

De Anza College Office of Institutional Research and Planning

To: Senior Staff

From: Ola Sabawi, Research Analyst

Date: 6/16/2017

Subject: Non Returning Students Survey – Spring 2017

The Non Returning Student Survey was distributed by email during the spring quarter of 2017 to students who did not re-enroll at De Anza after attending the previous term. The survey was sent to 4,714 students and was open from May 15th until May 26th. A total of 227 students responded to the survey resulting in a response rate of 5%.

Important highlights include:

Terms Enrolled: 42% (95) of respondents indicated they have previously completed 6 or more terms at De Anza, 41% (92) indicated they have completed 1 to 2 terms, and 17% (39) indicated they completed 3 to 4 terms (Question 1).

City of Residence: 49% (111) of survey respondents reported living in San Jose when they last attended De Anza, 11% (26) reported living in Sunnyvale, 8% (19) reported living in Cupertino, and 7% (16) 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 (37%; 84) chose to submit an open-ended response as the primary reason for not attending De Anza after completing the past term. 29% (66) of respondents reported transferring to a 4 year university or completing their educational goal, 7% (15) reported that the course they needed were full, and 6% (14) reported enrolling at another two-year college. (Question 3).

Reason for Not Returning (Open-Ended Responses): Among the open-ended submissions, the three most occurring themes were: 13% (11) cited the need to focus on family or personal obligations, 11% (9) mentioned a conflict between school and work, and 10% (8) were working through a health issue. (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* (73%; 48)
- *Being supported by faculty and staff* (67%; 44)
- *Developing an education plan* (59%; 39)
- *Being supported by other students* (59%; 39)
- *Ability to take a variety of online courses* (59%; 39)

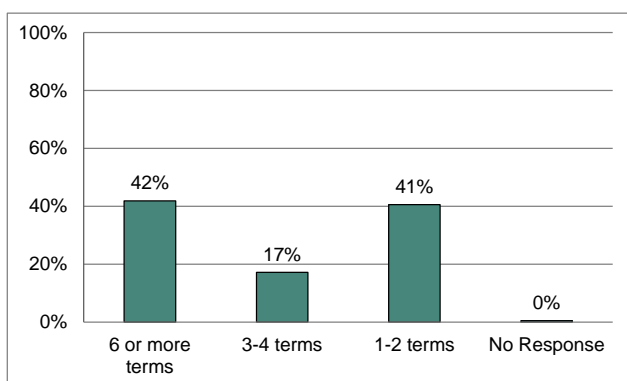
Course Needed was Full: Respondents who choose “The course I wanted was full” reported that Biology or Environmental Studies (20%; 3) and Business or Computer Science (20%; 3) were the most closely matched to the department in which the course(s) were full (Question 11a). 40% (6) of this group of respondents indicated they would not take the class online if the course needed was offered (Question 11b).

Enrolled at Another College: Respondents who chose “I enrolled at another two-year college” reported that: 50% (7) chose to attend another community college because the course(s) they needed were offered there, 14% (2) reported the other college was closer to home, and 14% (2) chose other reasons. Three other reasons were listed and cited at a rate of 7% or less (Question 6b).

Plan to Return to De Anza: 46% (104) of all respondents indicated they do plan on attending De Anza in the future, 30% (69) indicated they may be attending in the future, and 24% (54) indicated they did not plan on attending in the future (Question 12). 52 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	92	41%
3-4 terms	39	17%
6 or more terms	95	42%
No Response	1	0%
Total	227	100%

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

	Respondents	Percent
San Jose	111	49%
Sunnyvale	26	11%
Cupertino	19	8%
Santa Clara	16	7%
Fremont	7	3%
Other	7	3%
Mountain View	5	2%
Palo Alto	5	2%
Los Altos/Los Altos Hills	4	2%
San Mateo	3	1%
Morgan Hill	3	1%
Santa Cruz	3	1%
Campbell	3	1%
Los Gatos	2	1%
Oakland	2	1%
Milpitas	2	1%
East Palo Alto	2	1%
Saratoga	2	1%
San Francisco	1	0%
Menlo Park	1	0%
Redwood City	1	0%
Gilroy	0	0%
Newark	0	0%
Hayward	0	0%
San Carlos	0	0%
San Luis Obispo	0	0%
No Response	2	1%
Total	227	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	66	29%
The course I wanted was full	15	7%
I enrolled at another two-year college	14	6%
The course times I needed were not offered	11	5%
I could not afford to attend any longer	8	4%
I was no longer eligible for financial aid	6	3%
Parking was too limited and/or challenging	5	2%
I got a job and felt like I no longer needed to attend	4	2%
I could not find or afford childcare/care for a family member	3	1%
The national political climate made it so that I did not feel safe to attend	1	0%
Lack of transportation	0	0%
Other	84	37%
No Response	10	4%
Total	227	100%

a. Open-Ended Responses:

Themes	Students	Percent
Family/Personal obligation	11	13%
Work obligation	9	11%
Health issues	8	10%
Moved away	6	7%
Course was not offered/full	5	6%
Taking a break/time off	5	6%
Instructor/course was unhelpful	4	5%
Concurrent high school enrollment	4	5%
Occasional/recreational student	4	5%
No longer pursuing educational goal	3	4%
Commute was too long	2	2%
Full-time student of another college	2	2%
Did not enjoy experience	2	2%
Completed educational goal	2	2%
Fulfilled visa requirements	2	2%
Financial hardship	2	2%
Emotional insecurities	1	1%
Parking was limited	1	1%
Other/No response	11	13%
Total	84	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	39	59%	9	14%	10	15%	7	11%	1	2%	66	100%
Selecting a major/program of study early on	31	47%	17	26%	8	12%	9	14%	1	2%	66	100%
Guidance from counselor/advisor	30	45%	15	23%	11	17%	8	12%	2	3%	66	100%
Joining a club, group, or athletic team	12	18%	14	21%	10	15%	29	44%	1	2%	66	100%
Being mentored/guided by a faculty or staff member	37	56%	9	14%	6	9%	13	20%	1	2%	66	100%
Being part of cohort program or learning community	20	30%	12	18%	8	12%	25	38%	1	2%	66	100%
Being supported by faculty and staff	44	67%	12	18%	6	9%	3	5%	1	2%	66	100%
Being supported by other students	39	59%	13	20%	8	12%	5	8%	1	2%	66	100%
Being supported by family and friends	48	73%	10	15%	3	5%	4	6%	1	2%	66	100%
Ability to take a variety of online courses	39	59%	8	12%	7	11%	11	17%	1	2%	66	100%

5. Follow up question 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	1	25%
My education at De Anza helps me complete the job I have more effectively	2	50%
My education at De Anza had no impact on my current job	1	25%
My education at De Anza will likely help me in a future job	0	0%
Total	4	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	2	50%
No	1	25%
Not sure	1	25%
Total	4	100%

6. Follow up question 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	3	21%
West Valley College	3	21%
Mission College	1	7%
Evergreen Valley College	0	0%
San Jose City College	0	0%
Ohlone College	0	0%
Gavilan College	0	0%
Cabrillo College	0	0%
A San Mateo community college	0	0%
Another community college not listed here	5	36%
No response	2	14%
Total	14	100%

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

	Respondents	Percent
It was closer to home	2	14%
My friends/family were going there	1	7%
The classes I needed were offered there	7	50%
The program that I wanted to study was offered there	1	7%
I liked it better than De Anza	1	7%
Other	2	14%
Total	14	100%

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

- Ability to attend needed math course(s), (50%; 1).
- College is closer to intended university for transfer, (50%; 1).

7. 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		Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
Tuition and fees were too expensive	4	50%	4	50%	0	0%	0	0%	8	100%
The financial aid that I received was not enough to cover my costs	2	25%	1	13%	1	13%	4	50%	8	100%
I applied for financial aid but was not eligible	3	38%	1	13%	3	38%	1	13%	8	100%
Housing was too expensive	2	25%	3	38%	0	0%	3	38%	8	100%
Transportation was too expensive	4	50%	3	38%	0	0%	1	13%	8	100%
I had other financial needs that made paying for college less of a priority	6	75%	1	13%	0	0%	1	13%	8	100%

8. 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	0	0%
I did not have enough units	0	0%
I lost it due to being on academic probation	6	100%
I forgot to apply	0	0%
It was not enough to cover my costs associated with attending	0	0%
Due to the political climate I did not want to apply for financial aid	0	0%
Other	0	0%
Total	6	100%

