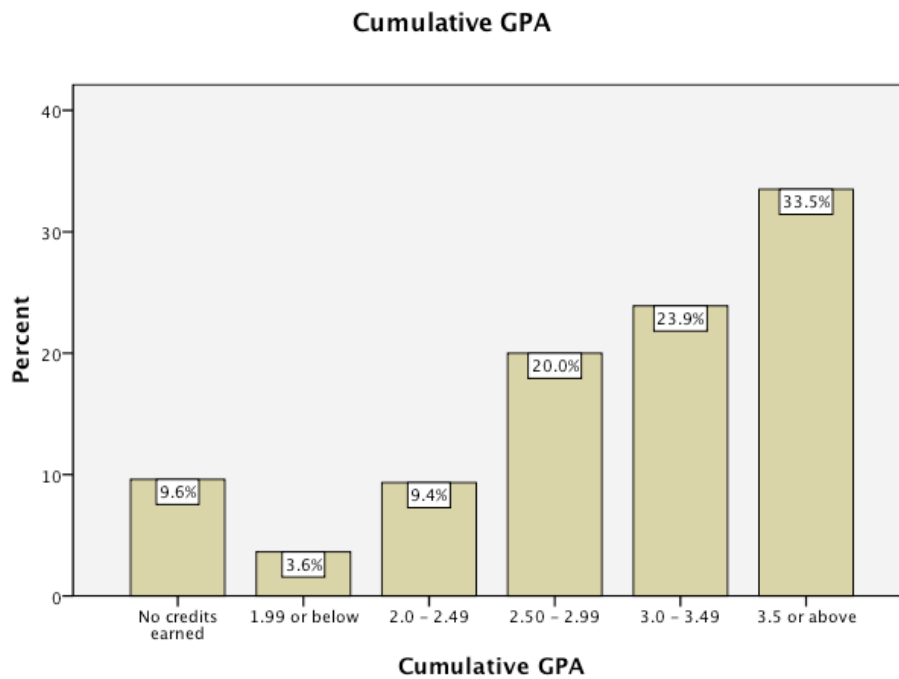
- More than 50% of the sample identified themselves as Caucasian
- More than 13% of the sample identified themselves as Hispanic, 7.5% Asian or Pacific Islander, with the remaining 14.5% split between African-American, American Indian, Middle Eastern/Persian, East Indian, or Other.

Semesters Attended



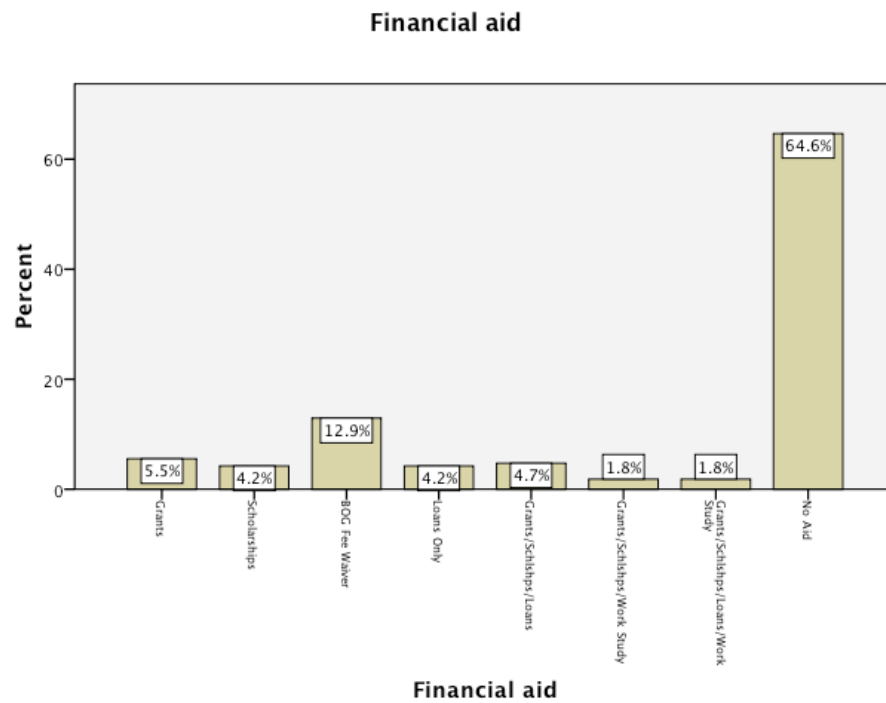
- Most of the students who participated were long-term students at Saddleback College.

Cumulative GPA



- The students who participated in the survey appear to be some of the more successful students at Saddleback College.
- It is possible that the survey attracted students who are more successful at Saddleback College or students who participated in the survey felt a need to inflate their grades in their responses.

Financial Aid Use



- Nearly two-thirds of participants did not receive any financial aid, while the others received some form of assistance.

Major Program of Study

- Nursing comprised 15% of the students who responded to the study.
- A significant number of Psychology (11.4%) and Undecided Students (8.8%) participated.

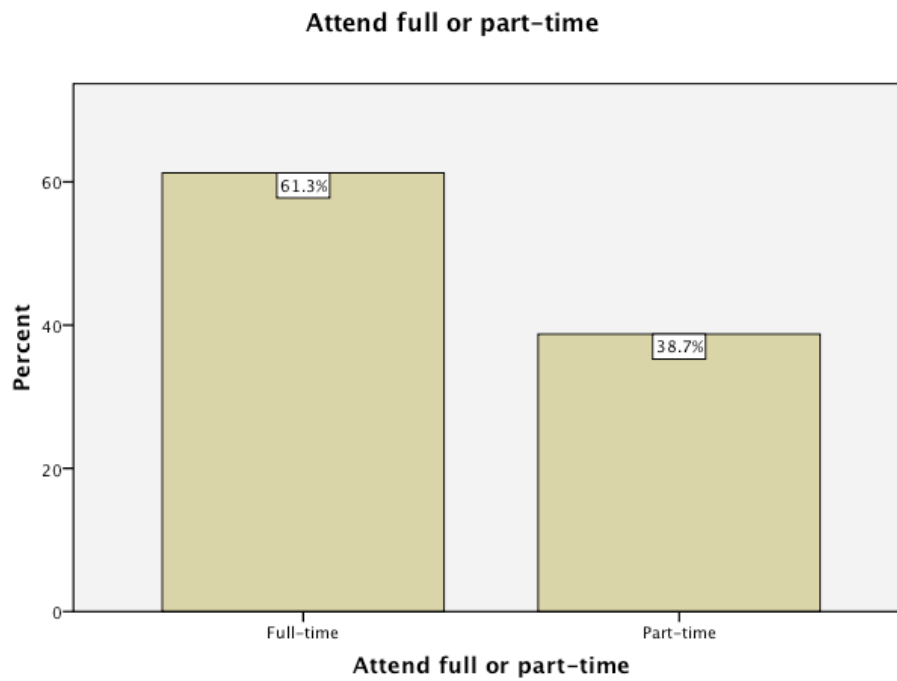
<i>Program</i>	<i>Frequency</i>	<i>Percent</i>
Nursing	58	15.0%
Psychology	44	11.4%
N/A; Undecided	34	8.8%
Business Administration/ Management/Marketing	22	5.7%
Communications	17	4.4%
General Education	12	3.1%
Child Development/ Psychology	10	2.6%
Early Childhood	10	2.6%
Engineering	8	2.1%
Political Science	8	2.1%
Anthropology	6	1.6%
Liberal Studies	6	1.6%
Art	5	1.3%
Biology	5	1.3%
Human Services	5	1.3%
Sociology	5	1.3%
Theater	5	1.3%
Accounting	4	1.0%
Education	4	1.0%
Film, Media and Entertainment	4	1.0%
History	4	1.0%
Music	4	1.0%
Architecture	3	0.8%
Criminal Justice	3	0.8%
English	3	0.8%
Fashion	3	0.8%
Interior Design	3	0.8%
Journalism	3	0.8%
Marketing	3	0.8%

Personal Development/Growth	3	0.8%
Chemistry	2	0.5%
Computer Information Management	2	0.5%
Computer Science	2	0.5%
Culinary Arts	2	0.5%
Economics	2	0.5%
Environmental Studies	2	0.5%
Geography	2	0.5%
Graphic Design	2	0.5%
Human Development	2	0.5%
International Business	2	0.5%
Italian	2	0.5%
Kinesiology	2	0.5%
Liberal Arts	2	0.5%
Medical	2	0.5%
Network Administration/ Information Security	2	0.5%
Pharmacy	2	0.5%
Photography	2	0.5%
Administrative Assistant	1	0.3%
Agriculture Science	1	0.3%
Applied Design	1	0.3%
Architectural Drafting	1	0.3%
Automotive Technology	1	0.3%
Biological Anthropology	1	0.3%
CDES	1	0.3%
Child and Adolescent Development	1	0.3%
CIM	1	0.3%
Communication Art, Radio/TV/Film	1	0.3%
Computer	1	0.3%
Computer design	1	0.3%

Creative Writing	1	0.3%
Dance Major	1	0.3%
Digital Media	1	0.3%
Drafting	1	0.3%
Drawing and Painting	1	0.3%
Drug and Alcohol Studies Certificate	1	0.3%
Eating Disorders	1	0.3%
ECE	1	0.3%
Emergency Medicine	1	0.3%
Family and Consumer Sciences	1	0.3%
Finance	1	0.3%
French	1	0.3%
Geology	1	0.3%
Health Care Administrations	1	0.3%
Horticulture	1	0.3%
Hygienist	1	0.3%
International Languages	1	0.3%
Management	1	0.3%

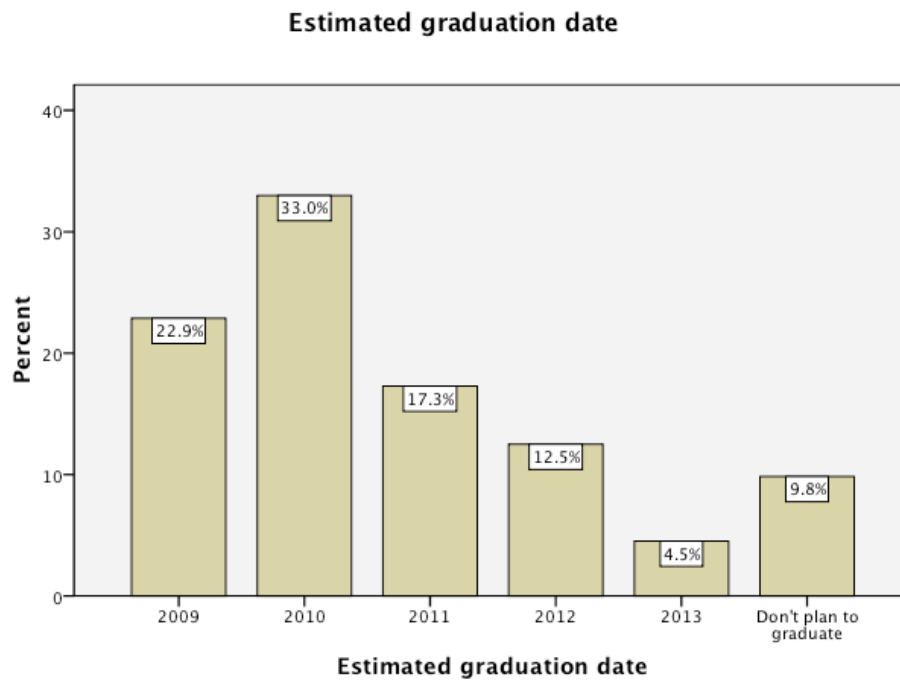
Marine Science Technology	1	0.3%
Media Studies	1	0.3%
MST	1	0.3%
Nutrition	1	0.3%
Occupational Studies	1	0.3%
Performing Arts	1	0.3%
Philosophy and Classics	1	0.3%
Physics	1	0.3%
Public Relations	1	0.3%
Radiology Tech	1	0.3%
Sign Language	1	0.3%
SLPA	1	0.3%
Small Business Management	1	0.3%
Social Science: Islamic and Arabic Studies	1	0.3%
Social Work	1	0.3%
Special Education	1	0.3%
Sports Medicine	1	0.3%
Teaching	1	0.3%

Full-time or Part-time



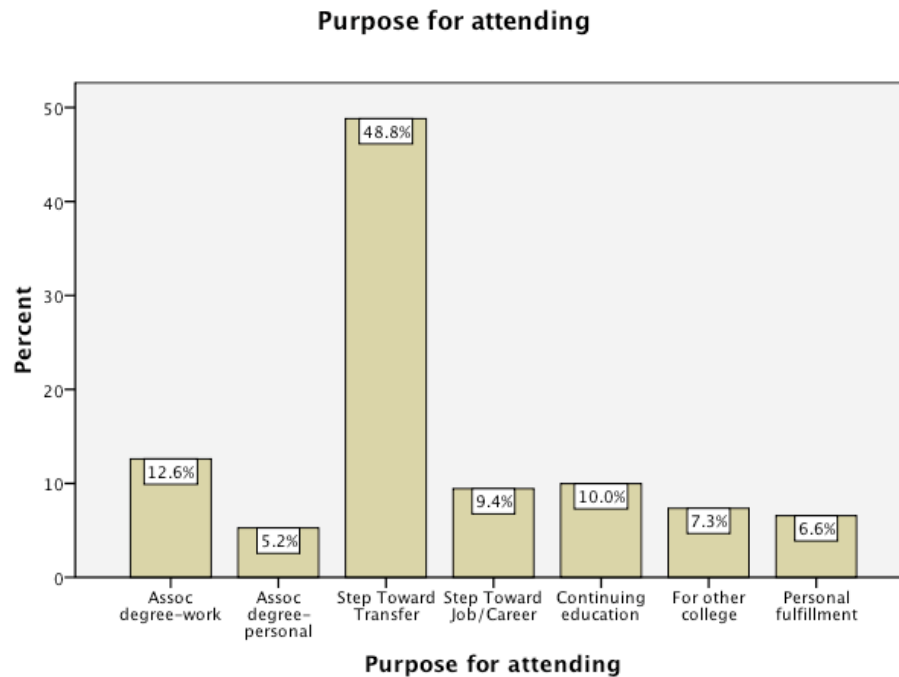
- Approximately two-thirds of the sample identified themselves as Full-Time Students.

Estimated Graduation



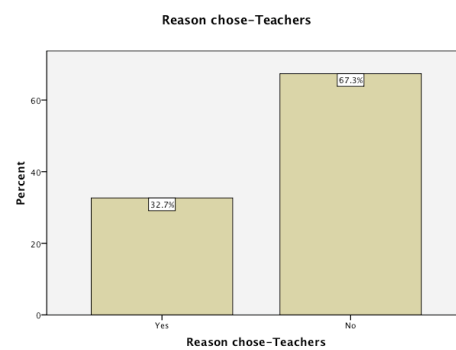
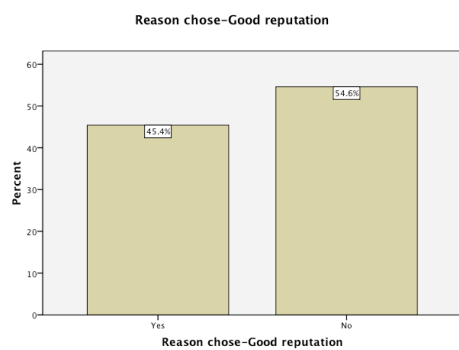
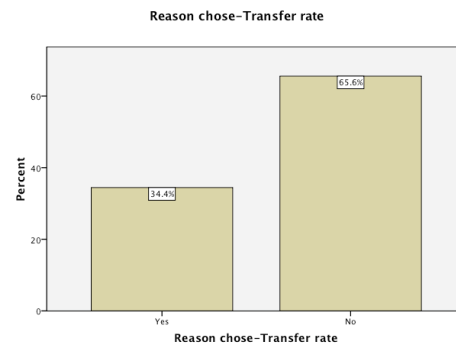
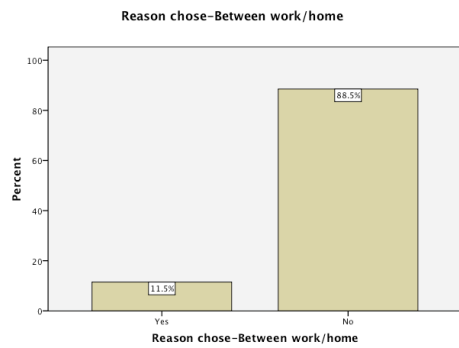
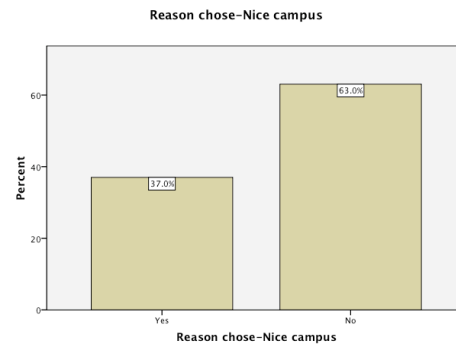
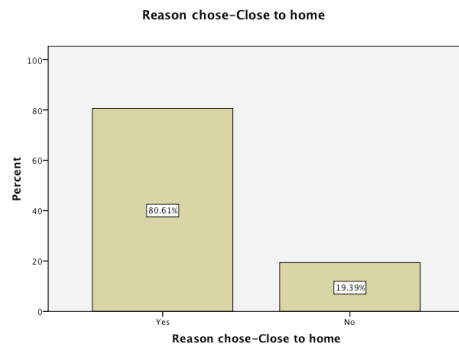
- Approximately 55% of participants expect to be graduating by 2010, which correlates with the number of students who indicate they have full-time status as students.
- It should be noted that 9.8% of the sample say graduation is not in their plans.

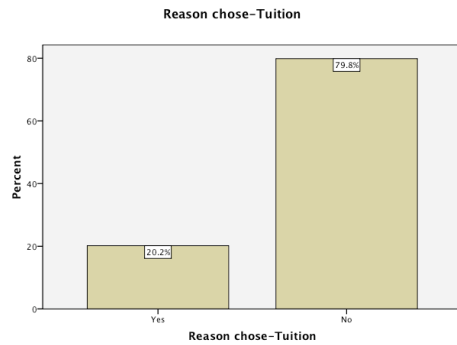
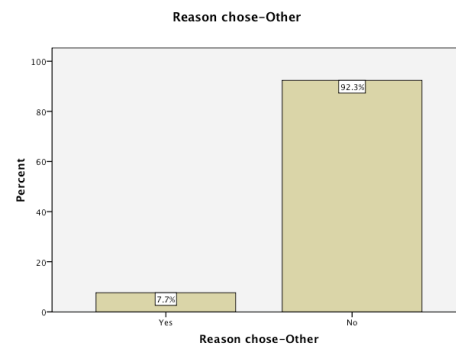
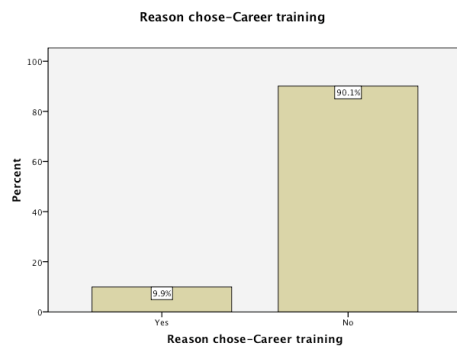
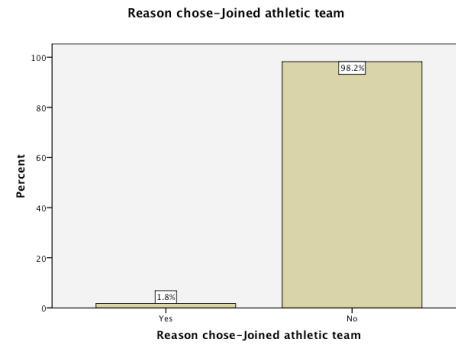
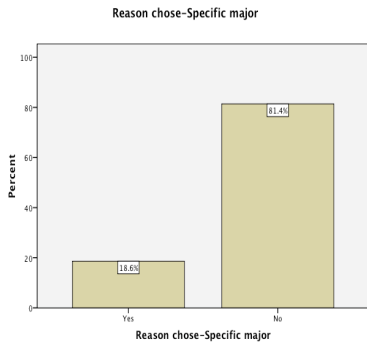
Purpose for Attending Saddleback College



- 48.8% of students surveyed are attending Saddleback College with the intention to transfer.
- An additional 12% are working towards an Associates Degree for working purposes and another 5% say they want an Associate Degree for personal reasons.
- Almost 7% of the sample say they are attending Saddleback College for continuing education reasons.

