

## De Anza College Office of Institutional Research and Planning

**To:** Alicia Cortez, SSRS Director  
**From:** Mallory Newell, De Anza Research  
Jerrick Gemena, Student Assistant  
**Date:** 7/07/2017  
**Subject:** SSRS Survey, Spring 2017

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A survey of Student Success & Retention Services (SSRS) was conducted at the end of the Spring quarter in 2017. The survey was distributed to student visitors which resulted in 76 valid respondents.

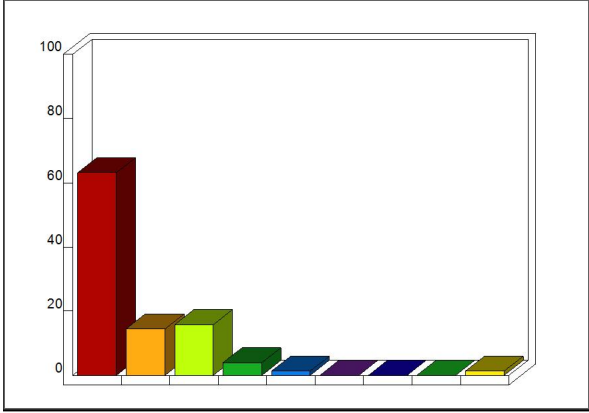
Important highlights include:

- 96% (73) of respondents agree/strongly agree that they received effective counseling and/or advising services in formulating an educational plan that enabled them to meet their academic goal (Question 4).
- 92% (66) of respondents agree/strongly agree that the SSRS staff were aware of and comfortable with their ethnic, religious, and/or cultural background (Question 8).
- 87% (65) of respondents cited their reason for visiting the SSRS center as seeing a counselor, 79% (59) came to use printing services, and 75% (56) visited to use the computer lab (Question 9).
- 73% (55) of respondents participated in Summer Bridge (Question 10).
- 95% (70) of respondents are/were eligible to complete transferable English (EWRT 1A) by the spring quarter of their 1<sup>st</sup> year of enrollment into an SSRS Program (Question 11).
- 62% (45) of respondents were unable to complete transferable math (MATH 10 or other) by the spring quarter of their first year of enrollment into an SSRS Program (Question 12).
- 89% (64) of respondents agree/strongly agree that HUMA 20 or COUN 80Y was effective in helping them develop the academic strategy of goal setting (Question 17).
- 86% (63) of respondents agree/strongly agree that HUMA 20 or COUN 80Y was effective in helping them develop the academic strategy of determining their learning style (Question 18).

# Spring 2017 SSRS Survey

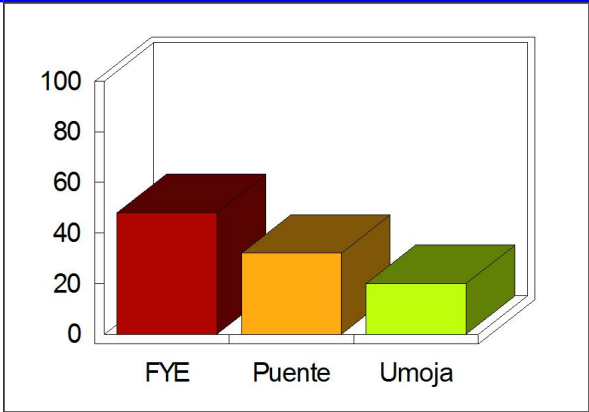
Please identify your first quarter and year with SSRS/De Anza College:

Question 1

Response	Value	Frequency	Percent	Graph
Summer/Fall 2016	1	48	63	
Summer/Fall 2015	2	11	14	
Summer/Fall 2014	3	12	16	
Summer/Fall 2013	4	3	4	
Summer/Fall 2012	5	1	1	
Summer/Fall 2011	6	0	0	
Summer/Fall 2010	7	0	0	
Prior to Summer/Fall 2010	9	0	0	
Other	8	1	1	
<b>Total Valid</b>		76	100	

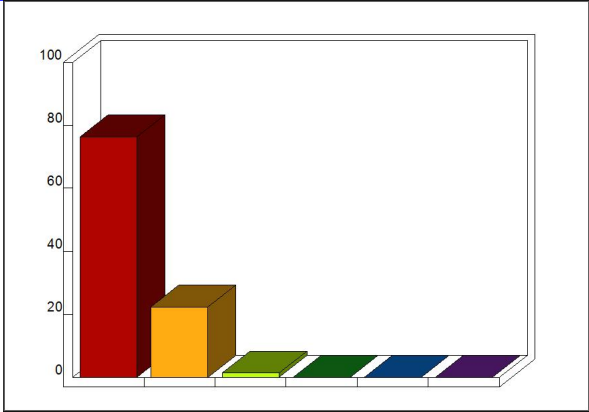
Please identify which program you have worked closely with:

