

# NOCE Student Feedback Academic Calendar Preference and High School Stop Out Survey

North Orange Continuing Education  
*Office of Institutional Research and Planning*

Dulce Delgadillo  
Jason Makabali  
Harpreet Uppal

# TRIMESTER VS SEMESTER REPORT

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## NOCE STUDENT FEEDBACK

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**NOCE**  
NORTH ORANGE  
CONTINUING EDUCATION



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# Purpose/ Limitations

- ▶ Topics Examined
  - ▶ Preferences between trimester and semester academic calendars among NOCE students
  - ▶ Reasons behind NOCE students dropping a class
  - ▶ Resources that would be helpful to NOCE students
- ▶ Limitations
  - ▶ Convenience sampling
  - ▶ Language barriers
  - ▶ Limited information shared with students regarding pros and cons of each academic calendar schedule
  - ▶ Potential duplicate responses



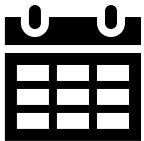
## Who participated?

- Survey open to all NOCE students
- Focus Groups conducted at the three main NOCE centers



## How?

- Paper and Online Survey (N=1,149)
- Focus Groups (N=66)



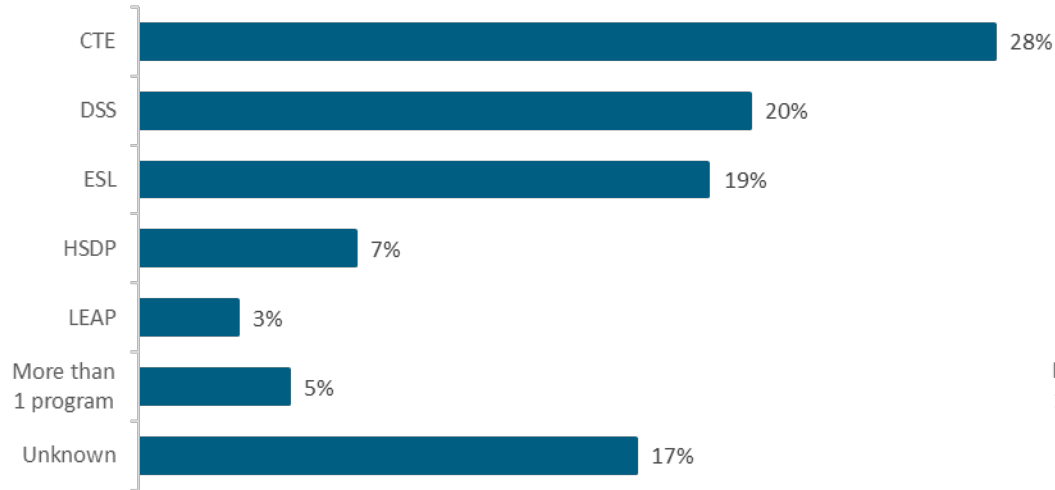
## When?

- Surveys administered between July 2018 to December 2018
- Focus Groups conducted November 2018

