

# Southwest Riverside Consortium

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

**Results for MSJC Offsite Locations**

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For additional information:

Jeff Polik, PhD

WestEd

[jpolik@wested.org](mailto:jpolik@wested.org)

562.799.5489

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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 Exit surveys completed in the 2016-17 and 2017-18 school years.

Participants by member site are presented below:

Site	2016-17 Exit Surveys	2017-18 Exit Surveys
Banning Adult School	44	21
Beaumont Adult School	60	0
Hemet Adult School	0	56
Lake Elsinore Valley Adult School	433	167
MSJC Campuses	728	908
Murrieta Valley Adult School	68	0
Perris Community Adult School	219	276
Riverside County Office of Education (RCOE)	23	17
San Jacinto Adult School	216	319
Temecula Valley Adult School	61	167

A total of 1,931 Exit student surveys were collected consortium-wide for the 2017-18 school year. This report features the results for 2017-18 MSJC Offsite adult education students and includes site-specific results from 2016-17, as well as 2017-18 consortium overall findings for comparison purposes. Results for “core” Exit Survey items are found in Tables 1-16. Findings for MSJC specific items are in Tables 17 and 18. Responses to open-ended survey questions follow the tables.

## Demographics

**Table 1. Total Participants**

	MSJC Offsite Exit 2016-17	MSJC Offsite Exit 2017-18	Overall Exit 2017-18
Sample size	75	202	1,931

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

Response Options	MSJC Offsite Exit 2016-17 % (n=58)	MSJC Offsite Exit 2017-18 % (n=89)	Overall Exit 2017-18 % (n=1,744)
Less than 1 year	70.7	61.8	64.3
1 year	20.7	12.4	15.4
2 years	8.6	20.2	12.3
3 or more years	--	5.6	8.0

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

Response Options	MSJC Offsite Exit 2016-17 % (n=58)	MSJC Offsite Exit 2017-18 % (n=89)	Overall Exit 2017-18 % (n=1,765)
Under 18 years	1.7	1.1	1.6
18-24 years	6.9	7.9	30.5
25-30 years	15.5	11.2	13.9
31 years or over	75.9	79.8	54.1

