

# De Anza College Office of Institutional Research and Planning

**To:** Senior Staff

**From:** Ola Sabawi, Research Analyst

**Date:** 3/27/2017

**Subject:** Non-Returning Students Survey - Fall 2016 and Winter 2017

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The Non-Returning Student Survey was distributed by email to students who did not re-enroll at De Anza after attending the previous term, either from spring 2016 to fall 2016 or fall 2016 to winter 2017. The survey was sent to 7,212 students who did not return in the fall quarter of 2016, and to 5,398 students who did not return in the winter quarter of 2017. The survey was open for two weeks between February 24<sup>th</sup> and March 10<sup>th</sup>. A total of 680 students responded to the surveys resulting in a response rate of 5%.

## **Important highlights include:**

**Respondents:** 63% (431) of respondents completed the fall 2016 survey and 37% (249) completed the survey for winter 2017.

**Terms Enrolled:** 55% (377) of respondents reported completing 6 or more terms at De Anza, 22% (150) completed 1 to 2 terms, 22% (148) completed 3 to 4 terms, and 1% (5) did not submit a response (Question 1).

**City of Residence:** Of all survey respondents, 44% (296) reported that San Jose was their city of residence while attending De Anza, followed by 11% (75) living in Cupertino, 10% (65) in Sunnyvale, 7% (50) Santa Clara, and 4% (24) reported living in Milpitas. The remaining survey respondents reported living in other cities at rates of 3% or less (over 21 other cities were listed) (Question 2).

**Reason for Not Returning:** The highest rated reasons for not returning to De Anza include: 43% (292) of respondents reported transferring to a four-year college, 9% (61) completed their educational goal, 7% (48) stated the course times they needed were not available, and 6% (44) reported they enrolled at another two-year college. 1% (4) students indicated that the national political climate made it so they did not feel safe to attend. Other reasons for not returning were cited at rates of 5% or less (22 other reasons were listed) (Question 3).

**Transferred:** Of respondents who reported they had transferred, 87% (253) participated in the fall 2016 survey while 13% (39) participated in the winter 2017 survey.

- 79% (232) of respondents who reported transferring to a four-year college indicated that “Being supported by family and friends” was helpful to them in reaching their transfer goal (Question 4a).

- 66% (192) of respondents indicated that “Being supported by faculty and staff” was helpful to them in reaching their transfer goal (Question 4a).

**Completed a Degree/Certificate:** 34 (5%) of all respondents reported they completed a degree or certificate and longer needed to attend.

- Of these students, 68% (23) indicated that “Being supported by family and friends” was helpful to them in reaching their transfer goal (Question 9a).
- 59% (20) of respondents indicated that “Being supported by faculty and staff” was helpful to them in reaching their transfer goal (Question 4a).

**Completed Educational Goal:** Respondents who completed their educational goal reported their goal as: 28% personal enrichment (17), 16% completing four-year university requirements (10), and 16% training for a new career (10). Other educational goals were reported at rates of 5% or less (4 other educational goals were listed) (Question 5a).

**Time Course is Offered:** Respondents who chose “The course times I needed were not offered”, 35% reported that Monday through Friday was their preferred days to take courses at higher rates than other days (17) and they preferred evening classes between 6:30 p.m. and 10:00 p.m. over other times (Question 6a and 6b). 48% (23) of these respondents indicated they would take the class online if the course they needed were offered.

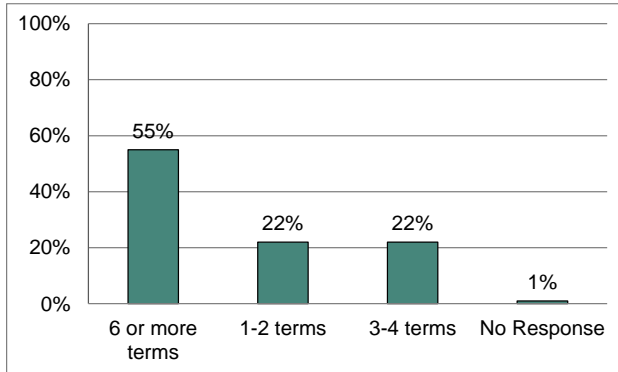
**Enrolled at Another College:** Respondents who chose “I enrolled at another two-year college”, 34% reported they are currently attending Foothill College at the highest rate (15). Those respondents also chose “It was closer to home” as the highest rated reason for attending another college (Question 7a and 7b). Of these respondents, 32% (14) stated the reason they enrolled at another community colleges was it was closer to home.

