

## De Anza College Office of Institutional Research and Planning

**To:** David Coleman, Director, Student Success and Retention Center

**From:** Mallory Newell, De Anza Researcher

**Date:** 1/25/2012

**Subject:** Student Success and Retention Center Survey – Fall 2011

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A survey of students was conducted during the fall quarter of 2011. Respondents participating in the survey received counselor or advisor services and/or accessed Student Success and Retention Services Programs. The survey resulted in 81 valid respondents.

### **Important Highlights Include:**

#### Student Success and Retention Services

- 92% of respondents agree or strongly agree that they felt welcomed and valued in their interactions with Student Success and Retention Services professional staff.

- 88% of respondents agree or strongly agree that they were able to schedule an appointment or 'drop-in' to see a counselor or advisor.

- 82% percent of respondents were eligible to complete transferable English & Math courses by the spring quarter of their first year of enrollment into an SSRS Program.

- 79% of respondents completed HUMA 20 'Life Skills in Higher Education' during their first two quarters of their enrollment in SSRS Programs.

#### **HUMA 20**

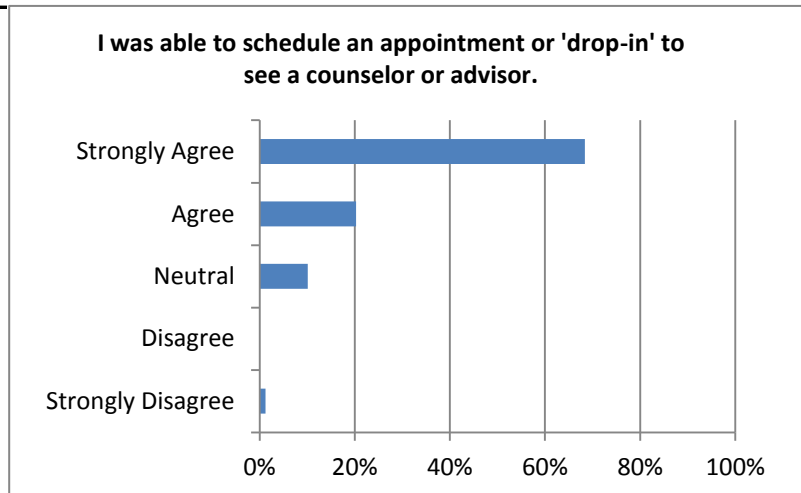
- 85% of respondents agree or strongly agree that HUMA 20 was effective in helping them to develop Time Management strategies and in Determining Their Learning Style.

- 84% of respondents agree or strongly agree that HUMA 20 was effective in helping them to develop their Study Skills.

1. I was able to schedule an appointment or 'drop-in' to see a counselor or advisor.

	N	%
Strongly Agree	54	68%
Agree	16	20%
Neutral	8	10%
Disagree	0	0%
Strongly Disagree	1	1%
Total	79	100%

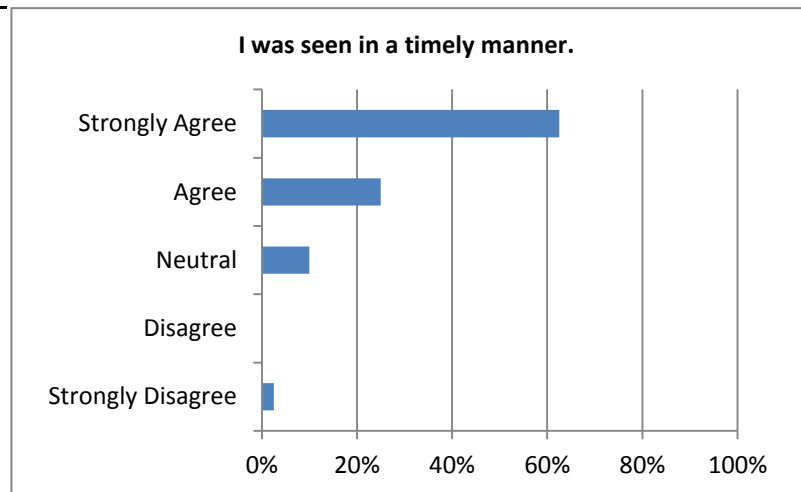
No response = 2



2. I was seen in a timely manner.

	N	%
Strongly Agree	50	63%
Agree	20	25%
Neutral	8	10%
Disagree	0	0%
Strongly Disagree	2	3%
Total	80	100%

