

De Anza College Office of Institutional Research and Planning

To: Senior Staff

From: Ola Sabawi, Research Analyst

Date: 11/14/2017

Subject: Non Returning Students Survey – Fall 2017

The Non Returning Student Survey was distributed by email during the fall quarter of 2017 to students who did not re-enroll at De Anza after attending the previous term. The survey was sent to 7,035 students and was open from October 19th until November 6th. A total of 747 students responded to the survey resulting in a response rate of 11%.

Important highlights include:

Terms Enrolled: 67% (498) of respondents indicated they have previously completed 6 or more terms at De Anza, 17% (130) indicated they have completed 3 to 4 terms, and 15% (115) indicated they completed 1 to 2 terms (Question 1).

City of Residence: 50% (374) of survey respondents reported living in San Jose when they last attended De Anza, 10% (74) reported living in Sunnyvale, 9% (67) reported living in Cupertino, and 8% (59) reported living in Santa Clara. The remaining survey respondents reported living in other cities at rates of 3% or less (21 other cities were listed) (Question 2).

Reason for Not Returning: Most respondents (60%; 451) reported transferring to a 4 year university or completing their educational goal as the primary reason for not attending De Anza after completing the past term. 18% (136) of respondents chose to submit an open-ended response, 4% (33) reported that the course times they needed were not offered, and 4% (28) reported that the course they wanted was full. Other reasons were cited at rates of 3% or less (Question 3).

Reason for Not Returning (Open-Ended Responses): Among the open-ended submissions, the three most occurring themes were: 12% (16) indicated that the courses they wanted were either cancelled, not offered this quarter, or prevented from re-taking the course; 8% (11) indicated that they moved away, and 7% (10) have indicated that they have completed their educational goal (Question 3a).

Transferred or Completed Educational Goal: Respondents who indicated they have achieved their academic goal at De Anza through transferring or obtaining a degree/certificate found the following statements to be the most helpful in regards to achieving their goal:

- *Being supported by family and friends* (80%; 362)
- *Being supported by faculty and staff* (67%; 304)
- *Developing an education plan* (66%; 299)
- *Being supported by other students* (65%; 294)
- *Ability to take a variety of online courses* (63%; 284)

Course Times were not Offered: Respondents who choose “The course times I needed were not offered” reported that their preferred days to take courses included Tuesday and Thursday (27%; 9), Saturday (21%; 7), Monday, Tuesday, Wednesday, Thursday, and Friday (21%; 7), and Monday and Wednesday (18%; 6) (Question 7a). Their most preferred times included evenings between 6:30 PM and 10:00 PM (36%; 12), mornings between 8:30 AM and 11:30 PM (21%; 7), and late afternoon to early evening between 4:30 PM and 6:30 PM (15%; 5) (Question 7b).

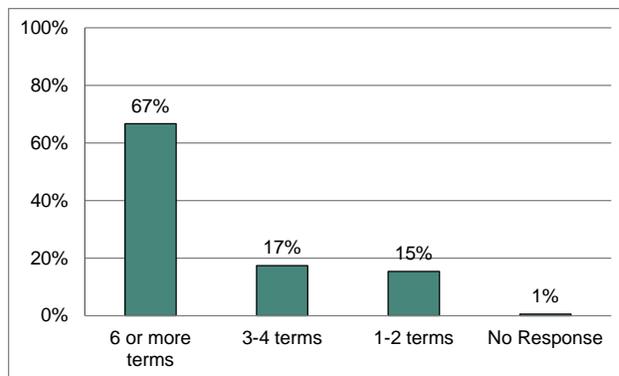
Needed Course was Full: Respondents who chose “The course I wanted was full” reported that the course they needed was most closely matched with the following departments: 14% (4) of respondents picked ESL, 14% (4) picked Biology or Environmental Studies, 11% (3) English, 11% (3) Business or Computer Science, and 11% (3) picked Automotive Technology or Manufacturing and Design. Other departments were listed and cited at a rate of 7% or less (Question 12A). 43% (12) of respondents indicated they would take the class online if it was offered, 32% (9) indicated they may take an online course, and 25% (7) indicated they would not take an online course (Question 12b).

Plan to Return to De Anza: 41% (304) of all respondents indicated they may consider attending De Anza in the future, 34% (253) indicated they did not plan on attending in the future, and 25% (188) indicated they do plan on attending De Anza in the future (Question 13). 179 students provided their contact information to be contacted by a De Anza counselor to help them re-enroll. This information has been provided to the Counseling Department.

