

# Southwest Riverside Consortium

## Adult Education Student Exit Survey Results: 2016-17 & 2017-18

**Results for MSJC San Jacinto Campus**

September 2018

For additional information:

Jeff Polik, PhD

WestEd

[jpolik@wested.org](mailto:jpolik@wested.org)

562.799.5489

WestEd — a national nonpartisan, nonprofit research, development, and service agency — works with education and other communities to promote excellence, achieve equity, and improve learning for children, youth, and adults. WestEd has 17 offices nationwide, from Washington and Boston to Arizona and California, with its headquarters in San Francisco. For more information about WestEd, visit [WestEd.org](http://WestEd.org); call 415.565.3000 or, toll-free, (877) 4-WestEd; or write: WestEd / 730 Harrison Street / San Francisco, CA 94107-1242.

© 2013 WestEd. All rights reserved.

## Overview

The Southwest Riverside Consortium’s Adult Education Surveys were developed to capture students’ points of view regarding current adult education services, challenges, delivery modalities, as well as input for future consideration. Two surveys, an Entrance (also for currently enrolled students) and Exit, were designed. The results that follow are based on Exit surveys completed in the 2016-17 and 2017-18 school years.

Participants by member site are presented below:

Site	2016-17 Exit Surveys	2017-18 Exit Surveys
Banning Adult School	44	21
Beaumont Adult School	60	0
Hemet Adult School	0	56
Lake Elsinore Valley Adult School	433	167
MSJC Campuses	728	908
Murrieta Valley Adult School	68	0
Perris Community Adult School	219	276
Riverside County Office of Education (RCOE)	23	17
San Jacinto Adult School	216	319
Temecula Valley Adult School	61	167

A total of 1,931 Exit student surveys were collected consortium-wide for the 2017-18 school year. This report features the results for 2017-18 MSJC San Jacinto Campus adult education students and includes site-specific results from 2016-17, as well as 2017-18 consortium overall findings for comparison purposes. Results for “core” Exit Survey items are found in Tables 1-16. Findings for MSJC specific items are in Tables 17 and 18. Responses to open-ended survey questions follow the tables.

# Demographics

**Table 1. Total Participants**

	MSJC San Jacinto Exit 2016-17	MSJC San Jacinto Exit 2017-18	Overall Exit 2017-18
Sample size	241	335	1,931

**Table 2. Item 13: How long have you attended this school?**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=234)	MSJC San Jacinto Exit 2017-18 % (n=329)	Overall Exit 2017-18 % (n=1,744)
Less than 1 year	67.5	66.0	64.3
1 year	14.5	15.8	15.4
2 years	13.3	11.9	12.3
3 or more years	4.7	6.4	8.0

**Table 3. Item 14: What is your age?**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=232)	MSJC San Jacinto Exit 2017-18 % (n=329)	Overall Exit 2017-18 % (n=1,765)
Under 18 years	0.9	0.3	1.6
18-24 years	7.8	11.9	30.5
25-30 years	13.4	9.7	13.9
31 years or over	78.0	78.1	54.1

**Table 4. Item 15: What is your ethnicity? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=241)	MSJC San Jacinto Exit 2017-18 % (n=335)	Overall Exit 2017-18 % (n=1,931)
White or Caucasian	6.6	12.2	16.4
Black or African American	1.7	1.8	4.6
Hispanic	74.7	74.0	56.3
Asian	9.5	6.6	6.0
American Indian	0.8	--	0.8
Native Hawaiian or other Pacific Islander	0.4	--	0.3
Multi-ethnic	3.3	1.5	6.2
Other, (please specify)	--	1.5	0.9
Missing	2.9	2.4	8.6

## Program Area/Educational Goals

**Table 5. Item 1: In which of the following areas have you been taking classes? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=236)	MSJC San Jacinto Exit 2017-18 % (n=325)	Overall Exit 2017-18 % (n=1,845)
Elementary and secondary basic skills, including classes required for a high school diploma/equivalency	26.7	17.9	37.4
ESL, citizenship, career training ESL classes, courses for immigrants	65.3	65.5	31.5
Education programs for adults/older adults entering or reentering the workforce	14.4	11.4	12.4
Courses to help me better support my child(ren) with their school work	18.6	9.9	5.4
Education programs for adults with disabilities (developmental or learning)	5.9	3.1	2.0
Career training, career education certificate programs	5.9	5.5	5.3
Career training classes	6.8	3.7	4.8
Apprentices/Pre-apprenticeship programs	2.1	2.5	1.0
I am not taking classes in any of the above program areas	4.2	5.2	13.6
Other, (please specify)*	1.7	8.0	6.3

\* See open-ended responses at the end of this report.

