

# De Anza College Office of Institutional Research and Planning

**To:** Senior Staff

**From:** Ola Sabawi, Research Analyst

**Date:** 1/22/2020

**Subject:** Non Returning Students Survey – Fall 2019

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The Non Returning Student Survey was distributed by email during fall 2019 to students who did not re-enroll at De Anza after attending in spring 2019. The survey was sent to 5,889 students and a total of 165 students responded to the survey, resulting in a response rate of 3%.

## **Important highlights include:**

**Terms Enrolled:** 68% (113) of respondents indicated they completed 6 or more terms at De Anza, 16% (27) completed 3-4 terms, and 15% (25) completed 1-2 terms. (Question 1).

**Reason for Not Returning:** Most respondents (65%; 107) reported transferring to a 4-year university or completing their educational goal as the primary reason for not attending De Anza any longer (Question 2).

**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 (Question 3a):

- *Being supported by family and friends* (82%; 83); this has been consistently the top choice in all past surveys.
- *Being supported by faculty and staff* (75%; 76); this has been the second choice in all but one of the past surveys.
- *Ability to take a variety of online courses* (73%; 74)
- *Being supported by other students* (69%; 70)

The least helpful items rated by survey respondents were:

- *Joining a club, group, or athletic team* (27%; 27)
- *Being part of a cohort program or learning community* (32%; 32)
- *Being mentored/guided by a faculty or staff member* (49%; 49)
- *Selecting a major/program of study early on* (58%; 59)

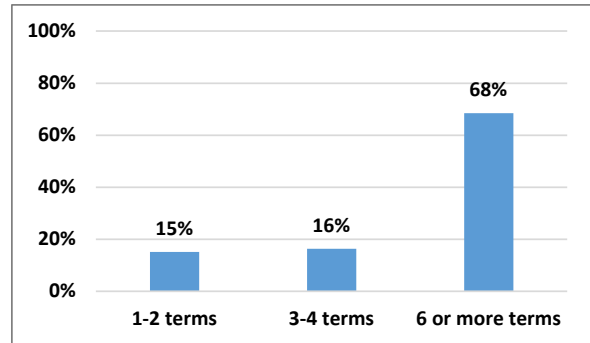
**Hours Worked On or Off Campus:** Respondents indicated that while attending De Anza, they worked more hours off campus (62%; 115) than on campus (38%; 71). Of respondents who worked on campus (n = 71), 82% (58) reported spending 20 hours or less working per week on average while 18% (13) reported working more than 20 hours per week. Of respondents who worked off campus (n = 115), 50% (57) reported working 20 hours or less and 50% (58) reported working more than 20 hours. (Question 4).

**Open-Ended Feedback Responses:** 42% (32) of respondents who submitted additional feedback recounted a very positive experience at De Anza and mentioned certain instructors, counselors, and staff who had a high impact on their educational experience (Question 6).

**Results:**

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

	<b>Respondents</b>	<b>Percent</b>
1-2 terms	25	<b>15%</b>
3-4 terms	27	<b>16%</b>
6 or more terms	113	<b>68%</b>
Total	165	<b>100%</b>



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

	<b>Respondents</b>	<b>Percent</b>
I transferred to a four-year college or completed a degree/certificate or completed my educational goal and no longer needed to attend	107	<b>65%</b>
I only needed to take 1 or 2 courses to meet my goal	9	<b>5%</b>
The course I wanted was full	8	<b>5%</b>
The course and/or times I needed were not offered	6	<b>4%</b>
Family or personal issue/emergency that caused me to withdraw	8	<b>5%</b>
The faculty or staff at the college were unhelpful	3	<b>2%</b>
I enrolled at another two-year college	2	<b>1%</b>
I got a job and felt like I no longer needed to attend	2	<b>1%</b>
I could not afford to attend any longer	1	<b>1%</b>
I needed to move to a different city/state	1	<b>1%</b>
I was no longer eligible for financial aid	1	<b>1%</b>
Other please explain	14	<b>8%</b>
No response	3	<b>2%</b>
Total	165	<b>100%</b>