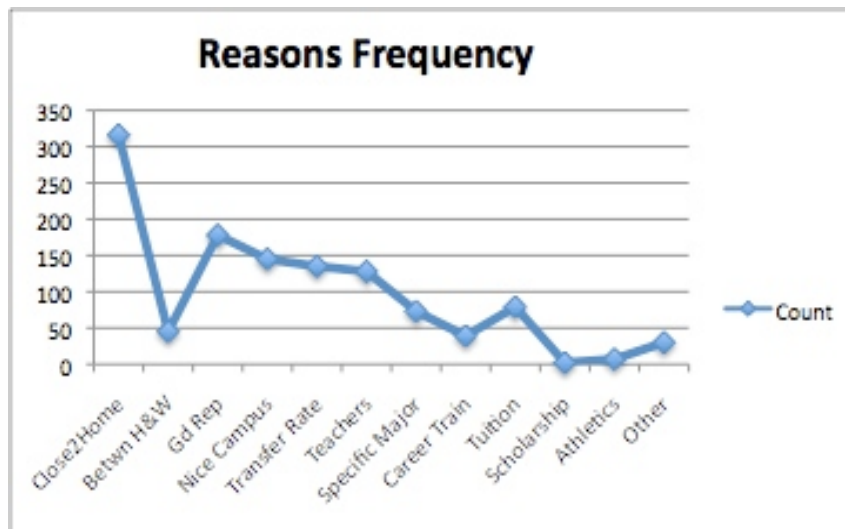
Reasons for Choosing Saddleback College





Comments: Reason Chose-Other

Online courses (10)
 Specific Program/Class Offered (4)
 Family Encouragement (3)
 Wasn't Ready to go to a 4 Year (2)
 Good Schedule
 Drug Court
 Vet Affairs Office is awesome!
 Affordable
 Employee
 Good Art Department
 Health insurance
 Certificate is only offered at Saddleback
 For my job at college
 Good Foundation
 Low Cost
 Veteran Programs



- Close to home is the most frequent response, supporting that location is key to the College and those who are primarily served.
- However the second most frequent response was the good reputation of the College.
- One of the more interesting factors was the relatively low numbers of students who identified Saddleback as a “drive-by college,” one that they attend because it was between work and home.
- Overall, athletics, scholarships and the presence of a specific major, do not appear to be significant factors in choice.

Survey Results Part I: Satisfaction Levels

There were ten main areas of student experience where importance, experience, and satisfaction were measured. The areas were:

- Getting into Saddleback College
- Financial Aid
- Print and Online Information
- Registration and Registrar Functions
- Class Scheduling
- College Advising and Counseling
- Career Assistance
- Support Services
- Access to Information
- College Image

Each area had multiple components that were examined as part of that experience.

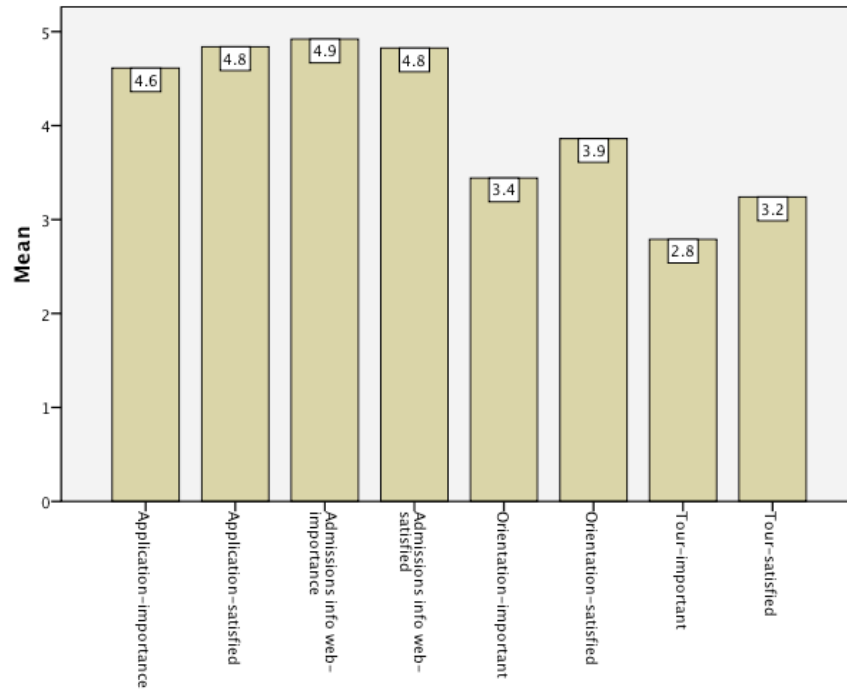
When the satisfaction rating is compared with the importance rating, the Gap between expectations and experience is revealed. This Gap Analysis provides information that allows us to see where students' expectations are either being fulfilled, met, or violated.

Please note that all scales in this report are a 1-6 point Likert Scale, with one being the most negative response and six being the most positive.

The scaling for Importance: 1= "very unimportant" 2= "unimportant" 3= "slightly unimportant" 4= "slightly important" 5= "important" 6= "very important"

The scaling for Satisfaction: 1= "very dissatisfied" 2= "dissatisfied" 3= "slightly dissatisfied" 4= "slightly satisfied" 5= "satisfied" and 6 = "very satisfied"

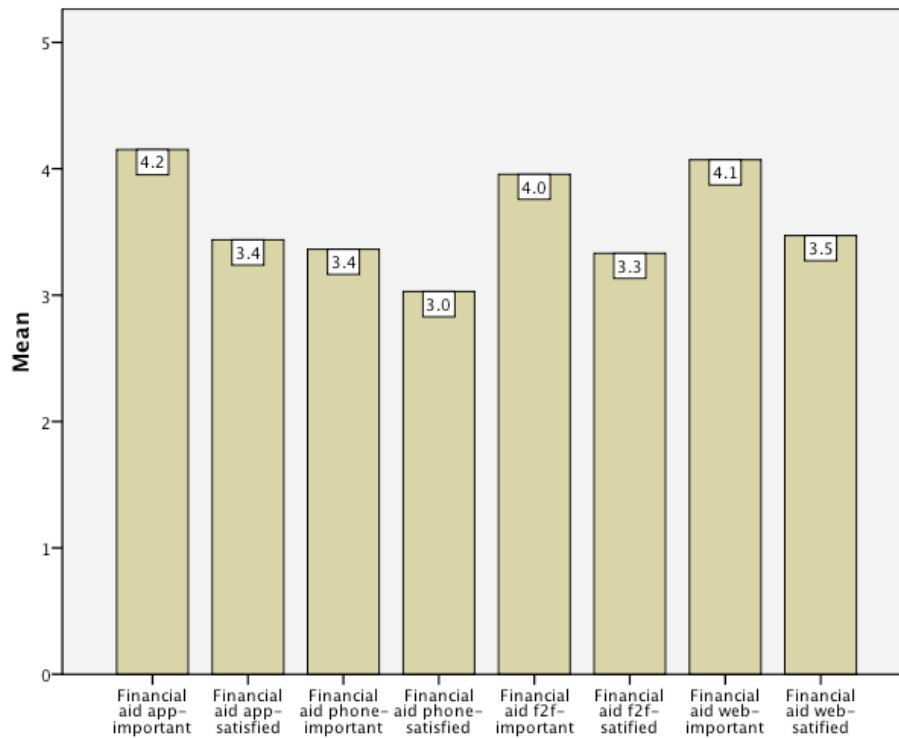
1: Getting into Saddleback College and College Preparation



- Overall, students are “slightly satisfied” to “satisfied” with the application process and the admission information on the web.
- Admissions information on the web is the single most important item among the admissions issues (4.9) followed by application. (4.6).
- Students are ambivalent about college orientation with equal numbers on both sides of the question (mean=3.4). On the plus side they are “slightly satisfied” (3.9) with the experience.
- Campus tours are viewed as least important (2.8) but there is a general lack of satisfaction 3.2 or “slightly dissatisfied” with them as well.
- There is a Positive Gap in both orientation and tour as the orientation is at the midpoint of the scale (3.4) but satisfaction is at the “slightly satisfied” (3.9) level. This is also true of the College Tour, which is more than “slightly unimportant” (2.8), but students are only “slightly dissatisfied.”

The entire application process can be improved, but orientation and college tours should be examined first. They are seen as low in importance, and given your significant population of traditional age students, the question is why. In the best case, perhaps they are not needed. In the worst case, there may be other factors shaping this issue.

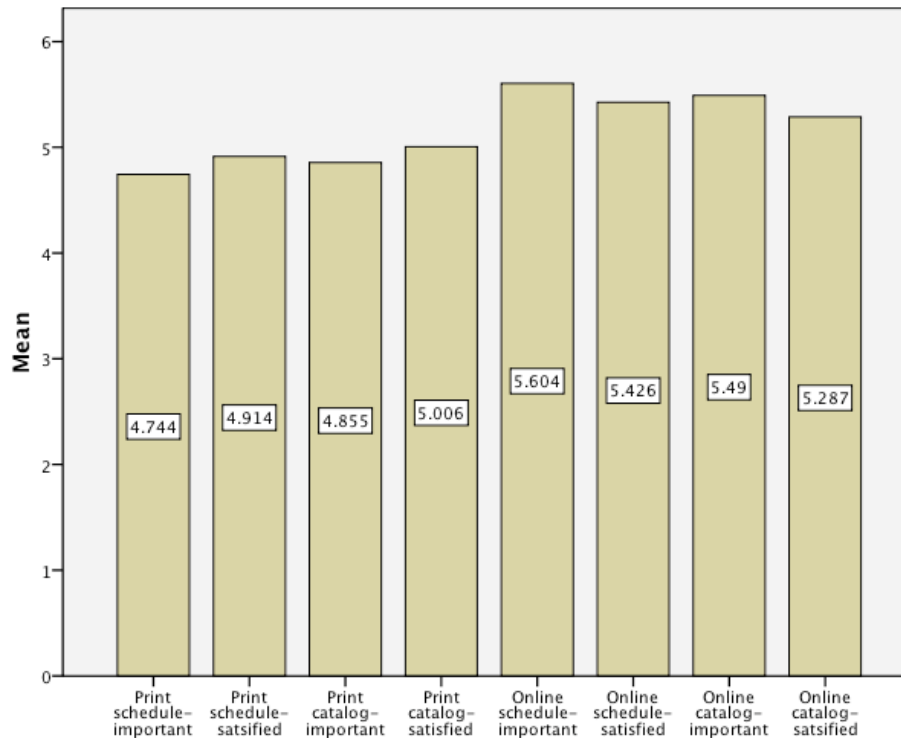
2: Financial Aid



- The financial aid application process, face-to-face meetings on financial aid, and financial aid information on the web were all seen as the most important elements of the financial aid process.
- In each of these areas, there is a sizable Gap between importance and satisfaction. However, it should be noted that much of the automated process is referring to the student's experience with the FAFSA.
- Participants were most dissatisfied with telephone assistance and face-to-face assistance with financial aid, with a mean of 3 and 3.3 (slightly dissatisfied) respectively. This experience is more likely reflective of student's experiences with the College's role in the FAFSA explanation process.

The financial aid process is always a target in the Gap Survey (as it requires the college department to say "No" to many students). However, these low levels of satisfaction with the personal contact between students and the college (Face To Face and Phone) need to be examined, as they are sufficiently low to be problematic.

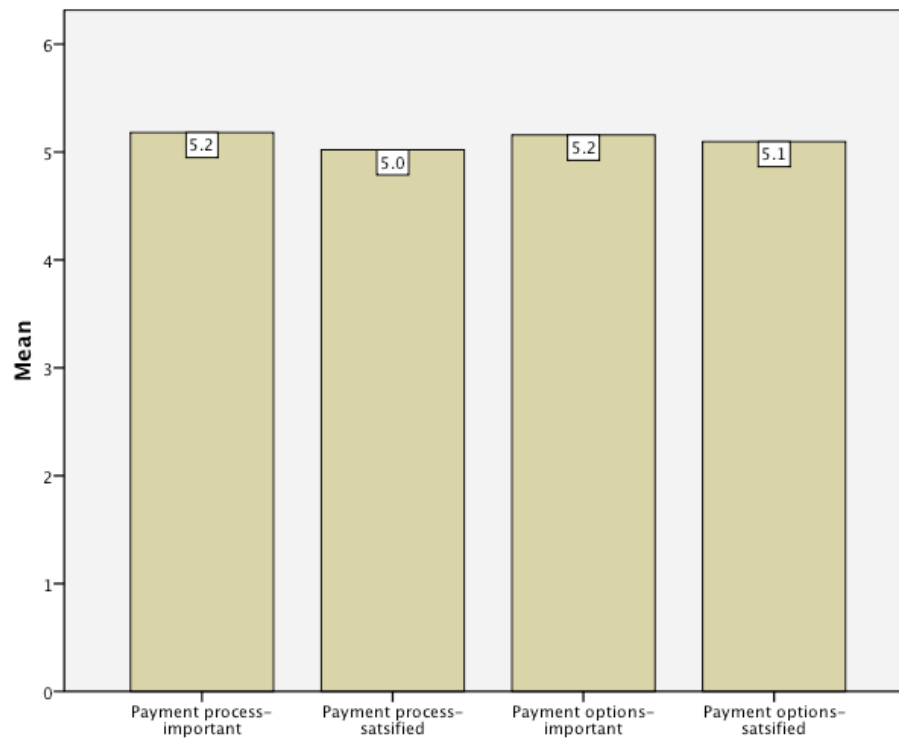
3: Print and Online Information (Materials)



- All print and web-based publications were seen as “important.”
- The online schedule (5.6) and catalog (5.5) are seen as the most important information elements for students.
- All of the satisfaction levels for print and web were at the marginally “satisfied” level, with the exception of the online catalog coming in as solidly 5.4 (satisfied).

Overall, students are satisfied with the information they receive both in print and online, as it relates to the schedule and catalog. This is particularly true in the area of online information, which is seen as both more important (than print) and more satisfying.

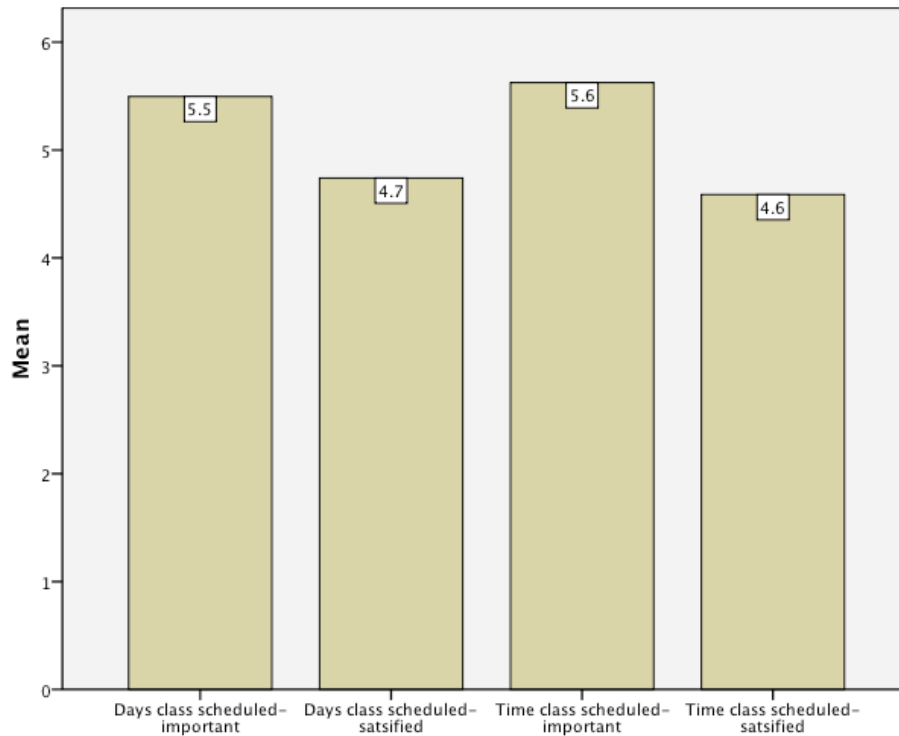
4: Registration & Registrar Functions



- The payment process and options are seen as important, and students were “satisfied” with payment process (5.0) and payment options (5.1).

All of the ratings for Registrar Services are very good. Expectations are solid (5.2/5.2 important) and being met (5.0/5.1). While you might look for ways to exceed their expectations, this is a successful area where expectations are met by experience.

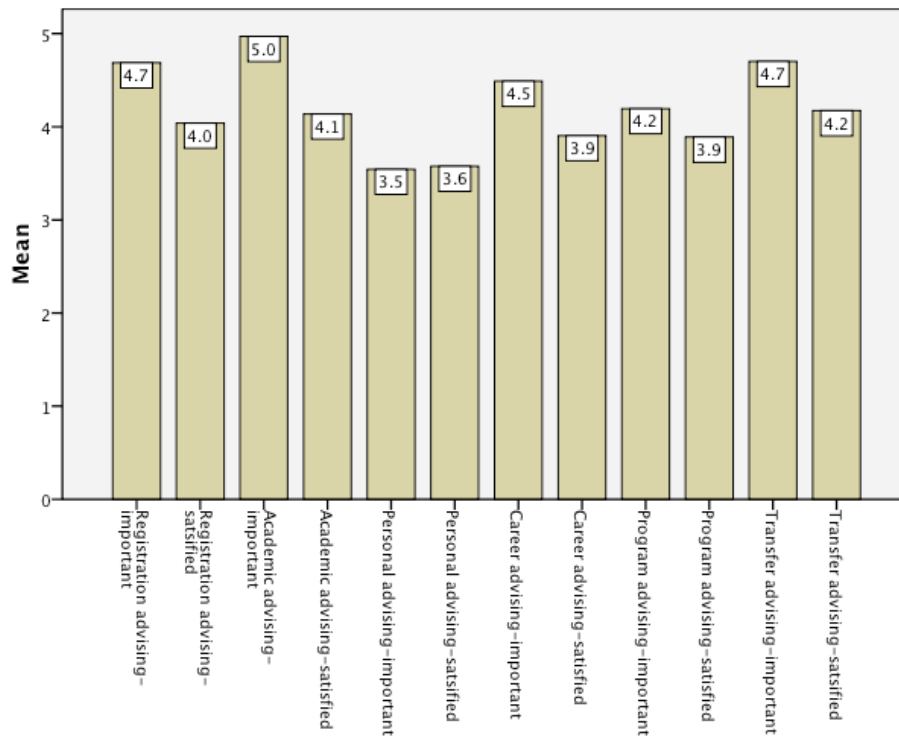
5: Class Scheduling



- The issues of day (5.5) and time (5.5) are seen as of equal importance.
- Participants were consistently positive with their satisfaction with day class schedules and class times all with a mean of 4.7 and 4.6.
- There is a significant Gap in importance and satisfaction (-1.0) on time at which classes are scheduled.
- There is a Medium Gap (-.8) on day of classes as well.

None of the ratings for day and time are unsatisfactory and all have ratings solidly into the “satisfied” range. However, students with high expectations for flexibility of day and time are “least satisfied” with the time scheduling for classes. If current students are only slightly satisfied with the timing of courses, it is reasonable to believe that individuals who choose not to attend Saddleback College may be significantly “less satisfied”. This is an issue that should be examined.

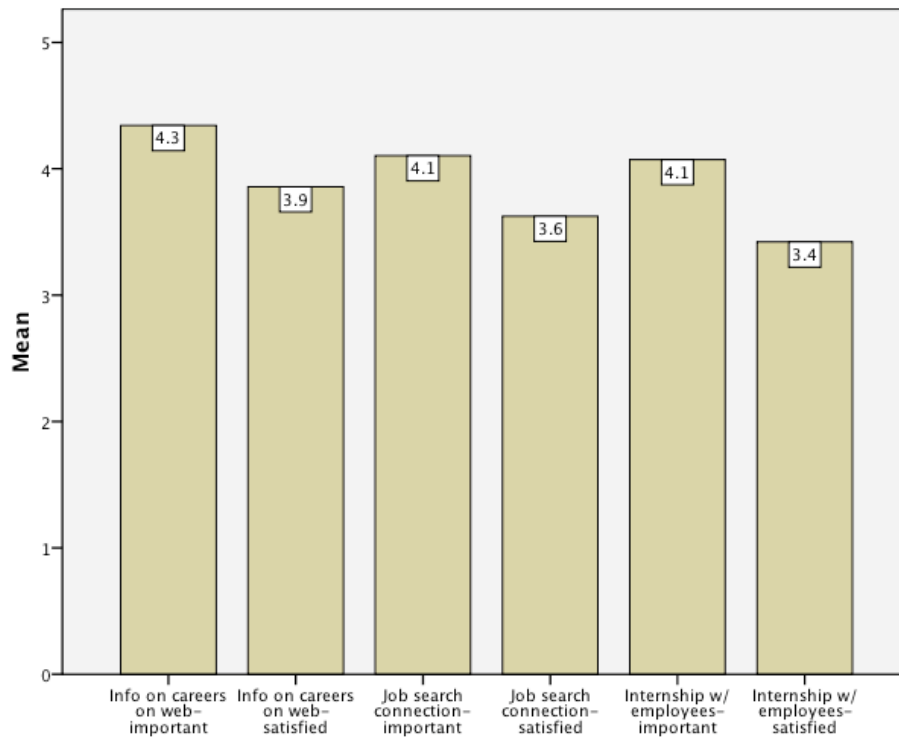
6: Advising and Counseling



- Academic Advising is seen as the most important element (5.0 or “important”).
- Registration Advising (4.7) and Transfer Advising (4.7) were tied as the second most important with Career Advising (4.5) and Program Advising (4.2) coming in a distant third and fourth.
- Attitudes toward Personal Advising were ambivalent with importance (3.5) and satisfaction (3.6) both at the mid-point range.
- Transfer Advising and Academic Advising received “slightly positive” ratings from respondents, with means of 4.2 and 4.1.
- Registration Advising was the next most positively rated at 4.0 or “slightly positive”.

