

# Southwest Riverside Consortium

## Adult Education Student Exit Survey Results: 2016-17 & 2017-18

**Results for MSJC Menifee Campus**

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## Overview

The Southwest Riverside Consortium’s Adult Education Surveys were developed to capture students’ points of view regarding current adult education services, challenges, delivery modalities, as well as input for future consideration. Two surveys, an Entrance (also for currently enrolled students) and Exit, were designed. The results that follow are based on Entrance surveys completed in the 2016-17 and 2017-18 school years.

Participants by member site are presented below:

Site	2016-17 Entrance Surveys	2017-18 Entrance Surveys
Banning Adult School	76	108
Beaumont Adult School	159	124
Hemet Adult School	74	7
Lake Elsinore Valley Adult School	785	828
MSJC Campuses	1,310	898
Murrieta Valley Adult School	149	0
Perris Community Adult School	224	325
Riverside County Office of Education (RCOE)	192	29
San Jacinto Adult School	261	526
Temecula Valley Adult School	154	139

A total of 2,984 Entrance/Current student surveys were collected consortium-wide for the 2017-18 school year. This report features the results for 2017-18 MSJC Menifee Campus Adult Education respondents and includes site-specific results from 2016-17, as well as 2017-18 consortium overall findings for comparison purposes. Results for “core” Entrance Survey items are found in Tables 1-16. MSJC specific item findings are in Tables 17 and 18. Responses to open-ended survey questions follow these tables.

## Demographics

**Table 1. Total Participants**

	MSJC Menifee Exit 2016-17	MSJC Menifee Exit 2017-18	Overall Exit 2017-18
Sample size	160	162	1,931

**Table 2. Item 13: How long have you attended this school?**

Response Options	MSJC Menifee Exit 2016-17 % (n=156)	MSJC Menifee Exit 2017-18 % (n=158)	Overall Exit 2017-18 % (n=1,744)
Less than 1 year	68.0	73.4	64.3
1 year	19.2	12.7	15.4
2 years	8.3	10.8	12.3
3 or more years	4.5	3.2	8.0

**Table 3. Item 14: What is your age?**

Response Options	MSJC Menifee Exit 2016-17 % (n=156)	MSJC Menifee Exit 2017-18 % (n=160)	Overall Exit 2017-18 % (n=1,765)
Under 18 years	1.3	--	1.6
18-24 years	9.6	18.1	30.5
25-30 years	10.3	10.6	13.9
31 years or over	78.9	71.3	54.1

**Table 4. Item 15: What is your ethnicity? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=160)	MSJC Menifee Exit 2017-18 % (n=162)	Overall Exit 2017-18 % (n=1,931)
White or Caucasian	7.5	12.4	16.4
Black or African American	1.3	1.9	4.6
Hispanic	76.9	67.3	56.3
Asian	6.3	7.4	6.0
American Indian	--	0.6	0.8
Native Hawaiian or other Pacific Islander	--	0.6	0.3
Multi-ethnic	3.1	6.2	6.2
Other, (please specify)	0.6	1.2	0.9
Missing	4.4	2.5	8.6

## Program Area/Educational Goals

**Table 5. Item 1: In which of the following areas have you been taking classes? (Mark all that apply.)**

Response Options	MSJC Meniffee Exit 2016-17 % (n=159)	MSJC Meniffee Exit 2017-18 % (n=155)	Overall Exit 2017-18 % (n=1,845)
Elementary and secondary basic skills, including classes required for a high school diploma/equivalency	22.0	44.5	37.4
ESL, citizenship, career training ESL classes, courses for immigrants	70.4	52.9	31.5
Education programs for adults/older adults entering or reentering the workforce	13.8	9.0	12.4
Courses to help me better support my child(ren) with their school work	8.2	6.5	5.4
Education programs for adults with disabilities (developmental or learning)	3.1	2.6	2.0
Career training, career education certificate programs	5.0	1.9	5.3
Career training classes	3.8	5.2	4.8
Apprentices/Pre-apprenticeship programs	3.8	0.7	1.0
I am not taking classes in any of the above program areas	4.4	1.3	13.6
Other, (please specify)*	1.9	2.6	6.3

\* See open-ended responses at the end of this report.

