

## 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:** 8/07/2017  
**Subject:** SSRS Survey (FYE), 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 who participated in the FYE program which resulted in 36 valid respondents.

### Important Highlights Include:

- 94% (34) 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 goals (Question 4)
- 97% (33) of respondents agree/strongly agree that they felt welcomed and valued in their interactions with SSRS counselors and peers (Question 6).
- 94% (33) of respondents agree/strongly agree that the SSRS staff were aware of and comfortable with their ethnic, religious, and/or cultural background (Question 8).
- 89% (32) of respondents cited their reason for visiting the SSRS center as seeing a counselor, 83% (30) came to use printing services, and 78% (28) visited to use the computer lab (Question 9).
- 86% (30) of respondents participated in Summer Bridge (Question 10).
- 100% (35) 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).
- 63% (22) 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).
- 82% (28) of respondents agree/strongly agree that HUMA 20 or COUN 80Y was effective in helping them develop the academic strategy of study skills (Question 15).
- 82% (28) 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)

# 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	23	66	
Summer/Fall 2015	2	9	26	
Summer/Fall 2014	3	1	3	
Summer/Fall 2013	4	1	3	
Summer/Fall 2012	5	0	0	
Summer/Fall 2011	6	0	0	
Summer/Fall 2010	7	0	0	
Prior to Summer/Fall 2010	9	0	0	
Other	8	1	3	
<b>Total Valid</b>		<b>35</b>	<b>100</b>	

Please identify which program you have worked closely with:

Question 2

Response	Value	Frequency	Percent	Graph
FYE	1	36	100	
Puente	2	0	0	
Umoja	3	0	0	
<b>Total Valid</b>		<b>36</b>	<b>100</b>	

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

Question 3

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	29	81	
Agree	2	6	17	
Neither Agree Nor Disagree	3	1	3	
Disagree	4	0	0	
Strongly Disagree	5	0	0	
Not Applicable	6	0	0	
<b>Total Valid</b>		<b>36</b>	<b>100</b>	

# 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

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	28	78	
Agree	2	6	17	
Neither Agree Nor Disagree	3	2	6	
Disagree	4	0	0	
Strongly Disagree	5	0	0	
Not Applicable	6	0	0	
<b>Total Valid</b>		36	100	

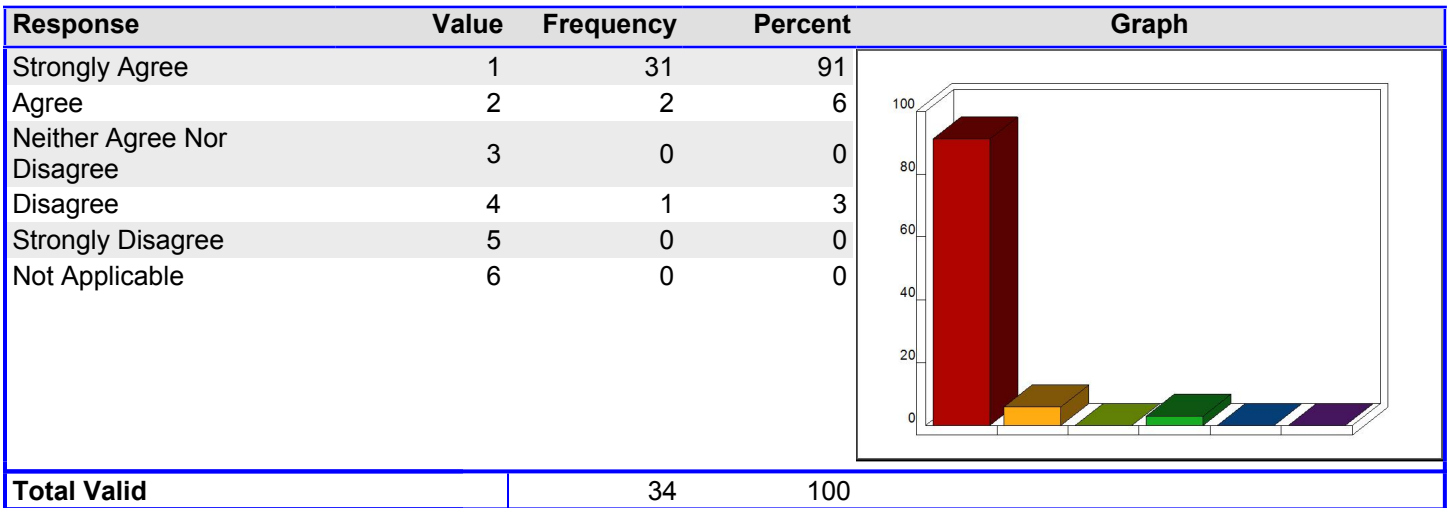
I am able to complete an Educational Plan without assistance from SSRS staff. Question 5

