



**Office of
Institutional
Research**

**Student Use and Satisfaction with CCP Support Services
Community College Survey of Student Engagement**

IR Report # 173

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Introduction to CCSSE

CCP participated in the Community College Survey of Student Engagement (CCSSE) during the Spring 2007 term. Classes were randomly selected for inclusion in CCSSE and CCP's participation rate was 70 % which compares favorably with a national participation rate of 79%. Approximately 900 CCP students completed the survey.

Several Institutional Research reports (available @ http://www.ccp.edu/VPFIN-PL/ir/irrep_on.htm) contain CCSSE based information. Several reports provide assessment data associated with CCP's performance on a set of five benchmarks of effective educational practice: 1) Active and Collaborative Learning, 2) Student Effort, 3) Academic Challenge, 4) Student-Faculty Interaction, and 5) Support for Learners. Another CCSSE-based report explores student development of general education, workforce and personal skills.

CCSSE also explores several dimensions of student experiences related to support services and this information is the focus of the present report. Details concerning the content of these questionnaire items appear in Table 1 and the three tiered structure of the CCSSE questions associated with these student service areas appear in Table 2.

Table 1
Student Support Services Explored in CCSSE

- academic advising/planning
- career counseling
- job placement assistance
- peer or other tutoring
- skill labs
- child care
- financial aid advising
- computer lab
- student organizations
- transfer credit assistance

Table 2
Structure of Student Support Services Questions in CCSSE

1) *How often do you use the service?*

- 0=Don't know/N.A.;
- 1=Rarely/never;
- 2=Sometimes;
- 3=Often

2) *How satisfied are you with the service?*

- 0=N.A.;
- 1=Not at all;
- 2=Somewhat;
- 3=Very

3) *How important is the service is to you?*

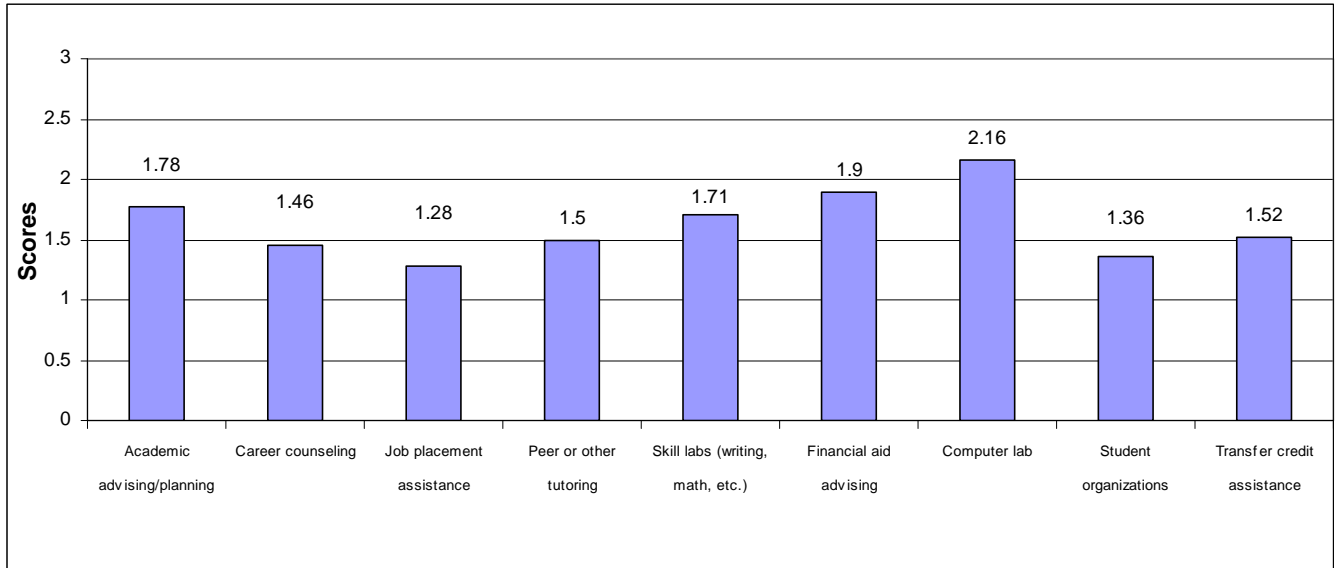
- 1=Not at all;
- 2=Somewhat;
- 3=Very

The summary information presented in the following tables and graphs equals the *average* response for each questionnaire item. In addition to providing CCP related information, comparative information is provided for community college students enrolled at 525 other colleges that participated in CCSSE.

