



# **Continuing Education Student Satisfaction Survey Spring 2012**

## **Executive Summary**

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# Table of Contents

	Page
Introduction .....	2
Overview .....	3
Purpose .....	3
Sample Design .....	3
Instrumentation .....	3
Methodology .....	4
Implementation .....	4
Respondent Profile .....	4
Key Findings .....	6
Appendix A Survey Instrument .....	9
Appendix B Item Analysis .....	14
Appendix C Verbatim Comments.....	24

# Introduction

## Overview

Accreditation is the process of evaluating the performance and effectiveness of an institution in order to ensure that the quality of education and student achievement of expected outcomes are being met. The three colleges in the San Diego Community College District (SDCCD), as well as the non-credit institution, SDCCD Continuing Education, completed their self-studies and accreditation site visits in the fall 2010. Each institution collected, reviewed and incorporated evidence into their self-study reports and was then visited by a site study team. The Accreditation Commission reviewed the recommendations from the site study team and then made commendations and recommendations for improvements. Each of the colleges and CE are scheduled to submit mid-term reports in 2013 to the Accreditation Commission in order to ensure compliance and maintain accredited status.

## Purpose

The purpose of this survey was to collect follow-up evidence on student satisfaction, and to track changes since the previous survey, which was administered in 2009. The survey captures levels of satisfaction with programs, services, instruction and facilities, as well as perceptions and opinions regarding institutional effectiveness. The results of the survey may be used to help inform decisions and plans for improvements, as well as to identify key areas of strengths and opportunities.

## Sample Design

The Student Satisfaction survey was administered to a random sample of students using a *stratified random cluster sampling* procedure. The sample design is intended to provide representativeness and allow for generalizing the results to the entire student population. The students were stratified by campus and clustered by class sections, and then randomly selected from within the clusters. The sample size was based on a 95% confidence level with a +/- 5% confidence interval.

## Instrumentation

The Office of Institutional Research and Planning referenced the previous accreditation survey administered in 2009 and worked primarily with the Continuing Education Office of Instruction and Student Services to refine the survey instrument. The survey contained profile questions (e.g age, gender, and ethnicity) in order to help examine the representation of the survey population against the entire student population. The survey also contained open-ended questions and forced choice items representing the accreditation standards.

Face validity and content validity of the survey instrument were ensured using the following criteria: 1) Survey questions are aligned with the Accreditation Standards; 2) Survey questions are directly related to the purpose of the surveys, which is to elicit perceptions and opinions of students; 3) Survey questions are perceptually-based instead of factually-based and, 4) Survey questions avoid addressing complex processes or systems that most survey participants would not be able to answer or are not applicable to them. Surveys were validated (content and face validity) through the feedback from the committees and various constituency groups on campus. Reliability was established through the pilot study.

## Methodology

The data collection methodology for the student satisfaction survey was primarily a scannable pencil and paper form, which was administered during one class period. The faculty received pre-notification about the survey during the fall semester and again at the beginning of the spring semester. Faculty who opted out of administering the survey were replaced with another class from the survey pool.

## Implementation

Communications: The Office of Instruction and Student Services was kept informed and involved in the development and implementation processes through continuous communication and feedback opportunities including: 1) Review of the survey plan; 2) Review and finalization of the survey instrument, and 3) Review and briefing of the survey results.

Administration: Notification emails/letters were sent to faculty whose class(es) were selected. The notifications provided information about the survey, as well as how and when to administer the survey. The student surveys were administered by faculty beginning in the fifth week of the Spring 2012 semester for approximately four weeks. The Office of Institutional Research and Planning bundled the survey packets which contained the survey instruments, Scantron forms and instructions for administering and returning the surveys. The survey packets were delivered to the faculty mailboxes and then returned to the campus-based researcher. The survey took approximately 40 minutes to complete and was administered during one class period.

## Respondent Profile

Of the 2,109 students who were targeted to survey in the sampling plan, we reached 94% (n=1,978) of the desired sample size. This very strong response sample provides representativeness which allows for generalizing the results to the entire population. Of those who responded, 66% were female and 34% were male. Nearly half (48%) of students were 50 or more years old, 16% were between ages 40 and 49, 17% were between ages 30 and 39, 8% were between ages 25 and 29, 10% were between ages 18 and 24, and 1% were under age 18. More than one-third of students were Hispanic/Latino (38%) and more than one-third were White Non-Hispanic (36%). Nine percent reported being Asian/Pacific Islander, 7% were African American/Black Non Hispanic, 4% were Filipino, 4% were Other Non-White, and 1% were American Indian/Alaskan Native.

Generally, when examining age, gender and ethnicity, the respondents were representative of the entire student population. However, Hispanic respondents were slightly overrepresented, and Asian/Pacific Islander respondents were somewhat under represented.

The majority of students (59%) reported that they had completed some college or obtained a college degree (some college, 18%; A.A. Degree, 9%; B.A. Degree, 15%, and Graduate Degree, 17%). Among the remaining students, 14% reported obtaining a G.E.D./high school degree, 15% completed some high school, and 12% completed 8<sup>th</sup> grade or below. When asked at which school you primarily attend, 24% of students responded West City, 19% responded Cesar Chavez, 19% responded ECC, 16% responded Mid-City, 13% responded North City, and 8% responded Centre City. Of those who enrolled at Continuing Education, nearly one-third were enrolled less than six months (31%), 14% were enrolled between six to 12 months, 18% were enrolled between one to two years, 21%

were enrolled between two to five years, and 16% were enrolled more than five years. More than one-third of respondents reported spending one to five hours at school in a typical week (37%), and nearly one-quarter reported spending between six to 10 hours or 11 to 15 hours at school weekly (22% each). The remaining respondents reported typically spending 16 to 25 hours (12%) or more than 25 hours (7%) at school per week. The majority of students reported primarily attending classes in the daytime (66%), followed by 20% who reported attending classes primarily in the evening, and 14% who reported attending both daytime and evening classes.

## **Key Findings**

## **Student Services**

While the level of importance has declined somewhat on some of the instruction and services survey items, the majority of students continue to be satisfied with the quality of instruction and services. Furthermore, while both the importance of and satisfaction with the bookstore has decreased, satisfaction with the Associated Student Body (ASB) has increased, perhaps due to an increase in awareness. Notably, the quality of parking, registration, and instruction remain the most important services to students. Among these services, satisfaction with registration and instruction remain high, and satisfaction with parking has increased somewhat.

## **Enrollment and Assessment Process**

Overall, students continue to be highly satisfied with the enrollment and registration process, and assessment services are also rated favorably. Particularly, the helpfulness of staff and ease of registration continue to be highly rated. An increasing majority of students also feel that communication of assessment results and the information presented in the class schedule and on the website are clear and easy to understand.

## **Orientation, Counseling, and Follow-up of Educational Process**

The majority of students continue to agree that orientation services are effective in helping students to adjust to school and learn about programs and services. While neutrality of opinion about the counseling services questions remain noteworthy, on the whole, students continue to agree that counselors are supportive and that sessions help them to reach their educational goal. Additionally, there was a marked increase in satisfaction with the availability of DSPS services.

## **Curriculum and Instruction**

For the most part, curriculum and instruction was the highest rated section in agreement. Particularly, students feel comfortable interacting with instructors and believe that they are generally available for help outside the classroom. There is also a continued and increased satisfaction with instructor communication of the grading process. On the whole, students continue to be highly satisfied with the overall quality of course content and instruction, and feel well prepared for the future.

## **Academic and Personal Development**

The academic and personal development series of questions have all maintained, sustained, or increased ratings of agreement. Students increasingly feel that they have been informed by their instructors about expected learning skills. While students have some ambivalence in their perception that classes have enhanced their math abilities and personal health, many continue to agree that classes have helped develop their communication, workplace, and increasingly, critical thinking skills.

## **Physical Facilities**

The majority of students rated facilities items, such as the classrooms and computer labs, as sufficient to meet their educational and learning needs. Student

satisfaction with ground maintenance has increased and satisfaction with campus and classroom accessibility remains high.

**Decision-Making Roles and Processes**

While some students remain ambivalent as to their decision-making role in programs and services, most are satisfied and feel connected to the school. Furthermore, the sense of being valued and respected at Continuing Education is very high and increasing.

# **Appendix A**

## Survey Instrument



# Continuing Education Feedback Survey San Diego Community College District

This survey is designed to measure your satisfaction with the quality of various services provided in Continuing Education. Please select answers based on your Continuing Education experience. Your input will help Continuing Education strengthen future educational programs and services. **All information you share with us will be used for research purposes only and will be completely anonymous. Please only participate once. Thanks!**

**Directions:**

- 1) Fill in the circle completely, like this: ●      ○      ○      ○      ○
- Do not mark your answer like this: ◐      ○      ○      ○      ○
- 2) Use black/blue pen or #2 pencil.

1. Which school do you primarily attend?

- |                                       |  |
|---------------------------------------|--|
| 1) Cesar Chavez                       | 4) Mid-City                                    |
| 2) Centre City (Skills Center)        | 5) North City (Aero, LVPC, Miramar)            |
| 3) Educational Cultural Complex (ECC) | 6) West City (Midway, Clairemont, Mission Bay) |

2. When do you primarily attend classes?

- 1) In the daytime                      2) In the evening                      3) Both daytime and evening

3. What type of classes do you primarily attend?

- |   |  |
|---|--|
| 1) ESL  | 5) DSPS (Disability Support Programs and Services) |
| 2) HS Diploma/GED/ABE/Basic Skills                                | 6) Business Information Technology (computers)     |
| 3) Vocational (Certificate Programs)                              | 7) Parenting                                       |
| 4) Citizenship  | 9) Older Adult                                     |
| 5) Consumer Sciences (clothing and textiles, foods and nutrition) |  |

**Part I: Student Services**

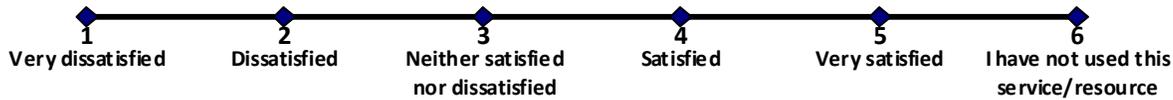
Based on your experience with this college, please mark the level of **IMPORTANCE** and your level of **SATISFACTION** with the overall quality of the areas listed below:

Please rate the level of importance of the quality of the following services/resources using the scale below:



- 4. Course Registration
- 5. Instruction
- 6. Bookstore
- 7. Assessment Services
- 8. Associated Student Body (ASB)
- 9. Counseling Services
- 10. DSPS (Disability Support Programs and Services)
- 11. Parking

Please rate your level of satisfaction with the following statements using the scale below:



- 12. Course Registration
- 13. Instruction
- 14. Bookstore
- 15. Assessment Services
- 16. Associated Student Body (ASB)
- 17. Counseling Services
- 18. DSPS (Disability Support Programs and Services)
- 19. Parking

**Part II: Student Experiences**

Please rate your level of agreement with the following statements using the scale below:



**Enrollment and Course Registration**

- 20. It was easy to register for classes.
- 21. Staff was helpful throughout the enrollment process.
- 22. The information presented in the class schedule was easy to understand.
- 23. The information on the website was easy to understand.
- 24. Overall, I was satisfied with the enrollment process.

**Orientation**

- 25. By attending a student orientation, I became more familiar with Continuing Education's programs and services.
- 26. The student orientation I attended was well organized.
- 27. Student orientation was effective in helping me adjust to being in school.

**Assessment**

- 28. The assessment/placement test helped me enroll in the appropriate class.
- 29. Counselors/staff clearly explained the assessment results to me.
- 30. Assessment/placement tests were offered at times that were convenient for me.

**Counseling Services**

- 31. Counselors were available at times that were convenient for me.
- 32. The counseling sessions(s) have helped me clarify my educational goal.
- 33. The counseling sessions have helped me select the courses I need to reach my educational goal.
- 34. Counselors have been concerned about my academic success.
- 35. In general, counselors care about me as an individual.



36. DSPS (Disability Support Programs and Services) services have been available when I need them.

**Follow-up of Student Educational Progress**

- 37. I have been adequately informed about my academic status.
- 38. My school has helped me improve my academic performance.

**Curriculum and Instruction**

- 39. I felt comfortable talking with my instructor(s).
- 40. Instructors have been available for help outside of class.
- 41. In general, instructors have been objective in their presentation of course materials.
- 42. In general, instructors clearly explained how I would be graded.
- 43. In general, instructors care about their students' success.
- 44. I believe my courses have prepared me well for future employment or additional education.
- 45. Overall, I am satisfied with the course content in most of my classes.
- 46. I am satisfied with the overall quality of instruction.

**Academic Development**

- 47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.
- 48. My classes have helped me develop my critical thinking skills.
- 49. My classes have developed my academic abilities in math.
- 50. My classes have helped me develop my workplace skills.
- 51. My instructors have informed me about the types of skills I am expected to learn in my class.

**Personal Development**

- 52. After attending this school, I have a greater appreciation of human differences.
- 53. My education has helped me to understand myself better.
- 54. I have learned about other parts of the world and cultures.
- 55. My classes have helped me develop my communication skills.
- 56. My classes have helped me improve and/or maintain my health.
- 57. My classes have helped improve my thinking.