**Course was Full:** Respondents who chose “The course I wanted was full” most highly rated the Business or Computer Science department as the one most closely matched to the department in which the course(s) were full (22%; 8) (Question 8a).

**Plan to Return to De Anza:** Of all respondents, 29% (195) indicated they do plan on attending De Anza in the future, 28% (189) indicated they did not plan on attending in the future, and 43% (293) indicated they may be attending in the future (Question 20). 139 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.

**Parking:** Of all respondents, 1% (10) indicated parking was too limited and/or challenging. Of these respondents, 50% (5) reported that it took them too long to find parking and they were always late.

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



	Respondents	Percent
1-2 terms	150	22%
3-4 terms	148	22%
6 or more terms	377	55%
No Response	5	1%
<b>Total</b>	<b>680</b>	<b>100%</b>

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

	Respondents	Percent
San Jose	296	44%
Cupertino	75	11%
Sunnyvale	65	10%
Santa Clara	50	7%
Milpitas	24	4%
Mountain View	22	3%
Palo Alto	17	3%
Los Altos/Los Altos Hills	15	2%
Saratoga	13	2%
Campbell	12	2%
Los Gatos	11	2%
Fremont	11	2%
Gilroy	8	1%
Morgan Hill	7	1%
Santa Cruz	6	1%
Newark	6	1%
Hayward	4	1%
San Francisco	4	1%
Menlo Park	3	0%
Union City	2	0%
Oakland	2	0%
Redwood City	1	0%
San Mateo	1	0%
San Carlos	1	0%
East Palo Alto	0	0%
San Luis Obispo	0	0%
Other	24	4%
<b>Total</b>	<b>680</b>	<b>100%</b>

**3. What is your primary reason for not enrolling at De Anza in fall 2016/winter 2017 (select only one statement that best fits your situation)**

	Respondents	Percent
I transferred to a four-year college	292	43%
I completed my educational goal and no longer needed to attend	61	9%
The course times I needed were not offered	48	7%
I enrolled at another two-year college	44	6%
The course I wanted was full	36	5%
I completed a degree/certificate and no longer needed to attend but did not transfer to a four-year college	34	5%
I got a job and felt like I no longer needed to attend	18	3%
It took too much time to get to campus	16	2%
I could not afford to attend any longer	13	2%
Parking was too limited and/or challenging	10	1%
I had problems registering for classes online	9	1%
I could not find or afford childcare/care for a family member	8	1%
I was unable to pass the math course needed to move to the next level so decided not to continue	8	1%
I was on academic probation and not able to re-enroll	7	1%
I could not figure out which courses to take to complete my major/program of study	7	1%
I did not pass the course/courses I was enrolled in and did not want to continue	6	1%
I was no longer eligible for financial aid	5	1%
I could not talk to anyone for assistance in the Admissions Office	5	1%
The national political climate made it so that I did not feel safe to attend	4	1%
Lack of transportation	3	0%
I was dropped for not paying in time or dropped by an instructor in the first two weeks of the class and could not re-enroll	2	0%
I was unable to pass the English ESL or Reading course needed to move to the next level so decided not to continue	2	0%
I could not talk to anyone for assistance in the Counseling Department	2	0%
I was on the waitlist and was unable to enroll because the course was full	1	0%
I could not get an add code from the instructor	0	0%
I did not meet the prerequisite for the course I needed	0	0%
No Response	39	6%
Total	680	100%

**4. Follow up question for respondents who chose “I transferred to a four-year college”:**

a. Please rate the following items in regards to how helpful they were in meeting your transfer 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	183	63%	40	14%	41	14%	24	8%	4	1%	292	100%
Selecting a major/program of study early on	156	53%	71	24%	31	11%	27	9%	7	2%	292	100%
Guidance from counselor/advisor	160	55%	48	16%	59	20%	19	7%	6	2%	292	100%
Joining a club, group, or athletic team	83	28%	76	26%	27	9%	97	33%	9	3%	292	100%
Being mentored/guided by a faculty or staff member	143	49%	56	19%	26	9%	59	20%	8	3%	292	100%
Being part of cohort program or learning community	99	34%	80	27%	26	9%	81	28%	6	2%	292	100%
Being supported by faculty and staff	192	66%	55	19%	20	7%	18	6%	7	2%	292	100%
Being supported by other students	176	60%	67	23%	23	8%	17	6%	9	3%	292	100%
Being supported by family and friends	232	79%	35	12%	7	2%	11	4%	7	2%	292	100%
Ability to take a variety of online courses	171	59%	50	17%	21	7%	44	15%	6	2%	292	100%