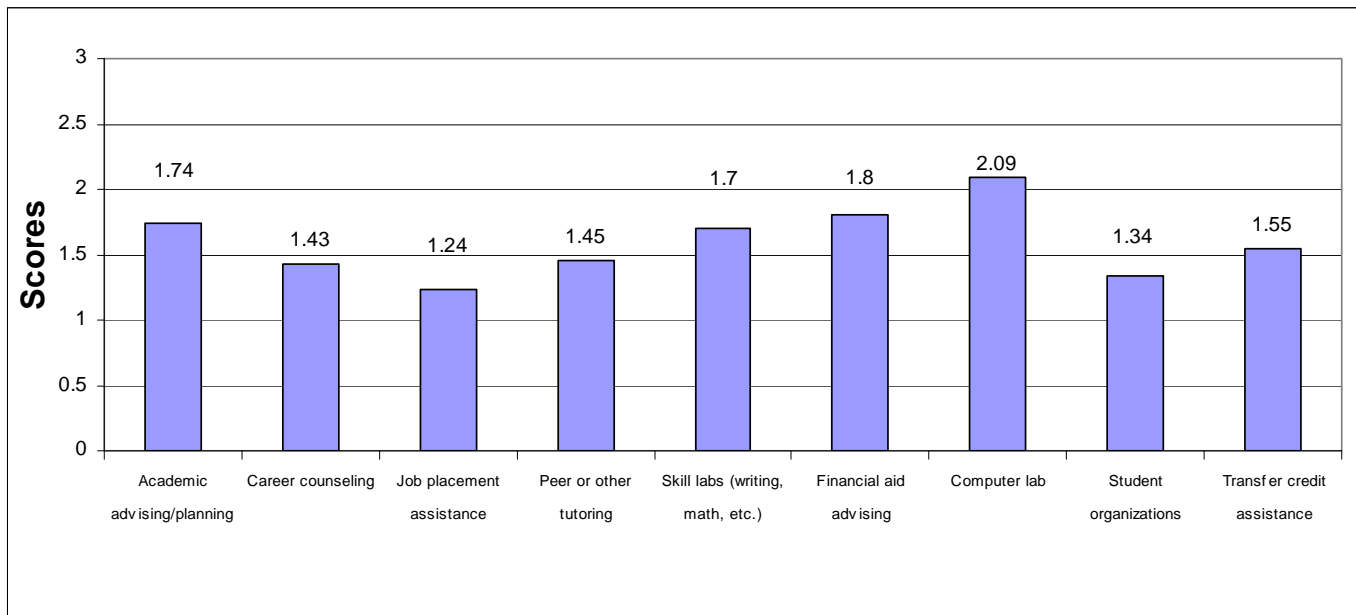
Use of Student Services

Figure 1 contains average student usage associated with the nine CCP student services. Students are most likely to use computer labs, financial aid advising, academic advising and planning, and skills labs (writing, reading, math etc.). While students at CCP were slightly more likely than their peers at other community colleges to use the nine student services, differences across student groups are insignificant (Table 3) and reflect the same pattern of usage (Figure 2). Computer labs, financial aid advising, academic advising and planning, and skills labs were support services that students enrolled at other community colleges were most likely to use.