Question 2

Response	Value	Frequency	Percent	Graph
FYE	1	36	48	
Puente	2	24	32	
Umoja	3	15	20	
<b>Total Valid</b>		75	100	

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

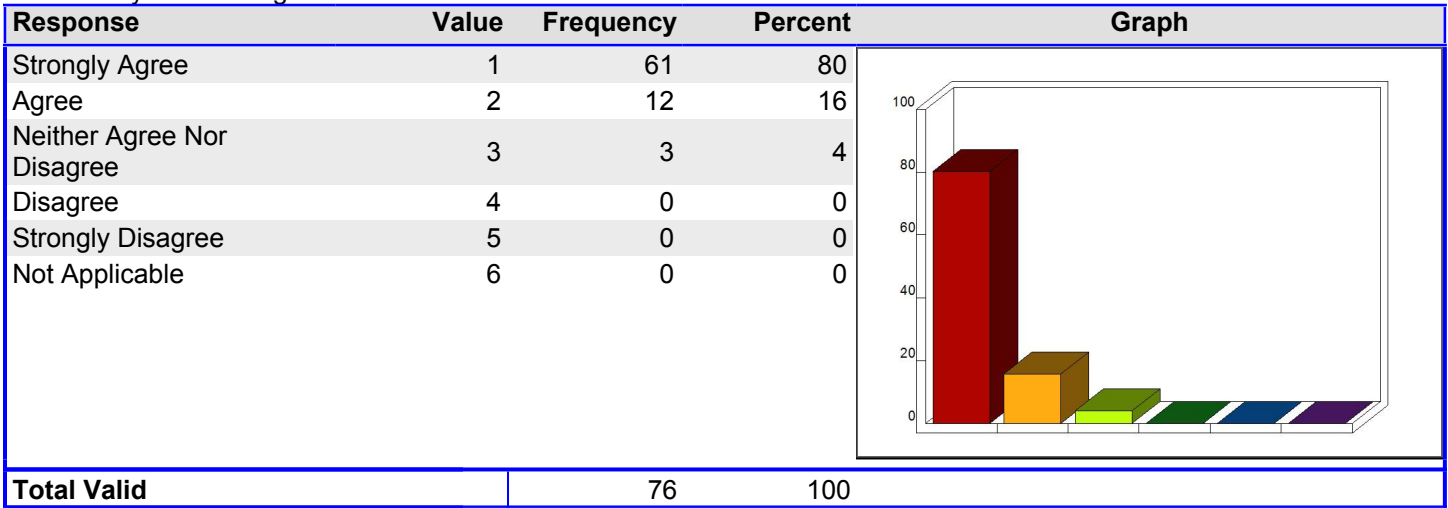
Question 3

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	58	76	
Agree	2	17	22	
Neither Agree Nor Disagree	3	1	1	
Disagree	4	0	0	
Strongly Disagree	5	0	0	
Not Applicable	6	0	0	
<b>Total Valid</b>		76	100	

## Spring 2017 SSRS Survey

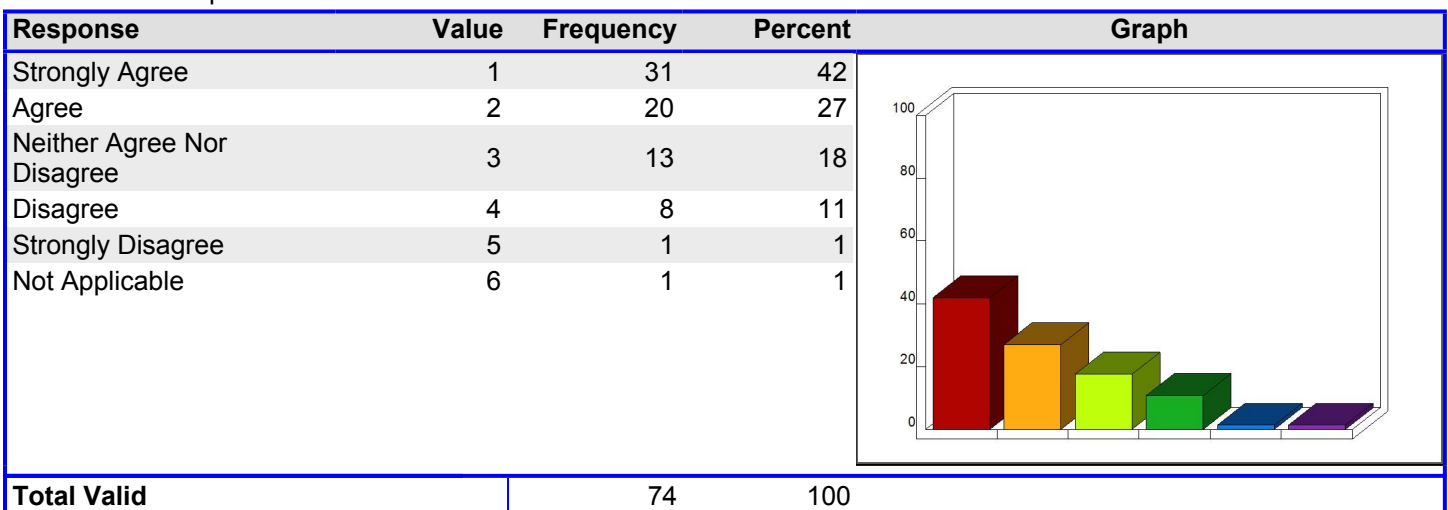
I received effective counseling and/or advising services in formulating an educational plan that enabled me to meet my academic goals.