Most of the advising services received “slightly satisfied” ratings. The most troubling is the Gap (-.9) between Importance (5.0) and Satisfaction (4.1) on the issue of Academic Advising. There are other sizable Gaps including Registration Advising (-.7) and Career Advising (-.6), which are troubling. Given the importance of academics at Saddleback, this is an area that should be examined immediately.

7: Career Assistance



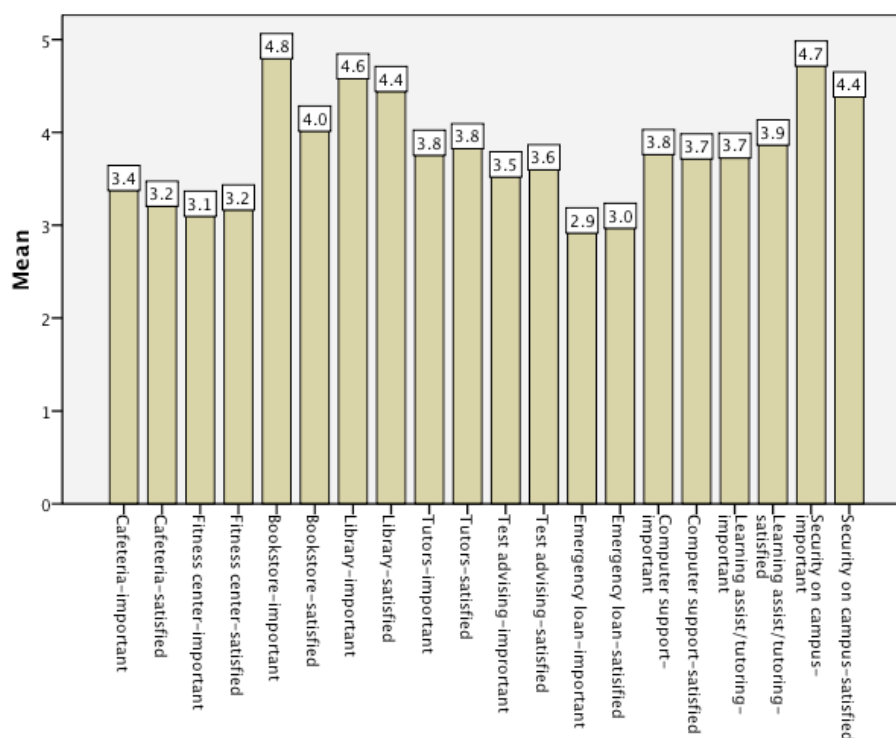
- Career information, job search and internships are seen as only “slightly important.”
- Overall, none of the satisfaction levels rose to “slightly satisfied” indicating that there are substantial numbers of students who are at least “slightly dissatisfied”.
- Assistance with career information, job placement, and links with the business community are areas that are seen as “slightly important” and there is a slight sense of dissatisfaction among students.

While not pressing, this is an area that the College may want to examine in the future.

8: College Support Services

Importance: 1= “very unimportant” 2= “unimportant” 3= “slightly unimportant” 4= “slightly important” 5= “important” 6= “very important”

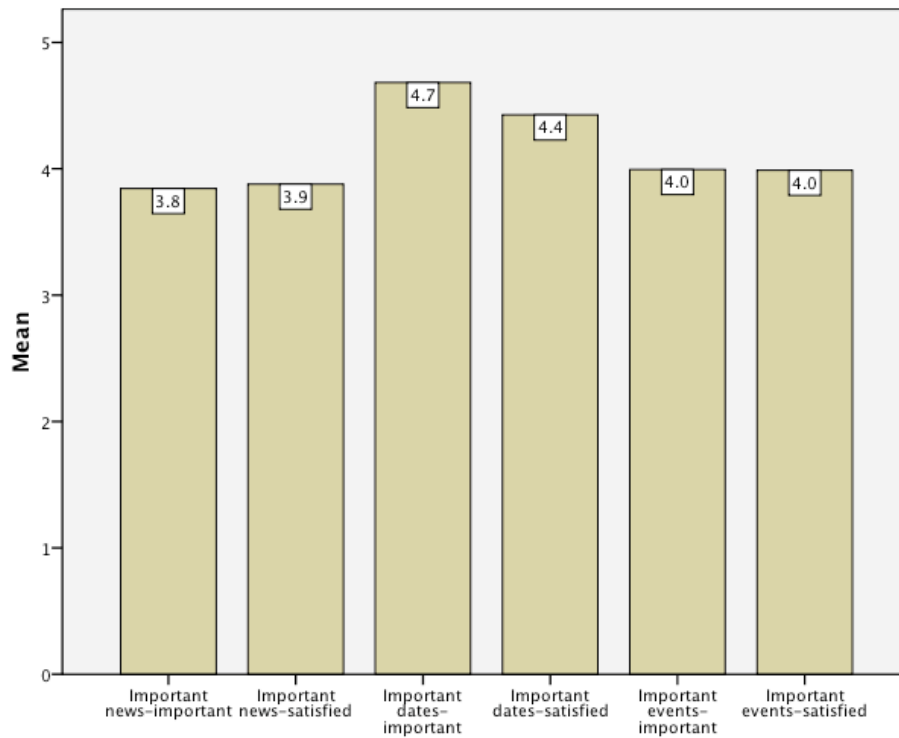
Satisfaction: 1= “very dissatisfied” 2= “dissatisfied” 3= “slightly dissatisfied” 4= “slightly satisfied” 5= “satisfied” and 6 = “very satisfied”



- Cafeteria, Fitness Center, and Emergency Loans are all areas of “slight unimportance” and “slight dissatisfaction”. It means, while students are not “very satisfied”, they also do not place much importance on this service.
- Tutors, Computer Support and Learning Assistance are areas that were viewed as “slightly important” and for the most part students are “slightly satisfied”.
- The Bookstore (4.8), Library (4.6), and Campus Security (4.7) are all seen as “important”. There is a Gap in satisfaction with the Bookstore (-.8) while the Library and Security are meeting expectations.

Overall, the College should examine the Bookstore as an area for which expectations are relatively high and not being satisfied.

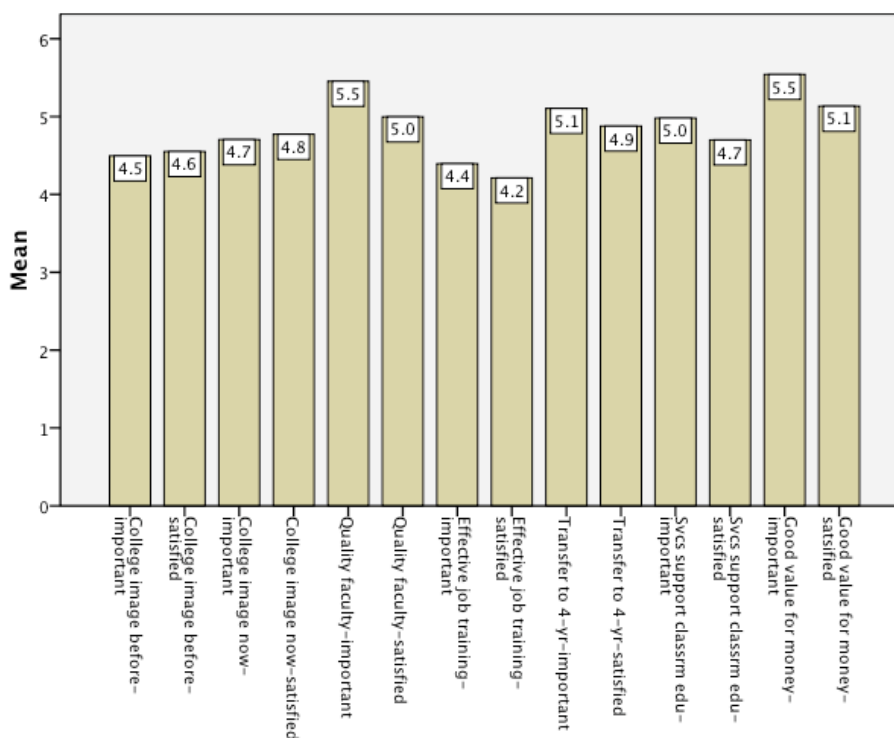
9: Access to Information



- Access to critical dates is seen as the most important type of college news (4.7) and expectations are being met for the most part (4.4).
- General college news and events are also seen as “important”, but less so.
- Respondents are between “slightly satisfied” and “satisfied” with access to information about important college dates and “slightly satisfied” with their access to important news or events.

Generally, students are “slightly satisfied” with the information they are receiving on campus. The college may want to focus on improving ways to deliver information in short, useable “bursts.”

10: College Image



- Students identified quality faculty (5.5) and good value for the money (5.5) as the most important elements of College image. There is a Medium Gap (-.5) in satisfaction with faculty, and a Medium Gap (-.4) in value for the money. It should be noted that the overall satisfaction levels are solid ("satisfied"). The only reason it is raised is that this is such a cornerstone of the College's image, that even Medium Gaps are important.
- Transfer and services that support the classroom are seen as "Important" (5.1 and 5.0 respectively).
- There is no experiential Gap between College image before attending (4.5) and after attending (4.7), or the satisfaction levels (3.6 and 4.8 respectively). In fact, though not statistically different, there is a slight positive Gap in College image importance AFTER attending (4.7) and satisfaction levels (4.8).
- Job training is both the lowest importance (4.4) and lowest satisfaction (4.2), but both are still positive, with only a Small Gap.
- College image is reinforced upon experience with the college. This is good.

Generally, students see the image of the College and the image of programs as positive, and this perspective is reinforced once they experience the College.

Survey Results Part II: Gap Analysis

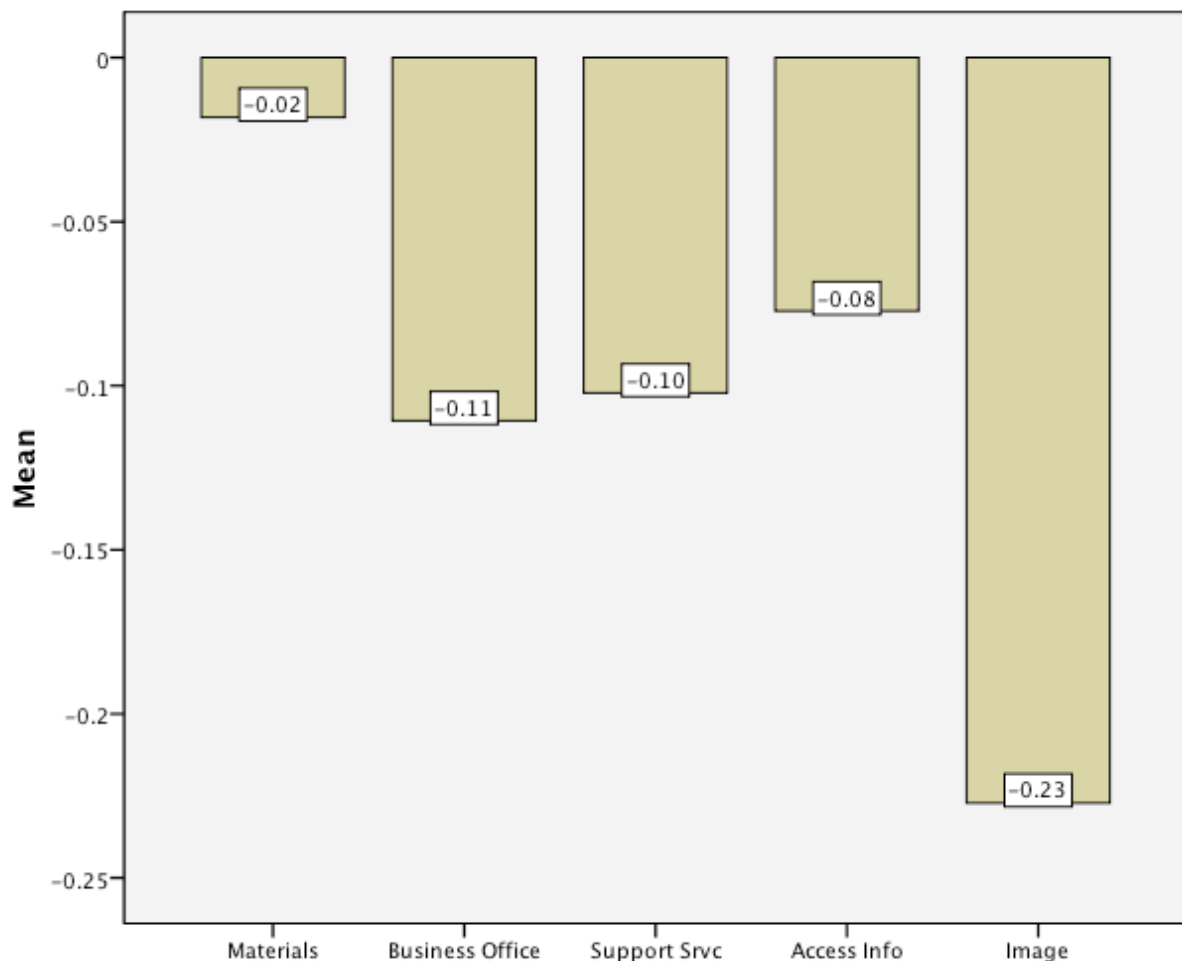
The satisfaction level does not reveal all the important factors in student perceptions and expectations. A Gap Analysis looks at student expectations (measured by examining importance) and student experience (measured by satisfaction). The difference in these student ratings of these items reveal a “Gap” where their expectations have been violated, or in some cases, exceeded.

The Gap Analysis allows us to examine areas where the College is not performing as well as students believe it should. It offers a clear hierarchy of issues. Interpreting a Gap Analysis is a simple matter. The closer the item is to “0” the less the Gap between expectations and experience.

Utilizing the ten main areas of student experience where importance and satisfaction were measured, the following Gap variables have been created.

Small Gaps

These are Gaps between importance and satisfaction that range from 0 to .5. These are Gaps that the College should watch to make sure they do not widen. In particular, if any of these areas are points of particular focus for the College, then any Gap, however slight, is important to note and address.

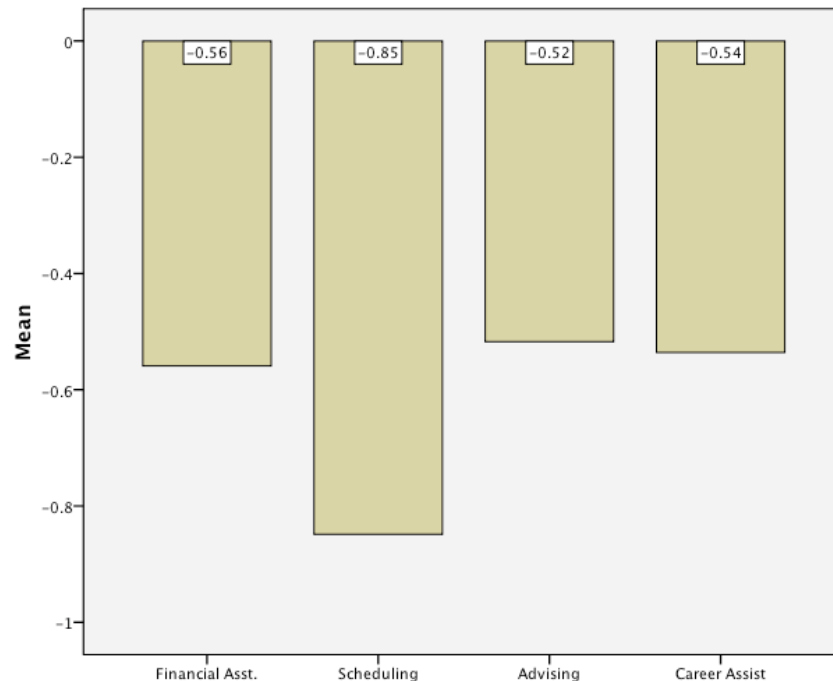


- The Gaps in materials, business office experience and support services are all very small.
- The image Gap is small as well, but the college should look at the issues behind this Gap variable. It is Medium Gaps in Quality Faculty (-.5) and Good Value for the Money (-.4) that are increasing this item. As these are important elements of the College's image, they bear further investigation.

We recommend that Saddleback College further examine student's attitudes toward faculty quality and value in order to close the gap. In particular, the issue of a sizable value Gap is problematic, as most two-year colleges excel in this area.

Medium Gaps

These are Gaps between importance and satisfaction that range from .51 to .99.



- The Gap in expectations on the issue of schedule is the largest of the Medium-sized Gaps. This is an issue of both time and day, but of the two, time is the larger issue. This is a critical issue for the College, as dissatisfaction among students who still chose to attend Saddleback College likely implies significantly higher Gaps among students who stop out, drop out, or simply don't apply.
- Advising is also a Medium-sized Gap, but it is being driven by significant Gaps in Academic and Transfer advising. It is critical that the College examine these areas to identify the source of the disconnect. It should be noted that this is not saying that these services are substandard, only that they are not meeting student's expectations.
- Career Assistance was measured by the items Career Information, Job Search and Internships. While this is a Medium Gap, it should be noted that students rated these elements as only "slightly important." The College should look for ways to improve the Career Assistance Information, after the more pressing issues of Advising and scheduling are resolved.
- The Financial Assistance Gap is made up in large part of the financial aid process required by the FAFSA. The College has no ability to change these processes, and so these Gaps, while problematic, are less of a high priority.

Saddleback College should move quickly to examine scheduling issues, which are not meeting student's expectations. In addition, the advising issues related to academic and transfer advising need to be examined, as they are an important part of the College's mission and transfer image. Career assistance is something the College should look to improve, but given the low priority students place on it; it is not a critical priority. Financial Aid has Medium Gaps, but this is better than most Colleges, and the issues which are most problematic are federally driven.

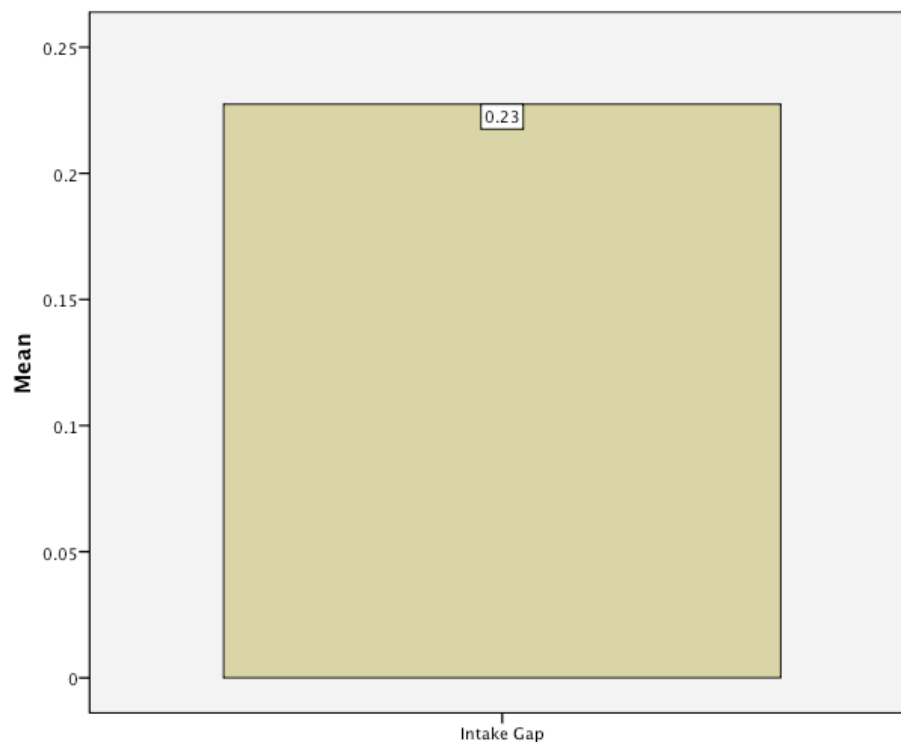
Major Gaps

These are Gaps between importance and satisfaction that are greater than 1.00.