**Physical Facilities**

- 58. The availability of computer labs is sufficient to meet my educational needs.
- 59. It is easy to get in and out of campus buildings, classrooms and restrooms.
- 60. The grounds are adequately maintained.
- 61. In general, classroom facilities are adequate for learning.

**Decision-making Roles and Processes**

- 62. Staff members have been helpful.



# **Appendix B**

## Item Analysis

<b>1. Which school do you primarily attend?</b>	<b>Count</b>	<b>Percent</b>
Cesar Chavez	337	19%
Centre City (Skills Center)	148	8%
Educational Cultural Complex (ECC)	348	19%
Mid-City	285	16%
North City (Aero, LVPC, Miramar)	240	13%
West City (Midway, Clairemont, Mission Bay)	429	24%
<b>Total</b>	<b>1,787</b>	<b>100%</b>

<b>2. When do you primarily attend classes?</b>	<b>Count</b>	<b>Percent</b>
In the daytime	1,254	66%
In the evening	383	20%
Both daytime and evening	260	14%
<b>Total</b>	<b>1,897</b>	<b>100%</b>

Student Services: Level of Importance	Very unimportant	Unimportant	Neither important nor unimportant	Important	Very important	Mean	I have not used this service/resource
4. Course Registration	60 3%	42 2%	190 11%	714 40%	791 44%	4.19	72 4%
5. Instruction	81 4%	13 1%	28 2%	347 19%	1,364 74%	4.58	48 3%
6. Bookstore	81 7%	99 8%	192 16%	381 32%	433 37%	3.83	690 37%
7. Assessment Services	74 6%	65 5%	189 15%	397 32%	519 42%	3.98	616 33%
8. Associated Student Body (ASB)	100 9%	132 12%	194 17%	392 35%	303 27%	3.59	746 40%
9. Counseling Services	96 8%	92 8%	114 10%	312 26%	575 48%	3.99	673 36%
10. DSPS (Disability Support Programs and Services)	84 9%	54 6%	99 10%	246 26%	477 50%	4.02	900 48%
11. Parking	94 6%	48 3%	94 6%	363 23%	967 62%	4.32	307 16%

Student Services: Level of Satisfaction	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Mean	I have not used this service/resource
12. Course Registration	42 2%	63 3%	157 9%	719 40%	837 46%	4.24	60 3%
13. Instruction	25 1%	19 1%	61 3%	417 23%	1,273 71%	4.61	62 3%
14. Bookstore	52 5%	66 7%	205 21%	348 36%	309 32%	3.81	873 47%
15. Assessment Services	19 2%	28 3%	146 14%	450 42%	423 40%	4.15	787 42%
16. Associated Student Body (ASB)	34 4%	29 4%	190 23%	345 42%	223 27%	3.85	1,034 56%
17. Counseling Services	30 4%	25 3%	124 15%	283 34%	365 44%	4.12	1,025 55%
18. DSPS (Disability Support Programs and Services)	31 4%	19 3%	134 19%	225 32%	285 41%	4.03	1,159 63%
19. Parking	151 10%	148 10%	151 10%	456 31%	578 39%	3.78	373 20%

<b>Enrollment and Course Registration</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
20. It was easy to register for classes.	23 1%	59 3%	74 4%	802 43%	907 49%	4.35	29 2%
21. Staff was helpful throughout the enrollment process.	24 1%	22 1%	75 4%	693 38%	993 55%	4.44	71 4%
22. The information presented in the class schedule was easy to understand.	22 1%	37 2%	86 5%	729 41%	885 50%	4.37	126 7%
23. The information on the website was easy to understand.	27 2%	45 4%	143 13%	491 45%	394 36%	4.07	776 41%
24. Overall, I was satisfied with the enrollment process.	13 1%	36 2%	91 5%	805 45%	852 47%	4.44	86 5%

<b>Orientation</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
25. By attending a student orientation, I became more familiar with Continuing Education's programs and services.	18 2%	20 2%	94 11%	326 39%	383 46%	4.23	1,009 55%
26. The student orientation I attended was well organized.	11 1%	16 2%	90 11%	338 41%	368 45%	4.26	1,041 56%
27. Student orientation was effective in helping me adjust to being in school.	16 2%	19 2%	113 14%	302 37%	365 45%	4.20	1,037 56%

<b>Assessment</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
28. The assessment/placement test helped me enroll in the appropriate class.	16 2%	19 2%	97 12%	358 43%	336 41%	4.19	1,021 55%
29. Counselors/staff clearly explained the assessment results to me.	12 2%	22 3%	92 12%	359 45%	311 39%	4.17	1,047 57%
30. Assessment/placement tests were offered at times that were convenient for me.	9 1%	29 4%	124 15%	332 41%	314 39%	4.13	1,039 56%

<b>Counseling Services</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
31. Counselors were available at times that were convenient for me.	24 4%	34 5%	108 17%	253 40%	218 34%	3.95	1,191 65%
32. The counseling sessions(s) have helped me clarify my educational goal.	9 1%	19 3%	111 18%	251 41%	221 36%	4.07	1,224 67%
33. The counseling sessions have helped me select the courses I need to reach my educational goal.	12 2%	13 2%	115 19%	233 39%	221 37%	4.07	1,235 68%
34. Counselors have been concerned about my academic success.	24 4%	25 4%	123 20%	247 41%	183 30%	3.90	1,234 67%
35. In general, counselors care about me as an individual.	24 4%	29 5%	124 20%	252 40%	196 31%	3.91	1,207 66%
36. DSPS (Disability Support Programs and Services) services have been available when I need them.	4 1%	17 4%	93 21%	151 35%	168 39%	4.07	1,389 76%

<b>Follow-up of Student Educational Progress</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
37. I have been adequately informed about my academic status.	19 2%	36 4%	164 16%	386 38%	417 41%	4.12	815 44%
38. My school has helped me improve my academic performance.	8 1%	16 1%	132 11%	410 33%	667 54%	4.39	606 33%

<b>Curriculum and Instruction</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
39. I felt comfortable talking with my instructor(s).	16 1%	12 1%	45 2%	430 23%	1,333 73%	4.66	45 2%
40. Instructors have been available for help outside of class.	27 2%	59 4%	121 9%	383 27%	805 58%	4.35	470 25%
41. In general, instructors have been objective in their presentation of course materials.	15 1%	17 1%	85 5%	466 27%	1,174 67%	4.57	115 6%
42. In general, instructors clearly explained how I would be graded.	12 1%	12 1%	85 6%	427 31%	855 61%	4.51	476 25%
43. In general, instructors care about their students' success.	12 1%	16 1%	61 3%	444 25%	1,265 70%	4.63	75 4%
44. I believe my courses have prepared me well for future employment or additional education.	6 0%	10 1%	113 7%	434 27%	1,048 65%	4.56	261 14%
45. Overall, I am satisfied with the course content in most of my classes.	16 1%	11 1%	48 3%	488 27%	1,257 69%	4.63	58 3%
46. I am satisfied with the overall quality of instruction.	14 1%	23 1%	50 3%	418 23%	1,325 72%	4.65	50 3%

<b>Academic Development</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
47. My classes (i.e., English, math, etc.) have helped me develop my academic skills in written and oral communications.	15 1%	6 0%	128 10%	367 30%	716 58%	4.43	623 34%
48. My classes have helped me develop my critical thinking skills.	12 1%	12 1%	110 7%	504 33%	906 59%	4.48	309 17%
49. My classes have developed my academic abilities in math.	30 3%	36 4%	167 18%	301 32%	395 43%	4.07	917 50%
50. My classes have helped me develop my workplace skills.	14 1%	16 1%	159 12%	406 31%	695 54%	4.36	569 31%
51. My instructors have informed me about the types of skills I am expected to learn in my class.	15 1%	12 1%	93 6%	490 30%	1,000 62%	4.52	195 11%

<b>Personal Development</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
52. After attending this school, I have a greater appreciation of human differences.	15 1%	11 1%	183 11%	561 33%	932 55%	4.40	148 8%
53. My education has helped me to understand myself better.	16 1%	11 1%	166 10%	549 32%	989 57%	4.44	115 6%
54. I have learned about other parts of the world and cultures.	19 1%	32 2%	185 11%	527 32%	865 53%	4.34	226 12%
55. My classes have helped me develop my communication skills.	18 1%	16 1%	177 10%	538 32%	940 56%	4.40	170 9%
56. My classes have helped me improve and/or maintain my health.	25 2%	70 4%	273 17%	472 30%	755 47%	4.17	263 14%
57. My classes have helped improve my thinking.	17 1%	14 1%	119 7%	598 34%	1,021 58%	4.47	87 5%

<b>Physical Facilities</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
58. The availability of computer labs is sufficient to meet my educational needs.	20 2%	39 4%	116 12%	318 34%	444 47%	4.20	895 49%
59. It is easy to get in and out of campus buildings, classrooms and restrooms.	45 3%	55 3%	92 6%	587 35%	880 53%	4.33	179 10%
60. The grounds are adequately maintained.	48 3%	57 3%	129 8%	653 39%	801 47%	4.25	148 8%
61. In general, classroom facilities are adequate for learning.	60 3%	59 3%	78 4%	664 38%	876 50%	4.29	109 6%

<b>Decision-Making Roles and Processes</b>	<b>Strongly disagree</b>	<b>Disagree</b>	<b>Neither agree nor disagree</b>	<b>Agree</b>	<b>Strongly agree</b>	<b>Mean</b>	<b>I have not used this service/resource</b>
62. Staff members have been helpful.	22 1%	14 1%	79 5%	622 36%	985 57%	4.47	134 7%

	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Mean	I have not used this service/resource
63. I feel valued as a student.	11 1%	15 1%	86 5%	651 36%	1,029 57%	4.49	32 2%
64. I feel a sense of belonging in this school.	13 1%	15 1%	169 9%	649 36%	934 52%	4.39	54 3%
65. I feel safe on campus.	17 1%	22 1%	101 6%	627 36%	966 56%	4.44	92 5%
66. I am treated with respect.	11 1%	7 0%	60 3%	583 33%	1,130 63%	4.57	40 2%
67. Students have a voice in matters related to programs and services.	24 2%	35 2%	239 16%	567 38%	630 42%	4.17	310 17%

68. How many hours do you spend at school in a typical week?	Count	Percent
1-5 hours	670	37%
6-10 hours	397	22%
11-15 hours	400	22%
16-25 hours	212	12%
More than 25 hours	128	7%
<b>Total</b>	<b>1,807</b>	<b>100%</b>

69. What is the highest level of formal education you have completed?	Count	Percent
8th Grade or Below	219	12%
Some High School	264	15%
High School Graduate/GED	251	14%
Some College	331	18%
AA Degree	157	9%
BA Degree	278	15%
Graduate Degree	300	17%
<b>Total</b>	<b>1,800</b>	<b>100%</b>

70. How long have you been attending San Diego Continuing Education classes?	Count	Percent
1-5 months	561	31%
6-12 months	256	14%
1-2 years	324	18%
2-5 years	379	21%
More than 5 years	289	16%
<b>Total</b>	<b>1,809</b>	<b>100%</b>

71. What is your gender?	Count	Percent
Female	1,164	66%
Male	597	34%
<b>Total</b>	<b>1,761</b>	<b>100%</b>

72. What is your age group?	Count	Percent
Under 18	18	1%
18-24	187	10%
25-29	140	8%
30-39	300	17%
40-49	295	16%
50 or more	874	48%
<b>Total</b>	<b>1,814</b>	<b>100%</b>

<b>73. What is your ethnicity?</b>	<b>Count</b>	<b>Percent</b>
African American/Black Non-Hispanic	131	7%
American Indian/Alaskan Native	15	1%
Asian/Pacific Islander	161	9%
Filipino	64	4%
Hispanic/Latino	673	38%
White Non-Hispanic	638	36%
Other Non-White	68	4%
<b>Total</b>	<b>1,750</b>	<b>100%</b>

# **Appendix C**

## Verbatim Comments

**Question 1: What do you like most about attending this institution or campus?**

1. The most I like about this campus: the building is clean and comfortable. The personnel is helpfull.
2. GED with spanish and ESL
3. The campus help me a lot to search my goals.
4. It is good to have GED spanish classes.
5. It is very clean and quiet.
6. Que me estan ayudando a conseguir mi GED para poder seguir adelante con mis planes educativos.
7. GED in spanish
8. Taking my GED in school and ESL class
9. Take the class in spanish.
10. Take the class in spanish.
11. I prefer this campus because I can to take GED in spanish and is close to my house.
12. Me gusta, porque sólo no es clases de GED sino otras clases que me inspiron a continuar estudiando alguna carrera dada en este campus.
13. Que las clases continuen dispues las en Español.
14. The classes are good because there in hispanol and you have it in the weekend.
15. I like to have the class GED in spanish.
16. La forma en que explican las clases
17. Es importante
18. What I like most about attending this institution is that I can learn about many different coueses as much as I interest on.
19. The teachers
20. This campus is easy to get to with the transporation outside of the campus.
21. In this institution, I feel I touch various of aspects of English educational program which probably I would never notice by myself.
22. I like the most improving my English skills and give me opportunity to get a job in the school.
23. I like the most improving my communication skill.
24. Teachers continues to talking during the class.
25. I like the school because the teachers are skilled. I also like the class mates coming from all over the world and learn a lot about other countries.
26. There are some classes available for me. And they help me to imrove my general English skills.
27. I like everything in this school.
28. The most I like about this campus it is near to my work.
29. If you have weekend class, it will be good
30. Availability
31. I would like to attend Associated student Body.
32. Teacher's teaching method
33. Diversity of classes
34. The opportunity and dedication that this campus provide to help me in the future.

