Noncredit Student Survey

Adult Basic Education

Adult High School Diploma Program

English as a Second Language

Short-Term Vocational Program

Spring 2011

Prepared by the Institutional Planning, Research and Grants Office

June 7, 2012

Table of Contents

Executive Summary 3
Background & Methodology 4
Results 5
- Academic Backgrounds and Goals 5
- Student Support 8
- Course Scheduling and Preferences 11
- Student Services 14
- Campus Climate and Activities 21
- Campus Access to Information 26
- Facilities 29
- General Assessment 32

Demographics 33
Appendix A - Challenges Cited by Students 36
Appendix B - Courses Desired in the NC Program 52
Appendix C - Credit Courses Requested 62
Appendix D - Services Desired 73
Appendix E - Current Club Involvement & Clubs/Activities Desired 79
Appendix F - Primary Language 83
Appendix G - 3 Things MiraCosta Does Well 85
Appendix H - 3 Ways MiraCosta College Could Improve 101

Executive Summary

In the spring 2011 semester, the Institutional Planning, Research and Grants Office conducted a survey of students enrolled in programs that lead to a diploma, certificate and/or credit instruction. Using a locally-developed paper and pencil survey instrument, 394 students were surveyed from 18 course sections.

Among the findings were the following:

- ✓ 38% of English as a Second Language and 40% of Short-Term Vocational students have attended college at another institution, either inside or outside of the United States.
- ✓ At least 29% of Adult High School Diploma Program (ADHSP) indicates a desire to earn a college degree.
- ✓ Time management and English skills were cited among the biggest challenges that students faced
- ✓ When asked about the times they preferred to take classes, ABE students preferred evening weeknight sessions while ADHSP students were split between morning and evening sessions. ESL students preferred morning times and the Short-Term Vocational students requested the evening and weekend timeframes
- ✓ Satisfaction with student services exceeded 90% in all groups
- ✓ When asked about the services they would like to see brought to the Community Learning Center, students most frequently mentioned improvements to the availability of food or the addition of a cafeteria
- ✓ More than half of the students in each group expressed interest in taking credit courses at the Community Learning Center if they were available
- ✓ Students cited MiraCosta College's quality faculty and the support they receive as the things the college does well.
- ✓ The areas in which students felt there were opportunities for improvement were related to facilities conditions (classroom temperatures) and access to Counseling
- ✓ 40% of ADHSP and 43% of Short-Term Vocational students work 21 or more hours per week
- ✓ 23% of English as a Second Language students rely on public transportation to attend school

Background & Methodology

MiraCosta College's noncredit education program provides a variety of educational opportunities for all sectors of the community. Students wishing to earn their high school diploma can enroll in the Adult High School Diploma Program. Someone desiring to return to school to update or acquire job skills can enroll in short-term Vocational courses. A senior adult interested in taking exercise courses to improve his or her overall health can enroll in health and safety courses. These examples are a small portion of what the noncredit program has to offer.

In the spring of 2011, a survey was requested to assess satisfaction of students enrolled in courses that lead to a diploma, certificate and/or credit instruction. These courses were offered in the Adult High School Program (AHSDP), Adult Basic Education (ABE), English as a Second Language (ESL) and the Short-term Vocational programs. The survey instrument used was a locally-developed survey in a paper and pencil format.

A sample of 39 course sections were selected based on their subject, time of day and day of the week to generate a comprehensive sampling of students in these programs. Selected ESL sections were limited to Level 7 courses only as faculty felt that the lower sections would not be able to complete the survey.

Ultimately, 394 students were surveyed from 18 sections.

	Count of Class	Count of Not AHSDP
ABE	17	4%
AHSDP	252	64%
ESL	39	10%
Short-Term Vocational	86	22%
Grand Total	**394**	**100%**

Responses to each question are broken out by academic subject; however it is possible for students to be enrolled in multiple subjects, such as ABE and AHSDP in the same semester. No student was permitted to take the survey more than once. For the purpose of this report, student responses were categorized based on the course in which they were surveyed.

Students were also asked to respond to several open-ended surveys. Those responses were compiled and organized around themes. Summary tables in the results section provide the most frequently mentioned themes, and a complete listing of all open-ended responses can be found at the end of this report. No attempt was made to correct for spelling or grammatical errors.

Results

Academic Backgrounds and Goals

Students enrolled at the Community Learning Center come from a wide variety of backgrounds and educational experiences. The first section of the survey asks questions related to students' academic history and credentials.

The categories in Table 1 are not mutually exclusive. It is possible for students to attend multiple educational institutions to earn a high school diploma. For this reason, the percentages will not total 100%.

Table 1: " If you have attended high school, mark all that apply."

	n	Traditional High School Within the U.S.	Traditional High School Outside the U.S.	Continuation High School	Home School	Adult School	Court School
ABE	17	18%	0%	6%	0%	18%	0%
AHSDP	252	56%	20%	18%	11%	26%	4%
ESL	39	8%	54%	3%	3%	10%	3%
Short-Term Vocational	86	57%	12%	3%	2%	13%	0%
Grand Total	**394**	**50%**	**21%**	**13%**	**8%**	**21%**	**3%**

Many students enrolled in the noncredit programs have attended college either in the United States or in another country. Thirty-three percent (33%) of ESL students have attended a university outside the United States while 35% of students enrolled in Short-Term Vocational courses have at least some college experience.

Table 2: "If you have attended another college, mark all that apply:"

	n	Proprietary (private) school or training program	Another community college	Public Vocational/technical school	College or university within the U.S.	College or university outside the U.S.
ABE	17	6%	12%	0%	0%	0%
AHSDP	252	3%	10%	4%	4%	7%
ESL	39	3%	15%	8%	5%	33%
Short-Term Vocational	86	10%	33%	20%	35%	5%
Grand Total	**394**	**5%**	**15%**	**8%**	**11%**	**9%**

More than half of students indicated that they had attended MiraCosta College between 1-3 terms.

Table 3: "How many terms have you attended MiraCosta College? (include summer terms)"

	n	This is my first term at MiraCosta College	2 to 3	4 to 5	6 to 7	More than 7
ABE	17	24%	29%	18%	18%	12%
AHSDP	250	17%	36%	21%	10%	16%
ESL	39	21%	44%	13%	10%	13%
Short-Term Vocational	86	31%	35%	17%	7%	9%
Grand Total	**392**	**21%**	**36%**	**19%**	**9%**	**14%**

Students were asked about their educational goals. The intent of the question to was to get a sense of students PRIMARY reason for attending college. But many students marked multiple categories making it difficult to determine exact percentages of students interested in particular goals. The data does indicate the minimum percentages of students interested in a given goal. At least 29% of the students in the Adult High School program, for example, have an interest in pursuing a college degree.

Table 4: "What is your educational goal?"

	n	High School Diploma/GED	Vocational Degree or Certificate	College Degree	Update or acquire job skills	Improve basic English/ Math skills	Personal interest – no degree
ABE	17	71%	6%	0%	6%	18%	6%
AHSDP	252	67%	12%	29%	7%	12%	4%
ESL	39	23%	18%	31%	10%	8%	21%
Short-Term Vocational	86	22%	19%	10%	37%	3%	16%
Grand Total	**394**	**53%**	**13%**	**24%**	**14%**	**10%**	**8%**

When asked what degrees/certificates they had already earned prior to attending MiraCosta College, the majority of ABE and AHSDP students indicated they had not yet earned any sort of academic credentials. Twenty-nine percent (29%) of ESL students and 26% of Short-Term Vocational Students completed a bachelor's degree or higher.

Table 5: "What is the highest academic credential you have earned in the United States or in your native country?"

	n	High School Diploma	GED	Vocational/ Technical Certificate	Associate's Degree	Bachelor's Degree	Master's doctoral or professional degree	I do not have an academic degree	Unknown
ABE	17	6%	0%	6%	0%	0%	0%	88%	0%
AHSDP	252	17%	3%	7%	2%	4%	2%	58%	6%
ESL	39	38%	0%	13%	0%	21%	8%	21%	0%
Short-Term Vocational	86	26%	2%	21%	7%	15%	9%	20%	0%
Grand Total	**394**	**21%**	**3%**	**11%**	**3%**	**8%**	**4%**	**47%**	**4%**

Student Support

Students were then asked about their support systems outside of MiraCosta College. Questions were asked about the level of support offered by friends and family. Both appear to offer high levels of support, however responses appear to be stronger from family than friends.

Table 6: "My friends support my attendance at MiraCosta College."

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	35%	41%	12%	0%	6%	0%	6%
AHSDP	252	52%	28%	8%	2%	2%	1%	7%
ESL	39	28%	28%	10%	3%	5%	3%	23%
Short-Term Vocational	86	48%	31%	7%	2%	2%	3%	6%
Grand Total	**394**	**48%**	**29%**	**8%**	**2%**	**3%**	**2%**	**8%**

Table 7: "My family supports my attendance at MiraCosta College"

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	59%	24%	12%	0%	6%	0%	0%
AHSDP	252	69%	18%	4%	1%	2%	2%	4%
ESL	39	54%	26%	3%	3%	5%	5%	5%
Short-Term Vocational	86	59%	24%	6%	2%	1%	2%	5%
Grand Total	**394**	**65%**	**21%**	**5%**	**1%**	**2%**	**2%**	**4%**

The first open-ended question asked students to list their three biggest challenges. The number in parenthesis after each challenge indicates the number of responses provided within that theme. The two predominant themes in this section were student's time management and English Language skills. For a full accounting of all responses, please see Appendix A.

Table 8: "What are the three biggest challenges you have as a student?"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Challenge	English Language Skills (8)	Time Management (92)	English Language Skills (29)	Time Management (24)
#2 Challenge	Goal Achievement (3)	English Language Skills (52)	Time Management (13)	Financial (14)
#3 Challenge	Physical Challenges (1)	Goal Achievement (28)	Financial (7)	English Language Skills (12)

The next series of questions explored students' general satisfaction with their courses. Students appear to be satisfied with the courses they are taking and the progress they are making towards their goals.

Table 9: "The courses at MiraCosta College meet my needs"

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	41%	59%	0%	0%	0%	0%	0%
AHSDP	252	42%	43%	12%	1%	0%	1%	1%
ESL	39	41%	51%	3%	0%	0%	0%	5%
Short-Term Vocational	86	49%	35%	9%	2%	1%	2%	1%
Grand Total	**394**	**44%**	**43%**	**10%**	**1%**	**1%**	**1%**	**1%**

Table 10: "I know what is expected of me in my courses"

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	47%	53%	0%	0%	0%	0%	0%
AHSDP	252	46%	45%	6%	1%	0%	1%	2%
ESL	39	38%	51%	8%	0%	0%	0%	3%
Short-Term Vocational	86	42%	48%	7%	0%	1%	0%	2%
Grand Total	**394**	**44%**	**46%**	**6%**	**1%**	**0%**	**1%**	**2%**

Table 11: "I receive frequent feedback on my progress in my courses"

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	53%	47%	0%	0%	0%	0%	0%
AHSDP	252	33%	42%	16%	3%	2%	2%	2%
ESL	39	31%	49%	8%	0%	3%	3%	8%
Short-Term Vocational	86	41%	33%	13%	5%	3%	1%	5%
Grand Total	**394**	**35%**	**41%**	**14%**	**3%**	**3%**	**2%**	**3%**

Table 12: "MiraCosta College is helping me meet my educational goals"

	n	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Unknown
ABE	17	71%	29%	0%	0%	0%	0%	0%
AHSDP	252	58%	35%	4%	0%	1%	1%	0%
ESL	39	51%	41%	3%	0%	0%	3%	3%
Short-Term Vocational	86	51%	30%	10%	2%	1%	1%	3%
Grand Total	**394**	**57%**	**35%**	**5%**	**1%**	**1%**	**1%**	**1%**

Course Scheduling and Preferences

Questions about scheduling were asked to determine if students preferred to attend courses at alternate times. Students were asked to mark the days and times they would most like to attend school. Totals will not equal 100% because students could pick as few or as many times as they liked. It should be noted that some of the responses are based on the fact that the survey was conducted classes at these particular times, but students were free to choose any day and time of the week.

ABE students preferred evening weeknight sessions while ADHSP students were split between morning and evening sessions. ESL students preferred morning times and the Short-Term Vocational students requested the evening and weekend timeframes

Table 13: Preferred Course Scheduling - Adult Basic Education Students

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning (Before 12noon)	6%	0%	0%	6%	0%	6%	6%
Afternoon (Between 12noon and 3:00pm)	0%	0%	0%	0%	0%	6%	6%
Late Afternoon (Between 3:00pm and 6:00pm)	6%	0%	0%	0%	0%	6%	6%
Evening (6:00pm or later)	94%	88%	82%	82%	18%	6%	6%

Table 14: Preferred Course Scheduling - Adult High School Diploma Program

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning (Before 12noon)	51%	46%	47%	44%	18%	15%	10%
Afternoon (Between 12noon and 3:00pm)	22%	21%	19%	21%	8%	3%	4%
Late Afternoon (Between 3:00pm and 6:00pm)	14%	12%	13%	0%	4%	2%	3%
Evening (6:00pm or later)	43%	38%	40%	35%	20%	9%	8%

Table 15: Preferred Course Scheduling - English as a Second Language

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning (Before 12noon)	56%	62%	59%	64%	28%	10%	5%
Afternoon (Between 12noon and 3:00pm)	28%	31%	31%	28%	10%	5%	5%
Late Afternoon (Between 3:00pm and 6:00pm)	10%	10%	13%	13%	3%	5%	3%
Evening (6:00pm or later)	33%	31%	33%	31%	18%	8%	5%

Table 16: Preferred Course Scheduling - Short-Term Vocational Courses

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning (Before 12noon)	27%	23%	22%	22%	13%	41%	12%
Afternoon (Between 12noon and 3:00pm)	22%	17%	19%	15%	9%	20%	7%
Late Afternoon (Between 3:00pm and 6:00pm)	17%	15%	15%	13%	0%	6%	6%
Evening (6:00pm or later)	41%	41%	37%	15%	26%	6%	3%

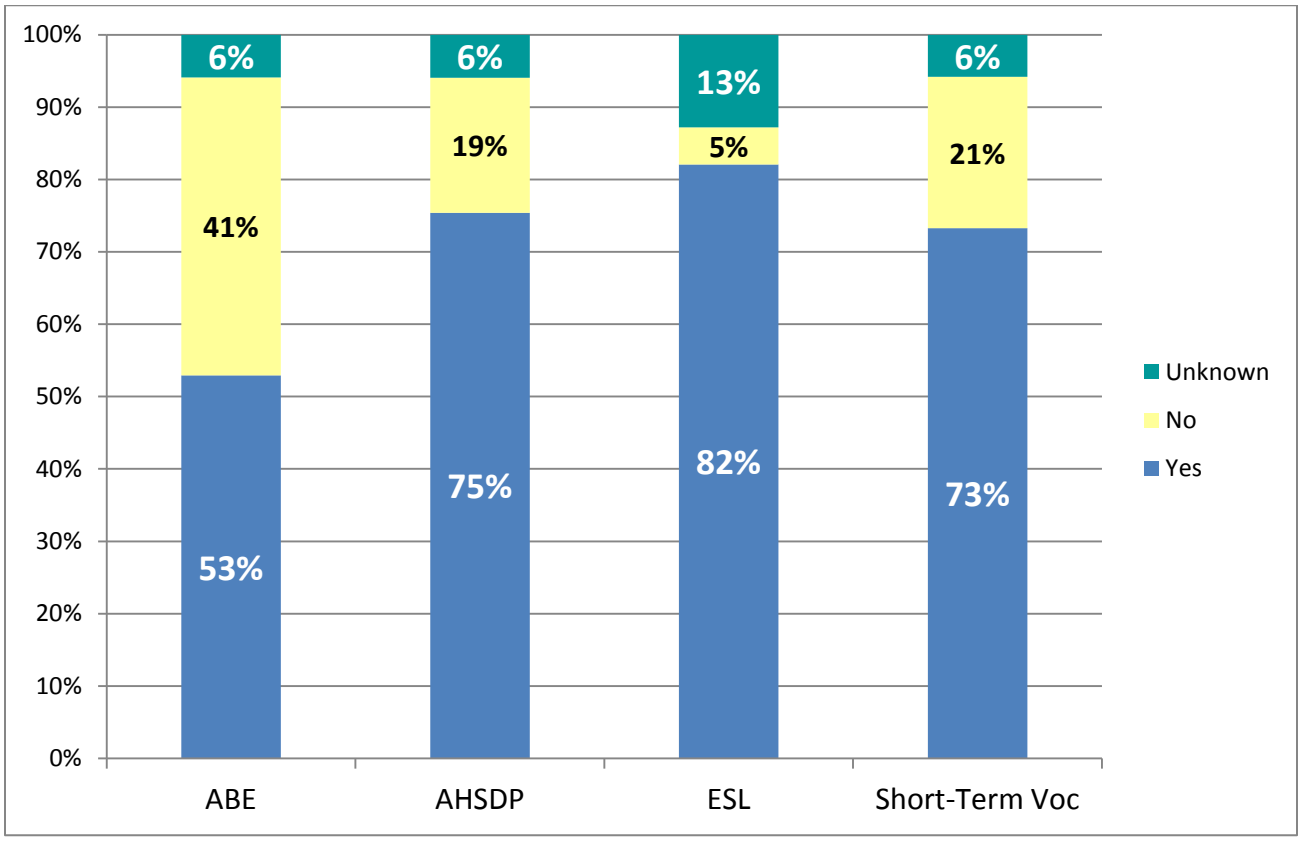
The previous questions dealt with the course scheduling requests, and the next open-ended question addressed specific noncredit course requests. ESL and Computer Skills courses were the most popular responses across all groups.