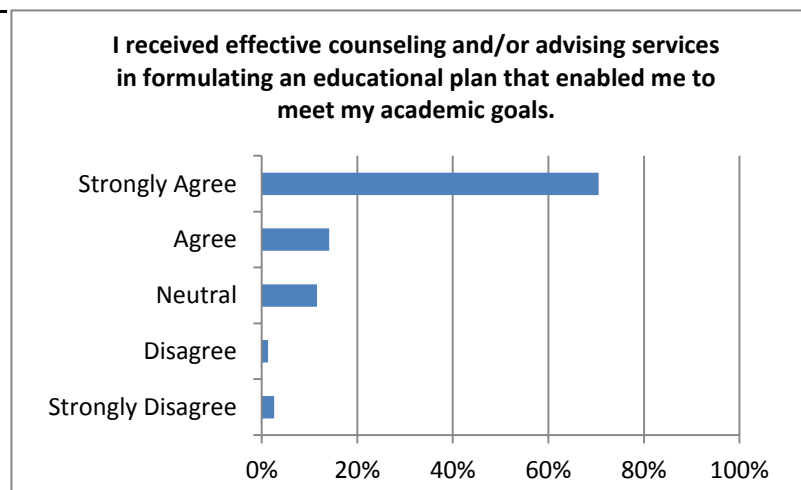
No response = 1



3. I received effective counseling and/or advising services in formulating an educational plan that enabled me to meet my academic goals.

	N	%
Strongly Agree	55	71%
Agree	11	14%
Neutral	9	12%
Disagree	1	1%
Strongly Disagree	2	3%
Total	78	100%

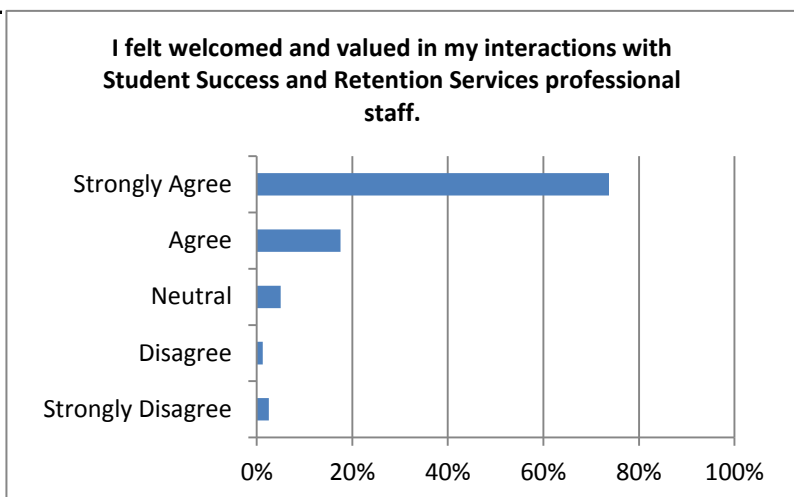
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4. I felt welcomed and valued in my interactions with Student Success and Retention Services professional staff.