Results:

1. Before leaving De Anza, how many terms (quarters) did you complete:

	Respondents	Percent
1-2 terms	115	15%
3-4 terms	130	17%
6 or more terms	498	67%
No Response	4	1%
Total	747	100%



2. What city did you reside in when you last attended De Anza:

	Respondents	Percent
San Jose	374	50%
Sunnyvale	74	10%
Cupertino	67	9%
Santa Clara	59	8%
Fremont	25	3%
Milpitas	18	2%
Other	16	2%
Los Gatos	14	2%
Mountain View	14	2%
Saratoga	14	2%
Morgan Hill	11	1%
Los Altos/Los Altos Hills	10	1%
Gilroy	9	1%
Campbell	8	1%
Palo Alto	8	1%
San Francisco	5	1%
Hayward	5	1%
Redwood City	3	0%
Menlo Park	3	0%
East Palo Alto	3	0%
Santa Cruz	2	0%
San Mateo	1	0%
Newark	1	0%
No Response	3	0%
Total	747	100%

3. What is your primary reason for not enrolling at De Anza after completing this past term (select only one statement that best fits your situation)

	Respondents	Percent
I transferred to a four-year college or completed a degree/certificate or completed my educational goal and no longer needed to attend	451	60%
Other	136	18%
The course times I needed were not offered	33	4%
The course I wanted was full	28	4%
I enrolled at another two-year college	24	3%
I could not afford to attend any longer	22	3%
I got a job and felt like I no longer needed to attend	14	2%
I could not find or afford childcare/care for a family member	7	1%
I was no longer eligible for financial aid	5	1%
The national political climate made it so that I did not feel safe to attend	4	1%
Parking was too limited and/or challenging	2	0%
Lack of transportation	1	0%
No Response	20	3%
Total	747	100%

a. Primary Reason “Other”: Open-ended responses

Themes	Students	Percent
Course was not offered/cancelled/unable to repeat course	16	12%
Moved away	11	8%
Completed educational goal	10	7%
Occasional enrollment for recreation/professional advancement	8	6%
Current work obligation	8	6%
Transferred to another college/university	8	6%
Health issues	8	6%
Did not enjoy experience	7	5%
Family obligation/ maternity or paternity leave	7	5%
Taking a break/time off	7	5%
Personal/would rather not say	6	4%
Instructors were unhelpful/ incompetent	6	4%
Academic probation	4	3%
Plan to find / already found employment	3	2%
Unable to add class/dropped at deadline	3	2%
Did not get placement/qualify for desired program	2	1%
Student Services/ Counselor was not helpful	2	1%
Military deployment	1	1%
No longer pursuing educational goal	1	1%
Safety fears	1	1%
Commute/traffic/parking	1	1%
Course taken was not helpful	1	1%
Other/No response	15	11%
Total	136	100%

4. Follow up question for respondents who chose “I transferred to a four-year college or completed a degree/certificate or completed my educational goal and no longer needed to attend”

a. Please rate the following items in regards to how helpful they were in meeting your transfer, degree, or educational goal:

	Helpful		Neither Helpful Nor Unhelpful		Not Very Helpful		Not Applicable		No Response		Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
Developing an education plan	299	66%	85	19%	43	10%	21	5%	3	1%	451	100%
Selecting a major/program of study early on	258	57%	106	24%	47	10%	36	8%	4	1%	451	100%
Guidance from counselor/advisor	258	57%	86	19%	72	16%	29	6%	6	1%	451	100%
Joining a club, group, or athletic team	118	26%	115	25%	43	10%	164	36%	11	2%	451	100%
Being mentored/guided by a faculty or staff member	208	46%	89	20%	50	11%	98	22%	6	1%	451	100%
Being part of cohort program or learning community	149	33%	101	22%	34	8%	158	35%	9	2%	451	100%
Being supported by faculty and staff	304	67%	72	16%	26	6%	41	9%	8	2%	451	100%
Being supported by other students	294	65%	89	20%	30	7%	29	6%	9	2%	451	100%
Being supported by family and friends	362	80%	53	12%	11	2%	17	4%	8	2%	451	100%
Ability to take a variety of online courses	284	63%	76	17%	20	4%	62	14%	9	2%	451	100%

5. Follow up questions for respondents who chose “I got a job and felt like I no longer needed to attend”

a. What best defines the job you obtained after leaving De Anza: (select one)

	Respondents	Percent
My education at De Anza helped me get the job I currently have	7	50%
My education at De Anza helps me complete the job I have more effectively	1	7%
My education at De Anza had no impact on my current job	2	14%
My education at De Anza will likely help me in a future job	4	29%
Total	14	100%

b. Are you currently making more money per hour in your current position because of the education/training you received at De Anza College?