Saddleback College has NO Major Gaps.

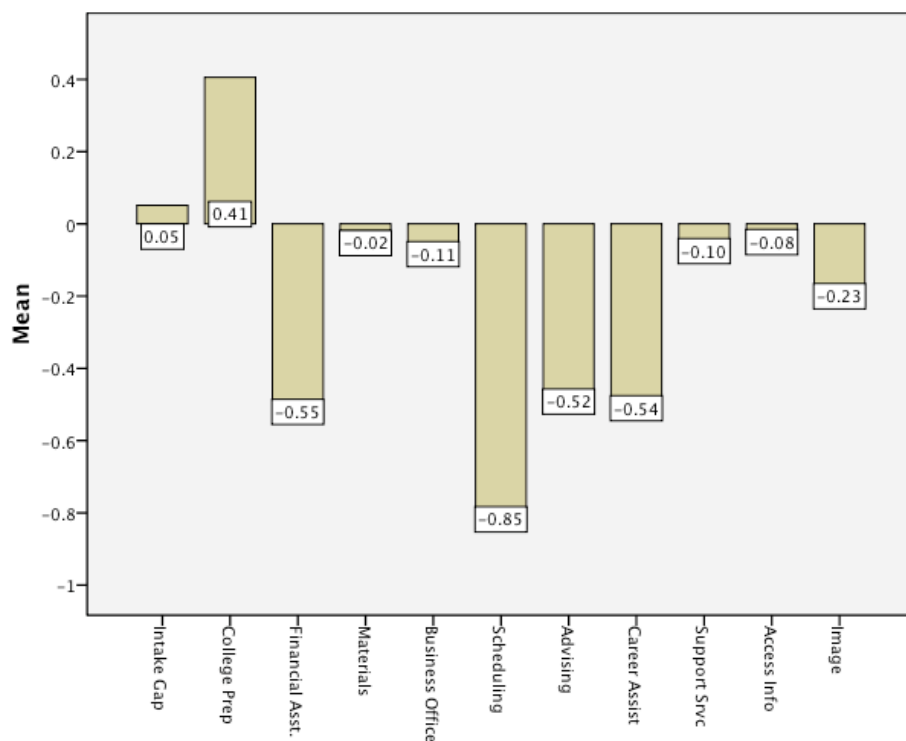
Positive Gaps

It is always a good thing to see a Positive Gap, as it indicates an area where the College is exceeding student expectations.



- There is a Positive Gap in the intake process, which is created by two factors. Overall students are generally “slightly satisfied” to “satisfied” with the application process and the admission information on the web and this is helping minimize gaps. The other factor is that College Orientation and Campus Tours (while low-rated in satisfaction (3.2 or slightly dissatisfied) exceeded the importance level students placed on them (rating 2.8).
- It is always good to see a Positive Gap, but in this case it also signals that it is time to re-examine orientation and tours, as students rate them as so unimportant, that even being “slightly dissatisfied” with them is a step up.

The Big Picture



- Many of your Gaps are so small that you have clearly substantively met student expectations. These include Registration Materials, Business Office, Support Services, and Access to Information.
- Image has a slightly larger Gap, but it is still small. More problematic are the perception issues that drive this Gap. (See Page 33)
- Financial Aid, Advising and Career Assistance all have Medium Gaps. Of these we strongly recommend looking into the disconnect in Advising, as this is a core area of your service to students. Career Assistance can also be examined and strengthened, but this is an enhancement to your services rather than a “fix”. Financial Aid is almost universally rated low, and the issue of service should be examined for ways to improve what is a complex (and frightening process).
- The Scheduling Gap is the single most important issue identified and class time and day are the issues in play. Your students have expectations in this area that are not being met. This is a core service issue, and left unexamined, a major opportunity for your many competitors.

Survey Results Part III: Qualitative Data

You are about to see what your students took the time to write down about your College. Some of it is very good. Some of it is less so. On the whole, their experiences are unique and should not be looked at from a quantitative perspective. Rather, they offer explanation and depth to quantitative information in this report.

Please note that all responses are “exactly” as they were given on the website. Spelling and naming errors are those of the respondents.

Name of High School Attended Prior To Attending Saddleback College

Name of High School	
Alison Niguel High School	40
Dana Hills High School	24
San Clemente High School	24
Mission Viejo High School	19
Capistrano Valley High School	16
Tesoro High School	16
El Toro High School	15
Trabuco Hills High School	14
Laguna Hills High School	12
El Dorado High School	4
Capo Valley	3
Laguna Beach High School	3
overseas	3
Saddleback Valley Christian School	3
santa margarita catholic high school	3
Arlington High School	2
Diamond Bar High School	2
Edison High School	2
High school in Japan	2
Irvine High School	2
Marina	2
Mater Dei High School	2
Orange County high school of the Arts	2
silverado high school	2
THHS	2

Name of High School	
Vista High School	2
Woodbridge High School	2
Aliso Viejo High School	1
Amador Valley High School	1
Angeles University Foundation	1
Aquinsa High School	1
Arrowhead Christian Academy	1
Ashworth University High School	1
Assumption High School	1
Attleboro High School	1
Aurora Central HS	1
Austin High	1
Baja Christian Academy	1
Balboa Secondary	1
Beverly hills high	1
Bishop Conwell	1
Bishop Union High	1
Burbank High School	1
Cabrillo Senior High School	1
Cactus Shadows High School	1
Calvary Chapel Costa Mesa	1
Canyon Springs High School	1
Capistrano Adult Education	1
Capistrano Valley Christian	1
Carlsbad High School	1

Name of High School	
Castro Valley High School	1
CDM	1
Centerville	1
Cerritos	1
Chino High School	1
Clarkson SS	1
Clearfield high	1
Cleveland Heights High School	1
Clonlara Homeschooling	1
Cordova High	1
Cornelia Connolly High School	1
Corona	1
Culver City High School	1
Cypress High School	1
Dehesa Charter School (homeschool program)	1
del campo high school	1
East Bakersfield High School	1
El Camino High School	1
El Camino Real	1
El Rancho High School	1
Elham	1
Elk Point-Jefferson	1
Ernest Righetti	1
Esperanza	1
ETHS	1
Fair Grove High School	1
Grossmont High School	1
Hamilton High School	1
Herbert Hoover High School	1
Hesperia High School	1
High School	1
La Habra	1
La Porte Highschool	1
Lahainaluna High School	1
Lakewood	1
Lancaster High School	1
lee high school	1
liberty high	1
Lindbergh High School	1
Lutheran High School of Orange County	1
mahopac high school	1
Manovikas English medium	1

Name of High School	
Marina High School	1
Marshfield	1
Martin Van Buren H.S.	1
Marywood HS	1
McFarland High	1
Mercy High School	1
Miamisburg	1
Milliani High	1
Millikan High School	1
Mira Costa High	1
Mira Mesa High	1
Mother of Divine Grace	1
Nacional Adroque	1
Niles High School	1
O'Bryant School of Math & Science	1
OCHSA	1
Oxford Academy/Huntington Beach High School	1
Oxnard High School	1
Pacifica High School	1
Palos Verdes	1
Paradise Valley High School	1
patrick henry	1
Peoria Notre Dame High School	1
Pinellas Park HS	1
Pirouz	1
Pitman High	1
Pius X High School	1
Poway High School	1
Puyallup	1
Rampart	1
Rancho Alamitos	1
Realschule Werl	1
redondo high school	1
Richland	1
River Springs Charter School	1
Romania - Enegetic High School	1
Sabino High School	1
Saint Monica Catholic High School	1
Santa Ana Valley HS	1
santa margarita	1
Santa maria high	1

Name of High School	
Santiago High School	1
Savanna High School	1
Scotlandville Magnet High	1
Seabur Hall	1
Servite High School	1
Seton Home Study School	1
Sierra Vista	1
Silliman University High School	1
silverado continuation school	1
Smoky Hill High School	1
Sonora High School	1
South Gate High	1
Spirit Academy Home Shool	1
St Joseph's High School	1
St Margaret's	1
St. Clement High School	1
St. Margarets	1
Stratford High School	1
Sunny Hills	1

Name of High School	
Sunset South	1
Temescal Canyon High School	1
The Academy of Our Lady of Peace	1
The Bolles School	1
The Charter School of San Diego	1
Thomas	1
Thomas L Kennedy High School	1
U.S. Grant High	1
University High School	1
Upland High School	1
Valley High School	1
Valley View High School	1
Victor Senior High	1
Villa Park	1
Virginia City High School	1
Waukee Community High School	1
westminster	1
Yucca Valley High School	1
ORange County High School of the Arts	1

Location of High School Attended Prior to Attending Saddleback College

Location of High School	
Mission Viejo, CA	57
Aliso Viejo, CA	33
San Clemente, CA	23
Dana Point, CA	22
Laguna Hills, CA	15
Las Flores, CA	13
Lake Forest, CA	12
San Juan Capistrano, CA	8
Huntington Beach, CA	7
San Diego, CA	6
Santa Ana, CA	6
Irvine, CA	5
Anaheim, CA	4
Laguna Beach, CA	4
rancho santa margarita, ca	4
Chicago, IL	3
Garden Grove, CA	3
Orange, CA	3
Placentia, ca	3
Diamond Bar, CA	2
Fullerton, CA	2
Iran	2
Long Beach, CA	2
Mississauga Ontario Canada	2
Moreno Valley, Ca	2
San Juan Capistrano	2
Santa Maria, Ca	2
Tehran- Iran	2
Tustin,Ca	2
Vista, CA	2
Aliso Niguel, CA	1
Arlington Hieghts, Ill.	1
Arlington, Texas	1
Attleboro, Massachusetts	1
Augusta, GA	1
Aurora, CO	1
Aurora, Colorado	1
Baja, CA	1
Bakersfield, CA	1
Baldwin Park, CA	1

Location of High School	
Baton Rouge, LA	1
Beirut- Lebanon	1
Beverly hills	1
Bishop, CA	1
Boston, MA	1
Buenos Aires Argentina	1
Burbank, CA	1
Carlsbad, CA	1
Castro Valley, CA	1
Cave Creek, Arizona	1
Centerville, OH	1
Cerritos, CA	1
Chiba city, Japan	1
Chino, CA	1
Clearfield Utah	1
Clearwater, Fl	1
Cleveland Heights, OH	1
Colorado Springs, CO	1
Compton CA	1
Constanta, Romania	1
Coos Bay, OR	1
Corona, CA	1
Costa Mesa, Ca	1
Culver City, CA	1
Cypress, CA	1
Dana Hills CA	1
Downey, CA	1
Dumaguete City, Philippines	1
Elizabeth, NJ	1
Elk Point, SD	1
Escondido, CA	1
Fair Grove, MO	1
Fortuna, CA	1
Fountain Valley, CA	1
Framingham, MA	1
Franklin, Tennessee	1
Front Royal, Virginia	1
Gardena, Ca	1
Germany	1
Glendale, CA	1

Location of High School	
Goa, India	1
Henderson, NV	1
Hesperia, CA	1
Home school in califronia - Norgrove, GA	1
Imperial, CA	1
Jacksonville, FL	1
Japan	1
Juneau, Alaska	1
Katano, Osaka, Japan	1
La Habra, CA	1
La Mesa, Ca	1
La Palma CA	1
La Porte, TX	1
Lahaina, HI	1
Lake Elsinore, CA	1
Lancaster, CA	1
Levittown, Pa.	1
Lompoc, CA	1
los angeles CA	1
Mahopac, New York	1
Makawao, Hawaii	1
manhattan beach CA	1
McFarland CA	1
Miamisburg, OH	1
midland tx	1
Mililani, Hawaii	1
nevada	1
Newport Beach	1
Niles, Michigan	1
Northridge, CA	1
Oceanside, CA	1
Ojai CA	1
Osaka, Japan	1
Oxnard, CA	1
Palos Verdes, CA	1
Peoria, IL	1
Philippines	1
Phoenix, AZ	1
Pico Rivera	1

Location of High School	
Pitman, NJ	1
Placerville, CA	1
Pleasanton, CA	1
Poway CA	1
Puyallup, WA	1
Queens Village, New York	1
Rancho Cordova CA	1
Redlands, CA	1
Renton, WA	1
Riley High School, Los Angeles	1
RJ. Brasil	1
Rochester, NY	1
RSM, CA	1
sacramento, CA	1
Saddleback College	1
San Juan, CA	1
Sandy, Utah	1
Santa Monica, Ca	1
Seoul, South Korea	1
South Bend, IN	1
South Gate, CA	1
Stamford, Connecticut	1
Stratford, TX	1
Sweden	1
Temecula	1
Tucson, Arizona	1
Upland, CA	1
Van Nuys, CA	1
Victor, NY	1
VILLA PARK CA	1
Virginia City, NV	1
Waukee, IA 50263	1
westmister, CA	1
Wisconsin Rapids, WI	1
Yucca Valley, CA	1

Comments About Experiences Getting into Saddleback College

Experiences Getting into Saddleback College

- 1 I have trouble using the Internet sometimes. It easier for me to come in the College.
2 It is really easy to get in.
3 Yes, I think the non resident fees were too much.
4 Online registration is great. Classes are very cost-effective. Good experience with teacher and counseling thus far.
5 I wouldnt have enrolled if it wasnt as easy online
6 PARKING- I hate the parking during the first week or two of every semester!!!!!! But the with application process, no complaints.
7 I'm in highschool still so my highschool actually pays for all my classes and it counts towards my college credit.
8 Its was very easy, and very accessible at all times. I had no trouble with this process.
9 I think its very accesable and it was hassle free as it was online.
10 Thank you for being an awesome college! coming here seems to have open so many doors in my life
11 I have a good experience getting into the college
12 Saddleback makes it very accomadating to apply and get in with a counsler to help you figure out your education plan. I've had a wonderful experience so far.
13 I am always impressed with the speed in which your admissions office processes my application when I return to your college. I usually take a semester off, and need to reapply. I never worry about a snag in this process.
14 Getting into the college was simple. Having it online made it very easy.
15 The staff who help me process my papers as an international student is very nice and very accomodating.
16 The process has always been smooth and everyone I have ever needed to contact is always very helpful and knowledgable
17 process is fair. Improvements can be made.
18 I would like to know what I can do online and what I actually have to walk in with to Admissions and Records
19 Class Schedule. Deadlines. Transcript links need to be more prominent. Terrible delays to enroll, even for internet classes.
20 I think the matriculation process is ridiculous. A student should be able to register for a transfer level class and if they do not pass it then have to drop down to the lower level.
21 No
22 It was quick and easy.
23 The program for high school students to take courses should be easier. I had some difficulties with that.
24 Both times I registered were real easy and there were no big issues or hurdles to overcome.
25 It was easy and I had no trouble.
26 not at this time
27 I had a hard time obtaining my pin number into My Site. I live in Visalia, California and it was unrealistic to expect me to drive all the way to Mission Viego to show my id to get my pin number. You need to have a better way of solving these types of problems for students who take your online courses and live hundreds of miles away.
28 Getting into Saddleback was fast but not very easy however, once you figured things out (with someone's aid) you were ok. It was well worth it though because the teachers here at saddleback are great! None of my professors are lacking heart or education techniques; I am very pleased that I am attending this JC.
29 It is a very simple process and i dont think i had any trouble with it at all
30 The "MySite" is not very accurate about the number of seats that are left in the class. Last semester I was in tears because I thought there were two seats left in a Physiology Class but when I went to add the class-there was not in fact, any seats left. The status of "two open seats" remained on the Mysite for at least a day and this was not the case
31 None
32 I had a little bit of trouble due to the fact I was out of the country when I had applied and signed up for classes, but the confusion came when I didn't have a clue what the next step would be. If there was a check list I could have had then, I probably would have felt a little more comfortable about college.
33 Like all community colleges in California, the process is extremely simple and affordable for many students who otherwise might not attend college. Community colleges are also helpful for those trying to enter another field or career or just want to try out college-level classes. The only thing I wish was that the various certificate programs

Experiences Getting into Saddleback College

- were available at more of the colleges in the District, instead of at particular colleges. This is mostly for convenience, as I assume that it's more cost-effective the way it's currently done.
- The only problem I had was re: the necessity of sending my transcripts. It was not clarified on the website that I needed to send them. The confusing factor was that my previous college records came up when I was inputting my information so I was not sure if that meant my transcripts were available or necessary to send. May sound trivial but it would have benefitted me if the instructions were clear.
- Picking first classes was the most difficult, I think there should be a little more clarity about what classes to make for certain majors.
- The "in person" admissions process must be improved. Going to the admissions and records office in person was not a friendly experience. Questions seemed to be brushed off and the employees seemed not to be interested in helping students around me.
- easy to do.
- Mr. Dwight was very helpful and considerate.
- I loved that when I called the phone number on the website, a PERSON, who was very nice, answered the phone.
- Easy and quick which I liked.
- You all seem so organized when it comes to admissions! I think this school has a great system and does a great job at giving the students the direction they need.
- Using the internet for registration is the best. No lines, no waiting, no confusion. Everything you need is right there for you.
- I guess it is best to know the school what the school provides and plan your college career as soon as you start attending so you can get a idea of how you achieve to be what you want to be or do.
- Timed testing. Not a fan.
- Very easy to get registered into Saddleback
- Its easy and very satisfying.
- I think it was a very easy and smooth process and it really makes it easy for students to complete.
- No, pretty easy.
- it was a easy and smooth transition.
- Really simple, straight forward and easy to understand. Staff was there to help me every step of the way
- The process of getting into Saddleback College was very simple and all of the information given to me was helpful in planning my years at this college to help me transfer to an University.
- I am enjoying my educational experience at Saddleback College. It is a very good college.
- No.
- n/a
- I know that for a little bit of the application I was confused on what to do next, however I asked my parents and they were able to help me. It turns out what I was confused on was really common sense, I was just expecting it to be more complicated.
- The online-only application system is perhaps not user-friendly for the more mature audience.
- Fairly easily in comparison to some other schools.
- Website information is getting better and better, and easier and easier to get informations.
- The process was very user friendly. Thank you. Lorraine Adams
- there were problems with the school forgetting i was registered and me having to beg to be able to sign up for classes because i was in south carolina and couldnt go to a counselor meeting which i had already gone to.
- You guys have a great staff and much better than IVC
- In my estimation, Saddleback College is one of the two best transition colleges in southern California. The professors are eager to help and offer lots of advice. Not only are they interested in their students' success, they actually like what they do! The four year colleges that I have attended don't offer the level of expertise offered at Saddleback.
- Easy to transfer too from another community college
- i called multiple times after not receiving my student log in sent to my email after applying for this college- and no one helped me, so i had to drive to campus just to receive my log in
- I have attended two other community colleges in the Southern California area and Saddleback is by far the best!
- The website is so accessible and the information is easy to find. Amazing college.