Question 4



I am able to complete an Educational Plan without assistance from SSRS staff.

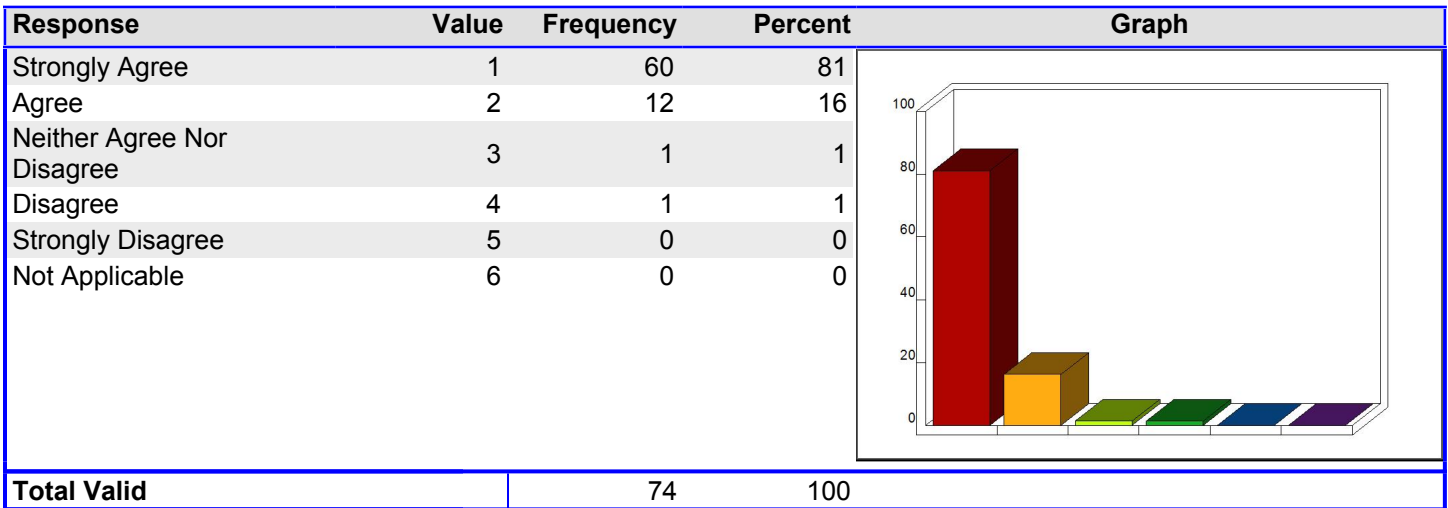
Question 5



# Spring 2017 SSRS Survey

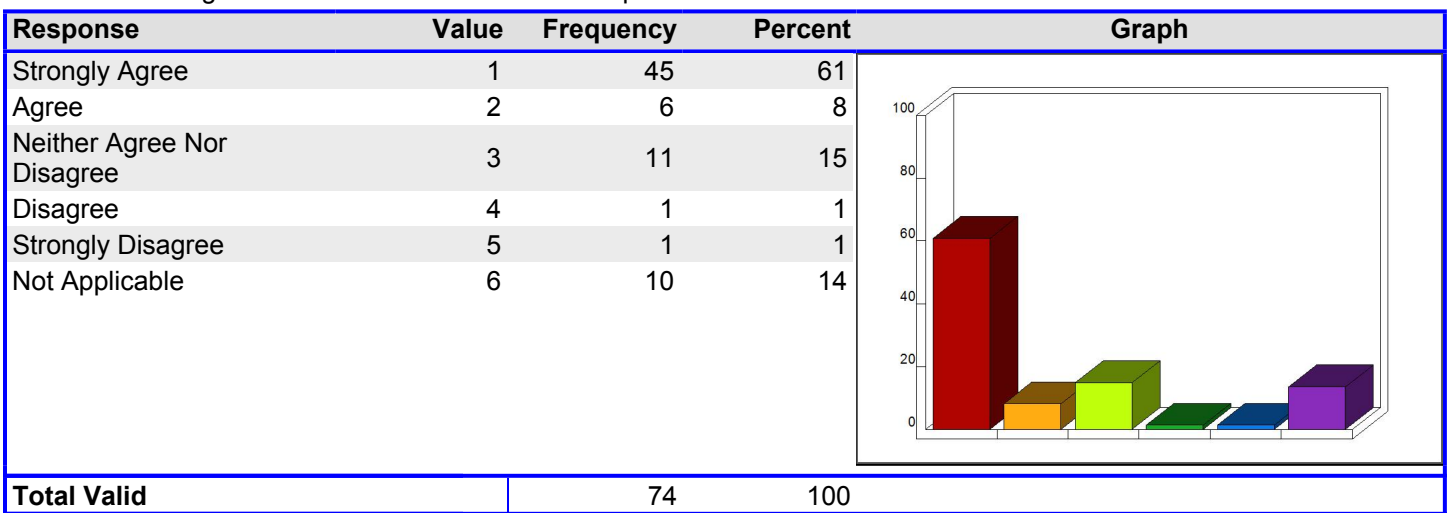
I felt welcomed and valued in my interactions with SSRS counselors and peers.