## Centre City – Student Open-Ended Responses

35. I am learning English acquiring skills in Reading, writing speaking & listening
36. I'm learning English & acquiring skills in reading, writing, speaking & listening
37. I am learning English. Acquiring skills in reading writing, speaking & listening
38. I am learning English & acquiring skills in reading writing
39. I'm learning English; acquiring skills in reading writing, speaking & listening.
40. I'm learning English, acquiring skills in reading, writing, speaking and listening.
41. I am learning English acquiring skills in reading, writing, speaking & listening
42. I am learning English. & acquiring skills in reading, writing, speaking & listening.
43. I am learning English and acquiring skills in reading, writing, speaking, and listening.
44. Learning English.
45. I'm learning English acquiring skills in reading, writing speaking & listening.
46. I'm learning English acquiring skills in reading, writing, speaking and listening
47. I am learning English acquiring skills in reading writing – speaking or listening
48. I am learning English & Acquiring skills in reading, writing, speaking & listening.
49. I am learning English & acquiring skills in reading writing speaking & listening
50. I am learning English acquiring skills in reading, writing, speaking, listening.
51. I am learning English & acquiring skill in reading, writing, speaking & listening
52. I am learning English acquiring skill in reading writing speaking listening.
53. I'm learning English, speaking and practicing English with the other students.
54. The most thing that I like is that I'm learning English so fast
55. I am learning English acquiring skills in reading, writing, speaking and listening.
56. "We have excellent teachers" I'm learning English – I'm learning Grammar
57. I like to learn English
58. No one distracts me
59. I like attending this institution or campus because I can pay more attention to my work. High School was too crazy.
60. That it is easy and simple.
61. The campus is in a convenient place and it's easy to get there
62. \*\*\*\* and the other instructors are great. My counselor helped me realize I can get my diploma instead of my GED. I am able to focus in class on my work.
63. I like the most about attending this institution that you have the chance to better yourself and finish school.
64. I like the instructors in the lab to give a respect and helpful for the student.
65. I like the available hours, they are convenient to me for my schedule. I get to work at my own Pace.
66. You don't have to talk to people
67. I like the most are the Instructors. They take their time explaining materials, and Patient with me and other classmates
68. The education for my G.E.D. and I like my teachers.
69. What I like most about Centre City campus, is that I have a nice, clean and quiet area to do my work and there's always a happy and ready staff to help.
70. My classes have helped me develop my skills for G.E.D.

## Centre City – Student Open-Ended Responses

71. Knowing I'm getting my life together
72. I enjoy Center City. The campus is great! Everyone has been most helpful and kind. The instructors worry over the students and the counselors want to see us do well. I feel relaxed and concentrated in these campus' walls.
73. I like that I can attend classes and work on my GED and progress along on every in my study of math.
74. Central location, low cost, easy access to freeway
75. The quality of instruction is excellent. The material covered in this parenting class has been presented in a clear and practical way.
76. Course was free.
77. I like the variety of specialized courses offered.
78. Communication with foreigners.
79. Communication with foreigners.
80. I like the teachers
81. One of my reason to attend this campus is to be familiar with the culture of American people and the other think is to improve my skills in Daily speech and expression.
82. The instructor treat us very well and the are really good professionals.
83. Improving your education
84. I like the staff teacher and administrative personnel.
85. The instructors treat you very well and amazing professional
86. The class is free The instructor is nice, very kind.
87. I can tell she has the knowledge but I guess there are a lot of things we can discuss because she has to cover a curricular
88. Friendly staff, convenient.
89. The posture class helps my physical well being. The music class helps me maintain and improve my skills.
90. Being physically disabled and on a fixed income, I rely on the Older Adult classes to maintain my physical, mental and social acuity. Since becoming involved with these classes, I have experienced a decided decrease in medical issues related to these areas.
91. I love being part of the chorus & performing for the audiences. It brings me joy & keep my mind stimulated.
92. The interaction & friendships established with other students & instructors.
93. Have enjoyed the music classes under \*\*\*\*.
94. I love the ongoing challenges for improving my musicianship and performance skills.

**Question 2: What would you like to see improved at this institution or campus?**

1. The parking place to be change, could be cheaper or don't charge for it.
2. Parking assess
3. Check on students for they to know individual improving.
4. More safe for everybody in the parquin and inside the building.
5. Tener clases que enfoquen un poco mas en otras materias y no solo en math.
6. More parking lots on Saturday
7. The recepcionist need to improve their service
8. I'd like to see a better parking lot facility.
9. A better parking
10. A batter parking
11. I think this campus is perfect place to learn English. But I want to more GED hours class.
12. Me gusta mirar, tanta oportunidad de todo tipos de carreras cortas.
13. Que mejor en el parking por seguridad
14. Mejorar el tiempo disponible en los laboratories y clases en español
15. Mejorar mas espacio en el estacinamiento y gratis
16. I will like to get accses to the parking on Friday in Saturday it will be much easier for me if you let us park inside.
17. I liked to have more parking in the campus. end the bathrooms in better location.
18. Obtener mi GED
19. Si megusta porque es importante.
20. I would like to see improved the way the computer lab is run. I think the self-study helps students to develop computer skills.
21. The bathrooms more than one of women because on break is really bussy.
22. In the restroom for women to make sure that no men will go in or have some sort of way for us women to be safe and comfortable to go inside. We need more stall or another restroom for women.
23. I attend to this school for last two weeks, what makes too short period to make conclusions about what possibly could be improved in the institution
24. I like to get parking around at the campus. –
25. I would like to have cafeteria, parking spaces
26. I think what is necessary for campus is more space for parking.
27. Is necessary more space for parking. I bought the parking permit but is very hard to park here in Centre City.
28. We need a cafeteria or place for take our lunch.
29. The school should be have some limits for discontinuity to keep classes stably. And it's wonderful if we can have a parking lot for everyone who are take classes serious.
30. There should be some limit for discontinuity to keep classes stably, and get rid of the students who don't take classes serious.
31. I personally am looking for an intensive course grammer because even advanced class 7<sup>th</sup> level is too slow for me.

## Centre City – Student Open-Ended Responses

32. I'd like to see there will be more classes for the college and graduated school preparation students.
33. I would like to see more books for students
34. Everything is ok.
35. I'm satisfied!
36. I don't like classes taking subjects about Cuba.
37. Nothing
38. Nothing
39. More classes.
40. More parking spaces need cafeteria
41. More parking spaces Need bookstore in the building
42. More parking spaces. Needs cafeteria Needs bookstore in this campus. Better restrooms. Bigger classrooms. More technology.
43. More parking spaces cafeteria needs bookstore in this campus Better restrooms Bigger class rooms
44. Bookstore in the building; Bigger classrooms, more technology
45. More parking spaces, needs cafeteria, needs cafeteria, needs bookstore in this campus, Better restrooms, Bigger classrooms, more technology
46. More Parking spaces Needs cafeteria. Needs bookstore in this campus. Better restrooms Bigger classrooms more technology
47. More parking spaces. Needs bookstore in this campus. Better restrooms. More technology
48. More parking spaces, needs cafeteria, needs bookstore in this campus. Better restrooms Bigger classrooms more technology.
49. Needs cafeteria needs bookstore in this campus.
50. More parking spaces needs cafeteria, books store in this campus. Better restrooms. Bigger classrooms. More technology.
51. More parking. Spaces. Needs cafeteria Needs bookstore in this campus. better restrooms Bigger classrooms More technology.
52. More parking spaces Needs cafeteria Needs bookstore in this campus better restrooms Bigger classrooms More technology
53. More parking spaces, needs cafeteria, needs bookstore in this campus. Better restroom Bigger classrooms more technology
54. More parking spaces nids cafeteria need a bookstore in thes campus. Better restrooms Bigger classes rooms mor technology
55. More parking spaces Needs cafeteria needs, bookstore, in this campus. Better restrooms.
56. Mor parking spaces need caffeteria Need class English in Laboratory computer on evening more ticnology
57. More parking spaces need cafeteria need book store in this cumpus Better restrooms Bigger classrooms more technology
58. More parking spaces needs cafeteria needs bookstore in this campus better restrooms.
59. I'd like to see more parking spaces, a bookstore in the building
60. GED Spanish Saturday more parking lots ESL needs Saturday Bookstore this campus.

## Centre City – Student Open-Ended Responses

61. More parking spaces. Cafeteria., bookstore. Better bathrooms. Bigger classrooms. More technology.
62. More parking spaces needs cafeteria Needs bookstore in this campus
63. There should be food.
64. I would like to get my work done, thats what I would want to improve.
65. My mathematical skills.
66. The campus doesn't need improvement
67. I would like to see the parking to be improved. It is very hard to find parking.
68. I would like to see improvement with the communication with staffs, councilers and ect.
69. Everythings in a good condition. I like to be contiune like this.
70. More 1 on 1 tutoring help with tests and class projects
71. Less surveys
72. There is not anything that I think needs to be improved in the campus.
73. Security to keep Prowlers off the campus who sneak into the women's restroom.
74. I couldn't say they need any improvement because I've only been here a short while and so far so good.
75. I like my instructors don't change
76. Math and Read
77. I doesn't need Improvement looks good how it is.
78. It's good. Computers are updated and material is at hand. It's all I need to finish my high school studies. Facilities are neet. Thanks
79. I would like to improve in the campus that, the campus have have cleaner bathrooms in the womens restroom.
80. N/A
81. I have only attended this class and it has been great so I would like to see these courses advertised so more people can take advantage of them.
82. I'd like to see more parking options.
83. Parking lot.
84. Parking lot
85. I would like more security in the school, because non-student people can enter into the building and use the restrooms.
86. I would like that the place for bikes would be in a visible place, not in the back of the building, because is easy to stole bikes.
87. I wouldn't change anything right now.
88. To have a place to have a hot water for ice tea or coffee
89. I am not using the parking at the moment, but I know about the problems of the rest of pupils to get parking close to school.
90. Classes of conversation and more computer lab.
91. I am not using at the moment the parking, but I know about the problems over there.
92. We need more classes during weekends and with kids.
93. Parking.

Centre City – Student Open-Ended Responses

94. I would like to be assured that the OA classes will be continued and expanded, given their unequivocal value to be community.

**Question 1: What do you like most about attending this institution or campus?**

1. I learned the four import skills in ESL
2. I realmed to speak, write, read and listen in English.
3. I learned to speak write read and listen in English
4. I learned to speak write, read and listen in English.
5. Learned to speak, write, read and listen in English
6. I learned to speak, write, read and listen in English.
7. I learned to speak, write, read and listen in English.
8. I learned to speak, write, read and listen in English.
9. I learn to speak, write, read and listen in English I learned the four important skills in ESL.
10. I learned to speak, write, read and listen in English
11. I learned to speak write, read an listen in English or I learned the four important ekills in ESL.
12. 1 More restrooms 2 Day care for children. 3 A cafeteria 4. More tehcnology in the classrroms. More schedule of classes 5. Better parking for students. 6. Teacher and personnels. 7. More security.
13. I learned the four important skills in ESL. Mor securyt
14. I learned to speck, write, read and listen in English and important skills in ESL
15. I learned the four importan skills in ESL.
16. I learning to speak write read and listen in English.
17. I learned the four important skills in ESL
18. I learned to speak, write read and listen in English.
19. I learned the four important skills in ESL.
20. I learned to speak white read and listen in English I learned the four important skills in ESL.
21. I learn the Four important skills in ESL.
22. I learned the Four important skills in ESL.
23. I learned to speak, write, read and listen in English. I leenned the four important skills in ESL.
24. I learned to speak write, read and listen in Eglish. I learned the four importan skills in ESL.
25. I learned to speak write read and listen in english
26. Poder graderme y aprender mas inglés
27. I like that the campus has different schedules.
28. I like the treat form teachers and the way that they teach.
29. The teachers are very clear.
30. The most I like, I'm improving my English skill and I'm learning more about of computers.
31. Estoy muy SatiFecha con las clases de CITIZENSHIP Pero mas que todo la clases del Maestro \*\*\*.
32. Mi maestro es my bueno para enseñar. Nos con amabilidad y respeto.
33. La aclaración del maestro y la pasciencia que nos tiene para hacerlo.
34. Como me gusta la clase
35. La preopcupacion para la educacion para adultos en el idioma de este pais y sobre todo que es de namera gratuita.
36. Que se preocupan por la education adulta e Hispana Gracias
37. La instrucción del maestro \*\*\* es muy completa

38. Me siento satisfecha en me misma
39. Lo que más me gusta es el ambiente de trabajo.
40. Me gusta aprender lo que dice el ticher
41. La actitud del profesor hace que las 3 hrs. que me mantengo las disfrute. Y al mismo tiempo aprenda más.
42. Estudiar para aprender
43. Como me explica el maestro
44. Aprender
45. Educarnos
46. Aprendo mucho
47. Me gusta venir a la escuela porque aprendo mucho por que el maestro \*\*\* explica muy bien todo lo que no entendemos.
48. Aprender la constitución y mis derechos míos de las otras personas
49. Aprender instalaciones
50. La clase del maestro
51. Educarnos
52. Ability to get ready for citizenship interview
53. Easy access, near my home, plenty of parking. Excellent teacher.
54. I like pass my citizenship interview –
55. 1) I like that you can graduate 2) I like the atención that we receive from the teacher
56. I like how to explain me instructor.
57. I like the counseling service, I like the instrucción education.
58. 1) I can graduate to GED 2) Improve my education computer skills. 3) I like the instructors for GED
59. Poder graduarme y aprender más el inglés
60. I like the atención that we receive from the instructors
61. What do you like the most attending this institution or campus? Yes because I can finish school.
62. I like the attention I receive from instructor
63. Teacher/instructors always pay attention and are really helpful.
64. I like the teachers and the T.A. But at the front office they are a little rude.
65. ?
66. I like the attention that we receive from the instructors:
67. I like attending this institution because the instructors are so helpful.
68. What do you like the most attending this institution or campus? Yes because I can finish school.
69. What I like the most is that we have teachers that teach us and help us through out the way. They take their time to explain and answer our questions. (including the staff)
70. I like the attention that we receive from the instructor.
71. The instructors
72. I am very happy to be part of this campus.
73. I learned the techniques in Sumi-painting
74. The art class
75. I learned to speak write read and listen in English.