Table 17: "Please list any courses that you would like to take that are not currently offered at the Community Learning Center"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Course	Art (2)	ESL (19)	ESL (5)	Computer Skills (13)
#2 Course	Massage Therapy (1)	Automotive Technology (13)	Art (3)	Business (3)
#3 Course	Foreign Language – Misc. (1)	Art (11)	Nursing (3)	Photography (3)

One of the primary goals of the noncredit programs is to increase the numbers of students who transition from noncredit to credit courses. Figure 1 shows the percentages of students interested in enrolling in credit courses.

Figure 1: "If college degree courses were taught at the Community Learning Center, would you be interested in taking them?"



More than half of each student group would be interested in enrolling in credit courses. To gather more information on the types of courses students were most interested in, and open-ended questions was asked about what credit courses would be the most popular.

Table 18:"If yes, what courses would you like to take?"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Credit Course	Mathematics (2)	Business (24)	ESL (10)	Computers – Misc. (17)
#2 Credit Course	Computers – Misc (1)	English (23)	Accounting (3)	Automotive Technology (6)
#3 Credit Course	Nursing (1)	Nursing (1)	Computers – Misc. (3)	General Education (4)

Student Services

The Community Learning Center offers a variety of support services for students. Students were first asked to indicate the number of times they had used the service. If they had not used the service, the reasons for not using it could suggest needs for better marketing or advertising of those services.

Students were then asked to indicate their satisfaction with each service. Satisfaction ratings were calculated using only the students who indicated having used the service at least one time.

Table 19: "How many times have you used the following services offered at the Community Learning Center?" - Adult Basic Education

	1 to 3	4 to 6	7 to 10	More than 10 Times	Never, did not think it was necessary for me	Never, was not aware of the service	Never, Other Reason
Front Counter	53%	12%	0%	18%	0%	0%	18%
Counseling Office	59%	6%	6%	6%	0%	6%	18%
Tutors	41%	0%	0%	6%	0%	0%	53%
Campus Police Office	12%	0%	0%	6%	0%	12%	71%
DSPS	6%	0%	0%	0%	0%	12%	82%
College Bookstore	47%	18%	0%	6%	0%	6%	24%
Outreach Librarian	6%	6%	0%	0%	0%	6%	82%
Academic Support Center	24%	0%	0%	6%	0%	6%	65%
Health Services - Personal Counseling (MFT's)	12%	0%	0%	0%	0%	12%	76%
Onsite College Placement Testing	12%	6%	0%	0%	0%	6%	76%

Table 20: "Please rate your overall satisfaction with the following services." - Adult Basic Education

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Front Counter	14	29%	57%	7%	0%	0%	0%	7%
Counseling Office	13	54%	31%	8%	0%	0%	0%	8%
Tutors	8	63%	38%	0%	0%	0%	0%	0%
Campus Police Office	3	67%	33%	0%	0%	0%	0%	0%
DSPS	1	100%	0%	0%	0%	0%	0%	0%
College Bookstore	12	33%	17%	25%	8%	0%	0%	17%

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Outreach Librarian	2	50%	50%	0%	0%	0%	0%	0%
Academic Support Center	5	40%	0%	0%	0%	0%	0%	60%
Health Services - Personal Counseling (MFT's)	2	100%	0%	0%	0%	0%	0%	0%
Onsite College Placement Testing	3	67%	33%	0%	0%	0%	0%	0%

Table 21: "How many times have you used the following services offered at the Community Learning Center?" - Adult High School Diploma Program

	1 to 3	4 to 6	7 to 10	More than 10 Times	Never, did not think it was necessary for me	Never, was not aware of the service	Never, Other Reason
Front Counter	27%	26%	17%	27%	0%	0%	4%
Counseling Office	35%	24%	16%	13%	4%	2%	6%
Tutors	27%	7%	8%	13%	14%	4%	27%
Campus Police Office	12%	2%	0%	1%	30%	3%	52%
DSPS	3%	1%	1%	1%	33%	4%	57%
College Bookstore	42%	19%	9%	10%	8%	0%	10%
Outreach Librarian	17%	4%	3%	5%	18%	10%	42%
Academic Support Center	16%	4%	4%	7%	15%	11%	42%
Health Services - Personal Counseling (MFT's)	6%	1%	1%	2%	23%	16%	51%
Onsite College Placement Testing	26%	2%	0%	1%	12%	13%	45%

Table 22: "Please rate your overall satisfaction with the following services." - Adult High School Diploma Program

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Front Counter	243	39%	44%	10%	2%	1%	2%	1%
Counseling Office	221	40%	39%	11%	3%	1%	4%	2%
Tutors	138	58%	30%	7%	0%	1%	1%	3%

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Campus Police Office	37	30%	46%	5%	3%	5%	0%	11%
DSPS	16	31%	25%	13%	0%	0%	0%	31%
College Bookstore	205	32%	40%	11%	3%	0%	1%	12%
Outreach Librarian	75	36%	44%	7%	1%	0%	0%	12%
Academic Support Center	73	51%	37%	8%	4%	0%	0%	0%
Health Services - Personal Counseling (MFT's)	26	27%	38%	15%	0%	0%	0%	19%
Onsite College Placement Testing	74	26%	45%	15%	3%	0%	0%	12%

Table 23: "How many times have you used the following services offered at the Community Learning Center?" - English as a Second Language

	1 to 3	4 to 6	7 to 10	More than 10 Times	Never, did not think it was necessary for me	Never, was not aware of the service	Never, Other Reason
Front Counter	28%	36%	5%	18%	3%	0%	10%
Counseling Office	59%	10%	8%	0%	8%	3%	13%
Tutors	31%	10%	3%	5%	8%	3%	41%
Campus Police Office	18%	0%	0%	0%	26%	5%	51%
DSPS	5%	3%	0%	0%	23%	8%	62%
College Bookstore	38%	13%	5%	3%	8%	3%	31%
Outreach Librarian	23%	8%	0%	3%	15%	8%	44%
Academic Support Center	18%	8%	5%	3%	13%	8%	46%
Health Services - Personal Counseling (MFT's)	8%	10%	0%	0%	15%	8%	59%
Onsite College Placement Testing	31%	8%	0%	0%	5%	5%	51%

Table 24: "Please rate your overall satisfaction with the following services." - English as a Second Language

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Front Counter	34	41%	41%	6%	3%	0%	0%	9%
Counseling Office	30	53%	33%	7%	0%	3%	0%	3%
Tutors	19	58%	37%	0%	0%	0%	0%	5%
Campus Police Office	7	86%	0%	14%	0%	0%	0%	0%
DSPS	3	100%	0%	0%	0%	0%	0%	0%
College Bookstore	23	43%	39%	9%	9%	0%	0%	0%
Outreach Librarian	13	46%	46%	0%	0%	0%	0%	8%
Academic Support Center	13	54%	31%	15%	0%	0%	0%	0%
Health Services - Personal Counseling (MFT's)	7	29%	57%	0%	0%	0%	0%	14%
Onsite College Placement Testing	15	40%	40%	7%	0%	0%	0%	13%

Table 25: "How many times have you used the following services offered at the Community Learning Center?" - Short-Term Vocational Program

	1 to 3	4 to 6	7 to 10	More than 10 Times	Never, did not think it was necessary for me	Never, was not aware of the service	Never, Other Reason
Front Counter	45%	23%	3%	12%	3%	2%	10%
Counseling Office	21%	6%	0%	3%	21%	8%	41%
Tutors	13%	6%	8%	2%	26%	6%	40%
Campus Police Office	12%	3%	0%	1%	30%	5%	49%
DSPS	2%	0%	0%	0%	36%	7%	55%
College Bookstore	26%	7%	1%	1%	17%	5%	43%
Outreach Librarian	8%	2%	1%	0%	22%	13%	53%
Academic Support Center	12%	2%	1%	0%	20%	14%	51%
Health Services - Personal Counseling (MFT's)	0%	0%	0%	1%	27%	15%	57%
Onsite College Placement Testing	6%	2%	0%	0%	20%	13%	59%

Table 26: "Please rate your overall satisfaction with the following services." - Short-Term Vocational Program

	n	Very Satisfied	Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Dissatisfied	Very Dissatisfied	N/A
Front Counter	72	47%	43%	4%	1%	0%	0%	4%
Counseling Office	26	19%	50%	19%	0%	4%	4%	4%
Tutors	25	44%	44%	8%	0%	0%	0%	4%
Campus Police Office	14	29%	43%	7%	0%	7%	0%	14%
DSPS	2	50%	0%	50%	0%	0%	0%	0%
College Bookstore	30	27%	50%	7%	0%	3%	0%	13%
Outreach Librarian	10	30%	60%	0%	0%	0%	0%	10%
Academic Support Center	13	15%	62%	8%	0%	0%	0%	15%
Health Services - Personal Counseling (MFT's)	1	100%	0%	0%	0%	0%	0%	0%
Onsite College Placement Testing	7	0%	71%	14%	0%	0%	0%	14%

The next series of questions asked about the ease with which students were able to access and utilize various student services. These services ranged from enrolling in classes to seeing a librarian or personal counselor. In almost every sense, the majority of students indicated that they had very little difficulty accessing these services. The one exception is the 13% of ESL students who indicated that enrolling in classes was a “somewhat difficult” process.

Table 27: Ease of Use - Enrolling in Classes

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	41%	41%	6%	6%	0%	0%	6%	0%
AHSDP	51%	33%	10%	4%	1%	0%	2%	0%
ESL	36%	36%	13%	13%	0%	0%	0%	3%
Short-Term Vocational	48%	29%	13%	6%	1%	1%	2%	0%
Grand Total	**48%**	**33%**	**11%**	**5%**	**1%**	**0%**	**2%**	**0%**

Table 28: Ease of Use - Seeing a Counselor

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	24%	59%	6%	0%	0%	0%	12%	0%
AHSDP	32%	36%	17%	5%	1%	1%	8%	0%
ESL	38%	31%	21%	0%	0%	0%	10%	0%
Short-Term Vocational	10%	15%	6%	1%	1%	0%	66%	0%
Grand Total	**28%**	**32%**	**14%**	**3%**	**1%**	**1%**	**21%**	**0%**

Table 29: Ease of Use - Buying Books in the Bookstore

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	29%	24%	12%	18%	0%	0%	18%	0%
AHSDP	38%	31%	12%	6%	0%	1%	11%	0%
ESL	28%	38%	10%	5%	0%	0%	15%	3%
Short-Term Vocational	16%	16%	1%	3%	0%	1%	62%	0%
Grand Total	**32%**	**28%**	**10%**	**6%**	**0%**	**1%**	**23%**	**0%**

Table 30: Ease of Use - Getting Tutoring

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	18%	53%	0%	0%	0%	0%	29%	0%
AHSDP	37%	24%	9%	2%	1%	0%	28%	0%
ESL	26%	31%	10%	3%	0%	0%	31%	0%
Short-Term Vocational	14%	16%	3%	0%	0%	0%	66%	0%
Grand Total	**30%**	**24%**	**7%**	**1%**	**1%**	**0%**	**37%**	**0%**

Table 31: Ease of Use - Seeing a Librarian

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	12%	18%	0%	0%	0%	0%	71%	0%
AHSDP	20%	20%	8%	1%	2%	0%	50%	0%
ESL	10%	28%	13%	3%	0%	0%	44%	3%
Short-Term Vocational	5%	12%	6%	0%	0%	0%	78%	0%
Grand Total	**15%**	**19%**	**7%**	**1%**	**1%**	**0%**	**56%**	**0%**

Table 32: Ease of Use - Seeing an MFT (Personal Counseling)

	Very Easy	Easy	Somewhat Easy	Somewhat Difficult	Difficult	Very Difficult	N/A	Unknown
ABE	18%	18%	0%	0%	0%	0%	65%	0%
AHSDP	13%	13%	9%	1%	1%	0%	62%	0%
ESL	18%	13%	8%	0%	0%	0%	59%	3%
Short-Term Vocational	2%	6%	2%	0%	0%	0%	90%	0%
Grand Total	**11%**	**12%**	**7%**	**1%**	**1%**	**0%**	**68%**	**0%**

An additional question was added to learn whether or not there were services that could be added to the existing offerings to better meet students' needs. The most frequently mentioned services were cafeteria/food related requests, and requests for child care.

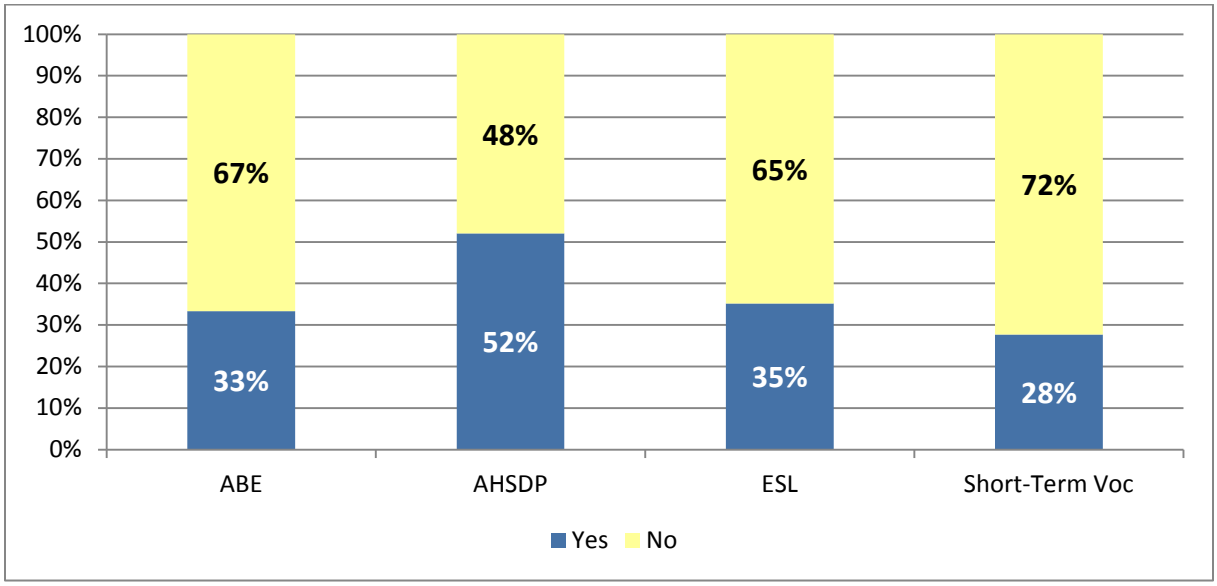
Table 33: "What additional services would you like to have at the Community Learning Center?"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Service	Automotive Body Shop (1)	Cafeteria/Food (22)	Cafeteria/Food (5)	Parking (2)
#2 Service	-	Child Care (11)	Child Care (2)	Tutors (2)
#3 Service	-	Health Services (6)	Athletics (2)	Child Care (2)

Campus Climate and Activities

To assess students' comfort with campus life, a series of questions were asked about students' interactions with faculty, staff and other students.