**5. Follow up question for respondents who chose “I completed my educational goal and no longer needed to attend”**

a. Please indicate the educational goal you successfully completed: (select one)

	Respondents	Percent
Personal enrichment	17	28%
Basic skills development	3	5%
Complete four-year university requirements	10	16%
Complete high school or GED requirements	3	5%
Train for a new career	10	16%
Advance in current job	3	5%
Maintain a certificate/license	2	3%
Other	13	21%
Total	61	100%

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

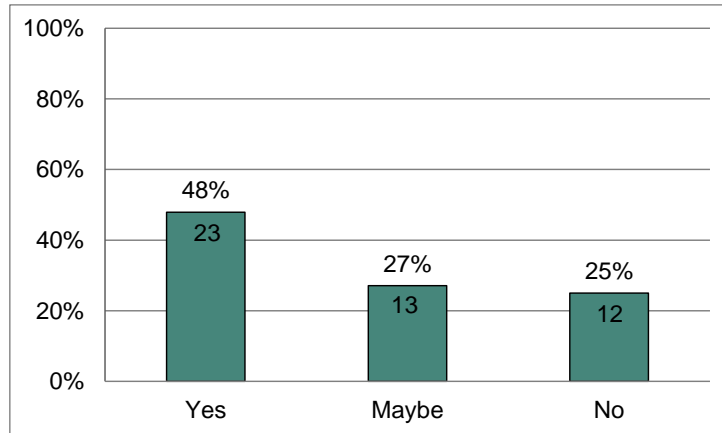
a. Which day(s) of the week would you prefer to take courses? (select one)

	Respondents	Percent
Monday-Friday	17	35%
Monday Tuesday Wednesday Thursday	7	15%
Monday Wednesday	6	13%
Tuesday and Thursday	9	19%
Friday	0	0%
Saturday	7	15%
No Response	2	4%
Total	48	100%

b. What would be your preferred times to take courses? (select one)

	Respondents	Percent
Early morning between 6:30 a.m. and 8:30 a.m.	6	13%
Morning between 8:30 a.m. and 11:30 a.m.	5	10%
Late morning – early afternoon between 11:30 a.m. and 1:30 p.m.	10	21%
Afternoon between 1:30 p.m. and 4:30 p.m.	3	6%
Late afternoon – early evening between 4:30 p.m. and 6:30 p.m.	5	10%
Evening between 6:30 p.m. and 10:00 p.m.	17	35%
No Response	2	4%
Total	48	100%

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

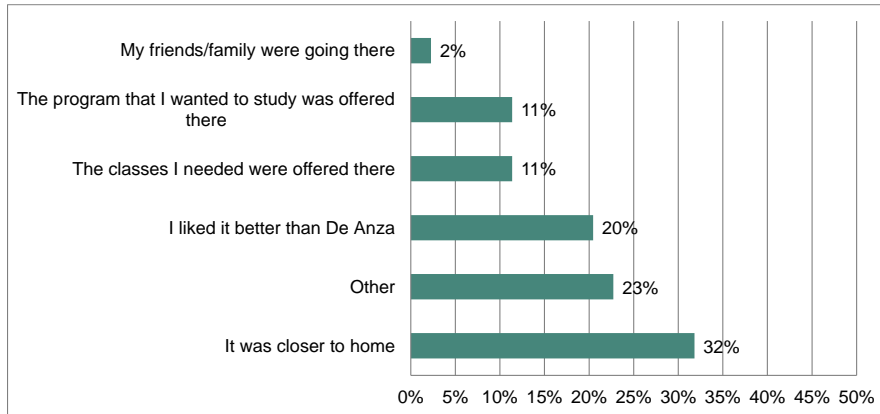


**7. Follow up questions for respondents who chose “I enrolled at another two-year college”**

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

	Respondents	Percent
Foothill College	15	34%
Mission College	4	9%
Cabrillo College	4	9%
West Valley College	3	7%
San Jose City College	2	5%
Gavilan College	2	5%
Evergreen Valley College	1	2%
Ohlone College	0	0%
A San Mateo community college	0	0%
Another community college not listed here	13	30%
Total	44	100%