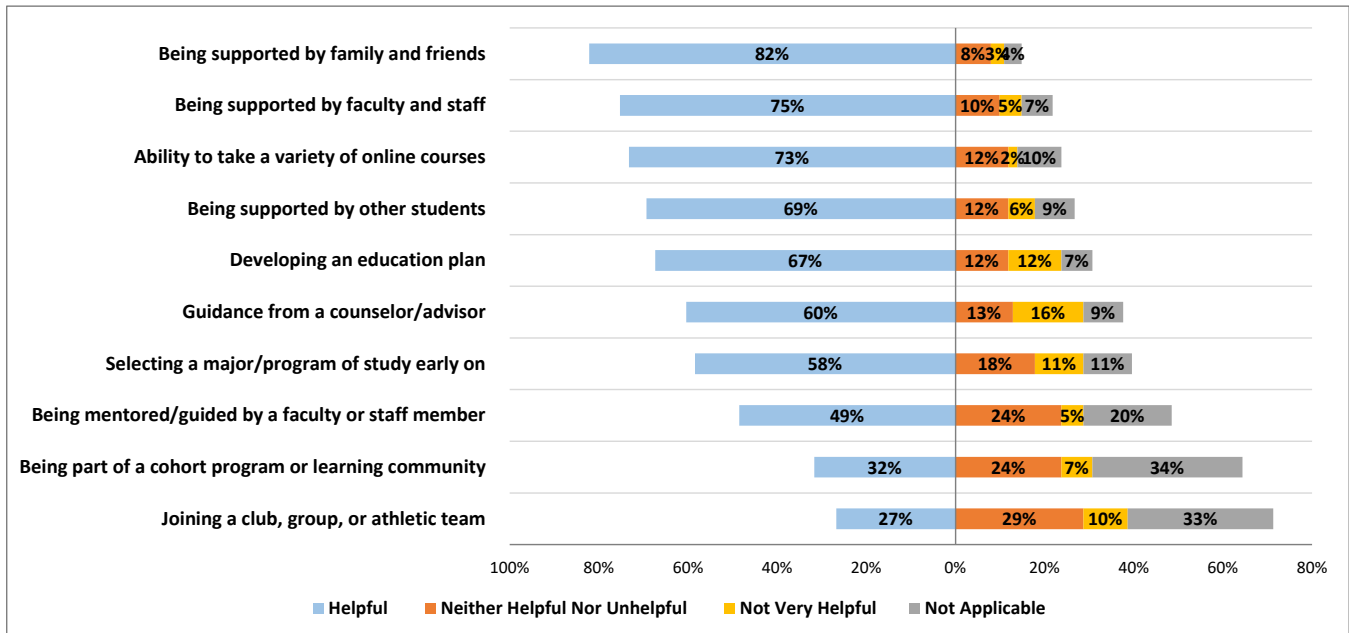
**a. Primary Reason “Other please explain”: Open-ended response**

<b>Themes</b>	<b>Students</b>	<b>Percent</b>
Decided to take a break	4	17%
Work/school conflict	4	17%
Degree/program they were pursuing is no longer offered	1	4%
Did not like online course curriculum or structure	1	4%
Originally a Foothill College student	1	4%
Was concurrently enrolled	1	4%
Was not able to register for wanted program	1	4%
Was not able to renew their student visa	1	4%
<b>Total</b>	<b>14</b>	<b>61%</b>

**3. 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, certificate, degree, or educational goal:

	Helpful		Neither Helpful Nor Unhelpful		Not Very Helpful		Not Applicable	
<i>Total Responses = 101</i>								
Developing an education plan	68	67%	12	12%	12	12%	7	7%
Selecting a major/program of study early on	59	58%	18	18%	11	11%	11	11%
Guidance from a counselor/advisor	61	60%	13	13%	16	16%	9	9%
Joining a club, group, or athletic team	27	27%	29	29%	10	10%	33	33%
Being mentored/guided by a faculty or staff member	49	49%	24	24%	5	5%	20	20%
Being part of a cohort program or learning community	32	32%	24	24%	7	7%	34	34%
Being supported by faculty and staff	76	75%	10	10%	5	5%	7	7%
Being supported by other students	70	69%	12	12%	6	6%	9	9%
Being supported by family and friends	83	82%	8	8%	3	3%	4	4%
Ability to take a variety of online courses	74	73%	12	12%	2	2%	10	10%