Figure 2: "Do you socialize with other MiraCosta College students outside of campus assignments and school-related activities?"



Using a question written for the Community College Survey of Student Engagement (CCSSE), the relationships between students, faculty and staff were assessed. Students rated each group on a 1-7 scale, with "7" being friendly and supportive and "1" being unfriendly and unsupportive. Students indicated largely positive interactions with each group, with faculty relationships being the most positive.

Table 34: Quality of Relationships - Other Students

	Friendly, Supportive 7	6	5	4	3	2	Unfriendly, unsupportive 1
ABE	44%	31%	13%	13%	0%	0%	0%
AHSDP	45%	21%	14%	12%	4%	2%	2%
ESL	59%	27%	8%	5%	0%	0%	0%
Short-Term Vocational	56%	12%	16%	6%	4%	2%	4%
Grand Total	**49%**	**20%**	**14%**	**10%**	**3%**	**2%**	**2%**

Table 35: Quality of Relationships - Instructors

	Friendly, Supportive 7	6	5	4	3	2	Unfriendly, unsupportive 1
ABE	56%	38%	6%	0%	0%	0%	0%
AHSDP	63%	16%	9%	6%	3%	2%	2%
ESL	74%	23%	3%	0%	0%	0%	0%
Short-Term Vocational	76%	11%	8%	4%	0%	0%	1%
Grand Total	**67%**	**16%**	**8%**	**5%**	**2%**	**1%**	**1%**

Table 36: Quality of Relationships - Office Staff

	Friendly, Supportive 7	6	5	4	3	2	Unfriendly, unsupportive 1
ABE	44%	13%	38%	0%	0%	6%	0%
AHSDP	43%	21%	13%	9%	5%	5%	3%
ESL	49%	31%	6%	6%	6%	0%	3%
Short-Term Vocational	47%	14%	21%	10%	3%	1%	4%
Grand Total	**45%**	**20%**	**15%**	**9%**	**5%**	**4%**	**3%**

The Associated Student Government (ASG) has increased its presence at the Community Learning Center over the last few years. The number of clubs and activities has grown, but limited numbers of students currently participate.

Table 37: "Are you involved in any campus clubs or activities this semester?"

	Yes	**No**
ABE	0%	100%
AHSDP	2%	98%
ESL	5%	95%
Short-Term Vocational	4%	96%
Grand Total	**3%**	**97%**

Table 38: "If yes, in what kinds of clubs do you participate?"

Program	Club/Activities
ABE	Chess Club
AHSDP	Classroom Integration•Six networked computers/Internet connections/Teacher's Computer •Computers integrated in writing process all day long •88 Classroom writing ideas in Creating the Early Literacy Classroom/Casey
AHSDP	Cooking class;Art class
AHSDP	Dance
AHSDP	Foods Donation
AHSDP	Outside dance classes.
AHSDP	Soccer team;Auto
AHSDP	Student Alliance
AHSDP	Summer classes
ESL	One can of food.
Short-Term Vocational	Car show;Acitivities in class
Short-Term Vocational	Computer
Short-Term Vocational	Soccer

Table 39: "Are there any additional clubs/activities that you would like to see at the Community Learning Center? "

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Club/Activity	Chess Club (1)	Sports Club (19)	Sports Club (4)	Book Club (1)
#2 Club/Activity	-	Music Club (7)	Dance Club (1)	Mechanics Club (1)
#3 Club/Activity	-	Christian Club (4)	Music Club (1)	Foreign Language Club (1)

Table 40: "Please rate your level of agreement with the following statements - MiraCosta College is a friendly place for students"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	59%	35%	0%	0%	0%	0%	6%	0%
AHSDP	46%	41%	9%	2%	0%	0%	1%	1%
ESL	69%	28%	0%	0%	0%	0%	0%	3%
Short-Term Vocational	48%	40%	7%	3%	0%	0%	2%	0%
Grand Total	**49%**	**39%**	**7%**	**2%**	**0%**	**0%**	**1%**	**1%**

Table 41: "Please rate your level of agreement with the following statements - I have opportunities to speak with instructors"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	41%	53%	0%	0%	0%	6%	0%	0%
AHSDP	48%	44%	6%	0%	0%	1%	0%	0%
ESL	59%	38%	0%	0%	0%	0%	0%	3%
Short-Term Vocational	58%	34%	2%	2%	0%	3%	0%	0%
Grand Total	**51%**	**41%**	**5%**	**1%**	**0%**	**2%**	**0%**	**1%**

Table 42: “Please rate your level of agreement with the following statements - MiraCosta College supports my goals"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	47%	35%	0%	0%	6%	0%	6%	6%
AHSDP	48%	40%	9%	0%	0%	0%	2%	0%
ESL	54%	44%	0%	0%	0%	0%	0%	3%
Short-Term Vocational	43%	42%	6%	1%	0%	0%	8%	0%
Grand Total	**48%**	**41%**	**7%**	**1%**	**0%**	**0%**	**3%**	**1%**

Table 43: "Please rate your level of agreement with the following statements - If I have a problem/crisis at MiraCosta College, I know where to go for help"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	24%	47%	6%	0%	6%	0%	18%	0%
AHSDP	33%	34%	17%	3%	2%	0%	9%	2%
ESL	33%	33%	8%	3%	8%	0%	13%	3%
Short-Term Vocational	30%	31%	14%	2%	3%	0%	17%	1%
Grand Total	**32%**	**34%**	**15%**	**3%**	**3%**	**0%**	**11%**	**2%**

Table 44: "Please rate your level of agreement with the following statements - I am satisfied with the way student government (ASG) represents students and student interests"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	29%	29%	0%	0%	6%	0%	35%	0%
AHSDP	25%	31%	11%	1%	1%	0%	27%	2%
ESL	31%	33%	8%	0%	0%	0%	23%	5%
Short-Term Vocational	17%	14%	9%	1%	0%	0%	57%	1%
Grand Total	**24%**	**27%**	**10%**	**1%**	**1%**	**0%**	**34%**	**2%**

Table 45: "Please rate your level of agreement with the following statements - Students have a meaningful role in governing, planning, budgeting and policy-making issues"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	12%	18%	0%	0%	6%	0%	59%	6%
AHSDP	20%	29%	12%	2%	1%	2%	31%	4%
ESL	23%	33%	10%	0%	0%	0%	28%	5%
Short-Term Vocational	15%	19%	8%	1%	1%	0%	55%	1%
Grand Total	**19%**	**26%**	**11%**	**2%**	**1%**	**1%**	**37%**	**4%**

Campus Access to Information

To ensure that students have easy access to the information they need about MiraCosta College, students were asked a series of questions about their use of campus publications and technology.

Table 46: "Please indicate your level of agreement regarding campus information - The paper version of the Community Education Bulletin is easy to follow and understand"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	29%	35%	0%	0%	0%	0%	35%	0%
AHSDP	25%	48%	11%	1%	1%	0%	13%	1%
ESL	23%	41%	23%	3%	0%	0%	3%	8%
Short-Term Vocational	33%	42%	9%	1%	1%	0%	14%	0%
Grand Total	**27%**	**45%**	**11%**	**1%**	**1%**	**0%**	**13%**	**1%**

Table 47: "Please indicate your level of agreement regarding campus information - The online version of the class schedule is easy to follow and understand"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	29%	24%	6%	0%	0%	0%	41%	0%
AHSDP	23%	36%	17%	3%	1%	0%	18%	1%
ESL	28%	44%	10%	0%	0%	0%	13%	5%
Short-Term Vocational	27%	35%	19%	3%	2%	0%	14%	0%
Grand Total	**25%**	**36%**	**16%**	**3%**	**1%**	**0%**	**18%**	**1%**

Table 48: "Please indicate your level of agreement regarding campus information - The college catalog clearly explains college policies and degree requirements"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	35%	18%	6%	0%	0%	0%	41%	0%
AHSDP	27%	38%	12%	2%	1%	0%	17%	2%
ESL	26%	44%	10%	0%	0%	0%	15%	5%
Short-Term Vocational	27%	38%	12%	3%	0%	1%	19%	0%
Grand Total	**27%**	**38%**	**11%**	**2%**	**1%**	**0%**	**19%**	**2%**

Table 49: "Please indicate your level of agreement regarding campus information - The college website allows me to find the resources and information I need easily"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	35%	18%	6%	0%	0%	0%	35%	6%
AHSDP	28%	36%	15%	3%	1%	0%	15%	1%
ESL	38%	36%	15%	0%	0%	0%	8%	3%
Short-Term Vocational	23%	43%	14%	2%	5%	1%	12%	0%
Grand Total	**28%**	**37%**	**14%**	**3%**	**2%**	**0%**	**14%**	**1%**

Table 50: "Please indicate your level of agreement regarding campus information - The computer hardware and software at MiraCosta College support my learning"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	29%	24%	6%	0%	0%	0%	41%	0%
AHSDP	38%	34%	12%	2%	0%	0%	13%	1%
ESL	49%	41%	5%	0%	0%	0%	3%	3%
Short-Term Vocational	44%	38%	8%	1%	0%	0%	8%	0%
Grand Total	**40%**	**35%**	**10%**	**1%**	**0%**	**0%**	**12%**	**1%**

Table 51: "Please indicate your level of agreement regarding campus information - The instructors use technology effectively"

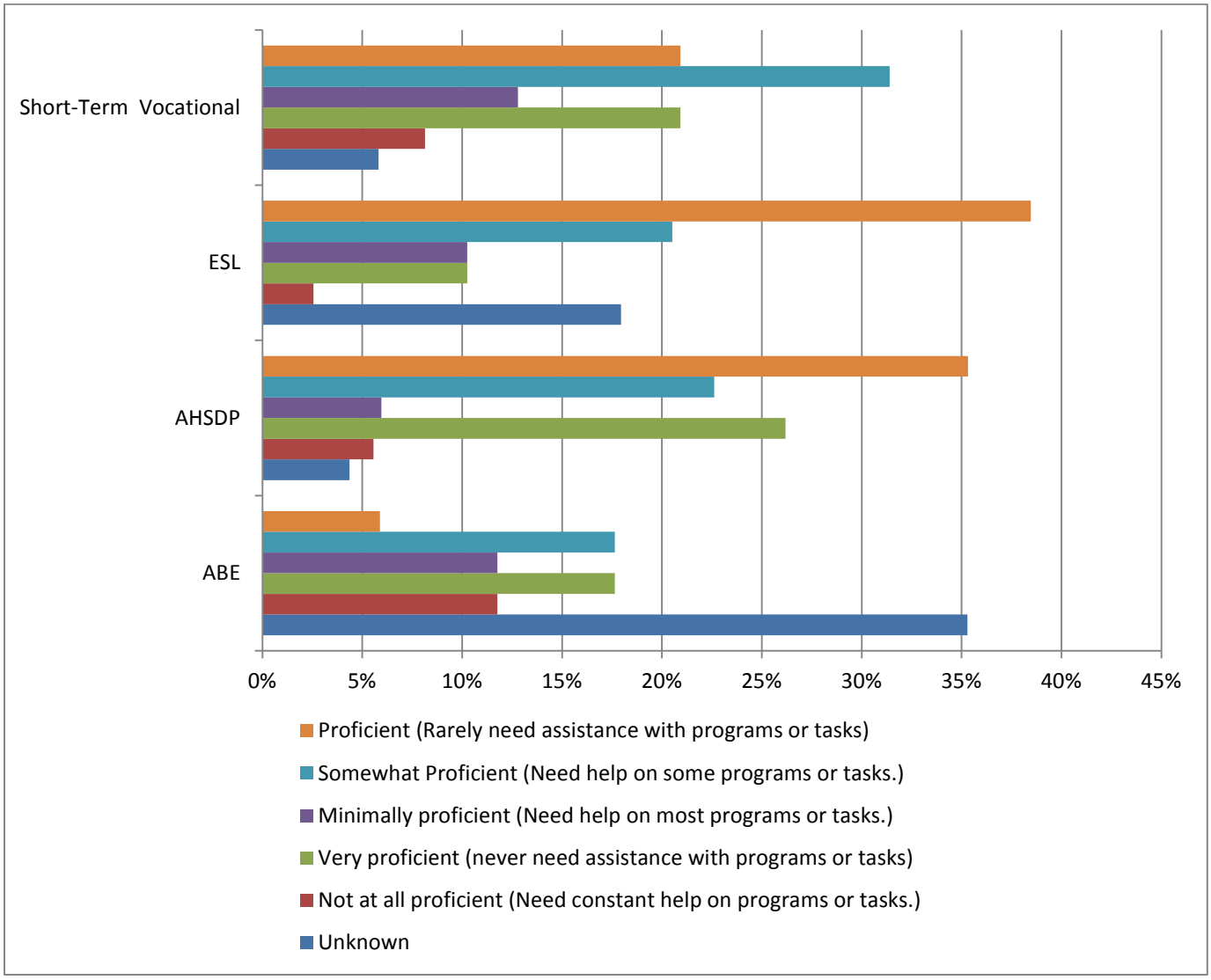
	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	35%	29%	0%	0%	0%	0%	35%	0%
AHSDP	38%	36%	10%	3%	1%	0%	10%	2%
ESL	49%	36%	8%	5%	0%	0%	0%	3%
Short-Term Vocational	56%	31%	6%	1%	2%	0%	3%	0%
Grand Total	**43%**	**35%**	**9%**	**3%**	**1%**	**0%**	**9%**	**1%**

Table 52: "Please indicate your level of agreement regarding campus information - When the use of technology is required for a course, it is available at appropriate times and locations (At the Community Learning Center or on the Web"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	18%	35%	12%	0%	0%	0%	35%	0%
AHSDP	38%	36%	8%	3%	1%	0%	12%	1%

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ESL	46%	36%	8%	3%	0%	0%	3%	5%
Short-Term Vocational	40%	41%	6%	1%	1%	0%	12%	0%
Grand Total	**39%**	**37%**	**8%**	**2%**	**1%**	**0%**	**12%**	1%

Figure 3: "Please rate your overall level of computer proficiency (software programs, class assignments, e-mail, internet research, etc.)"



Facilities

Providing a safe and clean environment in which to learn is another element of ensuring student success. Questions were asked about the cleanliness of the facilities, the quality of the lighting and the overall maintenance of the campus. Students appear to be very satisfied with the facilities provided at the Community Learning Center.

Table 53: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - The buildings are accessible to students"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	53%	41%	0%	0%	0%	0%	6%	0%
AHSDP	46%	46%	4%	1%	0%	0%	2%	2%
ESL	51%	38%	5%	0%	0%	0%	0%	5%
Short-Term Vocational	52%	35%	2%	1%	0%	0%	8%	1%
Grand Total	**48%**	**43%**	**3%**	**1%**	**0%**	**0%**	**3%**	**2%**

Table 54: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - I feel that MiraCosta College provides a safe and secure environment"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	59%	29%	0%	0%	0%	0%	12%	0%
AHSDP	52%	36%	6%	2%	1%	0%	2%	1%
ESL	54%	36%	5%	0%	0%	0%	0%	5%
Short-Term Vocational	53%	34%	7%	1%	0%	0%	3%	1%
Grand Total	**53%**	**35%**	**6%**	**1%**	**1%**	**0%**	**3%**	**2%**

Table 55: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - The classroom buildings are clean and well maintained"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	59%	29%	0%	0%	0%	0%	12%	0%
AHSDP	55%	35%	6%	1%	1%	0%	1%	2%
ESL	59%	36%	0%	0%	0%	0%	0%	5%
Short-Term Vocational	55%	33%	6%	1%	0%	0%	5%	1%
Grand Total	**55%**	**34%**	**5%**	**1%**	**1%**	**0%**	**2%**	**2%**

Table 56: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - Restroom and locker room facilities are clean and well maintained"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	53%	24%	6%	0%	0%	0%	18%	0%
AHSDP	40%	35%	12%	4%	2%	2%	3%	2%
ESL	46%	31%	15%	0%	3%	0%	0%	5%
Short-Term Vocational	42%	38%	8%	5%	0%	0%	6%	1%
Grand Total	**42%**	**35%**	**11%**	**4%**	**2%**	**1%**	**4%**	**2%**

Table 57: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - The grounds support a welcoming environment."