Cesar Chavez – Student Open-Ended Responses

76. I enjoy attending this older adult class as it challenges my thinking and contributes to my quality of life. It provides interaction with other older adults and the instructor.
77. My comment, our Instructor is very Helpful, I learned a lot about what to ask for, concerning Health, also my Rights of a Senior citizen.
78. I enjoy class I like How everybody get along with each other.
79. I learned the techniques in Sumi-Painting I am more aware about nature and my surroundings.
80. The opportunity to continue learning.
81. I thoroughly enjoy my art class. I learn a lot every day. Good instructor and well qualified!
82. I love my art class. It helps me a lot.
83. I learned the techniques of Sumi-E painting as well as water-color painting. Learned to appreciate the importance of controlling the amount of ink in my brush.
84. It has instruction in Sunise.
85. Take a class of Sunise
86. I like coming to school

**Question 2: What would you like to see improved at this institution or campus?**

1. More restrooms
2. More restrooms Day care for children A cafeteria More technogy in the classrooms
3. More restrooms. Daycare for children A cafeteria More technology in the classrooms
4. More restrooms Day care for childrens Cafeteria More Tecnology in the classroom.
5. I would like to have transportation and care of childrens. Cafeteria, coffee in the room for to wake, more technology in the classrooms.
6. More restrooms, Day care for children, Cafeteria, more technology in the classrooms, better parking for students and teachers, personnels, more security. More schedule of classes
7. More restrooms, Daycare for children A cafeteria More technology in the classroom Better parking for students, teacher, personnels. More security More schedule classes.
8. More restrooms. Daycare for children. A cafeteria. More technology in the classrooms. Better parking for students teacher, personnels.
9. More restrooms Daycare for children A cafeteria, more technology in the classroom
10. More restrooms Day care for children A cafeteria more technology in the classrooms Beter parking for students. More schedule of classes.
11. More restrooms daycare for children a cafeteria mor teachnology in the Better parking for student teachers personal
12. More restrooms Day care for children mor technology in the classrooms Better parking cafeteria
13. More restrooms
14. Lunch room, more tecnology (compter) coputer schedu
15. The books not to expence
16. More restrooms, day care for children. A cafeteria – more technology in the classroom.
17. More restrooms Day care for children mor techology in the clasrooms more security
18. More restrooms Day care for children A cafeteria more tecnology in the classrooms Better parking for students teacher ÷ personnel more security more schedule of classes
19. More care for children a cafeteria more tecknology in the class rooms Better parking for students Teachers & Personnels More schedule of class the book are Free or cheep
20. More restrooms.
21. More restrooms Day Care for children A cafeteria more technology in the classrooms Better parking for students teahchers & personnels more security more sche
22. More restrooms Day care for children a cafeteria more tenchnology in the classrooms. Better parking for students teachers personeel more securit morr schedule of classes.
23. I learned the four important skills in esl
24. Cafeteria, big parking, Boostores, Library, computers lab, snackstore.
25. We need more computers and a big classrooms.
26. Bigger rooms, more computers, more restrooms.
27. Not enough restrooms We need more break areas Three is a need for parking lot maintanance.
28. I would like to see improved the building in this institution, open more grades, improved the computer area.

## Cesar Chavez – Student Open-Ended Responses

29. More restrooms big = classrooms.
30. I would like to see more kind of classes such as sewing classes, cooking classes, art and performing classes, etc.
31. We need bigger rooms
32. We need classrooms more biger.
33. I am satisfied.
34. The school need a place were we buy folder, notebooks and also some food like cool sandwiches, hot coffee machines etc.
35. NADA
36. Poner aire calentito ya que en epoca de frio se ocupa. Gracias.
37. Mas informacion o difucias de esta escuela; - ala comini---;
38. Se necesita mejoras en las instalaciones y estacionamiento
39. Sin comentario
40. El parkin de carro ser mejor.
41. Quiseira tener clases de audición para escuchar un poco más pronunciación
42. Me gusta para convivir con mis compañeros
43. Nada
44. Instalaciones
45. It's better if they could do frequent assessments to see whether we're ready for the test.
46. Bookshop should be opened on Saturday to give a chance to purchase books for classes.
47. Understanding them American institutions
48. We need a new building We need a caffeteria We need a First Aid lat Please!
49. I would like a library.
50. I would like to have a cafeteria in my building, and a big parking space.
51. 1) We need cafeteria, microwave 1) Parking lot. 2) We need instructor for computer clases
52. Cafeteria, big parking, bookstores, library, computers lab for students mean time recesses, snack store in the new building.
53. We need a new building
54. What woud you like to see improved at this institute or campus? I would like new bulding
55. I will like a new building
56. I would like to see a cafeteria.
57. We would like a cafeteria or a microwave
58. I would like a microwave.
59. I would like a new building. I would like a cafeteria. First aid lat.
60. New builder. I would like new cafeteria.
61. What would I like you guys to improve? Some of your stafe are not respectfull with students in campus. And food store
62. I would like to see more classrooms that focuses on GED and high school diploma
63. Classroom, building put a cafeteria building is old
64. I would like new building
65. I enjoy all the service given to me and I don't see anything wrong that needs to be change.
66. More classrooms for art. More bathrooms More classes for older adults surroundings

## Cesar Chavez – Student Open-Ended Responses

67. Everything is OK.
68. More restrooms Day care for children A cafeteria More technology in the classrooms. Better Parking.
69. I would like to see more culture activities outside the classroom & more community speakers on subjects pertaining to seniors citizens.
70. More classrooms for Art. More bathrooms. More classes for older adults.
71. Parking lot needs improvement..
72. This school needs more art courses for older adults. Needs more facilities to accommodate Art classes. Needs more parking spaces
73. For Sunise – classroom dedicated for art – eg- sinks, adequate tables, non-eroding, restrooms facilities
74. Sinks Tables

**Miscellaneous Responses:**

1. Unas mesas con cajones
2. Sin comentarios
3. Not by janeter
4. (my teacher)

**Question 1: What do you like most about attending this institution or campus?**

1. To get HS diploma or GED
2. Teachers have been very helpful and explained very well. Being here has helped me very much in all areas of education
3. Helpful people
4. Learn something new everyday and staff is Helpful.
5. What I like about this campus is that we are learning new thing everyday.
6. I like the strong learning process.
7. The teaching, It's really good experience and help us to improve our education. Thanks.
8. Ceramics is an important part of my life. Class is a community of potters who work, problem solve and learn from each other.
9. The feeling I Belong & welcome That I am important.
10. Leared a valuable skill.
11. I enjoy being able to attend a campus in my community. It is well maintained and expanding and offers many vocational opportunities.
12. I enjoy the wide variety of free courses.
13. I like best the potter class instruction & meeting with diverse students
14. Easy to get to, ample parking, very affordable, great students and staff.
15. The instructor is very good/helpful and the room is well set up for what we do.
16. Easy and free
17. Location
18. Types of classes offered; enthusiasm of teacher for subject matter.
19. My instructor
20. It's Free!
21. I have made many new aquantances
22. Friendly, easy to enroll
23. Very friendly staff Also very helpful.
24. I enjoy my ceramics class. This is the first time I've tried ceramics and it is very enjoyable. Fun class! As a disabled person, it gets me out of the house and moving a bit.
25. Learning new topic with peers
26. The teachers are very helpful & are very nice.
27. I enjoy relearning how to Function as any normal individual can operate within eachy days means of existance. Note – my most desired means of existence is on the ceramics poters wheel, creating a vast number of vases/Funals to completion of structure & color which are each most unique, and colorful glazes of an incomparable color & beauty.
28. I like being around people that have the same problems as I do. I've learned a lot from the teachers.
29. I feel like I am among my peers because everyone here has problems too.
30. This institution provides classes that are invaluable to its students, I have learned so much about my chosen subject as well as about many things I wasn't even thinking of learning about – such as diversity, culture, critical thinking, even math and safety skills! I was surprised how much

## ECC – Student Open-Ended Responses

- critical thinking is req'd for my classes! And all these skills are transferable to the work place, as well as my overall health – esp. mental health.
31. Like teachers and away from home
  32. Challenge me in ways I've never been. Warm and helpful. Lots of interaction with fellow student. Very supportive
  33. I love having \*\*\* as our instructor. She is very knowledgeable, patient, and great instructor. I feel safe here.
  34. The classes have helped me maintain my mental & physical health & improve my overall thinking, math skills & critical thinking skills.
  35. I like the teacher and her willingness to share her knowledge. She is very helpful and goes above and beyond to help students accomplish their goals.
  36. Working with other students; sharing ideas; learning new skills
  37. Learning new things & love it so I can get out of the house & do something that make's me feel good about my self.
  38. Cool facilities & teacher. Opportunity to stay mentally alert.
  39. Very easy to register. Friendly atmosphere
  40. The friendly staff & classmates. The learning experience I receiving.
  41. I really appreciate my teacher, the quality of the facilities, the low cost of the classes, and the convenienc eto my neighborhood.
  42. Instructions, hands-on model pottery, to see
  43. What I like the most is that after my first semester here at the ECC, I am able to work on my own pace, especially, since I have a disability.
  44. Ethnicity & orderliness challenges in ART/Senior Ceremics.
  45. Learning new things
  46. Great welding facility
  47. Is well instructed. Good professors, and is free.
  48. The welding class with \*\*\* and \*\*\* has slowly been changing my life. I love it and am very Fortunate 2B Here. Bring back the tig classes please.
  49. The quality of instruction and the location
  50. Hours compatible w/work (night classes).
  51. What I like most about attending this institution is that classes are free.
  52. Class
  53. Great instructor Great hearing Good classmates
  54. A great experiance for learning new ideas and products for cooking, as well as where to purchase these goods. \*\*\* is so knowledgeable and her delivery of info is fun, playful and so valuable. Thank you so much!!
  55. Our cooking class with \*\*\* is education and informative.
  56. Spaces, plenty of room. Classroom, restroom. Security. Clean, quiet.
  57. That this school has a lot of option in classes that the students could take them.
  58. I like first of all there are free classes, that encourage to keep studing in order to get more education that way we can improve our lives.
  59. Convienance, Availabiltiy, and location. (This place is user friendly)

## ECC – Student Open-Ended Responses

60. I like about the school is the independent study, you can move at your own speed.
61. I like most that I feel within I am learning things I need.
62. Portfolio that shows examples of skill preformed
63. It's close to my house and I'm getting free education.
64. High quality of instructors.
65. Information and equipment are up to date
66. Learning the reality of the print industry & interacting with classmates.
67. Instructor & assistants are very good!
68. Free classes and being able to continue learning new things
69. I like the learning environment and the educational tools that I normally do not have access too.
70. It is helping me to better my life.
71. Broadened body of knowledge and social enrichment
72. The thing I like most is working and learning on cars. & the tools we are allowed to use
73. It's a good work plase.
74. What I like most about attending this institution/campus is that the Automotive Technology classes provided are free of charge. Also; tools, lifts, and necessary equipment is available for the adequate hands-on learning experience.
75. Instructors willing to help
76. The instructor themselves they are very nice about showing you when y don't think your smart enough
77. Health knowledge
78. Low cost
79. I like that classes are high-quality and informative yet free. I like that this instruction offers possibilities for future employment as well as good health.
80. Location is convenient
81. \*\*\* is the BEST!!
82. The fact that get inspired by teacher, other students and, the program itself.
83. The cooking class that \*\*\* runs is outstanding. I have learned so much. She is such an excellent teacher.
84. Great class! Instructor is extremely knowledgeable & I always learn something new in class  
Bravo!
85. Continued education in many areas – choices, varities.
86. Access to classes that are usually associated w/high costs
87. Hopefully learning computer technich also new taught process
88. I like because it's very clean and has very good. workers in all offices
89. For me I lear to inprove myself and accep the thing that happen to me on 2008

