

FOCUS GROUP QUESTIONS

**COUNSELING 116 (Career/Life Planning & Personal
Exploration Class 8:15 am 5/21/19)**

(NOTE: Most of these students are in their second semester at SCC)

Facilitator: Ruth Babeshoff Scribe: Al Bustamante

Thank you for your participation in this focus group. Santiago Canyon College strives to support and assist students in a variety of ways. Your responses to the following questions are important in helping SCC improve in its goal of serving students.

Focus groups are intended to operate as a conversation. Your candid responses are central to that conversation. All perspectives are needed and valued.

There are no right or wrong answer to these questions; if you haven't engaged in a student service, that is important to know. Please share your experiences and thoughts to the best of your memory. If any question is unclear, please feel free to ask for clarification.

1. What was the Santiago Canyon College application process like for you?

Application process was easy (9)

1. One student said she applied to three colleges. SCC's was the best because the letter she received informed her of orientation, counseling, and financial aid. It was the informative letter that helped her decide to come to SCC.
2. Simple application and the FAFSA information sent in the letter was really good.

Early Welcome made the application easy to complete. (5)

Computer application was easy. (1)

Application easy but hard to choose the educational option. (1)

2. Did your first meeting with a counselor help you understand what you need to do to achieve your educational goal? If you haven't met with a counselor yet, why not?

Yes. (14)

3. What factors contribute to your decision to take a course/choose a major or program of study/certificate program?

Following education plan to transfer. (4); Take general education. (3)

Courses on education plan. (5); I take what I like. (1); Money is determining force. If the book costs a lot, I don't take the class. (1)

4. **What support services have you used to ensure you reach your educational goal? Please share any and all that apply.**

Counseling (13); Writing Center (4); MaSH (4); First Year Support Center (7)
Financial Aid (6); Health Center (1); EOPS (2); CARE (1); Pathways to
Teaching (2); Science Lab (1); Security Office (1); Custodian (1)

5. **What services or sources have you used to learn about career options for your field of study?**

Counseling 116 class (16)

Counselor (3)

Pathways to Teaching Program (3)

6. **What can the college do differently or better to help you achieve your goals?**

Easier Access to Books (book loan would be helpful) (1)

Online math class was not supportive. (1)

(NOTE: Students in this class have attended SCC two or more semesters)

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1. What was the Santiago Canyon College application process like for you?

Easy, no problem (19)

2. Did your first meeting with a counselor help you understand what you need to do to achieve your educational goal? If you haven't met with a counselor yet, why not?

Yes, met with counselor and counselor was helpful (14)

Yes, met with counselor and counselor was not helpful (3)

1. Time with counselor was rushed; limited time
2. The counselor expected me to know what to ask and I didn't know what to ask
3. Saw 3 different counselors; first two not helpful; talked too fast and I couldn't understand the information; third counselor was fantastic—explained everything in detail

3. What factors contribute to your decision to take a course/choose a major or program of study/certificate program?

Enroll in class to meet general education (4)

Take classes that will help me in future work/job (3)

Following education plan developed with counselor (8)

4. **What support services have you used to ensure you reach your educational goal? Please share any and all that apply.**

Counseling (14); MaSH (1); Writing Center (1); Financial Aid (5); DSPS (1); First Year Support Center (3); Food Pantry (1); EOPS (1); Transfer Center (2) Black Student Union (1); Health Center (2); Scholarship Office (1)

5. **What services or sources have you used to learn about career options for your field of study?**

Counseling 116 (19); Myers-Briggs Type Indicator (10); Pastor (1) EUREKA (1); Counselor (4); Pathways to Teaching Program

6. **What can the college do differently or better to help you achieve your goals?**

Instructor should give test and beginning of class, not end of class. My instructor taught all new material for more than two hours and then gave a test from a lesson taught in previous weeks. I was trying to learn new material and still remember material for the test. (1)

Instructor uses CAVASS too much. Instructor should provide hard copy of materials for some things. If I don't check CANVASS, then I miss things and that doesn't help me do better. (2)

The college has lots of activities and services but posters and announcements are scattered on walls all over the campus. The college should have one or two main places students can read posters and announcements and that would be the location to see what's happening at the college. (1)

Online math class teacher is not helpful and did not invest time into the students. Only communication is due dates and constant referral to view YouTube videos to learn information. Just to get through the math class, I dropped all other classes. Even after that, I did not pass the class. I was disappointed, discouraged, and it was a waste of time. (1)

Adult re-entry services would be helpful.

I am taking an online abnormal psychology class and the only thing we do is watch one hour videos. Disappointing way to learn.

(NOTE: Students in this class were older than 24 and at SCC more than 2 semesters)

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1. What was the Santiago Canyon College application process like for you?

Easy to Apply (18); With support from A & R, no problem (1)

2. Did your first meeting with a counselor help you understand what you need to do to achieve your educational goal? If you haven't met with a counselor yet, why not?

Yes, met with counselor and counselor helped me understand what I needed to reach goal (15)

Yes, met with counselor, but counselor was not helpful or patient. Met With another counselor and that person was very helpful. (3)

No, have not met with counselor. No reason, just haven't seen a counselor. (1)

3. What factors contribute to your decision to take a course/choose a major or program of study/certificate program?

Counselor (14)

Following education plan developed with counselor (2)

Enrolled in a class that had a catchy title: "Money, Sex, & Power" (1)

Counseling 116 class recommended by a counselor (13)

Myers-Briggs Type Indicator helped me decide on major (6)

- 4. What support services have you used to ensure you reach your educational goal? Please share any and all that apply.**

Counseling (16); Health Center (4); EOPS (1); First Year Support Center (3)
DSPS (3); MaSH (6); Financial Aid (11); SSS TRiO (1); Writing Center (4);
Transfer Success Center (1); Pathways to Teaching Program

- 5. What services or sources have you used to learn about career options for your field of study?**

Myers-Briggs Type Indicator (8)

Job Fair (4)

Computer Science Instructor (Kessler, now retired)

- 6. What can the college do differently or better to help you achieve your goals?**

Hire a robotics instructor so I can take the courses I need for my career (2)

Offer a better variety of courses so I do not have to go to SAC (8)

Office hours for part-time instructors (5)

Better and more food to eat on campus – not just sell pizza (7)

Offer a culinary program and sell the food to students (1)