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	41%	29%	6%	0%	0%	0%	24%	0%
AHSDP	43%	44%	8%	0%	0%	0%	3%	2%
ESL	49%	36%	5%	0%	0%	0%	3%	8%
Short-Term Vocational	37%	48%	5%	2%	1%	0%	6%	1%
Grand Total	**42%**	**43%**	**7%**	**1%**	**0%**	**0%**	**4%**	**2%**

Table 58: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - Classroom facilities adequately support student learning programs and services"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	53%	29%	0%	0%	0%	0%	18%	0%
AHSDP	47%	42%	7%	0%	0%	0%	2%	2%
ESL	49%	41%	5%	0%	0%	0%	0%	5%
Short-Term Vocational	44%	42%	5%	2%	0%	0%	6%	1%
Grand Total	**47%**	**42%**	**6%**	**1%**	**0%**	**0%**	**3%**	**2%**

Table 59: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - Campus walkways are well lit"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	47%	35%	0%	0%	0%	0%	18%	0%
AHSDP	48%	36%	6%	0%	0%	0%	8%	2%
ESL	44%	36%	5%	0%	0%	0%	10%	5%
Short-Term Vocational	41%	34%	5%	0%	0%	0%	20%	1%
Grand Total	**46%**	**36%**	**5%**	**0%**	**0%**	**0%**	**11%**	**2%**

Table 60: "Parking facilities are well lit"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	24%	59%	6%	0%	0%	0%	12%	0%
AHSDP	38%	36%	9%	2%	1%	2%	10%	2%
ESL	38%	31%	3%	0%	3%	0%	21%	5%
Short-Term Vocational	36%	33%	6%	1%	0%	0%	23%	1%
Grand Total	**37%**	**36%**	**8%**	**2%**	**1%**	**1%**	**14%**	**2%**

Table 61: "Please indicate your agreement with the following statements about the facilities for THIS COURSE - Parking facilities are adequately maintained"

	Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree	Don't Know	Unknown
ABE	35%	53%	0%	0%	0%	0%	12%	0%
AHSDP	41%	41%	9%	1%	1%	1%	5%	2%
ESL	41%	28%	8%	8%	0%	0%	10%	5%
Short-Term Vocational	40%	40%	5%	2%	0%	1%	12%	1%
Grand Total	**40%**	**40%**	**7%**	**2%**	**1%**	**1%**	**7%**	**2%**

General Assessment

The final portion of the survey consisted of two open-ended questions that allowed students to address topics that the survey may not have captured. Students were asked to indicate three things that MiraCosta College did well, and three things that MiraCosta College needed to improve. Faculty and the support offered to students were the things that students most frequently cited as a strength. The areas of improvement were less focused, though the conditions of the facilities (the evening air conditioning in particular) was cited across multiple programs. The Adult High School program cited the Counseling area most frequently as an area of improvement.

	ABE	AHSDP	ESL	Short-Term Vocational
#1 MCC Does Well	Support (3)	Faculty (103)	Faculty (17)	Faculty (25)
#2 MCC Does Well	Campus Police – Safety (2)	Support (75)	Support (11)	Academic Programs (13)
#3 MCC Does Well	Everything (2)	Counseling (75)	Cost (8)	Cost (10)

Table 62: "What are three things that MiraCosta College needs to improve?"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 MCC Needs to Improve	Offer Child Care (1)	Counseling (23)	Technology (4)	Course Offerings (14)
#2 MCC Needs to Improve	Campus Police – Parking (1)	Facilities – Conditions (22)	Facilities – Conditions (4)	Facilities – Conditions (6)
#3 Needs to Improve	Cost – Parking (1)	Course Scheduling (19)	Course Offerings (3)	Campus Police – Parking (3)

Demographics

Students were also asked about a selected number of demographic characteristics.

Figure 4:"What is your gender?"

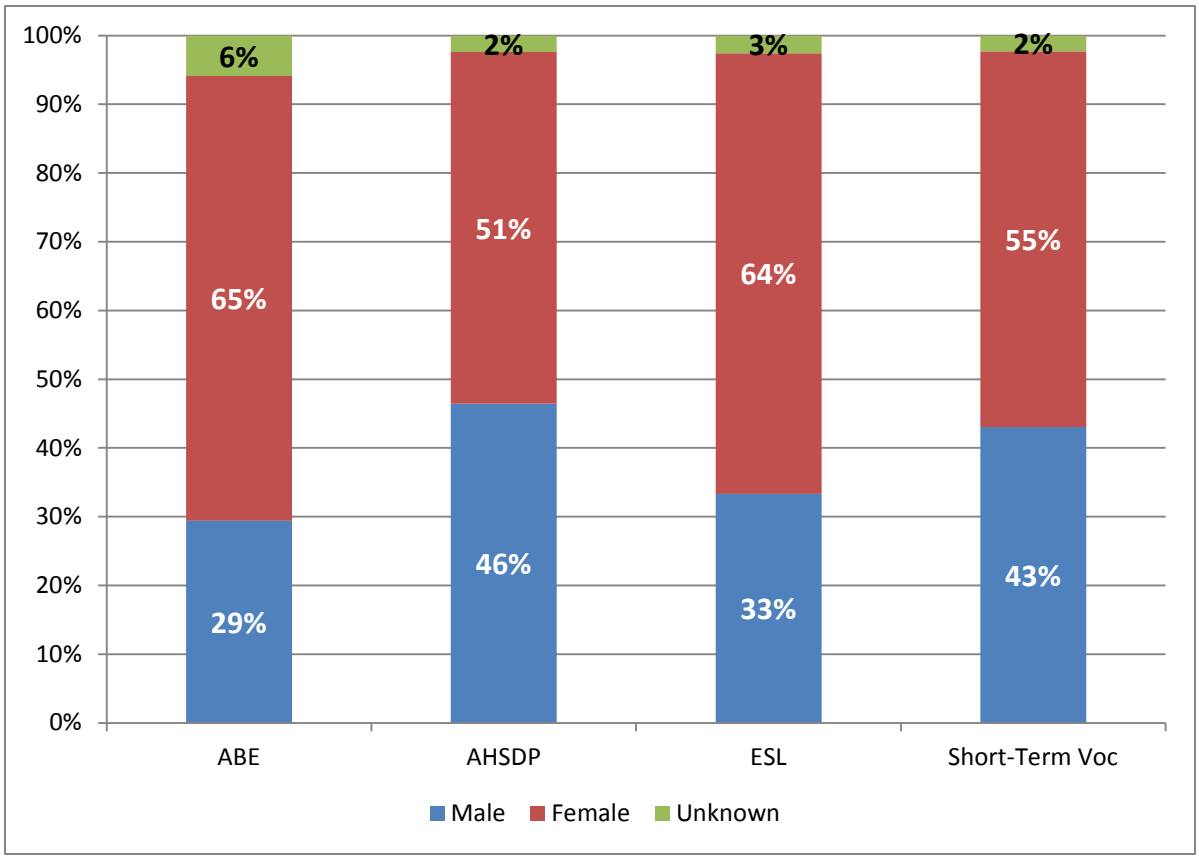


Table 63: "What is your racial identification?"

	American Indian/ Alaska Native	Asian/ Pacific Islander	Black/ African-American	Hispanic	White	Other/ Decline to state
ABE	0%	0%	0%	76%	12%	12%
AHSDP	2%	11%	7%	62%	19%	6%
ESL	0%	13%	3%	59%	21%	3%
Short-Term Vocational	3%	14%	2%	41%	36%	6%
Grand Total	**2%**	**11%**	**5%**	**57%**	**23%**	**6%**

Table 64: "Is English your native language?"

	Yes	No	Unknown
ABE	18%	76%	6%
AHSDP	43%	56%	2%
ESL	0%	100%	3%
Short-Term Vocational	56%	42%	2%
Grand Total	**40%**	**58%**	**2%**

Table 65: "If not, what is your native language?"

	ABE	AHSDP	ESL	Short-Term Vocational
#1 Language	Spanish (9)	Spanish (90)	Spanish (20)	Spanish (21)
#2 Language	-	Tagalog (4)	Tagalog (3)	Chinese (2)
#3 Language	-	Japanese (2)	Farsi (2)	Arabic (2)

Table 66: "What is your age category?"

	18 and Under	18 to 20	21 to 24	25 to 29	30 to 34	35 to 39	40 to 44	45 to 54	55 to 64	65 and over	Unknown
ABE	0%	6%	6%	18%	12%	24%	12%	12%	0%	0%	12%
AHSDP	4%	24%	22%	14%	12%	6%	8%	5%	0%	1%	4%
ESL	0%	18%	10%	18%	13%	8%	10%	13%	3%	3%	5%
Short-Term Vocational	0%	3%	8%	8%	13%	3%	12%	20%	19%	12%	2%
Grand Total	**2%**	**18%**	**17%**	**13%**	**12%**	**6%**	**9%**	**9%**	**4%**	**4%**	**4%**

Table 67: "What is your primary mode of transportation to school?"

	Personal Car	Public Transportation	Carpool/Ride with friend	Walk/bicycle/ skateboard	Other	Unknown
ABE	59%	12%	12%	12%	6%	0%
AHSDP	65%	14%	6%	6%	7%	2%
ESL	62%	23%	3%	8%	0%	5%
Short-Term Vocational	81%	7%	2%	5%	5%	0%
Grand Total	**68%**	**13%**	**5%**	**6%**	**6%**	**2%**

Table 68: "How many hours per week are you employed?"

	Not Currently Working	1 to 10 Hours	11to 20 Hours	21 to 30 Hours	31 to 40 Hours	More than 40 Hours per week	Unknown
ABE	29%	6%	6%	18%	18%	18%	6%
AHSDP	48%	4%	4%	10%	19%	11%	4%
ESL	56%	3%	8%	3%	15%	10%	5%
Short-Term Vocational	45%	3%	6%	10%	23%	10%	1%
Grand Total	**47%**	**4%**	**5%**	**10%**	**20%**	**11%**	**3%**

Table 69: "Do you have children who require care in order for you to attend school?"

	Yes	No	Unknown
ABE	24%	76%	0%
AHSDP	31%	67%	3%
ESL	26%	69%	5%
Short-Term Vocational	17%	83%	0%
Grand Total	**27%**	**71%**	**2%**

Table 70: "If yes, what time(s) of the day do they need care?"

	n	Morning (Before noon)	Afternoon (Noon - 4:30pm)	Evening (After 4:30pm)
ABE	4	0%	0%	100%
AHSDP	77	47%	31%	49%
ESL	10	40%	60%	60%
Short-Term Vocational	15	60%	13%	47%
Grand Total	**106**	**46%**	**30%**	**52%**

Appendix A - Challenges Cited by Students

Challenges Cited by Students

ABE	**15**
English Language Skills	**8**
Write more	1
Speak little more than when I started.	1
Speak English very well.	1
I feel more sure when I speak.	1
Spelling	1
Improve English	1
Better Reader	1
Read and write in English	1
Goal Achievement	**3**
Become a private detective	1
Get my high school diploma.	1
Finish my high school diploma.	1
Mathematics	**1**
Improve Math	1
Physical Challenges	**1**
Learning disability	1
Retention of Material	**1**
Retaining information	1
Time Management	**1**
School hours	1
AHSDP	**408**
Age	**1**
I'm 51.	1
Application of Skills	**1**
Used what I learn on my real life.	1
Be a better student	**4**
Smart	2
To become a smarter student	1
Be an example for my children.	1
Books - Misc.	**2**
Books are too heavy to carry.	1
Books	1
Classroom Anxiety	**2**
Overcoming the fear of a big classroom.	1
Enjoying class	1
Communicating with Other Students	**1**
To share experiences with students	1
Comprehension of Concepts/Lessons	**11**
Understand the units	1

Challenges Cited by Students	
Asking questions if I do not understand the material.	1
Understanding some terms	1
Fast-paced classes	1
Understand certain matters.	1
Not understand	1
Understanding math, equations, algebra.	1
Not understanding sometimes terms go too fast.	1
Understanding some words	1
There's many questions in homework that is difficult to understand.	1
To try to understand my teachers.	1
Cost of Courses/Fees/Books	**7**
Money for books	3
Are having to rent the book, don't have a lot of money.	1
Paying for books	1
Buying Books	1
Finding the money to pay for the books.	1
Counseling	**3**
COUNSELOR! XXXXXXXX XXXXXXXX! She wouldn't let me take the cllasses that I NEEDED!	1
XXXXXXXX XXXXXXXX is my challenge!	1
Counselors need to be more prepared when student comes for help. Just tell them what options they have. Don't give LIMITED information.	1
Course Availability	**1**
Not enough classes hours to choose from.	1
Course Scheduling	**5**
How many classes I can take at a time.	1
Class hours	1
The schedules because there are less classes	1
Class schedule not always available.	1
Class schedules. I need night time.	1
English Language Skills	**52**
Writing	4
The language	3
Learning English	2
English	2
To improve my English skills	2
Language	2
To be more confident when I have to speak English	1
Reading - meaning of words (some) are hard for me to understand.	1
Make my Vocationalabulary bigger	1
English as a Second Language	1
Spelling	1

Challenges Cited by Students	
Grammar	1
Learned English	1
Happy to learn English	1
Pronunciations	1
Hard time with writings.	1
Reading in English	1
Having English as a second language.	1
Better grammar	1
I have poor English skills	1
Learn everything on English	1
Improve Basic English	1
Defining English words to understand sentences.	1
Improve more English	1
New Vocationalabulary	1
Improve my English skills	1
Punctuation	1
Improve my reading level skill	1
Reading English books	1
Improves English for everything.	1
Speaking English	1
Better writing	1
The English as Second Language	1
To learn things as a second language.	1
The new language.	1
Communication	1
English 2	1
Be a better writer	1
To speak fluently English	1
Lanugage	1
Writing properly	1
Learn a second language	1
Learn English	1
Facilities	**1**
Bathrooms need's improvement in Science building!	1
Faculty-Negative	**1**
Not good teachers	1
Family Issues	**23**
Kids	3
Family	3
Baby sitter	1
Be a single parent.	1

Challenges Cited by Students	
Help my children with school.	1
Child Care	1
Teen Parent	1
Childcare for my kids. Hard to find a babysitter.	1
Have kid	1
Defeating my friends and families disagreement with attendance.	1
I have kids.	1
Lack of childcare in the evening.	1
Being a single mother	1
My family	1
Personal life	1
Family problems	1
To leave my daughter at home and come to school.	1
Family responsibilities.	1
Family time	1
Financial	**12**
Money	4
Gas to get here	1
Don't have money	1
Finances	1
Job	1
Financial aid	1
Paying bills	1
Finding a job that can be flexible.	1
Gas prices	1
Focus/Motivation	**14**
Staying focused	3
Focus	3
Getting back into the groove of reading and interacting.	1
Paying attention	1
Pay attention	1
Getting gas money.	1
Focusing	1
Staying focused in class.	1
My personal interest.	1
Motivation	1
Goal Achievement	**28**
High School Diploma	2
Keeping my grades up.	1
To go to school every single day	1
Passing classes	1

Challenges Cited by Students	
Finished ESL class	1
I'm trying to get my credits for my high school diploma as soon as possible so I can move on but it's taking a little bit longer than I expected.	1
Finishing	1
Not completing or finishing what I've starte at MiraCosta.	1
Get a diploma	1
To come to school.	1
Get better education	1
Educated	1
Earn 6 EU	1
Get high school diploma	1
In future - other goals.	1
Get my High School Diploma	1
Learn many thing	1
Get my high school diploma.	1
Pass the course	1
Get only (A).	1
Passing with good grades	1
Getting my diploma	1
To get my high school diploma.	1
Go to college	1
To reach my goal	1
Go to college.	1
Have high school diploma	1
Homesickness	**1**
To stay here far away from my relatives.	1
Homework Load	**12**
Long assignments	1
Too much homework.	1
Making time for homework or studies	1
Do the homeowrk in the night.	1
Homework:Test	1
Doing my homework.	1
Lots of homework.	1
Doing the homework.	1
Too much homework	1
Dong homework	1
Do my homework	1
Getting all the homework done.	1
Housing	**2**
Living indoors.	1
Keeping a place to live in at the same time.	1

