2009 CCSSE Results

Office of Institutional Research
Illinois Valley Community College
August, 2009
The Community College Survey of Student Engagement

Results Summary
August 2009

The Community College Survey of Student Engagement (CCSSE) is designed to provide information on student engagement as a measure of institutional quality. CCSSE considers student engagement, or the amount of time and energy that a student invests in educational activities, to be the foundation of their work. Research indicates that the more connected a student feels to college faculty and staff, to other students and with the subject matter, the more likely that student will achieve their educational goals.

SURVEY ADMINISTERED AT IVCC

In April of 2009 the survey was administered to 542 Illinois Valley Community College (IVCC) students in 52 class sections randomly selected by CCSSE. Nationally a total of 400,886 students from 663 institutions across 48 states participated in CCSSE between 2007 and 2009 and are counted in the 2009 CCSSE Cohort. Survey responses were tabulated by CCSSE and detailed results released to IVCC recently.

CONSORTIUM COLLEGES

IVCC is one member of the Illinois consortium of sixteen Illinois community colleges where the survey was administered at the same time. The consortium was allowed to add questions to the survey to address special concerns. Results from IVCC are compared to results from the consortium as well as with small colleges and the 2009 CCSSE cohort. In the consortium with IVCC are:

- College of DuPage
- Danville Area Community College
- Elgin Community College
- Harold Washington College
- Harper College
- Illinois Valley Community College
- John Wood Community College
- Joliet Junior College
- Kankakee Community College
- Lincoln Land Community College
- Morton College
- Oakton Community College
- Rend Lake College
- Triton College
- Truman College
- Wilbur Wright College
WHAT IVCC IS DOING WITH THE RESULTS

IVCC is in the process of analyzing the results – approximately 200 pages of detailed data and additional information from the CCSSE website. Summaries will be shared with the President’s Council, Full-time and Adjunct Faculty, the Teaching and Learning Committee, Student Success Committee, and the Student Government Association. These groups will make recommendations for other campus departments and committees to review specific sections of the results. Some of the survey items deal with classroom activities, making the results appropriate for faculty discussions. Other items deal with support for learners and may be most appropriately reviewed by specific departments.

The survey results and the sharing of those results, along with the ensuing discussion of those results should provide ideas and opportunities for improving our processes and relationships with students. It will further our commitment to continuous quality improvement and participation in AQIP. IVCC first administered the CCSSE in spring of 2003, which will now allow us to compare the 2009 results with those from 2006 and 2003. Comparisons in this report will focus mainly on comparisons with IVCC over time, IVCC vs. other small colleges and IVCC vs. CCSSE Cohort.

BENCHMARKS

CCSSE computes five benchmarks that encompass 38 items from the CCSSE survey which reflect most of the important aspects of the student experience. These five benchmarks identify some of the institutional practices and student behaviors that contribute most to student success. The five benchmarks are:

- Active and Collaborative Learning
- Student Effort
- Academic Challenge
- Student – Faculty Interaction
- Support for Learners

The benchmarks provide a starting point for reviewing and understanding the CCSSE data and allow IVCC to see if it is performing above or below the mean (50) in these areas. IVCC scores are compared to:

- Other Small Colleges (<4,500)
- Illinois Consortium
- 2009 CCSSE Cohort
- 2006 CCSSE Cohort

Benchmark scores are reported separately for:

- All IVCC respondents
- Part-time respondents
- Full-time respondents
- Student respondents who have completed less than 30 hours
- Student respondents who have completed 30 or more hours

Benchmark scores for all participating CCSSE 2009 Cohort colleges are available at http://www.ccsse.org/survey/profiles.cfm.
IVCC scored above the benchmark level (50) in two categories.
- Slightly higher than the Illinois Consortium in three of five areas
- Considerably higher than the Illinois Consortium on Student-Faculty Interaction
- Slightly higher than the 2009 CCSSE Cohort in two of five areas

