The Student View of LaGuardia: 2012 CCSSE Survey Report

Nathan Dickmeyer
Institutional Research & Assessment
August 24, 2012
What is CCSSE?

Community College Survey of Student Engagement

• A survey of our students in a random sample of classes
• Sample = 950 students in these classes
• Compared with:
  - 82,000 students in community colleges >15,000 enrollment (extra-large)
  - 450,000 students in all participating community colleges
Summary of Student View

• LaGuardia is more challenging academically, and teaches you better how to write, think and understand yourself and others.

• LaGuardia faculty and staff are less supportive and should be more helpful with job skills and search, transfer search, financial aid, academic advising and learning on one’s own.
Five CCSSE Benchmarks

• Active & collaborative learning
• Student effort
• Academic challenge
• Student-faculty interaction
• Support for learners
LaGuardia Excels on...

- Student effort
- Academic challenge

(but LaGuardia has slipped since 2007, while regaining a little in 2012 over 2010)

(Also, LaGuardia was much better in 2007 in Support for learners)
That is...

• LaGuardia is rated by its students as more academically rigorous than all extra-large colleges and 80% to 90% of all colleges in the survey.

• LaGuardia is rated higher than 70% of extra-large colleges in the other three benchmark measures... (see the following graph)
LaGCC Higher than these Percentages of Other 2012 Cohorts

<table>
<thead>
<tr>
<th>Benchmarks</th>
<th>All 2012 Cohort</th>
<th>Extra-large Colleges</th>
<th>Urban Colleges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active and Collaborative</td>
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<tr>
<td>Learning</td>
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<tr>
<td>Student Effort</td>
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<td>Academic Challenge</td>
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<td>Student-Faculty Interaction</td>
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<td>Support for Learners</td>
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LaGCC Higher than these Percentages of Other 2012 Cohorts
Which Survey Questions Distinguished LaGCC?

• **Student effort:**
  - About how often have you:
    - Prepared two or more drafts of a paper or assignment before turning it in?
  - How often do you use:
    - Peer or other tutoring?
    - Skill labs (writing, math, etc.)?
    - Computer lab?

*(Our average student score on these questions differed significantly from the average at other colleges in the two cohorts.)*
Distinguished LaGCC?

• Academic Challenge
  - How much has your coursework emphasized the following mental activities:
    • Analyzing the basic elements of an idea, experience, or theory?
    • Making judgments about the value or soundness of information, arguments, or methods?
Distinguished LaGCC?

• **Active & Collaborative Learning**
  - How often have you done the following:
    • Made a class presentation?

• **Support for Learners**
  - How much does this college emphasize:
    • Encouraging contact among students from different economic, social, and racial or ethnic backgrounds?
Distinguished LaGCC?

- Student Faculty Interaction
  - No questions had averages significantly different from those of other college groups...
And We Have Impact!

We added supplemental questions to the CCSSE and got 650 responses. We have no comparison group, but we can better understand our impact:

• Students feel that they can take what they learn from one course to another (curricular integration), and

• Students feel the College “CHANGED THE WAY I SEE MYSELF AND MY LIFE”!
As I go through college, the skills and knowledge I develop in one course helps me succeed in other courses.

[Bar chart showing responses to the statement.]

My experience at this college has helped to change the way I see myself and my life.

[Bar chart showing responses to the statement.]
LaGuardia Excels on...

These Contributions to Student Skills and Knowledge:

– Writing clearly and effectively
– Thinking critically and analytically
– Understanding yourself
– Understanding people of other racial and ethnic backgrounds
– Developing a personal code of values and ethics
LaGuardia is Average on...

These Contributions to Student Skills and Knowledge:

- Acquiring a broad general education
- Acquiring job or work-related knowledge and skills
- Speaking clearly and effectively
- Solving numerical problems
- Using computing and information technology
- Working effectively with others
- Learning effectively on your own
- Contributing to the welfare of your community
- Developing clearer career goals
- Gaining information about career opportunities
While our students get less support from friends and family...
How supportive is your immediate family of your attending this college?*