**Table 6. Item 2: What are your educational goals? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=239)	MSJC San Jacinto Exit 2017-18 % (n=328)	Overall Exit 2017-18 % (n=1,859)
Pass citizenship exam	23.0	26.2	11.2
Improve English Language skills	81.6	73.5	37.7
High School Equivalency Test (GED, HiSET)	36.8	33.2	20.6
High school diploma	11.3	10.1	35.6
Associate 2-year college degree	13.0	12.5	16.3
Bachelor's 4-year college degree	7.5	7.0	14.2
Career training (job training or certificate program)	11.3	11.9	14.2
Vocational/technical program	6.3	6.1	5.8
Transfer credits for another institution	1.7	3.4	2.2
License	1.3	2.4	4.2
Other (please specify)*	0.8	4.6	5.4

\* See open-ended responses at the end of this report.

**Table 7. Item 3: What are your career goals? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=232)	MSJC San Jacinto Exit 2017-18 % (n=318)	Overall Exit 2017-18 % (n=1,804)
Developing new skills	71.1	77.4	62.0
Job-related training	27.6	26.1	28.2
Higher salary	40.1	29.3	37.9
Promotion/advance in current job	16.0	11.3	14.3
License/certification	20.7	22.6	27.7
Other (please specify)*	1.7	3.8	4.5

\* See open-ended responses at the end of this report.

**Table 8. Item 4: How important were the following reasons in your decision to enroll in your school? (% "Important" or "Very Important")**

Response Options	MSJC San Jacinto Exit 2016-17 % (n)	MSJC San Jacinto Exit 2017-18 % (n)	Overall Exit 2017-18 % (n)
Cost	77.4 (181)	82.1 (262)	68.7 (1,600)
Financial aid/scholarship opportunities	78.0 (150)	72.2 (234)	68.2 (1,471)
Academic reputation	76.6 (145)	82.1 (218)	71.7 (1,376)
A specific job training or certification or license program	79.0 (152)	70.8 (236)	72.2 (1,490)
Future employment opportunities	90.6 (192)	88.2 (297)	86.1 (1,650)
Recommended by family/friends/employer	71.3 (114)	74.0 (242)	65.3 (1,514)
Location of school (close to home/work)	84.0 (188)	91.1 (269)	78.8 (1,582)
Availability of courses	88.8 (169)	87.0 (276)	84.8 (1,575)
Personalized attention prior to enrollment	80.7 (145)	75.7 (239)	70.8 (1,449)
Other (please specify)*	44.4 (18)	44.6 (65)	31.5 (568)

\* See open-ended responses at the end of this report.

## Reasons for Taking CTE and ESL

**Table 9. Item 5: Are you currently enrolled in a career training certificate or licensing program? (16.2% of 2016-17 and 8.1% of 2017-18 MSJC San Jacinto adult education students, and 11.4% of 2017-18 Overall said “Yes”) If yes, which of the following apply to you? I want to ... (Mark all that apply)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=37**)	MSJC San Jacinto Exit 2017-18 % (n=25**)	Overall Exit 2017-18 % (n=201**)
Improve my job skills to get a better job	67.6	84.0	56.7
Re-enter the workforce	8.1	8.0	8.0
Change careers/learn a new set of job skills	21.6	20.0	22.4
Get a raise or promotion with my current employer	13.5	12.0	13.4
Complete a program/certificate to get a job	29.7	48.0	45.8
Expand my job opportunity options	51.4	24.0	32.8
Other (please specify)*	--	4.0	7.0

\* See open-ended responses at the end of this report. \*\*Number of respondents indicating “yes”; interpret results involving small n’s (<=20) with caution.

