



CCSSE 2014

City College of San Francisco

Student Services Presentation

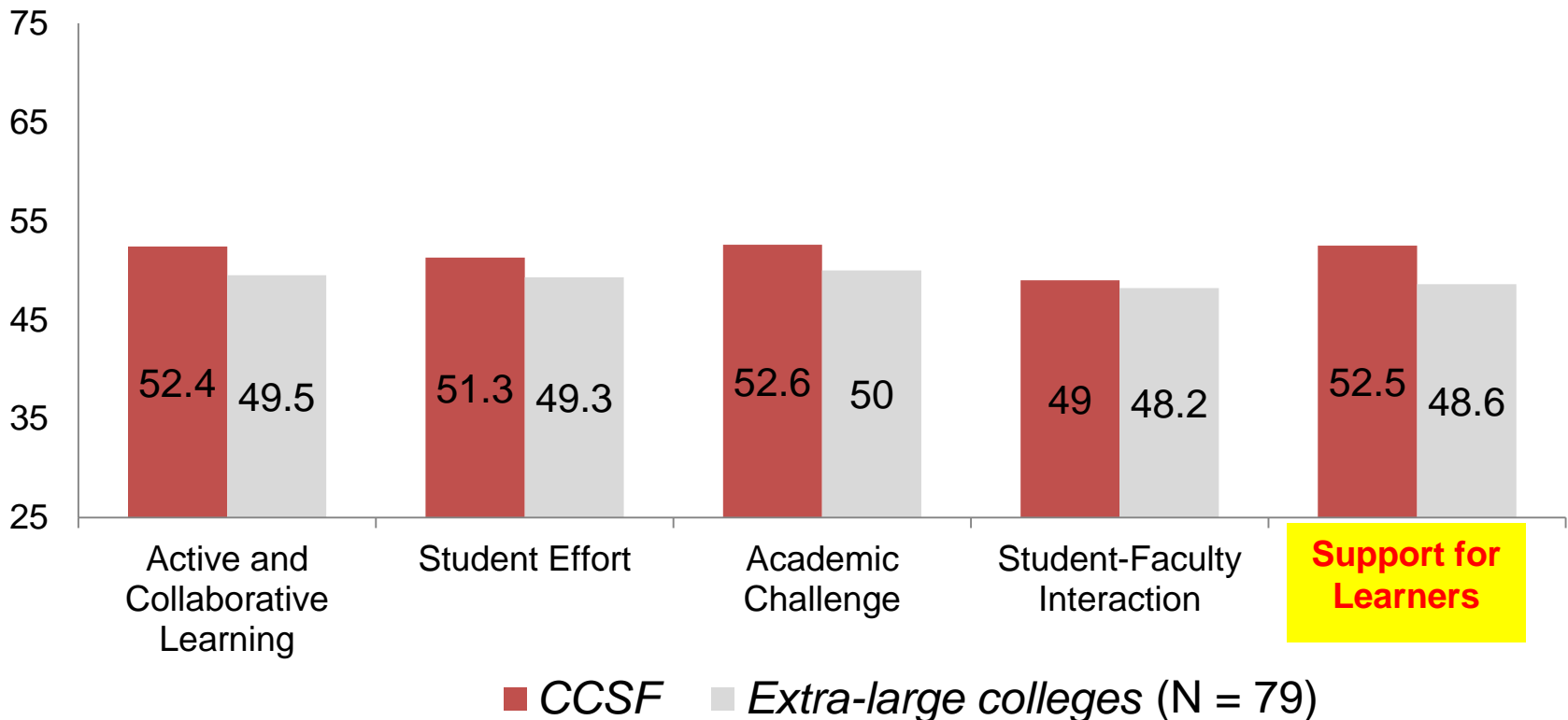


Presentation Overview

- *CCSSE Benchmark Results*
- Support for Learners Benchmark
- *Student Development - Custom Questions*
- CCSSE Special Focus Items –
New Student Experience

CCSSE Benchmarks for Effective Educational Practice

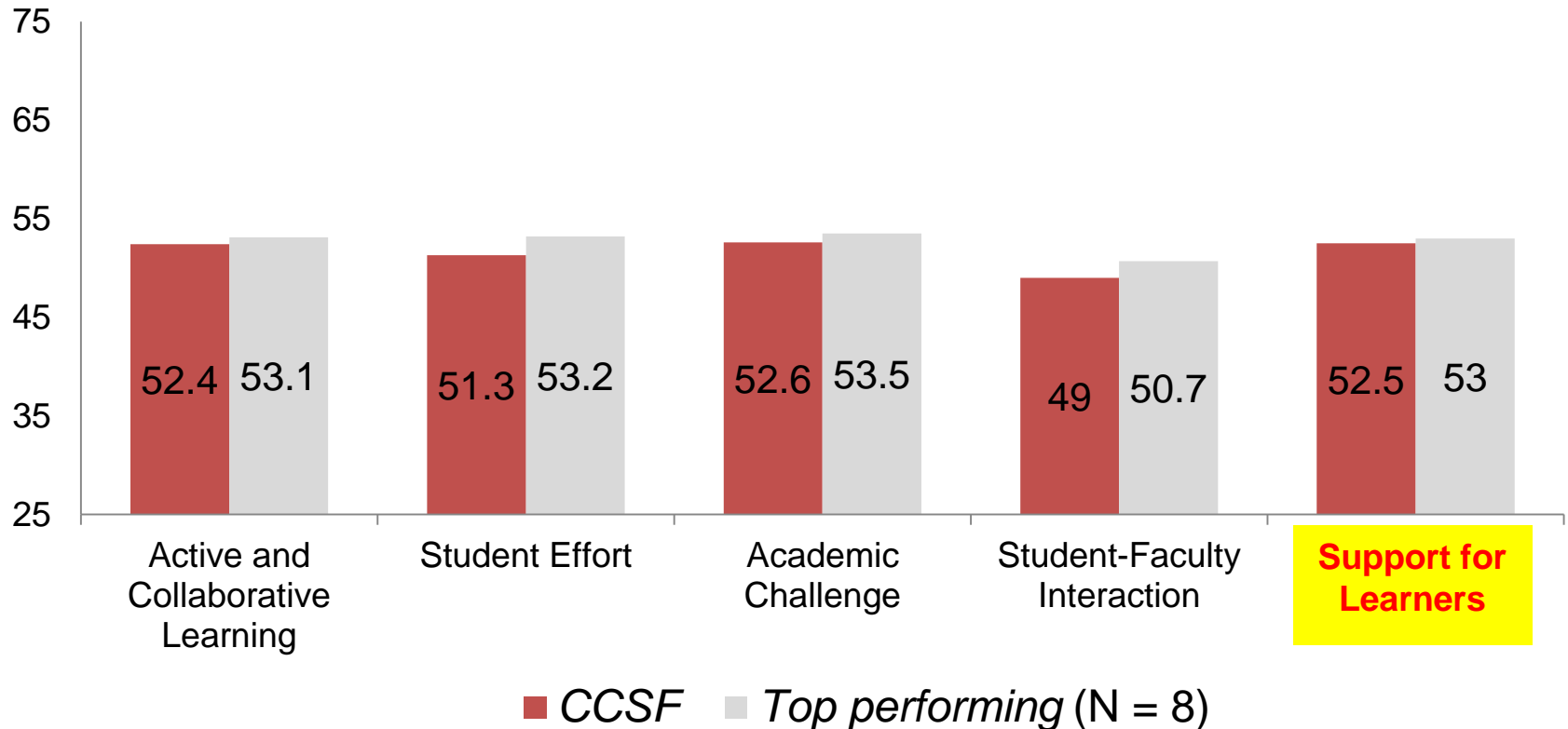
CCSSE Benchmark Scores for CCSF compared to extra-large colleges