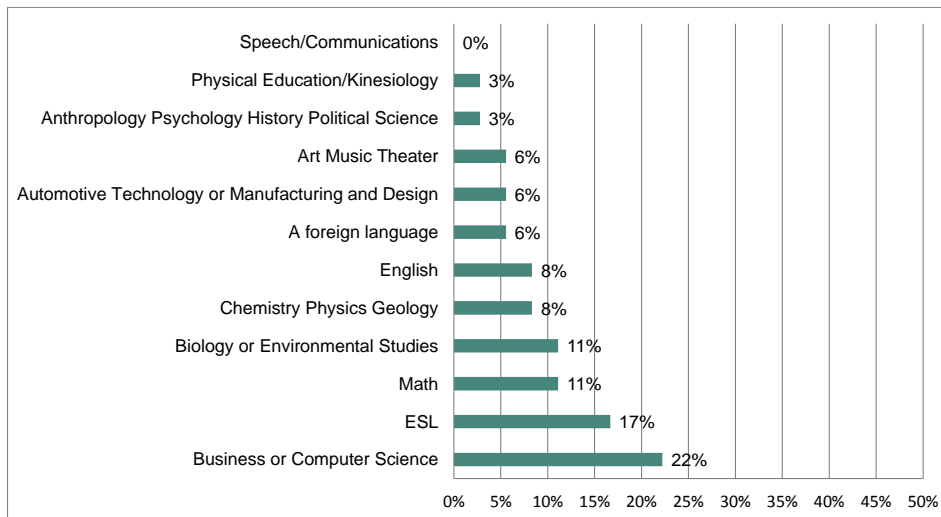
b. What is the main reason you attended another community college? (select one)



	Respondents	Percent
It was closer to home	14	32%
My friends/family were going there	1	2%
The classes I needed were offered there	5	11%
The program that I wanted to study was offered there	5	11%
I liked it better than De Anza	9	20%
Other	10	23%
Total	44	100%

8. 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	8%
Math	4	11%
ESL	6	17%
Biology or Environmental Studies	4	11%
Business or Computer Science	8	22%
Automotive Technology or Manufacturing and Design	2	6%
Art Music Theater	2	6%
A foreign language	2	6%
Speech/Communications	0	0%
Physical Education/Kinesiology	1	3%
Chemistry Physics Geology	3	8%
Anthropology Psychology History Political Science	1	3%
Total	36	100%



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

	Respondents	Percent
Yes	15	42%
No	12	33%
Maybe	9	25%
Total	36	100%

**9. Follow up question for respondents who chose “I completed a degree/certificate and no longer needed to attend, but did not transfer to a four-year college”**

a. Please rate the following items in regards to how helpful they were in meeting your degree/certificate 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	19	56%	6	18%	2	6%	5	15%	2	6%	34	100%
Selecting a major/program of study early on	18	53%	5	15%	3	9%	6	18%	2	6%	34	100%
Guidance from counselor/advisor	16	47%	6	18%	3	9%	6	18%	3	9%	34	100%
Joining a club, group, or athletic team	9	26%	4	12%	1	3%	17	50%	3	9%	34	100%
Being mentored/guided by a faculty or staff member	17	50%	1	3%	3	9%	10	29%	3	9%	34	100%
Being part of cohort program or learning community	9	26%	2	6%	2	6%	18	53%	3	9%	34	100%
Being supported by faculty and staff	20	59%	3	9%	2	6%	6	18%	3	9%	34	100%
Being supported by other students	19	56%	6	18%	1	3%	5	15%	3	9%	34	100%
Being supported by family and friends	23	68%	3	9%	3	9%	4	12%	1	3%	34	100%
Ability to take a variety of online courses	18	53%	3	9%	2	6%	8	24%	3	9%	34	100%

**10. 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)

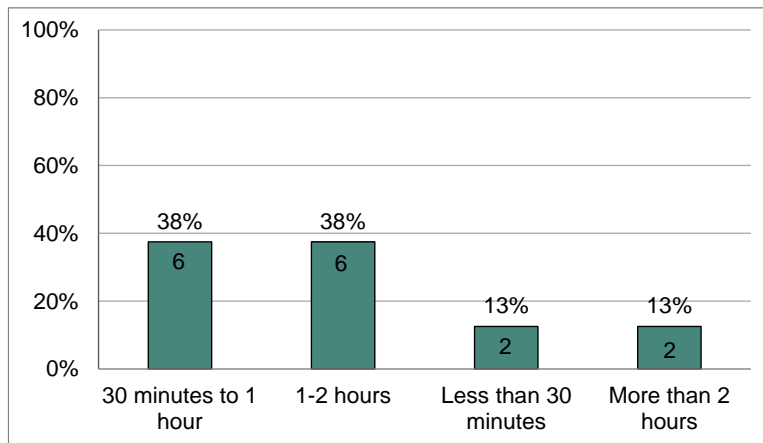
	Respondents	Percent
My education at De Anza helped me get the job I currently have	3	17%
My education at De Anza helps me complete the job I have more effectively	3	17%
My education at De Anza had no impact on my current job	8	44%
My education at De Anza will likely help me in a future job	4	22%
Total	18	100%