Question 6



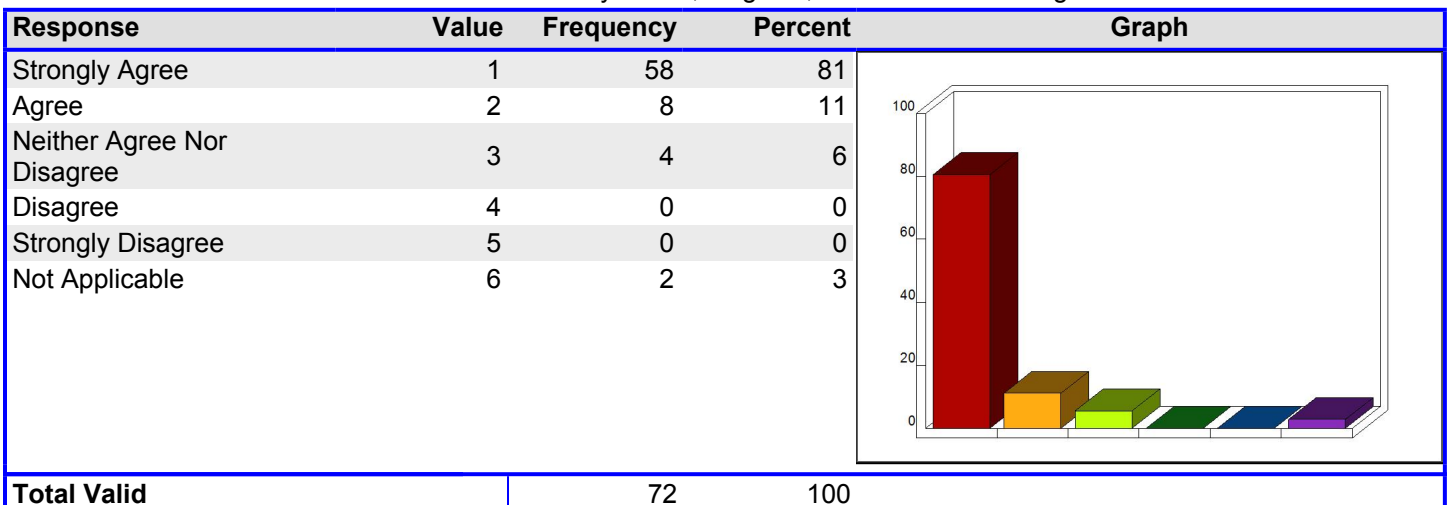
There were bilingual staff available to me when I requested it.

Question 7



SSRS staff were aware of and comfortable with my ethnic, religious, and/or cultural background.

Question 8



# Spring 2017 SSRS Survey

What is your main reason for visiting the SSRS Center: (Check all that apply)

Question 9

Response	Value	Frequency	Percent	Graph
See a counselor	1	65	87	
Meet with writing and/or math tutor	2	15	20	
Meet with peer mentor	3	14	19	
Use printing services	4	59	79	
Computer lab	5	56	75	
Calculator rental	6	14	19	
Book voucher	7	15	20	
Library book loan	8	9	12	
Study group	9	34	45	
Snacks and/or lunch	10	32	43	
Welcoming environment to hang out	11	47	63	
Other	12	2	3	
<b>Total Valid</b>		75	100	

Did you participate in Summer Bridge?