**Table 10. Item 6: Are you currently or have you taken ESL classes at your school? (78.8% of 2016-17 and 74.1% of 2017-18 MSJC San Jacinto adult education students, and 36.0% of 2017-18 Overall said “Yes”) If yes, why did you take or are you taking ESL classes? (Check all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=49.7**)	MSJC San Jacinto Exit 2017-18 % (n=225**)	Overall Exit 2017-18 % (n=614**)
To help your children with school work	49.7	47.1	41.4
To get U.S. citizenship	34.3	40.9	34.0
To get a job	39.4	48.4	44.5
To get a better job	38.9	33.8	36.2
To start or grow a business of your own	23.4	19.1	18.4
To be able to attend college or vocational school	29.7	33.3	31.1
To meet a requirement for public assistance	9.7	12.0	8.1
To improve the way you feel about yourself	66.3	69.8	60.3
To make it easier to do things on a day-to-day basis	57.1	69.3	56.2
Other (please specify)*	0.6	5.3	3.1

\* See open-ended responses at the end of this report. \*\*Number of respondents indicating “yes”; interpret results involving small n’s (<=20) with caution.

**Table 11. Item 7: Has the reason you started going to school changed over time?**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=223)	MSJC San Jacinto Exit 2017-18 % (n=322)	Overall Exit 2017-18 % (n=1,797)
% Yes*	18.8	30.4	22.6

\* If yes, describe how it changed? See open-ended responses at the end of this report.

## Barriers to Educational Goals

**Table 12. Item 8: What are some of the issues that have made it hard for you or your classmates to complete your education? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=199)	MSJC San Jacinto Exit 2017-18 % (n=286)	Overall Exit 2017-18 % (n=1,595)
Tuition cost	18.6	21.0	23.6
Cost of books and related materials	21.6	17.1	20.6
Lack of availability of classes/courses	20.1	15.7	17.5
Program, certificate, or license completion requires too much time	7.0	14.3	10.6
Lack of classes/courses offered online	7.5	9.1	8.8
Do not have access to a computer and/or the internet	16.1	12.2	13.2
Do not know how to use a computer well enough to learn online	25.6	26.9	14.4
School is not safe	2.0	0.7	1.3
Work schedule	27.1	28.3	39.6
Cost of transportation	4.5	8.7	10.4
Do not have reliable transportation	8.5	8.0	11.4
Distance to school/program	12.1	12.2	13.0
Childcare needs	27.6	23.1	27.3
Registration time is too short	5.5	4.9	3.3
Lack of internship and job experience opportunities	9.6	8.0	6.0
Lack of classes at convenient hours (e.g., Saturday and evening programs)	17.1	17.5	13.4
Other (please specify)*	4.5	4.2	6.4

\* See open-ended responses at the end of this report.



## Services

**Table 13. Item 9: How helpful have the following services been to you? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n)			MSJC San Jacinto Exit 2017-18 % (n)			Overall Exit 2017-18 % (n)		
	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide
Academic counseling (help planning academic goals and selecting courses)	73.4 (199)	20.6 (199)	2.0 (199)	73.2 (291)	21.0 (291)	1.7 (291)	71.0 (1,631)	24.3 (1,631)	2.0 (1,631)
Career counseling (help matching interests and skills with careers)	65.7 (178)	27.0 (178)	1.7 (178)	67.9 (280)	27.1 (280)	1.1 (280)	65.6 (1,564)	28.5 (1,564)	2.4 (1,564)
Tutoring	50.7 (140)	41.4 (140)	3.6 (140)	50.7 (221)	39.4 (221)	5.4 (221)	59.0 (1,316)	34.1 (1,316)	4.2 (1,316)
Assessment services (e.g., to assess your skills and how they relate to possible jobs)	62.3 (167)	28.7 (167)	3.6 (167)	59.4 (266)	33.8 (266)	2.6 (266)	62.9 (1,535)	30.1 (1,535)	3.0 (1,535)
Information about educational and job training programs	74.4 (176)	18.2 (176)	2.3 (176)	67.6 (278)	25.9 (278)	2.9 (278)	70.6 (1,543)	23.4 (1,543)	2.7 (1,543)
Information about jobs and careers (e.g., speaker, job fairs, tours)	60.1 (173)	30.1 (173)	2.9 (173)	56.5 (278)	33.5 (278)	3.2 (278)	65.3 (1,552)	26.9 (1,552)	3.0 (1,552)
Information about future employment opportunities (e.g., service learning, internship, on-the-job training)	60.8 (181)	29.8 (181)	3.9 (181)	57.2 (283)	33.2 (283)	3.5 (283)	64.2 (1,569)	28.3 (1,569)	3.3 (1,569)
Assistance with developing job search skills (e.g., interviewing, resume writing)	62.6 (171)	26.9 (171)	5.3 (171)	56.3 (270)	33.0 (270)	4.8 (270)	62.1 (1,543)	30.0 (1,543)	3.4 (1,543)