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

	Respondents	Percent
Yes	6	33%
No	8	44%
Not sure	4	22%
Total	18	100%

**11. Follow up questions for respondents who chose “It took too much time to get to campus”**

a. On average, how many hours per day did you spend travelling to and from De Anza?



b. City of residence when last attended.

	Respondents	Percent
San Jose	3	19%
Cupertino	3	19%
Other	2	13%
Fremont	2	13%
Campbell	2	13%
Milpitas	1	6%
Newark	1	6%
Santa Clara	1	6%
Palo Alto	1	6%
Total	16	100%

**12. 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	8	62%	2	15%	1	8%	1	8%	1	8%	13	100%
The financial aid that I received was not enough to cover my costs	7	54%	1	8%	0	0%	5	38%	0	0%	13	100%
I applied for financial aid but was not eligible	5	38%	1	8%	3	23%	2	15%	2	15%	13	100%
Housing was too expensive	5	38%	1	8%	0	0%	7	54%	0	0%	13	100%
Transportation was too expensive	5	38%	4	31%	2	15%	1	8%	1	8%	13	100%
I had other financial needs that made paying for college less of a priority	5	38%	2	15%	1	8%	3	23%	2	15%	13	100%

**13. 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	3	30%
Parking was consistently too challenging so I gave up	2	20%
It took me too long to find parking and I was always late	5	50%
Total	10	100%

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

	Respondents	Percent
Personal car	8	80%
Rode with a friend/relative	2	20%
Bus	0	0%
Bike	0	0%
Walked	0	0%
Total	10	100%

**14. Follow up question for respondents who chose “I had problems registering for classes online”**

a. What problems did you face when registering for classes online?

	Respondents	Percent
I had trouble logging into MyPortal account	2	22%
I got an add code but it did not work in MyPortal	0	0%
I did not know how to find open courses	0	0%
MyPortal was confusing and I didn't know how to use it	1	11%
I could not talk to anyone for assistance with the online system	1	11%
Other	5	56%
Total	9	100%

**15. Follow up question for respondents who chose “I could not find or afford childcare or 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	2	25%
No	3	38%
Yes but it is too expensive	1	13%
Yes but it is not convenient	1	13%
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	1	13%
Total	8	100%

**16. Follow up question for respondents who chose “I was on academic probation and not able to re-enroll”**

a. What is the main reason you did not re-enroll after being on academic probation? (select one)

	Respondents	Percent
I was on academic probation for a few terms and did not want to continue	1	14%
I was on academic probation and dismissed from the institution	1	14%
I did not feel like I was getting the support I needed to get off academic probation	0	0%
I lost my financial aid being on probation and could not afford to attend	2	29%
Other	3	43%
Total	7	100%

**17. Follow up question for respondents who chose “I could not figure out the courses to take to complete my major”**

a. What was the main reason you were unable to figure out the courses to take to complete your major? (select one)

	Respondents	Percent
There were too many options for me to choose from	0	0%
The courses I needed were not offered when I needed them	3	43%
I spoke with a counselor but they gave me the wrong information on the courses to take	0	0%
I did not know where to look to see what courses I needed to take	1	14%
I did not understand the educational plan completed for me by a counselor	0	0%
I was unable to talk to anyone to get help	1	14%
Other	2	29%
Total	7	100%

**18. 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	1	20%
I did not have enough units	0	0%
I lost it due to being on academic probation	1	20%
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	3	60%
Total	5	100%

**19. Follow up question for respondents who chose “I could not talk to anyone for assistance in the Admissions Office”**

a. What challenges did you face not being able to talk to anyone in the Admissions Office? (select one)

	Respondents	Percent
I tried calling but no one answered	0	0%
I emailed but no one responded	1	20%
The line was too long and I got discouraged	0	0%
The office provided me with the wrong information	0	0%
I was not sure where to go to get help	0	0%
Other	2	40%
No response	2	40%
Total	5	100%

