

# De Anza College Office of Institutional Research and Planning

**To:** Senior Staff

**From:** Ola Sabawi, Research Analyst

**Date:** 3/13/2018

**Subject:** Non Returning Students Survey – Winter 2018

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The Non Returning Student Survey was distributed by email during the winter quarter of 2018 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 February 9<sup>th</sup> until February 26<sup>th</sup>. A total of 342 students responded to the survey resulting in a response rate of 5%.

## **Important highlights include:**

**Terms Enrolled:** 39% (135) of respondents indicated they completed 1 to 2 terms at De Anza, 36% (122) indicated they completed 6 or more terms, and 24% (82) indicated they have completed 3 to 4 terms (Question 1).

**City of Residence:** 42% (145) of survey respondents reported living in San Jose when they last attended De Anza, 11% (37) reported living in Sunnyvale, 9% (32) reported living in Cupertino, and 8% (27) reported living in Santa Clara. The remaining survey respondents reported living in other cities at rates of 5% or less (21 other cities were listed) (Question 2).

**Reason for Not Returning:** Most respondents (38%; 130) chose to submit an open-ended response as to the primary reason for not attending De Anza after completing the past term. 19% (64) of respondents reported transferring to a 4 year university or completing their educational goal, 9% (32) reported that the course times they needed were not offered, and 8% (27) reported that they chose to enroll at another two-year college. Other reasons were cited at rates of 6% or less (Question 3).

**Reason for Not Returning (Open-Ended Responses):** Among the open-ended submissions, the three most occurring themes were: 12% (15) cited financial/health issues or a family emergency, 8% (10) attend De Anza occasionally or needed to take one course, and 8% (10) moved to a different city or state (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* (72%; 46)
- *Ability to take a variety of online courses* (63%; 40)
- *Being supported by faculty and staff* (61%; 39)
- *Developing an education plan* (58%; 37)
- *Guidance from a counselor* (58%; 37)

**Course Times were not Offered:** Respondents who choose “The course times I needed were not offered” reported that when selecting their courses, the courses they need “sometimes” overlap with each other (34%; 11), “very often” overlap with each other (28%; 9), or reported that they have not noticed this to be an issue (25%; 8) (Question 7a). They indicated that their preferred days to take courses included Monday, Tuesday, Wednesday, Thursday, and Friday (25%; 8) (Question 7b), and their most preferred time was evenings between 6:30 PM and 10:00 PM (44%; 14) (Question 7c).

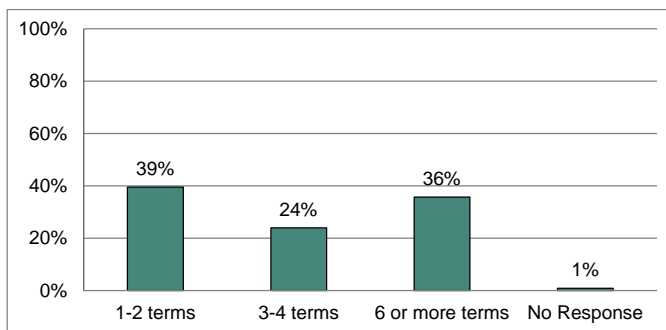
**Enrolled at Another Two-Year College:** Respondents who chose “I enrolled at another two-year college” reported attending Foothill College (30%; 8), Mission College (11%; 3), or Evergreen Valley College (11%; 3). 26% (7) reported enrolling at another community college that was not listed among the answer choices, while other colleges were cited at rates of 7% or less (Question 6a). 33% (9) reported the reason for attending another college was that it was closer to home, 26% (7) indicated the classes they needed were offered there, 15% (4) indicated they liked it better than De Anza, and 11% (3) indicated that their family or friends were going there. Other reasons for attending another college were cited at rates of 7% or less. Open-ended submissions indicated that the expensive prices of renting a residence around campus was the main reason they decided to attend another college (Questions 6b and 6c).

