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.

#12	This section has three parts. Please answer all three parts.	(1) Frequency of Use		(2) Satisfaction		(3) Importance	
		Students who responded 1 OR MORE TIMES		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 advising/planning						
k.	Library resources and services						
l.	Services for students with disabilities						
m.	Services for active military and veterans						

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