### 2009 Benchmark Summary Table – All Students

**Illinois Valley Community College, Illinois Consortium**

<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td><strong>Active and Collaborative Learning</strong></td>
<td>50.5</td>
<td>49.9</td>
<td>Benchmark Score</td>
<td>48.6</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Score Difference</td>
<td>1.3</td>
<td>-0.1</td>
</tr>
<tr>
<td><strong>Student Effort</strong></td>
<td>50.2</td>
<td>50.1</td>
<td>Benchmark Score</td>
<td>49.6</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Score Difference</td>
<td>0.5</td>
<td>0.1</td>
</tr>
<tr>
<td><strong>Academic Challenge</strong></td>
<td>52.6</td>
<td>47.0</td>
<td>Benchmark Score</td>
<td>49.7</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Score Difference</td>
<td>-2.6</td>
<td>-3.0</td>
</tr>
<tr>
<td><strong>Student-Faculty Interaction</strong></td>
<td>54.1</td>
<td>51.8</td>
<td>Benchmark Score</td>
<td>49.4</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Score Difference</td>
<td>2.4</td>
<td>1.8</td>
</tr>
<tr>
<td><strong>Support for Learners</strong></td>
<td>51.6</td>
<td>49.9</td>
<td>Benchmark Score</td>
<td>50.1</td>
<td>50.0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Score Difference</td>
<td>-0.2</td>
<td>-0.1</td>
</tr>
</tbody>
</table>

| # of Colleges | 16 | 663 |

**Benchmark Score:** Each benchmark score was computed by averaging the scores on survey items that comprise that benchmark. To compensate for disproportionately large numbers of full-time students in the sample, all means used in the creation of the benchmarks are weighted by full-and part-time status. Benchmark scores are standardized so that the weighted mean across all students is 50 and the standard deviation across all participating students is 25.

Institutions’ benchmark scores are computed by taking the weighted average of their students’ standardized scores.

**Score Difference:** the results of subtracting the comparison groups score (Illinois colleges or 2009 CCSSE Cohort) from your college’s score on each benchmark.

**Source:** Benchmark Reports from CCSSE 2009 IVCC Institutional Report
# SUCCESSES AND AREAS FOR IMPROVEMENT

**IVCC: FIRST LOOK**

IVCC vs. other small colleges:

### Above the Mean

#### WEEKLY ACTIVITIES
10b. Working for pay

#### STUDENT SERVICES
13b1. Frequency: Career counseling
13b2. Satisfaction: Career counseling

### Below the Mean

#### EDUCATIONAL AND PERSONAL GROWTH
12k. Understanding people of other racial and ethnic backgrounds

#### STUDENT SERVICES
13c1. Frequency: Job placement assistance
13g1. Frequency: Financial aid advising
13k1. Frequency: Services to students with disabilities
13c3. Importance: Job placement assistance
13g3. Importance: Financial aid advising

#### COLLEGE EXPERIENCES
25. How many classes are you presently taking at OTHER institutions?

*The differences cited above, both successes and areas for improvements, were statistically significant differences, p < .001.*
SUMMARY OF IVCC RESULTS
Overall Evaluations of IVCC

The answers to three questions in the survey, reported in the charts on this page, reveal how satisfied IVCC students are with the college:

1. How would you evaluate your entire educational experience at IVCC?
2. Would you recommend IVCC to a friend or family member?
3. When do you plan to take classes at IVCC again?

- 88% evaluated their IVCC experience as excellent or good (2006: 87%; 2003: 86%)
- 96% would recommend IVCC (2006: 94%; 2003: 98%)
- 84% planned to re-enroll soon (2006: 80%; 2003: 78%)

Would You Recommend IVCC to a Friend or Family Member (2009)

When Enrolling Again at IVCC-09
Excludes those who accomplished their goals
IVCC 2009 CCSSE vs. 2006 CCSSE

One typical measure of improvement is to look at comparative data over time. Included below are three charts comparing 2009 results to 2006 results on similar questions regarding:

a) Student Relationships with other Students (Responses range from 1 to 7, where 1 = Unfriendly, unsupportive, sense of alienation to 7 = friendly, supportive, sense of belonging)

<table>
<thead>
<tr>
<th></th>
<th>IVCC</th>
<th>Small Colleges</th>
<th>CCSSE Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVCC-09</td>
<td>5.43</td>
<td>5.60</td>
<td>5.49</td>
</tr>
<tr>
<td>IVCC-06</td>
<td>5.47</td>
<td>5.59</td>
<td>5.47</td>
</tr>
</tbody>
</table>

b) Student Relationships with Instructors (1 = unavailable, unhelpful, unsympathetic to 7 = available, helpful, sympathetic)