Response Options	MSJC San Jacinto Exit 2016-17 % (n)			MSJC San Jacinto Exit 2017-18 % (n)			Overall Exit 2017-18 % (n)		
	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide
Job placement assistance (services to help connect employers with students looking for jobs)	54.0 (174)	32.8 (174)	6.9 (174)	42.6 (265)	46.0 (265)	4.9 (265)	54.1 (1,514)	35.5 (1,514)	4.6 (1,514)
Information about available student support services at your school or college	63.1 (176)	27.3 (176)	4.0 (176)	66.2 (269)	25.3 (269)	2.6 (269)	66.4 (1,528)	26.4 (1,528)	2.6 (1,528)
Information about more existing government programs (e.g., food stamps, public health services)	54.4 (171)	33.3 (171)	5.3 (171)	46.9 (258)	38.8 (258)	6.2 (258)	54.1 (1,507)	34.4 (1,507)	4.7 (1,507)
Information about services in the community	56.8 (162)	29.0 (162)	6.2 (162)	58.0 (262)	31.3 (262)	4.2 (262)	60.1 (1,512)	30.1 (1,512)	4.0 (1,512)
Childcare resources	42.9 (154)	35.1 (154)	11.7 (154)	37.5 (235)	48.1 (235)	6.8 (235)	43.3 (1,410)	41.1 (1,410)	7.5 (1,410)
Other (please specify)*	26.3 (19)	42.1 (19)	21.1 (19)	28.1 (57)	36.8 (57)	21.1 (57)	35.4 (523)	35.6 (523)	19.3 (523)

\* See open-ended responses at the end of this report.

## Transportation

**Table 14. Item 10: How do you get to school? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=238)	MSJC San Jacinto Exit 2017-18 % (n=327)	Overall Exit 2017-18 % (n=1,758)
Drive my car/motorcycle	84.9	85.0	77.8
Get a ride from family/friend	12.6	12.2	18.9
Bus (public transportation)	2.9	4.6	4.8
Walk	9.7	5.8	8.9
Bicycle	1.3	2.1	2.7
Other, (please specify)*	--	--	1.0

\* See open-ended responses at the end of this report.

## General

**Table 15. Item 11: What are the best times for you to attend classes? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=236)	MSJC San Jacinto Exit 2017-18 % (n=329)	Overall Exit 2017-18 % (n=1,774)
Mornings	69.9	66.0	49.6
Afternoons	11.9	15.8	27.5
Evenings	29.2	36.2	46.5
Saturdays	13.6	12.5	14.1
Summer	14.0	12.8	10.5
Other (please specify)*	0.4	2.4	1.7

\* See open-ended responses at the end of this report.

**Table 16. Item 12: How did you learn about your school? (Mark all that apply.)**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=232)	MSJC San Jacinto Exit 2017-18 % (n=318)	Overall Exit 2017-18 % (n=1,730)
EDD/GAIN/CalWorks	1.3	1.6	2.1
DPSS	--	0.9	0.7
Unemployment Office	2.6	2.5	1.5
Family/Friend	58.6	59.1	46.0
Newspaper/Brochures/Internet	34.1	33.7	17.1
School website	19.4	20.1	22.1
High School	5.6	3.5	21.7
Other (please specify)*	3.5	4.1	8.7

\* See open-ended responses at the end of this report.

## MSJC Specific Items

**Table 17. Item 17: Would you like to meet with a college counselor?**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=221)	MSJC San Jacinto Exit 2017-18 % (n=316)
Yes	54.8	53.8

**Table 18. Item 18: Would you recommend classes you took at this site to friends/family?**

Response Options	MSJC San Jacinto Exit 2016-17 % (n=236)	MSJC San Jacinto Exit 2017-18 % (n=326)
Yes	100	98.8

\* See open-ended responses at the end of this report.