**Question 2: What would you like to see improved at this institution or campus?**

1. No comments
2. Have the teachers help you more in your education!
3. Food
4. Better Brake place
5. Probably we should have more activity and people.
6. Campus needs in a good dining room.
7. Probably the bookstore, more available hours. Thank you!
8. I thought Ceramics had been cut from the schedule because it was not visible on line or in the book until just before class started – There was no one to answer the phone – None of my friends had FOR SURE info either, I don't know why Ceramics didn't appear in catalogue – But please KNOW you affect many people's lives! Don't forget us.
9. That the Instructor would be able to have assistance of some kind. It's a lot to carry without an aid for at Least some of the time.
10. Newer/better equipment.
11. I would like to see more course geared to the improvement of vocational and enrichment of arts.
12. Free parking in the campus lot
13. Drawing classes offered in emeritus level.
14. Easier to get student I.D.s.
15. Fixing a few tiems/tools we have that are not used/need fixing to be used.
16. More pottery space, ie. Wheels, glaze room.
17. What I am involved with is adquate
18. Keep classes for older adults; Add more classes in consumer sciences ie. Culinary program.
19. Cant think of anything but more of the same
20. More variety & more free!
21. More organized, cleaner space
22. Better equipment
23. It's great How it is!
24. No improvements that come to mind at the moment.
25. More wheels to use for throwing
26. I personally love to scuba dive, I do have all my gear, can have oxygen tanks Filled, however, I do not drive. Thus if someone certified to scuba dive needs a diving partner I am available with weeks notice preferably one month prior to plan and Forecast our underwater exploration.
27. Nothing
28. I would like to see the instructors make inquiries from the students perspectives about what their problems might be.
29. I'm very happy overall with my classes – I don't think anything really needs to improved – except the registration process – esp. for returning students – the info shd already be avail. in the system. Also, I am dissatisfied that funding for my classes are always in danger. One more thing, one of my classes really could use assistants for the teacher!
30. More help in classes – more teachers

## ECC – Student Open-Ended Responses

31. Bookstore open on Fridays. Extend storage areas for student's materials.
32. Open bookstore on Friday's – more handicapped parking spots. – need cheaper parking spot fees! (Maybe pro-rate the fees.)
33. A rotation of general classroom duties, cleanups, loading & unloading kilns glazes etc.
34. More ceramic classes in various locations.
35. Prorate parking fees based on number of days per week attending. Have bookstore open Fridays.
36. I would like it if they can screen the younger people so they don't become a problem :)
37. It's pretty good already.
38. Parking Fee Prorated according to how many days you use per week.
39. More reasonable parking fees. Another kiln would be good.
40. I wish we had similar classes in North Park.
41. Lockers, (personal) more classtime,
42. I like to see a café chart, or somewhere, we can buy coffee and something to eat.
43. Funding for seniors to take academic classes
44. Book store open on Fridays. Parking too expensive for coming one day per week.
45. I would like ceramic classes last longer.
46. I would like free parking parking lot is being not used, many of us can't afford to pay for it and it is ridiculous that the parking lot is almost empty.
47. We would like to get free – parking for the adult ed classes in the afternoon. The parking seems to be unused for our need.
48. Bring back TIG welding class, teach about other machines in the building, such as drill press and plasma cutter.
49. It will be nice to bring tig back
50. Excellent program. Please bring back the TiG Program.
51. Re-onstate financial aid offer tig & mig on aluminum and stainless.
52. I really need "tig welding" course back.
53. Why do we not have TIG course? Many welding are hiring TIG.
54. I would like to see improved at this campus is a tig program for welding
55. Need TIG class Need more than 600hr. for each class
56. More bakeshop
57. Better maintenance of the Kitchen
58. Doesn't need any improv only keep doing what you are doing. Thanks.
59. Books available for take home. So students can complete coursework faster.
60. More people should intended ECC it's a good school.
61. My only discomfort on campus is the outdated small bathroom stalls.
62. FASF and student needs to be better funded.
63. Benches near classrooms w/overhang so when it rains we still have places to sit.
64. Nothing
65. A pressman at the commercial press side so when I get there I can learn to run the 3302
66. Less cut backs. & offer summer courses.
67. More classes (subject matter)

## ECC – Student Open-Ended Responses

68. I think the campus would benefit from a cafeteria and more bathrooms.
69. More people wanting to change their lifes.
70. Improved sanitation
71. I do not have or hold any additional concerns for the institution to improve upon. Campus and courses provided are well delivered.
72. More evening classes
73. See more women instructor & teaching auto. :)
74. Ability to Park in lot in evening for people attending a free class offered by the school.
75. Better structure and class selection.
76. Promotion, advertising in the community (wider/all SD) could be stepped up so that more people are aware of these classes and lower-attended do not get cancelled.
77. White boards need to be replaced or cleaned sound proof. Most classes were in room 129A. People hangout outside and can hear voices in to room. Construction noise was very loud at times.
78. Campus needs WIFI accessible by students. - Some of the construction nose interfered with instruction – There are some safety issues in the Kitchen that need to be addressed ASAP@ eg. holes in the floor
79. More equipment, for kitchen presentation plates, , Video class.
80. For the menu planning classes, I would recommend a larger kitchen, especially a different stove area.
81. More computer classes for the seniors
82. I'm sure everything is ok?
83. No coment

**Miscellaneous Responses:**

1. I have no comments because everythings are clearly understood. Though if there is any I shall make a call later. Thanks
2. It hase the the recmese.
3. #20. In some of the classes for a Job training
4. #25-38 Not applicable

**Question 1: What do you like most about attending this institution or campus?**

1. I like to take the GED class and the English class
2. The GED Class (spanish)
3. I like the class GED in spanish
4. It's clean, quiet.
5. I was happy to be able to attend this class
6. Convenience
7. N/A
8. Friendship and the instructor is very kind patient, understanding
9. The friendship and convenience
10. San Diego City College
11. Enjoy been with other people
12. Learning!
13. The congeniality & helpful people
14. \*\*\*\*\* acting classes are first-rate & very important to my personal development, community involvement, & mental health! Classes for older adults are so important. Thank you.
15. \*\*\*\*\* as instructor
16. Thank God for the room. I very much enjoy \*\*\*\*\* teaching – she's great.
17. The diversity of students & the quality instruction
18. Location, professional quality of the teacher of this class, \*\*\*\*\* , subject matter and personal enjoyment of the experience
19. I've learned a lot from my instructor. She has a great background, knows the material inside & out. The classes are informative, entertaining & well worth my time
20. Teacher, campus
21. Clean, easy to navigate
22. It's been a fun and informative experience. It's given me a deeper understanding of acting.
23. The instructor is v. helpful and fun to work with.
24. Watching others perform theres scenes and having fun with my scene
25. This class has given me more confidence
26. It's clean, safe Great people
27. It's great fun & helpful for memory work
28. Location
29. The improvement (personal) that is the shared with others.
30. Great instructor! Full class participation.
31. Our instructor, \*\*\*\*\*
32. My instructor is excellent, makes the class very interesting, is concerned about her students development.
33. \*\*\*\*\* is a fantastic acting teacher. Thank you for employing her! She is a visionary and thought provoking teacher! Thank you!
34. Classes are very affordable
35. \*\*\*\*\* (fellow Thespians)

## Mid City – Student Open-Ended Responses

36. My teacher and class are awesome.
37. Parking
38. My instructor –
39. Instruction
40. I improve my English skills and also Mid-City have the best teacher's. Thank you =)-
41. I like my school and the teachers They are help us with writing, reading and speaking very well in the future, we can find the better life. in the United States. Thank you for all the teacher in the Mid-City Center.
42. I like most about attending this institution is – I felt comfortable talking with my instructor – Instructor care about this student's success
43. The most I like about attending this campus it helps me a lot with my speak and understanding and to make a good decision for my future. It's very helpful.
44. I like about this instruction, the first and key word is – I improve my English skill very well – I like my teacher very well.
45. I like the most about attending this campus because it's free and teachers are very friendly. I also can know many friends from another countries.
46. What I like most about attending this institution or campus is because my instructor care for its students
47. I have best/clever professor he explained everything clearly. I'm happy I will learn a lot from this class.
48. I like this campus, because I learn English for free I don't have to pay any many and we have good teachers. They are helping us a lot.
49. This level 5/6 is good for me, I expect in the future grow-up in my English – with the help of my teacher.
50. I like when the teacher explain the lessons.
51. The teachers are clearly and prepared they give us a lot of information. Every day I learn something new. They help me a lot. Also my classes are free.
52. My instructor is very knowledgeable.
53. I know all my teacher make sure to reach my goals.
54. I like to attend this school to be prepared for a good job.
55. Small class instructor always helps you.
56. The variety of courses.
57. Seeing friends and learning to create things Joan Kroc – Sa. Army place is a very nice place
58. Attending this class makes me feel respected, valued, and belonging.
59. The campus is friendly and safe and lots of parking
60. Learn more about crafts
61. The cultural diversity and sharing of creative ideas
62. Learning new crafts
63. Socializing and crafts
64. Completely hassle free Courses taught by great artists
65. Its free & non judgemental
66. Like the convenience & accessibility to class.

Mid City – Student Open-Ended Responses

67. I love free instruction in art for OA & the convenience to my home.
68. The teacher is the Best!
69. Congenial people. Excellent instructor –
70. I like the informed atmosphere that pervades. The Instructor seems to be very interested & caring about her students.
71. Instructors are great. Classes are helpful & educational.
72. It's free!
73. The subjects and teaching are top drawer – excellent!
74. Excellent teacher!!
75. Teacher fellow students subject
76. About attending this institution, that I like most is the instructors presentation on and teaching
77. I am very happy when I attend in this college. I think the here very helpful for us. Thank you so much..
78. We respect each other listen to the teacher and be quiet in the classroom, everybody can to learn
79. I like in this institution is I have the opportunity to continue to study and I can to prepare for my future.
80. I like the instructors and I have learned about other parts of cultures
81. I like meet new and different people and learn English.
82. I learning ESL
83. The staff @ the Beth Jacobs temple are always welcoming, very warm and friendly which is the icing on the cake because we have a fantastic Art instructor in \*\*\*\*\* \*\*\*\*\*.
84. Learning new things about peoples & places in the world
85. I have really learned so much about other countries & their culture: very informative information.
86. Learn a lot & informative
87. Great class – very informative.
88. I learned a lot.
89. They are stimulating and educational classes.
90. Learn about other cultures
91. To expand my knowledge
92. I like everthing.
93. I like everything.
94. I like everything.
95. I like everyone.
96. I like everything
97. I like everybody and study English.
98. I like everyting.
99. I like everything including learning English, students etc
100. I like everiththing.
101. I like the teacher
102. I like the teacher I, like the everything

Mid City – Student Open-Ended Responses

103. I like everythings
104. I like everythinks
105. I like everythings.
106. I'd like learning English teacher, Everything
107. I like English = Everything grammer spelling
108. I like learning English. I like learning nurse. I like learning everything.
109. I like every things
110. Learning English and everything.

**Question 2: What would you like to see improved at this institution or campus?**

1. I like your institution because have a lot program. Everything is good!
2. The parking
3. More security
4. Transportation
5. Nothing, everyone is helpful & friendly
6. N/A
7. N/A
8. The cart at Grossmont College for DSPS students
9. This sucks
10. Better lighting!
11. Sound level decreased & Better lighting
12. Funding for (building &/or access to) stages, adjustable & theatrical lighting & more seats, less admin. work for teachers/or pay for time spent doing paperwork. They get so little already → longer summer sessions Access to classes for practice time
13. → Need to have a stage in practice room & buy stage rental We need longer summer school sessions
14. Make sure the doors work- please provide a stage. Longer summer session. Give \*\*\*\*\* another class – she’s an authority.
15. A stage in our classroom or use of the Kroc stage. Longer summer session. A second class in this location.
16. It would be valuable if this acting class became a permanent, free opportunity for older (and other) interested persons. The instructor, a talented, experienced professional has been phenomenal! Interest and appearance of so many persons interested in the class has the very real possibility that a second weekly class, taught by \*\*\*\*\* would draw a continuing number of interested students.
17. School finding for stage rental, longer summer sessions
18. – longer sessions
19. Coffee machine
20. We would like to see a stage/platform provided. School funded stage rental.
21. We need a stage for practical theatre class.
22. Nothing
23. SDCCU funding stage time at KROC for acting class Longer Summer Sessions
24. School funding stage rental. Longer summer session.
25. It would be nice to have stage time &/or props
26. Fund class for prizes & stage for Kroc
27. A longer summer session would be great.
28. School funding time on the Kroc stage. Longer summer session.
29. Nothing. All is perfect.
30. We need a stage – longer summer session
31. More acting classes! We would like some sort of stage. Thanks

## Mid City – Student Open-Ended Responses

32. A bigger classroom space & stage. I love it when we can use the theatre! Thank you!
33. \*longer summer school
34. \*Give her a 3<sup>rd</sup> class!
35. School funding, longer summer semester.
36. We would like for Kroc to fund school funding for stage rental.
37. School funding stage rental
38. Yes, fees lowered!
39. Yes, I would
40. I like to improved my English speaking reading writing
41. I would like this campus have more vocational classes
42. I would like to see student doing math from level 3 to up on some of the class not only English. And the teacher they very good. Thank you. Thank you for your understanding me.
43. I would like to have more segmental ESL class.
44. – but in my campus there is not any job training class. And also, there is not enough book to learn. In the futer I would like and so happy if this problem is solve.
45. I hope I would like to see improved more than about listening and speaking English at this campus.
46. What I would like to see improved at this institution or campus is for counsellors to see the good level of educational background on students from outside the state.
47. I'm improving my English since I came this campus and I'm learnin a lot.
48. I would like to see the bathroom clean and smell good.
49. I would like that they offered more classes at Mid-City campus.
50. Nothing
51. I would like to see all the staff in the school with good atitud, with a smile everyday.
52. Better restrooms, more nice counselors.
53. The way that the persons in counselor office and reception help the students. (Sometimes can be a little bit rude).
54. Campus is fine
55. Use of computer lab?
56. Everything is OK
57. Nothing
58. Nothing
59. More space for tables etc.
60. More evening art classes; I still work pt.-time
61. It would be nice if the room was larger so we could each have more space.
62. More space for attendees but mot more attendees. It would be difficult for instructor
63. Bigger classroom.
64. Parking uncrowded facility
65. Larger room needed
66. Drawing class
67. A larger classroom or another section. Wish you could add more art classes – a drawing class at this location would be nice.