Source: 2014 CCSSE data

CCSSE Benchmarks for Effective Educational Practice

CCSSE Benchmark Scores for CCSF compared to top performing extra-large colleges



Source: 2014 CCSSE data

Support for Learners Benchmark

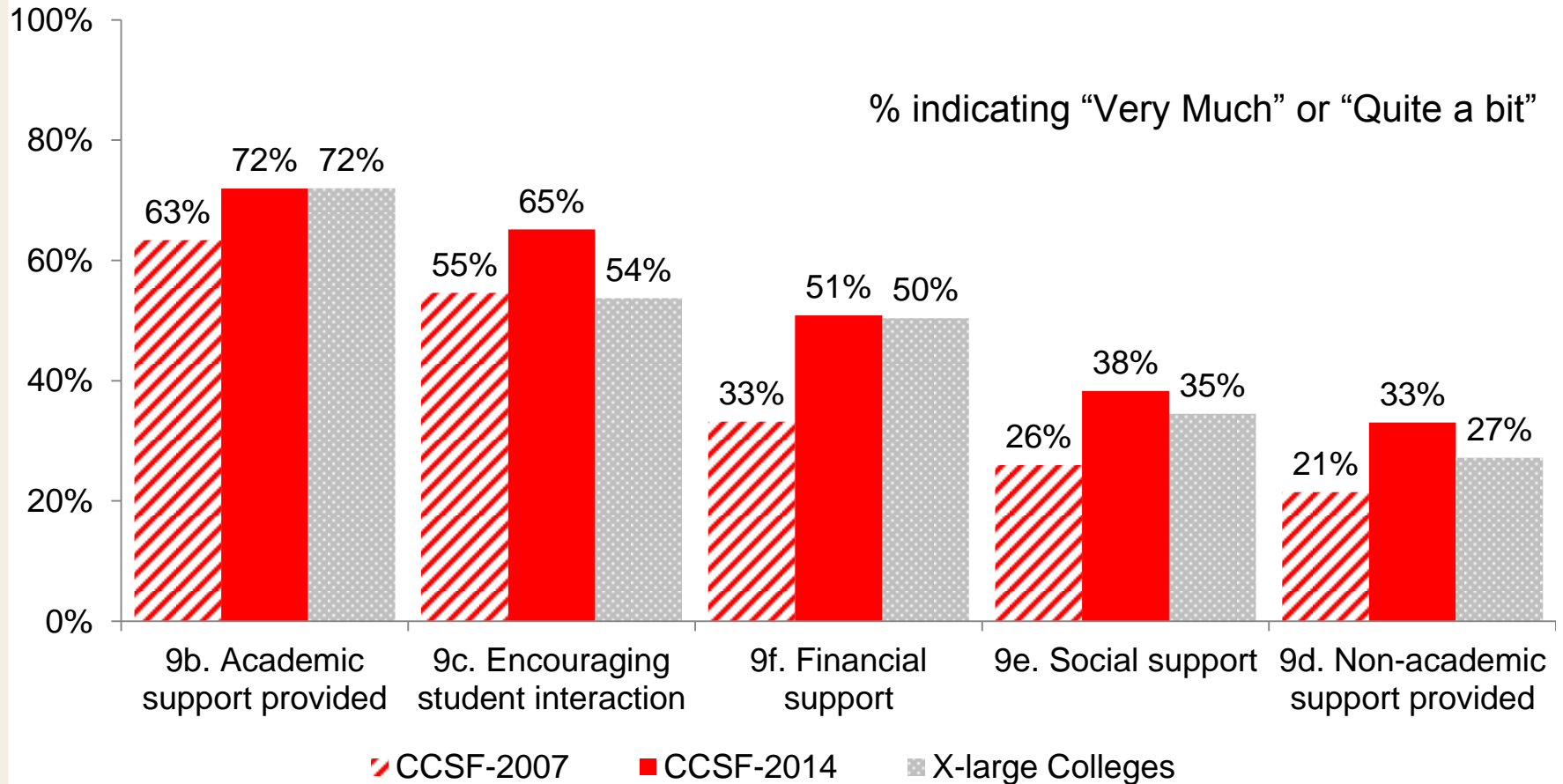
CCSF benchmark score: 52.5

- **How much does this college emphasize:**
 - Providing the support you need to help you succeed at this college (9b.)
 - Encouraging contact among students from different economic, social, and racial or ethnic backgrounds (9c.)
 - Helping you cope with your nonacademic responsibilities (work, family, etc.) (9d.)
 - Providing the support you need to thrive socially (9e.)
 - Providing the financial support you need to afford your education (9f.)

- **During the current school year, how often have you:**
 - Used academic advising/planning services (13a.)
 - Used career counseling services (13b.)