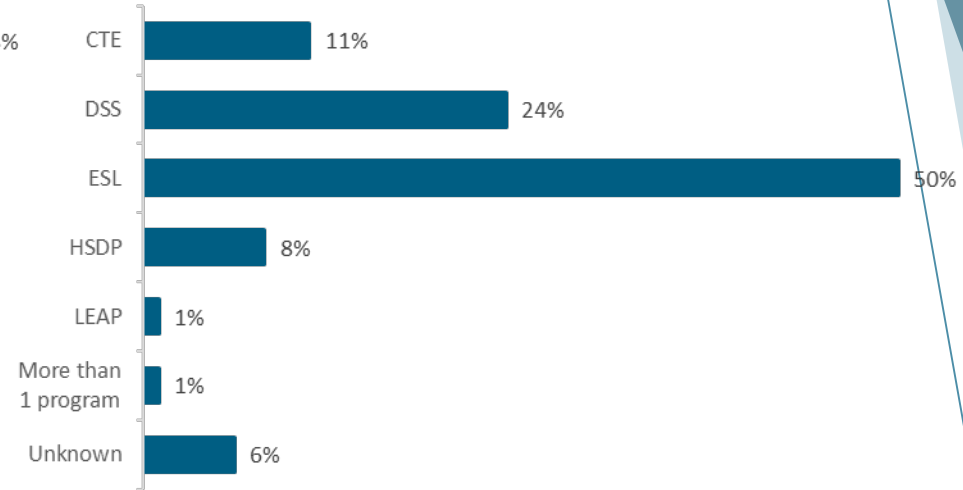


# Participants by Program

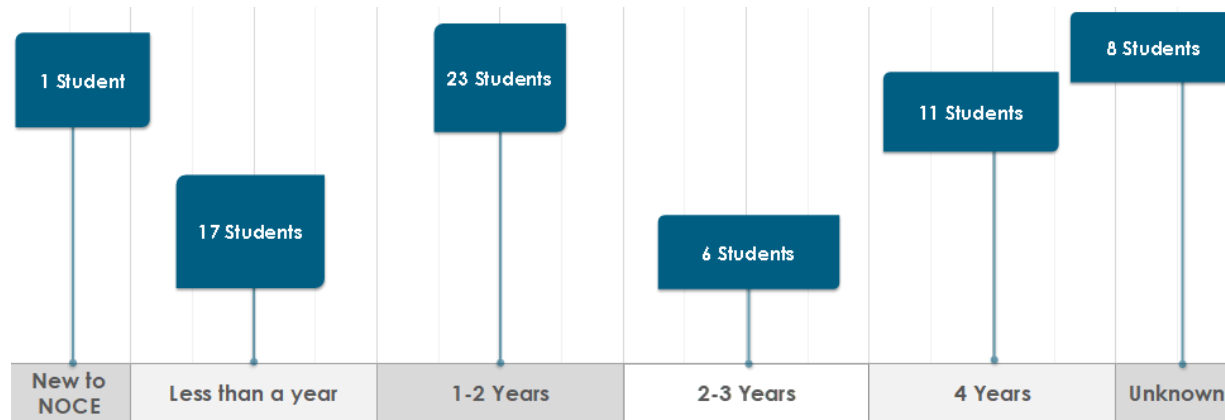
Survey Participants by Program



Focus Group Participants by Program



Length of Time at NOCE for Focus Group Participants (N=66)



# Findings

**Key Finding #1: Most students prefer a trimester calendar because they believe it allows them to complete classes faster, take more classes, and commit more easily because of the shorter schedule.**

*"I can take more classes in short period of time. It is easy to commit short period of time than semester." - Survey*

**Key Finding #2: ESL students primarily preferred a semester calendar because they felt the 18-weeks would allow them more time to digest class content.**

*"We need more time in the class. Right now, we are taking this class, the teacher goes too fast with the content. It's a lot of content to learn in a short time. We need more time. More practice."- Focus group*

**Key Finding #3: NOCE students who are parents expressed a preference towards semester due to the alignment with their children's school calendars.**

*"I want to start and end my ESL classes when my children start and end their classes so that I don't miss any classes."- Survey*

# Findings

**Key Finding #4: The common reason for dropping out of class differed for survey participants and focus group participants. The most common reason for dropping for focus group participants was due to exceeding the number of absences in a course per the attendance policy, whereas work and course schedule conflict was the main reason for dropping for survey participants.**

*"I was enrolled in the excel class, doing very well, but then because I had missed two or three days, I had a time of crisis and I had no choice, but to drop out in the middle of the term." -  
Focus group*

**Key Finding #5: Extending lab hours and providing more tutors in the labs were resources desired by NOCE students.**

*"I also have a point with the learning center here on this campus. I noticed that they have extended their hours to eight (8 pm), but some of us high school lab students need the lab opened a little more time here on campus. Some students are still currently working, and I wish they would be able to extend their hours a little bit more, open until like 9:30 at the latest because that would help students out. I also wanted to note that I wish they had more tutors on site for us students, for when we need help. That would be a good thing for us." -  
Focus group*



# Meeting NOCE Student Needs

- ▶ For students who are parents, there was a desire to have an academic calendar that would align with their children's K-12 academic calendar.
- ▶ Having multiple sections of a same course be offered at different times and days to provide students a variety of options to meet their schedule needs.
- ▶ Connecting students to community resources that will help them overcome barriers they experience that hinder their ability to complete their education at NOCE.







# High School Stop Out Survey

# Research Questions

Why do non-traditional students enrolled in an adult high school diploma program drop out prior to completion?

What motivates these students to return to continue their education?



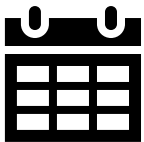
## Who was surveyed?

- Returning High School students (N=174)
- Had not enrolled at NOCE for a year or more



## How?

- Online Survey
- [Survey shortcut link](#) was provided to all NOCE counselors to disseminate during their counseling appointments