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	18	51	
Agree	2	5	14	
Neither Agree Nor Disagree	3	5	14	
Disagree	4	6	17	
Strongly Disagree	5	1	3	
Not Applicable	6	0	0	
<b>Total Valid</b>		35	100	

# Spring 2017 SSRS Survey

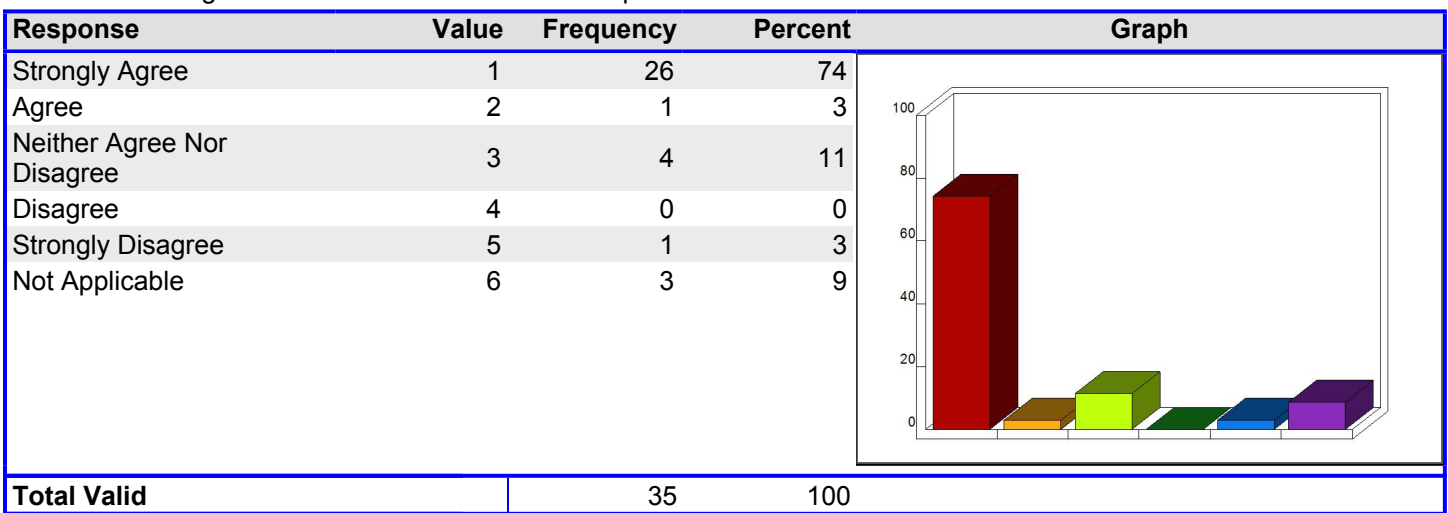
I felt welcomed and valued in my interactions with SSRS counselors and peers.