Challenges Cited by Students	
Learning	**1**
Be able to learn something.	1
Life	**4**
Life itself.	1
Life	1
Every single one in the book.	1
Everyday life	1
Mathematics	**17**
Math	11
Learning Math	2
Math Classes	1
I have poor Math skills	1
Algebra	1
Learn more Math	1
Misc.	**9**
Taking high school classes	1
Not in USA	1
Courts	1
Get a correct	1
Succesful	1
Good read	1
The school home.	1
Good teachers	1
Listen to Music	1
Note-Taking	**2**
Taking Notes	1
Notes	1
Opportunities for Practice	**1**
Practice	1
Parking	**1**
Parking	1
Personal/Professional Improvement	**11**
Learning	2
I try to do my best on anything I do.	1
To be a better person	1
Get a work.	1
LEarn as much as I can.	1
Get another job.	1
Learning new things.	1
Getter better job	1
Have a technical career	1

Challenges Cited by Students	
I believe more in myself.	1
Physical Challenges	**3**
Health	1
Learning disability	1
Illnes	1
Public Speaking	**2**
Speaking on Public	1
Presentation in front of people	1
Refresh/Improve Skills (Non-English)	**6**
Remembering certain strategies	1
Remembering Math	1
Remembering homework.	1
Relearning old skills	1
Been out of school for a long time.	1
Remembering assignments	1
Skills	**4**
Skillful	1
Skilled	1
My skills	1
Penmenship	1
Skills - Computer	**11**
Homework	10
Homework that I have to do with computer.	1
Skills - Learning	**2**
Intelligent	2
Skills - Listening	**1**
Listening	1
Skills - Memory	**2**
Memorizing things	1
Memorizing	1
Sleep	**3**
Staying awake	2
Sleep	1
Social Interaction	**3**
Being a foreign student	1
Fellow students	1
Culture difference	1
Specific Course Challenges	**4**
Science	2
History	2
Start Over	**1**

Challenges Cited by Students	
To restart my life.	1
Study Skills	**4**
Study	3
Good study routine.	1
Studying	**3**
Studying	2
Studying properly for a test.	1
Tests	**5**
Tests	4
Test taking	1
Tests (Competence)	**3**
Pass all the competencies	1
The competence test. If there was more than one way to retake them so we don't have to repeat the course.	1
The compatances	1
Time Management	**92**
Time	11
Work	10
Study time	2
Attendance	2
Being on time	2
Waking up early.	2
Sometimes missing out when miss class.	1
Time schedule	1
The early classes.	1
Be on time to school (work over time).	1
Working and going to school.	1
Being a high school student and a college student	1
Study high	1
Attend to school every day	1
Time between work and school.	1
Doing homework correctly.	1
Timing	1
Finding time	1
Promptness	1
Finding time to do my homework	1
Spent the time well	1
Finding time to study.	1
Studying and working same time	1
Finishing work in a short amount of time.	1
The time to do homework	1
Get two class on time.	1

Challenges Cited by Students	
Time for homework	1
Getting things done on time.	1
Time to can get a job at same time.	1
Getting to school.	1
Be on time at my classes	1
Getting up early	1
Appointments	1
Goes to work also - clashes.	1
Schedule	1
Have to work and study	1
Spending time with my family, trying to fit them in my day.	1
Having time to finish school worlk.	1
Staying awake because of work schedule.	1
Hours	1
Balancing being a parent, school work, and bills.	1
I also have to work.	1
Taking more than three classes at a time.	1
I don't have much time to eat something.	1
The time to come	1
I have a full time job.	1
Balancing school and work.	1
Lack of time for homework.	1
Time for class	1
Making it to class on time.	1
Time management	1
Making my schedule according to my ride's time.	1
Time scheduling.	1
Turning in homework on time.	1
Time to do the homework.	1
Waking up everyday.	1
To work and study at the same time to support myself, my studies.	1
Attend school because I need to work.	1
Work at night.	1
Making time to finish school	1
What courses I'm able to take while managing my life.	1
Managing my work and school schedule. Coming to MiraCosta College has been a great experience so far. It lets me work with my work schedule and teachers are very understandable.	1
Work all day and coming to school.	1
Managing Parenting and school.	1
Working	1
Not enough time	1

Challenges Cited by Students	
Working and School	1
On Time	1
Playing a sport then coming to class	1
Transferring Academic Records	**2**
Transferring my credits for HS from another state	1
I transfered so my credits don't transfer.	1
Transportation	**27**
Transportation	9
Transportation.	2
No car	1
Coming	1
The class that I want is in the other campus.	1
Coming to learn in classes	1
Travelling to get here.	1
Distance that I have to drive. Work in SD, live in SM, school in Oceanside.	1
Ride	1
Drive to school	1
The transportation to come to school.	1
Finding a ride to school	1
Transportation to be on time.	1
Finding a ride.	1
Transportations	1
Getting to class (no car)	1
Car gas	1
Going to school	1
ESL	**66**
Be a better student	**1**
Be a good student	1
Comprehension of Concepts/Lessons	**1**
Make sure that I understand the classes.	1
English Language Skills	**29**
Reading	2
My writing skills.	1
Writing	1
Speaking	1
English reading	1
Launguage	1
English Speaking	1
Reading Skills	1
I can right and read English.	1
The language	1

Challenges Cited by Students	
I feel more satisfaction with my English when I talk.	1
Writing Skills	1
I got better communications with each others.	1
My speaking skills.	1
I know many people with the same problem in English.	1
English literacy	1
Read	1
I want to speak more English.	1
Speak	1
Improve English	1
Speaking Skills	1
Improve my English reading.	1
Write	1
Improve my English speaking.	1
Writing paragraphs	1
Improve my English written.	1
Create idea for my paragraphs.	1
Language	1
Family Issues	**3**
Child Care	2
Family	1
Financial	**7**
Money	6
Money	1
Goal Achievement	**4**
To come to class regularly.	1
I want to get a High School Diploma.	1
Education	1
I want to get a bachelor's degree in elementary education.	1
Personal/Professional Improvement	**2**
Study a career	1
I understand education is very important for rich the goals.	1
Public Speaking	**1**
Presenting in front of the class.	1
Skills - Listening	**1**
Listening	1
Sleep	**1**
Don't miss the class even if I'm tired.	1
Study Skills	**1**
Study	1
Time Management	**13**

Challenges Cited by Students	
Time	9
My availability to come.	1
Work harder	1
Say "no" to my friends when they invite me to do some programs and I have class.	1
Schedule	1
Transportation	**2**
Transportation	2
Short-Term Vocational	**128**
Age	**2**
Old Age	1
Age	1
Application of Skills	**1**
Applying learned knowledge real world situations.	1
Be a better student	**2**
To learn more	1
To better myself	1
Comprehension of Concepts/Lessons	**1**
Understand the people	1
Cost of Courses/Fees/Books	**2**
Prices on Classes	1
Price of books	1
Course Activities	**1**
Speed of class	1
Course Availability	**1**
Difficulty getting classes - classes fill up quickly.	1
Course Availabiltiy	**1**
College doesn't offer enough course.	1
Course Scheduling	**4**
Saturday class	1
Need the next section of program.	1
Classes around the same time frames.	1
Enrolling in an evening class that doesn't get cancelled becuase of low enrollments.	1
English Language Skills	**12**
Learn English	2
Speak English	1
Learning Vocationalabulary	1
English	1
Comprehension	1
I will like to participation in class ESL.	1
Reading	1
I'm feeling comfortable to say with I needin English.	1

Challenges Cited by Students	
To improve my English	1
I'm learning English	1
Improve my English	1
Family Issues	**5**
Childcare	2
Family responsibilities	1
To help my family	1
Children	1
Financial	**14**
Money	4
Financial	2
Income	1
Memory	1
Job	1
Better jobs	1
Finances	1
No Job	1
A better job	1
Funds for class, books, parking.	1
Focus/Motivation	**10**
Paying attention	1
Motivation	1
Staying focus once in class - AC is always coming on and it's too cold.	1
Energy to do everything I need to do.	1
Passion	1
Focus	1
Stay focused	1
Keep beeing a student as a priority.	1
Discipline	1
Less energy after regular work.	1
Goal Achievement	**7**
Continue to learn which help me to be a better citizen.	1
To get a certificate	1
Reach my biggest goals.	1
Continue to learn which me a strange person.	1
To get a certificate.	1
I want to reach goals	1
Learning how to read.	1
Health Issues	**1**
Poor Health	1
Homework Load	**2**

Challenges Cited by Students	
Managing Assignment Load	1
Doing the homework	1
Mathematics	**1**
Math	1
Misc.	**2**
Improve	1
I think is that I have chance to show more of me.	1
Opportunities for Practice	**2**
Practice what I learn.	1
Practice my English	1
Parking	**1**
Parking - the meter never works!	1
Personal/Professional Improvement	**4**
To be a professional person.	1
I want to study more	1
Continue to learn which help me to function my life better.	1
I want to have my own business.	1
Physical Challenges	**2**
Using a computer without pain in shoulder and hands.	1
Disabled	1
Refresh/Improve Skills (Non-English)	**4**
To refresh skills	1
To improve my computer skills	1
Remembering everything my age.	1
To brush up on old things.	1
Retention of Material	**1**
Trying to retain at least 50% of all information that is given to us by out teacher.	1
Skills	**2**
Slow learner in computer	1
Poor Memory	1
Skills - Computer	**10**
Homework	2
Computer skills	1
Lacking of Computer Skills	1
Improve my computer skills	1
Computers	1
Learn all computer skills.	1
Learn Computer	1
Computer	1
I'm learning Computer.	1
Study Skills	**1**

Challenges Cited by Students	
Study Help	1
Studying	**1**
Studying	1
Tests	**1**
Taking Tests	1
Time Management	**24**
Time	6
Time management	3
Getting to class	2
Be here on time	1
Avoid missing classes due to work.	1
Time to study off-campus	1
Making it to class on time since it starts at 8 am.	1
Be on time to class.	1
Taking early morning classes	1
Conflict with Work	1
Time commitments	1
Finding time	1
Time Management - Balance	1
Finding time to study while working full time.	1
Available classes	1
Getting off work to attend class on-time.	1
Traffic	**1**
Traffic	1
Transportation	**5**
No car	2
Locations of classes	1
Transportation	1
Transporation and Other Costs	1

Appendix B - Courses Desired in the NC Program

Courses Desired

ABE	**4**
Art	**2**
Arts	1
Paint	1
Massage Therapy	**1**
Massage Therapist	1
Foreign Language - Misc	**1**
Different types of languages - not only Spanish, Italian, Chinese, and French.	1
AHSDP	**176**
ESL	**19**
Conversation	1
Conversation classes	2
Conversational English	1
English ESL	1
English Grammar	1
Grammar 3	1
I really like if you can offer 802, 803, 820, all the 8s because it will be a lot of help for the nonspeak English. I hope you can offer for the next term.	1
I would love can take again the level 7 of ESL but the rule is that I can not. People like me help us more ESL English to get ready for college.	1
Learning English	1
Listening	1
More classes about conversation. I need to improve and practice my English. Improve pronunciation.	1
Practicing English language	1
Pronunciation	3
Pronunciation class	1
Pronunciation course	1
We practice there more pronunciation and conversation skills and grammar.	1
Automotive Technology	**13**
Auto	3
Automechanic course	1
Automotive	1
Automotive classes	1
Automotive electirc	1
Automotive Mechanics	1
Automotive technology	1
Basic auto mechanics	1
Mechanic Classes	1
Mechanics	1
Small Engine Repair	1
Art	**11**

Courses Desired	
Any art,	1
Art	7
Art Classes	1
Arts	1
Painter	1
Computer Skills	**8**
Basic computer	1
CIS	1
Computer Class	1
Computer Classes	1
Computer Competency	1
Computer Evenings classes	1
Computer science	1
How to fix computer and assemble computer.	1
PE/Fitness	**7**
Fitness	1
PE	2
Physical Education	1
Physical Fitness	1
We need a gym class.	1
Weight lifting	1
Misc.	**6**
College Classes	1
Credit classes	1
Different lounge.	1
Elective class	1
Electives	1
More elective classes.	1
Business	**6**
Business	3
Business class	1
Business classes	1
Business group	1
Music	**6**
Music technology	1
Musc	1
Music	1
Music class	1
Music Classes!!	1
Piano playing classes	1
Nursing	**6**

Courses Desired	
Liscensed Vocational Nurse (LVN) and Certified Nurse Assistance (CNA)	1
Nurse program	1
Nursing	3
Nursing Courses	1
Culinary Arts	**5**
About cooking (bakery)	1
Bakery	1
Chef cooking class	1
Cooking	1
For electives, a more active class like cooking.	1
Administration of Justice	**5**
Criminal Justice	5
English	**5**
English	1
English 3	1
English 802	1
Reading and writing only.	1
Writing class	1
Mathematics	**4**
Basic Algebra	1
College Math	1
Math	1
More Math calsses	1
Child Development	**4**
child development	4
Science	**4**
More Science	1
More science classes.	1
Science	2
Accounting	**3**
Accounting	2
Accounting Class	1
Speech	**3**
Speaking	1
Speech	2
CPR/First Aid	**3**
CPR	1
CPR/Aid class	1
CPR/First Aide	1
Dance	**3**
Dance	2

Courses Desired	
Dance Classes	1
Foreign Language - Spanish	**3**
Spanish	1
Spanish class	1
Spanish classes	1
History	**3**
History	1
US History 2	1
World History	1
Wood Shop	**2**
Furniture	1
Wood shop	1
Study Skills	**2**
Learning how to study.	1
Something that can help you get prepared for the big campus.	1
Drama	**2**
Drama	2
Home Economics	**2**
Home Economics	1
Sewing	1
Computer Skills - Photoshop	**2**
Photoshop	1
Photoshop & Adobe	1
Humanities	**2**
Humanities	2
Photography	**2**
Photography	2
Astronomy	**2**
Astronomy	2
BOT	**2**
Some office skills training. Please.	1
Typing classes	1
Foreign Language - Chinese	**2**
Chinese	1
Chinese as third language.	1
Foreign Language - French	**2**
French	2
Dental Assisting	**1**
Dental Asistant	1
Botany	**1**
Botany	1

Courses Desired	
Foreign Language - Misc	**1**
Interpret Foreign Language	1
Graphic Design	**1**
Graphic Design	1
Computer Skills - Programming	**1**
Programming computers	1
Computer Skills - Word or Excel	**1**
Microsoft Word and excel. How to use a spreadsheet.	1
Psychology	**1**
Psychology	1
Cosmetology	**1**
Artifical Nail Classes	1
Drafting	**1**
Computer drafting and designing.	1
Horticulture	**1**
Horticulture	1
Motorcycle Course	**1**
Motorcylce courses that are offered at Palomar College.	1
Human Behavior	**1**
Human Behavior	1
Video Editing	**1**
Video editing.	1
Accellorated HSDP Program	**1**
A class to test out and be done faster.	1
Abuse Program?	**1**
Abuse program	1
Interior Design	**1**
Interior Class	1
ROP	**1**
ROP	1
Karate	**1**
Karate Classes	1
Sign Language	**1**
Sign language	1
Fashion	**1**
Fashion	1
Glass Blowing	**1**
Glass blowing.	1
Medical Assisting	**1**
Medical Assistant	1
Vocational Classes	**1**