**Figure 1
CCP Student Use of Student Services¹**



**Figure 2
CCSSE Cohort Use of Student Support Services**



¹ 0=Don't know/N.A.; 1=Rarely/never; 2=Sometimes; 3=Often

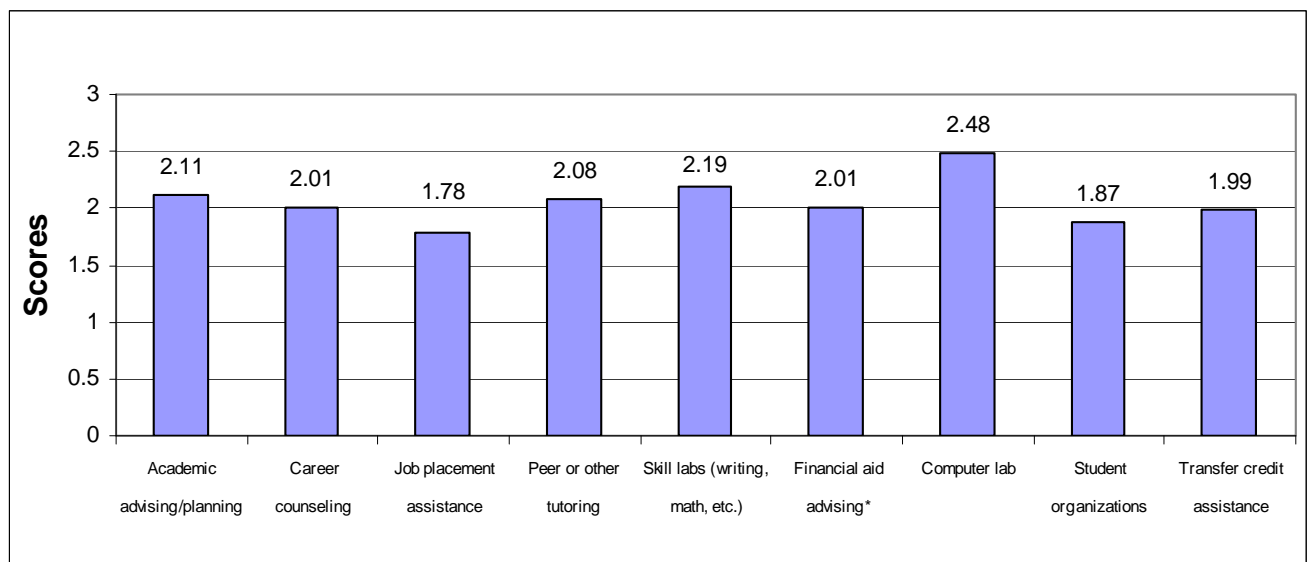
Table 3
Differences in Usage Patterns of Students at CCP and Other Community Colleges

Categories	CCP Mean Scores	Other Community Colleges Mean Scores	Mean Differences
Academic advising/planning	1.78	1.74	0.04
Career counseling	1.46	1.43	0.03
Job placement assistance	1.28	1.24	0.04
Peer or other tutoring	1.5	1.45	0.05
Skill labs (writing, math, etc)	1.71	1.7	0.01
Financial aid advising	1.9	1.8	0.1
Computer lab	2.16	2.09	0.07
Student organizations	1.36	1.34	0.02
Transfer credit assistance	1.52	1.55	0.03

Satisfaction with Student Services

Figure 3 contains average student satisfaction scores for the nine CCP student services. Overall, students were ‘somewhat’ satisfied with their support services’ experiences at the College. CCP students were most satisfied with the computer labs and skill labs. Students were slightly less satisfied with transfer credit assistance, student organizations, and job placement assistance.

Figure 3
CCP Student Satisfaction with Student Services²



Satisfaction levels of CCP students and other community college students were fairly comparable (Figure 4 and Table 4). There was one statistically significant difference between student groups. While community college students elsewhere were significantly more satisfied than CCP students with their financial aid advisement, the difference between group means was small (Table 4).