**Table 6. Item 2: What are your educational goals? (Mark all that apply.)**

Response Options	MSJC Meniffee Exit 2016-17 % (n=159)	MSJC Meniffee Exit 2017-18 % (n=156)	Overall Exit 2017-18 % (n=1,859)
Pass citizenship exam	27.7	7.7	11.2
Improve English Language skills	80.5	56.4	37.7
High School Equivalency Test (GED, HiSET)	40.3	41.7	20.6
High school diploma	9.4	7.7	35.6
Associate 2-year college degree	15.7	13.5	16.3
Bachelor's 4-year college degree	12.0	8.3	14.2
Career training (job training or certificate program)	6.3	12.2	14.2
Vocational/technical program	4.4	2.6	5.8
Transfer credits for another institution	3.1	1.9	2.2
License	1.3	0.6	4.2
Other (please specify)*	0.6	2.6	5.4

\* See open-ended responses at the end of this report.

**Table 7. Item 3: What are your career goals? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=157)	MSJC Menifee Exit 2017-18 % (n=158)	Overall Exit 2017-18 % (n=1,804)
Developing new skills	69.4	63.9	62.0
Job-related training	22.9	26.6	28.2
Higher salary	38.9	24.1	37.9
Promotion/advance in current job	10.2	8.9	14.3
License/certification	24.2	20.9	27.7
Other (please specify)*	--	7.0	4.5

\* See open-ended responses at the end of this report.

**Table 8. Item 4: How important were the following reasons in your decision to enroll in your school? (% "Important" or "Very Important")**

Response Options	MSJC Menifee Exit 2016-17 % (n)	MSJC Menifee Exit 2017-18 % (n)	Overall Exit 2017-18 % (n)
Cost	81.4 (129)	80.9 (141)	68.7 (1,600)
Financial aid/scholarship opportunities	78.8 (113)	78.7 (122)	68.2 (1,471)
Academic reputation	82.4 (108)	79.2 (120)	71.7 (1,376)
A specific job training or certification or license program	76.2 (109)	82.5 (126)	72.2 (1,490)
Future employment opportunities	90.2 (133)	90.8 (141)	86.1 (1,650)
Recommended by family/friends/employer	74.6 (114)	73.3 (131)	65.3 (1,514)
Location of school (close to home/work)	88.7 (133)	85.5 (138)	78.8 (1,582)
Availability of courses	87.6 (113)	92.2 (141)	84.8 (1,575)
Personalized attention prior to enrollment	71.0 (107)	80.0 (120)	70.8 (1,449)
Other (please specify)*	43.8 (16)	36.1 (36)	31.5 (568)

\* See open-ended responses at the end of this report.

## Reasons for Taking CTE and ESL

**Table 9. Item 5: Are you currently enrolled in a career training certificate or licensing program? (15.2% of 2016-17 and 7.5% of 2017-18 MSJC Menifee adult education students, and 11.4% of 2017-18 Overall said “Yes”) If yes, which of the following apply to you? I want to ... (Mark all that apply)**

Response Options	MSJC Menifee Exit 2016-17 % (n=23**)	MSJC Menifee Exit 2017-18 % (n=12**)	Overall Exit 2017-18 % (n=201**)
Improve my job skills to get a better job	69.6	58.3	56.7
Re-enter the workforce	--	25.0	8.0
Change careers/learn a new set of job skills	47.8	25.0	22.4
Get a raise or promotion with my current employer	8.7	25.0	13.4
Complete a program/certificate to get a job	52.2	66.7	45.8
Expand my job opportunity options	39.1	41.7	32.8
Other (please specify)*	--	--	7.0

\* See open-ended responses at the end of this report. \*\*Number of respondents indicating “yes”; interpret results involving small n’s (<=20) with caution.