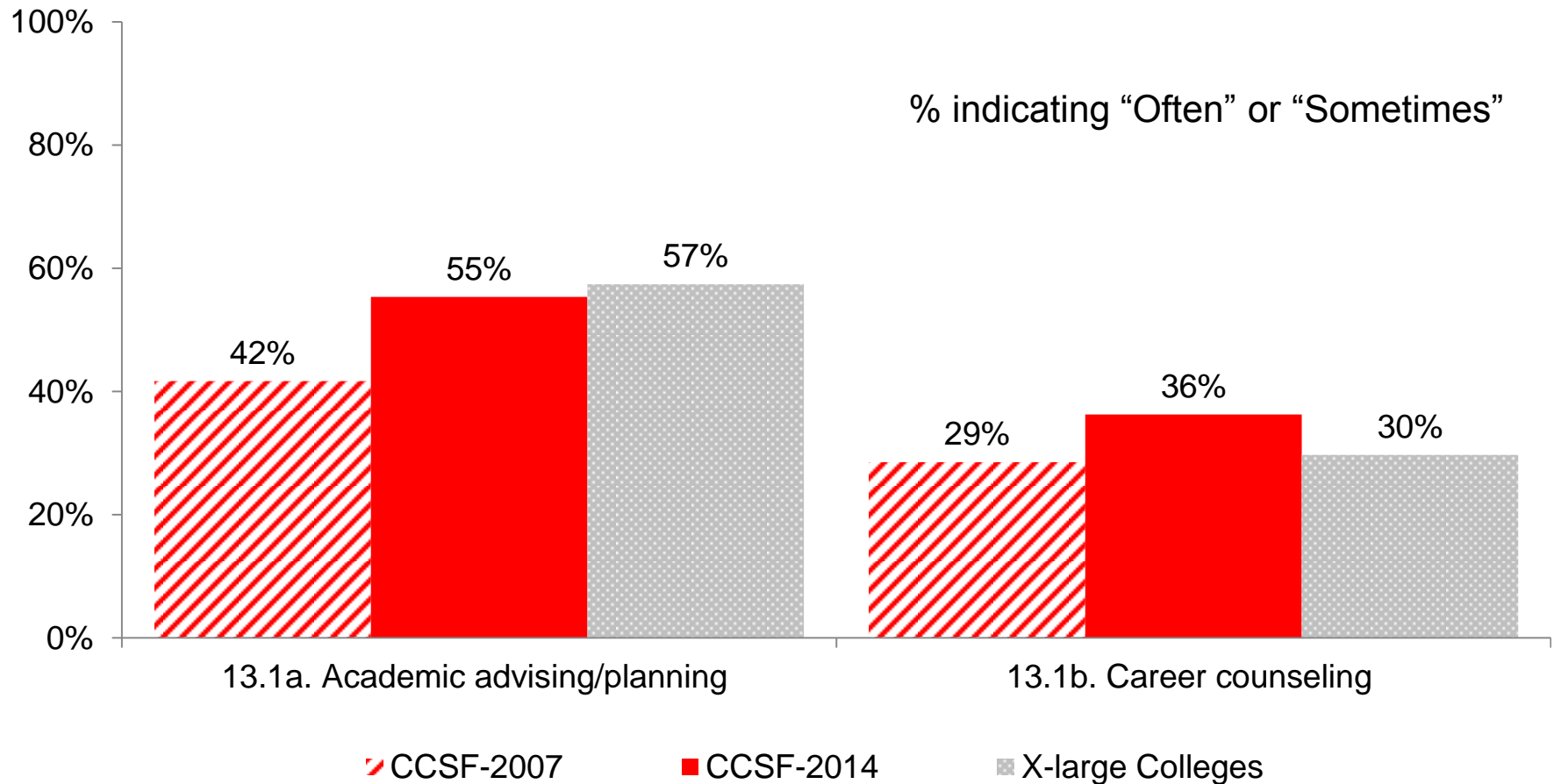
Source: 2014 CCSSE data

Support for Learners Benchmark: Student Perception of Emphasis



Source: 2014 CCSSE data

Support for Learners Benchmark: Usage of Student Services



Source: 2014 CCSSE data

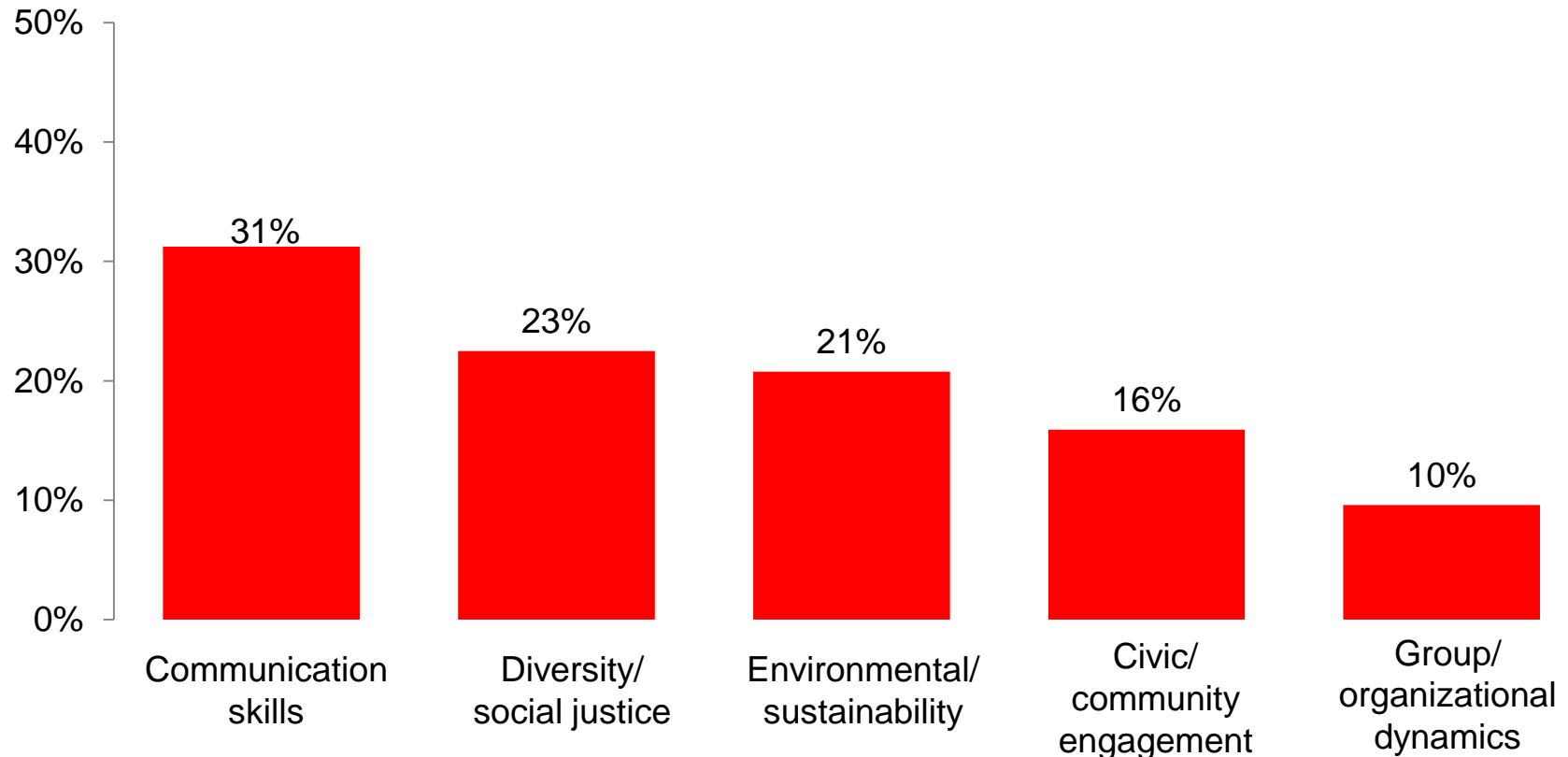
Support for Learners Benchmark

CCSF-2014: 52.5 CCSF-2016: ?

#	Question	CCSF 2007	CCSF 2014	CCSF 2016
9b.	Providing the support you need to help you succeed at this college	63%	72%	?
9c.	Encouraging contact among students from different economic, social, and racial or ethnic backgrounds	55%	65%	?
9d.	Helping you cope with your nonacademic responsibilities (work, family, etc.)	21%	33%	?
9e.	Providing the support you need to thrive socially	26%	38%	?
9f.	Providing the financial support you need to afford your education	33%	51%	?
13a.	Used academic advising/planning services	42%	55%	?
13b.	Used career counseling services	29%	36%	?

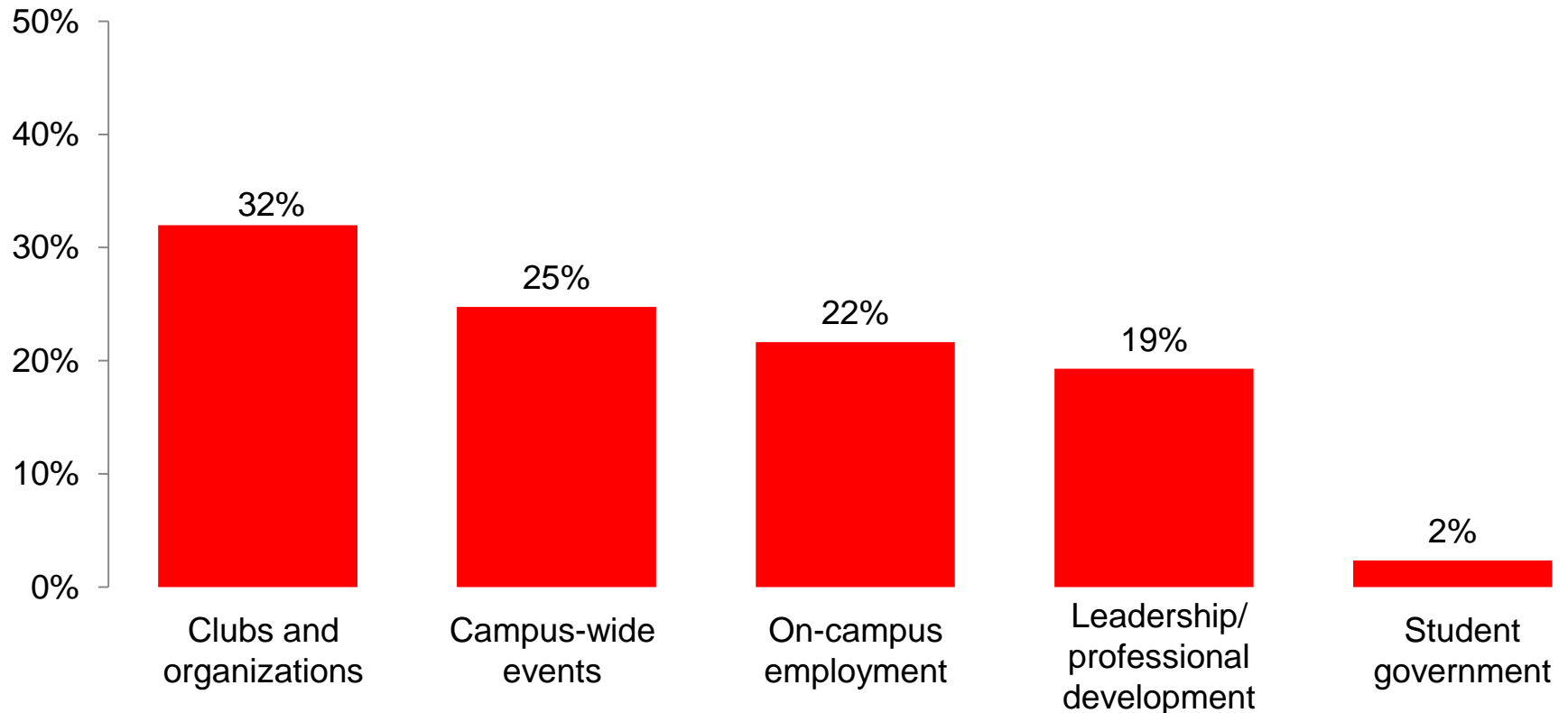
CCSF – Custom Question: Student Activities

Which of the following leadership topics is of greatest interest to you?



