

STUDENT SERVICES

Background

The Community College Survey of Student Engagement (CCSSE) (pronounced “sessie”) was distributed in 93 colleges across the United States in spring 2003. Mt. San Antonio College (Mt. SAC) was one of the participating colleges. Some 1,103 Mt. SAC students’ surveys were returned.

CCSSE is a survey that examines different aspects of students’ educational activities (e.g., ask questions in class). These educational activities have been shown to be related to student success. The survey was developed based on the National Survey of Student Engagement (NSSE) at Indiana University. The project is supported by grants from The Pew Charitable Trusts and the Lumina Foundation for Education.

The following excerpt from the main report will outline one of many aspects of the survey useful for accreditation and planning purposes. The main report can be found at <http://research.mtsac.edu/factbook.html> under Student Engagement Survey.

Student Services¹

When students were asked to indicate how important certain services were to them at Mt. SAC, they said that the “very important” items were academic advising/planning (62%) and career counseling (57%) (table 1a). Lowest importance levels were given to student organizations (29%) and child care (30%).

Table 1a. Importance of Services (rank ordered) (survey question #10)

HOW IMPORTANT are these services to you AT THIS COLLEGE?	Very important (%)	Somewhat important (%)	Not at all important (%)
Academic advising/planning	61.6	27.3	11.1
Career counseling	57.2	27.5	15.3
Computer lab	56.0	26.3	17.7
Transfer credit assistance	55.6	23.0	21.3
Financial aid advising	53.6	21.4	25.0
Skill labs (writing, math, etc.)	51.4	29.3	19.3
Peer or other tutoring	45.5	32.5	22.0
Services for people with disabilities	42.6	16.9	40.5
Job placement assistance	42.0	29.1	28.8
Child care	30.3	21.3	48.3
Student organizations	28.6	35.8	35.6

¹ Service feedback is more relevant when obtained directly from the users of the services on-site and when questions are asked from numerous perspectives.

Of all the services listed, students are using the computer (69.2%) and skills labs (56.8%) more than the other services (table 1b). Predictably, fewer students are using child care services (12.2%).

Table 1b. Use of Services (rank ordered) (survey question #10)

HOW OFTEN do you use the following services at this College?	Often use (%)	Sometime use (%)	Rarely use (%)
	Computer lab	32.4	36.8
Skill labs (writing, math, etc.)	20.1	36.7	43.2
Financial aid advising	17.0	27.2	55.8
Peer or other tutoring	13.3	29.5	57.1
Transfer credit assistance	12.0	34.1	53.9
Academic advising/planning	9.8	46.2	43.9
Services for people with disabilities	9.6	11.4	79.1
Career counseling	8.0	35.4	56.6
Job placement assistance	7.7	21.8	70.5
Student organizations	7.3	23.0	69.7
Child care	4.0	8.2	87.8

How satisfied are students with the services? Most students are satisfied with the computer (92.1%) and skill labs (81.2%) (table 1c). The highest level of dissatisfaction is with child care (41.4%).

Table 1c. Satisfaction with Services (rank ordered) (survey question #10)

HOW SATISFIED are you with the services?	Very satisfied (%)	Somewhat satisfied (%)	Not at all satisfied (%)
	Computer lab	49.1	42.9
Skill labs (writing, math, etc.)	40.1	47.1	12.8
Services for people with disabilities	35.4	38.6	26.0
Peer or other tutoring	34.1	48.1	17.8
Financial aid advising	29.5	43.8	26.7
Transfer credit assistance	28.9	47.7	23.4
Career counseling	26.9	50.1	23.0
Academic advising/planning	25.2	57.6	17.2
Job placement assistance	23.3	47.8	28.9
Child care	21.8	36.8	41.4
Student organizations	21.7	50.1	28.3

The most salient findings to each department of the College should be celebrated if it is a success and addressed with an intervention process if it is a barrier to success for students. Formative evaluation should be done throughout the next year to determine if the intervention is successful.

