



College Performance Indicators Series: STUDENT DEVELOPMENT

INTRODUCTION

This is the fifth in a series of eight research briefs based on the CCSF *College Performance Indicators Report (CPI)*, a key tool that the College uses to evaluate how it is doing on its eight strategic priorities. These briefs are a way for faculty, classified staff and administrators to learn about College performance by means of short, periodic reports. The CPI is organized according to the priorities of the Strategic Plan. The fifth strategic priority of the CCSF Strategic Plan¹ relates to student development, which therefore becomes the fifth topic in our series. Previously issued CPI briefs in this series related to basic skills, academic programs, workforce education and outreach & recruitment (http://www.ccsf.edu/Offices/Research_Planning/reports_briefs.htm).

What is included in this student development brief?

This research brief looks at student development in terms of financial aid, matriculation and student satisfaction. Our next brief will report on funding resources.

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From the CCSF Strategic Plan:

Strategic Priority #5 *To increase the quality and accessibility of student development services to positively impact student outcomes related to student learning, retention, course completion, graduation and job placement.*

From the *College Performance Indicators*, the three Indicators for the above Strategic Priority:

- √ *Number and percentage of students receiving financial aid annually*
- √ *Number of students receiving matriculation services annually*
- √ *Student satisfaction with Student Development services*

¹ Strategic Plan at http://www.ccsf.edu/Offices/Research_Planning/pdf/strpln3.pdf

How is this report brief set up?

Each of the three indicators is followed by a summary of selected information from the larger report. Below each indicator, (shown in italics with a checkmark to its left), bulleted items and/or graphic elements will summarize some of the more striking findings. This approach is intended to give a selective sampling of the full report, and is not necessarily representative of the report's content in its entirety. Please see the full CPI Report for definitions of terms and much more context and explanation, at www.ccsf.edu/Offices/Research_Planning/pdf/ccpi2008.pdf

√ *Number and percentage of students receiving financial aid annually*

- Overall, from 1998-99 to 2006-07, the number of all students (credit and noncredit) receiving financial aid nearly doubled (+100%). For comparison, the growth in credit enrollment was +9% and the growth in all enrollment was +1%.
- Although a very limited number of noncredit students receive financial aid, that number increased 54% from 143 in 1998-99 to 220 in 2006-07.
- In 2006-07, the percentage of credit students receiving financial aid decreased 1% from the previous year to 30%, while the percentage of all students receiving financial aid remained steady at 16%

Year	Credit Students			All (Credit & Noncredit*) Students		
	Enrolled	Received Financial Aid		Enrolled	Received Financial Aid	
		Number	Percent		Number	Percent
1998-99	44,395	7,191	16%	89,011	7,334	8%
1999-00	45,435	8,337	18%	91,145	8,483	9%
2000-01	47,250	8,095	17%	93,864	8,232	9%
2001-02	51,149	9,237	18%	100,199	9,383	9%
2002-03	52,519	10,696	20%	100,719	10,833	11%
2003-04	47,649	12,297	26%	92,836	12,408	13%
2004-05	47,244	14,459	31%	90,139	14,505	16%
2005-06	47,002	14,540	31%	89,045	14,629	16%
2006-07	48,213	14,425	30%	89,838	14,645	16%

Includes Stafford Loans (starting in 2001-02), Work Study, Pell Grants, Perkins Grants, SEOG, Cal Grants, and Bogg Fee Waivers.

*Fewer than 1/2 of 1% of students in noncredit programs receive financial aid for such programs.

Data for 2004-2005 and 2005-06 were revised from previous reports.