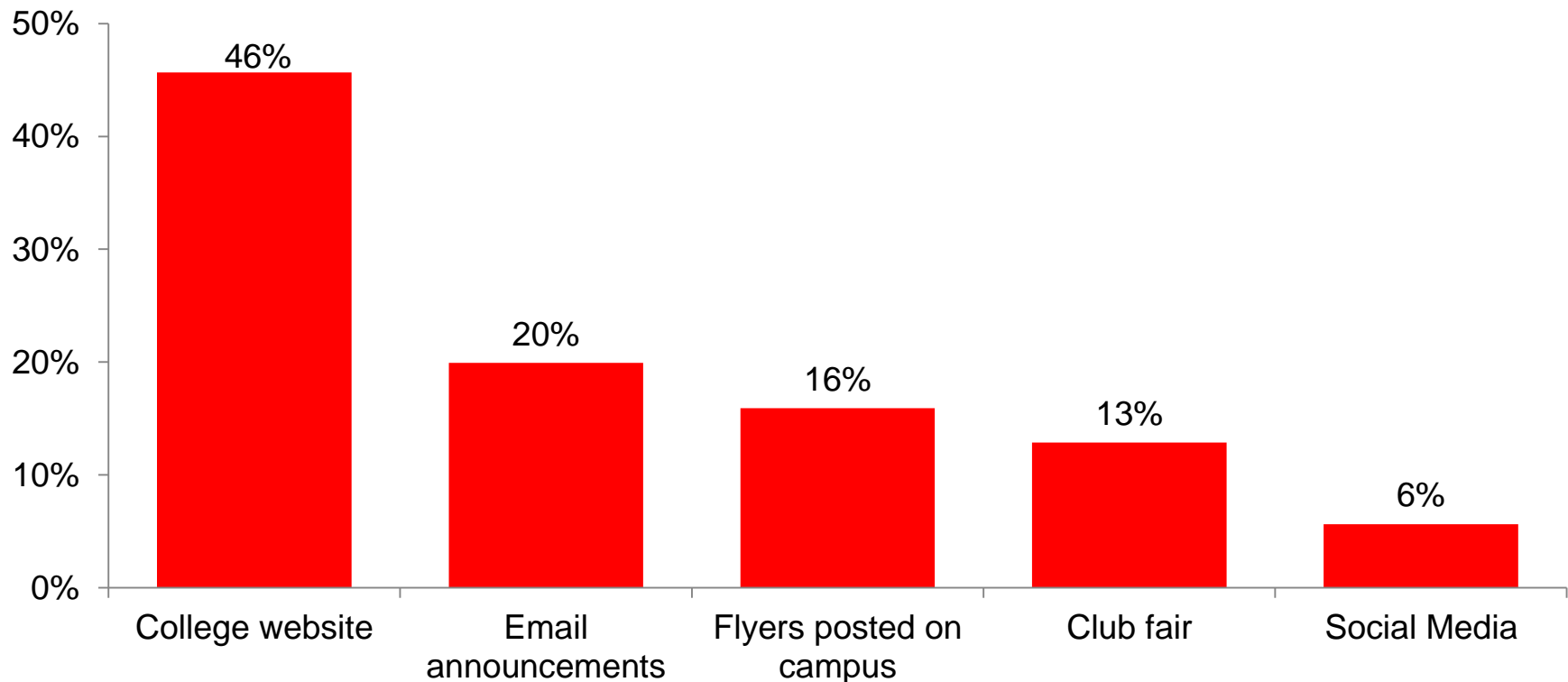
CCSF – Custom Question: Student Activities

In what way would you be most interested in getting involved on campus?



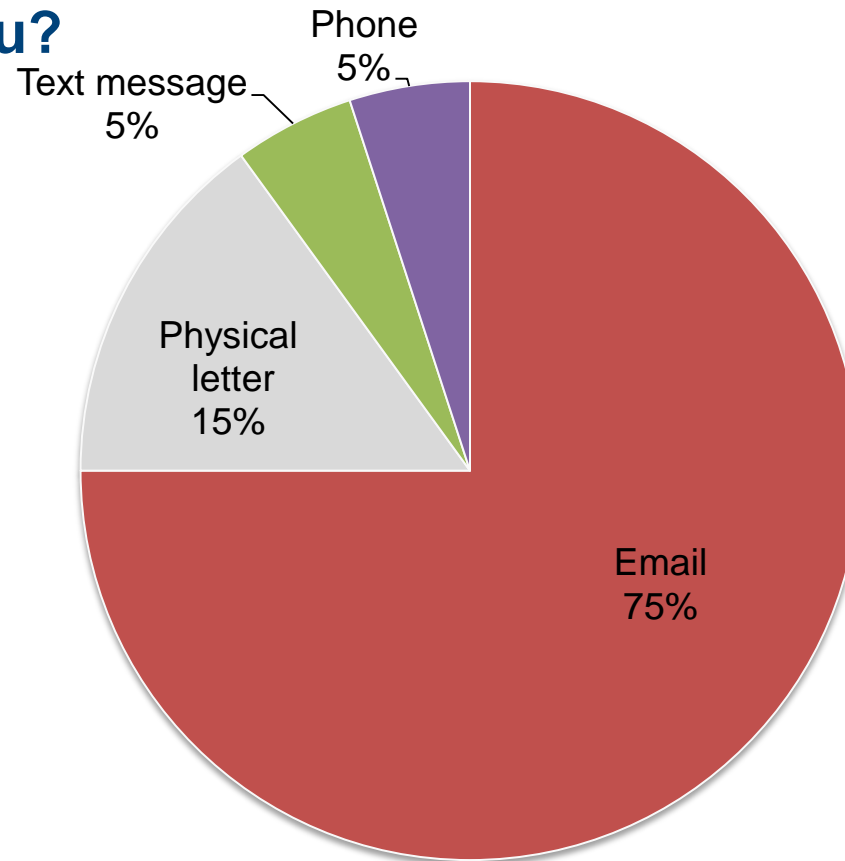
CCSF – Custom Question: Student Communication Preferences

What do you feel is the best way to obtain information about getting involved on campus?



CCSF – Custom Question: Student Communication Preferences

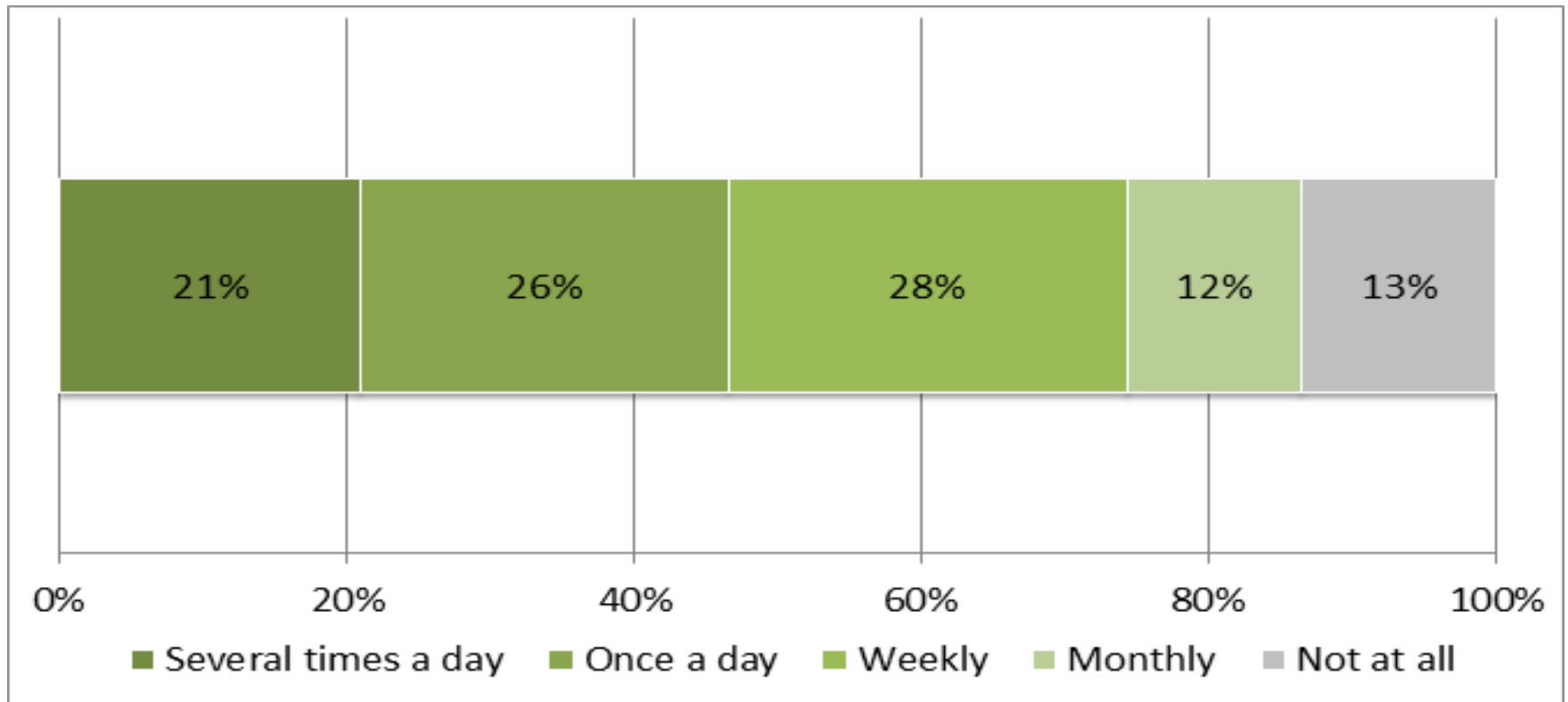
How would you prefer for the Financial Aid Office to send information to you?



