# Engagement

Community Online Survey

# District-wide Online Survey
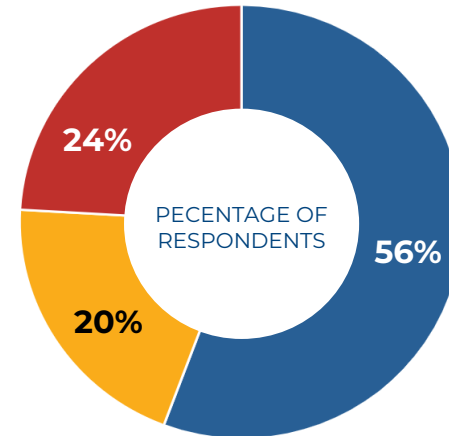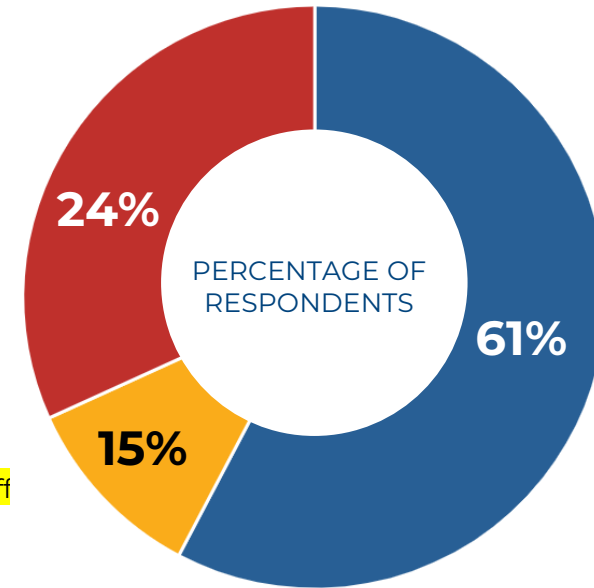
## EDUCATION EXPERIENCE INDEX©

Between October 12 and November 15, 2024, the South Orange County Community College District (SOCCCD) conducted a comprehensive district-wide survey. The purpose of the survey was to gather meaningful insights into the experiences, expectations, and overall effectiveness of campus operations from the perspective of its diverse community members. All students, management team members, faculty, and professional staff across the District were invited to participate in the survey, which was administered online to ensure broad accessibility and convenience.
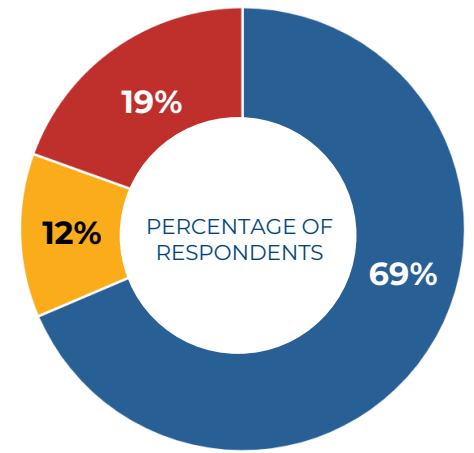
The survey instrument, designed by Gensler, was used to assess a wide range of topics, including learning experience, teaching experience, working experience, and areas for improvement. By collecting this data, SOCCCD aimed to better understand the needs and priorities of its stakeholders and to inform future planning and decision-making processes that align with the values of continuous improvement and student-centered service.

**RESPONDENTS**

- Students
- Administrator / Manager / Staff
- Faculty

PERCENTAGE OF RESPONDENTS

24%  15%  61%

PECENTAGE OF RESPONDENTS

24%  20%  56%

**IRVINE VALLEY COLLEGE**

PERCENTAGE OF RESPONDENTS

19%  12%  69%

**SADDLEBACK COLLEGE**

South Orange County Community College District

*SOCCCD Inspire 2035* | District-wide Engagement

# District-wide Online Survey

## CAMPUS PURPOSE

The feedback to the question "What are the reasons you come to campus?" reveals both commonalities and some differences across stakeholder groups. All groups value in-person collaboration.

Among students the most cited reason was to work in-person with instructors, followed by collaborating with classmates and socializing with others. In contrast, faculty primarily come to campus to work in-person with students and colleagues, with fewer citing operational needs or social reasons. Management team members, faculty, and professional staff emphasized working in-person with colleagues and engaging in impromptu interactions as their top motivators for being on campus, closely followed by socializing.

These insights underscore how each group's campus presence is shaped by their distinct roles and responsibilities within the college environment.