<table>
<thead>
<tr>
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<th>IVCC</th>
<th>Small Colleges</th>
<th>CCSSE Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVCC-09</td>
<td>5.67</td>
<td>5.74</td>
<td>5.68</td>
</tr>
<tr>
<td>IVCC-06</td>
<td>5.70</td>
<td>5.70</td>
<td>5.63</td>
</tr>
</tbody>
</table>

c) Student Relationships with Administrative Personnel and Offices (1 = unhelpful, inconsiderate, rigid to 7 = available, helpful, sympathetic)

<table>
<thead>
<tr>
<th></th>
<th>IVCC</th>
<th>Small Colleges</th>
<th>CCSSE Cohort</th>
</tr>
</thead>
<tbody>
<tr>
<td>IVCC-09</td>
<td>5.20</td>
<td>5.17</td>
<td>5.00</td>
</tr>
<tr>
<td>IVCC-06</td>
<td>5.01</td>
<td>5.08</td>
<td>4.92</td>
</tr>
</tbody>
</table>

While there are no significant differences between IVCC and Small Colleges and IVCC and the CCSSE Cohorts in either 2009 or 2006, there is a significant difference (P<.05) between Student Relationships with Administrative Personnel and Offices at IVCC in 2009 vs. 2006. How much did IVCC’s emphasis on “Service Excellence” in the last two years affect this change?
Community College Faculty Survey of Student Engagement

IVCC faculty participated in the Community College Faculty Survey of Student Engagement (CCFSSE) also in the spring of 2009. CCFSSE is a companion survey to the Community College Student Report. In the CCFSSE, faculty members are asked about their teaching practices, their perceptions of their students’ educational experiences, and how they spend their professional time. The 2009 CCFSSE Cohort includes in its data analysis the three-year cohort of 332 participating colleges (2007 - 2009).

Most faculty members received an email and were asked to respond to an online survey. At IVCC, one hundred two faculty members completed the survey for a 67% response rate. The national average institutional response rate for the 2009 CCFSSE administration was 35%.

One difference that should be noted between the faculty survey and the student survey is that in the CCFSSE, faculty were asked to comment on one selected course section while in the CCSSE, students are asked about their entire experience at IVCC during this current school year. The chart below indicates that for some items faculty and students respond similarly but for others there is a wide difference.

<table>
<thead>
<tr>
<th>“Quite a bit &amp; Very much” (&gt; 20% difference)</th>
<th>Faculty</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>How much does this college emphasize helping students cope with their non-academic responsibilities (work, family, etc.)</td>
<td>44%</td>
<td>23%</td>
</tr>
<tr>
<td>How much does this college emphasize providing students the support they need to thrive socially</td>
<td>31%</td>
<td>39%</td>
</tr>
<tr>
<td>How much does this college emphasize providing the financial support students need to afford their education</td>
<td>78%</td>
<td>52%</td>
</tr>
<tr>
<td>How much does this college emphasize using computers in academic work</td>
<td>97%</td>
<td>77%</td>
</tr>
<tr>
<td>How much has your experience at this college contributed to your knowledge, skills and personal development in acquiring job-related knowledge and skills</td>
<td>72%</td>
<td>62%</td>
</tr>
<tr>
<td>How much has your experience at this college contributed to your knowledge, skills and personal development in thinking critically and analytically</td>
<td>93%</td>
<td>69%</td>
</tr>
<tr>
<td>How much has your experience at this college contributed to your knowledge, skills and personal development in understanding people of other racial and ethnic backgrounds</td>
<td>39%</td>
<td>31%</td>
</tr>
<tr>
<td>How much has your experience at this college contributed to your knowledge, skills and personal development in developing clearer career goals</td>
<td>46%</td>
<td>57%</td>
</tr>
</tbody>
</table>

Overall IVCC’s 2009 CCSSE results indicate that we are very similar to other small colleges and to the larger CCSSE Cohort. The challenge facing Illinois Valley Community College now is to take the results of this survey and share those results broadly throughout the college community, so that dialogue will lead to action to improve our weaknesses and build upon our successes to improve the educational experience for current and future IVCC students.