

CCSSE

Student Services Staff Predictions Exercise



The following are items from the Community College Survey of Student Engagement (CCSSE), the results of which we plan to use to assess student engagement and improve college performance. We invite you to predict the responses our students gave on these select items. Results from this exercise can be compared against our CCSSE results. The alignments and/or gaps between student responses and student services staff responses can help facilitate important discussions.

| #11 Mark the number that best represents the quality of your relationships with people <u>at this college</u> . | | | | | Students who responded 5, 6, or 7 | |
|--|--|------------|--------------------------------|------------|--------------------------------------|------------|
| | | | | | Prediction (%) | Actual (%) |
| c. Administrative Personnel & Offices <i>Unhelpful, inconsiderate, rigid ... 1 2 3 4 5 6 7 ... Helpful, considerate, flexible</i> | | | | | | |
| #13 Please indicate how often you use the following services, how satisfied you are with the services, and how important the services are to you: | (1) Frequency of Use | | (2) Satisfaction | | (3) Importance | |
| | Students who responded SOMETIMES or OFTEN | | Students who responded VERY | | Students who responded VERY | |
| | Prediction (%) | Actual (%) | Prediction (%) | Actual (%) | Prediction (%) | Actual (%) |
| a. Academic advising/planning | | | | | | |
| b. Career counseling | | | | | | |
| c. Job placement assistance | | | | | | |
| d. Peer or other tutoring | | | | | | |
| e. Skill labs (writing, math, etc.) | | | | | | |
| f. Child care | | | | | | |
| g. Financial aid advising | | | | | | |
| h. Computer lab | | | | | | |
| i. Student organizations | | | | | | |
| j. Transfer credit assistance | | | | | | |
| k. Services to students with disabilities | | | | | | |