Question 6



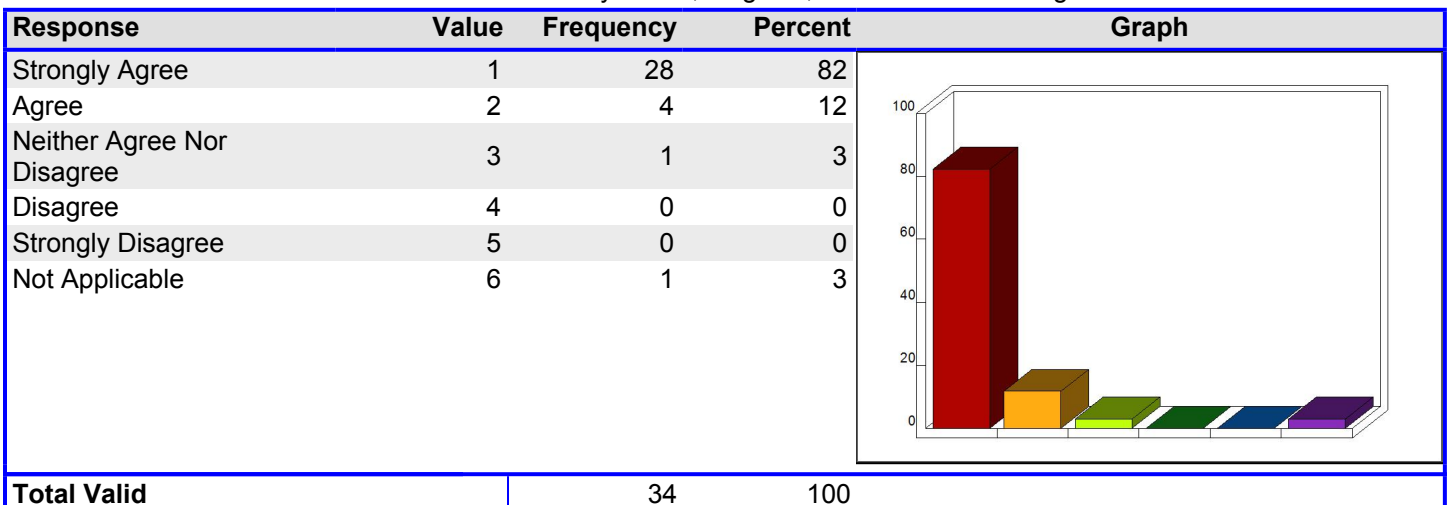
There were bilingual staff available to me when I requested it.

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	32	89	
Meet with writing and/or math tutor	2	6	17	
Meet with peer mentor	3	6	17	
Use printing services	4	30	83	
Computer lab	5	28	78	
Calculator rental	6	7	19	
Book voucher	7	9	25	
Library book loan	8	5	14	
Study group	9	19	53	
Snacks and/or lunch	10	15	42	
Welcoming environment to hang out	11	23	64	
Other	12	2	6	
<b>Total Valid</b>		36	100	

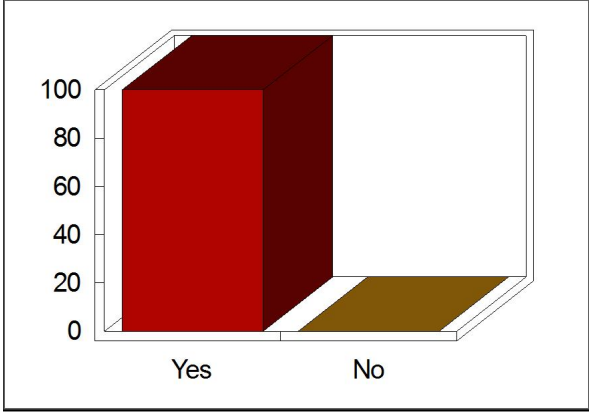
Did you participate in Summer Bridge?

Question 10

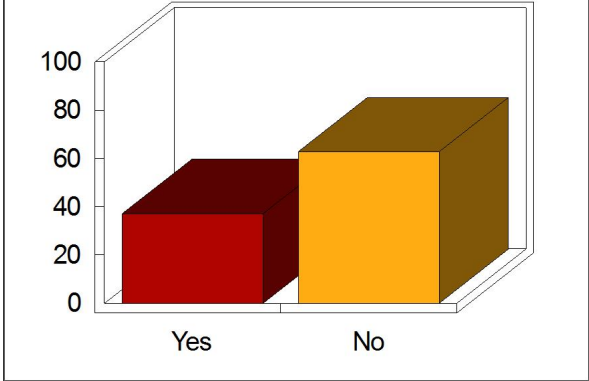
Response	Value	Frequency	Percent	Graph
Yes	1	30	86	
No	2	5	14	
<b>Total Valid</b>		35	100	