Courses Desired	
Vocational classes	1
Foreign Language - German	**1**
Basic German	1
X-Ray Technology	**1**
X-Ray Technician	1
Foreign Language - Japanese	**1**
Japanese	1
Foreign Language - Latin	**1**
Latin	1
ESL	**34**
ESL	**5**
ESL 803	1
ESL 815	1
ESL 802	1
ESL 810, ESL 802	1
ESL Pronunciation	1
Art	**3**
Art	2
Paint	1
Nursing	**3**
Certified Nursing Assistant	1
CNA	1
Nursing classes	1
Graphic Design	**2**
Basic Graphic Design	1
Design	1
Foreign Language - Spanish	**2**
GDE:Spanish	1
GED Spanish	1
Culinary Arts	**2**
Cooking Class	1
Culinary Art	1
Computer Skills	**1**
Computer	1
Business	**1**
Business	1
Medical Assisting	**1**
Medical Assistant	1
GED	**1**
High School Diploma or GED	1
Comptuer Skills - Misc.	**1**

Courses Desired	
Technical Lanuage for any carrier	1
Citizenship	**1**
Citizenship	1
Interior Design	**1**
Interior Class	1
Human Physiology	**1**
Human Physiology	1
Drafting	**1**
Technological drafting	1
Literature	**1**
Storytelling	1
Medicine	**1**
Medicine	1
Child Development	**1**
Kindergarten teacher	1
Automotive Technology	**1**
Mechanic	1
Psychology	**1**
Pyschology	1
Wood Shop	**1**
Furniture Carving	1
Foreign Language - French	**1**
French	1
Foreign Language - Italian	**1**
Italian	1
Short-Term Vocational	**56**
Computer Skills	**13**
Basic Computer Part 2	1
Cisco CCNP Troubleshooting	1
Cisco Network Security	1
CompTia A+ or Cisco	1
Computer	1
Computer graphics design	1
Computers	1
Continue CCNA Certification (CISCO)	1
More advanced classes for computer	1
More advanced computer classes.	1
More classes about computers.	1
Network Technology	1
Open entry Cisco	1
Business	**3**

Courses Desired	
Business	1
Business Communication	1
Business Math	1
Photography	**3**
Photography	3
Computer Skills - Programming	**3**
Programming	1
Security, Linux, A+, MS Server 2008 RC2, Win 7	1
Security+	1
Art	**2**
Art	2
Electical Engineering	**2**
Electricity	2
Automotive Technology	**2**
Autobody	1
Automotive	1
Computer Skills - Quickbooks	**2**
Quickbooks	1
Quicken	1
ESL	**2**
Grammar	1
Speaking and listening class (advanced)	1
Misc.	**1**
General Studies	1
BOT	**1**
Office classes	1
Phlebotomy	**1**
Phlebotomist	1
Computer Skills - MS Server	**1**
Microsoft Server 2007	1
Literature	**1**
English Literature	1
Computer Skills - Word or Excel	**1**
Intermediate Excel	1
Nursing	**1**
CCNA	1
Computer Skills - Outlook	**1**
Outlook Email	1
ROP	**1**
Some of the ROP learning courses help me to get a job.	1
English	**1**

Courses Desired	
More creative writing classes	1
Jewelry making	**1**
Jewelry making	1
Environmental Science	**1**
Environmental Science Classes	1
Mathematics	**1**
Math	1
Speech	**1**
Public Speaking/Presenting	1
Music	**1**
Music	1
Computer Skills - Photoshop	**1**
Photoshop	1
Nutrition	**1**
Nutrition	1
Floral Design	**1**
Floral Design	1
Computer Skills - Powerpoint	**1**
Intermediate Power Point	1
Foreign Language - Arabic	**1**
Arabic language	1
Screen Printing	**1**
Screen Printing	1
Foreign Language - Spanish	**1**
Spanish as a Second Language (Conversational)	1
Graphic Design	**1**
Design	1
First Aid	**1**
First Responder	1

Appendix C - Credit Courses Requested

Credit Courses Desired

ABE	**13**
Administration of Justice	**1**
Criminal Justice	1
Computers - Misc.	**2**
Digital Computers	1
Technical computer	1
Cosmetology	**1**
Barbershop	1
English	**1**
English	1
ESL	**1**
Grammar	1
Foreign Languages	**1**
Foreign languages	1
Massage Therapy	**1**
Massage Therapist	1
Mathemathics	**2**
Math	2
Medical Assisting	**1**
Medical Assistant	1
Nursing	**1**
Nursing	1
X-Ray Tech	**1**
X-Ray Tech	1
AHSDP	**264**
3D Animation	**1**
3D animation	1
Accounting	**7**
Accounting	5
Accounting 101	1
Accounting 201	1
Administration of Justice	**12**
Administration of Justice	1
Administrative Justice	1
Criminal Justice	9
Criminal Justice. Classes that would help me get a Bachelor's degree for that.	1
Anatomy	**1**
Anatomy	1
Any/All	**14**
Basics	1
All of them.	1

Credit Courses Desired	
Any	1
Any and all	1
Any and all!	1
Any available	1
Any basic courses	1
Any courses	1
Any credit courses that would help me to get to my degree in medicine.	1
Any that I had interests in.	1
Anything that can help me make any progress in order to get a college degree.	1
Anything that might offered.	1
The courses that we need to complete my education.	1
To further my education.	1
Art	**7**
Art	7
Automotive Technology	**16**
Auto	5
Autobody	1
Auto-Mechanic	1
Automechanic Technician	1
Automechanics	1
Automotive	1
Automotive technology	1
Body shop	1
Mechanic	2
Mechanic Classes	1
Mechanics	1
Biology	**3**
Biology	3
BOT	**1**
Typing	1
BOT	**2**
Office skills	1
Office Systems	1
Botany	**1**
Botany	1
Business	**24**
Business	1
Business	14
Business Administration	2
Business Certificate	1
Business courses	1

Credit Courses Desired	
Business Degree	1
Business Management Degree	1
Entrepreneur.	1
Management	1
Marketing	1
Chemistry	**2**
Chemistry	1
Chemistry anatomy of the body. Any course that	1
Child Development	**6**
Child Development	5
Child development	1
Communications	**2**
Communication	1
Public Relations	1
Computers - Excel	**1**
Advanced excel	1
Computers - Misc.	**11**
CIS	1
Computer	1
Computer course	1
Computer design	1
Computer program	1
Computer Science	1
Computer tech	1
Computer upgrade	1
Computers	3
Computers - Programming	**1**
Programming computers	1
Cosmetology	**4**
Artificial Nail Class	1
Beautician Classes (Cosmetology)	1
Beauty receptionist	1
Cosmetology	1
CPR/First Aid	**1**
CPR/Aid Class	1
Culinary Arts	**3**
Bakery	1
Cooking class	2
Drafting	**1**
Drafting Design	1
Education	**2**

Credit Courses Desired	
Teaching	2
Engineering	**2**
Engineering	2
English	**23**
English	19
English 100	1
Higher English level classes.	1
I need 35 credit and that subject you allready have in here but I will like to take all the 802, 802, 820, 100. I love this place so I will like to continue come in here to improve in English. Thank you for you support.	1
More English	1
ESL	**6**
English Grammar	1
English Practicing class.	1
Grammar	2
Listening and Speaking	1
Pronunciation	1
Fashion	**3**
Fashion designer	3
Fine Arts	**1**
Fine Arts	1
Foreign Languages	**4**
Foreign Language	1
Foreign languages	1
Latin	1
Tagalog	1
General Education	**2**
General Ed	1
General Ed.	1
Graphic Arts	**5**
Graphic Communications	1
Graphic design	4
History	**1**
History	1
Home Economics	**1**
Sewing	1
Horticulture	**2**
Agriculture	1
Forestry Tech	1
Mathemathics	**20**
Algebra	2
Calculus Math	1

Credit Courses Desired	
College Math	1
Geometry	1
Math	13
Mathematics	2
Medical Assisting	**7**
Medical Assistant	4
Medical Assistant (Back office)	1
Medical Classes	1
Medical Courses	1
Misc	**5**
Administration	1
Administrative Certificate	1
Certificate	1
Editorial Degree	1
I don't have a clue.	1
Music	**7**
Music technology	1
Music Theory	1
Music (Guitar and Violin)	1
Music Courses	1
Music percussion	1
Music production	1
Piano playing classes	1
Nursing	**20**
Anything relating to Bursing Program	1
CNA	1
CNA Courses	1
Courses related with nursing.	1
LVN	1
LVN to RN	1
Nurse	1
Nurses courses	1
Nursing	9
Nursing/Health care	1
RN	1
Vocational Bursing	1
Nutrition	**1**
Nutrition	1
PE/Fitness	**1**
Kinesiology	1
Phlebotomy	**1**

Credit Courses Desired	
Phelobotomy	1
Photography	**1**
Photography	1
Photoshop	**1**
Photoshop	1
Political Science	**1**
Master Degree Political Science of something equal to that.	1
Pre-Law	**2**
Lawyer	1
Legal certificates	1
Psychology	**7**
Courses related to Pyschology and Human Behavior	1
Pscyhology	1
Psychology	3
Pyschology	1
Pyschology classes	1
Real Estate	**2**
Real Estate	2
Sciences	**9**
All Science and Biology	1
More about science and anatomy.	1
Optometry	1
Pharmaceutical	1
Pharmacy Tech	1
Science	2
Science - biology	1
Science classes	1
Speech	**1**
Speech classes	1
Surgical Technology	**1**
Surgical Tech	1
Video Editing	**1**
Video editing	1
Vocational	**2**
Trade	1
Vocational courses to help students obtain jobs.	1
Wood Shop	**1**
Wood shops	1
ESL	**38**
Accounting	**3**
Accounting	2

Credit Courses Desired	
Accountings Course	1
Administration of Justice	**1**
Forensic Information	1
Adult Basic Ed	**1**
ABE	1
Any/All	**1**
Any kind of courses.	1
BOT	**1**
Virtual Assistant	1
BOT	**2**
Office Manager	1
Office Systems	1
Business	**1**
Entrepreneurship	1
Child Development	**1**
Pre-School Teacher	1
Computers - Misc.	**3**
Computer	1
Computer Business	1
Computers	1
Design	**1**
Design	1
Drafting	**1**
Drafting	1
English	**2**
Technical English	1
Writing	1
ESL	**10**
ESL 803	1
ESL 815	1
ESL 802	1
ESL 810	1
ESL 810, ESL 802	1
ESL credit classes	2
Grammar	1
Reading and Comprehension	1
Speaking	1
Film	**1**
Film	1
Foreign Languages	**2**
French	1

Credit Courses Desired	
Italian	1
Interior Design	**1**
Interior Decoration course	1
Medical Assisting	**1**
Medical Assistant	1
Nursing	**2**
Nursing	1
Register Nurse	1
Psychology	**1**
PYSC 100	1
Real Estate	**1**
Real Estate	1
Speech	**1**
Public Speaking	1
Short-Term Vocational	**78**
Any/All	**3**
Any	2
Any courses I needed for my degree that were full or not available at the main campus.	1
Art	**3**
Art	3
Automotive Technology	**6**
Auto classes (mechanic)	1
Automotive	1
Automotive courses	1
Body shop	1
Brakes	1
Engine	1
BOT	**1**
Office Applications	1
Botany	**1**
Keyboarding Part 2	1
Business	**3**
Business	1
Business Communication	1
Business Math	1
Child Development	**2**
Child Development	2
Computers - Misc.	**17**
Advanced computer classes.	1
All computer classes.	1
Basic Computer Part 2	1

Credit Courses Desired	
Computer	2
Computer Basics	1
Computer graphic design	1
Computer program	1
Computer science related	1
Computer Studies	1
Computers	3
Continue the computer class	1
More computer classes	2
Networking	1
Computers - Web Design	**1**
Web Design	1
Cosmetology	**2**
Cosmetology	1
Hair Stylist	1
Dancing	**1**
Dancing	1
Design	**1**
Design	1
Education	**1**
Teaching classes	1
Electrical Engineering	**3**
Electricity	2
Electronics technician	1
Engineering	**2**
Course for AA in Engineering (EE)	1
Engineering	1
English	**3**
English	1
More English	1
Writing Classes	1
Environmental Sciences	**1**
Environmental Sciences	1
ESL	**3**
ESL	2
Grammar	1
First Aid	**1**
First Responder	1
Foreign Languages	**1**
Foreign Language	1
GED	**2**

Credit Courses Desired	
GED	2
General Education	**4**
GE	1
General Studies	2
Generel Ed	1
History	**2**
History	2
Interview Skills	**1**
Interview Skills	1
Literature	**3**
English Literature	1
Literature	1
Literature courses	1
Mathemathics	**2**
Math	1
Math	1
Medical Assisting	**1**
Medical Classes	1
Misc	**1**
High School	1
Music	**1**
Music	1
Nursing	**1**
Nursing	1
Photography	**1**
Photography	1
Political Science	**1**
American Government	1
Psychology	**1**
Any pyschology class since that the field I plan to study in grad school.	1
Real Estate	**1**
Real Estate Licensing	1

Appendix D - Services Desired

Services Desired

ABE	**2**
Request for Classes	**1**
Auto Mechanics	1
Automotive Body Shop	**1**
Body Shop	1
AHSDP	**95**
Cafeteria	**22**
A cafe or some place where you can get a meal.	1
A food court. Something beside vending machines.	1
A place where I can buy food.	1
An Actual cafeteria.	1
Cafeteria	9
Food selection	1
Food services, cafeteria.	1
Have like a dine in.	1
I would like to have a better snack area or more food services, a cafeteria.	1
Like a food court of something we could buy food instead of having the snack machine.	1
Real coffee car with snacks, donuts, sandwiches, etc.	1
Snack bar	1
Snacks for sale	1
Store for buy sandwiches, vegetables.	1
Request for Classes	**20**
Art	1
Art classes	1
Arts classes	1
Astronomy	1
Automotive	1
Classes	1
Classes on the internet.	1
Computer Class	1
Computer classes	1
Computer Knowledge	1
Cooking classes	1
Electives	1
Graphic Design	1
Idiom class	1
More classes on weekends.	1
More English programs	1
Music classes	1
Piano Learning Skills	1
Tradeworking program	1

Services Desired	
Typing	1
Child Care	**11**
Child Care	3
Child care. It's hard to go to school when you don't have any family to watch your kids or no money to pay someone to watch your kids.	1
Childcare	3
Daycare	2
Daycare or a class were kids can be taken care of at night for the evening courses. Even if they have a fee it would be useful.	1
I would have loved to have a child care. There is most teen not graduating because of the lack of babysitters.	1
Health Services	**6**
First Aid	1
First Aid Kit	1
Health	1
Health Clinic	1
Nurse	1
Nurses Service	1
Library	**5**
Libraries	1
Library	4
Tutors	**4**
Classes that focus on your learning disability and help in the subject, you need help in.	1
Help in writing English like the basic, how to spell nice and good. So like when we were in Kindergarten.	1
More tutors because sometimes they are busy when I need help.	1
More tutors help with math.	1
Counseling/Support	**3**
If XXXXXXXX is the counselor, she should have a good attitude. I go in to talk to counselor and she doesn't listen because she's busy in the computer.	1
More counselors will do.	1
More information when the student finished ESL.	1
Quiet Room/Study Hall	**2**
Quiet room. Very noisy people just go to talk!	1
Study hall/computer lab too noisy - can't concentrate.	1
Misc.	**2**
A gay club would be nice so they can feel at home.	1
Transfer copied documents from different countries.	1
Athletics Facilities	**2**
Basketball court	1
Soccer Field	1
Transportation	**2**

Services Desired	
Transport	1
Transportation	1
Clubs and Activities	**2**
Activities to speak with others. Native students to practice English - they Spanish or other language.	1
Clubs and Activities	1
Athletics	**2**
Bike sports	1
Sports	1
Expanded bike areas	**1**
Maybe more bike areas.	1
Parking	**1**
Free Parking	1
Expanded Bookstore Hours	**1**
Bookstore hours	1
Expanded Computer Lab	**1**
Computer lab	1
Policy	**1**
No Ticketing unless the author to pay fine is at both campuses.	1
Expanded Counseling	**1**
I am happy with counseling but we need more visits with them.	1
Student Services - Misc.	**1**
The same services they have at the San Elijo Campus	1
Metal Shop	**1**
Metal Shop	1
GED Testing	**1**
Onsite GED testing	1
Expanded Distance Ed	**1**
ESL Distance Learning Classes Program. Every educational program will be very much appreciated, but I need the ESL Program (Distance classes) with the teacher every one a week will be so beneficial.	1
Free Food	**1**
Free food	1
Free Wifi	**1**
Free Internet	1
ESL	**16**
Cafeteria	**5**
Automatic machine to buy fruits, healthy food, and sandwiches.	1
Healthy food	2
Healthy Food Vending Machine	1
Some food	1
Child Care	**2**