	N	%
Strongly Agree	59	74%
Agree	14	18%
Neutral	4	5%
Disagree	1	1%
Strongly Disagree	2	2%
Total	80	100%

No response = 1



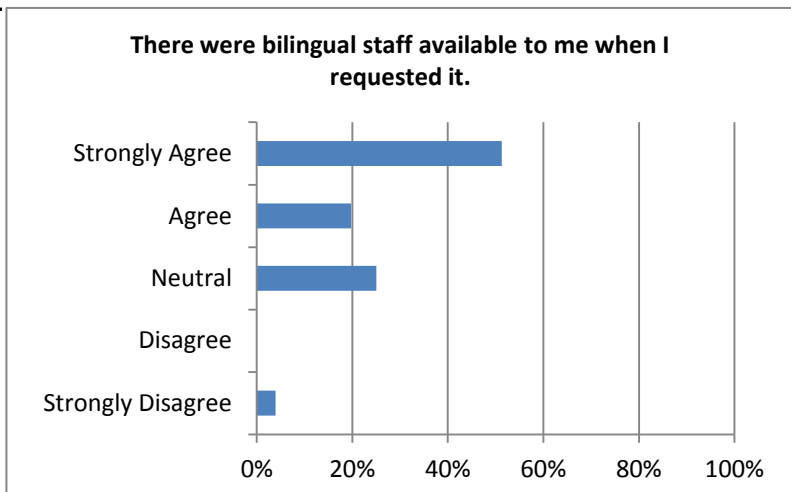
Respondents provided the following additional feedback to support their responses:

- The counselors are really good and go out of their way to make sure you are progressing and getting what you need in the process
- David was great!!
- Good
- Great staff
- I am always welcomed by the counselors and asked if there is something they can help me with
- If I needed help with math someone was there to help me
- Patty is the best
- I feel like I am part of this school
- They are really polite and nice
- Pauline Wethingon is always helpful
- They were all very friendly and helpful
- They are polite and work professionally
- I didn't feel awkward coming into the building every day
- Very detailed and informative interaction with counselors
- The tutors really put themselves out there and I appreciate that
- David took patience in going over our ed planning
- Great group
- I felt like they didn't judge me for my past mistakes and gave me my push that I needed to keep studying

5. There were bilingual staff available to me when I requested it.

	N	%
Strongly Agree	39	51%
Agree	15	20%
Neutral	19	25%
Disagree	0	0%
Strongly Disagree	3	4%
Total	76	100%

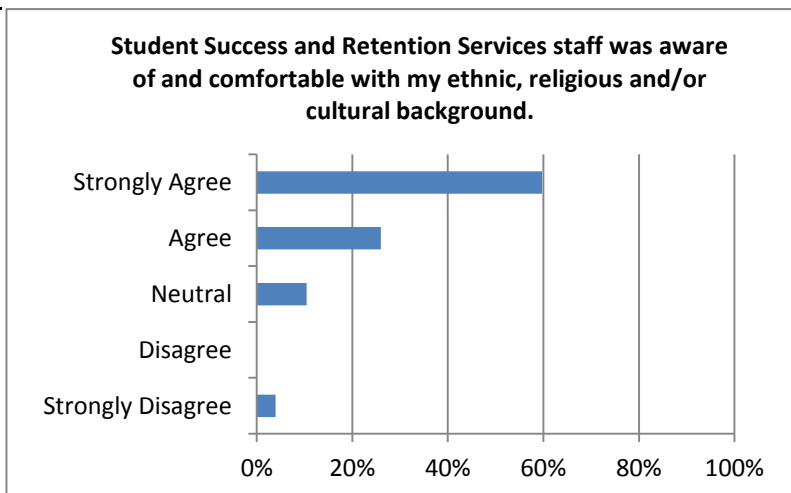
No response = 5



6. Student Success and Retention Services staff was aware of and comfortable with my ethnic, religious and/or cultural background.