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

Response Options	MSJC Offsite Exit 2016-17 % (n=75)	MSJC Offsite Exit 2017-18 % (n=202)	Overall Exit 2017-18 % (n=1,931)
White or Caucasian	8.0	1.5	16.4
Black or African American	1.3	0.5	4.6
Hispanic	62.7	37.6	56.3
Asian	6.7	1.0	6.0
American Indian	--	--	0.8
Native Hawaiian or other Pacific Islander	--	--	0.3
Multi-ethnic	--	1.0	6.2
Other, (please specify)	1.3	0.5	0.9
Missing	20.0	57.9	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 Offsite Exit 2016-17 % (n=70)	MSJC Offsite Exit 2017-18 % (n=167)	Overall Exit 2017-18 % (n=1,845)
Elementary and secondary basic skills, including classes required for a high school diploma/equivalency	21.4	16.2	37.4
ESL, citizenship, career training ESL classes, courses for immigrants	65.7	77.3	31.5
Education programs for adults/older adults entering or reentering the workforce	11.4	14.4	12.4
Courses to help me better support my child(ren) with their school work	12.9	14.4	5.4
Education programs for adults with disabilities (developmental or learning)	2.9	3.6	2.0
Career training, career education certificate programs	4.3	2.4	5.3
Career training classes	5.7	2.4	4.8
Apprentices/Pre-apprenticeship programs	--	3.6	1.0
I am not taking classes in any of the above program areas	7.1	6.6	13.6
Other, (please specify)*	2.9	2.4	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 Offsite Exit 2016-17 % (n=71)	MSJC Offsite Exit 2017-18 % (n=165)	Overall Exit 2017-18 % (n=1,859)
Pass citizenship exam	25.4	31.5	11.2
Improve English Language skills	83.1	89.7	37.7
High School Equivalency Test (GED, HiSET)	23.9	19.4	20.6
High school diploma	5.6	11.5	35.6
Associate 2-year college degree	8.5	9.1	16.3
Bachelor's 4-year college degree	8.5	1.8	14.2
Career training (job training or certificate program)	8.5	4.2	14.2
Vocational/technical program	5.6	6.1	5.8
Transfer credits for another institution	1.4	2.4	2.2
License	2.8	3.0	4.2
Other (please specify)*	1.4	3.0	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 Offsite Exit 2016-17 % (n=61)	MSJC Offsite Exit 2017-18 % (n=139)	Overall Exit 2017-18 % (n=1,804)
Developing new skills	57.4	69.8	62.0
Job-related training	29.5	25.9	28.2
Higher salary	47.5	40.3	37.9
Promotion/advance in current job	24.6	19.4	14.3
License/certification	36.1	12.2	27.7
Other (please specify)*	--	3.6	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 Offsite Exit 2016-17 % (n)	MSJC Offsite Exit 2017-18 % (n)	Overall Exit 2017-18 % (n)
Cost	94.4 (54)	80.4 (92)	68.7 (1,600)
Financial aid/scholarship opportunities	63.3 (49)	75.8 (66)	68.2 (1,471)
Academic reputation	75.6 (41)	70.0 (60)	71.7 (1,376)
A specific job training or certification or license program	55.0 (40)	69.4 (72)	72.2 (1,490)
Future employment opportunities	93.9 (49)	83.2 (113)	86.1 (1,650)
Recommended by family/friends/employer	78.1 (41)	80.9 (94)	65.3 (1,514)
Location of school (close to home/work)	96.4 (55)	89.2 (102)	78.8 (1,582)
Availability of courses	95.8 (48)	90.4 (94)	84.8 (1,575)
Personalized attention prior to enrollment	79.5 (39)	76.7 (73)	70.8 (1,449)
Other (please specify)*	75.0 (4)	54.6 (22)	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? (17.5% of 2016-17 and 9.0% of 2017-18 MSJC Offsite 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 Offsite Exit 2016-17 % (n=10**)	MSJC Offsite Exit 2017-18 % (n=10**)	Overall Exit 2017-18 % (n=201**)
Improve my job skills to get a better job	60.0	60.0	56.7
Re-enter the workforce	20.0	--	8.0
Change careers/learn a new set of job skills	30.0	60.0	22.4
Get a raise or promotion with my current employer	40.0	--	13.4
Complete a program/certificate to get a job	30.0	40.0	45.8
Expand my job opportunity options	20.0	40.0	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? (80.3% of 2016-17 and 83.5% of 2017-18 MSJC Offsite 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 Offsite Exit 2016-17 % (n=44**)	MSJC Offsite Exit 2017-18 % (n=92**)	Overall Exit 2017-18 % (n=614**)
To help your children with school work	47.7	51.1	41.4
To get U.S. citizenship	36.4	37.0	34.0
To get a job	43.2	52.2	44.5
To get a better job	31.8	52.2	36.2
To start or grow a business of your own	15.9	27.2	18.4
To be able to attend college or vocational school	15.9	23.9	31.1
To meet a requirement for public assistance	11.4	5.4	8.1
To improve the way you feel about yourself	59.1	56.5	60.3
To make it easier to do things on a day-to-day basis	50.0	56.5	56.2
Other (please specify)*	2.3	--	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 Offsite Exit 2016-17 % (n=59)	MSJC Offsite Exit 2017-18 % (n=117)	Overall Exit 2017-18 % (n=1,797)
% Yes*	45.8	33.3	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 Offsite Exit 2016-17 % (n=61)	MSJC Offsite Exit 2017-18 % (n=100)	Overall Exit 2017-18 % (n=1,595)
Tuition cost	32.8	12.0	23.6
Cost of books and related materials	18.0	18.0	20.6
Lack of availability of classes/courses	19.7	22.0	17.5
Program, certificate, or license completion requires too much time	13.1	3.0	10.6
Lack of classes/courses offered online	8.2	8.0	8.8
Do not have access to a computer and/or the internet	24.6	26.0	13.2
Do not know how to use a computer well enough to learn online	26.2	33.0	14.4
School is not safe	4.9	1.0	1.3
Work schedule	27.9	37.0	39.6
Cost of transportation	8.2	6.0	10.4
Do not have reliable transportation	9.8	8.0	11.4
Distance to school/program	18.0	14.0	13.0
Childcare needs	24.6	28.0	27.3
Registration time is too short	6.6	3.0	3.3
Lack of internship and job experience opportunities	8.2	8.0	6.0
Lack of classes at convenient hours (e.g., Saturday and evening programs)	32.8	19.0	13.4
Other (please specify)*	--	5.0	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 Offsite Exit 2016-17 % (n)			MSJC Offsite 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)	50.0 (52)	17.3 (52)	13.5 (52)	82.4 (68)	13.2 (68)	1.5 (68)	71.0 (1,631)	24.3 (1,631)	2.0 (1,631)
Career counseling (help matching interests and skills with careers)	41.3 (46)	23.9 (46)	2.2 (46)	71.0 (62)	12.9 (62)	11.3 (62)	65.6 (1,564)	28.5 (1,564)	2.4 (1,564)
Tutoring	22.7 (44)	22.7 (44)	22.7 (44)	68.9 (45)	20.0 (45)	6.7 (45)	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)	29.8 (47)	19.2 (47)	19.2 (47)	70.2 (57)	19.3 (57)	3.5 (57)	62.9 (1,535)	30.1 (1,535)	3.0 (1,535)
Information about educational and job training programs	40.8 (49)	20.4 (49)	6.1 (49)	80.7 (62)	9.7 (62)	4.8 (62)	70.6 (1,543)	23.4 (1,543)	2.7 (1,543)
Information about jobs and careers (e.g., speaker, job fairs, tours)	39.1 (46)	21.7 (46)	6.5 (46)	64.4 (59)	18.6 (59)	10.2 (59)	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)	27.1 (48)	20.8 (48)	12.5 (48)	67.2 (67)	22.4 (67)	4.5 (67)	64.2 (1,569)	28.3 (1,569)	3.3 (1,569)
Assistance with developing job search skills (e.g., interviewing, resume writing)	37.8 (45)	22.2 (45)	6.7 (45)	67.7 (65)	21.5 (65)	3.1 (65)	62.1 (1,543)	30.0 (1,543)	3.4 (1,543)