Source: 2014 CCSSE data

CCSF – Custom Question: Student Communication Preferences

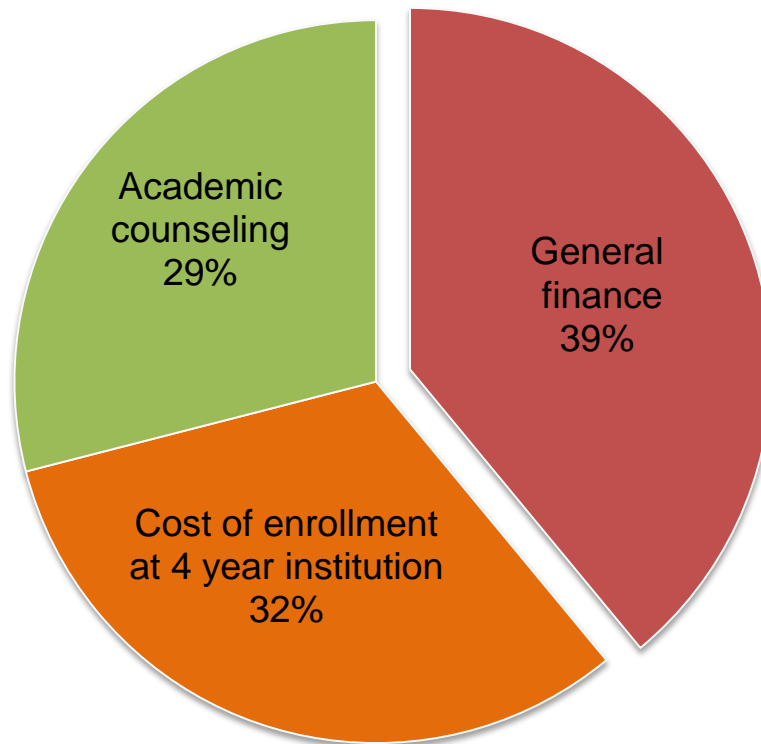
How regularly do you check your CCSF email?



Source: 2014 CCSSE data

CCSF – Custom Question: Student Support

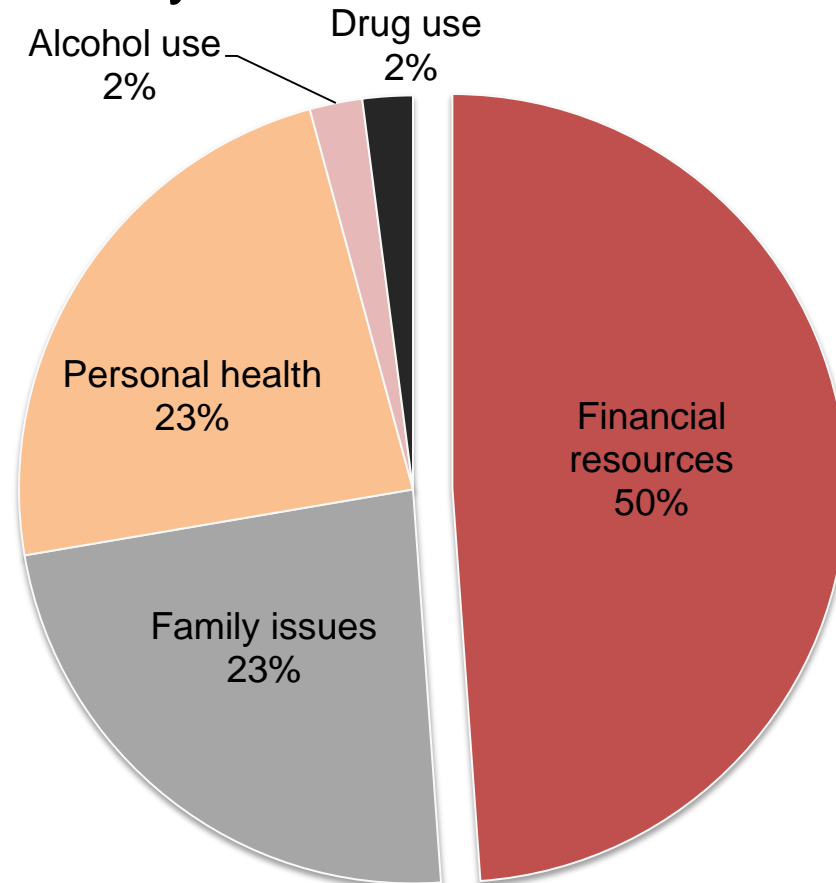
In addition to providing financial aid to students, what other service do you want the Financial Aid Office to provide?



Source: 2014 CCSSE data

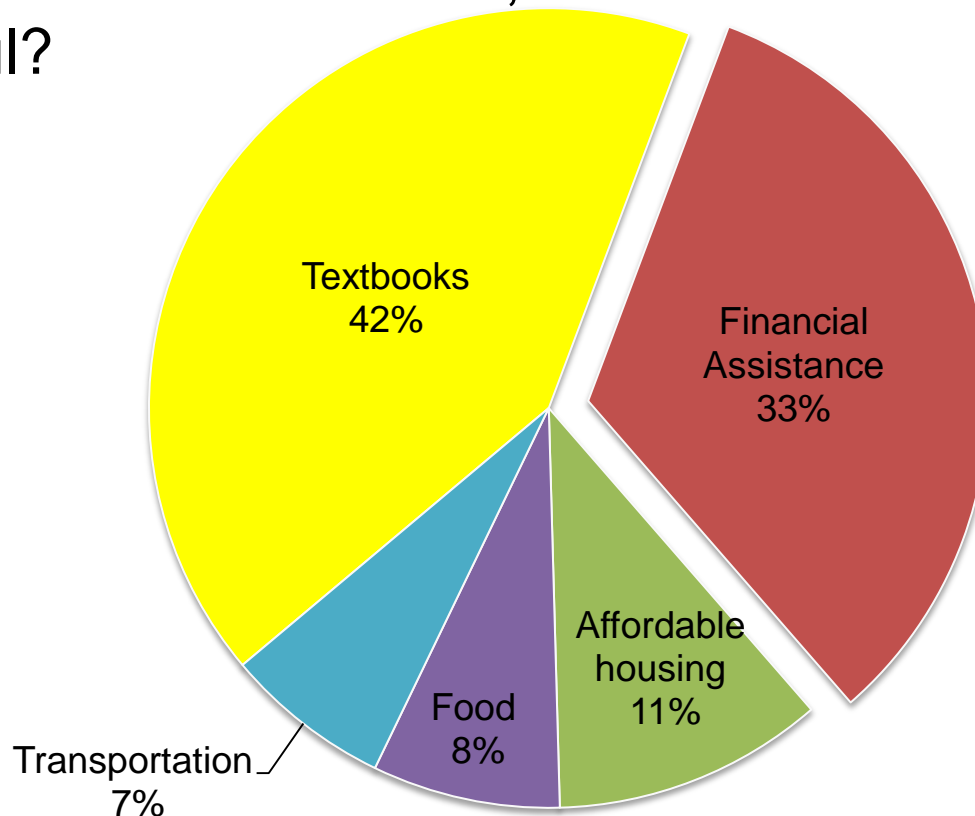
CCSF – Custom Question: Student Support

Which one area affects your studies the most?