# 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

Response	Value	Frequency	Percent	Graph
Yes	1	35	100	 <p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches 100. The 'No' bar is brown and is at 0.</p>
No	2	0	0	
<b>Total Valid</b>		35	100	

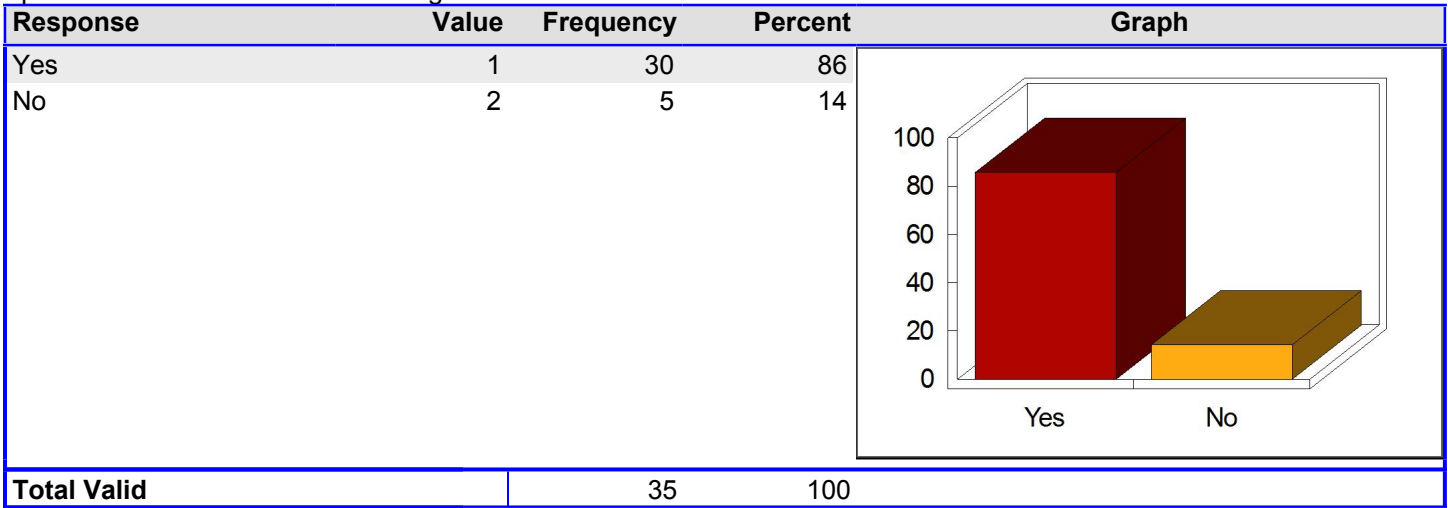
Are/were you eligible to complete transferable math (MATH 10 or other) by the spring quarter of your 1st year of enrollment into an SSRS Program? Question 12

Response	Value	Frequency	Percent	Graph
Yes	1	13	37	 <p>A 3D bar chart with a vertical axis from 0 to 100. The 'Yes' bar is red and reaches 37. The 'No' bar is brown and reaches 63.</p>
No	2	22	63	
<b>Total Valid</b>		35	100	