Services Desired	
Child Care	2
Athletics	**2**
Sport	1
Sports	1
Misc.	**1**
Front counter	1
Tutors	**1**
Tutors	1
Orientation	**1**
Orientation	1
Request for Classes	**1**
Listening or Speak English class	1
Expanded Counseling	**1**
Counseling	1
Library	**1**
Librarian	1
Health Services	**1**
Healthy Service	1
Short-Term Vocational	**19**
Request for Classes	**5**
Cake decorations	1
English	1
More certificate Courses	1
Proper Spanish Grammar	1
Punctuation Class	1
Parking	**2**
More parking	2
Tutors	**2**
More one on one tutoring	1
Tutoring for Learning Conversational Spanish	1
Child Care	**2**
Child Care	2
Expanded Lab Access	**2**
More computer labs	1
More weekend lab hours	1
Career Center	**2**
Job Placement	1
Job Placement Assistance	1
Quiet Room/Study Hall	**1**
Quiet area with tutor	1
Expanded Counseling	**1**

Services Desired	
Help people for reach goals. Help people for see the opportunity for take classes and be better.	1
Request for Teachers	**1**
More teachers	1
Misc.	**1**
ROP	1
Grand Total	**132**

Appendix E - Current Club Involvement & Clubs/Activities Desired

Current Club Involvement

Program	Club/Activities
ABE	Chess Club
AHSDP	Classroom Integration•Six networked computers/Internet connections/Teacher's Computer •Computers integrated in writing process all day long •88 Classroom writing ideas in Creating the Early Literacy Classroom/Casey
AHSDP	Cooking class;Art class
AHSDP	Dance
AHSDP	Foods Donation
AHSDP	Outside dance classes.
AHSDP	Soccer team;Auto
AHSDP	Student Alliance
AHSDP	Summer classes
ESL	One can of food.
Short-Term Vocational	Car show;Acitivities in class
Short-Term Vocational	Computer
Short-Term Vocational	Soccer

Desired Clubs and Activities

Desired Clubs/Activities	
ABE	**1**
Chess Club	**1**
Chess Club	1
AHSDP	**53**
Sports Club	**19**
Basketball court	1
Football	2
Football, soccer;Anything	1
Gym (Basketball)	1
Soccer	1
Soccer Club;Golf Club	1
Soccer Team	2
Soccer teams	1
Sport fields	1
Sports	5
Surfing	1
Tennis	1
Yoga	1
Music Club	**7**

Desired Clubs/Activities	
Music	1
Music Classes	1
Music Club	1
Music club (piano)	1
Music Clubs;History Clubs	1
Music;	1
Music;Band rehearsal;More music	1
Christian Club	**4**
A Christian Club.	1
Christian Clubs	1
Christian Groups	1
Yes. Christian club where they can preach the word of Jesus Christ and how He's coming back.	1
Mechanics Club	**3**
Mechanics Club	2
Motorcycle classes	1
Dance Club	**2**
Dance;	1
Dancing Clubs	1
Anime Club	**2**
An Anima club	1
Anime Club	1
Community Support	**1**
Fundraising for the less fortunate.	1
Single Parents Club	**1**
Single Parents	1
Art Club	**1**
Art club	1
Astronomy Club	**1**
Astronomy club and class.	1
Study Club	**1**
Study groups;Homework Clubs	1
Flower Club	**1**
Flower Club	1
Movie Nights	**1**
Movie Nights	1
Foreign Language Club	**1**
Spanish class	1
Photography Club	**1**
Photograph	1
Wood Shop Club	**1**
Wood Shop Club	1

Desired Clubs/Activities	
Club for Older Students	**1**
One for older students.	1
Job Search Club	**1**
Job Search	1
Video Game Club	**1**
Video Game Club	1
Math Club	**1**
A math club where people chill and talk about math.	1
Business Club	**1**
Business Club	1
Graphic Design Club	**1**
Graphic Design	1
ESL	**8**
Sports Club	**4**
If we have sports available I would take.	1
Soccer Club	1
Sports Clubs	1
Zumba;	1
Dance Club	**1**
Salsa	1
Music Club	**1**
Music	1
English Language	**1**
English Language Group	1
Festival Club	**1**
Festival Events	1
Short-Term Vocational	**3**
Book Club	**1**
I like the Book Exchange carts.	1
Mechanics Club	**1**
Basic Auto	1
Foreign Language Club	**1**
Spanish Club (as a second language)	1

Appendix F - Primary Language

Language	Number of Responses
ABE	**9**
Spanish	9
AHSDP	**106**
Spanish	90
Tagalog	4
Japanese	2
Arabic	1
Chinese	1
French	1
German	1
Korean	1
Mongolian	1
Pashto;Dari;Arabic;Urdo	1
Samoan	1
Turkish	1
Vietnamese	1
ESL	**33**
Spanish	20
Tagalog	3
Farsi	2
Russian	2
Chinese	1
Japanese	1
Portuguese	1
Romanian	1
Uzbeck;Russian	1
Vietnamese	1
Short-Term Vocational	**30**
Spanish	21
Arabic	2
Chinese	2
Ceubano	1
German	1
Italian	1
Korean	1
Vietnamese	1

Appendix G - 3 Things MiraCosta Does Well

3 Things MiraCosta Does Well	
ABE	**10**
Support	**3**
Attend students	1
Give good information	1
Help person to reach their goal.	1
Campus Police - Safety	**2**
Give secure all the students.	1
The building is very secure.	1
Everything	**2**
Everything	2
Facilities	**1**
Give good facilities aspect.	1
Campus Climate	**1**
People are very nice.	1
Faculty	**1**
Teach	1
AHSDP	**419**
Faculty	**103**
Comforting and supportive teachers	1
Food instructors	1
Friendly Staff and Instructors	1
Friendly teachers	1
Friendly welcome to new students.	1
Good Instructors	2
Good teacher	1
Good teachers	9
Great support services, tutors, teachers, librarian.	1
Great teachers	5
Great teachers (staff)	1
Great teachers.	1
Have good teachers	3
Have great teachers	1
Have nice teacher	1
Helpful instructors	1
Hired experienced teachers	1
Hired good instructors	1
I have nice experience with some teachers.	1
Instruct	1
Instructor	1
Instructors	3

3 Things MiraCosta Does Well	
It has good professors	1
Maintain faculty	1
Makes work understandable	1
Nice teachers	1
Organized instructor	1
Outstanding teaching during the class.	1
Some teachers are good.	1
Teach	8
Teach knowledge	1
Teach well	1
Teacher	2
Teacher are really nice	1
Teachers	8
Teachers (3 Had)	1
Teachers are great at helping.	1
Teachers are great!	1
Teachers are great.	2
Teachers are nice.	1
Teachers are really good teachers. They are willing to work with you if you have a busy schedule.	1
Teachers are very friendly and helpful.	1
Teaches classes well.	1
Teaches impartiality	1
Teaches students	1
Teaching	8
Teaching English very well.	1
Teaching students.	1
The instructors	2
The instructors donice jobs.	1
The teachers	1
The teachers are all respectful and fair.	1
The teachers are awesome.	1
The teachers are great.	1
The teachers are very good.	2
They hav good teachers	1
Very good and friendly teachers.	1
Very good stuff and teachers.	1
Very good teachers	2
Wonder teachers	1
Support	**75**
Academic Support	1
Always support us to success	1

3 Things MiraCosta Does Well	
Assist	1
Believe in you.	1
Cares about the students.	1
Communicate and care about what the students need.	1
Communicate with everyone.	1
Encourage	1
Encourages students	1
Get you out as fast as possible.	1
Give good advice and input.	1
Give information.	1
Give you breaks	1
Gives motivation	1
Good opportunities	1
Good service	1
Good services	1
Great support services, tutors, teachers, librarian.	1
Help	2
Help achieve students goals	1
Help assisstance	1
Help do what they can to get you to be successful.	1
Help students	2
Help students to solve any problems related to school.	1
Help their students	1
Help you move on to the main campus.	1
Helpful	1
Helpfull	1
Helping	1
Helping others	1
Helping people out	1
Helping people to accomplish their goals.	1
Helping with questions.	1
Helps with goals.	1
Helps you	1
Helps you plan your future	1
IT has excellent help	1
Keep you going to finish what you need to finish to graduate.	1
Keeping on a steady pace.	1
Make finish school	1
Makes it easy	1
Meets needs of students	1
Motivate their students to succeed.	1

3 Things MiraCosta Does Well	
Motivation to keep study.	1
Offer different kind of help.	1
Offer friendly help.	1
Offers a lot of help.	1
Offers great services	1
Provides a service	1
Provides academic help	1
Provides all our needs.	1
Reach student goals.	1
Student services	1
Studying enviornment	1
Support	4
Support students	4
Support students in meeting their goal.	1
Supporting	1
Supports goals	2
Supports students	1
Thanks for MiraCosta College.	1
the help.	1
They provide help	1
To explain the best they can so you can understand.	1
Transferring student to Main Campus	1
Work well with students.	1
Counseling	**26**
Juanita the counselor is realy great. Proud to have her here.	1
Counsel	1
Counseling	10
Counselor	3
Counselors	1
Counselors help students	1
Couseling	1
Good Counselor	1
Great counselors	1
Having a lot of counselors to work with students	1
Help with college plan.	1
Help you find career goal.	1
Juanita is very great and encouraging!	1
One one One counseling	1
Provides good counseling	1
Facilities	**26**
Building	1

3 Things MiraCosta Does Well	
Clean	2
Clean building	1
Clean campus	2
Clean classrooms	1
Clean facilities	2
Clean school	1
Facilities are awesome!	1
Facilitiy	1
Good campus	1
Good facility	1
Have evrything clean	1
It is clean.	1
It's clean	1
It's clean.	1
Keeping the building neat and clean.	1
Lounge Room	1
Maintain	1
Maintain neatness	1
Maintained well	1
Restrooms are clean	1
Rooms are clean.	1
The cafeteria is always clean.	1
Quality Academics	**20**
Academics	1
Class	1
Classes	4
Educate	1
Educate student	1
Educated	1
Educates students	1
Fun classes	1
Have an easy and fast courses.	1
I learn something.	1
Learn	1
Like classes	1
Provide great education.	1
Provide knowledge	1
Provides education for us.	1
School work	1
Some class are not too hard.	1
Tutoring	**20**

3 Things MiraCosta Does Well	
Good tutoring	1
Good tutors	1
Great support services, tutors, teachers, librarian.	1
Have tutors	1
Have tutors that is something wonderful.	1
Help tutoring	1
Lots of tutoring	1
The tutors	1
Tutor	3
Tutor = ACD	1
Tutoring	5
Tutors	3
Staff	**19**
Acquiring friendly staff	1
Exceptional Staff	1
Friendly Staff and Instructors	1
Front Desk	1
Front Desk Help	1
Front Office	1
Great service at front coutnre.	1
Great staff (so far)	1
Great support services, tutors, teachers, librarian.	1
Great teachers (staff)	1
Has good staff at the front.	1
Most of its office people are really friendly and nice.	1
Some front desk	1
Staff	2
Staff and Resources	1
Staff helps a lot when need it.	1
The front desk	1
The staff is great.	1
Campus Climate	**19**
Atmosphere	1
Creat a community	1
Friendly	4
Friendly place	1
Friendly Service	2
Getting involved	1
Great Environment	1
Makes the students feel welcomed	1
Nice environment	2

3 Things MiraCosta Does Well	
Very friendly	1
Very nice people	1
Very understanding, flexibility.	1
Welcome students	1
Welcome you	1
Course Scheduling	**15**
Flexible hours	2
Have plenty of courses available.	1
Many choices	1
Many classes	1
Noncredit Courses	1
Offer adequate stuff to students to support their learning.	1
Offer classes	1
Offer new classes every term.	1
Offering a variety of courses.	1
Organized courses and classes	1
Provide classes	1
Provide high school/GED classes.	1
Scheduling	1
Works with our schedule	1
Campus Police - Safety	**14**
Campus police always is taking care of the campus.	1
Easy to find police if needed.	1
Having a police officer	1
It is safe.	1
Keeps students safe.	1
Nice, safe environment	1
Safe	1
Safe environment	1
Safe place	1
Safety place	1
Secure	1
Secure environment	1
Security	2
Everything	**10**
Everything	6
Everything about MiraCosta is well.	1
Everything except for XXXXXXXX XXXXXXXX	1
Good on everything	1
Overall everything.	1
Misc.	**8**

3 Things MiraCosta Does Well	
Doing good his work.	1
Good instalations.	1
I like the ..eds?	1
Smart	1
Speak	1
Stays involved.	1
Taking action	1
To be good	1
Information	**7**
Gives lots of information on events.	1
Giving information to the students.	1
Good Information	1
Inform	1
Information for students	1
Lots of info	1
Provides adequate information	1
Technology	**7**
Available computer lab	1
Computer Lab	2
Computer lab to use.	1
Computer labs	1
Computers to student	1
Good computers	1
Accessibility	**6**
Easy access to our needs.	1
Gives education all people interested on it.	1
Having enough people at the front desk.	1
Hours	1
HS Available day and night for it let's us work without schedule that way we meet our goal.	1
Possess availabiity	1
Ease of enrollment	**6**
Easy enrolling	1
Easy learning	1
Enroll	2
Enrolling	1
Enrollment	1
Academic Program	**6**
English Classes	1
ESL classes	1
ESL Programs	1
History 2 Lecture - Williams is the best!	1

3 Things MiraCosta Does Well	
Provides a great adult high school program.	1
Science Department	1
Cost	**5**
Free	1
Free classes	1
Free courses	1
Free!	1
Prices for furthering studies is reasonable.	1
Campus Police - Parking	**5**
Have big parking space.	1
Parking is lite up.	1
Parking lot safe	1
Parking on campus	1
Parking spaces	1
Bookstore	**4**
Bookstore	3
Easy to find bookstore	1
Organization	**3**
Organization	1
Organize	1
Organizing	1
Opportunities	**2**
It gives many options to help us continue our education.	1
Opportunities	1
Class Scheduling	**2**
Class hours	1
Class schedule very flexible.	1
Enrollment Processes	**2**
It's easy to sign up.	1
Registration	1
Resources	**1**
Gives awesome resources.	1
Marketing	**1**
Try to promote progrmas	1
Smoking Policy	**1**
No smoking	1
Library	**1**
Library resource = amazing	1
Class materials	**1**
Provide adequate materials in class.	1
Location	**1**

3 Things MiraCosta Does Well	
Good location	1
Cafeteria	**1**
Vending machines	1
Activities	**1**
Activities	1
Field Trips	**1**
Field trips	1
ESL	**78**
Faculty	**17**
Easy way to teach.	1
Faculty	1
Good teachers	1
Has excellent teachers.	1
Have good teachers.	1
Instructor	1
Instructors	1
Teach	1
Teachers	1
Teaching	2
Teaching well	1
Teachs English well	1
The instructors very creative.	1
The instructors very friendly.	1
The teacher are good.	1
The teachers are very good.	1
Support	**11**
All services.	1
Good service	1
Help to get us goals.	1
Help to learn well.	1
Helpful	1
Make us feel good.	1
Services	1
Students Assistant	1
Support the students.	1
Support to the students.	1
There are many services for students.	1
Cost	**8**
Affordable classes	1
Cost is free! (CLC)	1
Free	1