**Table 10. Item 6: Are you currently or have you taken ESL classes at your school? (81.4% of 2016-17 and 64.5% of 2017-18 MSJC Menifee adult education students, and 36.0% of 2017-18 Overall said “Yes”) If yes, why did you take or are you taking ESL classes? (Check all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=112**)	MSJC Menifee Exit 2017-18 % (n=99**)	Overall Exit 2017-18 % (n=614**)
To help your children with school work	52.7	40.4	41.4
To get U.S. citizenship	33.9	23.2	34.0
To get a job	39.3	33.3	44.5
To get a better job	42.0	26.3	36.2
To start or grow a business of your own	15.2	11.1	18.4
To be able to attend college or vocational school	29.5	28.3	31.1
To meet a requirement for public assistance	3.6	3.0	8.1
To improve the way you feel about yourself	64.3	43.4	60.3
To make it easier to do things on a day-to-day basis	57.1	31.3	56.2
Other (please specify)*	2.7	--	3.1

\* See open-ended responses at the end of this report. \*\*Number of respondents indicating “yes”; interpret results involving small n’s (<=20) with caution.

**Table 11. Item 7: Has the reason you started going to school changed over time?**

Response Options	MSJC Menifee Exit 2016-17 % (n=149)	MSJC Menifee Exit 2017-18 % (n=159)	Overall Exit 2017-18 % (n=1,797)
% Yes*	28.2	29.6	22.6

\* If yes, describe how it changed? See open-ended responses at the end of this report.

## Barriers to Educational Goals

**Table 12. Item 8: What are some of the issues that have made it hard for you or your classmates to complete your education? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=141)	MSJC Menifee Exit 2017-18 % (n=138)	Overall Exit 2017-18 % (n=1,595)
Tuition cost	13.5	23.2	23.6
Cost of books and related materials	21.3	21.7	20.6
Lack of availability of classes/courses	17.7	13.8	17.5
Program, certificate, or license completion requires too much time	5.7	10.9	10.6
Lack of classes/courses offered online	8.5	4.4	8.8
Do not have access to a computer and/or the internet	19.2	10.9	13.2
Do not know how to use a computer well enough to learn online	23.4	20.3	14.4
School is not safe	2.8	--	1.3
Work schedule	32.6	21.7	39.6
Cost of transportation	8.5	4.4	10.4
Do not have reliable transportation	7.8	9.4	11.4
Distance to school/program	11.4	9.4	13.0
Childcare needs	30.5	39.1	27.3
Registration time is too short	4.3	5.1	3.3
Lack of internship and job experience opportunities	5.7	5.8	6.0
Lack of classes at convenient hours (e.g., Saturday and evening programs)	19.9	13.8	13.4
Other (please specify)*	2.1	2.9	6.4

\* See open-ended responses at the end of this report.



## Services

**Table 13. Item 9: How helpful have the following services been to you? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n)			MSJC Menifee Exit 2017-18 % (n)			Overall Exit 2017-18 % (n)		
	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide
Academic counseling (help planning academic goals and selecting courses)	76.4 (144)	16.0 (144)	1.4 (144)	70 (150)	26.7 (150)	-- (150)	71.0 (1,631)	24.3 (1,631)	2.0 (1,631)
Career counseling (help matching interests and skills with careers)	67.8 (118)	25.4 (118)	1.7 (118)	69.0 (145)	27.6 (145)	-- (145)	65.6 (1,564)	28.5 (1,564)	2.4 (1,564)
Tutoring	60.4 (101)	28.7 (101)	5.9 (101)	61.1 (113)	35.4 (113)	0.9 (113)	59.0 (1,316)	34.1 (1,316)	4.2 (1,316)
Assessment services (e.g., to assess your skills and how they relate to possible jobs)	65.8 (117)	28.2 (117)	1.7 (117)	63.8 (141)	30.5 (141)	1.4 (141)	62.9 (1,535)	30.1 (1,535)	3.0 (1,535)
Information about educational and job training programs	75.4 (126)	17.5 (126)	1.6 (126)	75.7 (144)	20.8 (144)	-- (144)	70.6 (1,543)	23.4 (1,543)	2.7 (1,543)
Information about jobs and careers (e.g., speaker, job fairs, tours)	63.9 (122)	25.4 (122)	6.6 (122)	69.4 (144)	22.2 (144)	2.1 (144)	65.3 (1,552)	26.9 (1,552)	3.0 (1,552)
Information about future employment opportunities (e.g., service learning, internship, on-the-job training)	66.7 (123)	25.2 (123)	6.5 (123)	65.8 (146)	25.3 (146)	2.1 (146)	64.2 (1,569)	28.3 (1,569)	3.3 (1,569)
Assistance with developing job search skills (e.g., interviewing, resume writing)	56.8 (118)	33.9 (118)	5.9 (118)	65.3 (144)	27.8 (144)	2.1 (144)	62.1 (1,543)	30.0 (1,543)	3.4 (1,543)