Experiences Getting into Saddleback College

- Very easy application process, however a more thorough explanation should be given to incoming new and transfer students regarding whether or not they can apply and attend classes during the matriculation process (i.e. testing, online orientation, and group advisement).
- I have really enjoyed having everything available online.
- It was a great process. The website was very informative and was made very well.
- At Matriculation, they should make the students set up an appointment with a counselor after their first semester. Make it a requirement. By the time I felt I was ready to graduate, I saw a counselor, and she told me very different things than what I was told during my matriculation. I think our counselors need to go through training each semester to stay on top.
- Quick and easy!
- Very easy to work with the staff, very helpful, and informative.
- I was very disappointed how nasty the office was that did my BOGG grant. I had a terrible time getting them to process this. After sending it to them 5 times through faxing and 1 time emailing it. I finally got them to talk to me.
- It was pretty easy to enroll.
- No, pretty straightforward. However, more emails about the "early bird" admission would have been helpful.
- i love this college everybody is very welcoming
- Since I am an international student, it was little complicated to get in saddleback college; however, thank the help of international office, I could get in this college. I think the help of international office is very good in saddleback college.
- I was told I was required to provide proof (e.g. show my Social Security card) so that my other college information would show on my transcript; the way in which my SS card was handled (copied, and left on a desk during a conversation with the clerk) was inappropriate, especially as this information is often used for i.d. theft.
- To top it off, the information did NOT result in my transcripts showing up.
- There seems to be a disconnect between requirements and ease of use on the web and the employees at the school
- Its a great school compared to most community colleges. Parking sucks !!!
- none
- none
- I found it, overall, quite easy.
- It was pretty easy and straightforward. I did not have any problems at all.
- The people who work in the admissions don't smile. My experience would have been a lot healthier if they smiled.
- In the catalog there are classes that state they are "online" classes. However, this is only partially true. You must still attend a class session. I really wanted to take a particular class and thought that it was conducted online as the catalog stated, however, I ended up having to change my work schedule to get to the required lecture.
- Online classes should be done online as they imply. I felt that the catalog was misleading.
- N/A
- helpful staff.
- Nope, I applied through the internet, and it was relatively easy. The one problem I had though was I received a class registration date, but I was on probation from my previous time attending the college, so when I went to register it said I was blocked. It would have been helpful to know I was blocked from the beginning.
- This year was problematic because MY Site down when I was trying to register. I am a returning student so the process when finally successful was much better than waiting in line at the Admissions department.
- Matriculation was accurate.
- New student dismiss from another college and everyone of the staff did not hesitate to get me a chance & answered all my questions!
- Saddleback College admission was an easy, painless process. It was the easiest college application I have ever filled out.
- Very quick rebound time with paperwork and emails.
- It was confusing at times and trying to figure out what classes I need still to transfer to the college I want to go to is difficult. I think if people know what they want to major in, there should be a list of those classes that they need to take to transfer into the Cal States and UCs.
- easy matriculation process

Experiences Getting into Saddleback College

96 Everything is geared toward new students/preparing them to transfer---I already have a bachelor's degree, so application/counseling/financial aid are often out of step with meeting my needs.

97 The application process seemed to take a long time but it was pretty simple.

98 Saddleback College made this process easy. Thank you.

99 The staff at Saddleback has been very helpful and patient.

100 Took less than a half hour - very convenient application online.

101 Easy, Fun staff, helpful

102 The entire website is very easy. Everything you need to find is online. It helps that everything is on there. It is so stright forward and have a ton of information.

103 There are somethings I wish I could have done better but it is not too late and saddleback does not make you feel bad for the mistakes you made in the past.

104 Very easy and painless. Counselors are a great help!

105 I believe that saddleback does a great job of ansering any questions I do have ,Maybe more clarity on the website about financial aid and admission would be helpful.

106 My Site is very hard to use. When it was set up it was not user friendly. It goes down all the time. It took me 3 different times to registor on this site. Also after you do select the class it is very hard to find any link to do the final registor at check out. Your final check out link is very, very hard to find and very hard to use!

107 Well I just want to let any one know that it was as easy as singning up for HS all over again. Its that easy!

108 I had trouble signing up for classes because, my wallet was stolen recently and, I had no identification. I was treated callously by the staff and it bothered me a little.

109 Nope.

110 Iam very frustrated by the current RN program. When I started on this quest I had a number and had completed 2 of my 3 sciences and my husand got cancer and I was sidelined for a year or so. When I was able to return to Saddleback they had changed the RN program and it is very frustrating that some of the people I worked with have been able to become nurses not based on straight A's and I kinda of got lost in the shuffle. I feel Saddleback needs to evaluate the applicants full situation and not just base the fact whether they would make a good and competent RN only if they have straight A's. VERY DISAPPOINTED!!!

111 This past semister was a little tough, because the website was overloaded at registration time and difficult to gain access.

112 i really like this place! best teachers, classes,...! thanks!

113 I am having a great experience at Saddleback College. The professor's, staff, and services that are offered to assist students has been a motivating factor in my continuing education process.

114 I THOUGHT IT WAS EASY AND IT DIDN'T MUCH TIME AT ALL EVERYONE IS VERY HELPFUL

115 The process was very fast and easy.

116 The staff in the advisory dept office should be better informed as to the course programs and the transfer requirements instead of dumping the students off on course instructors. When this is done there is no real need for the advisory staff.

Comments About Experiences with Orientation Campus Tour

Experiences with Orientation Campus Tour	
1	Tour never offered at orientation; did not receive a tour
2	College Orientation went very fast and there was a bunch of students in one area. I think it should be smaller with more then one instuctor telling us everything we need to know.
3	I believe they are important. I did not use them for Saddleback, but did with other colleges I have attended.
4	None.
5	The next step isn't always clear.
6	I had never heard of nor was I ever offered a tour, that might have been a big help for leaning the campus the first week but I made it alright on my own eventually. (thank goodness for campus maps)
7	I didn't have a orientation or tour.
8	I did not receive either a tour or orientation.
9	I don't remember actually having a campus orientation or tour. I learned where things were located mostly on my own but also from an APSY 140 class that I took.
10	the tour needs help
11	I did not have one.
12	Didn't participate in orientation or tour.
13	beautiful campus
14	Never know about the campus tour- think the orientation is a waist of time.
15	I am in online courses, campus tour was not an issue at all
16	No
17	I did not do either of these steps
18	I never got an orientation or campus tour
19	Like I said before, I was let down. I believe that it should be required to see a councelor and that they should help you set up the process so you arent lost.
20	I feel campus tours are somewhat obsolete now with the internet. I recieved all of my class location information via the website.
21	I didn't really care.
22	I did not take a tour of the campus
23	I did not have a campus tour but I did attend an orientation to the nursing program that gave me a lot of important information on what I needed to do to prepare myself for the nursing program at Saddleback College.
24	n/a
25	I am a long distance student, did not attend either. The information on the website was good.
26	I a a continuing ED student....the orientation and campus tour didn't apply to me.
27	n/a
28	I believe the orientation was a little too long
29	I did not take a campus tour.
30	I dont even remember a campus tour
31	did not do one.
32	I never really took the campus tour. I didn't even know there was one. Maybe if you made it more noticable that there is a tour available more people will attend and not get so lost looking for classes.
33	Its really cool that they take the time to show us around. Thats real cool!
34	I was not offered an orientation when I started going to the school. However, I was not actively looking for an orientation course. I did not take a campus tour.
35	I think the tour is a great tool for helping students get familiar with the campus it's a big help for students.

Experiences with Orientation Campus Tour	
36	I was not provided a tour.
37	never came to it i just figured out the campus on my own
38	I did not do orientation or a campus tour
39	as i am a returning student, these don't really apply.
40	Not applicable as I am very familiar with the campus
41	College orientation was very helpful for me. I could understand the academic system, and especially, the transfer program is very organized.
42	It was well done but it was not important because I am not really going to stay on campus.
43	I am a former student of Saddleback. I didn't need college orientation or a campus tour.
44	Even though there are classes that are now under construction, we are still able to attend class we necessarily need and I'm very satisfied with the new BGS building.
45	i was given the opportunity to be given a campus tour by one of the coaches at saddleback and it was great to see that saddleback is not just about sports but academics. the campus is also kept very clean.
46	I don't remember a campus tour or orientation, however I did originally register over 10 years ago.
47	These were ok, nothing special, I never took a campus tour, just explored on my own.
48	I was impressed with the organized orientation and campus tour that I recieved as I returned to college. It was a 20 year space and Saddleback made me feel welcomed!
49	I think it is a very important to know class locations, because of parkig sitiation, you can't park a car the lot you would like to park. And also to use all facilities fully, you need to know benefitial office locations.
50	I started going 5 years ago and don't remember any orientation. But, then I wasn't going full time either...
51	I'm going to class in the evening. It would be nice to have an orientation and campus tours either on a Saturday or at night.
52	Did not attend either a college orientation or campus tour at Saddleback.
53	I didn't have a tour.
54	none
55	N/A
56	I never attended any of them!
57	Very helpful.
58	Maps are useful.
59	
60	Did not have orientation or campus tour.
61	Your campus maps work just fine!
62	I did not attend a college orientation. I did not attend a campus tour.
63	The matriculation process is a good component to have especially first coming into Saddleback and not entirely knowing or understand what to expect. I appreciated the information a lot.
64	Need more employers
65	I didnt do the campus tour
66	I never got a campus tour.
67	Campus doesn't matter to me - just education and whether it will get me what I need for the job market.
68	I have been attending saddleback off and on for twenty years including 2 Associates degrees and continuing education for different work related certs. I haven't done an orientation/tour in years and can't really comment on the current programs
69	Orientation/counseling/guidance/progress monitoring is real shortfall at socccd. Doesn't affect me as a returning adult but post HS kids are clearly adrift.
70	I was not even aware that there was a campus tour.
71	Campus tour was short but sweet.

Experiences with Orientation Campus Tour	
72	I never got a tour or an orientation. Maybe I missed it, but I believe I was never directly offered it.
73	I didn't participate because I didn't need to.
74	i was never oriented or given a campus tour.
75	I did not participate in any orientation or campus tour
76	Did not take part in the orientation or campus tour
77	I did not participate in the campus tour.
78	The orientation was too brief and didn't explain the multiple options offered at saddleback, nor what its highlights were.
79	I didn't take either, but self-orientation is not difficult with a map.
80	No. Straightforward as well.
81	Didn't take them at Saddleback
82	When I started in 1984 I don't remember if they had orientation or a tour of the campus. The campus was really small.
83	I didn't really hear anything about orientation or a campus tour. I kind of just did it myself. I guess it would have been nice to attend some sort of orientation and have a campus tour.
84	I did not take a campus tour or orientation.
85	I'm pretty sure everyone was asleep during the orientation. I wish it was a bit more informative, I'm sure by now it has changed. I was never offered a campus tour and I was unaware we had them.
86	it might be nice to have a campus tour date for all in-comming freshman, and a more detailed map could help
87	Once again, even YOUR survey is geared toward students who are attending college for the first time. MANY, MANY students do not meet that profile!
88	Because I have an undergraduate degree from a 4-year university and have toured many colleges / universities for myself and for my son, I am not concerned with college orientation or a campus tour. I do, however, know young people who think that this process is fabulous.
89	I am at the college for possible second career so this do not really apply to me. I think you should add a "not applicable" response.
90	I didn't attend an orientation or a tour for Saddleback College
91	The school itself is great, and the orientation is pretty helpful for me since it's my first time here.
92	didn't need a tour or orientation- I went to Saddleback 25+ years ago, and not much has changed...
93	Receptionist in counselling needed attitude adjustment, but generally people very nice. People in career counselling very nice.

Comments About Experiences with Financial Assistance

Experiences with Financial Assistance	
1	Kinda difficult, especially when regarding scholarships.
2	I have no need for financial aid so I haven't experienced anything related to it.
3	N/A
4	The Staff at Financial Aid are very rude at times and not helpful
5	My one experience in person was that the person was not familiar with the program I wanted more information about (it was on their bulletin board outside the office) But did take the time to help me. The website was slightly confusing if you didn't really know what to look for - particularly if you are a non traditional student
6	I remember when I went in to apply for a BOG fee waiver and, when I didn't have my parents taxes I was rebuked. What really bothered me was that the officer seemed really happy that I was leaving. A big smile on her face like she effectively stopped a thief from comming in to steal the states money. My parents are very negligent of my financial concerns and needs I don't need someone else antagonizing me.
7	Very poor communication.
8	Personally, i don't have financial aid, but i see it everywhere to it must be a good program
9	It is not an easy process, and I think more people should qualify for it.
10	I did not use any financial aid.
11	My issues toward financial aid are toward the federal laws re: it rather than Saddleback.
12	Financial offis people were very helpful, and I highly recommend to visit the office in person sometime.
13	I haven't looked into financial assistance.
14	The process takes too long. Also I'm a student who is 20 years and I don't live with my parents. But i'm still considered an independent because I wasn't born before 1986. But I still claim my own taxes and own bills but I can't get any financial aid until I turn 23. The FAFSA should be re-evaluated students now-a-days don't depend on their parents.
15	Maybe the people could be more informative. On one occasional i had to come back several times, if I had known what I needed to complete the process I would have brought in all in on the same day.
16	definitely interested in this area. need more information and guidance.
17	people never give enough info and are rude ! stop being jerks!!
18	It was not yet necessary, but I am looking forward to the opportunities provided in the future.
19	I didn't use any Financial aid so I don't know anything about it.
20	I did not receive any financial assistance for Saddleback, only for my first year at university.
21	Did not apply for financial aid.
22	n/a
23	I got financial aid only during my first 4 semesters. It stopped after that.
24	I've never used financial aid.
25	Everyone has made this return to college a great experience.
26	Really nothing.
27	Didn't use or apply for financial aid - this is N/A to me.
28	Do not receive financial aid
29	I haven't received a lot of information on financial assistance.
30	Financial Aid personnel speak English poorly, are difficult to get direct answers from, seem harried and uninterested in helping me personally.
31	The employees of Financial Aid office are outstanding, have always been extremely helpful and efficient in what they do...Thanks!!
32	I called and was on hold for 20 minutes. I then hung up and called back and got helped right away.
33	In the past I had grants for college, this time I am being reimbursed by my employer

Experiences with Financial Assistance	
34	I did not need Financial Aid
35	Did not apply to me. According to the state of California, I'm not eligible because my parents actually saved money for me prior to attending college.
36	Did not use any of these services
37	love apsy, because it definatly helps with financial aid
38	Being able to submit applications and forms online would be nice...
39	Never needed any financial assistance
40	The people in the financial aid office that I have come in contact with have been standoffish, and don't seem to want to help the students.
41	I have never dealt with the financial aid department.
42	So far I have not had to sign up for financial aid, but everyone has been so kind and helpful to make sure that we find a way to get some financial aid just in case. It seems that the staff does care what your needs are.
43	The process in person is chaotic and no two persons have the same information or answers. This should be addressed.
44	Audit process has taken more than a month - caused me to miss on opportunities for Work-Study
45	In my opinion, the fee for international students is extremely expensive. Although i know financial aid is only applicatable for U.S citizens, I hope there is any chance to get some scholarship for international students.
46	I did not need financial aid for attending Saddleback. However, I was aware and know of the help and programs Saddleback provides.
47	It would be nice to have more communication with the financial aid office in check distribution matters. Perhaps an explanatory information would be more useful than the currently required financial assistance workshop. I found that workshop a complete waste of time and I still haven't received my loan disbursement check or any information as to when I will receive it...
48	I never really used the financial aid at the college, but I have a friend who does.
49	Alot of students don't know about financial aid
50	No comment.
51	getting financial aid at this school is extremely difficult to deal with. I have had to go back to that office and refax information several times due to people working there not giving clear instructions or checking paperwork correctly. I have taken time to submit forms only to find out from another person that I didn't need to fill those out. It takes at least a few days to receive an email back from anyone there and noone really seems to enjoy their job which makes them all slightly rude.
52	Financial office didn't send me the right paperworks in time. I have to go there in person and ask them if there are any updates on my case, and they told me that they sent me 2 letters, which I haven't received, even if the address listed under my name in their data base it was good. And even if they had my phone number listed, they still haven't bother to call. I know is my responsability, but they can help a little bit in this long process.
53	I like the financial aid people so much. They help out with anything you have question for. I just had a rep. come in and talk to the class about it and i learned so much information that i was blown away with everything that was out there that i didn't know was there.
54	I only used financial aid once, and the application process, I remember being pretty hard.
55	Should have a category-- not applicable
56	Again, this was made easy for me.
57	I never experience these assistance!
58	They are always very helpful
59	The financial assistance seems like it would be an easy process. I did not apply or need the assistance.
60	I didnt need financial aid
61	The financial aid office is very helpful in answering questions and accepting documents. I think that the website has a lot of useful information as well.
62	The man that works at the counter in the Financial Aid office is not helpful at all.
63	The person at the front desk wasn't always the most knowledgeable about the financial aid process, or offered

Experiences with Financial Assistance	
	much help when you'd hit a road block. But that of course didn't mean they were all like that, I found some financial aid personnel to be very helpful!
64	Did not need to apply for financial aid
65	The web site could use a little more detail in the process and how it all works.
66	I was not contacted or assisted with this.
67	Yes, i have applied for financial assistance recently and to this day they are still sending me letters about documents i need to complete and return to their office in order to complete my financial aid process it would be to the best interest of the students if they figured out what are ALL of the documents that need to be sent in instead of dragging the student form after form, which in my opinion is a waste of time and has made me feel that i should give up
68	I had no need for financial aid. But I have heard from friends it is very helpful.
69	To long to explain.
70	I applied for financial aid last year and was very disappointed with the attitudes and the effort put forth by the employees of the office, also the turn around on my application took a long time.
71	I hear about other people getting plenty of help at other schools- but I always have the hardest time getting ANY information out of the financial aid people, whether its in person or over the phone. I understand they have to deal with a lot of people, but I just don't EVER feel satisfied with the information or the help I receive.
72	Not Applicable
73	Not used
74	I have not looked into financial aid as of now.
75	I did not apply for Financial Aid
76	you guys didnt list G.I. bill on the first page as part of financial assistance but thats what i have so i didnt select anything.
77	Your financial department needs to be more thorough.
78	n/a
79	The staff in the F/A office is often times rude. They act as if they are giving out their own money. As a student on aid the processing time in the office is way too long and they are unable to give you status on where your file is at in their process. I would like to see my aid info available on mysite as part of my information and be able to accept/reject aid offers electronically
80	I did not need financial aid
81	It took a while to get the FAFSA done in person. Not everyone knew exactly what was going on, only the basics.
82	Much of the application process seems to be using older paper-based forms, when it could be streamlined to use online forms and content, which could reduce paper usage, increase processing efficiency, etc.
83	I've filled out many many applications for scholarships and Financial aid, but I get turned down cause I'm still dependent and The only scholarship I've gotten was from the county for being born a certain year. Cool HUH?
84	Did not use any kind of financial aid for Saddleback,
85	I haven't gone to a Financial Aid yet.
86	It's still hard to find information online about financial assistance. I think it needs to be its own separate tool bar on the home page of the website. In all my semesters I have never been able to find information about Saddleback's scholarships
87	I did not need financial aid, so I do not know anything about it.
88	I have had no experience with financial aid, but I know someone who did and she did not complain
89	It seemed that the people there are overworked and did not know how to help most people. Its been 3 months and i'm still trying to get my financial aid money.
90	I find the Financial Aid dept. a little short with answers. I call for help and it seems like a inconvenience for the staff to help me.
91	answered all my questions
92	I have had a great experience with the financial aid process thanks to all of the staff and faculty at Saddleback College.

Experiences with Financial Assistance	
93	Phone service is awful. I kept getting transfered to multiple departments and finally the one person I yelled at helped me. Awful phone customer service. In person isn't much better. The younger staff members don't care about customer service, and it reflects VERY badly on the school in general.
94	Trying to figure out the financial aid portion was difficult and I would've liked some more one on one attention to help me out. It is very difficult to get help from the counselors at school.
95	I'm working to get my financial aid right now for the college I am attending in the fall.
96	didn't use it but I know it's a very important service and I have only heard good things
97	I am never able to get an answer over the phone and they tell me to come in then when I do come in they tell me to wait for a letter which then I have to bring the letter to the office and go from there again... it's a never ending loop!
98	thanks for asking, here in financial aid office they never want to help when ever or what ever you are asking them they will answer you in opposite! maybe I'm going too far but they do not give us a good service in person in that office!
99	I would like to see more information posted on the financial assistance website regarding the college scholarship. The only way to really find out about it is to sign in and start the form.
100	I don't have Financial assistance so I can't really answer well to this survey.
101	I was able to complete the financial aid processes with minimal difficulties due to the staff and internet.
102	very important but weak
103	Too many people handling one case. Lack of communication. No timeline (expectation)! Run-around info., or brushed off experience!
104	Although I do not use this financial aid assistance program, I know about 6 students who do / did use this program and they are / were extremely pleased with this program.
105	Financial Assistance here is great, they answer as many questions as you need them to. They also tip you on other ways to pay for school. Very helpful.
106	I had hoped for more scholarship info. on the website.
107	Too much walking from office to office in different buildings.
108	The college website is very helpful however, the associate who works at the financial aid office is not interested in his job.
109	none
110	Because I already have a bachelor's degree, I do not qualify for any assistance. Twice I was told this, then I was advised to complete a FASFA last year--only to find out that I do not qualify for aid to pursue a certificate program to prepare me for a new career because I already have a Bachelor's degree---even though it is in a totally different area of study.