## Open-Ended Responses: MSJC San Jacinto Campus

**Q1. In which of the following areas are you currently taking classes: Other (please specify)**

- Tax preparation
- Computer basic skills (x6)
- Mt. San Jacinto college
- PPP
- ESL/public library

- GED (x4)
- ABE (x3)
- Adult education ABE/GED
- I have master's degree engineering in Russia
- Practice my English (x2)
- ESL class (x2)
- ESL Advance
- ESL non-credit
- Computation

**Q2. What are your educational goals: Career training (please specify):**

- Automotive technician
- Have access to more jobs at work
- RN
- To get a job with computer knowledge
- Computer advance
- Better career
- Learn more skills
- ASE certificates
- Not sure yet (x3)
- Computers
- Video editing and web design
- Business communication
- Classes for Citizenship
- Unknown at this time/Medical Field?
- Carpentry
- First G.E.D then UTI training to build have steady reliable income to pursue my Associates in Applied Science
- Undecided
- Childcare
- English
- Pharmacy tech
- Hiset
- Water tech. (x2)
- I want to go to police academy to be a highway state patrol.
- To be better at work and to improve myself
- General B Contractor
- I would like to get a training to work in the health prevention field
- 2-year college degree
- Medical assistant

***What are your educational goals: License (please specify):***

- LVN
- Teacher, and computer technology
- Lawyer
- General B Contractor License
- Like a medical assistant
- IR Master Degree

***What are your educational goals: Other (please specify):***

- Tax preparation
- Perris
- Better computer skills (x7)
- Lifetime education
- Job skill enhancement
- Pass my medical boards
- University
- Prepare for a job
- For help my customer sewing business

***Q3. What are your career goals: Other (please specify)***

- Tax preparation
- Government representation
- To get better job
- Ultrasound tech
- Getting Job
- Graduate for medicine career
- Machines
- Learning different computer aspects
- Happy retirement
- English
- Serve English speaking customers
- Retired

***Q4. How important were the following reasons in your decision to enroll in your school: Other (please specify)***

- Improve my lifestyle and not have problems for communication
- More knowledge
- To get a real good job, pays really good money.
- Help my kids with homework
- Because am interest progress my English

- Having no transportation is difficult
- Speak English very good
- Master the English language
- Is a great school teaching English
- I learn new things every day
- To get better

**Q5. If you are currently enrolled in a career training certificate or licensing program which of the following apply to you: Other (please specify)**

- Improve my English language

**Q6. If you currently or have taken ESL classes which of the following apply to you: Other (please specify)**

- Volunteer with special needs children
- To be a good example for my kids
- To volunteer in a hospital
- To help my son with school projects
- To be able read book chapters
- To be able to speak English fluently
- Volunteer in my child school
- To help better at my church to lead better to the youth
- I need to communicate in English
- Get a job
- To be ready by the time I will be able to get my permanent resident in the future
- Bilingual

**Q7. Has the reason you started going to school changed over time? Describe how it changed.**

- I am currently more interested; because I lost a lot of time. I am a graduate teacher in Guatemala.
- Now I have new motivations like being able to attend college.
- At first, taking the classes has been very valuable and motivating. But they have given me information that there is a possibility, once I have learned the language, to take courses, to continue with a possible career, to be trained for the work area. Now the doors open for my study. And that motivates me to keep coming until I achieve the closest goals.
- Before I wanted to learn English.
- Learn every day to be able to understand with people.
- Because every step I am doing in English Class give me the opportunity to improve my skills and give the chance to one day attend the career I want to do in the future
- Because I am a senior and need computer skills to get a job.
- Because now I can speak better and listen to the people.