LaGuardia: 3.30  
Extra-Large: 3.46  
All CCSSE: 3.50

How supportive are your friends of your attending this college?**

LaGuardia: 3.01  
Extra-Large: 3.20  
All CCSSE: 3.25

*LaGuardia Average Significantly Lower than All CCSSE Colleges' Average

** LaGuardia Average Significantly Lower than Both All CCSSE Colleges' Average and Extra-Large Colleges' Average
LaGuardia is Viewed as “Significantly Less Supportive”

1 = Unfriendly, unsupportive, sense of alienation ...
7 = Friendly, supportive, sense of belonging

• Describe your relationship with:
  – Instructors = 5.34
  – Administrative personnel and offices = 4.47
1 = Unfriendly, unsupportive, sense of alienation

7 = Friendly, supportive, sense of belonging

Differences are statistically significant.

LaGCC   Extra-Large Colleges   All Colleges

Instructors

Administrative personnel and offices
Another view, from an LaGCC supplemental question

The faculty and staff of this institution care about me as a person.

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree
Students Are Less Satisfied Than Students at All CCSSE Colleges with...

- Academic Advising/Planning
- Financial Aid Counseling
- Transfer Credit Assistance
Services Satisfaction (LaGuardia's Average Noted)
(1=Not at all, 2=Somewhat, 3=Very)

<table>
<thead>
<tr>
<th>Service</th>
<th>LaGuardia</th>
<th>Extra-Large</th>
<th>All CCSSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic advising/planning*</td>
<td>2.05</td>
<td></td>
<td></td>
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<tr>
<td>Career counseling</td>
<td>1.96</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job placement assistance</td>
<td>1.77</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peer or other tutoring</td>
<td>2.14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Skill labs (writing, math, etc.)</td>
<td>2.22</td>
<td></td>
<td></td>
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<tr>
<td>Child care</td>
<td>1.68</td>
<td></td>
<td></td>
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<tr>
<td>Financial aid advising*</td>
<td>2.07</td>
<td></td>
<td></td>
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<tr>
<td>Computer lab</td>
<td></td>
<td></td>
<td>2.44</td>
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<tr>
<td>Student organizations</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Transfer credit assistance**</td>
<td></td>
<td></td>
<td>1.89</td>
</tr>
<tr>
<td>Services to students with disabilities</td>
<td></td>
<td></td>
<td>2.01</td>
</tr>
</tbody>
</table>

*LaGuardia Average Significantly Lower than All CCSSE Colleges' Average
**LaGuardia Average Significantly Lower than Both All CCSSE Colleges' Average and Extra-Large Colleges’ Average
Retention: Why our students need support...

For the majority of students, dropping out to transfer or because of lack of money are likely, if not very likely, options.
How likely is it that the following issues would cause you to withdraw from class or from this college? (% likely and very likely)

- Working full-time
- Caring for dependents
- Academically unprepared
- Lack of finances
- Transfer to a 4-year college or university
The Impact of a Job!

Students drop to part-time primarily because of their jobs.
If you have ever gone part-time for a semester or more at this college, please indicate the best and/or most common reason why:

- Dropped classes to make better grades
- Scheduling conflict with job
- Lack of course availability
- Personal or family crises (e.g., illness, incarceration, loss of child care)
- Personal or family reason (e.g., hobby, travel)
Stopping Out & $’s!

“Can’t afford to attend” edges out “Scheduling conflict with job” as the reason for stopping out.
If you have ever stopped-out for a semester or more at this college, please indicate the best and/or most common reason why:

- Scheduling conflict with job
- Couldn't afford to attend
- Lack of course availability
- Personal or family crises (e.g., illness, incarceration, loss of child care)
- Personal or family reason (e.g., hobby, travel)
…but why work?

Apparently, our students have no other choice...
If you have a job, what is the primary reason you work while in school?

- To gain knowledge, skills, and/or experience
- To support myself
- To support my parents
- For spending money
- To finance my college tuition and expenses

[Bar chart showing percentages for each reason]
Work!

- 70% of our students work.
- More than 60% of those work more than 20 hours per week.
How much do you work on average per week?

- I do not work
- 1-10 hours
- 11-20 hours
- 21-35 hours
- 36 or more hours
What are these jobs?

Mostly service and retail...
Please choose the best category that describes your current job:

- Manual labor (e.g., construction, maintenance, cleaning)
- Service (e.g., health care, food service, transportation)
- Retail, sales or customer service
- Education (e.g., teaching, tutoring)
- Administrative support (e.g., clerical, accounting)
And Finally,

- It’s the 7-train!
Our Students Spend More Time Commuting!