Comments About Experiences with Registration

Experiences with Registration	
1	The computer system during the first month of registration is very unstable. The few weeks before school starts the system crashes almost daily. Something needs to be done about the system months before the new semester registration process begins.
2	Permit debit card/echeck payments, electronic signatures. Still too much that needs to be printed off & mailed in (transcripts, fees)
3	very easy
4	you guys are doing the best in this department! everything was perfect! thanks!
5	The online class schedule is the best I have ever seen!
6	There was frustration due to online registration was stating several individuals were not CA residents. IT problems.
7	it would be nice to be able to see all fees and fee options up front- get them all out of the way at once. Maybe have the option to buy the ASG Card and a Parking Permit outside of class registration
8	The only suggestion I would have with the class schedules online, is that the amount of seats left in a class but updated more often. I would try to add a class that said there were 4 or more seats left in it, and it would be full when I tried to add it to my schedule.
9	Registration and choosing classes is extremely easy and user-friendly. Very happy with this process.
10	none
11	I wish that I understood that if a class was full that I had the right to "petition" for admission. Perhaps some type of numbered "wait list" should be considered, similar to what is used at Cal State Fullerton.
12	Easy, quick, convenient. Thank you!
13	very organized and easy to access.
14	You won't send out, or hand out any catalogs so why ask?
15	Right now my highschool pays for every class I am taking.
16	Having courses shown on your account on Mysite online and in a catalog on paper is important. I like being able to fix whatever I have to online and still be able to look over potential classes in the catalog. I like that the course description includes the kind of homework that will be involved and what the exams will be like. I also like the payment process of the classes and the options available to pay. However, it is difficult when Mysite slows down because of everyone trying to register especially when you have to get your ticket in before the deadline.
17	I found all of the experiences with registration useful and very easy to do and understand.
18	Mysite is very helpful and organized
19	I enjoyed the relative ease of registering online for my class. As a parent to a toddler, being able to do this on my schedule is of the utmost importance.
20	The way we have to sign up the to the classes sometimes causes problem. Especially when we need an additional mandatory laboratory classes for the main class, I hope there is an easier way to keep it simple. And also the fact we have to use Mysite to register, sometimes the site itself would be under maintenance, and we would have to wait hours to days to register.
21	most everything i needed was online and i was able to access with relative ease.
22	I dropped a class and still waiting to hear how I will get my money back
23	I am very satisfied.
24	N/A
25	No.
26	So easy, even a caveman can do it.
27	The online course catalog, the one indicating which classes are and are not available at the beginning of the semester, is kind of difficult to find from front page of the website.
28	Registration has always been a simple process at Saddleback.
29	When i was too broke to pay for tuitions, it was very helpful to pay on the installment plan. For suggestions, I would like to say it would be better if the hour of registration will be extended to 24hours.
30	Trying to make payments on Campus or online or by phone were very difficult this past spring semester. I could not pay my fees by any of these means for over a week, which made it a huge hassel to register for classes.
31	When it comes to paying for the parking fees, I mistakenly purchased a permit for Fall 2008 instead of Spring

Experiences with Registration	
	2009. I immediately sent an email to the company that administers the permit program and received no response. I sent a second email and, again, received no response. When I called the company, they referred me back to the Public Safety office on campus. When I called them, I was told to call back because the person was not in the office. My only other option would have been to go to campus personally, which is not convenient when a student does not live close to campus. As a result, I had to pay another \$30 for the correct permit and throw away the one that was not valid for Spring. Lesson learned, but it was irritating that I couldn't easily get assistance.
32	Registration was easy but I couldn't find out how to pay the health fee online. I went to the campus to pay it, hoping they take one of my forms of payment and they did. Because I'm on a walker a worker from the EOPS office walked it down there for me and gave me the stub. That's why I love going here so much that want you to make it.
33	Having attended other colleges, I think it is redundant that if a class was paid for by credit card, then dropped, that an additional refund form should not have to be filled out. A credit card number should be given and a refund directly to the card should be processed.
34	I thought it'd be really cool if you could link up the M.A.P. from MySite with the online Class Schedule and show you a list of the classes you want to take that are available. You could even survey the MAPs of students and use them to predict which courses will be in higher demand for the upcoming semesters.
35	I never received a letter last time telling me when it was my time to register and missed my date then my classes I wanted were filled. Very Upsetting!
36	I checked online course schedule, but at the same time, catalog book was very handy and important to me!
37	everything is great except fee payment options
38	Great experience with Saddleback College and prompt response if there is any problems.
39	Refunds are not automatically generated. There is a 2-4 week wait time, AFTER, an application has been received to reimburse a credit card. I have attended several junior colleges, and no other school that I have attended has had this policy.
40	The online courses are difficult to find, because they're blended in with everything else and I tend to overlook them.
41	The process is not completely accommodating for students who are tight financially.
42	smooth and easy process to pay
43	After the semester starts i can not use the financial aid option on the site to pay for the classes.
44	Printed schdual information and how to access it is confusing.
45	Easy
46	Registering for classes was simple and efficient. The class schedule was always available in advance which made it easier to pick what I needed.
47	School doesn't communicate options if payment is difficult.
48	There could be more online class offered but Saddleback has far more than any other college.
49	All Saddleback faculty have helped me with an easy transition from the military to college.
50	Need the schedules earlier, and more of the same classes at a variety of times
51	Everything suits the college and the student. The online classes and schedules that is pure genius.
52	Add American Express for payment
53	Having immediate class schedules (my own as well as the college offerings) any time of the day or night is extremely important to me. Because I work long hours, having this access on my computer is extremely important to me. Also, I really like your putting my class schedule on the internet along with the books are required for these classes. I was not able to get to the bookstore, and I easily ordered these books on line. WOW! I love it!
54	Credit card acceptance was down when I registered the first time but it was working when I came back. Online schedule is enough course description for me.
55	About the class schedule and descriptions, it would be way more helpful if it explains more about the classes such as types of projects they are doing or something like that. Ask for ONLINE class schedule, if there were designated times and if those times were consistent. I signed up for an english class and when i would check it on monday it said there was an assignment due friday. on tuesday it would say the same thing but when it was wednesday, it would say that there is another assignment due that night and sometimes i would miss a day and

Experiences with Registration	
	realized that i missed it and i can't make it up.
56	It was the easiest thing ever!!!!
57	Did not use any printed catalogs or schedules, only online based. It would be great to have payment options beyond just Visa or Mastercard (especially American Express or Discover), for students that do not have options to use those two former card types.
58	none
59	The class schedules online are great and I have no complaints
60	I never had an online class.
61	I have attended a few diff. colleges and Saddleback has been the most "user friendly" by far.
62	Everything was easy to understand and the options worked out very well for me.
63	Would prefer not to pay online
64	it's all good
65	I would love for American Express to become a payment option.
66	Payment for parking fees through the online process resulted in a double billing of my credit card; I sent an email in to administration about this and received ZERO response from either administration, or any sort of apology from the company doing the billing. It was eventually corrected in the following month, but I'm entirely unsatisfied with the process and with the lack of response.
67	I LOVE online classes. Keep them coming!
68	Maybe other types of payment
69	I was charged as a non resident and it was easy to get it cleared up but it was stressful

Comments About Experiences with Class Scheduling

Experiences with Class Scheduling	
1	Would like to see more evening classes
2	You guys have a very good spread to choose from.
3	none
4	Sometimes classes get canceled before even their first meeting. A lot of people like to visit the first class before they enroll, and it would be helpful if the classes didn't get canceled so early.
5	The days a class meets is critical especially when one controls their own time and education
6	I know in order to have time and day flexibility requires more professors, however, the times and days of all my classes are at the same time, making it hard for me as a student/worker to have enough days outside of the school week to support myself through college.
7	N/A
8	I wish more classes were available on Fri/Sat
9	need more 4:00pm classes
10	Some courses needed to complete my certificate are only offered once per year, and/or at times that do not fit my schedule.
11	Online student
12	While I was working I preferred the evening classes. (of course I had to quit my job to attend the nursing program full time...)
13	There needs to be additional availability for students who have to work all day
14	i have work so this helped out a lot
15	Some classes are scheduled at bad times. Like the few classes that start at 9am makes it impossible to find parking because so many classes start at 8 and don't get out until 10:30. Also class are too close together which makes it a nightmare to get on and off campus at certain times.
16	Evening and online classes are most important
17	Most classes start 10 minutes after the end of the previous class... so a student either has to rush to their next class, or is forced to take an hour and 40 minute break. The classes should be spaced 20 minutes apart to allow more time to make it across campus.
18	there are limited night classes offered, but that is to be expected, no real complaints.
19	I was only looking for one class and the time and day worked perfect for me.
20	As a re-entry student, Saddleback offers a diversified class schedule so that one can still work and achieve the goal of completing their General Education courses required for transfer in the late afternoon or evening.
21	as i work full time, having evening classes is very important.
22	Being a full time student and working full time makes it hard to pick the right times.
23	They should provide more night classes because students are working full time.
24	I have class 2 days a week all day, I love the way it worked out and had the same schedule last semester. Extremely satisfied with how everything fit nicely.
25	Most of the classes are scheduled well but to have to stay long hours for one to two day classes is stressing. Another thing is that Saddleback College is located near a high school that traffic would be terrible. But that can not be helped obviously.
26	none
27	I would really like it if there were more classes between 10:30 and 7:00 because the parking lots are always jam-packed in the mornings and those times are better for learning from a psychological perspective (learned that in PSYC 1).
28	needed classes mid day 1 - 5 slot
29	Really liked the feature on the website that would show you a graphical overview of your classes and show any overlaps in the timing. Very helpful. Also it was great that i couldn't pay for a class if its time slot conflicted with another class. Very helpful.
30	So many classes are packed in early morning and afternoon. I believe Saddleback College should offer classes in more various times.
31	Some classes are very limited in time and days given, but it is hard to get every class at every time.
32	In the nursing program I have learned that I need to schedule my life around the program and not the classes around my life. I really don't have too many options to choose from so I plan my work around my school schedule
33	The class schedule was very important to me because I'm a single mom of two and child care is mostly only

Experiences with Class Scheduling	
	open M-F 6am-6pm. Saddleback has many classes between that time frame so you wont have to keep putting off going back to school.
34	The schedules are good for me, and it suits my availability.
35	Some classes were only offered at the same times.
36	Classes at all times are important, and Saddleback College, has just that.
37	
38	I wish there were more classes available in the evenings such as dance, pilates, and yoga. They seem to fill up fast.
39	There are not enough courses offered in the morning. I believe this to be a problem amongst the entire student body. This is especially true in math classes. The lack of course offerings postpones the process of obtaining your Associates degree which, in turn, produces a financial and/or emotional hardship upon students.
40	This semester I only enrolled in an online class, but having the option to chose from many time/dates is very important to me.
41	There were always classes available at all times during the day.
42	I don't think enough classes are offered at evening hours esp. in the science field
43	I have been able to find most of my general ed classes in time and day slots that are compatible with my work schedule.
44	More evening and weekend classess would be great!
45	I enjoy morning classes and was able to keep to that pretty well. I wasnt able to get the exact time I wanted for my second class, but everything worked out in the end.
46	The online availability was wonderful
47	Not enough classes in the evenings or weekends for working adults
48	Saddleback College is doing a wonderful job in all areas of concern!
49	Should be more morning classes in the Foods and Nutrition. Also, some classes could be offered multiple times, such as Sanitation and Safety. Last, some Saturday classes would be welcome.
50	I would like to see more day classes, because it seems like a lot of part time teachers only teach at night, or the 3 hour classes are at night. It would be nice if they were 9 or 1030 starting classes that were 3 hours long.
51	Everything is perfect for a community college this size!
52	The variety of classes available during the week is good, especially when you are trying to coordinate them with other classes you have to take.
53	I wish we could have more night classes.
54	It was hard figuring out my class this semster because some class are only offered one day and one time. This is hard because i need most of them to transfer but i also have out side commintments that i need to take of that are to help with my future job.
55	Class days and times here at Saddleback are very flexible and accomidating.
56	both need inprovmnt
57	online class n/s
58	Perfect! i have nothing to say! thanks!
59	Saddleback should offer advanced math classes that are two days a week instead of three
60	There should be courses with later start time to accomdate parents with children in school. 9 am or later.
61	No, everything seems pretty good.
62	I would prefer to have more evening classes offered
63	More weekend classes please!!!
64	Times are normal, however its evident that parking has become increasingly difficult and bothering
65	They just get you the classes you need at the time you need them
66	so much crowding in some classes
67	Courses have been manageable with my difficult work schedule.
68	Need more of the class that are very impacted
69	No
70	Because I work during the day, I am limited to what classes to take in the evening. Two years ago I took a Biology 20 class on Saturday, but the next Biology class was not available for me to take because it was not offered in the evening or Saturday. Therefore, I stopped taking biology. I also was not able to sign up for a chemistry class because I had the same problem. This is frustrating because I want to be able to continue going up the ladder with any serious classes. I have forgotten a lot of biology because you did not offer an evening or

Experiences with Class Scheduling	
	Saturday class. I am currently taking Beginning Algebra, and I want to continue with higher classes. However, I don't know whether or not these classes will be available in the evening.
71	I would like to see more night classes because work is a necessity.
72	You guys need more math classes especially math 253
73	Studying with three children, time/days schedule are very important to me.
74	These days, I use the online courses.
75	need more evening classes!
76	Unfortunately it is very difficult to get into evening classes and online classes due to the demand. I find that I have had to put off my education quite a bit based on availability of required classes in conjunction with my work schedule (9-5)
77	Some classes that meet once a week should be started earlier or later - so working people can schedule half a day off rather than 2/3 of a day. Additionally, night classes should not begin until 630 due to freeways in orange county.
78	I am taking an online course
79	Need more evening and night options for working students.
80	I have always been able to find the classes that I need and the scheduling was satisfactory.
81	I work full-time and need to take classes at night, on the weekends or preferably online.
82	One thing that i love so much is the flexibility of most classes at saddleback. sometimes there are specified times for one classes that i can't make but otherwise everything is really flexible and satisfactory
83	Some classes do not enough options
84	Days and times worked out fine for me

Comments About Experiences with College Advising

Experiences with College Advising	
1	though i know they got tons of things to do. i never seen a counselor more than 2 times than i been here. they do leave the student responsibility but as a new freshman they should help a bit more with the transition
2	I have not done any of these counseling.
3	After having a few different counseling appointments, I felt that during some of them, I was being rushed and was not satisfied. I need to have my needs met, and only half of the time they were.
4	Doug Barr is an AMAZING counselor!! He made all the difference in my schooling and helped me focus on what i needed to transfer. Without his guidance I would of been lost!!!
5	Most of the transfer center counselors are ill-informed, especially Jane. Transferring is the reason that student go to a community college after high school, its the most important thing a community college offers. The transfer counselors need to be better qualified and more knowledgeable
6	The counsellors that I have met with have either provided me with false information, delayed my transfer process, or provided insufficient answers to my questions.
7	I met with a college representative but did not get the information I needed - my request was too specific for their knowledge of the program their campus offered. Have not used career/transfer/program or registration counseling
8	Very busy staff who still took the time to make me feel as if my future were important to them. However, my daughter who also attends here, was treated rudely and felt belittled because she wasn't sure which direction or major she was seeking. Instead of suggesting Liberal Studies as an option, he basically told her to take Applied Psyc and figure it out.
9	Because I am not currently taking classes that will transfer to a 4-year university, I am not involved in this process.
10	I did not utilize this service, but I will mention that my daughter transferred to San Francisco State and had a very difficult time getting her transcripts there in a timely fashion. She was almost dropped from registration there and almost lost her financial aid.
11	My counseling appointments are always very quick and I feel like I just got spit out of a tornado when it's done. I'm more confused than when I started.
12	This was extended to me based on how I registered.
13	Excellent
14	I had a great counselor in Michael Long. He has been my counselor for everything I have needed. He is the main reason I stuck around at Saddleback. When I did bad one semester, he helped get me back on track.
15	Need an online counselor
16	Steve Handa is a great asset to the college. His knowledge of information is phenomenal and he has assisted me in being prepared for a 4 year college.
17	Whenever I went into the transfer center, it seemed as if I knew more about transferring than some of the counselors in there. I would ask questions and they would ask the person near them, and they didn't know either and it went in a circle before they told me they didn't know. I had to figure out a lot of the information on my own. They were knowledgeable in some areas, but there were some important questions that I had that they didn't know the answer to.
18	Sometimes Ive been lead to believe somethings thats not true. IE. saddlebacks policies
19	have not had program, career, or personal counseling.
20	N/A
21	I appreciate counseling staff. They were very helpfull. However, about transfer counseling, depend on the staff, the informations I received were different, and there was a time I got confused.
22	Not Applicable
23	Academic counseling is very important as to understand what classes you need to take and for what major. I've found the counselors at Saddleback to be incredibly friendly and informative.
24	AWFUL. HORRIBLE. I cannot describe how angry it made me to hear three different verisons of what I should do from three different people. I felt like I wasted my time. I am very angry at the service that the counselors gave me. They are lacking. They need to really reevaluate themselves and maybe even have group discussions so they dont keep giving out different information. That is a HUGE complaint amongst my friends and I.
25	The only way to get an appointment with a particular academic counselor (who doesn't have the "cookie cutter" approach that only works for a typical student) is to hope that you can get through on the phone on Monday mornings, or wait in line before 9AM on Monday mornings in person. This is very irritating and unreasonable!!!!

Experiences with College Advising	
26	Every staff member knows tons of information that can help me whether it be for classes, academics, or transfer
27	Sometimes counselors can be misleading
28	Transfer counseling was very important for me, but sometimes, information was slightly different by different counselors; it made me confused.
29	I haven't looked into counseling much but I'm glad it is available and I will use it in the future.
30	Need more counselors so kids don't have to be put on a waiting list to see one.
31	none
32	i had more help from the school i was transferring into than at saddleback. only once did i make an appointment with an academic counselor and he was the baseball coach. it was wierd. he wasn't very knowledgeable nor interested in my academic progress.
33	My counselor was probably younger than me and was not very helpful, but I have been recommended another counselor so I have yet to go.
34	The counseling resources are excellent and if they dont know the answer to a questions they find out for you !
35	I would like to walk into a counselor's office at saddleback and not have them relay back to me the IGETC form. Yes, it is important on transfer, but I want them to be able to do more than the IGETC. I would like them to help students get the proper connections to universities, talk to them about all their transfer options, inform students about the new prereq.'s for certain majors to give students an idea of how long it will take to transfer from Saddleback, and inform students of the steps needed when getting ready to graduate.
36	never available and counselors not reliable
37	APSY 160 was awesome, and that was basically a class about career counselling.
38	none of the counselors are familiar with the drug and alcohol studdies program or transfer requirements to get into this field.
39	The lady at the first desk is very rude and not helpful. Every time I have walked into that office she seems to be in a bad mood and she belittles people. She made me not want to attend Saddleback. But when I was finally allowed to se a counselor, the counselor was very helpful and nice.
40	none
41	Your counseling department is horrible!!
42	i like to know about my career opportunities and what can and cant transfer.
43	I HAVE FOUND THAT THE NURSING PROGRAM OFFERS A LOT OF COUNSELING AND HELP THROUGH LIFE SITUATIONS THAT COME UP WHILE IN THE PROGRAM. NURSING SCHOOL TAKES A HEALTHY MIND AND DEALING WITH LIFE SITUATIONS CAN BE HARD WHILE STAYING FOCUSED ON SCHOOL. ALSO, THE COUNSELING FOR CLASSES TO TAKE TO GRADUATE WAS VERY HELPFUL.
44	counselors didnt help, did not give me the full list of classes i needed to take, and in one case tried to mock me and then talked to me like i was an idiot because i mispronounced a class name.
45	No
46	I schedule a counseling apt. every semester to make sur I'm on the right track & I get the exact same info every time- ALL OF WHICH I CAN FIND OUT MYSELF ONLINE!!!! I's a total waist of time- I feel rushed durring the appointment, and feel like they don't know what they are talking about. Not to mention the stupid Monday apt setting time, where you have to call continuously untill you can get through- which means you have to set aside half a day (from 8-11) to schedule an appointment.
47	My daughter successfully transferred from IVC to UCLA but it was VERY painful and despite numerous attempts to get answers she wound up with an IGETC deficit. Really bad counseling/planning/communications processes!
48	Umm, they seem to have most transfer school requirements nailed down with the IGETC and the other transfer guide. They just need to improve on knowing what private schools want in a student transferring from Saddleback.
49	All these areas are covered at Saddleback College. The staff, faculty, and individual professors has always went above and beyond to accommodate.
50	Counseling possibilities are not always clear or open.
51	I have seen different counselors and gotten some different answers. I still do not have a clear picture of what to do next.
52	Counseling here is also great. I'm a person that ask way too many questions and their counselours are always waiting with the answer. Sometimes I feel like this is too hard and I can't do it but they wont let you. They pick you up dust you off and sennd you back to class stronger.
53	I was so pleased to find that I was able to meet with a counselor on my first day of class. Granted I had to wait