- Career transition and relocating to different living area
- Changes at work, at home, and the communication with my kids
- Come to class talk English for my friend
- Depends on the job I will have
- I helped my children more in their tasks.
- Understand the language more to be able to communicate.
- I am understanding more English (x4)
- I am more motivated every day to achieve my goals.
- There are many more opportunities that inspire me to be better.
- I speak more fluid, I stay clear in my goals, I wish to learn more about the help for school, I want to travel like student to another country.
- I started just to improve my reading English, but now I need improve my reading and writing English
- I started my GED classes for found better opportunities in the job.
- I start to improve my English from beginning now my changed to advance.
- I started for learn English... And, now, I really want a career here in USA.
- I started just to improve my English, but now I want to have a career.
- I started just to improve my speaking ability. But now I want to improve my reading and writing so I can take credit classes.
- I started to improve my English speaking. (x2)
- I started to speak better and now I want to get better on write skills
- I want study my us, and finish my college
- I want to grow my vocabulary; I started just to improve my speaking ability
- I want to get more education to enhance my career.
- I want to go to college (x2)
- I was trying to improve my language but now I want to learn more writing and speaking.
- I wasn't motivated and now I am so I can get schooling in music.
- I would like to learn more skills to decide what type of job I want.
- Important to learn the use of computers
- In my life because now I can talk with people better.
- Is going better whit the time. Learning and make me feel more confidence with myself; thinking in my future.
- It change because I am challenging myself to look for a new career, and expand my knowledge, and learn new skills
- It changed because when I started going to school it was just for improve my speaking skills but now I want to get a better job and a better life.
- It shows me that my grammar is a little poor.
- It's helping me a lot to come to school
- It's preparing me to get my GED and I'm much better at math, thanks to my teacher.
- I want to improve my English
- It gives me more confidence.
- I realized all the opportunities I have to study computers and other classes that can help me improve myself.
- I feel more secure
- I feel more confident that I can communicate and understand a little more when they talk to me.
- I feel more secure I can read and understand



- Improve my English teach to use a computer
- I need to spend more time learning English in general. I want to do my citizenship at this time.
- Now I want continue study. I want go to the University.
- To learn English and improve at work.
- To learn English to help my children with homework.
- For better communication
- Because I have improved my English
- Because I am understanding and speaking English and I feel important; to learn English and have a better job to understand all
- Previous career was interior design
- I can go to the pharmacy and I can better understand the pharmacist.
- That I am feeling more confident about myself and I am learning more
- I want to learn more the English language.
- I want to go to college to get a career.
- I would like the school to consider the schedules of the districts ... some schools don't start until 9:00 in the morning and we are always late for classes ... and when the vacations and vacations of mothers do not coincide, we have to miss when we do not have a nanny.
- Reasons;
  - I want to learn English;
  - To know the city without the help of anyone;
  - To be able to enter any mall to buy my clothes;
  - To be able to talk and understand when they speak to me and be able to answer
- Retired, second career is a possibility.
- YES, because it improved my day to day learning.
- Sometimes I do not have time to study more.
- Speak English to better job
- That is the reason progress my English
- The program the school help me to help to my children.
- The work force is now expecting one to know how to send application on line!
- To get better job
- To improve my reading and writing so I can take credit classes
- To improve my English read and write
- Trying to learn
- Very difficult to pass what already passed 20 years ago.
- Wanting to excel in current job position
- When I have any new knowledge, I feel inside my self I need more and more.
- When I started college directly out of High School (1986) I believed you need the degree to obtain better employment opportunities. I dropped out (1988) thinking I did not need it. In hindsight I was wrong. So, at some point I would like to get back to school to complete a degree, but at my age, future opportunities will be lacking as age counts against you more than skills.
- When I started I just wanted to get my GED for a better opportunity, now I feel if I can earn my GED I can continue going to school to better my education.
- When I started paying for school in 1997 at Cal Poly Pomona my focus was on the money that entry level ECE graduates could make, about 70,000 dollars. Because of the number

of classes of general education required to reach core engineering classes I became bored with school. I had already done 13 years of general education and was ready for work related subjects. In 2001 I changed schools to Chaffey College and the Art program to prepare myself for commercial work in the field I was already participating in, that I might financially support a marriage relationship. The relationship did not materialize so I quit school. In 2009 as a homeless man I returned to Riverside Community College in the Art program to acquire the skills necessary for a job but quit during the semester because there was no scholarship or grant available to help me survive as a student. I returned to working. In 2012 I entered into a Truck Driving Program at Chesapeake College in Maryland for a career that could provide for my household needs. After completing that program successfully and gaining employment I had a renewed interest in school, knowing I could finish and have results. School has now become a means to an end, not money.