² 0=N.A.; 1=Not at all; 2=Somewhat; 3=Very

Figure 4
CCSSE Cohort Satisfaction with Student Support Services

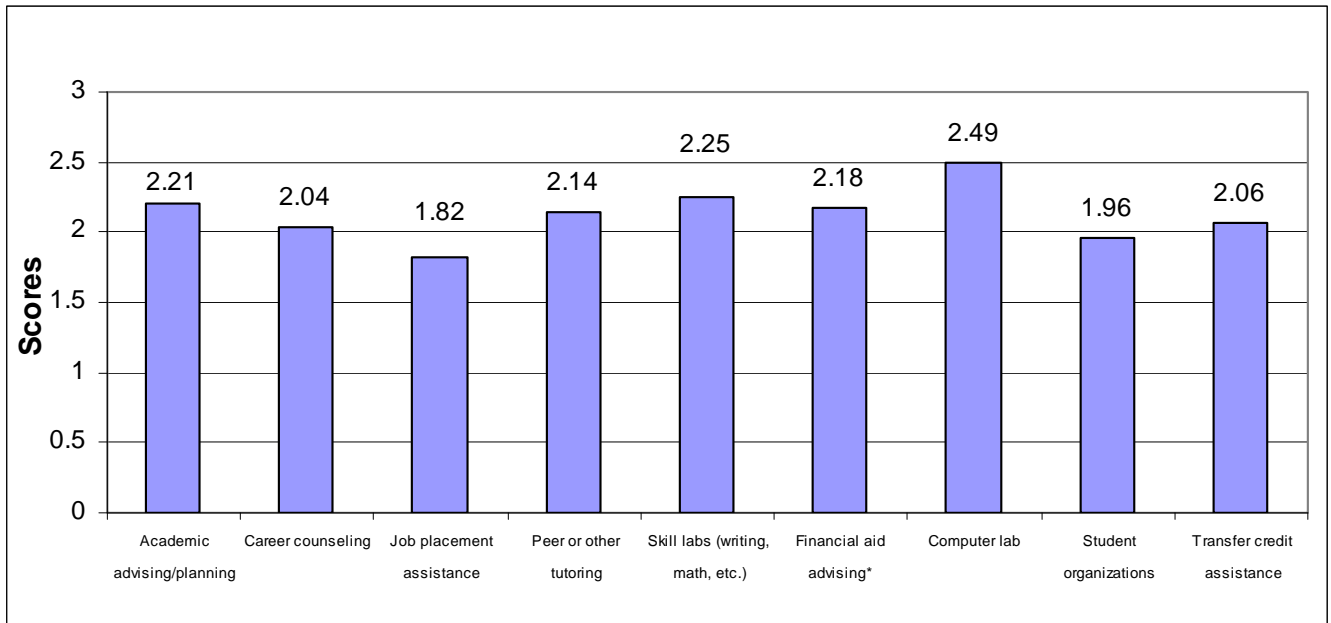


Table 4
Mean Differences between CCP and CCSSE
Satisfaction with Student Services

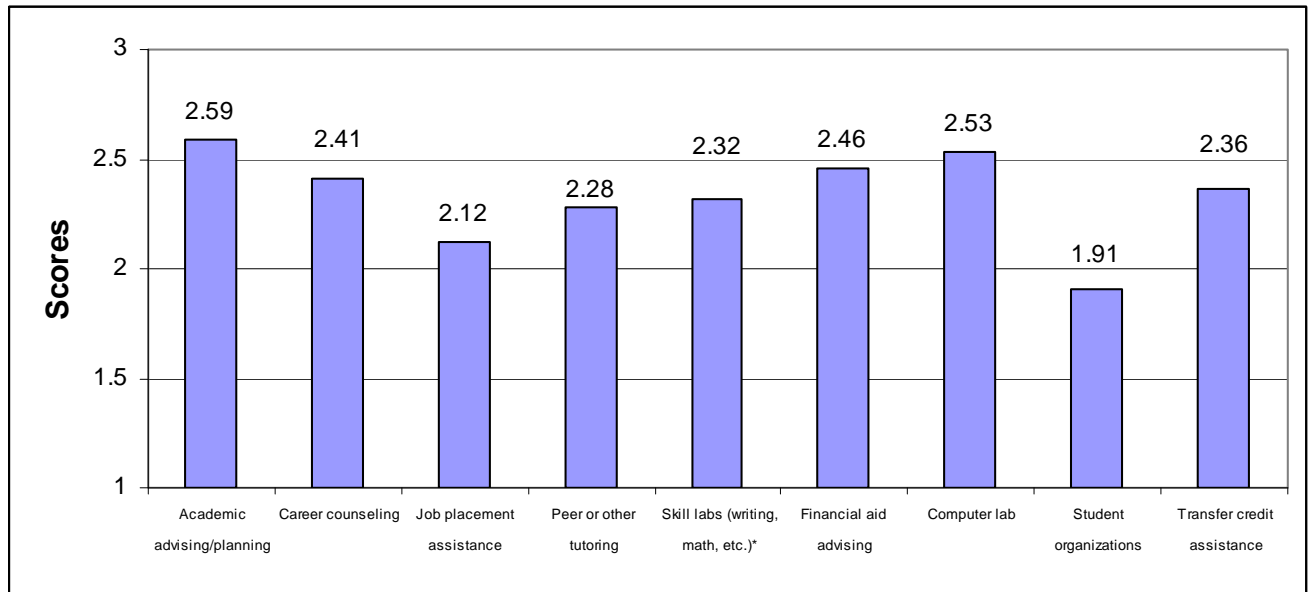
Categories	CCP Mean Scores	CCSSE Mean Scores	Mean Differences
Academic advising/planning	2.11	2.21	0.10
Career counseling	2.01	2.04	0.03
Job placement assistance	1.78	1.82	0.04
Peer or other tutoring	2.08	2.14	0.06
Skill labs (writing, math, etc)	2.19	2.25	0.06
Financial aid advising	2.01	2.18	0.17* ³
Computer lab	2.48	2.49	0.01
Student organizations	1.87	1.96	0.09
Transfer credit assistance	1.99	2.06	0.07

³ Statistically significant difference

Importance of Student Services

CCP students rated academic advising/planning as the most important student service for them. Computer labs were a close second in importance (Figure 5). Financial aid advising; career counseling; and transfer credit assistance were next in importance.