Response Options	MSJC Offsite Exit 2016-17 % (n)			MSJC Offsite 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)	17.8 (45)	46.7 (45)	4.4 (45)	50.0 (54)	31.5 (54)	9.3 (54)	54.1 (1,514)	35.5 (1,514)	4.6 (1,514)
Information about available student support services at your school or college	25.5 (47)	27.7 (47)	12.8 (47)	77.4 (53)	15.1 (53)	3.8 (53)	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)	26.1 (46)	19.6 (46)	21.7 (46)	64.4 (59)	20.3 (59)	5.1 (59)	54.1 (1,507)	34.4 (1,507)	4.7 (1,507)
Information about services in the community	38.3 (47)	21.3 (47)	6.4 (47)	76.8 (56)	14.3 (56)	3.6 (56)	60.1 (1,512)	30.1 (1,512)	4.0 (1,512)
Childcare resources	20.0 (45)	22.2 (45)	22.2 (45)	66.1 (59)	20.3 (59)	6.8 (59)	43.3 (1,410)	41.1 (1,410)	7.5 (1,410)
Other (please specify)*	5.6 (18)	22.2 (18)	16.7 (18)	28.6 (14)	35.7 (14)	28.6 (14)	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 Offsite Exit 2016-17 % (n=59)	MSJC Offsite Exit 2017-18 % (n=88)	Overall Exit 2017-18 % (n=1,758)
Drive my car/motorcycle	84.8	80.7	77.8
Get a ride from family/friend	6.8	15.9	18.9
Bus (public transportation)	--	1.1	4.8
Walk	17.0	15.9	8.9
Bicycle	1.7	5.7	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 Offsite Exit 2016-17 % (n=58)	MSJC Offsite Exit 2017-18 % (n=92)	Overall Exit 2017-18 % (n=1,774)
Mornings	29.3	59.8	49.6
Afternoons	17.2	7.6	27.5
Evenings	58.6	42.4	46.5
Saturdays	25.9	15.2	14.1
Summer	27.6	7.6	10.5
Other (please specify)*	--	--	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 Offsite Exit 2016-17 % (n=59)	MSJC Offsite Exit 2017-18 % (n=91)	Overall Exit 2017-18 % (n=1,730)
EDD/GAIN/CalWorks	--	1.1	2.1
DPSS	--	--	0.7
Unemployment Office	--	--	1.5
Family/Friend	49.2	70.3	46.0
Newspaper/Brochures/Internet	28.8	16.5	17.1
School website	15.3	16.5	22.1
High School	15.3	12.1	21.7
Other (please specify)*	3.4	13.2	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 Offsite Exit 2016-17 % (n=50)	MSJC Offsite Exit 2017-18 % (n=74)
Yes	64.0	48.7

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

Response Options	MSJC Offsite Exit 2016-17 % (n=52)	MSJC Offsite Exit 2017-18 % (n=78)
Yes	100	100

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

## Open-Ended Responses: MSJC Offsite Locations

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

- High school diploma
- GED
- Los Angeles Community College
- Computer basics

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

- Unsure
- Learn to be able to work
- Accounting
- Speak better and understand
- Facial design
- Nurse

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

- Agronomic Engineering
- Driver's license (x2)
- Management

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

- MBA
- GED
- Trying to understand English
- To learn more of computer so I can communicate well with my 13 grandchildren.
- Learning about computers

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

- Retired
- Help my children with homework
- Have my own business
- Self-improvement
- Performing my job better

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

- Learn the English language well
- I like English language
- Learn to be able to work
- Education/future opportunities
- Learn the language to improve my work and the life of my daughter.
- I saw the letter in my son school.