CCSF – Custom Question: Student Support

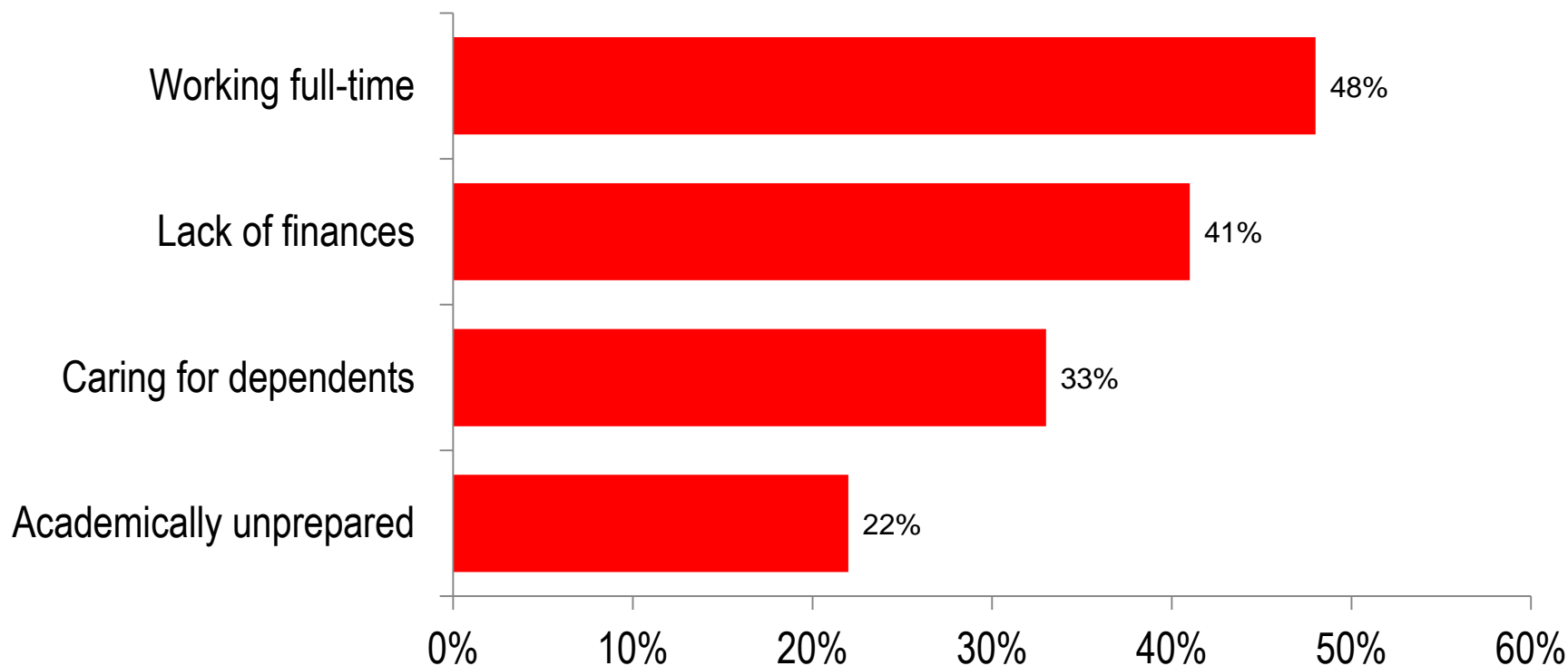
If the college were to provide more resources to help you be more successful as a student, which one area would be most helpful?



CCSSE:

Student Support

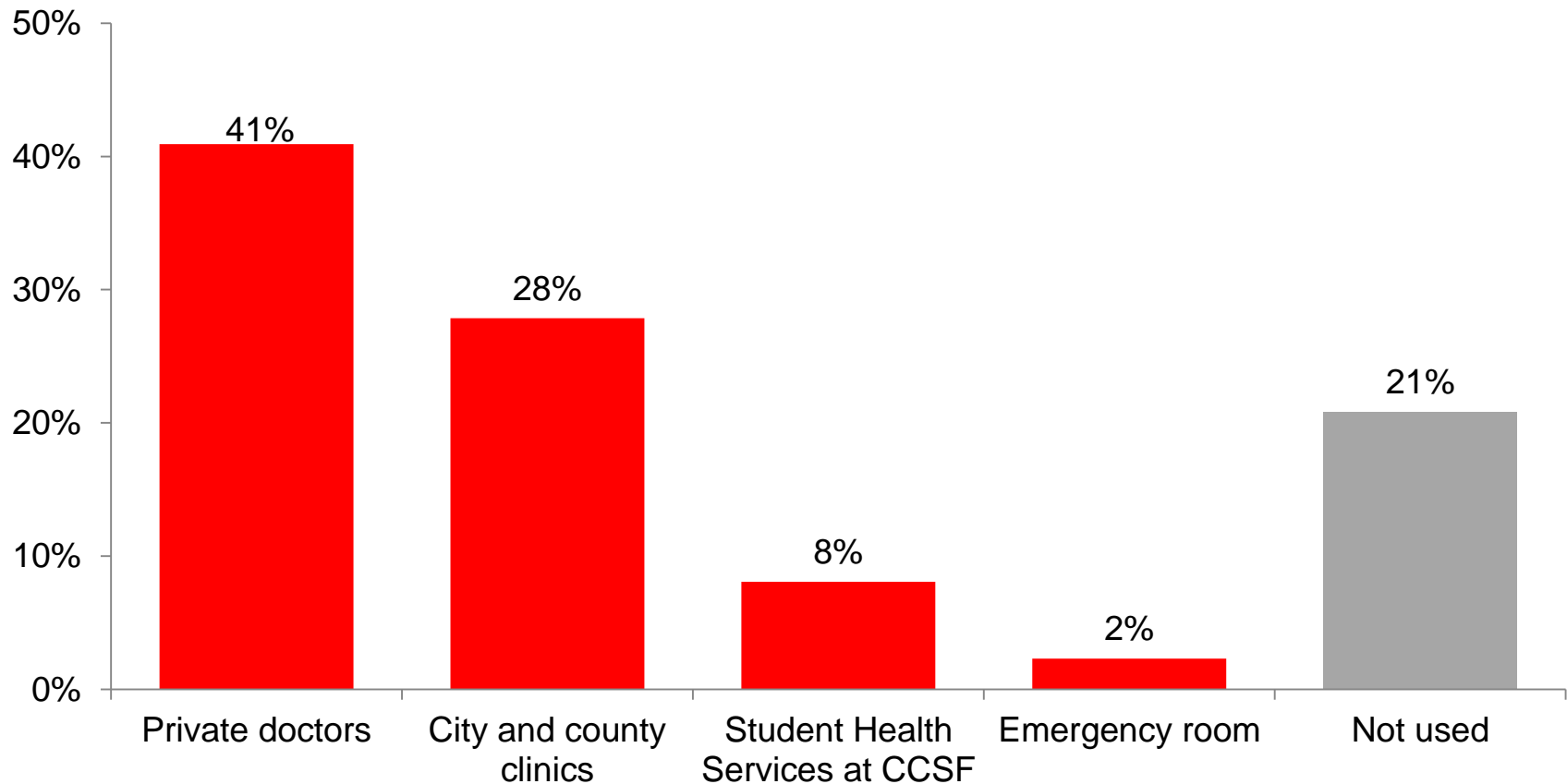
Q 14. How likely is it that the following issues would cause you to withdraw from class or from this college? (% indicated “Likely” or “Very Likely”)