- I already have more practice and more English
- Yes, easy more talking English on my work and everywhere whit that people

***Q8. What are some of the issues that have made it hard for you or your classmates to complete your education: Other (please specify)***

- I don't have enough time to learn online at home
- Motivation
- Disability
- More hours during week
- None
- Programs required by county
- None of the above
- Any
- Sick
- Language
- Taking care of my children
- Homemaker

***Q9. What services/help would you like offered at your school: Other (please specify)***

- Meals and snacks offered to us.
- None (x3)
- Orientation
- N/A (x2)
- The help of teachers
- I have not used it
- Information about new job near me
- I like my class because my teacher help me in my question
- Job referrals
- More often

**Q10. How do you get to school: Other (please specify)**

No responses

**Q11. What are the best times for you to attend classes: Other (please specify)**

- It varies
- Tuesday; Thursday morning and evening
- Week
- Sundays
- After 9 a.m.
- Monday, Wednesday, and Friday afternoon
- Summer with children care.
- I work nights (9p - 6a) no time is a good time.

**Q12. How did you learn about your school: Other (please specify)**

- Call several schools asking for information
- In the office they gave me information.
- With the book from San Jacinto college they send home
- Personal
- Public library
- MSJC
- My initiative
- Just walk in
- Living in the same city as school
- Office of Romoland
- For some brochures that came to my work
- Walk in
- Library

**Q15. What is your ethnicity: Other (please specify)**

- Latino
- So not wish to disclose
- Mexicano
- Guatemala
- Middle east
- Middle sea aria

**Q16. What are your suggestions for improving you program/school or any additional information you would like to share?**

- Access to more school days.
- Currently we have two hours of classes for two days a week, would it be possible to do this class more hours and more days a week?
- Add more days or hours is important to learn more
- Add more technology.
- Am happy with my classes for now
- Learn English better.
- Books
- Came to school every day and take more classes, speak English.
- Can you guys please add more testing exams in the winter because I have to wait until next May 2019.
- Career Certified Programs
- Children care in summer
- Come to school every day I need more class for learning
- Come to school everyday, do the homework, speak in English all the time and everywhere.
- Continue basic computer classes for those of us who are older and want to learn, after all we're tax payers too.
- I think this school is very capable and has very good classes, personally I liked and served the English course I took and I plan to return the next semester.
- I think everything is very good
- Caring for children in the mornings
- They should organize job fairs to motivate students to continue in ESL classes.
- They should organize small job fairs for which we need to locate ourselves in some work. Also add more days of classes.
- The program is perfect.
- In my case, I am very comfortable at this basic level, I just start making sentences, I need a lot of vocabulary, verb handling, the alphabet I have been learning from everyone and the teacher, I would very much like to be taken into account open courses on Saturdays, I would also like to be allowed to have access to books to use at home during the course.
- The school is perfect, I have learned a lot.
- Everything is excellent (x2)
- Explain a little more
- For ESL I would like more English-Speaking courses.
- So far everything seems fine.
- Have evening classes for people who work grave yard, like GED classes
- Have extra home work for those that want to improve
- Have more teachers like Mrs. Kammer. She is awesome!
- Having more options on different classes.
- Helpful and interest to me
- I come everyday to school. I make everyday homework in home.