Mid City – Student Open-Ended Responses

68. Everything is great just as it is.
69. Easier registration ie. On-line
70. More room for class
71. Just keep the classes!
72. What I would like to see improved is the business hours of the bookstore and more parking and clean restrooms.
73. We need clean restroom and more hours for bookstore. Thank you.
74. Cleaning restrooms and parking is very hard.
75. The bathroom need to be clean and repair.
76. I would like the cleaning of the toilets and more bookstore houres Thank you
77. I think the door in restroom, need to change the hooks because not closing Thank you.
78. I would like improved the bathroom to be more clean I think clean bathroom very important for hygiene.
79. We need more clean the restroom
80. The only thing I could possibly want to improve would be more space for work area & students
81. I would like to see computers.
82. Computer.
83. I want to have a computer.
84. I want some water for everybody.
85. Computer
86. Computers. More books.
87. I computers, copy-machine
88. Computer.
89. I like the everything computers
90. Computers
91. I would like to see computer
92. I would computer.
93. Computers
94. Computer
95. Computer
96. Computer.
97. I would like computer
98. I would like to see computers and more books.

**Miscellaneous Responses:**

1. 7. Joan Kroc Salvation Army
2. #68 I come for few hours but coming in for 2yrs. 32 hrs/week I will mis \*\*\*\*\* \*\*\*\*\*
3. Survey too long!!! Waste of time.
4. Survey too long – takes up too much time – we wasted an hour + on this “survey”!
5. Many do not apply to me?
6. Please keep this classes going. My attitude and health have improved and I consider them very important.

**Question 1: What do you like most about attending this institution or campus?**

1. Location close to my home
2. Convenience, it's location
3. I get good quality of education for free and 2 have chance to meet many kind of people.
4. It's free, no pressure, everybody was helpful, easy to go around. Very satisfied.
5. Very comfortable, safe and educational
6. The teacher is very nice
7. Open lab-self paced learning/certificates. Lecture classes – new information. Location is convenient Instructors want you to learn and be successful.
8. The classes are free
9. I like the proximity. I currently do not have a car & I am able to walk & be here in 20 minutes. Also, I truly appreciate the fact that the classes are free. I currently relocated to the area & have not yet found a job.
10. I have been able to easily & economically improve my skills to make re-entry into the work force more reasonable.
11. This class is a life line for me. It helps me to improve my health to the extent it allowed me to continue performing effectively at my job. I look forward to this class and enjoy the instructor very much.
12. This class works well as is! I've learned a lot.
13. The price is right! Thank you. Also convenient to my home easy access great teacher Thank you!
14. Convenient location Friendly people Feel better Get questions answered. It's fun to stay healthy in educational environment.
15. The instructor is professional, knowledgable and very helpful & considerate. Excellent class!
16. Keeping limber – Keeping range of motion.
17. Close to home Know instructor well
18. Keeps me flexible & helps my endurance. Sociability good for my brain.
19. The dedication to providing health and wellness classes to older adults.
20. Excellent class for maintaining and increasing strength & wellness.
21. Convenient location – Good use of tax payers money Good instructor Good physical/mental/social benefits
22. I like the instructor \*\*\*\*\*. She is very competent and dependable. I also like the social aspects and interactions with the ladies. It helps keep brain and body functioning.
23. Convenient location, very good Y pleasant instructor. Have learned a lot about keeping healthy.
24. Convenient, price is right (free) interesting to me, necessary for our healthy.
25. This is my beneficial for improving health and social interaction. The location is convenient and the hours are well planned.
26. Everyone on everything
27. Get education → certificate program
28. The instructor \*\*\*\*\* \*\*\*\*\* is excellent & represents SDCE very well.
29. The class helps me to improve the skills
30. My classes help me in my career.

## North City – Student Open-Ended Responses

31. Very friendly atmosphere
32. The instructors and play equipment
33. Everyone everything
34. I love the teachers and the staff. They are all very loving and caring.
35. Study my Ged going to skills tutor.
36. Most thig I lik is Im going to Graduate.
37. I like meeting new friends and teacher.
38. A lot of support
39. Teachers are excellent. Classess are good
40. The students and instructors.
41. I like how the teachers help the students and they kind to the students.
42. The campus helpful to improve my skill and helps me to reach my goal.
43. It's really helpful to attend classes here.
44. That its small and the teachers do not let the kid come in + out and listen to there radios Love it very very diciplin
45. The staf is Realy helpful and easy to learn and work with.
46. Teachers, Counser
47. I really like the classes.
48. I like the help that provided by the instructors and councilors. "Very helpful"
49. Attending this campus is pretty amazing the staff really care about there students and making sure they get on the right path and graduate.
50. I like how they help me to improve my High School Diploma. I like to attending more class so that I can improve more.
51. The teachers make things easier to understand the material
52. Its instructors
53. The way the teacher's take there time to make sure you are getting what they're teaching.
54. That the understand everything that's being taugh.
55. The staff has been so helpful helping me finish my goals
56. My classes
57. I like that I'm begin able to get my GED/HS and further my future.
58. The most I like about this campus is the teachers are very helpful and friendly.
59. What I like the most about attending this institution is the way teachers and the counselor care about our education and the passion that they have to teach.
60. Excellent programs and instructors
61. Child development
62. I like the campus cause the classes are free & fun to learn
63. I like attending this campus because it is uncomplicated free and easy.
64. It's not stressful and I really like it
65. I like because is very helpful for me
66. Came to know about more courses available in SDCE and was able to choose the appropriate course needed for my career.

## North City – Student Open-Ended Responses

67. Class schedule is well structured, in-depth; teacher is kind, respectful of our differences, very knowledgable, funny and always ready to answer all questions.
68. My instructor is good so I like this campus.
69. The parenting classes offered.
70. My instructor SHE is GREAT! \*\*\*\*\*
71. Learning more, personal enrichment
72. I enjoy going to Bayside Take out the stress in my life.
73. Near my house
74. I like about attending this class because it's not far from my house. The people are friendly and being a widow, I enjoy the company of friends and the social activities.
75. I enjoyed challenging my brain to develop positive brain plasticity and was gratified that I experienced very good progress – it gave me a substantial boost to my self-esteem.
76. My classes have helped me improve and/or maintain my health.. and be very happy most of the time.
77. I attend mostly BIT classes. I am quite pleased with the fact that Continuing Ed keeps up with the constant change in technology. As an older student, it really helps me keep up.
78. Have the opportunity to take the Brain Fitness class without driving a long way
79. I really like the teachers.
80. The class accommodates my schedule.
81. I like that everyone gets along no matter if you just started your class, or you've been here for years.
82. Staff members are very friendly and helpful.
83. What I like the most about attending this campus is very friendly atmosphere, everyone is willing to help you and see you progress.
84. I am learning very quick in little time.
85. The location is very convenient from my place of work and residence; along with the hours that the school operates in.
86. Learning new information
87. My teacher
88. Math
89. \*\*\*\*\* and \*\*\*\*\*
90. I like to be in this school because I improve my skills.
91. Great place for my son to socialize
92. It's near my home
93. My classes help me in my singing career.
94. It fits my time schedule. I am working on my goals.
95. Instructor was outstanding. I was able to grasp the instructions and used it at work. My job requires me to get my CCNA and \*\*\*\*\* got me pointing in the right directions. He has prepared me for CCNA2. Looking forward to my next unfortunately \*\*\*\*\* won't be teaching CCNA2.
96. The support of other moms and families the expertise of the instructor

North City – Student Open-Ended Responses

97. The instructors help me with individual problems very readily. I really feel like they care about me.
98. Expanding my knowledge base as well as getting to know other people

**Question 2: What would you like to see improved at this institution or campus?**

1. More classes in Food Services Chef –
2. N/A
3. I want more various courses at Miramar College.
4. Since I'm new in this, I couldn't see anything wrong in this campus. Everybody is helpful and friendly.
5. I would like to see this institution offer more college level classes on this campus and other campuses.
6. No
7. New building to open. More tables to work & study while waiting for a class. Central location to post current info for students. Lunchroom?
8. Books/Course materials are less expensive and easier to obtain.
9. It is excellent. A new building would be nice, but not necessary.
10. Would like more Health & wellness classes.
11. More health classes
12. Would prefer AM classes
13. Nothing, so far.
14. Would love to have the class extended to Fridays.
15. Increase class days to include Fridays.
16. New exercise equipment.
17. Perfect improvement
18. Website informations about the classes (more detailed).
19. I'd like to see a walkway from the parking structure to the building. Currently there's no way to get from the parking structure to the actual building!!
20. I am satisfied with both the institution and campus
21. I am very satisfied with this institution/campus, and my main concern is that it continues to be funded.
22. Trolley for piano in hall
23. The parking and 1<sup>st</sup> day enrollment
24. Perfect improvement
25. I'm not sure maybe bigger bathrooms or a coffee machine
26. Trying to improved my Ged.
27. Everything is good
28. I want to improved my math skills.
29. Time hrs (disability programs)
30. My English grammer
31. More parking and I would like for the official GED tests to be done on this campus.
32. Everything but the wireless system is really slow.
33. I would like to have more programe and activities in the campus.
34. Free WiFi for the students. That's the only thing here can improve, and the rest are excellent already!

## North City – Student Open-Ended Responses

35. Smokin should be off campus across the street & three blocks down. This is not right that A fact!!!
36. A place were students can get coffee.
37. The new school would be good.
38. I would like to see more open lab.
39. I think the way the testing is set up should be improved. I've had to drive to 2 different locations that are completely out of my way to attend to these tests. I think they should be taken at North City if we are NortCity students.
40. Parking
41. I like to improve my goal, skills and High School Diploma. I love to improve my English.
42. I think they are doing pretty well for themselves already
43. Extend one more day classes.
44. I wouldn't know at this moment
45. Make it easier for us when we do the testing.
46. Unknow, everything has been great from day 1 started
47. To have bookstore and to have cafeteria, library and lobby.
48. I would like for them to have all the testing done at the school your getting up Ged/HS at.
49. I wou'd like to see test center on campus & I wou'd like to see cafeteria, wich we don't have.
50. I'm very satisfied
51. More parking spaces.
52. More parking
53. I'd like to see more spiritual classes offered.
54. What I like to see improvement is a better looking campus. Perhaps some fixing to make the place look more nicer.
55. Parking !!! situation
56. Restrooms are not clean, so please keep them clean.
57. n/a
58. Improve building structure, parking.
59. N/A
60. Parking
61. I don't think there's anything that needs improvement here. We a have a great teacher and that matters. The facility is adequate to do our exercise class and other activities. The equipments used in this class is adequate and very helpful to improve the health of the students.
62. Parking
63. Since I have no complaints, I have no suggestions on what could be improved. I am grateful for the resources that Continuing Ed provides.
64. Something done about all the noise that can be heard in the Brain Fintess classrm. – noise from chairs being moved about us on the 1<sup>st</sup> floor; noise in the halls & even jackhammering outside for 2 days.
65. I think everything is running well.
66. More room for students in class.
67. I would like to see more computers. People need them, but there is not enough to go around

## North City – Student Open-Ended Responses

68. I am very satisfied with the campus the way it is.
69. What I would like to see improved is to have more staff and more tutors for struggling students.
70. Have more space in classes.
71. More lighting in the parking lot at night.
72. Safety at night
73. We need office at night
74. The bathrooms
75. New carpet
76. Increase funding.
77. I am very satisfied with this institution/campus and my main concern is that it continues to be funded.
78. No comments.
79. A smoother registration process
80. I wish there were drop-off 3-56 year old classes again.

**Miscellaneous Responses:**

1. \*Your services have been an asset to the San Diego Community educating all ages and levels building academic skills in math, computer and critical thinking and developing a healthy growth for everyone. Thank you.