Response Options	MSJC Menifee Exit 2016-17 % (n)			MSJC Menifee Exit 2017-18 % (n)			Overall Exit 2017-18 % (n)		
	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide	Very or somewhat helpful	I have not used this service	School does not provide
Job placement assistance (services to help connect employers with students looking for jobs)	51.8 (114)	35.1 (114)	7.0 (114)	56.8 (139)	34.5 (139)	0.7 (139)	54.1 (1,514)	35.5 (1,514)	4.6 (1,514)
Information about available student support services at your school or college	70.9 (127)	26.8 (127)	-- (127)	60.8 (143)	32.9 (143)	1.4 (143)	66.4 (1,528)	26.4 (1,528)	2.6 (1,528)
Information about more existing government programs (e.g., food stamps, public health services)	50.9 (112)	37.5 (112)	8.0 (112)	52.9 (140)	37.1 (140)	2.1 (140)	54.1 (1,507)	34.4 (1,507)	4.7 (1,507)
Information about services in the community	59.1 (115)	30.4 (115)	6.1 (115)	57.8 (142)	35.2 (142)	1.4 (142)	60.1 (1,512)	30.1 (1,512)	4.0 (1,512)
Childcare resources	40.5 (116)	41.4 (116)	10.3 (116)	42.6 (129)	49.6 (129)	1.6 (129)	43.3 (1,410)	41.1 (1,410)	7.5 (1,410)
Other (please specify)*	23.1 (13)	61.5 (13)	-- (13)	21.6 (37)	56.8 (37)	10.8 (37)	35.4 (523)	35.6 (523)	19.3 (523)

\* See open-ended responses at the end of this report.

## Transportation

**Table 14. Item 10: How do you get to school? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=157)	MSJC Menifee Exit 2017-18 % (n=160)	Overall Exit 2017-18 % (n=1,758)
Drive my car/motorcycle	86.0	78.1	77.8
Get a ride from family/friend	13.4	16.3	18.9
Bus (public transportation)	3.2	4.4	4.8
Walk	8.3	6.9	8.9
Bicycle	3.2	1.3	2.7
Other, (please specify)*	--	--	1.0

\* See open-ended responses at the end of this report.

## General

**Table 15. Item 11: What are the best times for you to attend classes? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=158)	MSJC Menifee Exit 2017-18 % (n=162)	Overall Exit 2017-18 % (n=1,774)
Mornings	69.6	53.1	49.6
Afternoons	14.6	36.4	27.5
Evenings	31.0	29.0	46.5
Saturdays	13.3	12.4	14.1
Summer	10.1	12.4	10.5
Other (please specify)*	--	0.6	1.7

\* See open-ended responses at the end of this report.

**Table 16. Item 12: How did you learn about your school? (Mark all that apply.)**

Response Options	MSJC Menifee Exit 2016-17 % (n=153)	MSJC Menifee Exit 2017-18 % (n=143)	Overall Exit 2017-18 % (n=1,730)
EDD/GAIN/CalWorks	2.6	1.4	2.1
DPSS	0.7	--	0.7
Unemployment Office	0.7	3.5	1.5
Family/Friend	56.9	57.3	46.0
Newspaper/Brochures/Internet	30.1	30.8	17.1
School website	25.5	20.3	22.1
High School	7.2	4.2	21.7
Other (please specify)*	3.9	6.3	8.7

\* See open-ended responses at the end of this report.

