

# Adult Basic Education WASC Student Focus Group

## I. Communication

1. How do you get news and information about the Adult Basic Education program?
  - Twitter: text messages on cell phone with lab schedule
  - Bulletin board outside the classroom
  - Mt Sac website
  - Ask staff (office staff, teachers)
  
2. What are some other ways you would like to get news and information about the Adult Basic Education Program
  - Through email updates.
  - Some students don't have Internet access: would like info sent in the mail at home. (deadlines, important events/updates)
  
3. Do you have a chance to share your own ideas or to make suggestions about the Adult Basic Education Program?  
# Yes - 9 # No-1
  - a. If yes, what are some ways that you pass along your own ideas?
    - Take votes
    - have discussions in class
    - Approach staff with concerns
    - Nothing formal or written
  
4. What are some new or additional ways we can hear about your ideas or your feedback about our program?
  - Student survey
  - Have an office (or staff) that the students can come to with ideas

### Summary:

**Communication is mostly informal, through conversations and discussions with staff and teachers. Students feel they are informed and are able to give suggestions about the ABE program. Students appreciate the Twitter updates and desire email updates as well. For those who do not have access to a smart phone or computer at home, it was requested that bulletin boards in the hallways and flyers to be updated regularly as a primary source of information. Also, mail home is suggested. Students appreciated the opportunity to give formal feedback through the student survey and focus group. There is a desire for formal feedback options to continue.**

## II. Student Support Services

1. Did you attend an orientation?  
# Yes - 3 # No- 7
  - a. If yes, how did it help you?
    - Explained the regulations and expectations for class – was helpful experience
    - Those that did not attend thought that the written expectations (flyer) was enough.

2. Do you know that we have counselors and advisors that can see you?
  - # Yes - 6                      # No- 4
  - a. If yes, how did you first find out about them?
    - Asked instructor
    - Just knew that there are Counselors on campus
3. Have you used a counselor or advisor?
  - # Yes- 5                      # No- 5
  - a. If yes, did you discuss ways to overcome challenges or obstacles that get in the way of your learning?
    - Update resume
    - What classes should I take?
    - Individually focused
4. Other than a counselor, who else at Mt. SAC has helped you to make good choices about your classes?
  - Susan Wright comes in to help during class.
  - Donna lets students know the topic of Susan's discussion
5. Have you had any tutoring that has helped you succeed in your class? (in class or out of class tutoring)
  - One-on-one help available in the Lab
  - Didn't know that tutoring was available

**Summary:**

***Although not all students recalled attending an official orientation, there was consensus that the ABE faculty and staff explained the expectations of class and the information essential to being a part of the program. Not all students were aware of counselor/advisor availability. Most learned about the counselors through visits of Susan Wright to class, which was extremely helpful in building job readiness skills. Additionally, the classroom visits prompted students to take advantage of one-on-one counseling. Students who had met with a counselor were pleased with the support.***

III. Learning Resources

1. Do you use any kind of technology in your classes?
  - a. If yes, what kinds of technology do you use?
    - -computer training is very valuable
  - b. How were you trained to use this technology or software?
    - -Donna's classes are most valuable
  - c. What kinds of technology would you like to use that you currently don't use?
    - So much available already
    - Quickbooks training that is otherwise too expensive on the outside
    - Appreciate the free software training
    - Assistance in job placement needed
2. Do you use any online resources that Mt. SAC has helped you discover or access?
  - Student email is inexpensive and helpful.
  - Mt. SAC website

**Summary:**

***All students confirmed that they use computers in ABE daily during classroom instruction. The consensus is that computers and software are current and more than adequate. Email was noted as an important resource to access, especially for students without computers at home. Students expressed a strong appreciation for the free software training provided by quality instructors.***

Other comments/suggestions:

- Bulletin boards need to be updated regularly
- Career events on campus are helpful.
- Job placement assistance desired.