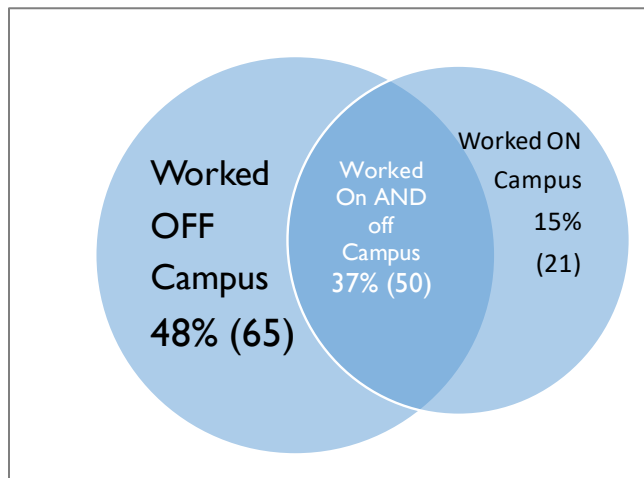
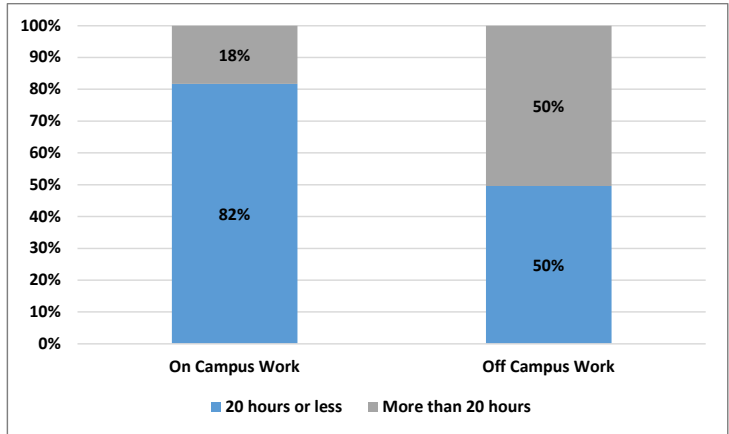


b. Was there anything additional that helped you meet your transfer, degree, certificate or educational goal that you would like us to know about? (Open-ended response)

<b>Themes</b>	<b>Students</b>	<b>Percent</b>
Unhelpful counselors/advisors	3	17%
Knowledgeable and caring instructors	2	11%
Accelerated curriculum	1	6%
Availability of online courses	1	6%
Being part of a club, group, or athletic team	1	6%
Face to face instruction	1	6%
Friend support	1	6%
Helpful counselors/advisors	1	6%
Online resources such as Assist.org and DegreeWorks	1	6%
Support from Kirsch center staff and counselor	1	6%
Teachers' willingness to help students with recommendation letters	1	6%
The MPS program	1	6%
The need to better advertise out-of-state transfer options	1	6%
The need to include parking fees with tuition	1	6%
Time management skills	1	6%
<b>Total</b>	<b>18</b>	<b>100%</b>

**4. When you were enrolled at De Anza, how many hours per week on average did you work either on or off campus, or both?**

	On Campus		Off Campus	
	Count	Percent	Count	Percent
Less than 5	18	13%	10	7%
5 to 10	10	7%	9	6%
10 to 15	13	9%	21	14%
15 to 20	17	12%	17	11%
20 to 30	9	6%	26	18%
30 to 40	3	2%	12	8%
More than 40	1	1%	20	14%
I did not work	73	51%	33	22%
<b>Total</b>	<b>144</b>	<b>100%</b>	<b>148</b>	<b>100%</b>



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

	Responses	Percent
Yes	36	22%
No	43	26%
Maybe	86	52%
<b>Total</b>	<b>165</b>	<b>100%</b>

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

Themes	Students	Percent
Recounted a very positive experience at De Anza and thanked their instructors and staff for setting a high standard	32	42%
Counselors were unhelpful and provided inconsistent information	6	8%
Encountered unhelpful/incompetent instructors	4	5%
Attends De Anza occasionally for personal development	3	4%
Continued registration at De Anza is depended on offering more online or evening courses	3	4%
Courses are always full/only offered during certain terms	3	4%
Felt threatened, harassed, or discriminated against	3	4%
Importance of making social connections with peers/provide more social opportunities to make friendships	2	3%
Moved away	2	3%
Thankful for the big variety of online courses	2	3%
Battling mental health issues	1	1%
Concurrently enrolled high school student	1	1%
De Anza lacks the resources it needs to help students succeed	1	1%
Demands accountability for instructors with high fail rate	1	1%
Did not like online course curriculum or structure	1	1%
Did not receive the expected level of support in class	1	1%
Disability services were very understaffed	1	1%
Encountered ethical violations when multiple teachers required text books they themselves have authored, especially when it isn't free	1	1%
Enough copies of expensive text books should be available in the library for every student	1	1%
Lack of support or a campus community for commuter students	1	1%
May return to De Anza in the future	1	1%
Not enough resources or help for students transferring out-of-state	1	1%
Online application is long and confusing	1	1%
Only needed one or two pre-requisite courses for graduate program	1	1%
The need to include parking fees with tuition	1	1%
Unable to return because of work conflict	1	1%
Will continue to complete some GE courses at De Anza after transfer	1	1%
<b>Total</b>	<b>77</b>	<b>100%</b>