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

<table>
<thead>
<tr>
<th>Category</th>
<th>CCSF</th>
<th>Extra-large colleges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active and Collaborative Learning</td>
<td>52.4</td>
<td>49.5</td>
</tr>
<tr>
<td>Student Effort</td>
<td>51.3</td>
<td>49.3</td>
</tr>
<tr>
<td>Academic Challenge</td>
<td>52.6</td>
<td>50.0</td>
</tr>
<tr>
<td>Student-Faculty Interaction</td>
<td>49.0</td>
<td>48.2</td>
</tr>
</tbody>
</table>

Source: 2014 CCSSE data
CCSSE Benchmarks for Effective Educational Practice

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

<table>
<thead>
<tr>
<th>Category</th>
<th>CCSF</th>
<th>Top performing (N = 8)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active and Collaborative Learning</td>
<td>52.4</td>
<td>53.1</td>
</tr>
<tr>
<td>Student Effort</td>
<td>51.3</td>
<td>53.2</td>
</tr>
<tr>
<td>Academic Challenge</td>
<td>52.6</td>
<td>53.5</td>
</tr>
<tr>
<td>Student-Faculty Interaction</td>
<td>49</td>
<td>50.7</td>
</tr>
</tbody>
</table>

Source: 2014 CCSSE data

Support for Learners

CCSF

Top performing

4
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

% indicating “Very Much” or “Quite a bit”

<table>
<thead>
<tr>
<th></th>
<th>CCSF-2007</th>
<th>CCSF-2014</th>
<th>X-large Colleges</th>
</tr>
</thead>
<tbody>
<tr>
<td>9b. Academic support provided</td>
<td>63%</td>
<td>72%</td>
<td>72%</td>
</tr>
<tr>
<td>9c. Encouraging student interaction</td>
<td>55%</td>
<td>65%</td>
<td>54%</td>
</tr>
<tr>
<td>9f. Financial support</td>
<td>33%</td>
<td>51%</td>
<td>50%</td>
</tr>
<tr>
<td>9e. Social support</td>
<td>26%</td>
<td>38%</td>
<td>35%</td>
</tr>
<tr>
<td>9d. Non-academic support provided</td>
<td>21%</td>
<td>33%</td>
<td>27%</td>
</tr>
</tbody>
</table>

Source: 2014 CCSSE data
Support for Learners Benchmark: Usage of Student Services

<table>
<thead>
<tr>
<th>Service</th>
<th>CCSF-2007</th>
<th>CCSF-2014</th>
<th>X-large Colleges</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.1a. Academic advising/planning</td>
<td>42%</td>
<td>55%</td>
<td>57%</td>
</tr>
<tr>
<td>13.1b. Career counseling</td>
<td>29%</td>
<td>36%</td>
<td>30%</td>
</tr>
</tbody>
</table>

% indicating “Often” or “Sometimes”

Source: 2014 CCSSE data
## Support for Learners Benchmark

**CCSF-2014: 52.5 CCSF-2016: ?**

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

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

- Communication skills: 31%
- Diversity/social justice: 23%
- Environmental/sustainability: 21%
- Civic/community engagement: 16%
- Group/organizational dynamics: 10%
CCSF – Custom Question: Student Activities

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

- Clubs and organizations: 32%
- Campus-wide events: 25%
- On-campus employment: 22%
- Leadership/professional development: 19%
- Student government: 2%
CCSF – Custom Question:
Student Communication Preferences

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

- College website: 46%
- Email announcements: 20%
- Flyers posted on campus: 16%
- Club fair: 13%
- Social Media: 6%
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

- General finance: 39%
- Cost of enrollment at 4 year institution: 32%
- Academic counseling: 29%
CCSF – Custom Question: Student Support

Which one area affects your studies the most?

- Financial resources: 50%
- Family issues: 23%
- Personal health: 23%
- Alcohol use: 2%
- Drug use: 2%
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?

- Textbooks: 42%
- Financial Assistance: 33%
- Affordable housing: 11%
- Food: 8%
- Transportation: 7%
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”)

- Working full-time: 48%
- Lack of finances: 41%
- Caring for dependents: 33%
- Academically unprepared: 22%

Source: 2014 CCSSE data
CCSF – Custom Question: Student Health Services

From where do you receive most of your health care?

- Private doctors: 41%
- City and county clinics: 28%
- Student Health Services at CCSF: 8%
- Emergency room: 2%
- Not used: 21%

Source: 2014 CCSSE data
CCSF – Custom Question: Student Health Services

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

- Primary health care: 70%
- Family planning: 9%
- Prevention health care: 8%
- Mental health: 8%
- Sexually transmitted infection screening: 4%

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

Source: 2014 CCSSE data

<table>
<thead>
<tr>
<th>College Type</th>
<th>All courses</th>
<th>Not all courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCSF</td>
<td>68.4%</td>
<td>31.6%</td>
</tr>
<tr>
<td>X-large Colleges</td>
<td>86.5%</td>
<td>13.5%</td>
</tr>
</tbody>
</table>

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.

- Participated in structured experience for new students: 28.4% (CCSF) vs. 26.5% (X-large Colleges)
- Enrolled in an organized "learning community": 18.1% (CCSF) vs. 13.1% (X-large Colleges)
- Enrolled in a student success course: 26.2% (CCSF) vs. 26.3% (X-large Colleges)

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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