	N	%
Strongly Agree	46	60%
Agree	20	26%
Neutral	8	10%
Disagree	0	0%
Strongly Disagree	3	4%
Total	77	100%

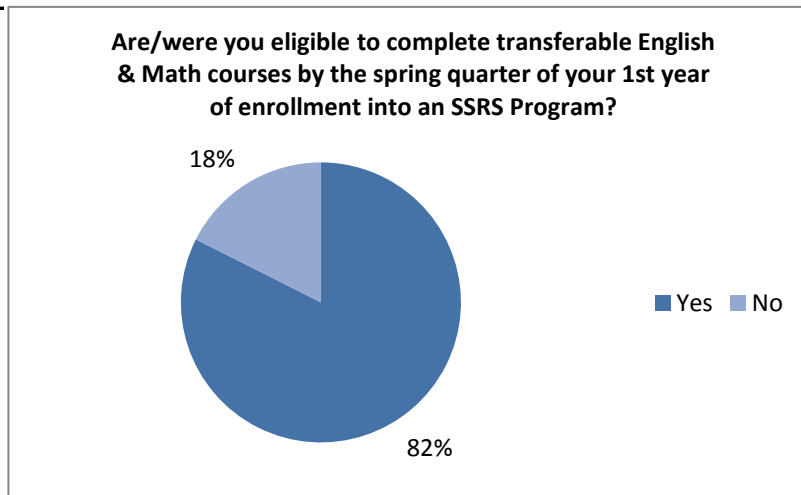
No response = 4



7. Are/were you eligible to complete transferable English & Math courses by the spring quarter of your 1st year of enrollment into an SSRS Program?

	N	%
Yes	61	82%
No	13	18%
Total	74	100%

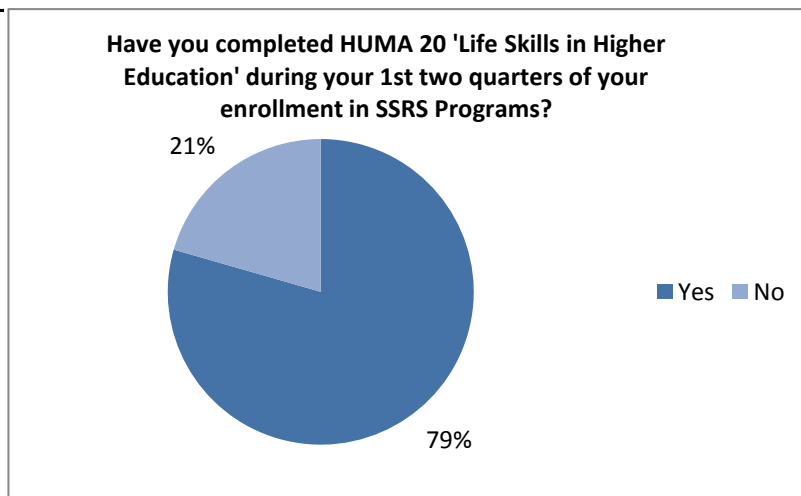
No response = 7



8. Have you completed HUMA 20 'Life Skills in Higher Education' during your first two quarters of your enrollment in SSRS Programs?

	N	%
Yes	58	79%
No	15	21%
Total	73	100%

No response = 8

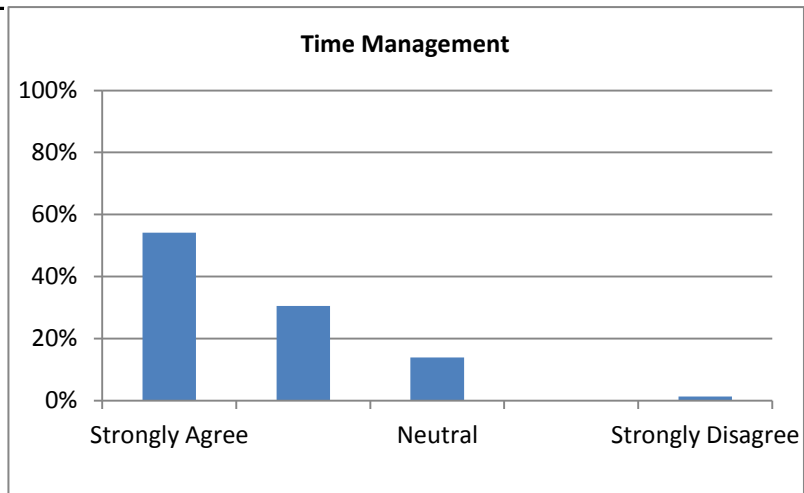


**HUMA 20 was effective in helping me develop the following academic success strategies:**

9a) Time Management

	N	%
Strongly Agree	39	54%
Agree	22	31%
Neutral	10	14%
Disagree	0	0%
Strongly Disagree	1	1%
Total	72	100%