### REASONS TO COME TO CAMPUS (TOP 5)

**Students**

| Reason | % |
|---|---|
| Work in-person with instructors | 15% |
| Work in-person with classmates | 12% |
| Socialize with others | 10% |
| Do focused work or quiet individual study | 8% |
| Access mentorship or tutoring | 7% |

**Faculty**

| Reason | % |
|---|---|
| Working in-person with students | 20% |
| Working in-person with colleagues | 17% |
| I have to be on campus to perform the ... | 9% |
| Have impromptu meetings / interactions with ... | 8% |
| Socialize with others | 8% |

**Administrator / Manager / Staff**

| Reason | % |
|---|---|
| Working in-person with colleagues | 17% |
| Have impromptu meetings / interactions with ... | 11% |
| Socialize with others | 11% |
| I have to be on campus to perform the ... | 10% |
| Access certain technology | 9% |

South Orange County Community College District

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# District-wide Online Survey

Early in the Fall and at the beginning of the process the colleges, district and Gensler team worked together to create a district-wide survey to garner feedback to inform the planning process. Questions focused on the current day environment, to thinking about the future of the district and its community.

The full results of the survey were shared with the Chancellor's Planning Commission to inform the development of the *Inspire 2035* Planning Framework.

In response to the open-ended question...

> *Are there other comments you'd like to share about your current experiences or your thoughts on the future of South Orange County Community College District - Irvine Valley College, Saddleback College, and/or District Services?*

All of these that are listed are negative things, I thought there were some positive things that were mentioned as well. Shouldn't we include some of those?

*Five themes emerged and are listed below.*

1. **Campus Amenities and Facilities**
Focus on the lack of food options, requests for cafeterias, better communal spaces, and the cleanliness and accessibility of facilities.

2. **Educational Quality and Student Support**
Several comments about the challenges of online learning, academic counseling quality, class accessibility, and support for non-traditional and international students.

3. **Equity, Diversity, and Inclusion**
Frequent mentions of DEI concerns, lack of representation among staff, inclusivity gaps, and issues related to marginalized groups.

4. **Workplace Flexibility + Staff Well-Being**
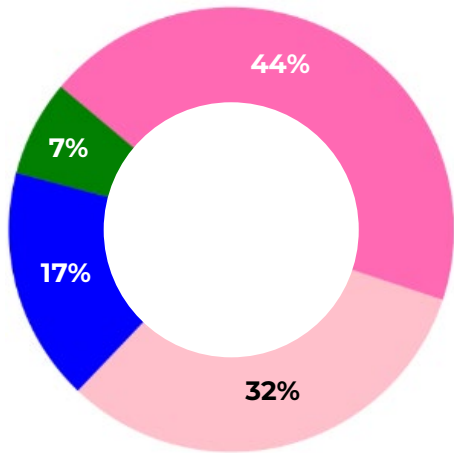Several mentions of hybrid work, remote work policies, burnout, and lack of workplace accommodations.

5. **Infrastructure + Resource Allocation**
Notable mentions of construction, outdated facilities, classroom inadequacies, and resource distribution across campuses.

# Community Online Survey

## FEEDBACK

### GENERATIONS



- 1922 – 1664 (WWII, Post War, Boomers)
- 1965 – 1980 (Gen X)
- 1981 - 1996 (Gen Y / Millennials)
- 1997 – 2012 (Gen Z)
- Prefer not to answer

### ETHNICITY / RACE

| | |
|---|---|
| African American | 5% |
| Asian | 9% |
| Hispanic or Latino | 14% |
| Middle Eastern | 2% |
| White, non-Hispanic | 50% |
| Mixed Ethnicity | 7% |
| Decline to state | 9% |
| Other | 4% |

### WE ASKED

*As we embark upon strategic and facilities planning, Inspire 2035, what do you think our District and Colleges should continue doing or focus on in the future?*

### RESPONSES

Workforce development and **relationships with all school districts in the county.**

**STEM fields that are essential** for businesses in OC.

Continue to **seek alignment with employers within the industries they serve.** The partnership can serve as a beneficial pipeline for students who are looking to grow their careers.

**Helping to prepare students for the higher paying jobs of the future;** advancing technology; and, providing some wrap around services addressing mental health and physical needs (food insecurities, isolation, other issues that prevent students from performing at their high output).

**Considering the implications of AI** and how we can both utilize it and teach our students to utilize it for career advancement.

**Partner more with UCI and other local colleges and high school.**

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