**Plan to Return to De Anza:** 44% (150) of all respondents indicated they do plan on attending De Anza in the future, 36% (124) indicated they may consider attending De Anza in the future, and 20% (67) indicated they did not plan on attending in the future (Question 14). 121 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:**

	<b>Respondents</b>	<b>Percent</b>
1-2 terms	135	<b>39%</b>
3-4 terms	82	<b>24%</b>
6 or more terms	122	<b>36%</b>
No Response	3	<b>1%</b>
<b>Total</b>	<b>342</b>	<b>100%</b>



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

	<b>Respondents</b>	<b>Percent</b>
San Jose	145	<b>42%</b>
Sunnyvale	37	<b>11%</b>
Cupertino	32	<b>9%</b>
Santa Clara	27	<b>8%</b>
Other	16	<b>5%</b>
Campbell	12	<b>4%</b>
Milpitas	12	<b>4%</b>
Fremont	8	<b>2%</b>
Los Altos/Los Altos Hills	8	<b>2%</b>
Mountain View	7	<b>2%</b>
Palo Alto	6	<b>2%</b>
Gilroy	5	<b>1%</b>
Los Gatos	5	<b>1%</b>
Hayward	3	<b>1%</b>
San Mateo	3	<b>1%</b>
San Francisco	3	<b>1%</b>
Morgan Hill	2	<b>1%</b>
East Palo Alto	2	<b>1%</b>
Menlo Park	2	<b>1%</b>
Newark	1	<b>0%</b>
Oakland	1	<b>0%</b>
San Carlos	1	<b>0%</b>
Redwood City	1	<b>0%</b>
Santa Cruz	1	<b>0%</b>
Union City	1	<b>0%</b>
Saratoga	1	<b>0%</b>
<b>Total</b>	<b>342</b>	<b>100%</b>

**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
Other	130	38%
I transferred to a four-year college or completed a degree/certificate or completed my educational goal and no longer needed to attend	64	19%
The course times I needed were not offered	32	9%
I enrolled at another two-year college	27	8%
No response	20	6%
The course I wanted was full	20	6%
I could not afford to attend any longer	15	4%
I got a job and felt like I no longer needed to attend	10	3%
I was no longer eligible for financial aid	8	2%
Lack of transportation	7	2%
The national political climate made it so that I did not feel safe to attend	3	1%
I could not find or afford childcare/care for a family member	3	1%
Parking was too limited and/or challenging	3	1%
Total	342	100%

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

<b>Themes</b>	<b>Students</b>	<b>Percent</b>
Family emergency/health or financial issues	15	12%
Needed one course to satisfy requirement/occasional enrollment	10	8%
Moved to a different city/state	10	8%
Instructors were unhelpful/ incompetent	8	6%
Transferred to another 2 year college	8	6%
No time because of other obligations/responsibilities	7	5%
Completed or no longer pursuing educational goal	6	5%
Counseling/admission services were not helpful	5	4%
Taking a break/time off	5	4%
Discouraged/not motivated/courses were too difficult	5	4%
Problems with enrollment/dropped or missed deadline	5	4%
Enrolled in courses that were cancelled	5	4%
Course time/online course not offered	4	3%
Wanted courses/program not offered	4	3%
Current work obligation/seeking employment	4	3%
Did not enjoy experience	4	3%
Waiting for acceptance into nursing program	4	3%
Concern for safety/social tension	3	2%
Military training/maternity leave	2	2%
Course/online course was unsatisfactory	2	2%
No response	14	11%
<b>Total</b>	<b>130</b>	<b>100%</b>

**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	37	58%	8	13%	4	6%	13	20%	2	3%	64	100%
Selecting a major/program of study early on	35	55%	8	13%	5	8%	14	22%	2	3%	64	100%
Guidance from counselor/advisor	37	58%	8	13%	9	14%	10	16%	0	0%	64	100%
Joining a club, group, or athletic team	12	19%	7	11%	7	11%	36	56%	2	3%	64	100%
Being mentored/guided by a faculty or staff member	32	50%	7	11%	9	14%	16	25%	0	0%	64	100%
Being part of cohort program or learning community	23	36%	9	14%	4	6%	25	39%	3	5%	64	100%
Being supported by faculty and staff	39	61%	9	14%	5	8%	9	14%	2	3%	64	100%
Being supported by other students	37	58%	10	16%	3	5%	13	20%	1	2%	64	100%
Being supported by family and friends	46	72%	10	16%	1	2%	6	9%	1	2%	64	100%
Ability to take a variety of online courses	40	63%	9	14%	4	6%	11	17%	0	0%	64	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	1	10%
My education at De Anza helps me complete the job I have more effectively	1	10%
My education at De Anza had no impact on my current job	5	50%
My education at De Anza will likely help me in a future job	3	30%
Total	10	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	3	30%
No	7	70%
Not sure	0	0%
Total	10	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	8	30%
West Valley College	0	0%
Mission College	3	11%
Evergreen Valley College	3	11%
San Jose City College	0	0%
Ohlone College	0	0%
Gavilan College	0	0%
Cabrillo College	2	7%
A San Mateo community college	2	7%
Another community college not listed here	7	26%
No response	2	7%
Total	27	100%

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

	Respondents	Percent
It was closer to home	9	33%
My friends/family were going there	3	11%
The classes I needed were offered there	7	26%
The program that I wanted to study was offered there	2	7%
I liked it better than De Anza	4	15%
Other	2	7%
Total	27	100%

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

- Renting a residence around campus became too expensive, (100%; 2)



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

a. When selecting your courses, how often do you find that a course you need to enroll in overlaps with another course you need? For example, one class is from 7:30-9:45 while the other class starts at 9:30.

