



# Strategic Enrollment Management Survey Findings

(Spring 2023)

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# Student Brainstorming Session

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Student respondents identified themselves as the following groups:

- Traditional Students (25 and under)
- Re-entry Students (25 and over)
- Veterans
- Disproportionately Impacted (minoritized or oppressed groups)
- Another Group (other from those listed above)
- Declined to State

# Student Brainstorming Session

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Students at Miramar College compiled a long list of programs, actions, and ideas that they have seen or would like to see on their campus in order to meet the following goals:

1. Increase access to resources and educational goal completion
2. Improve student success
3. Improve student retention
4. Community building

# Employee Brainstorming Session

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Faculty, Classified Professional, and administration at Miramar College collectively assembled an extensive list of programs, actions, and ideas that they provide or would like to provide on their campus in order to meet the following goals:

1. Increase access and persistence
2. Improve student success
3. Improve student retention
4. Community building

Faculty were also asked to provide feedback on helping specific populations, such as the ones students identified as.

# Important Areas for Achievement

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The Miramar College community identified several broad areas to succeed in order to meet the goals of our institution:

- Communication/Information
- Instructor Support
- Counselling Services
- Resources & Programs
- Courses/Classes
- Events & Clubs
- Technology
- Other/General

Collectively, some broad categories carried more weight than others in meeting specific goals.

# Most Common Responses by Students and Employees

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“We have or would like to see...”

# Communication/Information

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## Both

- Comprehensive information on program maps and program requirements
- Awareness of campus resources
- Detailed information of campus resources
- Student orientation and tours
- Awareness of events and clubs

## Students

- Utilization of Canvas for sharing information
- Shared reviews of instructors
- Information in languages other than English

## Employees

- Feedback from student through surveys
- Organized outreach/recruitment
- Shared success stories

# Instructor Support

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## Both

- Welcoming, understanding, supportive, and engaging
- Familiarity with program/academic maps
- Familiarity with resources/events and share with students
- Clear expectations (syllabus, Canvas)
- Flexible deadlines

## Students

- More availability (office hours)
- Removal of mandatory attendance
- Organized online resources
- Accountability (act on student feedback)

## Employees

- Accommodation for absent students (prepared videos)
- Group activities/discussions
- Additional training (Culturally Responsive, DECC)



# Counselling Services

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## Both

Although there was little variation in suggestions towards counselling services, many respondents gave the same consistent feedback:

- **More availability (more hours, in-person, online)**
- **More counselors**

## Students

- Counseling assistants
- Mandatory meetings

## Employees

- Comprehensive onboarding meetings with students
- Understanding of all programs

# Resources & Programs

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## Both

- Career development resources (information, internships)
- Reduced cost of educational materials (laptop loan, low-cost books, discounted software)
- Access to recreational spaces (student lounge, recreational field, fitness center)
- Access to services (in-person, online, evening, weekend)
- Living essentials (food, clothing)
- Tutoring
- Mental health resources
- More study areas (open spaces, group spaces)
- Student lockers
- Daycare
- Universal access to resources

## Students

- More financial aid
- Affordable housing

## Employees

- Mentorship
- Coordination across district

# Courses/Classes

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## Both

Although there was little variation in suggestions towards courses/classes, many respondents gave the same consistent feedback:

- **Less cancelled courses** (keep required courses open, lower minimum enrollment)
- **Improved course offerings/scheduling** (offer required courses, more time blocks)
- **Variety in class modality** (online and on-campus sections)

## Students

- Late enrollment exceptions
- Uniform rules for being dropped

## Employees

- Career focused courses

# Events & Clubs

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## Both

- More campus events (art shows, movie nights, Tet Festival, fun fairs, therapy dogs)
- More clubs (major related, music)
- Inclusion of faculty and staff
- Events offering food
- Off-campus events (field trips)

## Students

- Varied timing of events (non-class hours)
- Online events (virtual gatherings, forums)
- Community service opportunities

## Employees

- Increased budgets
- Transfer events
- Organize athletic teams and events

# Technology

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## Both

- Improved Wi-Fi connectivity
- Improved online processes (registration, email management, single password for all resources)

## Students

- More technical support (in-person)
- Easier navigation of online resources (website, Canvas)
- Improved online access (smartphone, desktop, all browsers)

## Employees

- Real-time captioning services
- Maintained facilities (lights)

# Other/General

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## Both

- Welcoming environment
- Personalized engagement
- People on campus (students and employees)

## Students

- Accommodations for DSPS students

## Employees

- Focus on diversity, equity, and inclusion
- Equitable funding across programs

# Recommendations to Help Specific Populations

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# Communication/Information

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## Highlights

Respondents want Miramar College:

- to increase **awareness of resources** to help multiple student groups (re-entry, veteran, DI, other)
- to provide **detailed information on academic programs** to help re-entry students
- to include **accessibility information** in flyers and outreach emails to help DSPS students



# Instructor Support

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## Highlights

Respondents want Miramar College instructors:

- to **set reasonable deadlines** to help multiple student groups (traditional, re-entry, other)
  - ❖ Evening deadlines to accommodate working students
- to **encourage event participation** to help multiple student groups (traditional, re-entry)
  - ❖ Incentives, extra credit

# Counselling Services

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## Highlights

Respondents want Miramar College:

- to have **more accessible counselors** and **hire more counselors** to help multiple student groups (traditional, re-entry, veteran, other)
- to provide **VA specific counselors** to help **veteran** students

# Resources & Programs

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## Highlights

Respondents want Miramar College:

- to increase **mental health services** to help multiple student groups (traditional, DI)
- to provide more **tutoring services** to help multiple student groups (traditional, re-entry, veteran)
  - ❖ More tutors
  - ❖ Additional hours of service (afternoon)
  - ❖ Course specific
- to install **lockers** to help re-entry/commuter students

# Courses/Classes

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## Highlights

Respondents want Miramar College:

- to make **courses more accessible** to help multiple student groups (traditional, re-entry, veteran, other)
  - ❖ Afternoon
  - ❖ Evening
  - ❖ More than once a year
  - ❖ No overlap with other required courses

# Events & Clubs

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## Highlights

Respondents want Miramar College:

- to host **more events** to help multiple student groups (traditional, re-entry, veteran)
- to encourage **staff and faculty participation** to meet re-entry students

# Technology

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## Highlights

Respondents want Miramar College:

- to **improve online processes** to help multiple student groups (veteran, other)
  - ❖ Registration
  - ❖ Single password for all resources
  - ❖ Easier to find
- to organized **online resources** to multiple student groups (re-entry, other)
  - ❖ Website, Canvas
- to provide **real-time captioning services** to accommodate **DSPS** students