Figure 5
CCP Importance of Student Services⁴



Importance levels for CCP students and other community college students were fairly comparable (Figure 6 and Table 5). There was one statistically significant difference between student groups. Community college students elsewhere rated the importance of tutoring significantly lower than CCP students (Table 5).

⁴ 1=Not at all, 2=Somewhat, 3=Very

Figure 6
CCSSE Cohort Importance of Student Services⁵

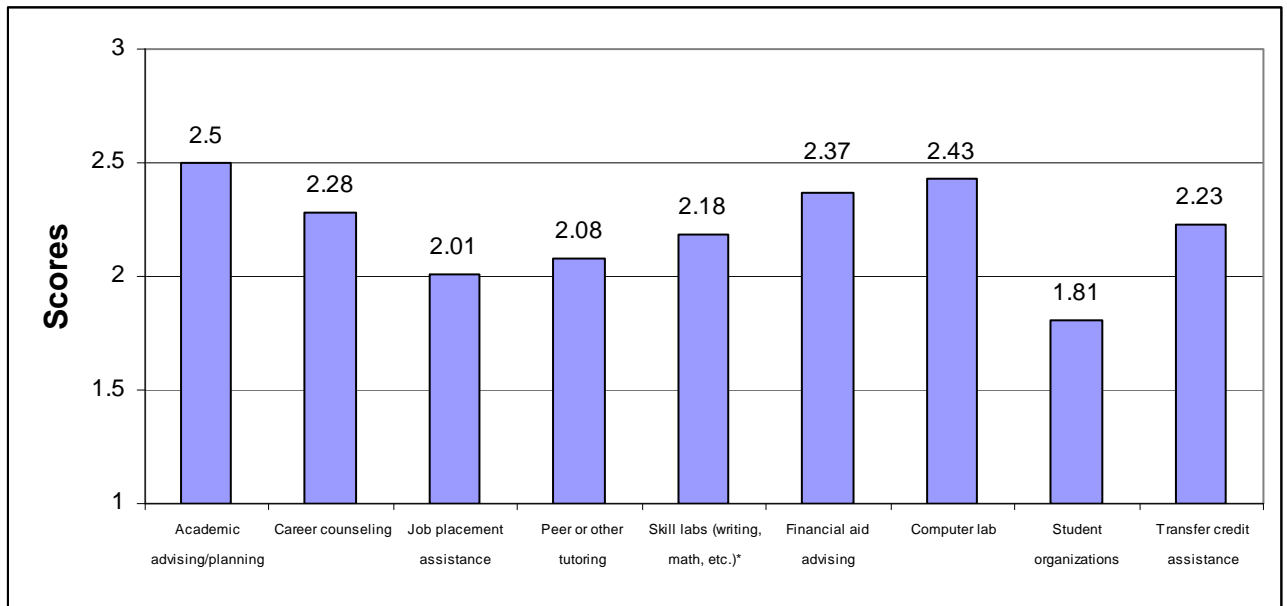


Table 5
Mean Differences between CCP and CCSSE
Importance of Student Services

Categories	CCP Mean Scores	CCSSE Mean Scores	Mean Differences
Academic advising/planning	2.59	2.5	0.09
Career counseling	2.41	2.28	0.13
Job placement assistance	2.12	2.01	0.11
Peer or other tutoring	2.28	2.08	0.20 ⁶
Skill labs (writing, math, etc)	2.32	2.18	0.14
Financial aid advising	2.46	2.37	0.09
Computer lab	2.53	2.43	0.10
Student organizations	1.91	1.81	0.10
Transfer credit assistance	2.36	2.23	0.13

⁵ 1=Not at all, 2=Somewhat, 3=Very

⁶ Statistically significant difference

Summary

The Community College Survey of Student Engagement explores student assessments related to the use, satisfaction, and importance of student support services on community college campuses. Average assessment scores are available for both CCP students and students at other community colleges who participated in the survey.

Academic advising/planning; computer labs; and financial aid advising were ranked highest in importance by CCP students. These three support services were also used most frequently by the College's students and received high satisfaction scores among the nine support areas.

Students at the College and elsewhere reported similar usage patterns and levels of importance and satisfaction across the nine areas of support services addressed in the questionnaire. Only two statistically significant differences emerged across the group comparisons. Community college students elsewhere rated the importance of tutoring significantly lower than CCP students and community college students elsewhere were significantly more satisfied than CCP students with their financial aid advisement. That said there is room for improvement across colleges in terms of student satisfaction with these student services, especially given the level of importance students attach to these services.