	Respondents	Percent
Yes	6	43%
No	4	29%
Not sure	4	29%
Total	14	100%

6. Follow up questions for respondents who chose “I enrolled at another two-year college”

a. What other community college did you attend? (select one)

	Respondents	Percent
Foothill College	11	46%
West Valley College	2	8%
Mission College	2	8%
Evergreen Valley College	1	4%
San Jose City College	1	4%
Ohlone College	1	4%
Gavilan College	0	0%
Cabrillo College	0	0%
A San Mateo community college	0	0%
Another community college not listed here	5	21%
No response	1	4%
Total	24	100%

b. What is the main reason you attended another community college? (select one)

	Respondents	Percent
It was closer to home	5	21%
My friends/family were going there	2	8%
The classes I needed were offered there	6	25%
The program that I wanted to study was offered there	3	13%
I liked it better than De Anza	6	25%
Other	2	8%
Total	24	100%

c. Open ended responses to reason for attending another community college:

- Classes are less impacted, (50%; 1).
- Prefer semester system to quarter system, (50%; 1).

7. Follow up questions for respondents who chose “The course times I needed were not offered”

a. Which day(s) of the week would you prefer to take courses? (select one)

	Respondents	Percent
Monday Tuesday Wednesday Thursday Friday	7	21%
Monday Tuesday Wednesday Thursday	3	9%
Monday Wednesday	6	18%
Tuesday and Thursday	9	27%
Friday	1	3%
Saturday	7	21%
Total	33	100%

b. What would be your preferred times to take courses:

	Respondents	Percent
Early morning (between 6:30 a.m. and 8:30 a.m.)	3	9%
Morning (between 8:30 a.m. and 11:30 a.m.)	7	21%
Late morning - early afternoon (between 11:30 a.m. and 1:30 p.m.)	3	9%
Afternoon (between 1:30 p.m. and 4:30 p.m.)	2	6%
Late afternoon - early evening (between 4:30 p.m. and 6:30 p.m.)	5	15%
Evening (between 6:30 p.m. and 10:00 p.m.)	12	36%
No Response	1	3%
Total	33	100%

8. Follow up question for respondents who chose “I could not afford to attend any longer”

a. Please provide your level of agreement with each statement in regards to why you were unable to afford staying enrolled at De Anza College:

	Agree		Neither Agree Nor Disagree		Disagree		Not Applicable		No Response		Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
Tuition and fees were too expensive	15	68%	3	14%	3	14%	0	0%	1	5%	22	100%
The financial aid that I received was not enough to cover my costs	7	32%	0	0%	5	23%	8	36%	2	9%	22	100%
I applied for financial aid but was not eligible	9	41%	4	18%	2	9%	5	23%	2	9%	22	100%
Housing was too expensive	9	41%	1	5%	1	5%	9	41%	2	9%	22	100%
Transportation was too expensive	5	23%	3	14%	8	36%	5	23%	1	5%	22	100%
I had other financial needs that made paying for college less of a priority	16	73%	2	9%	2	9%	1	5%	1	5%	22	100%

9. Follow up question for respondents who chose “I was no longer eligible for financial aid”

a. Why did you lose your financial aid?

	Respondents	Percent
I had already taken too many units	2	40%
I did not have enough units	0	0%
I lost it due to being on academic probation	2	40%
I forgot to apply	0	0%
It was not enough to cover my costs associated with attending	1	20%
Due to the political climate I did not want to apply for financial aid	0	0%
Other	0	0%
Total	5	100%

10. Follow up question for respondents who chose “I could not find or afford childcare/care for a family member”

a. Are you aware that De Anza College provides daycare for children ages 1 ½ - 5 years old?

	Respondents	Percent
Yes	1	14%
No	2	29%
Yes but it is too expensive	2	29%
Yes but it is not convenient	0	0%
Yes, but it was full when I tried to enroll my child	0	0%
I needed care for a family member over the age of 5 years old	2	29%
Total	7	100%

11. Follow up questions for respondents who chose “Parking was too limited and/or challenging”

a. What was the main reason parking affected your ability to attend De Anza?

	Respondents	Percent
I got to campus but was not able to find a parking spot so I left	1	20%
Parking was consistently too challenging so I gave up	0	0%
It took me too long to find parking and I was always late	1	20%
Total	2	40%

b. How did you get to De Anza while you were attending?