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

	Yes Planning to Return		Not Planning to Return		Maybe Returning		Sub-Group Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
I transferred to a four-year college	31	11%	120	41%	140	48%	292	100%
I completed my educational goal and no longer needed to attend	16	26%	12	20%	33	54%	61	100%
The course times I needed were not offered	32	67%	2	4%	14	29%	48	100%
I enrolled at another two-year college	8	18%	19	43%	17	39%	44	100%
The course I wanted was full	31	86%	0	0%	5	14%	36	100%
I completed a degree/certificate and no longer needed to attend but did not transfer to a four-year college	5	15%	5	15%	24	71%	34	100%
I got a job and felt like I no longer needed to attend	8	44%	2	11%	8	44%	18	100%
It took too much time to get to campus	5	31%	3	19%	8	50%	16	100%
I could not afford to attend any longer	4	31%	3	23%	6	46%	13	100%
Parking was too limited and/or challenging	2	20%	5	50%	3	30%	10	100%
I had problems registering for classes online	4	44%	1	11%	4	44%	9	100%
I could not find or afford childcare/care for a family member	3	38%	2	25%	3	38%	8	100%
I was unable to pass the math course needed to move to the next level so decided not to continue	2	25%	1	13%	5	63%	8	100%
I was on academic probation and not able to re-enroll	5	71%	2	29%	0	0%	7	100%
I could not figure out which courses to take to complete my major/program of study	6	86%	0	0%	1	14%	7	100%
I did not pass the course/courses I was enrolled in and did not want to continue	3	50%	1	17%	2	33%	6	100%
I was no longer eligible for financial aid	2	40%	1	20%	2	40%	5	100%
I could not talk to anyone for assistance in the Admissions Office	1	20%	2	40%	2	40%	5	100%

**21. Do you plan to return to De Anza in the future? (Continued)**

	Yes Planning to Return		Not Planning to Return		Maybe Returning		Sub-Group Total	
	Respondents	Percent	Respondents	Percent	Respondents	Percent	Respondents	Percent
The national political climate made it so that I did not feel safe to attend	1	25%	2	50%	1	25%	4	100%
Lack of transportation	2	67%	0	0%	1	33%	3	100%
I was dropped for not paying in time or dropped by an instructor in the first two weeks of the class and could not re-enroll	2	100%	0	0%	0	0%	2	100%
I was unable to pass the English ESL or Reading course needed to move to the next level so decided not to continue	2	100%	0	0%	0	0%	2	100%
I could not talk to anyone for assistance in the Counseling Department	2	100%	0	0%	0	0%	2	100%
I was on the waitlist and was unable to enroll because the course was full	0	0%	0	0%	1	100%	1	100%
I could not get an add code from the instructor	0	0%	0	0%	0	0%	0	0%
I did not meet the prerequisite for the course I needed	0	0%	0	0%	0	0%	0	0%
No Response	18	46%	6	15%	15	38%	39	100%
Total	195	29%	189	28%	295	43%	680	100%

**22. Additional follow up questions were asked to the following groups of respondents, and the information is available upon request:**

- a. “Lack of transportation”, n=3.
- b. “I was dropped for not paying in time or dropped by an instructor in the first two weeks of the class and could not re-enroll”, n=2.
- c. “I could not talk to anyone for assistance in the Counseling Department”, n=2.
- d. “I was on the waitlist and was unable to enroll because the course was full”, n=1.

### 23. Open-Ended Responses Grouped into Themes:

Themes	Students	Percent
Transfer to 4 yr college	42	16%
Work schedule conflict/not enough night classes offered	21	8%
Campus too crowded/classes were full	18	7%
Moved away/deployment	18	7%
Student services/counseling complaints	16	6%
Professors/instructors unhelpful or incompetent	14	5%
More advanced courses needed	14	5%
Costs and Fees	13	5%
Obtained a degree/certificate	13	5%
Parking problems/Parking lot construction	11	4%
Program/course needed was not offered	10	4%
Completed requirements for transfer	10	4%
More online classes should be offered	9	3%
Health issues/family trouble	9	3%
Just had a baby/family care	8	3%
Does not feel safe/comfortable (mostly parking lot at night)	8	3%
Take classes recreationally/occasionally	8	3%
Trouble with MyPortal/confused about registration	6	2%
Outdated buildings/classrooms/not enough technology used	5	2%
Classes were too hard	5	2%
Currently enrolled/audit class	5	2%
Political/racial insecurities	4	1%
Campus is far from home	3	1%
<b>Total</b>	<b>270</b>	<b>100%</b>