Experiences with College Advising	
	for about 30 minutes, but I was very appreciative that they were available.
54	its all good
55	Transfer faculty is the best! very knowledgeable!
56	It seems as though every time I went in for academic or transfer counseling, everyone was sending me to someone else. I think that the counselors should have a more broad knowledge to help more students.
57	I don't really communicate with anyone at saddleback since I am just there for extra classes.
58	Any questions I have can always be answered.
59	Career/academic counseling is required, but my questions were not answered, and I felt that the whole requirement was just to have their paperwork complete, not to guide me in any way.
60	i have only used for counseling for academic matters and was very satisfied!
61	The lady whom I spoke with at the desk was not very nice and it was hard to get in to see Doug Barr.
62	There is a lady for just making counseling appointment, that makes you wonder if she knows how to smile!
63	The EOPS staff have helped me a great deal on figuring out what to take and when. The counselors in the EOPS/CARE program are an absolutely invaluable tool.
64	I could use some more information.
65	The counselor I met with had no idea what he was doing. I helped him look up the requirements for my certificate. I even showed him how to access info in My Site. I felt that I knew more than he did. He also just told me about some services because he had to. Didn't know anything about them when I asked. Could not answer some of my questions. Sent me to admissions to get an answer. I honestly can't believe someone gets paid to do that job.
66	Counseling is great here. In the beginning of semesters and the end of semesters the amount of appointment slots diminish usually to no openings very quickly.
67	again not enough info from people there nor clear cut answers, even if that is an i dont know
68	While this area is not something I need to utilize, knowing that it is available to me if I chose is nice.
69	Didn't like a counsellor I was assigned by health services. Very unclear how to change them, so I dropped out of it.
70	This is continuing ed....
71	I have been going to Pam Barr in the counseling office at Saddleback for the last 2 years. She has been an AMAZING help! I tell anyone who has questions to go talk to her. Just thought I would add this into the comment section because she deserves recognition! :D
72	I don't think you should have to have transcripts to receive career counseling if you simply want to sit down and ask questions about the programs you are interested in. Every time I have called I have been told I cannot make an appointment until I have transcripts sent over.
73	about 2 or 3 section of this page i have not experience them before but im sure they are doing a great job!
74	Haven't really used many of these services...
75	Although I have heard horror stories about how illiterate some of the counselors are at saddleback, I have had a tremendously helpful counselor that goes by the name of Miki. She has planned out what I need to do, what grades I need to get, and what to expect. I recommend all my friends to her and can't say enough about how much guidance she has given me.
76	I have had trouble getting appointments when I've needed them.
77	everyone was real cool!
78	I have not had any counseling so far.
79	The counseling process has been very difficult. It has also been difficult to find a guidance counselor who was knowledgeable and cared. It took many years for me to find one in which I trusted his opinion and knowledge. Prior to that most of guidance has been done myself-in which I have had to point out to other school counselors their advice had been wrong based on your catalogues. Thanks to Doug Barr I have support in believing him and it has worked. He is the only one I would recommend and would continue to recommend until I hear good things about others. Many students I have talked to don't seem to like the counselors either.
80	I do not plan to transfer to a four-years university. AA degree only
81	I haven't used counseling services in several years.
82	Good transfer program, the workshops offered are very helpful
83	the athletics counselors were a very big help with better understanding my academic future.
84	I have used counseling in all areas several times. I also took a APSY 140 class which was also very helpful in my transfer and academic plans.
85	All of my questions were answered but making the appointments can be stressful.

Experiences with College Advising	
86	I have been trying to get a counseling appointment for a while now and everytime I try too, they are either booked or busy. I haven't seen my counselor since Orientation with probably, 20 other people.
87	I have not needed any counseling of any kind since returning to Saddleback. The last time I needed academic counseling was before transferring back in 1997.
88	The transfer counselors did not help me whatsoever. I waited WEEKS to meet with them for 15 minutes and I could have learned more by searching the internet. Their job is to HELP students!
89	This departmet needs major improvement.

Comments About Experiences with Career Assistance

Experiences with Career Assistance	
1	Internships should be built into every program.
2	Saddleback has the means for you to get to where you want, and find you a job. they are here to help.
3	From my experience career assistance saved me a lot of hardship and disappointment. The internships are above and beyond what I had expected. They have given me a professionalism, knowlege, and competency that could only be recieved from excellent services provided by Saddleback College.
4	N/A
5	I have not looked into career assistance yet.
6	I have noy used these services.
7	I have not used these resources as of yet
8	none
9	It is important for there to be many ways for students to get ahold of people with jobs or business careers available. Most times i would answer flyers and only 1 would work and the others are worthless
10	No
11	Job search is difficult to access via the internet. Doesn't seem to be in a easy to find location.
12	N/A
13	Job search and internships are important. I did not use them at Saddleback
14	The staff has always given great ideas and resources.
15	I make seek other avenues in the future.....
16	I was very excited about the job fairs. When I went to them, there was practically nothing. I was expecting internships or many employers in the area, and the only companies there were basically Saddleback and the Marines. I was very disappointed that I drove to the school for that.
17	Have not used these programs.
18	I haven't used any of these services.
19	I do not currently work and I need to start an experience in the accounting field to start my job or apply to a job.
20	this survey is long
21	I didn't know you offered Internships?
22	info was available but difficult to make contacts
23	Finding a job is not that pertinent to me because I already have a solid job so I have not looked into this area fully.
24	I did not experience about job search and internship with employers assistance.
25	wasn't sure how to respond to the "how satisfied i am", as i've never pursued options from this survey page.
26	Trying to find a job right now is very difficult. I think there should be more information on careers on the website. The search engine for job hunting is good, however I feel the application process might not be checked consistantly by employers on the website.
27	hard to locate information about careers on the saddleback website. even with its recent redesign it is hard to find many of the things that are important to me.
28	THE ONLY REASON I AM NOT COMPLETELY SATISFIED WITH THE JOB PLACEMENT AND INTERNSHIP PROVIDED THROUGH THE SCHOOL IS BECAUSE I HAVE NOT REACHED THE POINT IN THE PROGRAM TO INTERN OR FIND A JOB. I HAVE HEARD THAT SADDLEBACK COLLEGE HELPS NURSING STUDENTS FIND A JOB AFTER GRADUATION AND IN 4TH SEMESTER HELPS THEM TO START LOOKING.
29	I consider school my job as do most other students commuting to saddleback. However, I wish I would receive some more notification from the school about opportunities available.
30	I feel that there could be more information on the certificate programs at Saddleback. I was also extremely pleased with the Gaucho jobs website. I found it incredibly useful. I don't know of another college that offers the Gaucho Jobs tools. I feel that there could be a litle more information in regards to internship opportunities.
31	I did not get any assistance finding an internship. I had to find it by myself. The instructor also did not monitor or communicate sufficiently with the employer. That said, the internship was a valuable learning tool and I am glad I did it.

Experiences with Career Assistance	
32	I haven't used these services.
33	The low gradings are only because I have never heard of it or have had very little exposure to these things which give a bad impression.
34	i have not used any of these services.
35	none
36	Never tried them. I'm sure they must be great as well.
37	Haven't used any of these either
38	I haven't looked for a job on the website.
39	I do not use this career assistance program.
40	Could have used more assistance with job placement 2 years ago, but it's no longer an issue
41	Excellent
42	I don't know what internship with employer is?
43	This has not been extended to me as of yet.
44	all good
45	I haven't looked into career assistance but it is definitely a valuable tool. My experiences with it at my other school (UC Berkeley) were fabulous and I scored a fantastic internship.
46	The internships with employers is hard to find and figure out. I think they need to have certain areas dedicated just to jobs programs and whatnot.
47	For my new career choice (Pastry Arts), Saddleback does not have a program. I have returned to Saddleback for classes for a program at another school that I can transfer.
48	I've never used any of these applications but from what I've heard they are pretty good.
49	I actually did not use any of these programs.
50	Where are internships posted?
51	Not Applicable

Issues or Problems with Experiences at Saddleback College

Issues or Problems with Experiences at Saddleback College	
1	Generally happy, but I think nursing program should have dedicated counsellors who are NOT professors in the program.
2	Some of the parking lots are really far away from the buildings. I don't mind walking but I usually take night classes and those lots are too dark. The campus itself needs more lighting too at night.
3	I can only say parking can be tricky sometimes.
4	The smoking. At every entrance to a building at Saddleback, you have to walk through a cloud of smoke before you can enter the building. For us who don't smoke, it isn't fair and isn't healthy. Move the smoking areas away from the entrances of the buildings
5	My only thing is that I am not a CA resident yet and my tuition was more than I thought it would be, which resulted in me not being able to take as many classes as I had hoped for this semester. Next semester I will be a resident and will be able to afford full-time tuition costs.
6	FINANCIAL AID HAS BEEN THE LEAST HELPFUL BUT THE INSTRUCTORS HAVE BEEN VERY KIND
7	iam really appriciative of its availability
8	Certain faculty members at Admission & Record/Counseling Appointments are rude and un-helpful. Makes one feel as if one is bothering and stupid. ONLY CERTAIN FACULTY MEMBERS.
9	Parking in the BGS building is nothing but a hassle. There needs to be a parking structure due to the limited space for as many students as there are.
10	I have no other issues with Saddleback than those addressed previously.
11	The parking situation within the first 2-3 weeks of school and in general is absolutely ridiculous. I have to get to some classes an hour early to get a parking spot.
12	Counseling services are absolutely horrible. Each advisor I have met with has provided me with false or insufficient information on transferring to a Cal State. This is unacceptable considering the detail that Saddleback College is supposed to be a stepping stone towards a four-year university. Class offerings are also insufficient, especially in math classes. Saddleback College should provide additional classes for the growing amount of students attending community colleges. Everyone is required to take a math course, so why not make it more attainable?
13	More class times, and more of a mix of classes.
14	The soda machines are always empty I went to the same soda machines mon-thursday when i have classes and they were all empty. They need to be serviced/checked on a daily basis there's thirsty students on campus.
15	My site was the only way to registor for classed and it would go down or just would not work at all. At the bookstore they were very nice, but all out of the books for the class. Don't you guys check to see if you have books for the classes very lame that you don't!
16	The parking here has always been a problem. Also, I have a carpool pass, and numerous times the Carpool spots were taken by students with no pass to be there.
17	Not enough promotion about new pre-req's that are needed to transfer out under certain majors; which also prolong saddleback attendance
18	Health Fee - For those with health insurance why do we need to pay extra?
19	The financial aid department seems to be overworked and not very organized. Its been 3 months and i have not received any money from financial aid. I am out of work and really need the money and they say they are just busy.
20	professor s.miller-white needs to be psychoanalyzed. she is ridiculed among the faculty and the student populace, and does nothing to further the education of her students. im not vengeful, i got an A+ in her class, i just dont think anymore students deserve to suffer. campus security is a joke. i feel more scared that they have guns than i do about violence from another student. the veterans memorial makes no sense and as a combat vet i think its silly to put it on a college where no one cares about veterans and its just going to get trashed and neglected.
21	Parking is difficult.
22	Regarding the fitness center on campus. I think the fitness center should be open to all active students so they can be free to workout whenever they want. I disagree with only being able to use the fitness center if you are enrolled in a particular class.
23	I don't have outlook express so I cannot contact the online counselor.

Issues or Problems with Experiences at Saddleback College	
24	They are that I have a problem with some clases. I feel that when i go to one class with a teacher then take another one of their same class the lecture is so close that what is the point of both class. yes there are some difference but for the most part its the exact same course.
25	It was difficult to get classes since the matriculation process was not clear. Finally, after taking all the testing necessary to transfer credit/class-work from CSUF to Saddleback it was still hard to get classes because of how limited they were.
26	the financial aid office. the whole process of trying to find out if you qualify or not.
27	When mysite was down it locked me out, I thought I had successfully added the class, but a week or so later when looking at my schedule online on mysite, realized the class was not there. I emailed the teacher right away, but did not get a response for about two weeks (I had been out sick for one week). I sent him another email, but by the time he emailed me back registration had already closed. Long story short, I am very disappointed with the way the situation turned out and feel very slighted because mysite's problems caused me to lose my class. School is very important to me and I have a ten thousand dollar scholarship that is contingent on full time enrollment. I understand that website issues happen, but I feel strongly that Saddleback should have done something to make right the situation for students who were adversely, and unfairly, affected by the college's website malfunction.
28	lack of parking
29	Teachers need to communicate better with their students, and actually answer their questions rather than dismissing them.
30	counselors need to be better aware of the nursing program classes/ requirements
31	Not alot of opportunity to scoialize. Boring on campus at times.
32	none
33	Parking is rediculous, I can't park near my class most of the time. I think we should get a parking structure or something.
34	The classes I have taken so far at Saddleback are simply not at all like University classes that I took at Cal Poly San Luis Obispo. The teachers are too lenient and easy! It's great because I do not have to study or work hard, but seriously, too easy...it should be more college-like. Also, I'd like to know about activities on campus more...like performances, art exhibits, visitors, etc. All in all though, Saddleback is great for my needs.
35	Parking!
36	Financail Aid
37	Just not getting my letter that notifies me when to register!
38	The website is still difficult to use and Blackboard.com shows classes from last semester that I am no longer interested in.
39	I am allergic to the contents of tobacco / cigarettes, so the high volume of cigarette smokers (especially when doors to buildings are propped open, and it wafts into the classrooms on the same floor from people smoking outside the building) has been an issue, as well as an eyesore from the high volume of cigarette butts littering the grounds which detracts from the appearance of Saddleback and the impression that visitors and new students may have of their campus.
40	Parking is really really bad sometimes
41	Councilors are always never there when I get off work, it made it very difficult for me to do well and take the correct courses. I wasted a lot of time and money taking classes that weren't correct for my aspirations.
42	The facilities are not kept in good repair, sometimes to the point where they may be dangerous for students. Art classrooms and men's locker room are incredibly dirty and don't seem to get even rudimentary maintenance and cleaning by the maintenance staff; the only cleaning done seems to be that which is done by instructors/students. Trash cans outside remain filled with trash and rain-water for months, and nothing happens; floors are filthy, the tile on walls/floor as well as the ceiling in the men's showers is covered with black stains (mold?). Some storm drains are clogged; weeds grow waist high in many areas of campus (e.g. around the maintenance building east of the Fine Arts classrooms), brush is overgrown and leaves are a foot deep in some planters. Some lights in the outdoor hallways are burned out, and many don't seem to turn on at dusk. The library is basically worthless as a research tool, given the state of the book collection- the OC library in SJC is light-years better. I did expect that things at Saddleback would be time-worn after so many years- but the state of some of the facilities is incredibly bad, and the upgrades will not address a lack of maintenance. Regarding registration / administration- someone needs to help some of the folks there learn about i.d. theft and how to treat confidential information.

Issues or Problems with Experiences at Saddleback College	
43	snobby administrators, being rude to prospective students doesn't motivate students to continue at that college
44	PARKING. It doesn't sound like a huge issue. But it is. I was going to be late for class, and THREE OF YOUR METERS FOR TICKETS WERE BROKEN. I of course got a ticket. When I tried to contest it, they said that I was my fault. AND I got a penalty because nobody at the station told me I should pay it now so I don't get charged later. AND YOUR STUPID METERS ARE STILL BROKEN. BULL. THIS ALSO MAKES ME LATE FOR CLASS. Counseling: From Matriculation to the end, you guys need to get the students more involved. You think you are, but you really really aren't. You need to make it part of the graduation requirements that you HAVE to meet with a counselor after every semester. AND THEN, you need to make it widely known HOW to set up an appointment. ALSO, all the counselors say different things. THIS IS GROSSLY UPSETTING. I felt like I was on the right track, but then I was told differently by another counselor. TWICE. This is SUCH a bad reflection on the whole transferring process at this school. It makes me want to tell my friends in high school to NOT come here if they want to actually succeed. You guys HAVE to fix both of these things.
45	sometimes some services can not be of service, or can be very vague about information I need urgently
46	I'm an international student, and still learning English. It is very difficult.. like a handicap. I wish I were more comfortable to talk in English, so I could more easily make friends..:(
47	Miscalculation of GPA on transcript, I am currently in the process of trying to fix the problem. Have contacted the registrar and counseling services.
48	I wish the text books in the bookstore were a little cheaper.
49	I realize that the college needs to make a profit in the book store but the prices always drive me to purchase my books online.
50	The way the classrooms are set up are good but maybe there should be a better way for students to interact better such as having them sit in a half circle or a brighter classroom rather than very plain
51	The ONLY issue I have is with my political science teacher, Mr. Twikken. He uses the "F" word on a daily basis in class and has told some vulgar jokes, which I don't appreciate. The last thing I want to hear on a Monday morning at 9:00 am is some teacher cussing and telling disgusting jokes.
52	I hadn't purchased a parking pass yet. On 2 occasions, I placed coins in the on-campus payment system to retrieve a parking pass but my change was kicked out of the machine. One one occasion, as a result of the machine not taking my money, I received a parking ticket.
53	I just think that the cafeteria and bookstore on campus overcharges students. I always think like I am ripped off everytime everytime I purchase food and books on campus. That's why I don't go in and shop with them as much.
54	The counselor situation is my only complaint. There should be more and scheduled dates for students to see them. Such as one week as for last names with A, etc. or something to that level. Right now, I have been unsuccessful in seeing my counselor since Orientation.
55	There is communication breakdown between the counseling office and the Veterans office. It is very difficult to get started with a counseling program and the steps are unclear. I had to go between both offices a few times to get it straight and know veterans with similar experiences. Also, counseling staff seems to be short with confused students.
56	Parking
57	Campus Police have twice distributed a ticket to me for no parking pass when in fact I did have it properly displayed on my window...
58	already addressed
59	I work freelance in the television industry, and am taking classes for self-improvement and for job skills improvement. When I get called out to work, I MUST accept the job, because if I don't, someone else will get it. My instructors are more focused on my studying the theory of television production, rather than being understanding and embracing my work experience. IE: I took an editing class, and failed because I had a few absences due to working in the industry. I think that credit should be offered to one who is actively working in their field.
60	N/A
61	I want what I want to get in to but there's all these other things I have to do and I don't want to I want to go straight in to what I want to do
62	Problems? no, Issues, yes. Teacher absolutely LOVE to express their political views on the students. If I wanted to sign up for a political science class, I would have. Instead you have teachers acting in a very inappropriate and unprofessional manner. To be imposing skewed political beliefs during class time is absolutely un-

Issues or Problems with Experiences at Saddleback College	
	professional and uncalled for. I come to school to learn, to reach my goals, and to gain intelligence. Not to see my teachers wearing rainbow pins and spewing out nonsense.
63	The teachers in the math department aren't very helpful and none seem to have very much enthusiasm for being there and teaching. This makes it very difficult for someone to learn especially if it's already a tough subject for that person.
64	Very upset that this is the last semester for darkroom photography. All classes are always full in this area, so obviously there is demand.
65	hours for online registration were a bit inconvenient
66	I have always had problems with colleges because they expect my family to contribute to me when they consider it "good enough" to let me live in the same house. They don't do their taxes and never give me copies or help with FAFSA and the staff here doesn't understand or care. I am not aware of many of the resources available here. Perhaps if I saw more posters that highlighted different services around the campus I would probably look into it.
67	Better equipment and cleaner facilities is needed throughout campus and in the classrooms. It seems in some PE classes the equipment is in poor condition and lacking while in others it obviously has been more of a priority- we need equality and shared funding throughout the PE department. And although it is not as important as having working sound equipment for the exercise classes it would be nice to have new flooring in the library because on the stairs the floor is now being revealed through the carpet. Also, the carpet looks as if it hasn't been vacuumed in ages, it's very distracting.
68	financial aid, special services, finding ash trays and parking.
69	The U.S. History teacher I had taught from a totally biased perspective and didn't really talk about the other perspective.
70	Overall, no issues. The faculty that I have experienced so far have been wonderful. The only recommendations I have is a better organization (perhaps a larger area?) of the campus bookstore; it was very confusing trying to find books and took much longer than I expected.
71	special service department treated me poorly cafeteria tastes bad counselors are not nice Loma Hopkins is the main problem
72	I do not qualify for financial aid and I am low-income. I NEED HELP... What do I do before next semester comes? I have already been to the financial center, there not really helpful in that area.
73	I suffer from PTSD and need extra help while attending college.
74	None
75	Very hard to meet with an academic counselor. Initially when I first started, I was given wrong information which really messed me up when I transferred to CSULB. I have taken many unnecessary classes as a result. Very disappointed!!! Also, I have had several bad professors through the years. They had very little knowledge and did not know how to teach.
76	Textbooks are insanely expensive. I get that the bookstore probably has very little to do with the ridiculous prices that need to be charged for those books but it really is insane how much it costs to buy books for just one class.
77	Trying to contact academic counseling is virtually impossible. There is a short window to call and schedule a meeting. The phones are always busy. Very poor customer service. After repeated attempts and holding 25, 18, 21, 16, 10, & 28 mins I gave up. Then I called during hours outside of the window, and I am told to call back during the window.
78	THIS IS A PLACE THAT I LOVE EVERYTHING ABOUT IT, THE TEACHERS ARE GREAT AND I LOVE LEARNING EVERYTHING HERE. WISH IT WAS A FOUR YEARS COLLEGE.
79	This survey is WAYYYYYYYYYY TOOOOOOOOO LONG!
80	Just regarding counseling, it is difficult to get into and then when I do I always feel so rushed. The counselors always talk fast and I feel like they are just making my schedule for me and I have no idea why I need to take what I need to take and what the best process is for me to take such classes. As an example, I am taking Acct 1B. I never took Acct 1A. I'm having a really difficult time being the only person in the class that hasn't taken 1A. But the counselor never mentioned that although it isn't a prerequisite, that I should take 1A first.
81	I wish there were more opportunities for students to get involved.
82	The financial aid process is ridiculous and needs to be re-vamped. It is extremely convoluted and difficult. This college makes it difficult and nearly impossible to get financial help compared to other colleges I have attended. The staff was unable to answer my questions on multiple occasions
83	On clear direction and assistance with financial corrections and registration. Admissions direct in the wrong