**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.**

- Improve my skills
- A lot for my learning development personal, how to speak English. How to interact with other persons, how to write or read my letters with someone.
- I feel good because I can understand at my Dr. appointments, at stores and my teacher.
- I started to go to school only to learn to speaking English, but I realize how excited was to learn more things every day; that's why I would like to continue studying.
- Looking for more opportunities
- I now have better goals
- Because I felt the need to learn the language to be able to communicate and help my children, Vi and Hi.
- Because if I have advanced in the English language when applying it in daily life.
- I might want to work.
- Now I can understand the homework of my kids and understand some words when the people this talking
- Learning to speak English (x2) and write it down
- Go to ege
- I have learned more about hate and to communicate.
- I am too behind about today's technology.
- I understand better and communicate.
- I understand more the language, I am facilitated to express myself and help my children in school
- Things from day to day are easier for my time in the workplace as in my self-esteem.
- I feel more confident of being able to express myself and understand the language, and I see more possibilities to improve at work.
- Improve my English
- Now I can help more my kids with their homework and I can talk more at anything that I need
- To be able to communicate with people and be able to work better in jobs.
- Completely
- If I change because I am learning more to improve myself in English and be able to help my children

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

- In the morning
- Learning disabilities
- If they accept International students
- I take care of my family.

- Not hard

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

- N/A

**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)**

No responses

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

- Drive by
- By my daughter's school
- Pre-school
- Mary Pimentel (x3)
- Elementary school
- School flyer (x3)
- Mail box
- My daughter live near the school, she informed me.

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

- Filipino

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

- 3 days a week for 3 hours to access computers to have books to do exercises at home
- Access to computers and be able to buy books
- Childcare
- Long-term English language learning courses.
- More extensive courses, more hours of classes
- I like the school very much. Good teacher.
- I need tutoring in Banning CA
- I understand and communicate better.
- I want more ESL classes and computer classes.
- I want to also learn computers
- I wish that the ESL classes could be continue and computer classes too.
- I would like could be possible to have more ESL classes during the week and computer skills classes here in banning.
- More school days or more hours on the specified days.
- More English

- I would like more information about English and help to be better in the future as caretaker of children
- More days or more hours on designated days.
- More ESL classes in community
- N/A (x2)
- Nothing (x2)
- Provide English class, computer in different localization and provide child care
- That they follow the English classes in the following additional levels of the basic, here in the same school where I am currently, where I am studying this English class
- Continue with English classes to continue learning
- Separate by levels, to be able to advance and know how much we learn
- Have more practice books
- Everything is good
- Computer classes in English
- I am happy with the teacher Nadia. I would like the classes to continue in August if you have helped me a lot.
- I am satisfied with the teaching offered by my teacher Clementi
- For me the whole course is perfect, I just need to study more
- Have more class time
- More security
- Need one-to-one course tutoring
- Any
- Sounds good to me
- For me everything is fine to follow the course the teacher is very good
- That the classes were more than 2 hours and that there would be child care
- That the classes have more days
- That they can teach us from the way they pronounce themselves by the letters
- Let them be a day a week, at least three days a week.
- Follow the classes to continue learning more
- Continue to give us help and classes to continue learning more because these classes are very important for us
- Have the opportunity to have workshops, such as nursing, psychology, among others. The idea is that the course be in English to be able to practice and at the same time have a curriculum of the trainings practiced in English classes, for future work.
- Everything is excellent, only the classes will last a little longer or include one more day of the week.
- All very well more, but it could be more hours more days :)

**Q19. Where are you currently enrolled as a student: Other (please specify)**

- Banning (x7)
- At the Moreno Valley adult school to get GED
- Hemet (x4)
- Idyllwild (x4)
- Korea
- Library in Hemet
- Murrieta Rail Ranch (x12)



- None
- Nuevo
- Nuview elementary (x6)
- Perris (x7)
- Taking non-credit class
- Winchester (x3)