Student Services Staff Predictions Exercise

For use with *SENSE* 2011-2025

The following are items from the Survey of Entering Student Engagement (*SENSE*), 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 *SENSE* results. The alignments and/or gaps between student responses and student services staff responses can help facilitate important discussions. Please note that for all of the following survey items, students were asked to reflect on their experiences from the time of their decision to attend this college through the end of the first three weeks of their first semester/quarter.

#18	This set of items asks you about your earliest experiences at this college.	Students who responded AGREE or STRONGLY AGREE	
		Prediction (%)	Actual (%)
a.	The very first time I came to this college I felt welcome		
c.	All the courses I needed to take during my first semester/quarter were available at times convenient for me		
d.	I was able to meet with an academic advisor at times convenient for me		
e.	An advisor helped me to select a course of study, program, or major		
f.	An advisor helped me to set academic goals and to create a plan for achieving them		
g.	An advisor helped me identify the courses I needed to take during my first semester/quarter		
h.	A college staff member talked with me about my commitments outside of school (work, children, dependents, etc.) to help me figure out how many courses to take		
i.	The college provided me with adequate information about financial assistance (scholarships, grants, loans, etc.)		
j.	A college staff member helped me determine whether I qualified for financial assistance		
p.	At least one college staff member (other than an instructor) learned my name		

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#20	This section asks three questions about a variety of colleges services. Answer ALL THREE QUESTIONS for each service.	(1) Did you KNOW ABOUT it?		(2) How often did you USE it?		(3) How SATISFIED were you with it?	
		Students who responded YES		Students who responded 2 OR MORE TIMES		Students who responded VERY	
		Prediction (%)	Actual (%)	Prediction (%)	Actual (%)	Prediction (%)	Actual (%)
a.	Academic advising/planning						
b.	Career counseling						
c.	Job placement assistance						
d.	Face-to-face tutoring						
e.	Online tutoring						
f.	Writing, math, or other skill lab						
g.	Financial assistance advising						
h.	Computer lab						
i.	Student organizations						
j.	Transfer credit assistance						
k.	Services to students with disabilities						

#22	What has been your MAIN source of academic advising (help with academic goal-setting, planning, course recommendations, graduation requirements, etc.)?	Students who responded COLLEGE STAFF (non-instructors)	
		Prediction (%)	Actual (%)

#23	Was a specific person assigned to you so you could see him/her each time you needed information or assistance?	Students who responded YES	
		Prediction (%)	Actual (%)

#27	Would you recommend this college to a friend or family member?	Students who responded YES	
		Prediction (%)	Actual (%)

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