	Respondents	Percent
Very often	9	28%
Sometimes	11	34%
Not very often	2	6%
Never	2	6%
I have not noticed this to be an issue	8	25%
Total	32	100%

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

	Respondents	Percent
Monday Tuesday Wednesday Thursday Friday	8	25%
Monday Tuesday Wednesday Thursday	6	19%
Monday Wednesday	5	16%
Tuesday and Thursday	5	16%
Friday	2	6%
Saturday	5	16%
No response	1	3%
Total	32	100%

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

	Respondents	Percent
Early morning (between 6:30 a.m. and 8:30 a.m.)	1	3%
Morning (between 8:30 a.m. and 11:30 a.m.)	4	13%
Late morning - early afternoon (between 11:30 a.m. and 1:30 p.m.)	7	22%
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.)	3	9%
Evening (between 6:30 p.m. and 10:00 p.m.)	14	44%
No Response	1	3%
Total	32	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		Not Applicable		Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
Tuition and fees were too expensive	9	60%	4	27%	2	13%	0	0%	15	100%
The financial aid that I received was not enough to cover my costs	3	20%	2	13%	1	7%	9	60%	15	100%
I applied for financial aid but was not eligible	6	40%	0	0%	4	27%	5	33%	15	100%
Housing was too expensive	6	40%	1	7%	0	0%	8	53%	15	100%
Transportation was too expensive	3	20%	5	33%	1	7%	6	40%	15	100%
I had other financial needs that made paying for college less of a priority	8	53%	2	13%	1	7%	4	27%	15	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	5	63%
I did not have enough units	0	0%
I lost it due to being on academic probation	1	13%
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	2	25%
Total	8	100%

**10. Follow up question for respondents who chose “Lack of transportation”**

a. Were you aware that De Anza students receive a free EcoPass to ride VTA to campus?

	Respondents	Percent
Yes	5	71%
No	1	14%
The bus is not an option for me to get to campus	1	14%
Total	7	100%

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

	Respondents	Percent
Personal car	2	29%
Rode with a friend/relative	3	43%
Bus	2	29%
Bike	0	0%
Walked	0	0%
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	0	0%
Parking was consistently too challenging so I gave up	0	0%
It took me too long to find parking and I was always late	3	100%
Total	3	100%

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

	Respondents	Percent
Personal car	3	100%
Rode with a friend/relative	0	0%
Bus	0	0%
Bike	0	0%
Walked	0	0%
Total	3	100%

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

a. Which course were you trying to enroll in? (example: EWRT1A)

Subject	Course	Students	Total by Subject	Percent
Child Development	C D 67	2	4	<b>20%</b>
	C D 50	1		
	C D 59H	1		
English	EWRT	1	3	<b>15%</b>
	EWRT 1A	1		
	EWRT 2	1		
Biology	BIOL 40A	2	2	<b>10%</b>
Chemistry	CHEM	1	2	<b>10%</b>
	CHEM 1C	1		
ESL	ESL	1	2	<b>10%</b>
	ESL 244	1		
Math	MATH	1	2	<b>10%</b>
	MATH 212	1		
Computer Information Systems	CIS	1	1	<b>5%</b>
Design and Manufacturing Technologies	DMT 90 and 91	1	1	<b>5%</b>
Economics	ECON	1	1	<b>5%</b>
Health Technology	HTEC 83	1	1	<b>5%</b>
Music	MUSI 13	1	1	<b>5%</b>
<b>Total</b>		<b>20</b>	<b>20</b>	<b>100%</b>

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

	Respondents	Percent
Early morning (between 6:30 a.m. and 8:30 a.m.)	1	<b>5%</b>
Morning (between 8:30 a.m. and 11:30 a.m.)	5	<b>25%</b>
Late morning - early afternoon (between 11:30 a.m. and 1:30 p.m.)	6	<b>30%</b>
Afternoon (between 1:30 p.m. and 4:30 p.m.)	4	<b>20%</b>
Late afternoon - early evening (between 4:30 p.m. and 6:30 p.m.)	0	<b>0%</b>
Evening (between 6:30 p.m. and 10:00 p.m.)	4	<b>20%</b>
Total	20	<b>100%</b>