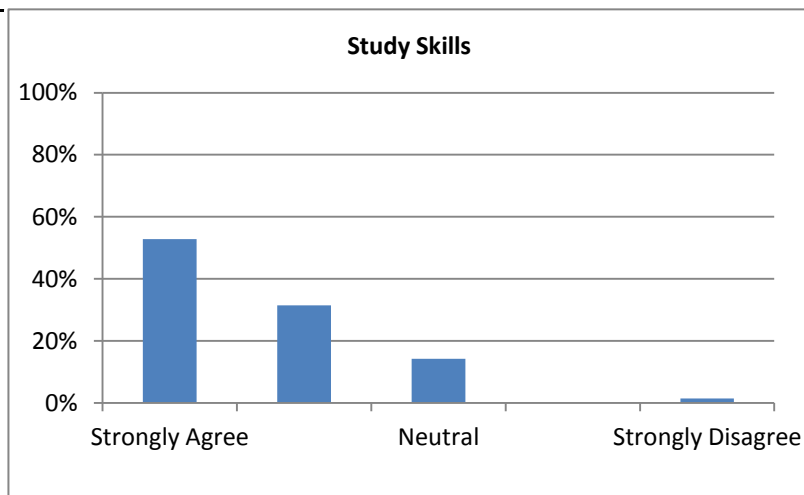
No response = 9



9b) Study Skills

	N	%
Strongly Agree	37	53%
Agree	22	31%
Neutral	10	14%
Disagree	0	0%
Strongly Disagree	1	1%
Total	70	100%

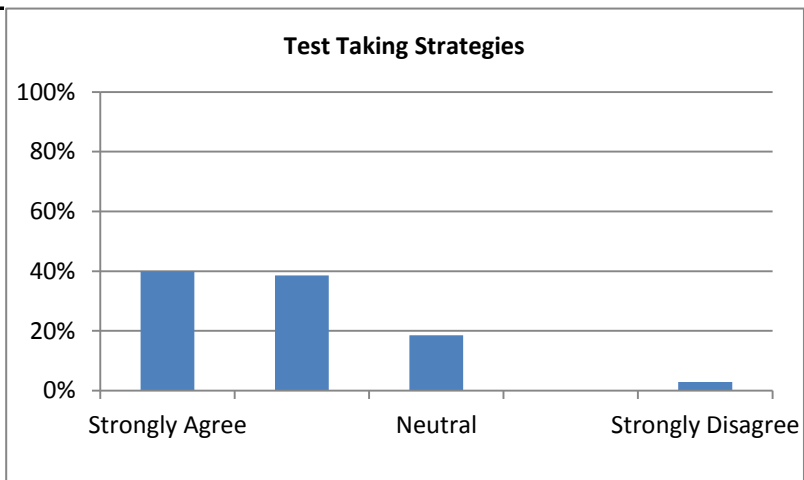
No response = 11



9c) Test Taking Strategies

	N	%
Strongly Agree	28	40%
Agree	27	39%
Neutral	13	19%
Disagree	0	0%
Strongly Disagree	2	3%
Total	70	100%