Source: 2014 CCSSE data

CCSF – Custom Question: Student Health Services

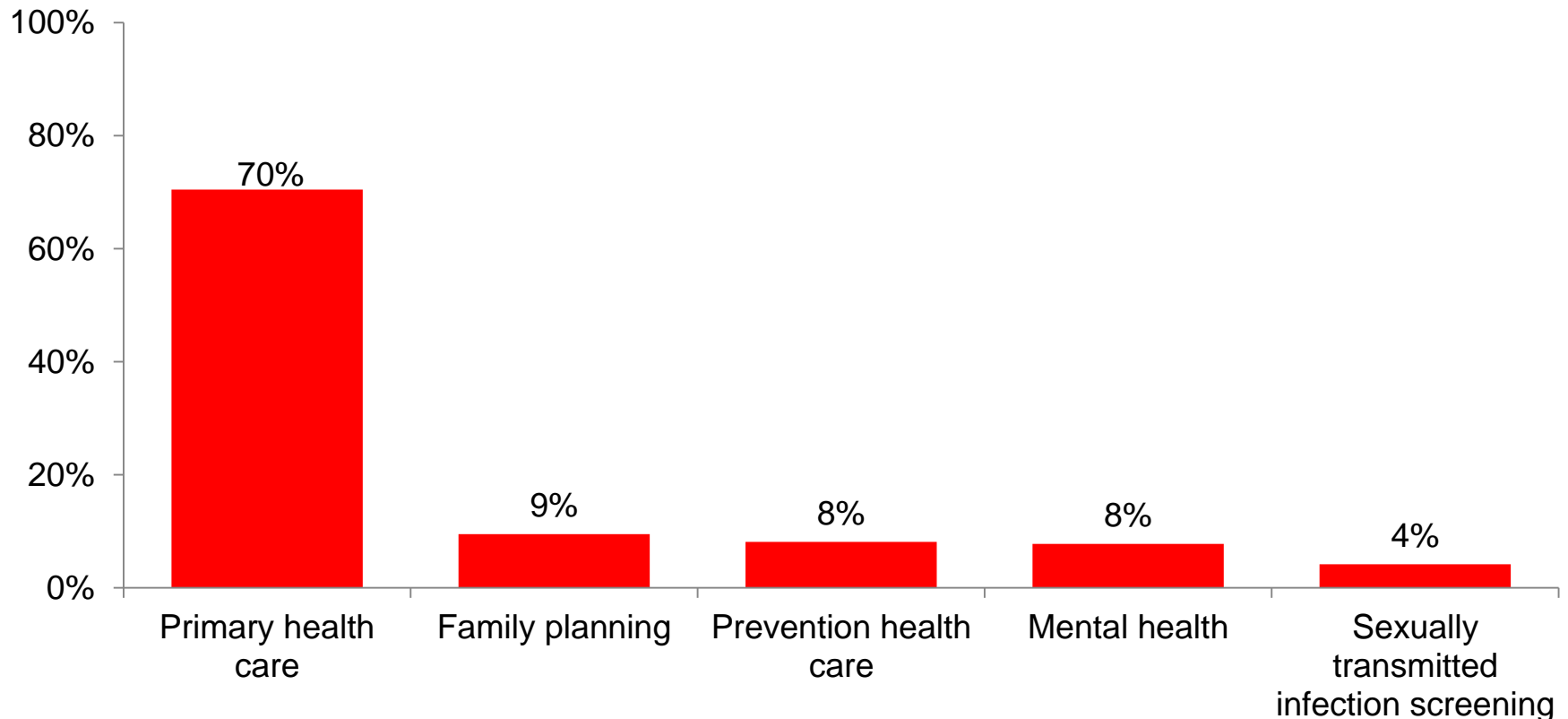
From where do you receive most of your health care?



Source: 2014 CCSSE data

CCSF – Custom Question: Student Health Services

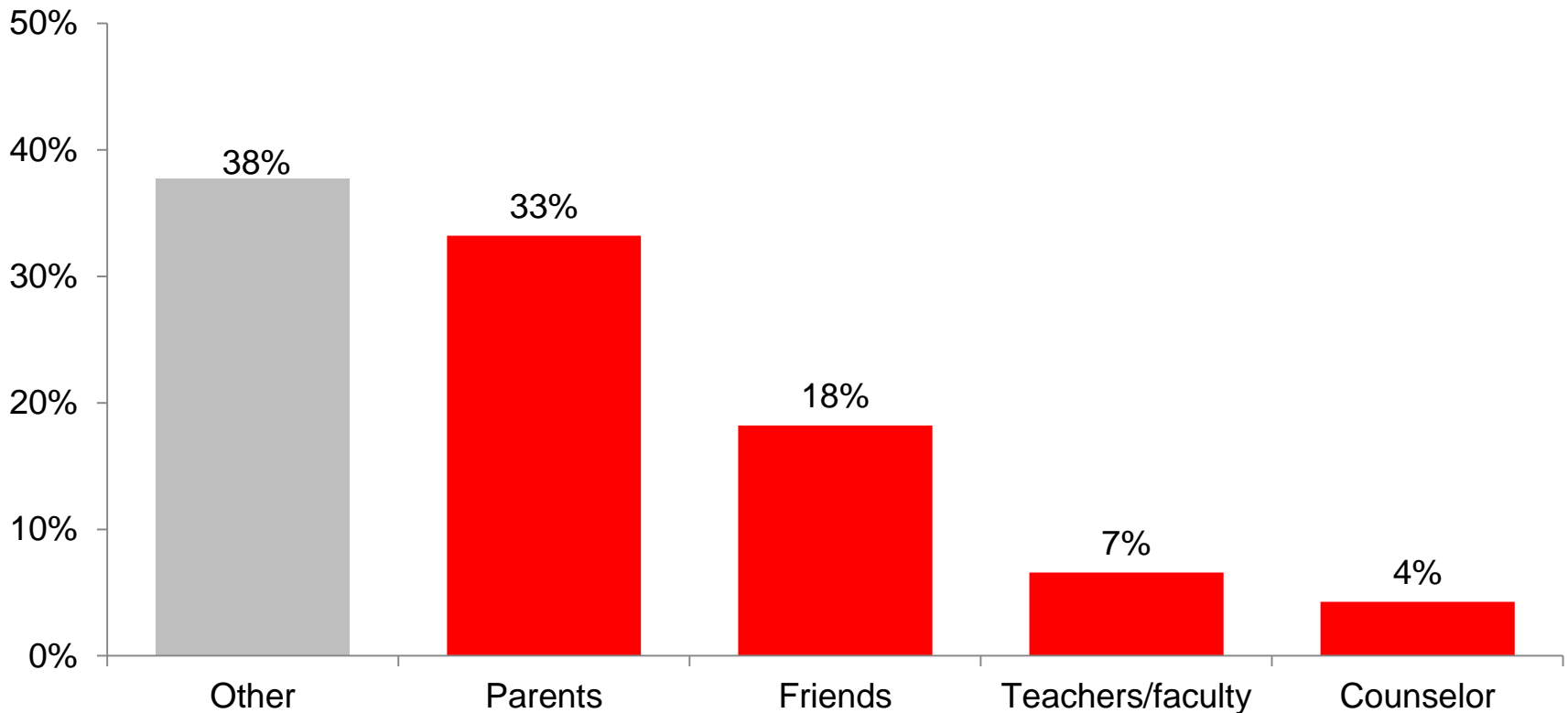
Which of the following health care services is most important to you?



Source: 2014 CCSSE data

CCSF – Custom Question: Student Health Services

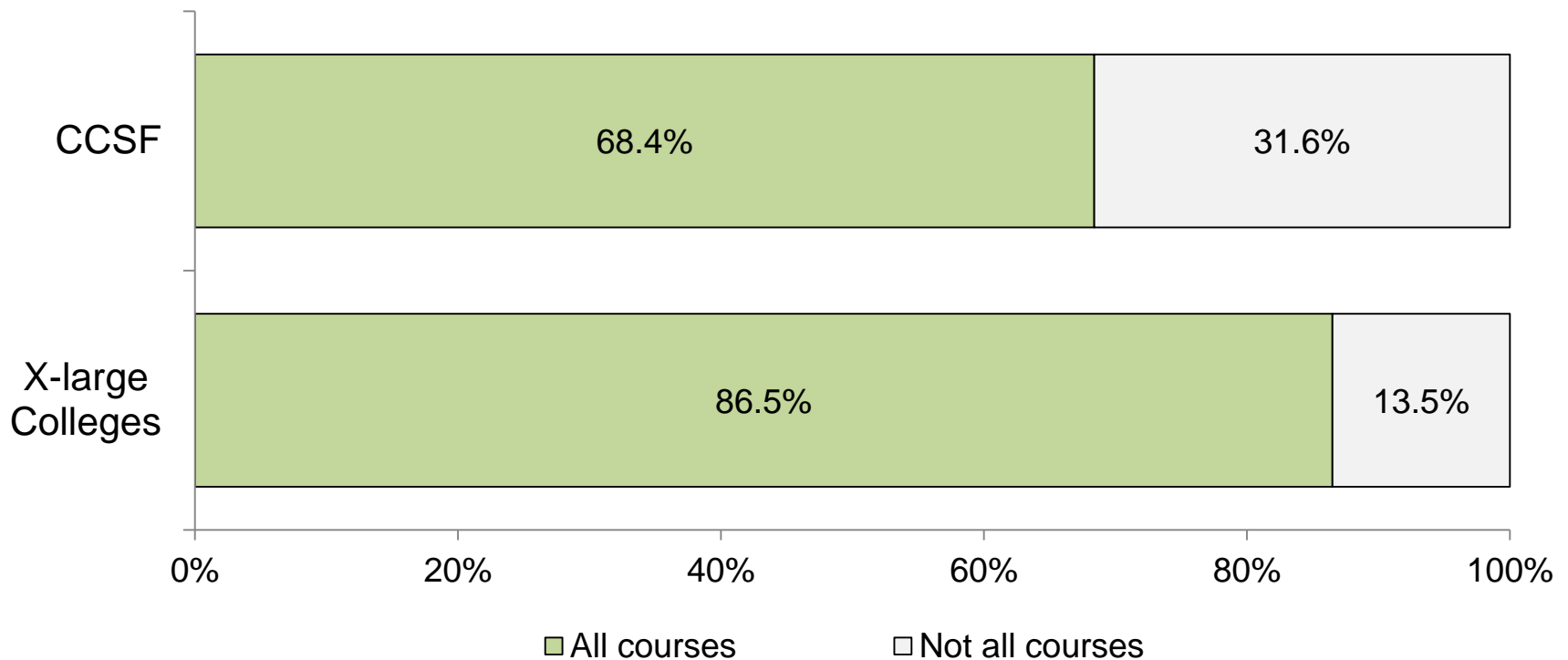
What source of information has been most helpful to you in getting referrals for health care?