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

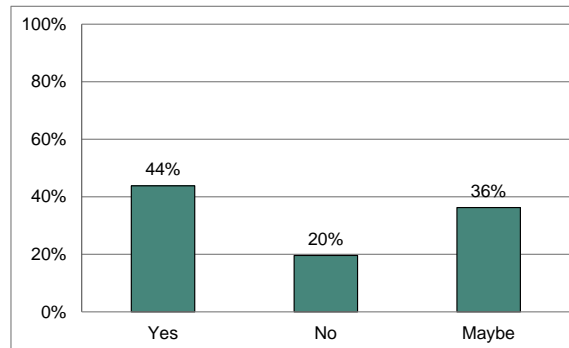
a. Are you aware that De Anza College provides daycare for children ages 1 ½ - 5 years old?

	Respondents	Percent
Yes	0	0%
No	2	67%
Yes, but it is too expensive	1	33%
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	0	0%
Total	3	100%

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

b. All respondents:

	Respondents	Percent
Yes	150	44%
No	67	20%
Maybe	124	36%
No Response	1	0%
Total	342	100%



c. 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	Respondednts	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	10	16%	22	34%	32	50%	0	0%	64	100%
I got a job and felt like I no longer needed to attend	5	50%	0	0%	5	50%	0	0%	10	100%
I enrolled at another two-year college	8	30%	8	30%	11	41%	0	0%	27	100%
The course I wanted was full	16	80%	1	5%	3	15%	0	0%	20	100%
The course times I needed were not offered	19	59%	1	3%	12	38%	0	0%	32	100%
I could not afford to attend any longer	13	87%	1	7%	1	7%	0	0%	15	100%
I was no longer eligible for financial aid	3	38%	3	38%	2	25%	0	0%	8	100%
I could not find or afford childcare/care for a family member	3	100%	0	0%	0	0%	0	0%	3	100%
Lack of transportation	3	43%	0	0%	4	57%	0	0%	7	100%
Parking was too limited and/or challenging	0	0%	3	100%	0	0%	0	0%	3	100%
The national political climate made it so that I did not feel safe to attend	0	0%	2	67%	1	33%	0	0%	3	100%
Other	61	47%	22	17%	46	35%	1	1%	130	100%
No Response	9	45%	4	20%	7	35%	0	0%	20	100%
Total	150	44%	67	20%	124	36%	1	0%	342	100%

## 15. Open-Ended Feedback Responses Grouped into Themes:

Themes	Students	Percent
Instructors were unhelpful/ incompetent	15	9%
Counseling/admission services/administration were not helpful/incompetent	12	7%
Family obligation/emergency/health issues	11	7%
Recreational/occasional enrollment for personal development	10	6%
Transferred to another 2 year college	8	5%
Cannot find course times/online/weekend courses to fit with work and family	8	5%
Completed educational goal	8	5%
Moved to a different city/state	7	4%
Must focus on work to cover expenses/no longer afford to attend	7	4%
Course was unsatisfactory	6	4%
Transferred to a 4 year university	6	4%
Parking/car was dinged while parked/hit and run incidents/traffic	6	4%
Lack of technology use in the classroom/outdated courses/buildings	6	4%
Enrolled in courses that were cancelled/needed courses were not offered	5	3%
Taking a break/time off	4	2%
Problems with Financial Aid	4	2%
Commute to campus was too long/Use of Caltrain in addition to VTA	4	2%
Courses were impacted	4	2%
Problems with enrollment/dropped or missed deadline	3	2%
Course time not offered	3	2%
Concern for safety/social tension	3	2%
Need for more certification programs/Credential programs	3	2%
PE course could not be repeated	3	2%
Discouraged/not motivated/courses were too difficult	2	1%
Did not enjoy experience	2	1%
Waiting for acceptance into nursing program	2	1%
Out of state tuition charges too expensive	2	1%
Need more sports scholarships	2	1%
Temporary work obligation	2	1%
Academic suspension/Probation	1	1%
De Anza's website is difficult to navigate	1	1%
Wasn't allowed to use pool for swimming practice outside allotted class time	1	1%
Harassed by military recruiters	1	1%
Transferred units did not allow for desired math course	1	1%
Lack of diversity	1	1%
<b>Total</b>	<b>164</b>	<b>100%</b>