## MSJC Specific Items

**Table 17. Item 17: Would you like to meet with a college counselor?**

Response Options	MSJC Menifee Exit 2016-17 % (n=153)	MSJC Menifee Exit 2017-18 % (n=155)
Yes	56.2	51.6

**Table 18. Item 18: Would you recommend classes you took at this site to friends/family?**

Response Options	MSJC Menifee Exit 2016-17 % (n=157)	MSJC Menifee Exit 2017-18 % (n=161)
Yes	99.4	99.4

\* See open-ended responses at the end of this report.

## Open-Ended Responses: MSJC Menifee Campus

**Q1. In which of the following areas are you currently taking classes: Other (please specify)**

- To speak fluent better in English and to correct my grammar
- Business computer
- Get a better knowledge of computers
- Child development

**Q2. What are your educational goals: Career training (please specify):**

- Accounting (x2)
- Medical Billing And coding
- Best job
- Medical
- CNA
- Water technology certificate
- Unknown at this time
- IT
- Better paying job.
- Firefighter EMT
- Respiratory therapist
- To get better job
- Child development
- To get a certificate for a short career
- Education (x2)

**What are your educational goals: License (please specify):**

No responses

**What are your educational goals: Other (please specify):**

- Proficient in MS office
- Technology
- Self-Improvement
- Brush up

**Q3. What are your career goals: Other (please specify)**

- Find job with health benefits
- To become a professional writer
- Improve English and find part-time job (x2)
- Military (x2)
- Find a career that fits me.
- College
- Better job (x2)
- Learn English and Citizenship classes.

**Q4. How important were the following reasons in your decision to enroll in your school: Other (please specify)**

- Greeting and making friend with others.
- Citizenship reasons
- Want to take college courses
- Need more EDU
- I long for a higher education.
- For my career.
- Myself
- Need GED to further my career
- Better myself extend my thinking abilities to find a job
- Personal growth
- Take care of our children.

**Q5. If you are currently enrolled in a career training certificate or licensing program which of the following apply to you: Other (please specify)**

No responses

**Q6. If you currently or have taken ESL classes which of the following apply to you: Other (please specify)**

No responses

**Q7. Has the reason you started going to school changed over time? Describe how it changed.**

- After retirement, improve computer skills.
- Because in the United States stay be limited.
- Communication (x2) with the person and learning (x2)
- I understand a little more English and I understand a little more reading English
- For more communication with my children
- I have learned more English and I am interested in taking more classes of English
- I can communicate better with other people, I understand more words than before I come, also I can make doctor's appointments for me and my family.
- I can no longer perform well at my current job, and I need a H.S. diploma to change careers
- I can speak and read better
- I changed my reason from my parents wanting me to go to me wanting to move forward in life and better myself.
- I saw the opportunity to continue my education.
- I started college 46 years ago, quit sophomore year, worked my whole life, but lacked computer skills to be competitive with those younger.

- I took this class just to learn more about computers but now I am thinking about using and learning different skills for new careers
- I want to improve my English writing and speaking for take a career.
- I'm able to write and understand more
- I'm looking forward to having a better future and to be able to accomplish my dream of becoming a medical billing coder
- The reasons why the English language is necessary now increase: my main reasons were personal overcoming, to do in the future the American citizenship, to revalidate my degree, maybe start a business and every time they increase more by the arrival of my first daughter.
- I realize that now I need to learn much more. The more I learn, the more I need to move forward. Best opportunities of work.
- More knowledge
- My future
- Because I already made the citizenship and pass now I am going to focus on learning English well to be able to get ahead I want to improve my life
- Speak English (x3) and writing
- The reason I am going at the school is because I am learning to communicate and to understand a little more with the people, but I need to put more attention because I need more spelling and vocabulary.
- To learn more English (x11) and help my children (x3)
- To understand my children teacher