Source: 2014 CCSSE data

CCSSE Special Focus Items: Promising Practices for Student Success

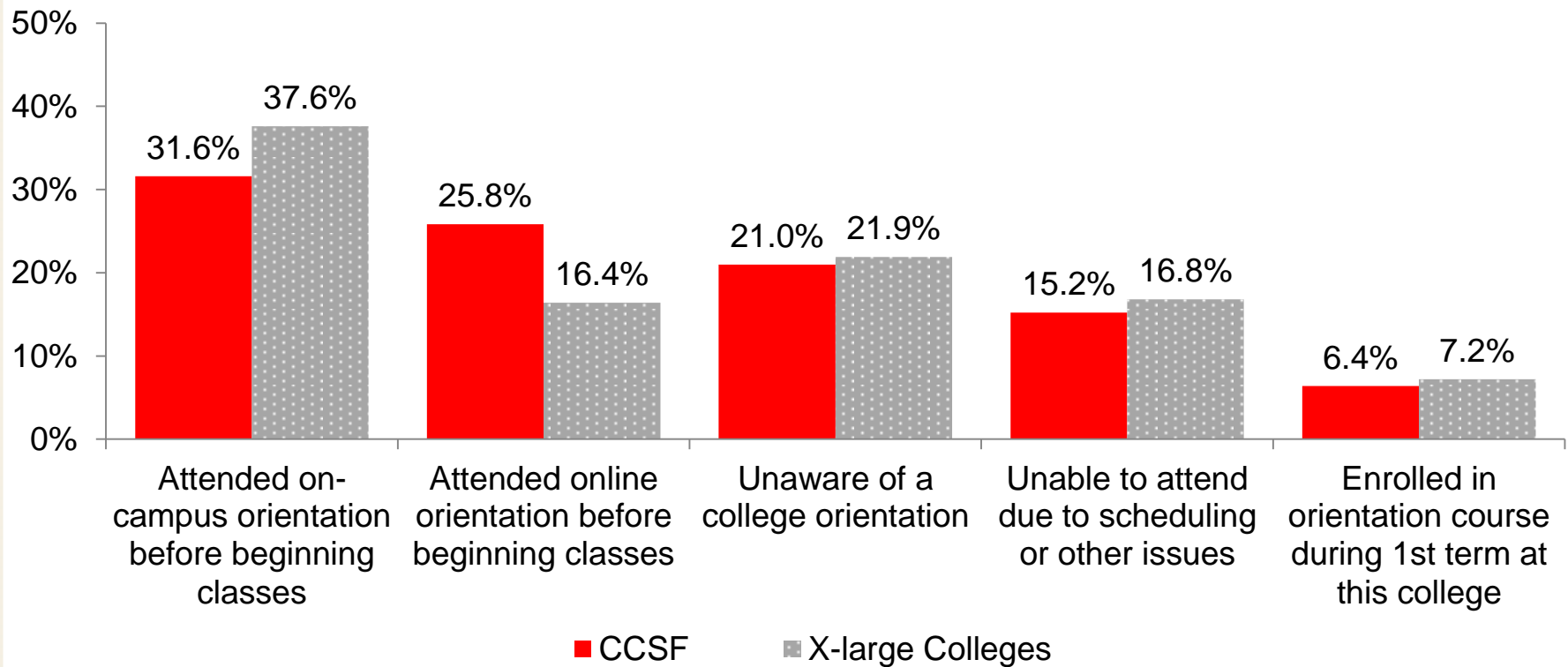
During the Current term at this college, I completed registration before the first class session(s).



Source: 2014 CCSSE data

CCSSE Special Focus Items: Promising Practices for Student Success

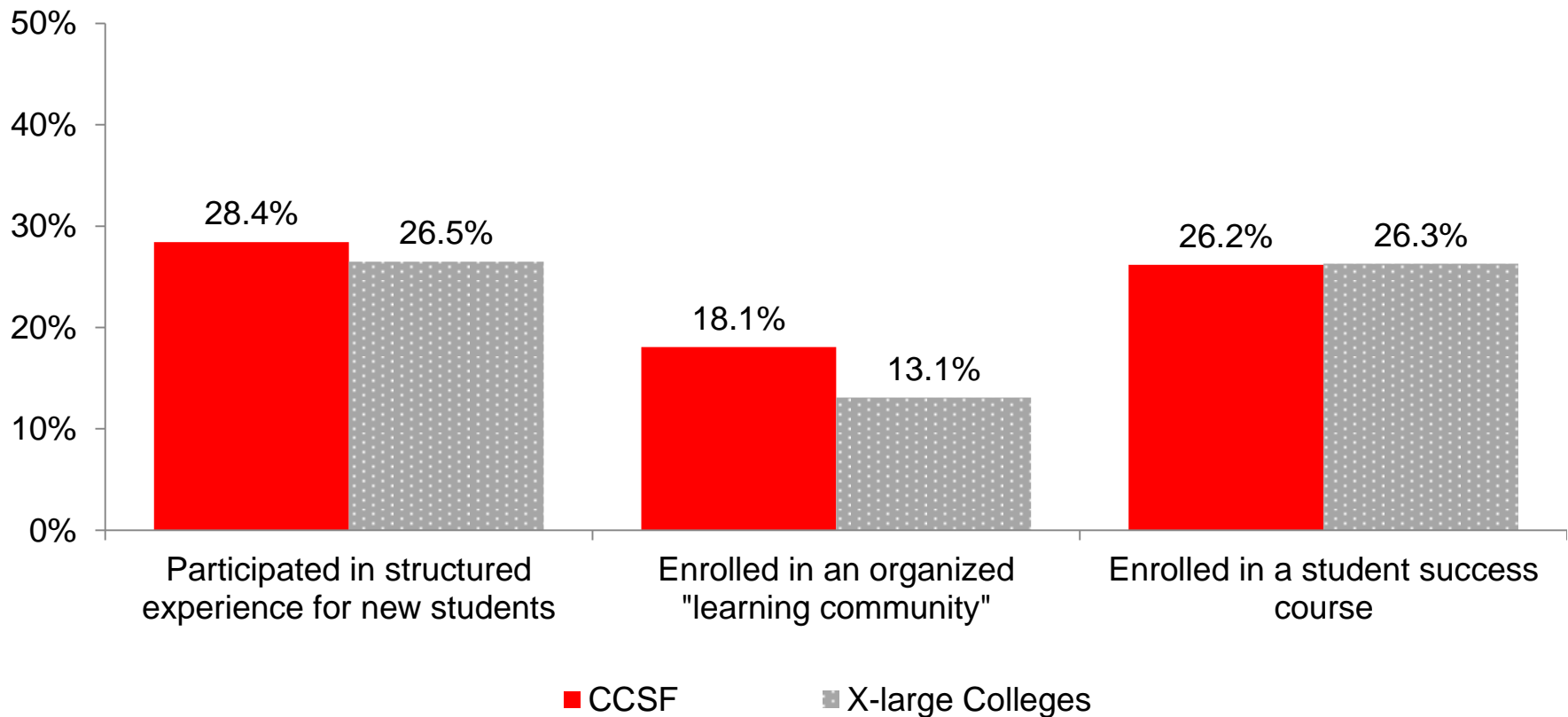
The ONE response that best describes my experience with orientation when I first came to this college.



Source: 2014 CCSSE data

CCSSE Special Focus Items: Promising Practices for Student Success

Respondents participation in various activities at CCSF.



Source: 2014 CCSSE data

Closing Remarks

- All benchmark scores at CCSF are higher than comparison group average.
- Demographic group benchmark score differences at CCSF need further investigation.
- Discussions should continue to determine the reasons behind these outcomes.

Questions and Comments.

For Highlights and Summary Reports go to:

www.ccsf.edu/CCSSE

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