- Our students answered closer to “6 to 10 hours per week” time spent commuting.

- Students at other schools answered more like “1 to 5 hours per week.”
In case you were interested...

The extra-large colleges are:
<table>
<thead>
<tr>
<th>College Name</th>
<th>State</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anne Arundel Community College</td>
<td>MD</td>
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<tr>
<td>Bergen Community College</td>
<td>NJ</td>
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<tr>
<td>Blinn College</td>
<td>TX</td>
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<tr>
<td>College of DuPage</td>
<td>IL</td>
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<tr>
<td>College of Lake County</td>
<td>IL</td>
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<tr>
<td>Cuyahoga Community College - District</td>
<td>OH</td>
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<tr>
<td>De Anza College</td>
<td>CA</td>
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<tr>
<td>Des Moines Area Community College</td>
<td>IA</td>
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<tr>
<td>El Paso Community College</td>
<td>TX</td>
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<tr>
<td>Florida State College at Jacksonville</td>
<td>FL</td>
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<tr>
<td>Foothill College</td>
<td>CA</td>
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<tr>
<td>Front Range Community College</td>
<td>CO</td>
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<tr>
<td>Grossmont College</td>
<td>CA</td>
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<tr>
<td>Harper College</td>
<td>IL</td>
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<tr>
<td>Houston Community College</td>
<td>TX</td>
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<tr>
<td>Johnson County Community College</td>
<td>KS</td>
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<tr>
<td>Miami Dade College</td>
<td>FL</td>
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<td>Milwaukee Area Technical College</td>
<td>WI</td>
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<tr>
<td>Monroe Community College</td>
<td>NY</td>
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<tr>
<td>Montgomery College</td>
<td>MD</td>
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<tr>
<td>Oakland Community College</td>
<td>MI</td>
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<td>Owens Community College</td>
<td>OH</td>
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<tr>
<td>Pasadena City College</td>
<td>CA</td>
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<tr>
<td>Richland College</td>
<td>TX</td>
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<tr>
<td>Sacramento City College</td>
<td>CA</td>
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<tr>
<td>Salt Lake Community College</td>
<td>UT</td>
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<tr>
<td>Santa Monica College</td>
<td>CA</td>
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<tr>
<td>Sinclair Community College</td>
<td>OH</td>
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<tr>
<td>St. Petersburg College</td>
<td>FL</td>
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<tr>
<td>Tarrant County College District</td>
<td>TX</td>
</tr>
<tr>
<td>The Community College of Baltimore County</td>
<td>MD</td>
</tr>
</tbody>
</table>
Appendix: Some Data

The following slide gives the means and differences on those benchmark questions where LaGuardia differed significantly from all colleges in the survey and/or from all extra-large colleges in the survey.
<table>
<thead>
<tr>
<th>Item</th>
<th>LaGCC</th>
<th>Ex-Large Colleges</th>
<th>2012 Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean</td>
<td>Effect Size**</td>
<td>Mean</td>
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<tr>
<td><strong>Active and Collaborative Learning</strong></td>
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<tr>
<td>Item 4: In your experiences at this college during the current school year, about how often have you done each of the following? 1 = Never, 2 = Sometimes, 3 = Often, 4 = Very often</td>
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<tr>
<td>4b. Made a class presentation</td>
<td>2.31</td>
<td>2.15</td>
<td>2.11</td>
</tr>
<tr>
<td><strong>Student Effort</strong></td>
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<td>4c. Prepared two or more drafts of a paper or assignment before turning it in</td>
<td>2.78</td>
<td>2.53</td>
<td>2.52</td>
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<tr>
<td><strong>Academic Challenge</strong></td>
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<td>Item 5: During the current school year, how much has your coursework at this college emphasized the following mental activities? 1 = Very little, 2 = Some, 3 = Quite a bit, 4 = Very much</td>
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<tr>
<td>5b. Analyzing the basic elements of an idea, experience, or theory</td>
<td>3.08</td>
<td>2.94</td>
<td>2.9</td>
</tr>
<tr>
<td>5d. Making judgments about the value or soundness of information, arguments, or methods</td>
<td>2.8</td>
<td>2.63</td>
<td>2.61</td>
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<tr>
<td><strong>Student-Faculty Interaction</strong></td>
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<td>(No questions were significantly different from 2012 Cohort)</td>
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<tr>
<td><strong>Support for Learners</strong></td>
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<tr>
<td>Item 9: How much does this college emphasize each of the following? 1 = Very little, 2 = Some, 3 = Quite a bit, 4 = Very much</td>
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<tr>
<td>9c. Encouraging contact among students from different economic, social, and racial or ethnic backgrounds</td>
<td>2.84</td>
<td>2.59</td>
<td>2.55</td>
</tr>
</tbody>
</table>
Professor Jeffrey Weintraub works incredibly hard during CCSSE survey season, assisting CCSSE in its random choice of classes from an appropriate set, getting the surveys out, button-holing faculty and conveying the seriousness of the survey. He is assisted by other IR&A staff: Veron Sundar, Erez Lenchner, Qi-Jian Gau and Jenny Zhu. Thanks to Liz Ruiz in the president’s office for her help as well.
CCSSE 2012 Supplement A: Orientation & Learning Communities