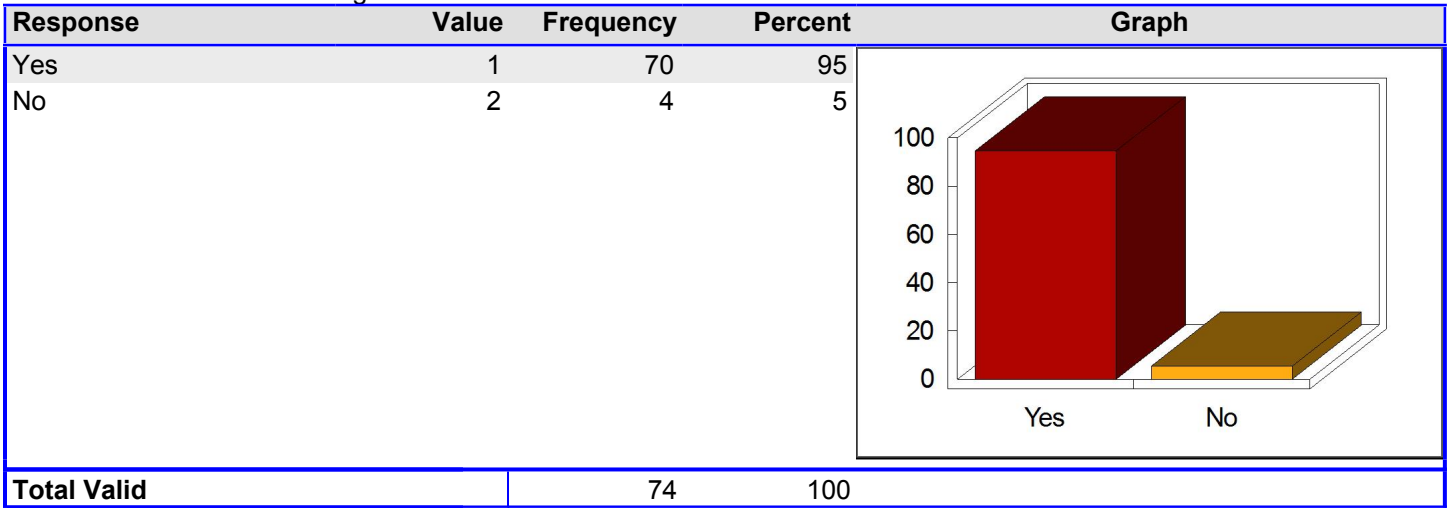
Question 10

Response	Value	Frequency	Percent	Graph
Yes	1	55	73	
No	2	20	27	
<b>Total Valid</b>		75	100	

# Spring 2017 SSRS Survey

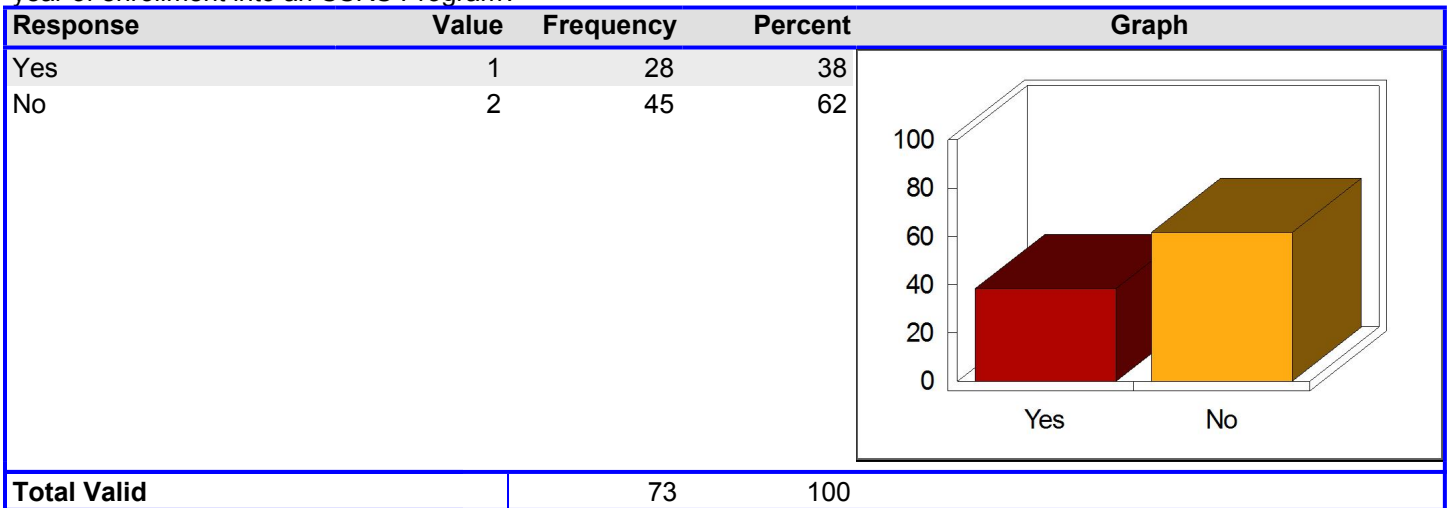
Are/were you eligible to complete transferable English (EWRT 1A) by the spring quarter of your 1st year of enrollment into an SSRS Program?

Question 11



Are/were you eligible to complete transferable math (MATH 10 or other) by the spring quarter of your 1st year of enrollment into an SSRS Program?