Issues or Problems with Experiences at Saddleback College	
	direct.
84	Parking
85	If you do not register on the exact minute your account is allowed, you are COMPLETELY out of luck. The school is SO overcrowded it is ridiculous. Twenty students will show up to try and petition a class and then teacher will let three in. And parking? Good luck with that one! You'll end up circling the lots for hours and missing your classes, or parking across campus, walking, and missing your classes.
86	There is a problem with parking...
87	Professor Gordon (ECON) should teach more classes! Same with Professor Reeves(PS) they are the best!!
88	I don't think that I was given enough of the proper counseling at transfer time. More indepth counseling should be shared with transfer students and possibly even scheduling those students for counseling times whether they attend or not. At least the effort is made to get the transfer students on the right track.
89	I would like if there were classes available for a Wed/Fri schedule not just Mon/Wed and Tues/Thurs.
90	Mostly, I'm fine with it, the only complaints I have are the cafeteria food being too overpriced/poorly made, and the overall quality of the campus. Although all the smoking really bugs me, and the fact that you sell many more parking permits than spaces bothers me; most of the time the parking lots are so crowded I have to park at the mall, which results in me being late often.
91	The Transfer Center counselors are not qualified.
92	The fees times I have gone to the cafeteria I have seen many things on the shelves that were expired. I understand a lot of foods have a long shelf life but I still don't think that it is okay and it has prevented me to go back.
93	Parking!!! And of course the coast of books is criminal!
94	I have been on academic probation for many years due to a class I forgot to drop in 1982 which brings down my GPA. I keep getting notices warning me about academic probation but they are discouraging. If someone looked at my record they would see my GPA continuously going up with the good grades I've been getting and I'm almost above a 2.0 Those notices are very discouraging to those of us who are trying to raise our GPA's
95	The process on coming here was very easy and helpful.
96	None
97	Out of state Classification
98	Counseling has been very helpful to me now and in previous semesters.
99	I wish the faculty were more interested in helping you succeed rather than just trying to get you in and out of their office. I would like more one one one caring support.
100	Financial Aid... One of my three online classes for Spring is disorganized and non-structured. The instructor has not sent a reply to my last three emails pertaining to questions regarding the course. Very upsetting. Otherwise, the five online classes I took including last semester have been AWESOME!!!
101	Would like more Online classes and more ease when shopping at the bookstore. I liked attending when the classes were in the Village, parking was easier and more accesible.

Where Students go when having Difficulties at Saddleback College

Where Students go when having Difficulties at Saddleback College	
1	I go deal with them.
2	had to reschedule appts several times.
3	Haven't had any
4	I have to talk with campus police regarding this matter and plan to do that this week.
5	I suppose if I had problems I would start by going to the department that I had the trouble and work my way up from there.
6	tutor center
7	I ask a friend or family member to help me.
8	website or ask someone else.
9	To speak to counselors, as well as Mr. Summers Website where his he has a link labeled HELP! where you can find all sorts of help
10	website
11	Internet
12	Student Services
13	SSC
14	On the school website. It's very informative.
15	Thankfully I haven't had any problems with Saddleback College other than the price of the books. For that I go to Ebay.
16	home
17	Either at the LAP, the library, the gameroom, or under a tree...
18	to LAP
19	To the counselling with Ms. Sholeh Alizadeh.
20	I would go to the counselors and talk to them and if that didn't help, then I would go see the Dean.
21	Student Services and or admissions office.
22	My counselor
23	I asked my counselor.
24	I ask other students.
25	If I'm having difficulties with class then I usually ask a friend or teacher.
26	ASG.
27	I have written email to administration and talked to instructors in several departments about a few of the things I've noticed; email gets no response, and instructors don't seem to have authority / ability to address problems other than to pass it on up the chain (which they seem to indicate won't result in any change, in their experience) or to suggest 'local' solutions (meaning that students and instructors do something).
28	i didnt know there was a place to go.
29	I usually go to the office that seems to be related to whatever topic I am concerned about and get turned to another office till I give up. The teachers are usually pretty good about talking to me during office hours and I am grateful for that. I don't complain or comment often but, since that seems to be the point of this survey I may as well come clean.
30	i would probably come in in-person
31	My boyriend, whom has been here for 4 years, and his mom.
32	It depends on the issue but I would say that I first go to my instructor if a class related issue. Then I would speak with a counselor. Otherwise, I am pretty direct so I speak to whomever is the source or it affects most directly.
33	If it's a problem with a class, I go directly to the teacher during his or her office hours.
34	INTERNET
35	I will speak with other students or go directly to my designated counselor.
36	A counselor

Where Students go when having Difficulties at Saddleback College	
37	My home
38	i DON'T GO ANYWHERE UNFORTUNATELY. i JUST TRY TO GET THROUGH IT ON MY OWN.
39	There is no where to go, hence the problem.
40	To the appropriate campus entity ie. admissions & records, financial aid, counseling, etc.
41	home and figure it out on my own.
42	Advisement center
43	To my teachers or counselors.
44	Library, teachers, and lap.
45	my mommy!
46	Saddleback stuff are not very friendly or helpful. I avoid them at all costs!
47	Counseling or admission and records
48	Professor
49	I usually go to the counselor or go online
50	I go to the LAP. They have been very helpful. I also go to my teachers, they have been fabulous this semester!!
51	Mysite.
52	H. Dwight was extremely helpful and supportive.
53	I made a counseling appointment and got some advice.
54	I go to counseling services, who are very helpful. I also go to staff, who now their stuff very well an are very interested in helping their students.
55	I dont usually go past the teacher.
56	TEACHERS,COUNSELORS AND ADMIN.
57	I haven't had any serious problems
58	To the counseling department.
59	nowhere. there is no suggestion box and counselors may listen but won't do anything about it
60	To a separate tutor outside of the school.
61	Depending on the difficulty either a Professor or Department Dean OR to the department staff of the area of concern
62	never
63	No where
64	Havent had any yet.
65	I go to a counselor or a teacher to ask questions.
66	Counseling
67	Discuss with instructor
68	My parents. They can provide me with more academic information that academic advisors on campus can/could provide me.
69	Financail AID
70	I ask my classmate.
71	counselors
72	I go online first. Otherwise I would call.
73	Home
74	Call but no one is ever in there office that I need to speak to and they never call back.
75	Women's Re-entry Center, Student Health Center, Special Services, EOPS, Veterans Office, Staff, Faculty etc.
76	www.saddleback.edu
77	office
78	A teacher or a counselor.
79	Depending on the difficulty, I ussually go to my teacher's for help. If the problem is a learning or financial difficulty

Where Students go when having Difficulties at Saddleback College	
	etc, then I go to the appropriate department.
80	counselors, most of my problems are my own with education.
81	Not sure yet
82	im going to go to a different college fall semester
83	my teachers
84	I usually go the counselling office.
85	I go to see an academic councler
86	I go directly to the department involved with my difficulty.
87	when i have difficulties i usually will go my counsler.
88	Usually i seek advice from the counselors on campus and from my perspective I think they are very helpfull and are doing a great job
89	if it is academic matter to the counsel offices, for other stuff to the admission office
90	i go to better people
91	no one has any answers
92	Counseling/Admission
93	Counseling office
94	I have had far less difficulties at Saddleback than any of the other community colleges I have attended. All of the staff I have encountered are incredibly helpful and assist me in any way possible.
95	Counseling office
96	Student services center
97	To the office and ask for help from someone.
98	I talk with my professors or usually keep my comments and concerns to myslef.
99	Pam Barr is a terrific counselor.
100	It depends on the difficulties. I would probably contact the academic counseling department if it had to do with classes or meet with my professor directly.
101	Admissions office
102	I try to talk to more than one person about the issue and usually it gets resolved.
103	I don't. That is another problem.
104	My teachers- the other staff is worthless!
105	nowhere.
106	Don't know
107	Student Service Center
108	To the instructors, counselors, librarians, special services personnel...
109	I avoid going that Faculty member.
110	To the bar.
111	Counseling/advisement
112	Counciling, Special services, Health science office, faculty advisors
113	I don't.
114	To the lap center!!! its all about the lap center
115	I start with my instructor.
116	Student Services, Financial Aid
117	I got to my guidance counselor, and they are usually really helpful. They are very nice. Mr. Azary and Mr. Long are by far the best counselors, they have helped me a lot!!
118	Depends on what the difficulties are.
119	LAP, EOPS or the anyone in saddleback
120	I go to the counseling office to make a meeting with a counselor A.S.A.P. which is not always effective since 1. it is hard to schedule meetings that do not conflict with my work schedule, and 2. sometimes the counselor's are

Where Students go when having Difficulties at Saddleback College	
	either misinformed or not up-to-date on vital information.
121	Classmates and professors
122	website
123	professor's website
124	no where
125	I never had any big issues, but if I had minor problems I went to see Mike Long.
126	Health Center, Financial Aid.
127	I have the advantage of knowing many faculty members on campus, Audra Dipadova, Lise Telson, Sharon Nussenbaum, Miki M., many professors, ect. I'm sure of Tod Burnett had time I could turn to him for any issues.
128	To online sources.
129	To the Dean of instructor I was having difficulty with. The problem was resolved with the utmost respect for both parties myself and the Dean. I was able to drop the class and reregister for another class. I was very successful in the second class.
130	Counseling Office because they are helpful. (The Admissions Office is too disorganized and busy...and one lady is mean)
131	The student services building.
132	my teachers
133	Counselor
1	To that division head or to the Dean
2	i can go to a counselor or the SS building.
3	the library/ the LAP or to professors office hours
4	to transfer center, and they always help me a lot, and they are very kind.
5	I receive help from the EOPS Program so i feel very comfortable to go and ask them for help when i have problems in Saddleback College. I always get the best advise and support from the EOPS team.
6	admissions/registrar's office
7	I i have any difficulties at Saddleback College I usually call or go to a counselor or admissions office for help.
8	Career Center or With a consular.
9	To my dad who tutors me and the Special Services
10	To the many wonderful counselors on campus
11	No difficulties, a great school for someones 'means to an end'.
12	Professors or counselors.
13	I complain to other students because it staff protect each other and it ends up falling on deaf ears so when you complain to another student they usually agree. Some teachers however are very nice and listen attentively.
14	front office
15	Other colleges, such as Coastline or Santiago Canyon. I feel that the college has been slipping in it's appeal and it doesn't offer enough classes to evening workers who are trying to change professions. Most classes offered in the evening is general education, not classes specific to job training and they few that are get filled up extremely quickly because there is typically only one class offered at an evening time.
16	The nursing faculty
17	study groups
18	Professor's office hours
19	Friends and Family
20	I will go to Student Service Service or some where I am directed to go to get help.
21	Everywhere and i've never gotten anywhere with any of it.
22	Instructors and other students
23	Usually, as stated above, when I try to "fix" my difficulties, YOUR staff makes it tenfold worse. That is horrible.
24	Counselors, nursing faculty, peers
25	LAP or to the professor

Where Students go when having Difficulties at Saddleback College	
26	Talk to faculty members in my major or Student Services
27	admissions, counseling office
28	I find solice surfing the internet for the answer
29	Back home.
30	Counseling/ the vending machine haha
31	n/a
32	I make an appointment with my councilor and talk to them about my difficulties in hopes of finding solutions and guidance.
33	IVC
34	I haven't yet
35	To talk to some of my teachers or the library
36	i have not figured that out. I have had a lot of problems in the past year and it seems that i have not been directed to the right department, rather passed in between departments
37	Counseling Office, or Admission and Records
38	No where, I disn't feel a need to go to the school and talk to someone about these issues.
39	I don't know where to go.
40	I usually go to a counselor or friends that are also students here that have more experience.
41	parking
42	i have online classes so i just email the teacher or discussion board

Appendix 1 – Student Gap Survey

Thank you for agreeing to complete this survey. It should take approximately 30 minutes of your time.

This survey is being conducted on behalf of Saddleback College by Interact Communications. Your participation in this survey is voluntary. Your responses will not be identified with you personally.

Your responses will be used to shape the future of Saddleback College, so please be thorough.

At the end of the survey, you can fill out the form with your name and phone number on it so you can be notified if you win one of the iPods. (The form is separate from the survey). You will only be entered once into the drawing.

First, please tell us about yourself.

Please answer these questions about you.

1. What is your gender?
 - Female
 - Male
2. What is your age?
 - 20 and under
 - 21 to 25
 - 26 to 30
 - 31 to 35
 - 36 to 40
 - 41 to 45
 - 46 and over
3. With which ethnicity/race category do you identify yourself?

• African-American	• Hispanic
• American Indian	• Middle Eastern/Persian
• Asian or Pacific Islander	• East Indian
• Caucasian	• Other
4. How many semesters have you attended Saddleback College?
 - 1 Semester
 - 2 Semesters
 - 3 Semesters
 - 4 Semesters
 - More than 5 semesters
5. What is your Cumulative GPA?
 - No credits earned
 - 1.99 or below
 - 2.0-2.49
 - 2.50-2.99
 - 3.0-3.49
 - 3.5 or above

6. What high school did you attend? _____

7. What is the city and state of your last high school? _____

8. What financial aid have you used?

- Grants
- Scholarships
- GOB Fee Waiver (Board of Governors Fee Waiver)
- Loans Only
- Work Study
- Grants/Scholarships and Loans
- Grants/Scholarships and Work Study
- Loans and Work Study
- Grants/Scholarships, Loans, and Work Study
- No Aid

9. What is your major/program of study? _____

11. What is your home zip code? _____

13. Do you attend

- full time
- part time

14. What is your estimated graduation date?

- 2009
- 2010
- 2011
- 2012
- 2013
- Do Not Plan to Graduate

15. What is your purpose for attending Saddleback College?

- Associate Degree for Work Reasons
- Associate Degree for Personal Reasons
- As the first step of a Transfer Program
- As the first step toward a job or career
- Continuing Education
- Taking a class to fulfill a requirement for another college/university

15. What were your reasons for choosing Saddleback College?

- Close to Home
- On my way between work and home
- Good Reputation
- Nice Campus
- Good Teachers
- A specific major I wanted
- Career Training
- Tuition
- Received Scholarship to Saddleback College
- Joined Athletic Team
- Good Transfer Rate
- Other_____

Appendix Survey directions:

Please indicate your perceptions about each event or area of service at Saddleback College. Enter any comments at the end of each set of questions. Please respond to all questions. You will be asked to “send” a portion of the survey at the end of each set of questions. Please respond to all sets of questions.

Getting into Saddleback College

Using a scale of 1 to 6 (1 = Not at all; 6 = Very/ A lot), check the appropriate answer.

16. Application process to college
 - How important is the service/event?
 - How satisfied are/were you?
17. Admissions Information on the website?
 - How important is the service/event?
 - How satisfied are/were you?
18. Are there any comments you would like to share about your getting into Saddleback College?

College Preparation

19. College Orientation
 - How important is the service/event?
 - How satisfied are/were you?
20. Campus Tour
 - How important is the service/event?
 - How satisfied are/were you?
21. Are there any comments you would like to share about your college orientation or campus tour?

Your responses are very important. Thank you for continuing with this survey.

Financial Assistance

24. Financial Aid Application Process
 - How important is the service/event?
 - How satisfied are/were you?
25. Financial Aid Assistance by Phone
 - How important is the service/event?
 - How satisfied are/were you?
26. Financial Aid Assistance in Person
 - How important is the service/event?
 - How satisfied are/were you?
27. Financial Aid Information on the Website
 - How important is the service/event?
 - How satisfied are/were you?
28. Are there any comments you would like to share about your experiences with financial assistance?

Your responses are very important. Thank you for continuing with this survey.

Registration

29. Printed Class Schedule
 - How important is the service/event?
 - How satisfied are/were you?
30. Printed Catalog/Course Information
 - How important is the service/event?
 - How satisfied are/were you?
31. Online Class Schedule
 - How important is the service/event?
 - How satisfied are/were you?

32. Online Catalog/Course Information

- How important is the service/event?
- How satisfied are/were you?

33. Fee and Tuition Payment Process

- How important is the service/event?
- How satisfied are/were you?

34. Fee and Tuition Payment Options

- How important is the service/event?
- How satisfied are/were you?

35. Are there any comments you would like to make about your experiences with registration?

Your responses are very important. Thank you for continuing with this survey.

Class Scheduling

36. Days Classes are Scheduled

- How important is the service/event?
- How satisfied are/were you?

37. Times Classes are Scheduled

- How important is the service/event?
- How satisfied are/were you?

38. Are there any comments you would like to make about your experiences with class scheduling?

Your responses are very important. Thank you for continuing with this survey.

College Advising

39. Advising during Registration

- How important is the service/event?
- How satisfied are/were you?

40. Advising on Academic Matters

- How important is the service/event?
- How satisfied are/were you?

41. Advising on Personal Matters

- How important is the service/event?
- How satisfied are/were you?

42. Career Advising

- How important is the service/event?
- How satisfied are/were you?

43. Program Advising

- How important is the service/event?
- How satisfied are/were you?

44. Transfer Advising

- How important is the service/event?
- How satisfied are/were you?

45. Are there any comments you would like to make about your experiences with college advising?

Your responses are very important. Thank you for continuing with this survey.

Career Assistance

46. Information on Careers on Website

- How important is the service/event?
- How satisfied are/were you?

47. Job Search Assistance

- How important is the service/event?

- How satisfied are/were you?
48. Internships with Employers
- How important is the service/event?
 - How satisfied are/were you?
49. Are there any comments you would like to make about your experiences with career assistance?

Your responses are very important. Thank you for continuing with this survey.

Support services

50. Cafeteria
- How important is the service/event?
 - How satisfied are/were you?
51. Fitness Center on Campus
- How important is the service/event?
 - How satisfied are/were you?
52. Bookstore
- How important is the service/event?
 - How satisfied are/were you?
53. Library (ERC)
- How important is the service/event?
 - How satisfied are/were you?
54. Tutors
- How important is the service/event?
 - How satisfied are/were you?
55. Test Advising
- How important is the service/event?
 - How satisfied are/were you?
56. Emergency Loan
- How important is the service/event?
 - How satisfied are/were you?
57. Computer Support
- How important is the service/event?
 - How satisfied are/were you?
58. Learning Assistance and/or Tutoring Services
- How important is the service/event?
 - How satisfied are/were you?
59. Security on Campus
- How important is the service/event?
 - How satisfied are/were you?
60. Are there any comments you would like to make about your experiences with support services?

Your responses are very important. Thank you for continuing with this survey.

Access to information

61. Important college news
- How important is the service/event?
 - How satisfied are/were you?
62. Important college dates
- How important is the service/event?
 - How satisfied are/were you?
63. Important college events
- How important is the service/event?
 - How satisfied are/were you?

College image

64. College Image Before Came to Saddleback College

- How important is the service/event?
- How satisfied are/were you?

65. College Image Now

- How important is the service/event?
- How satisfied are/were you?

66. Quality Faculty

- How important is the service/event?
- How satisfied are/were you?

67. Effectiveness in Job Training

- How important is the service/event?
- How satisfied are/were you?

68. Opportunity to Transfer to a 4 year

- How important is the service/event?
- How satisfied are/were you?

69. Services to Support your Classroom education

- How important is the service/event?
- How satisfied are/were you?

70. Offer a good value for the money

- How important is the service/event?
- How satisfied are/were you?

Your responses are very important. Thank you for continuing with this survey.

Final questions

71. Do have you any issues or problems with your experience at Saddleback College?

72. If so, what are they?

73. Where do you go when have you difficulties at Saddleback College?