- I don't have any suggestion everything for me it is ok
- I like the program and the school
- I love my class, very helpful
- I need class the citizenship in the morning.
- I need disability services and it's taking longer than expected for some things.
- I personal don't see any needed, everything is perfect.
- I suggest that the school extend the days of ESL classes
- I think that You need to offer a course to develop the conversation skills, because it is important for me.
- I think this school is good for me because they have childcare and the hours school are fine, maybe we can take more hours classes and they can send us information by email about new programs or classes. I am happy with my teacher.
- I want more practice listening skills.
- I want to more classes for week
- I wish there were ESL English class all week.
- I would like that this program will have care children.
- They teach CPR-BLS-nutrition-how to help their children because the majority of ESL students are mothers and need attention
- Implement free-lance writer program
- Incorporated the new skills, teach the students have own opinion an free.
- Information about new course
- Just do it!
- Keep advanced ESL in evening class
- The teacher explains very well and motivates us to move forward
- The classes and the opportunity are very good. I would like to continue to have my GED diploma. I hope there would be a program that would coincide with my work schedule as this ESL program does.
- More classes in the week
- More school days
- More schedules (x2) and levels in each campus
- More class hours
- More crafts and less books more reading, talk about projects and less work in books
- Math pass my GED test
- I love the class because you learn a lot, but only 2 days very little, that the days extend.
- I like the hours from 530 to 830, but they are only 2 days. I would like more days to learn more since it is very important to attend more days.
- I like everything thanks
- I would like you to add another day and maybe another time, for me it would be very favorable, if please, if that is possible I thank you very much, I am now very happy with this program and I am very grateful with each of the people that make all this possible for me; Thank you so much.
- I would like them to teach more times, 3 or 4 days a week. I also like the teacher's assignment, Miss Debbie.

- I would like them to give the material to study at home, for example the books.
- I would like it to be 5 days a week and 4 hours of classes. Much thanks
- I would like that they will go more into speaking English and put it more into practice, since they will go more into writing, than in speaking and practicing it.
- I would like them to have more than one day for English classes
- I would like for classes to be held every day (Monday-Friday)
- More adult classes, in different areas
- More afternoon classes
- More class on computers beginning
- More courses, more no credit classes
- More free computer classes (x2)
- More listening, more reading and more writing at home and at school.
- More personal counselor meetings.
- More teachers' same subjects. And times all day including weekends and tutors, in college
- More time to have the chance to learn everything we need to know before we take our GED test
- My suggestion is that the resume class must be to the semester final not in the beginning.
- My teacher is the best in her area
- N/A (x3)
- Nothing (x2) because the school is very well organized
- Need more classes. Need more teachers
- None seems good to me as it is.
- No (x5)
- I have no suggestions (x2) because for me the schedule and days are perfect
- They will give us more grammatical and grammatical rules
- Nothing (x2)
- Offer afternoon classes. (x3)
- Offer more ESL classes
- Offer program to improve English after school.
- Offer more hours of classes, organize work fairs.
- For me everything is effective
- Please don't change the teacher. Margie is a good teacher and if you would like to provide us child care please.
- Please have some Spanish classes
- Please offer a SSL or Spanish as a Second Language class, many of us native English speakers need better communication with are Spanish Mexican work partners
- For the moment, everything is fine.
- Practice more English
- Practice and not change the teacher
- Prepare the subject at home before coming to collage
- Program is perfect
- I propose more days of classes and schedules and more days of computation

- Provide more child care at different times
- Provide free tutoring
- Want more books and teachers
- That they were longer
- That there were classes everyday
- That classes start at nine in the morning to be able to attend on time. I would like to not change teachers so much. This semester I felt that I did not learn much about the change and substitutes we had.
- Classrooms have more capacity and have more schedules
- Do not change our teacher Margie Sotero. She is the best English teacher I have ever had.
- That they give us information about the classes and the hours and the place where we are and have education counseling and more information about the courses we can take.
- That we could use the computer more like the rosetta stone or Burlington program in classes or at home.
- That they could give us more days of classes; to learn more.
- Larger classrooms (x2) for non-credit classes
- Continuing with the classes (x2)
- It would be very helpful if there could be classes on Sundays.
- If I would like more days and more hours of classes here at this school.
- Request Citizenship classes in this same class.
- Start the English classes at 9:00 a.m.
- Taking extra classes
- Teach slower
- Have access to computers and the internet
- Have more access to the computer area, to be able to use the English programs that are allowed in this school; to give us free books, such as dictionaries and work.
- Have more study hours
- Thank you for offering this class. I was waiting for it.
- To have more wonderful teachers like the one I have in my class.
- To improve skill of language, we have to prepare text at home before we learn it at class.
- To teach more beginning classes
- Everything is fine, the teachers are excellent.
- Everything looks good to me.
- Well it is well maintained in the outside but the restrooms are usually messy and the janitorial staff I came across has been rude and inconsiderate. However, the staff in the offices as well as the professors have been friendly and helpful.
- Work on cars and need computer; other skills.
- Would like to see an intermediate class in computers.