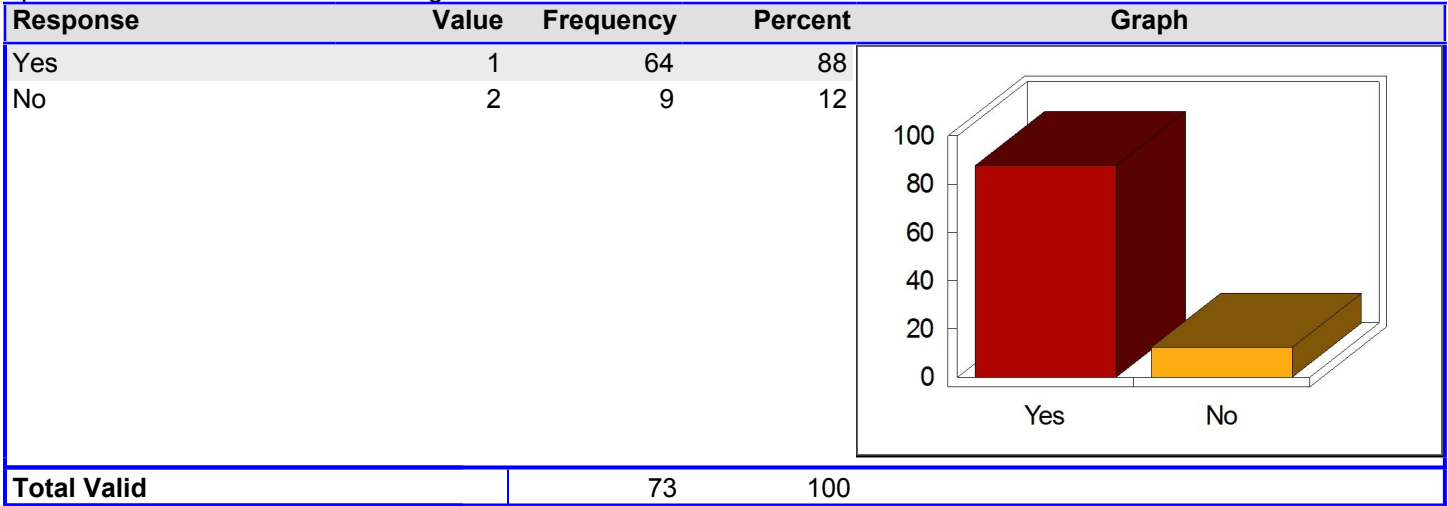
Question 12



# Spring 2017 SSRS Survey

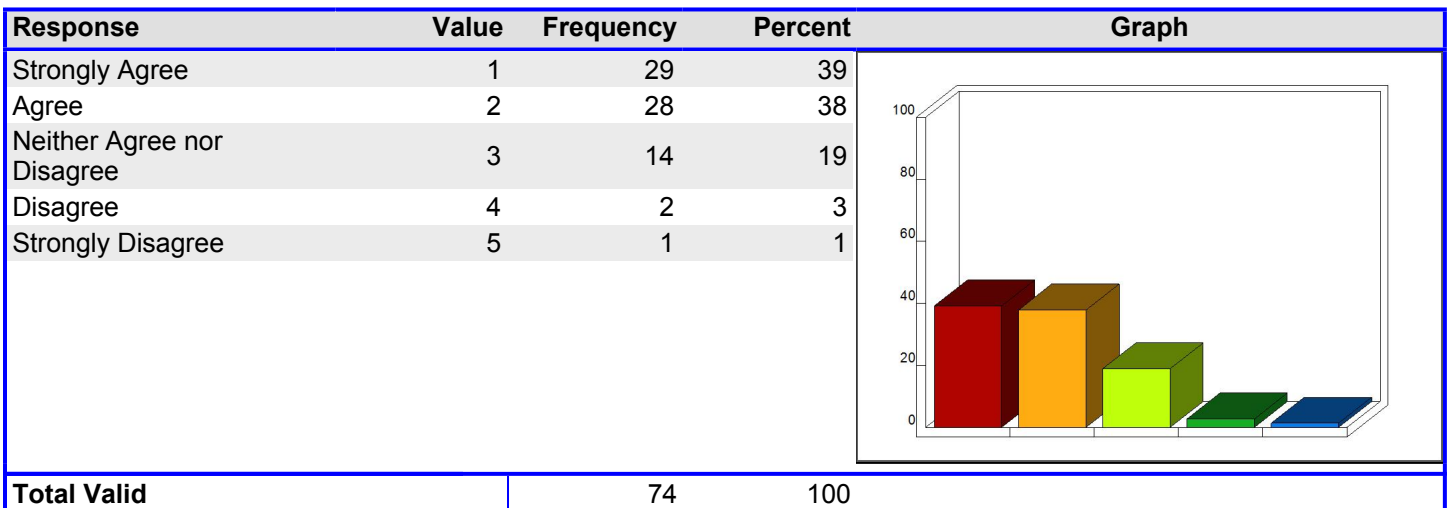
Have you completed CLP 70: Career and Life Planning or CLP 75: Self-Assessment during your first two quarters of enrollment in SSRS Programs?