3 Things MiraCosta Does Well	
Free classes	4
Free programs like ESL	1
Course Scheduling	**8**
Offer a lot of different classes.	1
Offer variety	1
The classes.	1
The first the good times classes.	1
The schedules.	1
Variety	1
Variety classes	1
Variety of classes	1
Location	**7**
It's near to the freeway 5.	1
Location	2
Proximity to my house	2
The location is perfect.	1
This is near to my house (location)	1
Facilities	**6**
Facilities are good! (Cp lab or something like that.)	1
Building	1
Classroom	1
Classrooms, Buildings, and Labs	1
Good Building	1
The build is well.	1
Staff	**4**
Every single staff member is very friendly.	1
Friendly staff	1
Good staff	1
They have a good staff.	1
Counseling	**3**
Advisment	1
Counseling	2
Academic Program	**3**
Courses	1
Good programs	1
Program	1
Quality Academics	**2**
Focus on specific topic.	1
There are good class.	1
Technology	**2**
Computer Lab	2

3 Things MiraCosta Does Well	
Tutoring	**2**
Tutoring	1
Tutors	1
Campus Police - Safety	**1**
Security	1
Campus Police - Parking	**1**
Parking	1
Ease of enrollment	**1**
Environment	1
Campus Climate	**1**
Students are friendly.	1
Organization	**1**
The organization.	1
Short-Term Vocational	**123**
Faculty	**25**
Explanations	1
Good Instructors	1
Great instructors	1
Great teachers	1
Has good instructors.	1
Helpful instructors	1
Hires great teachers	1
Instructors	1
Instructors are exceptionally prepared and explain subject matter so that novice computer users easily understand.	1
Instructors are very knowledgeable	1
Instructors are very responsible.	1
Instructors great.	1
Provides knowledge, patient instructors.	1
Provides wonderful computer instructors.	1
Selecting good instructors	1
Teach	2
Teach Auto	1
Teaching	1
Teaching is very good.	1
Teaching the courses.	1
The instructor teaching very high quality and friendly.	1
The teachers that I had are great!	1
Very friendly and excellent teacher	1
Very good instructors.	1
Academic Program	**13**
CCNA Programs	1

3 Things MiraCosta Does Well	
Computer Class Basic	1
Computer classes	2
Computer classes. I am very happy to be enrolled in Computer Basic class.	1
Courses for different subjects.	1
Creative writing classes	1
English Class	1
GED programs	1
Mechanic	1
Technology Application	1
The class ESL	1
The computer class on Saturday	1
Cost	**10**
Classes are free and very helpful.	1
Economics/affordable free	1
Give free classes	1
Give the classes free	1
Low or no fees	1
Offers free classes	1
Offers free noncredit courses	1
Offers great community service classes	1
Prices on books	1
Reasonable cost of courses	1
Facilities	**9**
Building maintenance	1
Campus is clean!	1
Campus is very clean	1
Clean	1
Cleanliness	1
Excellent Facilties	1
Great landscaping!	1
Nice campus facilities	1
The buildings are good.	1
Support	**9**
Good service for everyone	1
Helpful	1
Lots of service	1
Offers great support for whatever your needs are.	1
On time	1
Services	1
Support student learning.	1
They guide to you reach the goals.	1

3 Things MiraCosta Does Well	
They guide you to reach your goals.	1
Campus Climate	**7**
A nice place for meeting people and have friends.	1
Friendly	3
Good environment	1
Is a friendly, calm environment.	1
Offer good learning environment	1
Accessibility	**7**
Accessibility	1
Accessibility to equipment	1
Accessible	1
Easy access	1
Gives classes for the general public without a lot of "have to's."	1
Makes college courses accessible to me.	1
Not crowded	1
Course Scheduling	**6**
Flexible	1
Good selection of courses	1
Offer classes	1
Offered classes	1
Offers classes and training for all levels.	1
Wide variety courses	1
Tutoring	**5**
Open lab and tutors	1
Tutor	2
Tutoring	1
Tutor's Office	1
Quality Academics	**4**
Fundamentals	1
Good classes	1
Good education	1
H/W in classroomm	1
Campus Police - Safety	**4**
Keeping area safe and secure	1
Safe	1
Safe place	1
Safety	1
Class Scheduling	**3**
Class enrollment	1
Class time and schedules.	1
Good class times	1

3 Things MiraCosta Does Well	
Technology	**3**
Blackboard is Great	1
Cisco Lab is Good	1
Great labs	1
Information	**3**
Giving information	1
Good access to information @ front desk.	1
Website Services	1
Location	**2**
Close vicinity	1
Convenient locations	1
Marketing	**2**
Home flyers advertising.	1
Reach out to Community	1
Opportunities	**2**
Makes Vocational training available.	1
Opportunities for learning different subjects	1
Cafeteria	**1**
Cafeteria is excellent! Great food at a reasonable price.	1
Student Workers	**1**
Hires students to work on campus.	1
Staff	**1**
The front desk people are helpful.	1
Misc.	**1**
I think they do a great job.	1
Everything	**1**
Everything	1
Field Trips	**1**
Good field trips/excursions that are a good value for the money.	1
Campus Police - Parking	**1**
Cheap affordable parking	1
Ease of enrollment	**1**
Environment	1
Faulty	**1**
Best instructors	1

Appendix H - 3 Ways MiraCosta College Could Improve

3 Areas of Improvement

ABE	**3**
Offer Child Care	**1**
Child Care	1
Campus Police - Parking	**1**
Parking	1
Cost - Parking	**1**
Parking Cost	1
AHSDP	**211**
Counseling	**23**
Counselors	3
Counseling. I hear XXXXXXXX is rude sometimes, and with me personally, she has not been nice.	1
More counselors	1
I'm not satisfied with the counseling office. The counselors don't make me feel comfortable to ask some questions. The counseling area needs to be friendly.	1
Counselor should be more specific on our credits	1
More Counselours	1
More courses at the Community Learning Center.	1
The counselor XXXXXXXX should be more friendly with student and be more patient.	1
Counseling	1
Counselors attitudes	1
More counseling personal on registration time.	1
Counselors never enroll you in the right classes.	1
More counselors at CLC	1
Counselor's that care about our education , not about their pay.	1
More courses at Community learning center.	1
XXXXXXXX XXXXXXXX needs to leave. She is rude. XXXXXXXX XXXXXXXX thinks she is better than everyone.	1
Nice counselors to help the students reach their goals.	1
XXXXXXXX the counselor needs to go! She never has a good attitude, always rude. She should not be here.	1
The counselors need to be more organized. They need to really look at classes we need instead of having us take classes we DON'T need.	1
Have better respectful counselor's	1
Have more counselors	1
Facilities - Conditions	**22**
Bathrooms	2
The termperature in the rooms because is always so cool.	1
Air condition	1
More cleaner	1
Restrooms in Building C need more maintained.	1
Temperature of air condition.	1

3 Areas of Improvement	
The bathroom cleaning.	1
Better air conditioning and heating.	1
AC be able to control it.	1
Classrooms are really cold after 10 am.	1
More comfortable place for students.	1
Clean restrooms	1
Restrooms need mirrors.	1
Clean restrooms, need soap!	1
The air conditioning is killing us.	1
Cleanliness in restrooms.	1
The seats in the snackroom.	1
Cleanliness of restrooms.	1
Too much air conditioning	1
Heating system	1
Maintain clean bathrooms.	1
Course Scheduling	**19**
School on Friday	1
More time varied classes.	1
Class hours	1
Classes on Fridays or weekends should be offered.	1
Offer more classes in summer.	1
Classes on weekend. Add classes.	1
Summer class hours	1
Longer terms for classes	1
More school days	1
Make better schedules	1
Moree class during summer	1
Math 2 Professor night times.	1
Open more classes in Saturday.	1
More classes at night	1
Separate GED-ers	1
More classes during the summer.	1
Time schedule	1
More classes on summer time.	1
More schedules to choose from.	1
Course Offerings	**17**
More classes	6
Pronunciation class	1
New classer	1
Get more careers in this campus	1
We want to have C.I.S., automotive technology, and music tech classes here, PLEASE!	1

3 Areas of Improvement	
Humanities at the adult community college.	1
Online classes for independent studies	1
Medical Assistant classes	1
Provide more classes.	1
More advance classes to learn English.	1
ESL Distance Learning	1
More clases	1
Cafeteria/Food	**15**
Better food	1
Probably an eating area to which someone sells food like hotdogs, hamburgers, burritos, etc.	1
Have place to eat seel food not only snacks.	1
Better place to eat.	1
Snacks for sale	1
Better vending machines	1
Get a cafe! Vending machines aren't enough.	1
Cafeteria	1
Make a cafeteria	1
Food	1
Services of Cafeteria	1
Food place	1
Too much junk food from the eating room!	1
Food Service	1
Food Services	1
Tutoring	**13**
Tutoring	2
More Tutors	2
Tutors	2
More tutors at CLC	1
It's help facilities like the tutor room. There's one man uno can be a bit rude and that's why I don't go anymore.	1
Hours for tutoring.	1
Tutors need to have more knowledge to help us.	1
More help on tutor	1
Finding more tutors	1
More time on tutoring	1
Cost - Books	**11**
Book prices	2
Cheaper books	2
Need programs that wil help us with low income to buy books.	1
Bookstore - every terms need to improve the bookstore.	1
No money for books.	1

3 Areas of Improvement	
Not raising the rental book - keep them low.	1
Reduce prices on books.	1
Decrease the cost of books.	1
Lower the cost of the books	1
Facilities - Expansion	**8**
Sports place.	1
Bigger parking lot	1
Better places to play	1
A bigger hallway	1
More student lounge room	1
A bigger parking lot.	1
A bigger building.	1
Add more classrooms	1
Staff	**8**
The front desk need to be on top of things.	1
Some specific office member should be more friendly.	1
On the Front Desk when it was the first time they need to treat you more kindness.	1
Front desk	1
Staff	1
Front desk manners!	1
Friendly people in the front desk.	1
Office personnel more efficient and friendly.	1
Offer Child Care	**7**
Child care	2
Needs child care!	1
Evening Childcare	1
Services for child care would be a plus.	1
Childcare we need one here to support our single mothers.	1
Daycare for kids.	1
Campus Police - Parking	**7**
Parking	3
Stop parking permits	1
Parking machines (pay)	1
More parking spaces.	1
Have another parking ticket machine.	1
Classroom Policies	**6**
Require less competency for math classes.	1
Test to pass another level (Not only reading test).	1
Rules of campus	1
Less homework	1
Give feedback to students	1

3 Areas of Improvement	
More strict about missing days	1
Misc	**6**
Expand!	1
School supply	1
Need to improve at the break.	1
Anything they see fit to better the campus.	1
Adjustment time	1
Effort	1
Expand - Faculty	**4**
More teachers	2
Need more teacher to show us to write in English.	1
More teacher	1
Faculty	**4**
Teaching well so students understand well.	1
Teachers	1
Don't get ignorant teachers.	1
Some teachers	1
Cost - Parking	**4**
No parking fee	1
Free Parking	1
No charge for parking.	1
Cheaper Parking	1
Student Discipline	**3**
Discipline among students	1
The kids that are taking their GED tend to disrupt the class easy.	1
Ensure rules are being followed.	1
Campus Police - Safety	**3**
Drills for fire/earthquake alarms	1
Keeping a eye closed to the smoking ares. Too much boys smoking weed.	1
Keep watching who's smoke weed without prescription.	1
Enroll/Drop Processes	**3**
Dropping students (drop more)	1
More info about taking classes	1
Let students pick any class.	1
Expand Library	**3**
Have complete library	1
Open a library.	1
Needs a library to study. Lab too noisy!	1
Facilities - Parking	**3**
Parking lot	1
Parking lot visability	1

3 Areas of Improvement	
Parking lot meter!	1
Transportation	**2**
Transportation	2
Accessibility	**2**
More wheelchair accessible	1
Keep open the computer room from 8 am to 9 pm Monday thru Saturday.	1
Technology	**2**
Technicas	1
better working copy machines	1
Information	**2**
To have better explanation on the programs that MiraCosta offers.	1
College website easy to understand	1
Classes	**2**
Classes need more activities that students work.	1
Classes	1
Student Support - Misc.	**2**
Understand student needs.	1
To be more amiable with the students.	1
Support - Misc.	**1**
Support	1
Expand - Misc.	**1**
More students	1
Misc.	**1**
They have cameras for any accident.	1
Offer Financial Support	**1**
Better financial help.	1
Wellness Center	**1**
Fitness Gym	1
Marketing	**1**
Send catalog regular home	1
Offer Carpool	**1**
Carpool for some students with disabilities.	1
Expand Classes	**1**
Larger classes	1
Misc.	**1**
Time	1
Student Records	**1**
Organizing students files and make sure they're accurate.	1
ESL	**28**
Technology	**4**
Provide faster computer	1

3 Areas of Improvement	
Printer	1
Computer Upgrade	1
First it's nee more programs of the computer.	1
Facilities - Conditions	**4**
Temperature in the class rooms in the winter (too cold).	1
Light better parking facilities	1
Fix the bathrooms.	1
Furniture in the cafeteria - too heavy, cold, impractical (too many holes).	1
Course Offerings	**3**
Extra classes	1
More programs for Degrees.	1
I hope more conversation class and listening at CLC.	1
Cafeteria/Food	**2**
Healthy food in the cafeteria.	1
Caffetery	1
Facilities - Expansion	**2**
More space for students.	1
Capacity parking lot.	1
Counseling	**1**
Counseling	1
Course Scheduling	**1**
English class Level 7 in the Saturdays	1
Misc	**1**
I don't know where because in my country we don't have anything that MiraCosta does.	1
Information	**1**
It's need more participation about the class and the others MiraCosta College.	1
Offer Child Care	**1**
Children Care	1
Classes - Misc.	**1**
Their classes.	1
Cost - Books	**1**
Free books	1
Campus Police - Safety	**1**
More security	1
Orientations	**1**
It's need more orientations about the classes.	1
Campus Police - Parking	**1**
Parking permit machine often doesn't work properly.	1
Tutoring	**1**
Tutoring	1
Staff	**1**

3 Areas of Improvement	
Front Desk Personal	1
Expand Library	**1**
Library	1
Short-Term Vocational	**46**
Course Offerings	**14**
More continuing Ed courses.	1
Need more classes available	1
Need more class sections available	1
Continue CCNA classes	1
Variety of auto classes	1
Don't repeat the same courses. Change or more advanced courses.	1
Must provide more classes.	1
More business courses.	1
Need more class selection available	1
More classes at Learning Center	1
Offer more courses for the community	1
More classes should be added to MiraCosta.	1
Braoder range of classes	1
More computer courses at nights and weekends.	1
Facilities - Conditions	**6**
Having the air conditioning better regulated to the community center classrooms. It can get really cold.	1
Maintain restrooms	1
Lighting	1
Fix the paper towel dispenser in men's bathroom.	1
Bathroom cleanliness	1
Get rid of the speed bumps	1
Campus Police - Parking	**3**
Parking	1
The machine parking tickets sometimes doesn't work.	1
Parking on the main campus	1
Course Scheduling	**3**
More class time	1
Shorter class time	1
More night classes	1
GED Prep	**2**
Help students focus on GED etc. other	1
GED Prep: teaching one subject on any given day. For example, Math on Monday, English on Tuesday, Science Wednesday, etc.	1
Classroom Policies	**2**
Time for homework	1
Pay too much attention to troubled students with bad attitudes!	1

3 Areas of Improvement	
Faculty	**2**
Teachers, I hear in ESL is always the same and not good.	1
Math teachers need to be better. More teachers of math vs. experience in the work-force.	1
Accessibility	**1**
Longer lab hours	1
Cost - Software	**1**
Discounts on software	1
Cost - Tuition	**1**
Lower tuition fee	1
Information	**1**
Signs	1
Facilities - Expansion	**1**
CLC needs a gathers place.	1
Cost - Student Id	**1**
Free student IDs	1
Support - Misc.	**1**
Talk with the students and ask what is your goal in life.	1
Cost - Parking	**1**
Don't understand the need for a parking fee.	1
Enroll/Drop Processes	**1**
Easier way to sign up online - it took about 45 minutes to enroll in two classes!	1
Misc.	**1**
Wasting my time with drama!!	1
Technology	**1**
New Computers	1
Academic Programs	**1**
Actors Academy should be open to all levels of actors including beginning actors.	1
Student Worker Policies	**1**
Less temporary jobs and more placement into permanent positions.	1
Counseling	**1**
More counselors	1