# Spring 2017 SSRS Survey

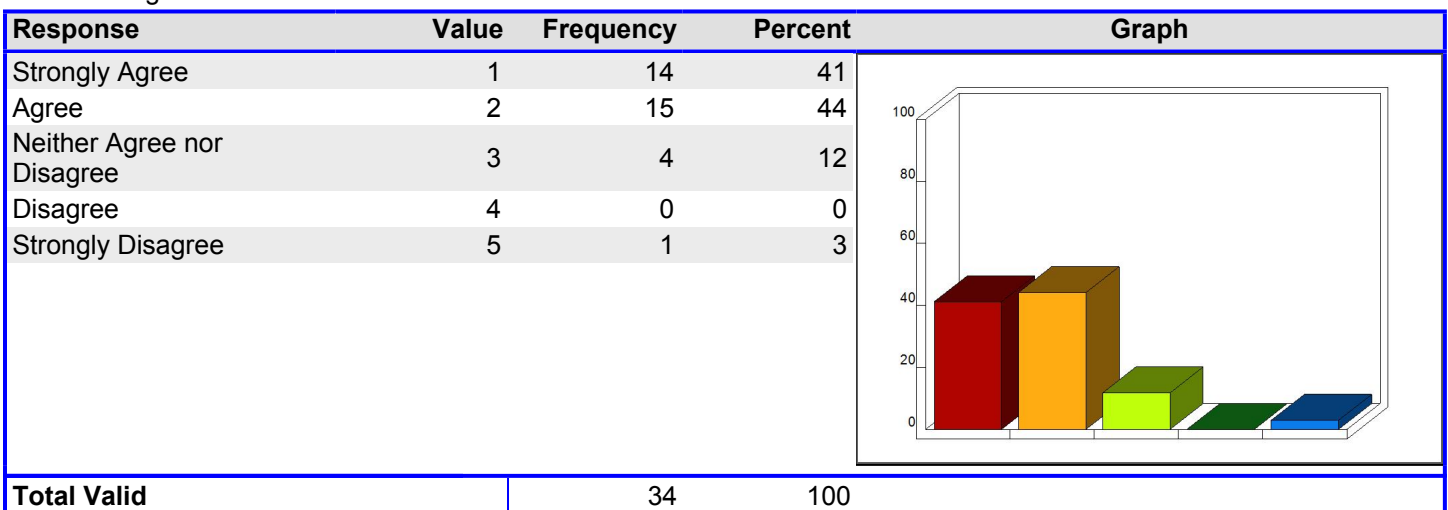
Have you completed CLP 70: Career and Life Planning or CLP 75: Self-Assessment during your first two quarters of enrollment in SSRS Programs?

Question 13



Time Management

Question 14



# Spring 2017 SSRS Survey

## Study Skills

Question 15

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	11	32	
Agree	2	17	50	
Neither Agree nor Disagree	3	5	15	
Disagree	4	0	0	
Strongly Disagree	5	1	3	
<b>Total Valid</b>		<b>34</b>	<b>100</b>	

## Test Taking Strategies

Question 16

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	11	32	
Agree	2	16	47	
Neither Agree nor Disagree	3	4	12	
Disagree	4	2	6	
Strongly Disagree	5	1	3	
<b>Total Valid</b>		<b>34</b>	<b>100</b>	

## Goal Setting

Question 17

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	17	50	
Agree	2	11	32	
Neither Agree nor Disagree	3	5	15	
Disagree	4	0	0	
Strongly Disagree	5	1	3	
<b>Total Valid</b>		<b>34</b>	<b>100</b>	



# Spring 2017 SSRS Survey

Determining Your Learning Style

Question 18

Response	Value	Frequency	Percent	Graph
Strongly Agree	1	17	50	
Agree	2	10	29	
Neither Agree nor Disagree	3	5	15	
Disagree	4	2	6	
Strongly Disagree	5	0	0	
<b>Total Valid</b>		34	100	

## SSRS Spring 2017 Responses

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

Respondent	Response
4	winter 14

Question: Please provide additional feedback to support your response:

Respondent	Response
1	Test
22	Jorge is great.
23	Thank you to the faculty and staff at SSRS for making my first year such a great experience.
24	Thanks for all your support and guiding me through this life changing experience.
25	Too much indoctrination, need more critical thought in the classes available for FYE, Puente, Umoja
26	Good, really helpful.
27	Resources and flexible hours of availability were extremely beneficial for me!
28	None.
29	Good!!!
30	Great place to be in.
31	More snacks.
32	Always loved coming to the SSRS, always got what I needed.
35	more snacks. color printer (on special occasions).

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

Respondent	Response
1	Test
32	scantrons