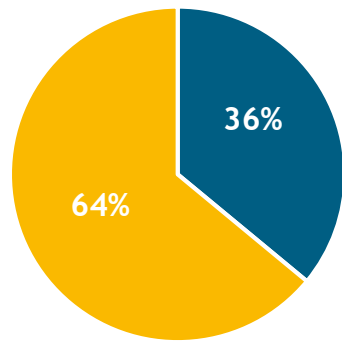


## When?

- September 2017 to June 2018

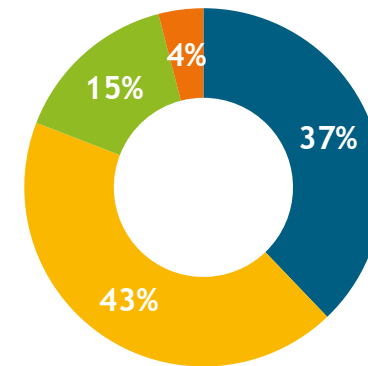
# Demographics

## Gender



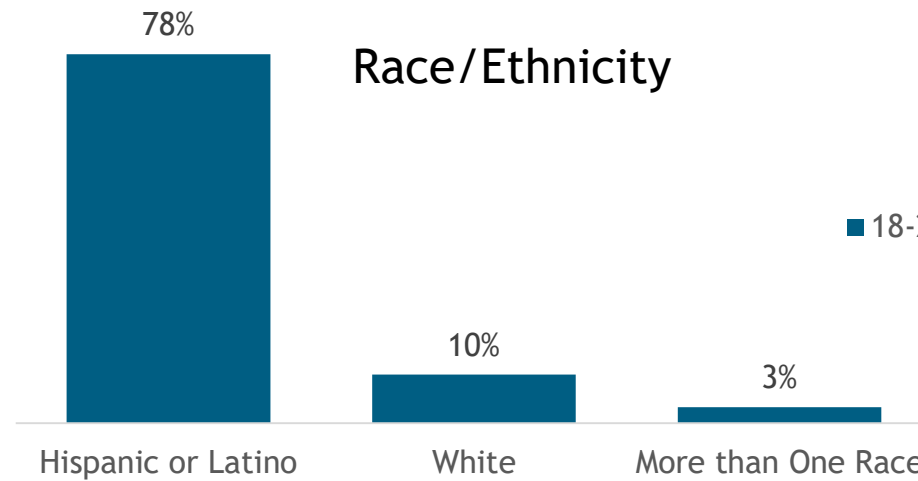
■ Male ■ Female

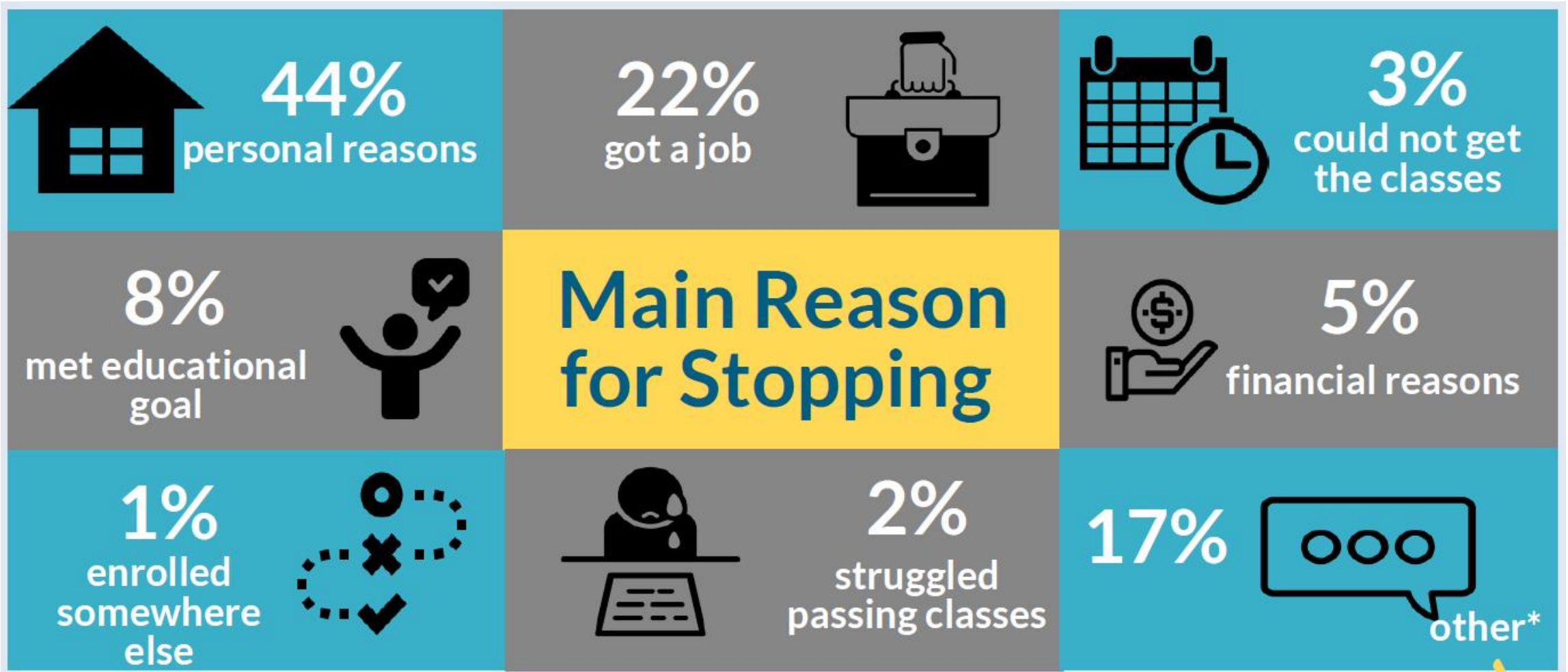
## Age



■ 18-24 ■ 25-34 ■ 35-44 ■ 45 and older

## Race/Ethnicity



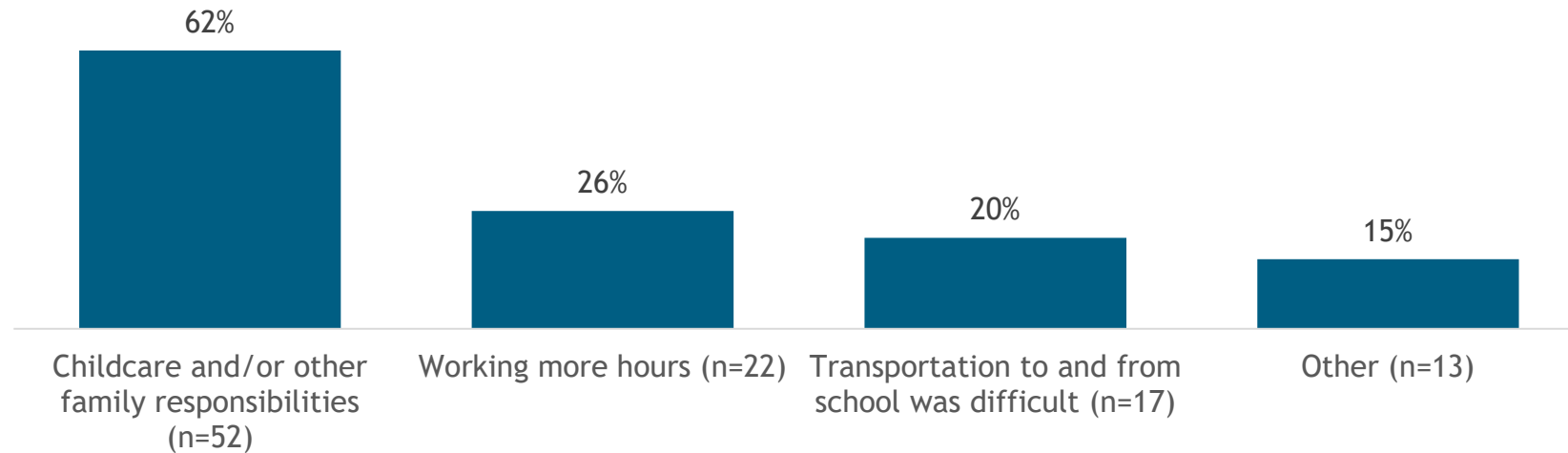


\*Other included interference with work, lack of childcare, lack of transportation, moved away, losing interest and personal family matters.



# Personal and Financial Reasons

- Of those who selected personal and financial reasons (n=84), top 4 reasons selected were:



\*Other included homelessness, looking for a job, class length was discouraging, and personal reasons such as bereavement.

# Student comments on why they stopped attending



*“It was difficult to get here; plus I work like 10 hour shifts for 6 days a week. The time I had wasn’t enough to be here not because it was not important to me.”*

*“My kids are my priority. I paused my life to attend to them, now that they are in school making me proud, I'd like to do the same.”*

*“I stopped cause I had to work over time in my job and lost my car it was very hard to get to my destination I went in depression and I couldn't keep up.”*

*“work. being a single parent , its either I make money or loose out on money....”*





# Motivation for Returning

- Receive a high school diploma
- Continuing onto higher education
- Personal (better myself, improve life)
- Work (want a better job)
- Phone calls from NOCE staff

# Student Voices



*“I wanted to achieve my primary goal of obtaining my High School diploma and continue with my education.”*

*“It’s getting harder for me to get a better job because they’re asking for high school diploma and I get rejected by the jobs I apply.”*

*“I want to go to college.”*

*“My wish to become a High School Counselor.”*

*“The calls from NOCE staff. They kept motivating me to come back to classes. But I didn’t have child care for my baby.”*

*“The thing that motivated me to continue my studies was seeing my kids and wanting to offer them a better future, finishing my high school and getting the diploma can help me get a better paying job and continue reaching my goal for the future.”*



# Thank you!

Dulce Delgadillo  
ddelgadillo@noce.edu

Jason Makabali  
jmakabali@noce.edu

Harpreet Uppal  
huppal@noce.edu