Nathan Dickmeyer
Institutional Research & Assessment
LaGuardia Community College
August 24, 2012
Charts for Supplemental Questions A

Who answered these questions?
- LaGCC sample = 690 students in randomly chosen classes;
- Compared with:
  - 30,000 students in community colleges >15,000 enrollment (extra-large)
  - 155,000 students in “promising practices” community colleges
Findings: LaGCC Students Are...

• Slightly less likely to Register on time

• More likely to attend Orientation

• Much more likely to attend First-year Seminar

• More likely to enroll in a Learning Community (but not many do nation-wide)
During the current term at this college, I completed registration before the first class session(s).

Yes; I was registered for ALL of my courses before the first class session(s).

Mostly; I was registered for MOST of my courses before the first class session(s).

Partly; I was registered for SOME of my courses before the first class session(s).

No; I was NOT registered for ANY of my courses before the first class session(s).
I took part in an online orientation prior to the beginning of classes

I attended an on-campus orientation prior to the beginning of classes

I enrolled in an orientation course as part of my course schedule during my first term at this college

I was not aware of a college orientation

I was unable to participate in orientation due to scheduling or other issues

The ONE response that best describes my experience with orientation when I first came to this college is:
During my first term at this college, I participated in a structured experience for new students (sometimes called a "freshman seminar" or "first-year experience").
During my first term at this college, I enrolled in an organized "learning community" (two or more courses that a group of students take together).
During my first term at this college, I enrolled in a student success course (such as a student development, extended orientation, student life skills, or college success course).

- Yes, in my first term at this college
- Yes, in my first term AND in at least one other term at this college
- Yes, but NOT in my first term at this college
- No, I did not
CCSSE 2012 Supplement B: Learning & Background

Nathan Dickmeyer
Institutional Research & Assessment
LaGuardia Community College
August 24, 2012
Charts for Supplemental Questions B

Who answered these questions?

- LaGCC sample = 650 students in randomly chosen classes;
- Only LaGCC students answered these questions;
- Not included are data used in the primary CCSSE presentation.
To what extent has your college experience contributed to learning how to explore and solve complex, real world problems such as those you might face in your life, including your career?

- Very much
- Some
- Very little
- Not at all
To what extent has your college experience contributed to learning how to use mathematics to address real world problems, including those you might face in your career?
In your experience at this institution during the current school year, about how often have you applied information or experience from other areas of your life (work, friends, family, community) in class discussions or assignments?
If you were born in another country, what is your current status?

- Citizen
- Green card
- Student visa (F-1, J-1, M-1)
- Other visitor visas
- Undocumented
How old were you when you began residence in the United States?

- Born here
- Under age 6
- Between ages 6-12
- Between ages 13-18
- Over 18 years old
For high school diploma recipients, where did you earn your high school diploma?

- A New York City public high school
- A New York City private or parochial high school
- A New York State public high school
- An out-of-state public or private high school
- A high school in another country
For GED recipients, where did you earn your GED?

- This college
- A New York City or State GED program
- An out-of-state public GED program
- A private GED program
- Other