**Question 1: What do you like most about attending this institution or campus?**

1. The location has been great.
2. Teachers are great
3. Clean upkept grounds Lady's Rest Room lab area very messy w/water everywhere
4. The stimulation in the class as well as the convenience of the campus.
5. I gain knowledge & makes me smarter, improve my memory, improve my happiness to see my accomplishment, make me proud of myself, thank to think of us older folk.
6. 1. Hire a better custodian to clean bathrooms
7. I very like this class. And I want to keep this lesson continue.
8. We should have more parking spaces
9. 1) Nearby 2) Comfortable 3) Learning
10. I really like the fact that most courses are free or very affordable. In addition, the instructors are great!
11. No comments, I'm satisfied with the campus
12. It is wonderful to have a place in your neighborhood with classes to help advance career for younger people and classes to help stay active in body and mind for older people. Hope the funding for this continues "forever."
13. What I like most about attending SD Continuing Ed is the variety of classes offered. I especially like the diversity of students I meet. I have taken piano 1-2 for older adults, making quilted products, and knitting. All of these classes have enriched my life and expanded my skills.
14. Instructor very knowledgeable, helpful + kind.
15. This class & others I took in the past have helped me to develop & maintain gross & fine motor skills as well as promote concentration and furthering brain health and exercise – I feel that class for older adults are very beneficial and help prevent development of early Alzheimer's and senile dementia
16. N/A
17. Close to my residence & safe location
18. The learning! Improved cognition. Community & connection with others.
19. Instructors are caring & helpful – classes are not stressful classes in the evening & days –
20. Easy drive/location to attend. Variety of classes both free/paid
21. Mid-City is closer to home. The neighborhood is not as sketchy
22. I love that your instructors are AWESOME! They're very knowledgeable, and helpful! I love that West City has state-of-the art technology, which makes learning easy. It also prepares me to know what the industry is doing. I've taken classes from \*\*\*\*\* for almost three years. I've learned so much from her! She's the BEST teacher I've ever had in my life!!
23. It has an atmosphere of learning in the fashion & clothing industry
24. Great location equipment, tools are clean & useable. Excellent chairs. Adequate workspace. Good lighting.
25. It is a convenient, safe, within driving distance from the house and a wonderful staff to help me in my education – Bravo!!
26. The classes I'm taking, have taken

## West City – Student Open-Ended Responses

27. Interesting classes & engaging instructor's
28. I like the teacher
29. The ability as a senior citizen to be able to take classes I could not afford the time before I retired
30. Schools are conveniently located around San Diego.
31. Instructor is encouraging – relaxing & professional
32. Location Range of class offerings exposure to new content teacher is knowledgeable
33. Learning how to paint, composition, color theory, improving my thinking and interaction with fellow students
34. I love learning something new, \*\*\*\*\* is a terrific teacher. Very knowledgeable.
35. Convenient location
36. Life studio important to artistic development
37. My fellow classmates
38. Friendliness
39. I like my English class. It is about grammar. My teacher is very good. I think she likes to teach because she does it very well. I am learning a lot. I have the opportunity of improving my English skills.
40. They have the class at the date/time I'm available
41. Accessibility and variety
42. Price/time
43. I like the classes that are offered.
44. – affordability - knowledgeable instructors - passion of instructors of topic
45. I like the interaction + the instructor and the feeling of accomplishment.
46. Instructors are knowledgeable, clear communicators, facility is easily accessible & parking is usually sufficient, and it is college level course material for free
47. The classes are free, instructor is really helpful and I'm improving my skills.
48. Comments – The opera appreciation class provides much impetus to stretch our imaginations, our mental faculties and our great appreciation of all the arts. It helps inspire us to attend cultural events in our city. No the least, preservation of our mental acuity which becomes at risk with advancing age. Our teacher works very hard to provide a great variety of A-V materials to support the cause.
49. We appreciate the convenience of the campus. We especially appreciate the opportunities to grow and become more involved in our community. Attendance at musical and other theater events has been enriched. Thank you for the quality of instruction and the effectiveness of the class a "life tool."
50. Convenience of location and classes offered.
51. The quality of instruction is excellent
52. The campus is bright, cheerful and well equipped. Our instructor is excellent!
53. This instructor is excellent! She challenges the brain & mind on all levels through stimulating questions – comparison of voice styles of singing – slight variations of interpretations class participation is active & informative. Continue to learn & appreciate opera which enriches my regular attendance of the opera. Love this class.

## West City – Student Open-Ended Responses

54. I like most the opportunity to receive excellent instruction about a subject I've wanted to be exposed to for many years.
55. Like the most – Teacher's expertise and quality of teaching audio-visual
56. \*\*\*\*\* is a wonderful instructor, who is an expert in her subject matter and also takes interest in her students. I greatly look forward to attending her opera class each week.
57. This program has enabled me to get out more often – I have been able to meet people who are equally motivated and eager to experience an activity other than home confinement. Our instructor is excellent!!!
58. The class is very helpful in understanding and appreciating the operas as the civic theater as well as the Web broadcasts shown of at the movie theaters. Information about the composers, operas + music itself are all helpful.
59. Everything
60. What I like most about attending this campus is our Professor, \*\*\*\*\* of the Opera Appreciation class is outstanding in every way. Efforts should be made to make a partnership with her to produce CDs of her music and opera lectures. She is very charismatic: there is a high demand for this service that would be very profitable in selling to libraries, institutions of higher education and among the general opera-loving public.
61. The stimulation of learning a new art form. Nice building and environment.
62. N/A
63. Class was enjoyable and promotes mental health.
64. The joy of learning!
65. Relaxed, friendly environment. Highly professional instruction.
66. Learning
67. Easy access
68. Comments: It helps me keep informed on the current and past art movements, and elements of Art. Plus, it keeps me involved and helps me improve my own Art skills.
69. Instructors Cost
70. Classes are very easy to attend. Professor \*\*\*\*\* has been excellent art teacher. I have enjoyed her classes very much.
71. Easy to attend these classes. Instructor is excellent and supportive as well as inspiring!
72. Great instructor who's very knowledgeable, excellent, on instructor and a delightful person.
73. Wonderful class – Instructor very knowledgeable and excellent teacher.
74. The quality of the facilities, classrooms & equipment, the hands on experience & informative & educated instructors
75. I love that the classes have different types of machines
76. I like that class times offered while my child attends school.
77. The classes offered in the sewing/fashion department are amazing, as well as the instructors I have had so far, (\*\*\*\*\* and \*\*\*\*\*).
78. I like attending this institution, especially my sewing teacher (\*\*\*\*\*)
79. Clean campus – helpful staff and instructors.
80. The vast experience and knowledge of the instructor is greatly appreciated.

## West City – Student Open-Ended Responses

81. The equipment in the classroom is invaluable e.g. the overhead camera & projector, availability to the internet, dvd & CD player. Also, good sewing machines, good measuring tools, steamer & access to good irons.
82. The most I like about attending this campus is that is very close from the place I live. The schedule of the classes are very convenient for me. Our teachers are very helpful
83. Friendly and knowledgeable instructors.
84. I enjoy the instructors very knowledgable & professional
85. I like that you have a lot of free classes and we can take all we want.
86. I like attending to this school because I like the instructor and it's to near to mi home.
87. Skills development Socializing
88. Equipment/Tools – Clean –good chairs, adequate workspace + lighting
89. Equipments – Enough room for each student. Clean, Quiet
90. I'm learning the skills I need.
91. Very educational yet friendly
92. The camaraderie & level of instruction
93. Low cost
94. Convenient, close, free – great teacher
95. Parking
96. Self improvement
97. Interpersonal
98. Ease of scheduling & well paced classes –
99. The class is therapy for me
100. Inexpensive and convenient
101. Stable funding
102. Price, location
103. Price/affordable, time & location
104. The instructor & subject
105. The fact that it exists.
106. The teacher
107. Instructor \*\*\*\*\*
108. Yes
109. Yes, I found a gread place to learn a lot on campus. The institution is great also.
110. I have learned about other part of the world and cultural my class has help me in develop critical thinking skills
111. Instructor is outstanding in knowledge and presentation of subject matter
112. Wonderful teacher, nice campus
113. Fabulous instructor :)
114. Level of instruction – no cost to take classes
115. I adore the instructor. She upholds the highest academic standards coupled with a most compassionate humanistic outlook
116. What I like most is the convienent location to my home.
117. Convenience

## West City – Student Open-Ended Responses

118. Excellent, dedicated, well informed (really knows subject matter) It is a pleasure to attend her music appreciation class.
119. Great instructor!
120. This location is very convenient for me and I enjoy my classes and most or all, my instructors.
121. The teachers are wonderful and very knowledgeable!
122. It is close to where I live, clean, friendly, attractive. Coffee, water, & snacks are provided for free. There are bright, interesting people coming here to class.
123. Better parking: more handicap slots. More and wider parking slots for large vehicles.
124. The music appreciation classes have helped me a lot for the following reasons: (i) I have learned about classical music (ii) the course is very stimulating intellectually and (iii) I am better informed in making decisions about attending concerts or purchasing music CDs or DVDs. The intellectual aspect is important for my mental and overall health.
125. I feel that my instructor is most talented and exceptional in every way
126. I like coming to the JCC – I like using the library & looking at the art exhibit at the JCC. The opera class has opened a whole new world to me. I knew nothing about this world – and now opera has become my passion. I thank the instructor for her love of opera. \*\*\*\*\* (Instructor) is well prepared & like the fact she lectures w/power points on a screen.
127. My courses have helped maintain my mental health and inspired me to think about events and ideas I might never have done. These studies have improved my outlook and made me a better citizen.
128. Love of music and have gained much knowledge as a result of the classes.
129. I have gained so much music knowledge as a result of these classes.
130. This class is wonderful
131. I am very appreciative of the classes that I have taken over the years; water color, art appreciation and especially music and opera appreciation. They have increased my creativity and kept my mind alert. I have learned so much that I feel very “young at mind” even though I am almost 73 years old. Our teachers have treated us with respect. They realize that we come here with previous education and life experience which we can apply to new learning.
132. Academically oriented, very knowledgeable instructor. She uses Power Point, DVD’s, interactive Q&A to keep class varied and presentations organized. \*\*\*\*\* also has the ability to remember our names, respond to our questions, and make us feel valued as class members. Her abilities are outstanding; as a former County Superintendent of Schools with a doctorate in education, this is a professional evaluation, not just an opinion.
133. The teachers are wonderful
134. The teacher \*\*\*. \*\*\*\*\* has been great. The content of class is great and the teacher teaches with great enthusiasm. I learned a lot from this class.
135. It lights up my life and also provide me the knowledge to share with my kid. It tides us together when we talk about music!
136. The quality of instruction & class interaction
137. Quality of instruction
138. High level of interactivity/discussion and interest of classmates, instructor

West City – Student Open-Ended Responses

139. I love my lit. class. Look forward to every Thursday. I have read stores I never would have otherwise.
140. The teacher and class curriculum
141. Interacting with classroom people and instructor.
142. Being motivated to read and think more.
143. The group interaction
144. Teacher curriculum
145. Excellent instruction, fruitful discussions with fellow students
146. I can learn the skills I need
147. \*\*\*\*\*
148. I like that classes in compus.
149. I like the classes in this campus.
150. I like the classes in this campus.
151. I like the classes in this campus
152. I like the classes I like our teacher the way she teaches us.
153. I like the classes in this campus.
154. I like the classes in this campus
155. I like the classes in this campus.
156. I like the classes in this campus
157. I like the classes in this compus.
158. I like the classes in this campus.
159. I like the classes in this campus.
160. I like the classes in this campas.
161. I like the classes in this campus.
162. I like the classes in campus
163. I like the classes in the campus
164. I like the classes in This campus
165. I like the classes in this campus? R. I like
166. I. like the classes in this campus
167. I like the classes in this campus.
168. I like the classes in ESL campus.
169. I like my class.
170. I like the classes in the campus.
171. I like the classes in this compus
172. Excellent learning environment & campus facility
173. I like how the computer lab hours have been extended into the afternoons. Staff is excellent
174. Teachers and counselors are very helpful in helping me achieve my academic goals. I value there support.
175. Costs; Resources available;
176. Beautiful campus & caring staff.

## West City – Student Open-Ended Responses

177. The facility is beautiful. The course offerings pertinent. I recently completed an MBA & decided to do additional work in Accounting to compliment the MBA – great courses & instruction by \*\*\*\*\* .
178. I can work at my own pace, but also have help from the instructors
179. Calibre of instruction.
180. The campus is in good location for me. I enjoy coming to classes here.
181. Beautiful building – Clean good location
182. Close to my home and quality of instruction.
183. I love the sewing and cooking classes – instructors are amazing. Other students also.
184. \*\*\*\*\* excellent instruction
185. It is easy to access from my home and I have enjoyed my classes here. –
186. 1. Learn new skills 2. New friends 3. Free classes
187. The great free classes
188. 1. Instructor’s 2. Cleanliness of campus. 3. Location.
189. Level of instruction excellent: all levels of skill welcomed & nurtured.
190. Good place to collaborate with other quilters.
191. I enjoy seeing the creativity of my fellow students.
192. This is a great facility – lighting is good –classroom large –
193. Best – quality of instruction Interaction with fellow students
194. Keeps me active, keeps my “chops” up. Keeps me alert & thinking
195. Convenient location Easy parking Fantastic Instructor Good, roomy facility
196. Excellent quality of instruction.
197. Exercise keeps me healthy and in a positive mood. Our instructor \*\*\*\*\* is excellent.
198. What I like most about this campus is that they hire \*\*\*\*\* to teach an exercise class. \*\*\*\*\* teaches a powerful class that includes deep breathing, stretching, flexibility, aerobics and strength building. \*\*\*\*\* is an expert on physiology and works all of the bodys’ joints and muscles. After taking her classes my balance is improved; my strength has increased and my sense of health + well being is focused on a healthy lifestyle.
199. The instructor \*\*\*\*\* give individual care and attention to each persons progress.
200. We all love \*\*\*\*\* (our instructor). She is very good in it, efficient , communicates effectively, so we won’t miss any class. She is very understanding too. I’m 71 yrs. Old, retired R.N. and Retired Century 21 Realtor from the Bay Area,. And these exercises had helped my knee arthritis. My daughter is an M.D. @ Scripps and is very happy that I’m exercising w/\*\*\*\*\* and our group. Thank you very much
201. I have arthritis & Osto. If it werent for \*\*\*\*\* class I would be a cripple we all are indented to our classes. Thank you for our classes!
202. Easy to drive to. Good room for exercise class.
203. My top dollars going for something wrthwhile
204. The classroom this semester is at Orchard. \*\*\*\*\* is an excellent instructor who is attentive, compassionate, and encouraging. Thank you!
205. These classes help me tremendously with my health and well-being. I do not need to take any medication.