Question 13



HUMA 20 or COUN 80Y was effective in helping me develop time management

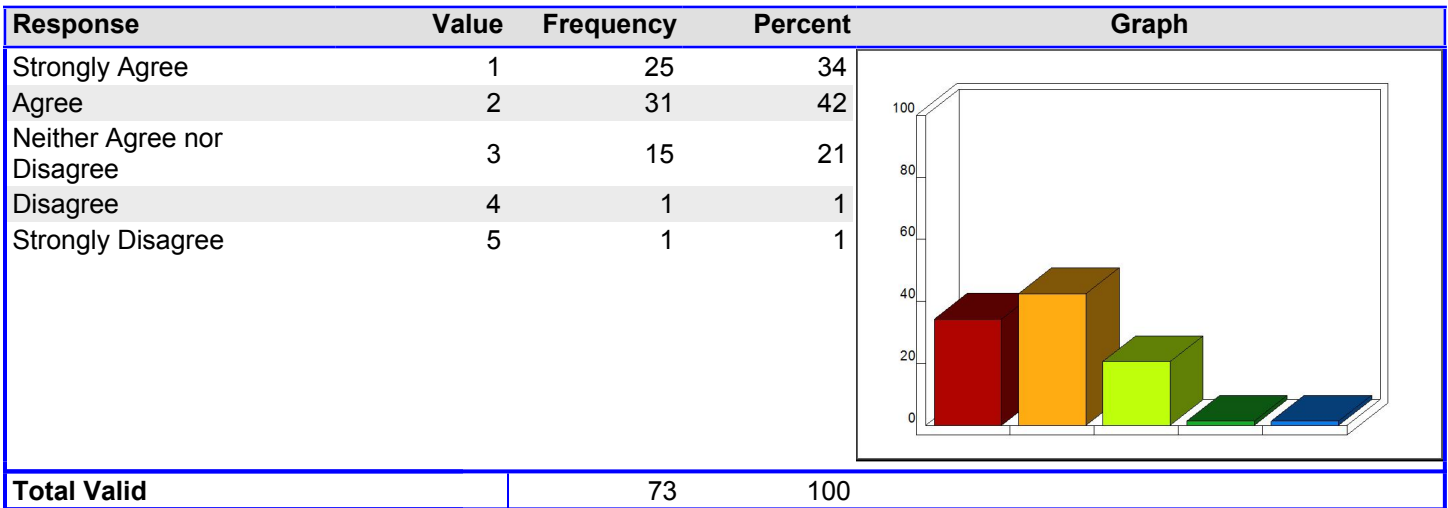
Question 14



# Spring 2017 SSRS Survey

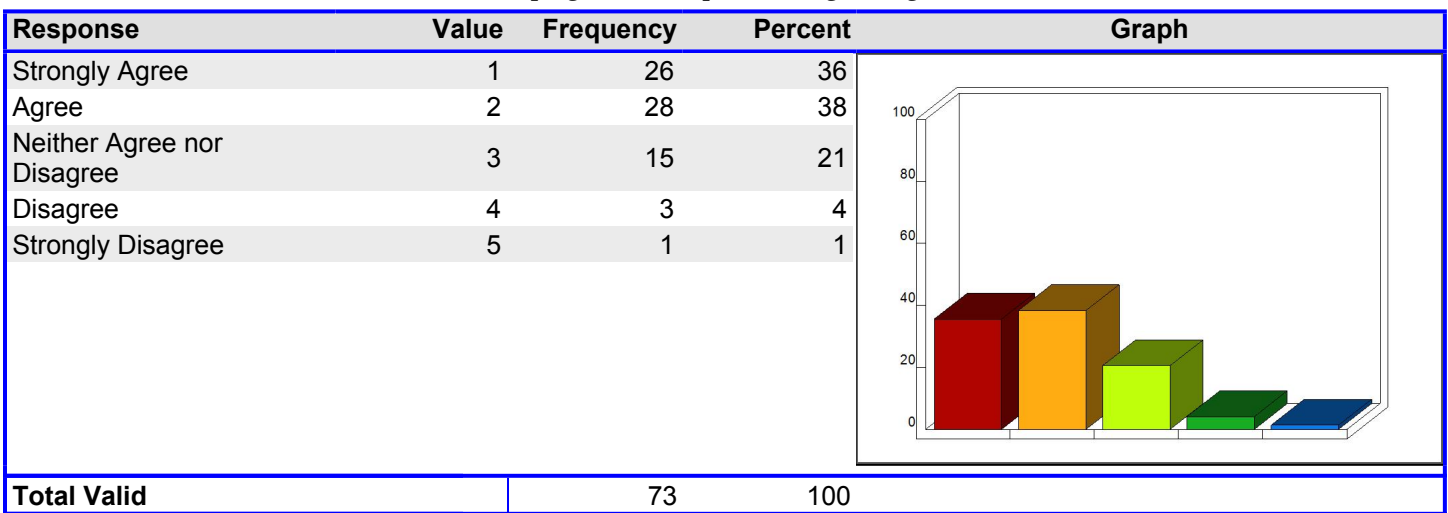
HUMA 20 or COUN 80Y was effective in helping me develop study skills