***Q8. What are some of the issues that have made it hard for you or your classmates to complete your education: Other (please specify)***

- I don't speak English
- Not too motivated before
- I think, the schedule is clue for some of the students
- More English

***Q9. What services/help would you like offered at your school: Other (please specify)***

- Beginner learning
- I don't know
- N/A (x2)

***Q10. How do you get to school: Other (please specify)***

No responses

**Q11. What are the best times for you to attend classes: Other (please specify)**

- Monday to Friday 8am--12am

**Q12. How did you learn about your school: Other (please specify)**

- In person
- Inquire on internet
- A past teacher
- I came to the school and ask about the classes
- Known to the area
- It is less than a mile from my house
- School office
- Mail catalog
- I live near the school

**Q15. What is your ethnicity: Other (please specify)**

- Chinese people
- Middle Eastern
- Black and white

**Q16. What are your suggestions for improving you program/school or any additional information you would like to share?**

- I want to improve my proper ENGLISH grammar and to reach my goal to go in next level.
- Open more classes
- Afternoon class
- I thank all the help that the program as well as the good teachers give us and their patience with us very good program thank you very much
- Advice in the language so as not to not lose the information that we initiate in the English language
- Children care
- Five days a week of learning classes faster and you would not lose the rhythm of learning everything would be more consecutive and more practical.
- At this moment, I do not have any suggestions. I'm pleased we have good programs and excellent teachers. Thanks for your concern and help, I am proud to be a student of this school.
- ESL classes are available from Monday to Friday (x2)
- It's good that this program is good.
- Everything is fine
- Give computer noncredit classes an EDU email address and chance to get MS Office for \$40 VS \$400; this would let them practice keeping skills up
- Have computer classes in the morning



- Have more counselors available
- Have more days of classes
- Having an excellent council and maybe a transportation program.
- Have more English classes during the week, place certified courses to get more rapid employment.
- Helping me to understand how and why everything works
- I am learning a lot in this class.
- I like the classes
- I suggest that ESL classes be available from Monday to Friday
- I want to learn more conversation skills and I would like to take a special class to improve my conversation skills.
- I wish to have writing class two or three time a week.
- I would like if it is possible that you open ESL class to speaking and other of listened too, I think is very important that practices.
- I would like that it would have more hours to learn vocabulary, grammar, pronunciation.
- I would like to hear more information about non-credit classes. All the students that I meet wants speak or fluency in English classes.
- I would like to take more ESL 2 classes per week.
- The ESL programs are very good, they have excellent teachers.
- More information to take more courses about English.
- I would like more days of classes in my level and more parking
- I would like them to take care of children.
- Improve class schedules and help Hispanic students who take credit classes at the airport they study because some Hispanics do not speak English well and it makes it difficult for them to study
- More and more speaking (x2)
- More hours; Daycare
- More days of classes (x8)
- More ESL class; Speaking class
- More GED classes
- More information about all classes
- More involvement with military programs. ROTC, anything that can help with military based careers.
- More of a variety of foreign languages, for job purposes.
- More specific learning subjects
- My teacher is great. However, I feel that sometimes she takes longer to explains things than she needs too. And my mind starts trailing off. If she could get to the point more succinctly then I feel that I would be taking away more useful information that I could remember.
- N/A
- No (x16)
- No everything is fine (x2)
- None (x5)
- Offer tutoring for the GED class, be able to purchase study book through the school site, or take class book home to study
- For me everything is very well coordinated
- Reading

- Also include advice in the language of each origin to understand everything that is offered in the school to take advantage of it and to form goals for the future; give the GED in the language since some have the equivalent in the country is only to take the exam here to acquire the diploma.
- The school is doing a wonderful job I have no suggestions.
- To achieve high school diploma and associate degree
- To have more practice talking and writing English
- To much help the classes
- We need better educational skills.
- Will be perfect for me if you have classes on Fridays or Saturdays in the morning; I need pass my TOEFL because I need apply for enroll at University soon, but I don't know if you have that kind of help that hell me a lot in my career. I need some information about where is cheaper make my transcripts from Mexico (MBA)