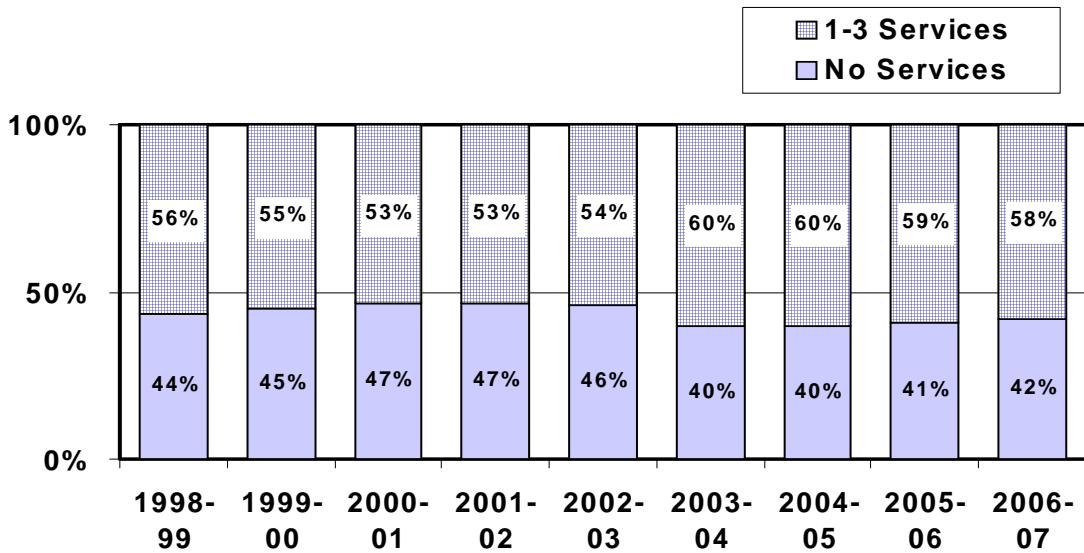
Source: CCSF Financial Aid Office

√ *Number of students receiving matriculation services annually*

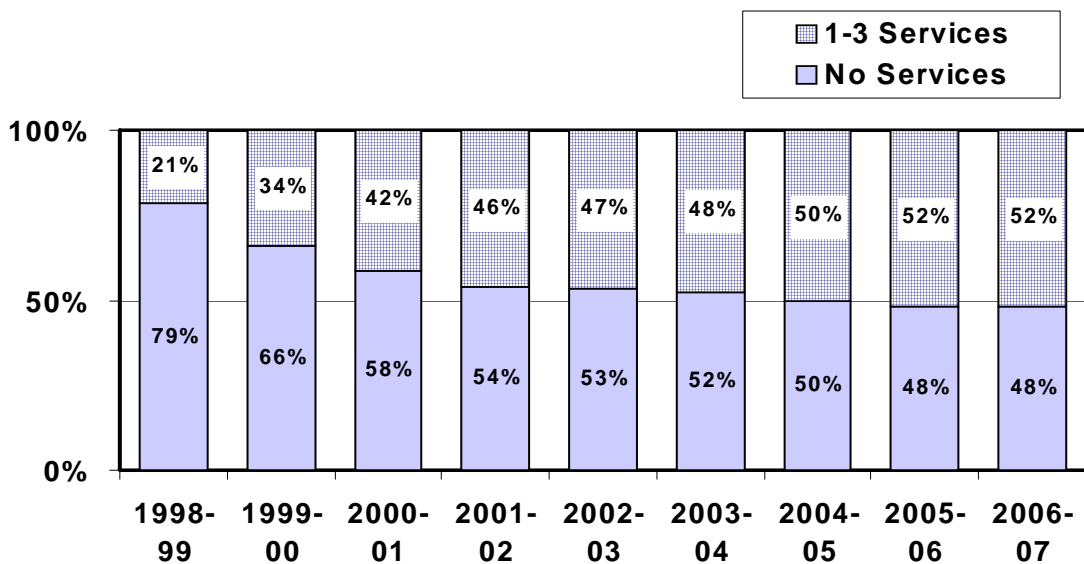
- Matriculation services are **placement testing (assessment), counseling and orientation.**
- By 2006-07, a majority of both credit and noncredit students had received some matriculation services.

- From 1998-99 to 2006-07, the percentage of students receiving noncredit matriculation services more than doubled from 21% to 52%, while the percentage of students receiving credit matriculation services rose slightly from 56% to 58%.
- Note that for students enrolled in a given year, matriculation services may have been received in that year or some prior year.

Students Who Had Received Credit Matriculation Services



Students who Had Received Noncredit Matriculation Services



√ ***Student satisfaction with student development services***

- The questions below were asked at CCSF in Spring 2007 through the national Community College Survey of Student Engagement (CCSSE). Some of these services may be offered through entities other than the Student Development Division at CCSF.
- “Computer lab” had the highest reported frequency of use, the highest level of satisfaction reported, and was viewed as among the most important (2.67 on a scale of 1-3).
- Academic advising/planning, transfer credit assistance, financial aid advising, and career counseling were also scored as among the most important services, but the satisfaction rating for those services was closer to “somewhat” (2.0), ranging from 1.98-2.09.
- Peer tutoring and skills labs (writing, math, etc.) had been reportedly used by more respondents and had relatively higher satisfaction ratings, yet were rated slightly lower in importance than services mentioned above.

How often do you use the following services? How satisfied are you with the services? How important are the services to you?		Responded	Used Service	Mean**		
				Frequency of Use 1=Rarely/never, 2=Sometimes, 3=Often	Satisfaction 1=Not at all, 2=Somewhat, 3=Very	Importance 1=Not at all, 2=Somewhat, 3=Very
a.	Academic advising/planning	701	59%	1.75	2.09	2.69
b.	Career counseling	537	46%	1.64	1.98	2.63
c.	Job placement assistance	310	26%	1.42	1.73	2.42
d.	Peer or other tutoring	486	41%	1.77	2.13	2.52
e.	Skill labs (writing, math, etc.)	511	43%	1.93	2.20	2.54
f.	Child care	121	10%	1.35	1.58	1.79
g.	Financial aid advising	456	39%	1.83	2.01	2.65
h.	Computer lab	695	59%	2.14	2.43	2.67
i.	Student organizations	292	25%	1.45	1.79	2.16
j.	Transfer credit assistance	460	39%	1.76	1.97	2.67
k.	Services to students with disabilities	182	15%	1.67	2.03	2.43
	Average	N/A	37%	1.70	1.99	2.47
	Range	121 to 701	10% to 59%	1.35 to 2.14	1.58 to 2.43	1.79 to 2.96

1,179 students responded in all.

*Weighted by full-time, part-time so that responses are representative.

**For those who used the service.