9. 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	0	0%
No	0	0%
Yes but it is too expensive	0	0%
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	3	100%
Total	3	100%

10. Follow up question 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	2	40%
Parking was consistently too challenging so I gave up	1	20%
It took me too long to find parking and I was always late	2	40%
Total	5	100%

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

	Respondents	Percent
Personal car	5	100%
Rode with a friend/relative	0	0%
Bus	0	0%
Bike	0	0%
Walked	0	0%
Total	5	100%

11. Follow up question 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?

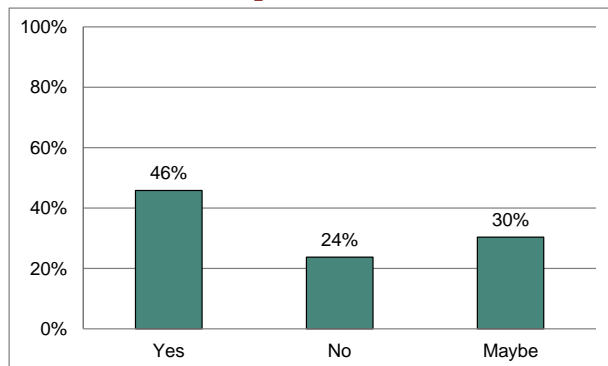
	Respondents	Percent
English	1	7%
Math	2	13%
ESL	0	0%
Biology or Environmental Studies	3	20%
Business or Computer Science	3	20%
Automotive Technology or Manufacturing and Design	0	0%
Art, Music, Theater	1	7%
A foreign language	2	13%
Speech/Communications	0	0%
Physical Education/Kinesiology	0	0%
Chemistry, Physics, Geology	1	7%
Anthropology, Psychology, History, Political Science	2	13%
Total	15	100%

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

	Respondents	Percent
Yes	5	33%
No	6	40%
Maybe	4	27%
Total	15	100%

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

- a. All respondents:



	Respondents	Percent
Yes	104	46%
No	54	24%
Maybe	69	30%
Total	227	100%

b. Future attendance by main reason for not attending:

	Yes Planning to Return		Not Planning to Return		Maybe Returning		Sub-Group Total	
	Respondents	Percent	Respondents	Percent	Respondednts	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	7	11%	33	50%	26	39%	66	100%
The course I wanted was full	14	93%	1	7%	0	0%	15	100%
I enrolled at another two-year college	5	36%	3	21%	6	43%	14	100%
The course times I needed were not offered	6	55%	0	0%	5	45%	11	100%
I could not afford to attend any longer	4	50%	2	25%	2	25%	8	100%
I was no longer eligible for financial aid	5	83%	0	0%	1	17%	6	100%
Parking was too limited and/or challenging	3	60%	2	40%	0	0%	5	100%
I got a job and felt like I no longer needed to attend	3	75%	1	25%	0	0%	4	100%
I could not find or afford childcare/care for a family member	2	67%	0	0%	1	33%	3	100%
The national political climate made it so that I did not feel safe to attend	1	100%	0	0%	0	0%	1	100%
Lack of transportation	0	0%	0	0%	0	0%	0	0%
Other	48	57%	12	14%	24	29%	84	100%
No Response	6	60%	0	0%	4	40%	10	100%
Total	104	46%	54	24%	69	30%	227	100%

13. Open-Ended Feedback Responses Grouped into Themes:

Themes	Students	Percent
Completed educational goal	16	16%
Course needed was not offered/ full/ cancelled	9	9%
Occasional/Recreational student	8	8%
Instructor/Course was not helpful	8	8%
Transferred to a 4 year university	7	7%
Health issues	6	6%
Work obligation	5	5%
Evening/Late afternoon courses were not offered	5	5%
Family/Personal obligation	4	4%
Limited parking/ long commute	4	4%
Taking a break/time off	4	4%
Financial hardship	4	4%
Enrolled at a different 2 year college	3	3%
Did not enjoy experience	3	3%
Course time needed was not offered	3	3%
Concurrent high school enrollment	2	2%
Did not feel safe/secure	2	2%
Online class required physical attendance for midterm/final	2	2%
Moved away	2	2%
On academic probation	1	1%
No longer pursuing educational goal	1	1%
Quarter system not adequate (quarter too short)	1	1%
Difficulty with online registration	1	1%
Construction noise	1	1%
Total	102	100%