Question 15



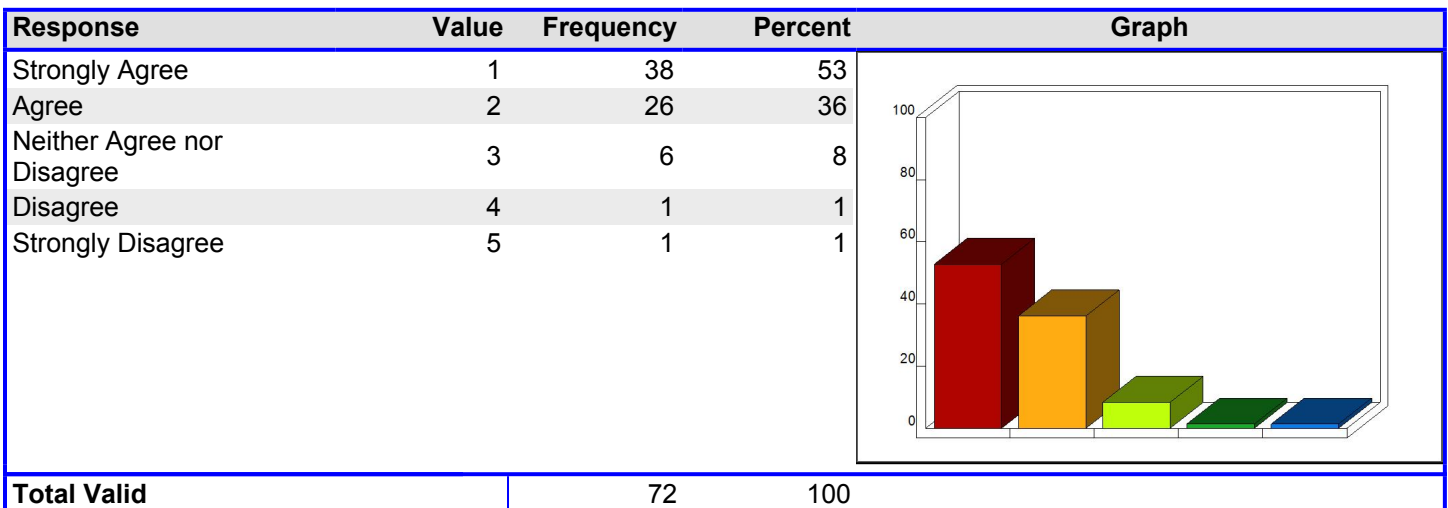
HUMA 20 or COUN 80Y was effective in helping me develop test taking strategies

Question 16



HUMA 20 or COUN 80Y was effective in helping me develop goal setting strategies

Question 17





# Spring 2017 SSRS Survey

HUMA 20 or COUN 80Y was effective in helping me determine my learning style

Question 18

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	38	52	
Agree	2	25	34	
Neither Agree nor Disagree	3	7	10	
Disagree	4	3	4	
Strongly Disagree	5	0	0	
<b>Total Valid</b>		73	100	

## SSRS Survey Responses

**Question: Please identify your first quarter and year with SSRS/De Anza College:**

Respondent	Response
10	winter 14

**Question: Please provide additional feedback to support your response:**

Respondent	Response
50	SSRS is awesome!!!!
51	I LOVE YOU GUYS!!!
52	I'm really glad there is a place for me to come in and get my work done. Also I've met many amazing people. :)
53	Great Staff! I love it. content and helpful.
54	Jorge is great.
55	Thank you to the faculty and staff at SSRS for making my first year such a great experience.
56	Thanks for all your support and guiding me through this life changing experience.
57	Ya'all are doing good!
58	Too much indoctrination, need more critical thought in the classes available for FYE, Puente, Umoja
59	***sexual orientation, gender, pronouns - strongly agree
60	I loved that the greeters always made me feel welcomed!
61	Love the SSRS (heart)
62	Good, really helpful.
63	Certain Umoja students were loud many times. This made me look for other places to study because I just couldn't concentrate even with ear phones.
64	Resources and flexible hours of availability were extremely beneficial for me!
65	Great and positive influences of different characters/perceptions that enabled me to accept most people. Furthermore even with the variation of bonds I created I feel humbly welcomed.
66	None.
67	Good!!!
68	Great place to be in.
70	More snacks.
72	Always loved coming to the SSRS, always got what I needed.
76	more snacks. color printer (on special occasions).

**Question: What is your main reason for visiting the SSRS Center: (Check all that apply)**

Respondent	Response
72	scantrons