West City – Student Open-Ended Responses

- 206. I enjoy the program very much. \*\*\*\*\* is a wonderful teacher. \*\*\*\*\*.
- 207. It is dependable.
- 208. Great place to enjoy and improve skills
- 209. Social development
- 210. Friendly, helpful teacher.
- 211. What my kids and learn about parenting.
- 212. The food
- 213. Closeness of parents
- 214. Teacher
- 215. Great teacher – \*\*\*\*\*
- 216. I learned a lot regarding parenting. Great help. Lots of useful information. Made lots of friends and memories.
- 217. The nice people

**Question 2: What would you like to see improved at this institution or campus?**

1. Clean chairs and tables. The previous class is a flower class and they often leave a mess on the tables.
2. Closer instruction maybe more..... Explan
3. More upkept Lady's Restroom
4. I like it just as it is.
5. Cleaner toilet
6. We would like more parking. Music and piano class are very important & helpful to our physical and mental health.
7. Restroom should be clean regularly
8. Parking
9. One word: Parking. Especially in the morning
10. Parking must be improved! Often I miss class due to a lack of parking.
11. PARKING!
12. What I would like to see improved: 1. Parking 2. Would like for the budget situation to improve so the classes I take are not subject to reduced hours or outright cancellation.
13. Parking. Campus needs more spaces, esp. disabled pkg.
14. Like to see improved: more piano's/keyboards in classroom
15. N/A
16. Parking
17. Parking @ Midway Campus (Fordham)
18. Sometimes the parking is filled –
19. I miss the Saturday classes and hope line dancing will be given again.
20. Getting rid of the empty lot.
21. I would like to see a security guard in the parking lot and better lighting.
22. Parking. That empty lot should be turned into a parking lot.
23. Add more space of the parking lot
24. More adequate outdoor lighting along the curbside for attending evening classes.
25. I never seen a security guard in the evening. Is There one? I've only seen the maintenance guy. What's going to happen with the vacant lot?
26. May be more parking spaces.
27. Parking spaces
28. Larger room needed for Tailoring & Draping classes.
29. Parking is very limited for the amt. of students. attending.
30. Description of classes in catalog needs to be better detailed and instructors need to follow the course description.
31. I would like to see/have better parking.
32. Parking
33. Parking availability
34. An art class room. Very annoying setting-up tables.

## West City – Student Open-Ended Responses

35. Would like a bookstore Would use if the school had one. Must arrive at 8:20 for 9:00 class  
Monday class was incorrectly printed
36. Access to parking
37. Not expecting students (mostly seniors) to move furniture everytime
38. Need a room more suited for art – don't give us upholstered chairs – which are filthy.
39. Temp in room is very cold
40. Office manager should not accuse us of spilling coffee – none of us bring coffee to class
41. Storage needed for art supplies – not pianos, etc
42. More parking is needed, present conditions are too difficult.
43. Classroom needs to be set up – tables in place.
44. Parking
45. The catalogue descriptions for the painting classes was mixed up & confusing. What was listed as an Acrylic Beginners class was really a watercolor class. We eventually had to go to a different campus at a different time from what we had planned. Dissatisfied with that!
46. Free or low cost classes and parking
47. More art classes for seniors.
48. More classes.
49. I would like to have a place in the campus to play instruments. I brought my violin from Bolivia, but I can't find a place to play it. I am taking some music class, I really like it, too. I would like to suggest that there will be (~~classe~~) more music classes.
50. Better parking by providing more spaces
51. Parking can be dicey at times.
52. Nothing, but I am only here 3-60/week
53. Suggested improvements: - catalog descriptions were inaccurate. (i.e. 1) voice class was listed as char class; 2) no mention of need to be prepared w/song for first class; 3) for cooking class, there was no mention of cost of food).
54. Classroom set-up. Nothing is placed properly when we come in. We move heavy chairs, tables and pianos. Also could use more elec. Outlets. Could also use mike for class. Currently we bring in our own.
55. A greater variety of courses and hours
56. I am really satisfied with everything.
57. Fix the coffee machine. Also sinks have messy water present around basins.
58. Common areas – entrance, stairs, hallways and especially restrooms show lack of regular cleaning. Upstairs men's room smells horrible.
59. Parking is inadequate on some days
60. Improved parking –
61. Keep classes in session – do not cancel
62. –
63. More available parking
64. Nothing at the moment

## West City – Student Open-Ended Responses

65. What I would like to see improved at this campus Parking. As a temporary investment; consider paving the adjacent lot and serve the students who as taxpayers own the campus and adjacent lot.
66. Continue the adult learning classes such as Ikibana & Sumi-e
67. N/A
68. Campus is clean, comfortable, and well-maintained –
69. More parking, please. A dedicated art room so we don't destroy the multipurpose room; a room with concrete floors & sinks & big work tables.
70. Completely happy with the school as it presently exists.
71. More parking Dedicated Art Room
72. No improvement necessary
73. Parking Classrooms
74. Can't think of anything
75. I would like to see the classroom size increase. Space for working is often limited and cramped.
76. Having next semesters class online earlier would be helpful.
77. I would like to see the parking improved it is a real problem. Our class room is too small #209.
78. Need to improve parking – need more spaces.
79. The classroom (Rm 209) size sucks. Way too small for the large number of students. Sometimes students are on the floor for measuring & cutting. Not satisfactory!
80. Parking SUCKS! We need add'l parking big time!
81. Sew like a pro, Rm 209 should be moved to a larger classroom. Students at times have had to do their measuring & cutting on the floor, due to lack of space (Too many students & not enough work space)! A larger room for this class and additional parking would certainly help!!
82. The parking!!
83. I would like better parking in the A.M.
84. You can improve the parking!! Better organization at the bakery classes registration.
85. Parking!!!
86. Happy with the way things are!
87. Ok for every things – only needs more parking for people just in case coming late
88. I would love to learn more from class and faster
89. Technically and mentally improved
90. Nothing. Just continue offering voice lessons!
91. More evening computer graphic, digital graphics
92. Increase parking spaces
93. More parking – Having a decent piano
94. The restroom should be clean
95. New piano!!
96. Stability in offerings i.e. will my course continue in the future?
97. Parking at Midway!
98. – Perfect!
99. Nothing – it is perfect.
100. N/A

West City – Student Open-Ended Responses

101. Continuing the programs
102. Parking
103. I am satisfied with this building as campus.
104. Easier parking
105. Additinnal subjects offered for older adults i.e. international relations political science
106. More reliable coffee machine!
107. Satisfied
108. A downgrading of paperwork
109. Given the economy, I would hope as it improves the class selection will grow with it.
110. None needed
111. More parking spaces.
112. I have rheumatoid arthritis and this class subject is nonstressful, relaxing and mentally stimulating essential to maintaining a normal lifestyle.
113. Parking is sometimes difficult. Occasionally the forms are too complicated, especially this one. I suggest that the forms be re-designed to be suitable for those with arthritis or eyesight issues.
114. I have very little to add to the names in which I am taught.
115. Present this class in summer session
116. I have only one problem. Parking at the JCC is very tight: however, I love the venue. There is a wonderful senior program here which has liasoned with the community
117. Enrollment made easier Parking
118. Please offer more appreciation classes such as Art and Architecture. Thank you!
119. Class meets off campus
120. Class meeting off campus
121. Information and help at Midway could be much better.
122. Fewer forms to fill out.
123. Not having to take a survey.
124. Nothing
125. Nothing
126. I'm hoping to learn faster in the class.
127. I would like to have a class on Friday and at night.
128. I would like to have a class on Friday at mighit. I would like to attend the conversation classes on this campus.
129. I would like to have class at night and afternoon s I can choose my schedule.
130. I would like to have a class on Friday and at night. I would like to attend the conversation classes at this campus
131. I would like to have a class on Friday and at night. I would like to have conversation classes at the compus.
132. I would like to have a class on Friday and at night. I would like to attend the conversation classes at this campus.
133. I would like to have a class in Friday at nights. I would like to attend the conversation in class in this campus.

## West City – Student Open-Ended Responses

134. I would like to have a class on Friday and at nights I would like to attend the conversation classes at this campus.
135. I would like to have a class on Friday and at nights I would like conversation class in this campus.
136. I would like a class on Friday. I would like conversation classes in this campus.
137. I would like to have a class on Fridays. I would like to attend the conversation classes at this campus.
138. I would like to have a class at nights. I would like to attend the conversation classes at this campus.
139. I would like to have a class on Friday and nights. I would like to attend the conversation classes at this campus.
140. I would like to have a class on Friday and at nights. I would like to attend the conversation classes at this campus.
141. I would like to have a class on Friday and at night.
142. I would like to have a class on Friday and at night I would like to attend the conversation classes at this campus.
143. I would like to have a class on Friday at nights I would like to attend The conversation class.
144. I would like to have a class in the evening.
145. I would like to have in class in Friday at nights? R. I would like the conversation classes at this campus.
146. I would like to have a class on Friday at nights I would like to attend the conversation classes at this campus.
147. I would like to have a class on Friday and at nights. I would like to attend the conversation class at this campus.
148. I would like to have a class on Friday and at night
149. I would like to have a conversation classes in this campus on weekend.
150. I would like to have a conversation class in this campus.
151. Color selections for lobby area :) :P
152. Regulate the air temperature so it is not so cold in the classrooms.
153. More parking There is not sufficient parking during the morning classes. There's an empty lot that could be used for this extra parking during these busy hours.
154. More choices of class schedules
155. PARKING NEEDS IMPROVEMENT, VERY LIMITED.
156. More Marketing! Many people have no idea these courses exist!
157. More parking
158. Parking – more spaces are needed.
159. PARKING!! Need more also handicap door entry – push buttons in exit & entry on more than one door!
160. More parking @ West City – Midway campus.
161. PARKING!
162. Parking
163. More parking please.
164. Parking.
165. Add'l parking would be welcomed.

West City – Student Open-Ended Responses

166. Parking is a pain during the afternoon.
167. I'm satisfied with everything that I've done here.
168. Parking – parking – parking. There needs to be more parking – We're lucky to find a place on the street for the afternoon class.
169. More parking
170. Choice of literature we perform could be strongly improved
171. Nothing
172. Classes 5 days/week.
173. No improvements necessary.
174. I improve offer more exercise classes because good health as well as academic development creates quality of life.
175. Keep on providing these classes for “older” students. Thanks
176. Nothing I especially like my instructor (exercise) She's the best one I have ever had. I am in great physical condition as a result of attending her classes. She makes it fun, too
177. A more meaningful survey. Not this stupid one that has no bearing on the problems in our education system
178. As a senior, it is very important to me to be able to take classes at no cost. There are 2 more classes that I plan to attend in the near future.
179. The coffee machine.
180. More parking availability
181. Nothing
182. \*\*\*. \*\*\*\*\* is great (don't know what to improve?)
183. Continue this class & teacher
184. N/A
185. More opportunities for student input.
186. Nothing
187. Slower, slow down environment

**Miscellaneous Responses:**

1. \*\*\*\*\* is a superb instructor. We were fortunate to have her as our music teacher! Thank you for her.
2. #60. Sometime cold
3. Survey has been very l-o-n-g (waste of time) classwise
4. These questions are repetitive & dumb. The teachers are great. Parking is terrible. Times are great for classes
5. 71. Transgender
6. 12-19 some duplication of #4-11
7. 29-34 doesn't apply to senior course
8. #56 Classical music – appreciate find it relaxing
9. 3) I want to commend \*\*\*\*\* , our teacher, for being extremely knowledgeable, well prepared, so interesting, & thought provoking. She makes class so fun & full of wonderful information about composers lives, their music, with DVD's of various famous conductors leading their musicians playing the relevant work
10. 3) The elevator is a great aid.
11. We get everything through our instructor, who does a great deal of planning and preparation
12. Must be an easier way to expedite enrollment in the technological time
13. Instructor conducts own orientation for online class; chat room & blackboard synchronous & asynchronous
14. Instructor cares and is very helpful, takes into account our physical disabilities
15. Instructor's emails keep us posted!
16. Useless surveys of this type cost money that should be used to pay teachers.
17. ReQ. CeO West City Campus, Point Loma is beautiful! Keep up with the mulch & weeding – the rest of the landscape will take care of itself.
18. 60. Weeding – mulch
19. 3. Consumer Sciences
20. 3. Consumer Sciences
21. 3. Consumer Sciences
22. 3. Consumer Sciences