	Respondents	Percent
Personal car	2	100%
Rode with a friend/relative	0	0%
Bus	0	0%
Bike	0	0%
Walked	0	0%
Total	2	100%

12. Follow up questions for respondents who chose “The course I wanted was full”

- a. What department most closely matches the department in which the course you were trying to enroll in but could not enroll because it was full?

	Respondents	Percent
English	3	11%
Math	2	7%
ESL	4	14%
Biology or Environmental Studies	4	14%
Business or Computer Science	3	11%
Automotive Technology or Manufacturing and Design	3	11%
Art, Music, Theater	1	4%
A foreign language	0	0%
Speech/Communications	1	4%
Physical Education/Kinesiology	0	0%
Chemistry, Physics, Geology	2	7%
Anthropology, Psychology, History, Political Science	0	0%
No Response	5	18%
Total	28	100%

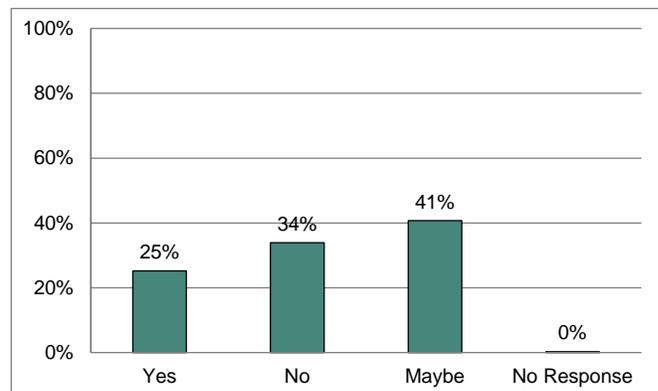
- b. Would you take the class online if the course you needed was offered?

	Respondents	Percent
Yes	12	43%
No	7	25%
Maybe	9	32%
Total	28	100%

13. Do you plan to return to De Anza in the future?

- a. All respondents:

	Respondents	Percent
Yes	188	25%
No	253	34%
Maybe	304	41%
No Response	2	0%
Total	747	100%



b. Future attendance by main reason for not attending:

	Yes Planning to Return		Not Planning to Return		Maybe Returning		No Response		Sub-Group Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
I transferred to a four-year college or completed a degree/certificate or completed my educational goal and no longer needed to attend	48	11%	197	44%	205	45%	1	0%	451	100%
The course I wanted was full	19	68%	1	4%	8	29%	0	0%	28	100%
I enrolled at another two-year college	4	17%	11	46%	9	38%	0	0%	24	100%
The course times I needed were not offered	18	55%	1	3%	14	42%	0	0%	33	100%
I could not afford to attend any longer	14	64%	2	9%	6	27%	0	0%	22	100%
I was no longer eligible for financial aid	3	60%	1	20%	1	20%	0	0%	5	100%
Parking was too limited and/or challenging	2	100%	0	0%	0	0%	0	0%	2	100%
I got a job and felt like I no longer needed to attend	7	50%	3	21%	4	29%	0	0%	14	100%
I could not find or afford childcare/care for a family member	4	57%	0	0%	3	43%	0	0%	7	100%
The national political climate made it so that I did not feel safe to attend	1	25%	3	75%	0	0%	0	0%	4	100%
Lack of transportation	1	0%	0	0%	0	0%	0	0%	1	0%
Other	56	41%	32	24%	47	35%	1	1%	136	99%
No Response	11	55%	2	10%	7	35%	0	0%	20	100%
Total	188	25%	253	34%	304	41%	2	0%	747	100%

14. Open-Ended Feedback Responses Grouped into Themes:

Themes	Students	Percent
Transferred to a 4 year university	60	21%
Course needed was not offered/full/cancelled	34	12%
Completed educational goal	30	10%
Instructors were unhelpful/incompetent	20	7%
Student Services/Counselor was not helpful	19	7%
Taking a break/time off	15	5%
Occasional enrollment for recreation/professional advancement	12	4%
Limited parking/long commute	10	3%
Academic probation/not qualified for financial aid/missed deadline	9	3%
Did not enjoy experience	8	3%
Course not offered online/in evening/weekend	8	3%
Financial hardship	7	2%
Enrolled at a different 2 year college	7	2%
Moved away	6	2%
Childcare/elderly care obligation	6	2%
Family/Personal issues	6	2%
Health issues	5	2%
Political/racial insecurities	5	2%
Work obligations	4	1%
Looking for/found employment	4	1%
Unable to add class/repeat class/dropped at deadline	4	1%
No longer pursuing educational goal	3	1%
Did not feel safe/secure at night	2	1%
Did not get placement/qualify for desired program	2	1%
Dual High School enrollement process was difficult	1	0%
Total	287	100%