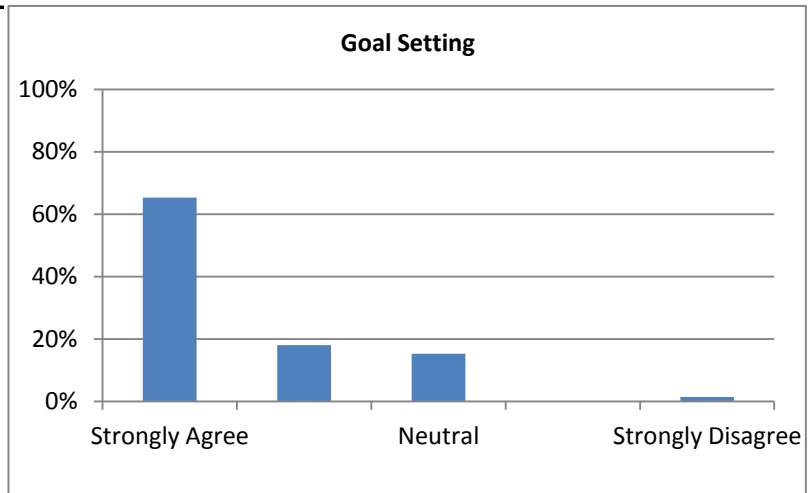
No response = 11



9d) Goal Setting

	N	%
Strongly Agree	47	65%
Agree	13	18%
Neutral	11	15%
Disagree	0	0%
Strongly Disagree	1	1%
Total	72	100%

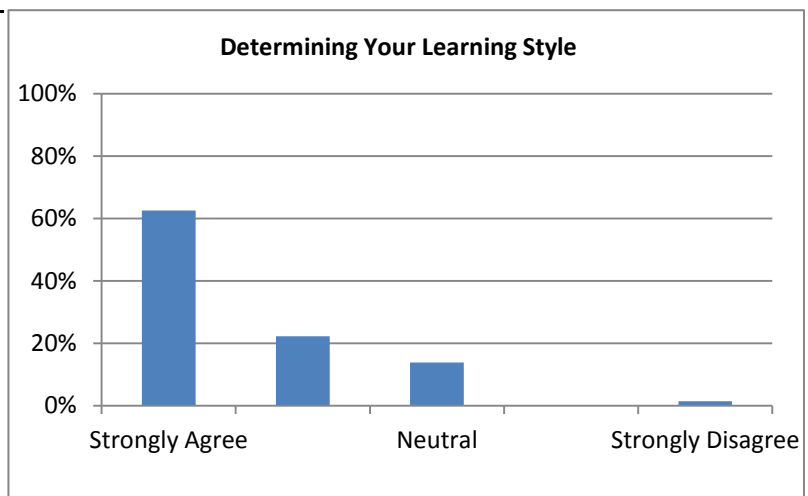
No response = 11



9e) Determining Your Learning Style

	N	%
Strongly Agree	45	63%
Agree	16	22%
Neutral	10	14%
Disagree	0	0%
Strongly Disagree	1	1%
Total	72	100%

No response = 9



# Student Success and Retention Services - Feedback Survey

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**This survey is used for research purposes only. All responses will remain confidential. You may choose not to answer any of the questions. Thank you for your time and feedback.**

**Please choose Strongly Agree, Agree, Neutral, Disagree or Strongly Disagree for questions 1-6.**

**1. I was able to schedule an appointment or 'drop-in' to see a counselor or advisor.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**2. I was seen in a timely manner.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**3. I received effective counseling and/or advising services in formulating an educational plan that enabled me to meet my academic goals.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**4. I felt welcomed and valued in my interactions with Student Success and Retention Services professional staff.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Please provide additional feedback to support your response in the box below.



**5. There were bilingual staff available to me when I requested it.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**6. Student Success and Retention Services staff was aware of and comfortable with my ethnic, religious and/or cultural background.**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**For questions 7-8 please answer yes or no.**

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**7. Are/were you eligible to complete transferable English & Math courses by the spring quarter of your 1st year of enrollment into an SSRS Program?**

- Yes
- No

**8. Have you completed HUMA 20 'Life Skills in Higher Education' during your 1st two quarters of your enrollment in SSRS Programs?**

- Yes
- No

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**HUMA 20 was effective in helping me develop the following academic success strategies:**

**9a) Time Management**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**9b) Study Skills**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**9c) Test Taking Strategies**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**9d) Goal Setting**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

**9e) Determining Your Learning Style**

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree