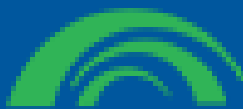




# Community College Survey of Student Engagement (CCSSE)

Administration Results Spring 2024



Frederick Community College

## Frederick Community College CCSSE Administration Results Spring 2024

### Introduction

The Community College Survey of Student Engagement (CCSSE) is a survey administered at colleges to ask students about their experiences at the college they attend. This includes their perceptions of their experiences, like their relationships and interactions with their faculty, staff, and other students, how they spend their time, what they think they've gained from their classes, how challenged they feel in their courses, and how the college supports their learning.

Frederick Community College (FCC) administered the CCSSE during April and May 2024. The survey was administered online and there were 372 completed surveys. The results of the survey were compiled into benchmarks that were then compared to a peer group of institutions and the total cohort of institutions who administered the CCSSE in the spring of 2024. FCC is considered a medium sized college so the peer group is other medium sized colleges who administered the CCSSE in the spring of 2024.

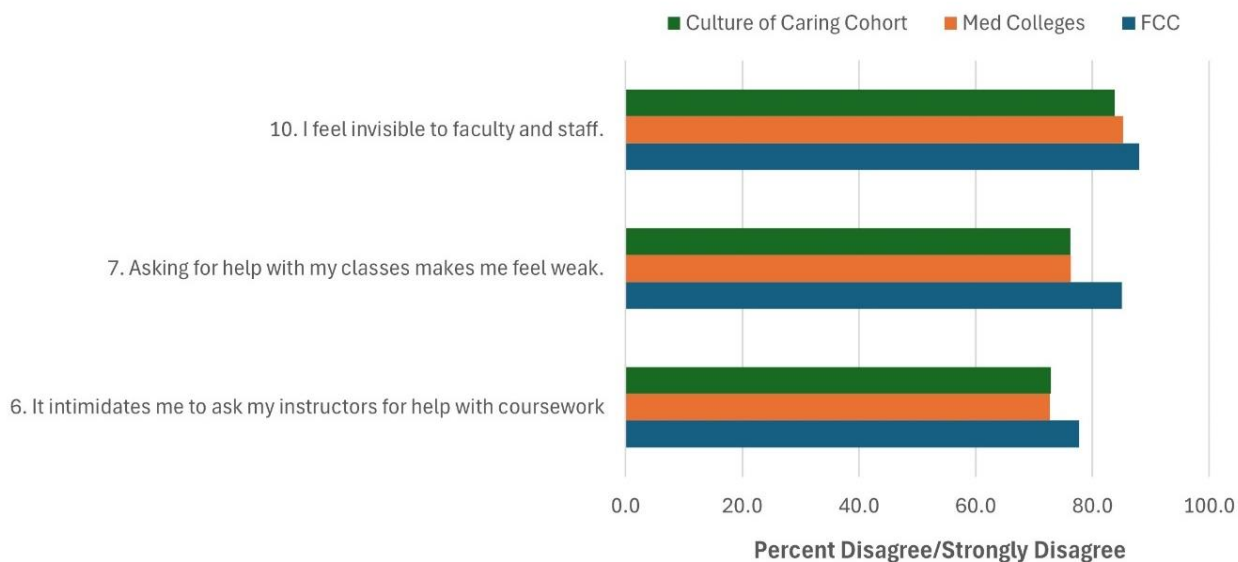
### Good News for Culture of Caring

In addition to the standard set of questions, FCC opted to include a set of questions about the culture of caring on campus. Students at FCC, for the most part, feel that:

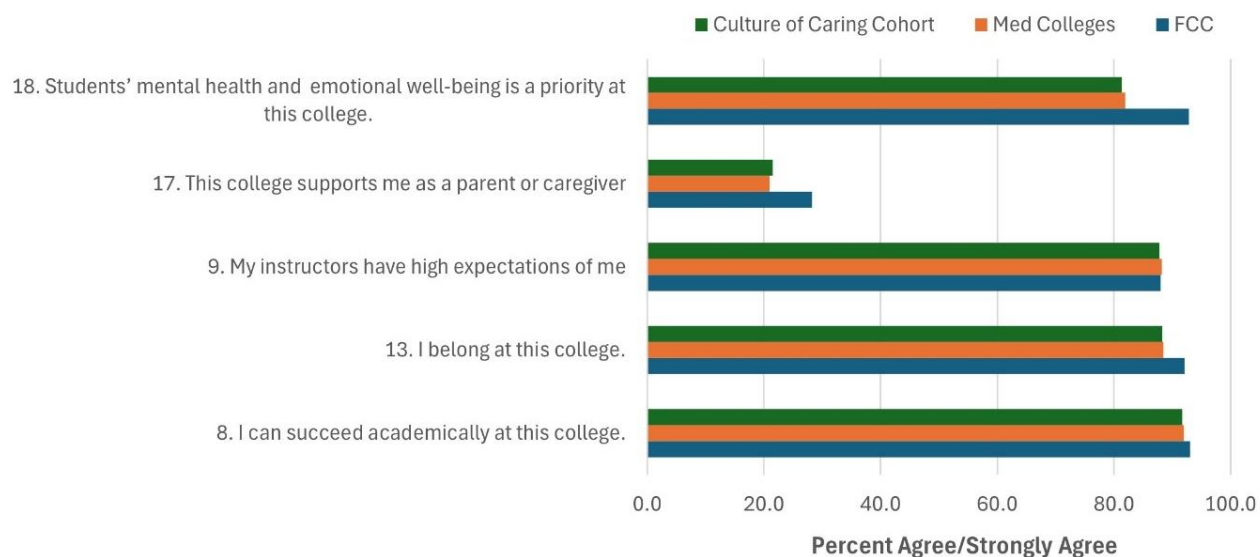
- they belong at the college;
- instructors have high expectations of them;
- they can succeed academically at the college;
- are not intimidated about asking instructors for help;
- do not feel invisible to faculty and staff;
- do not feel that asking for help with classes makes them weak;
- the college supports them as a parent or caregiver; and
- the college makes students' mental and emotional well-being a priority.

The graphs below includes the data for the points made above. It does not include all of the questions asked in the culture of caring section.

### CCSSE Additional Questions Spring 2024 Culture of Caring Part 1



### CCSSE Additional Questions Spring 2024 Culture of Caring Part 2

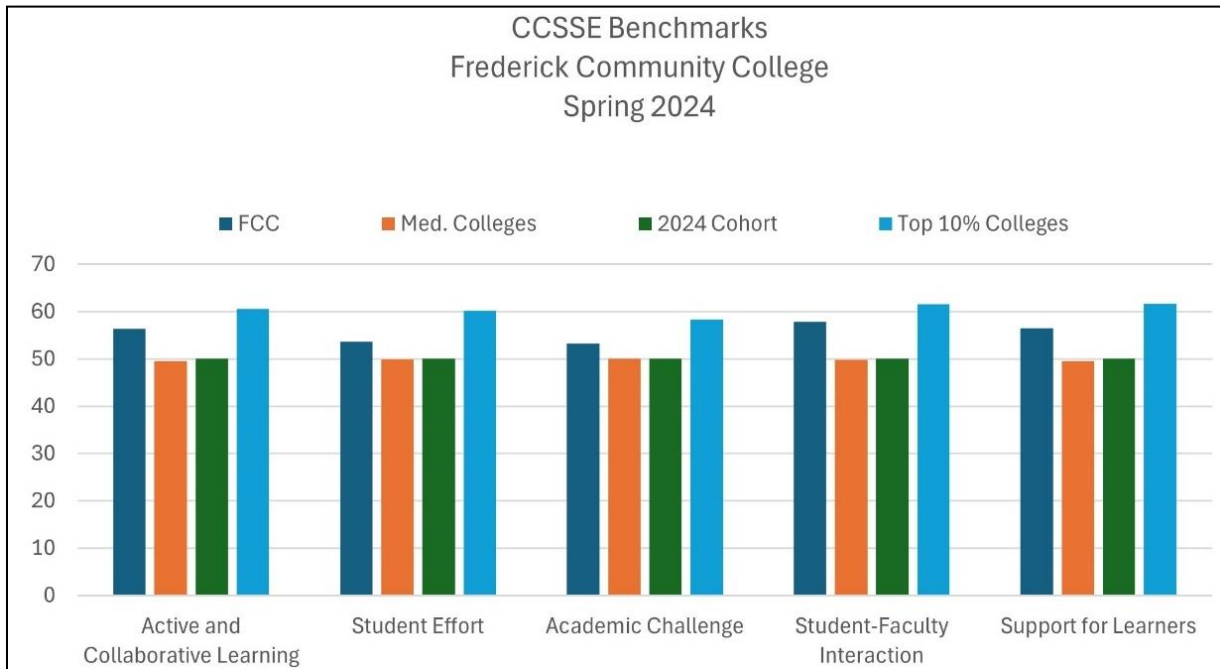


#### Benchmarks

FCC performed well on the five benchmarks that compares the college with the peer group of Medium Colleges, the 2024 Cohort, and the Top 10% of colleges participating in the Spring 2024 administration of the CCSSE. The five benchmarks are:

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

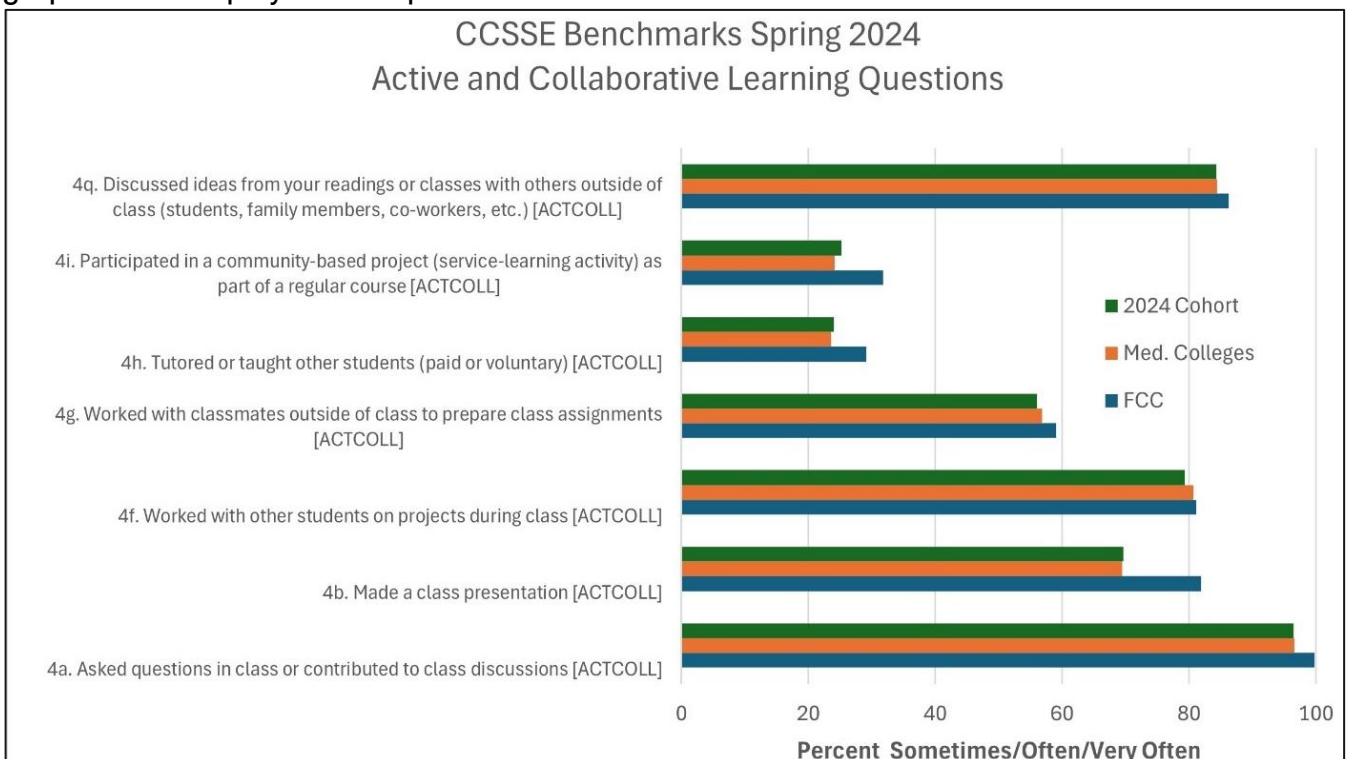
FCC outperformed both the Medium Colleges and the 2024 Cohort on all five benchmarks. While the Top 10% performed higher in each benchmark, the smallest gaps between FCC and the Top 10% were in Active and Collaborative Learning and Student-Faculty Interaction (-4.2 percentage points and -3.8 percentage points, respectively).



In addition to the overall benchmarks, the following looks at each individual benchmark and the questions that comprise the benchmark.

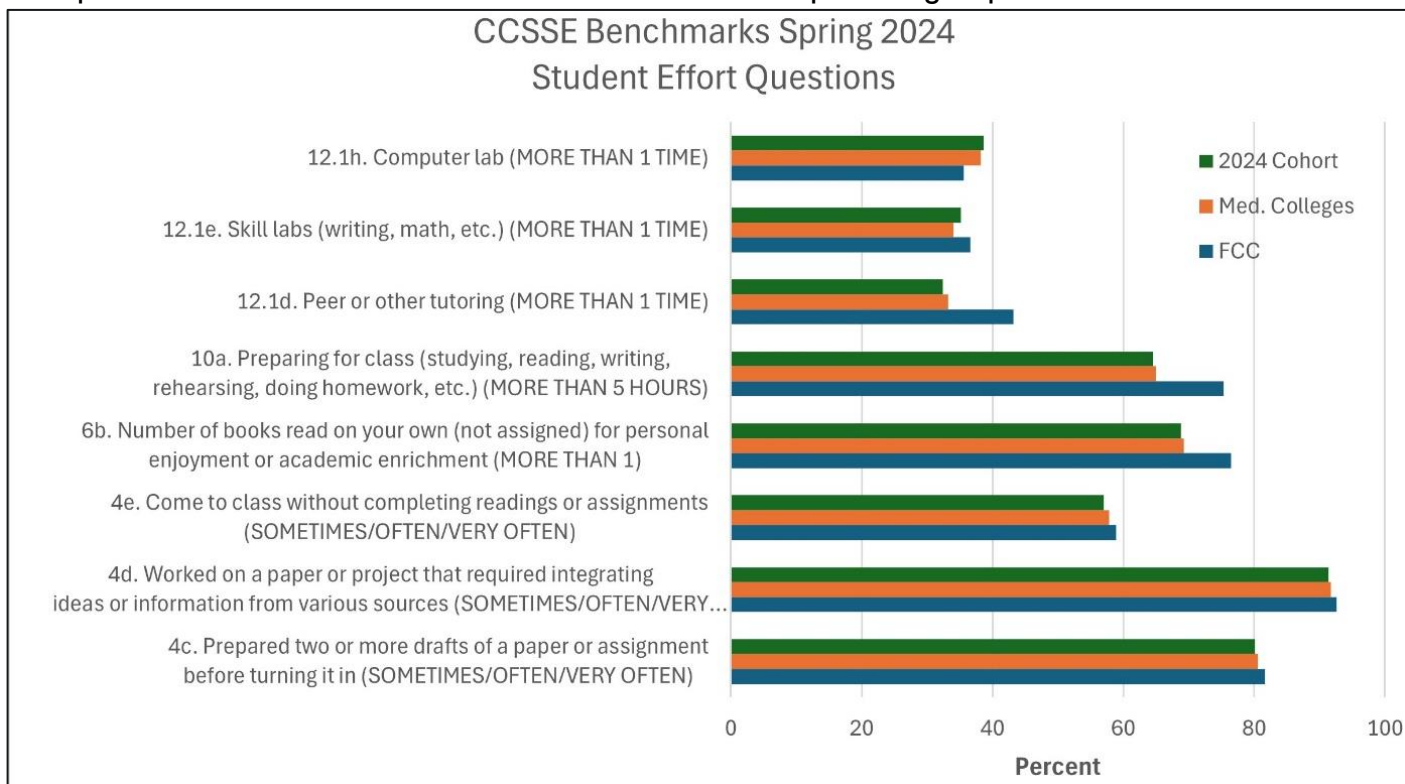
### Benchmarks: Active and Collaborative Learning

There were 7 questions included in the benchmark for Active and Collaborative Learning. FCC's scores surpassed the Medium Colleges and the 2024 Cohort on every question. The graph below displays the responses:



### Benchmarks: Student Effort

The benchmark for Student Effort included 8 questions. There were three questions that stood out as strengths for FCC, outperforming both comparison groups. However, there was one question where FCC had a lower score than the comparison groups.

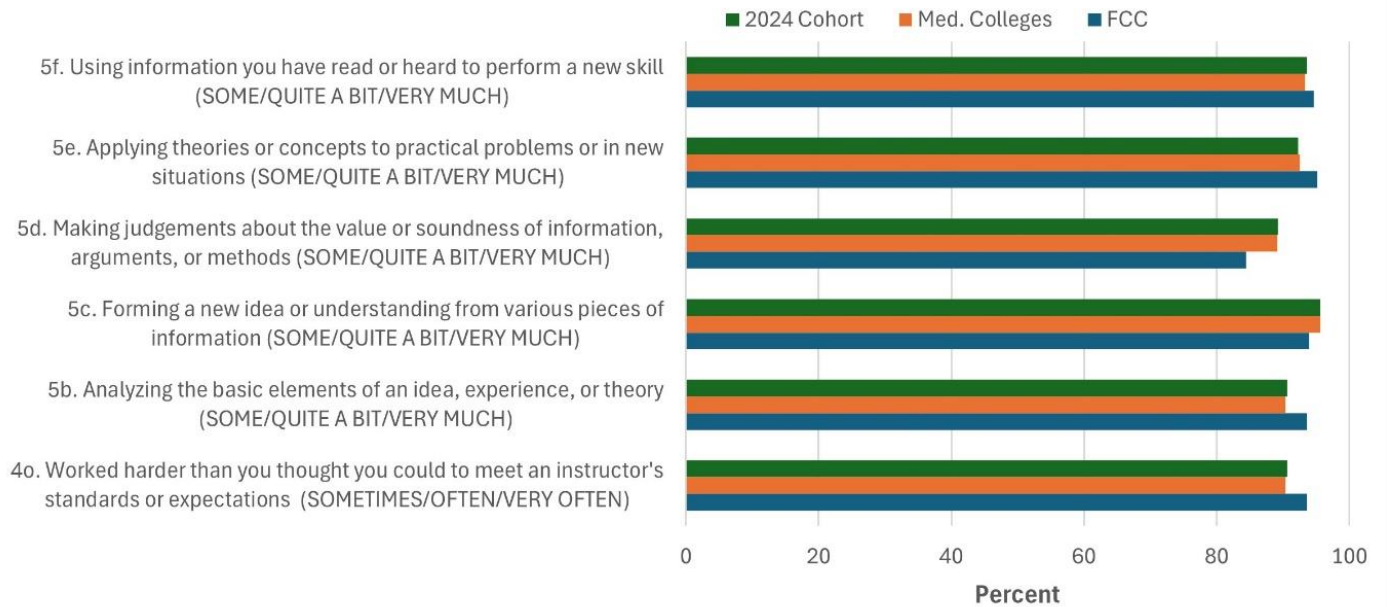


### Benchmark: Academic Challenge

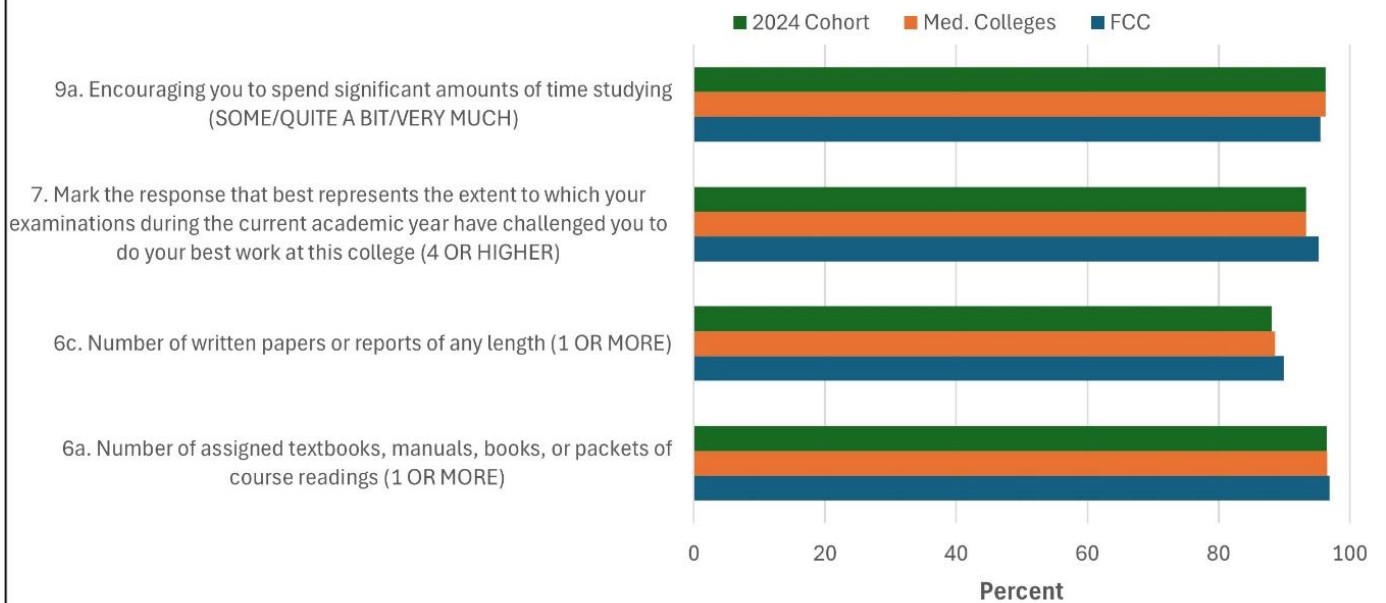
The benchmark for Academic Challenge contained 10 questions. There were three questions where FCC could make improvements:

- Making judgements about the value or soundness of information, arguments, or methods
- Forming a new idea or understanding from various pieces of information
- Encouraging you to spend significant amounts of time studying

## CCSSE Benchmarks Spring 2024 Academic Challenge Questions, Part 1

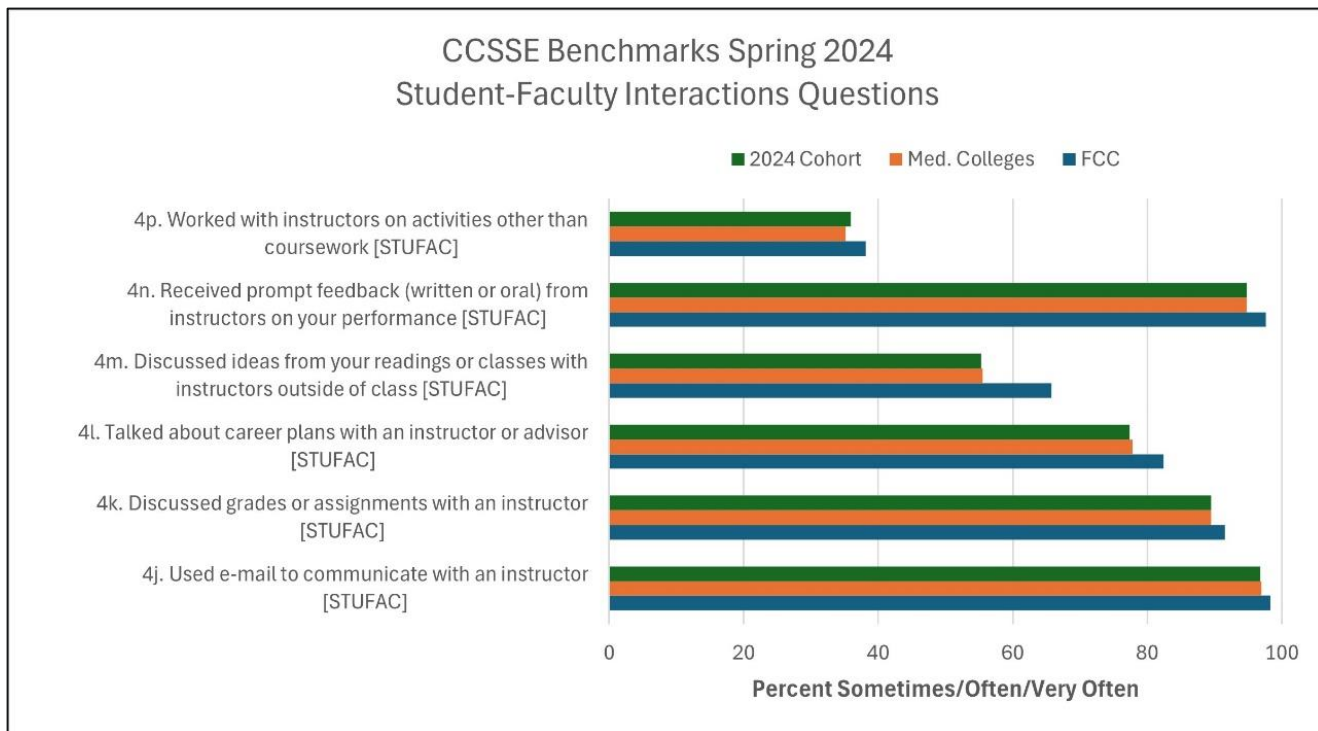


## CCSSE Benchmarks Spring 2024 Academic Challenge Questions, Part 2



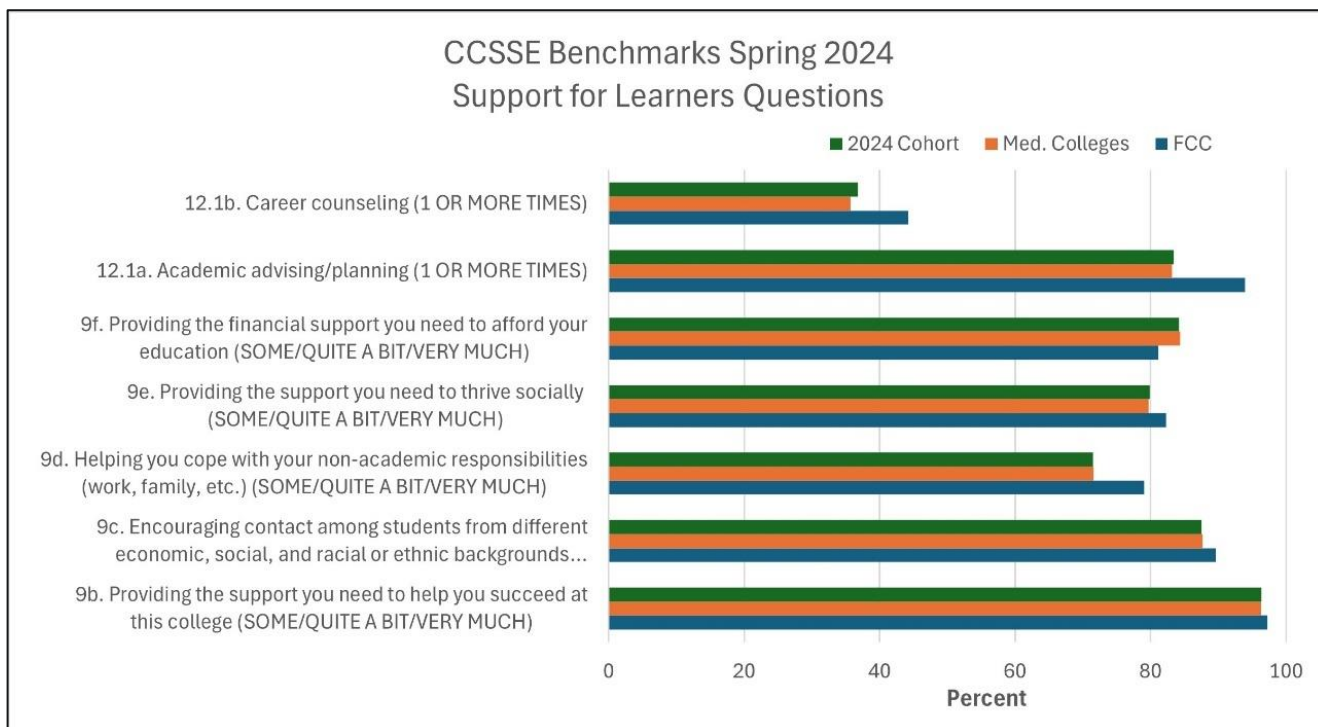
### Benchmark: Student-Faculty Interaction

The benchmark for Student-Faculty Interaction was based on 6 questions. This benchmark was one where FCC shined and showed strengths in all 6 questions and had no areas showing a need for improvement.



### Benchmark: Support for Learners

The benchmark for Support for Learners contained 7 questions. FCC did well in this benchmark with three questions showing strengths and only one question showing a need for improvement: Providing the financial support you need to afford your education.



## Selected Questions from the Survey

The following is a look at the comparison of responses of Full-time and Part-time students. There were approximately 215 Full-time student responses and about 150 Part-time student responses for FCC.

### Overall Satisfaction with College Services

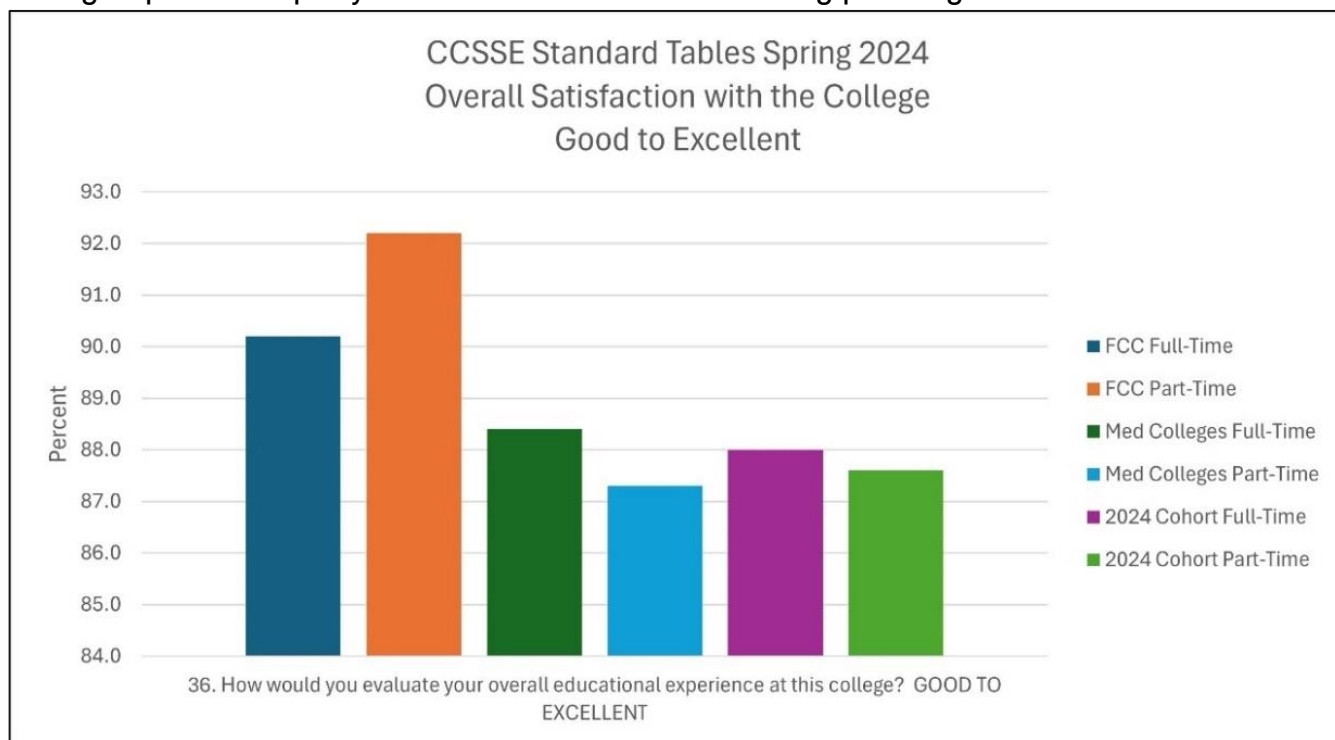
There were 13 services included in this section of the survey. When compared to Full-time students, it appears that Part-time students are generally more satisfied with the services than Full-time students (8 out of 13).

- Services for active military and veterans
- Services for students with disabilities
- Library resources and services
- Transfer counseling
- Student organizations
- Computer lab
- Skill labs
- Peer or other tutoring

Full-time students were more satisfied with four services than Part-time students.

- Financial aid advising
- Child care
- Job placement assistance
- Career counseling

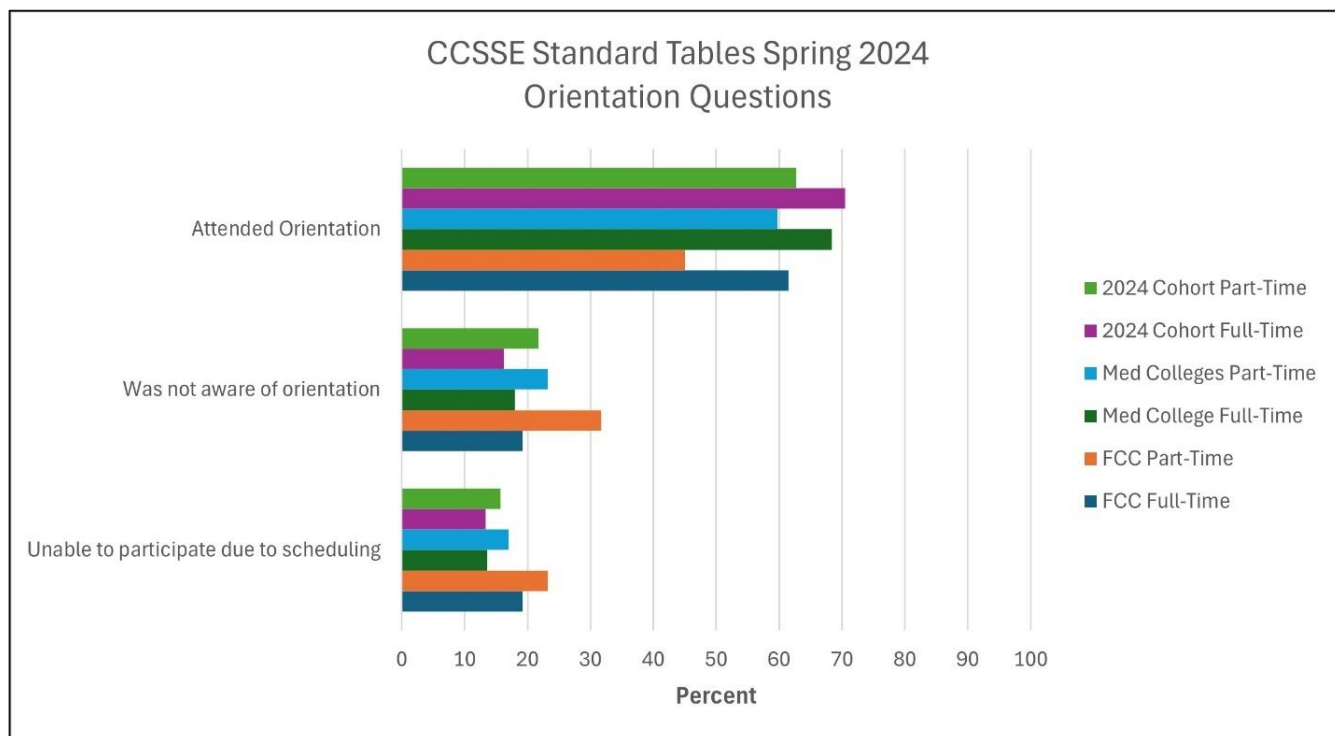
Both groups were equally satisfied with Academic advising/planning.





## Orientation

FCC underperformed in orientation compared to both the Medium Colleges and the 2024 Cohort. The responses of the Part-time students in relation to orientation is striking. Almost 32% responded that they were not aware of orientation. Only 45% of Part-time students at FCC responded that they had attended orientation.



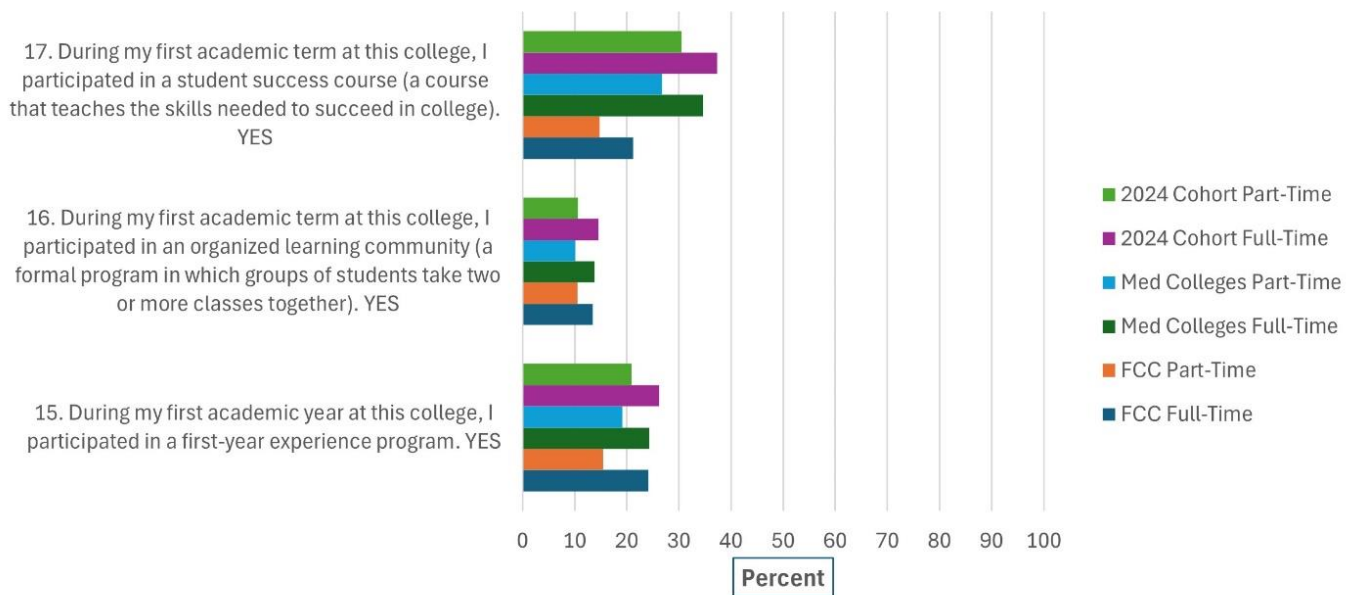
## First-Year Experience

This section includes the student success course, learning communities, and the first-year program as part of the first-year experience questions. FCC did not compare well against peers, particularly Part-time students. Considering the high ratio of Part-time students at FCC, this may be an area of opportunity. The student success course responses had the most dramatic differences for both Full-time and Part-time students when compared to peers. The following are the comparisons for the student success course question.

- Full-time students: FCC - 21.2%, Med. Colleges - 34.6%, 2024 Cohort - 37.3%
- Part-time students: FCC - 14.8%, Med. Colleges - 26.8%, 2024 Cohort - 30.5%

Below is the graph showing the comparison of students' responses to the first-year experience group of questions.

### CCSSE Standard Tables Spring 2024 First-Year Experience Questions



#### Potential Reasons for Withdrawal from Class or the College

This was an interesting question that asked students what reasons might cause them to withdraw from a class or the college. The reasons were as follows:

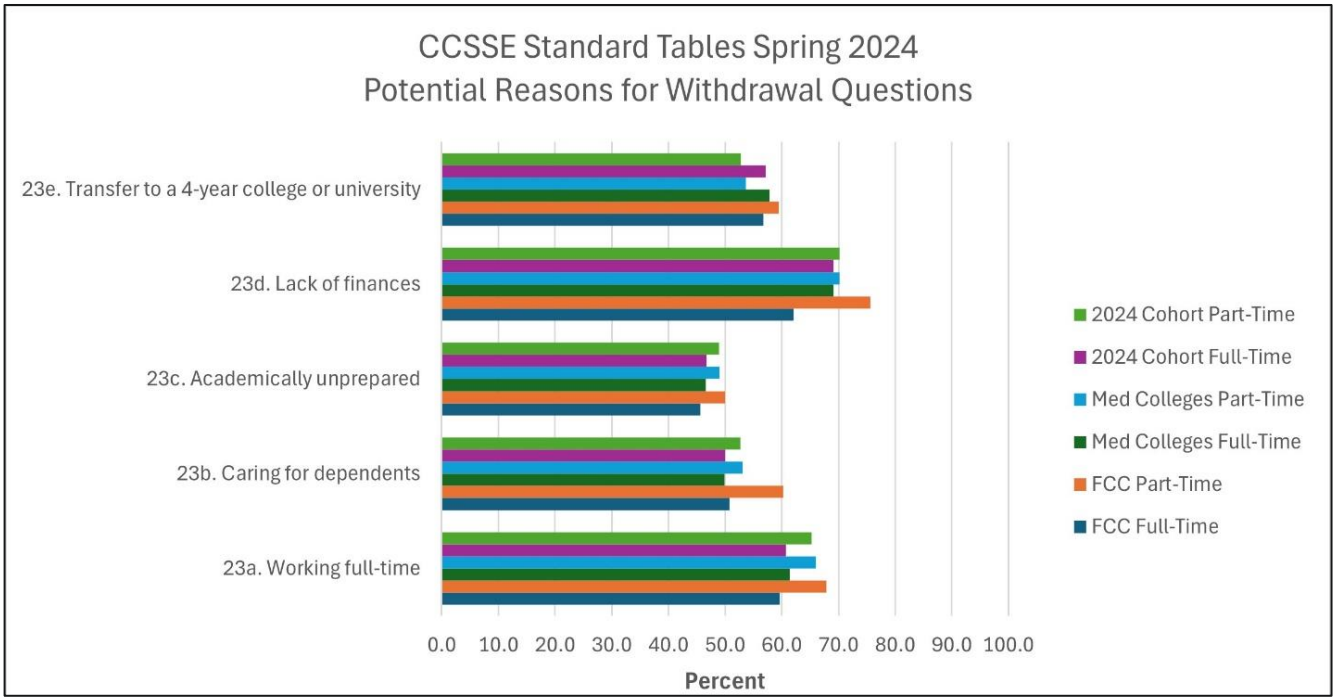
- Working full-time
- Caring for dependents
- Academically unprepared
- Lack of finances
- Transfer to a 4-year college or university

Part-time students' responses were generally higher for each potential reason. The top three reasons for Part-time students are as follows:

- Lack of finances - 75.6%
- Working full-time - 67.9%
- Caring for dependents - 60.2%

For Full-time students, the top three reasons are as follows:

- Lack of finances - 62.1%
- Working full-time - 59.7%
- Transfer to a 4-year college or university - 56.8%



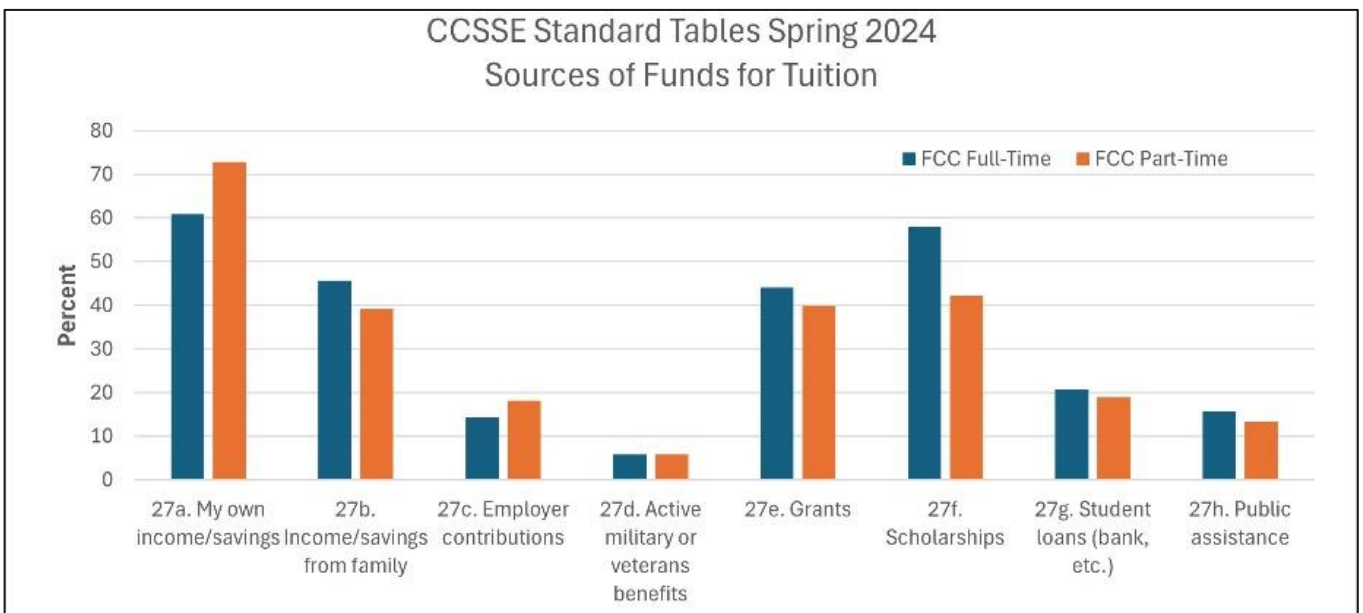
### Sources of Funds for Tuition

The survey asked students to identify the sources for funding their tuition at the college. The top three sources for Full-time students:

- My own income/savings - 60.9%
- Scholarships - 57.9%
- Income/savings from family - 45.6%

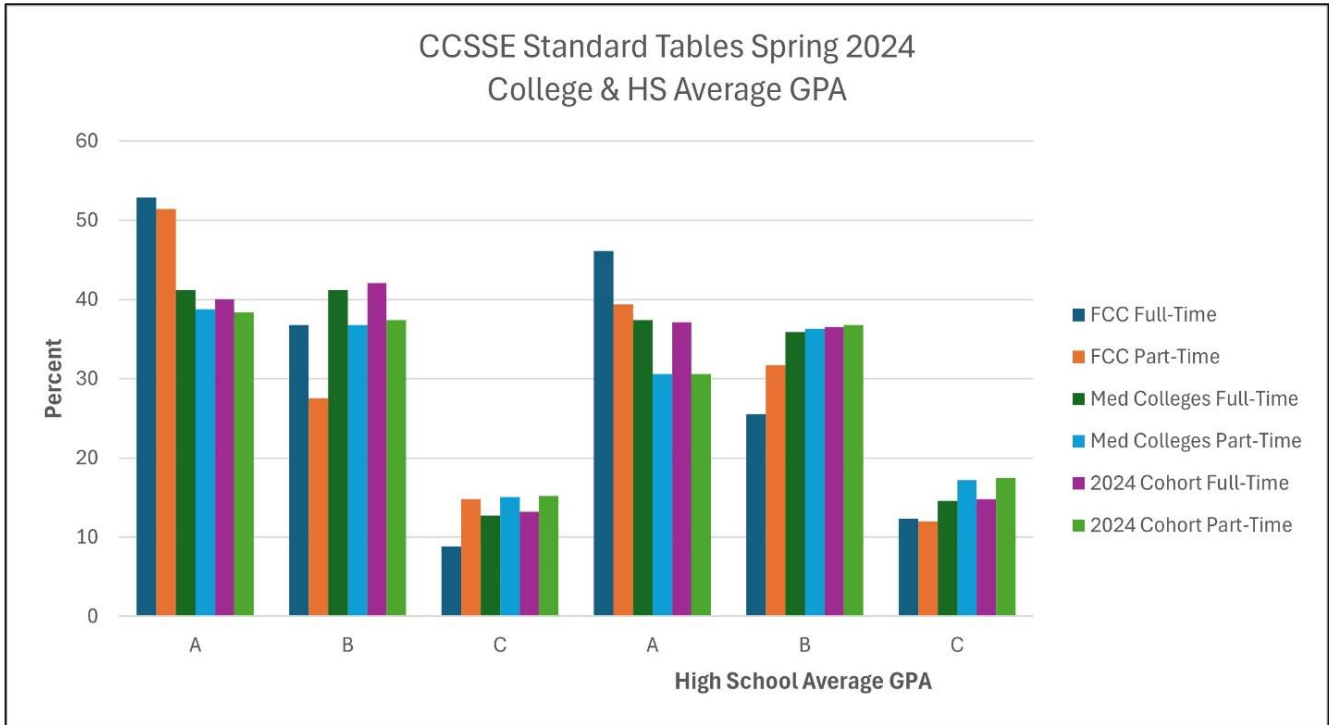
For Part-time students, the top three sources are:

- My own income/savings - 72.8%
- Scholarships - 42.2%
- Grants - 39.9%



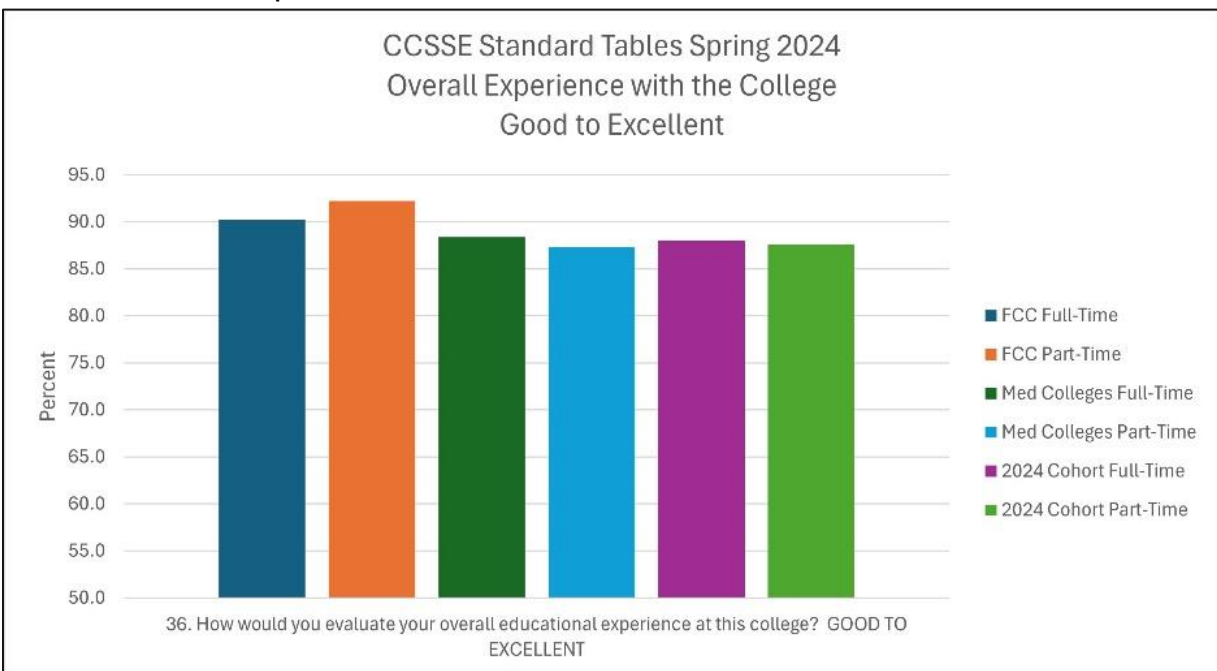
### GPA Information

The survey asked students to self-report their average GPA for high school and at the college. When compared to the peer groups, a higher percentage of FCC students reported an average of “A” for both high school and at the college. This is true for both Full-time and Part-time students.



### Overall Experience

This question asks students to evaluate their overall educational experience at the college. When grouping responses for “Good” and “Excellent,” FCC compared very well to peers. Part-time students were the most positive with 92.2% reporting Good/Excellent, while 90.2% of Full-time students reported Good/Excellent.

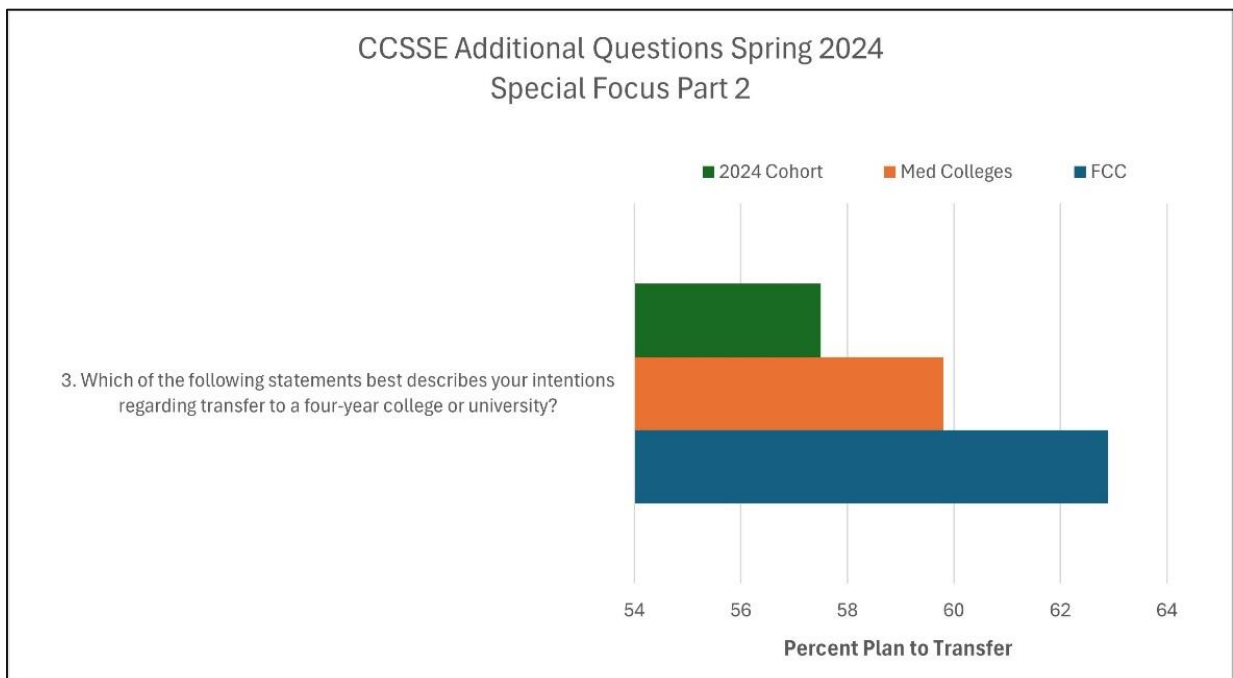
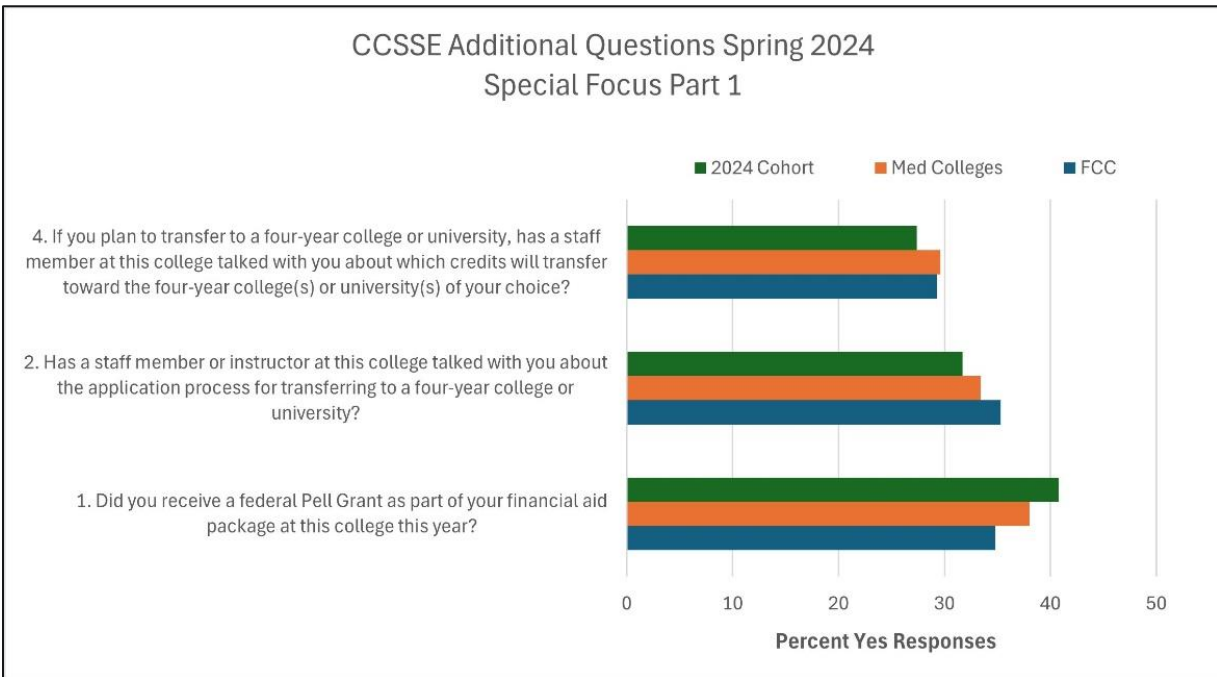


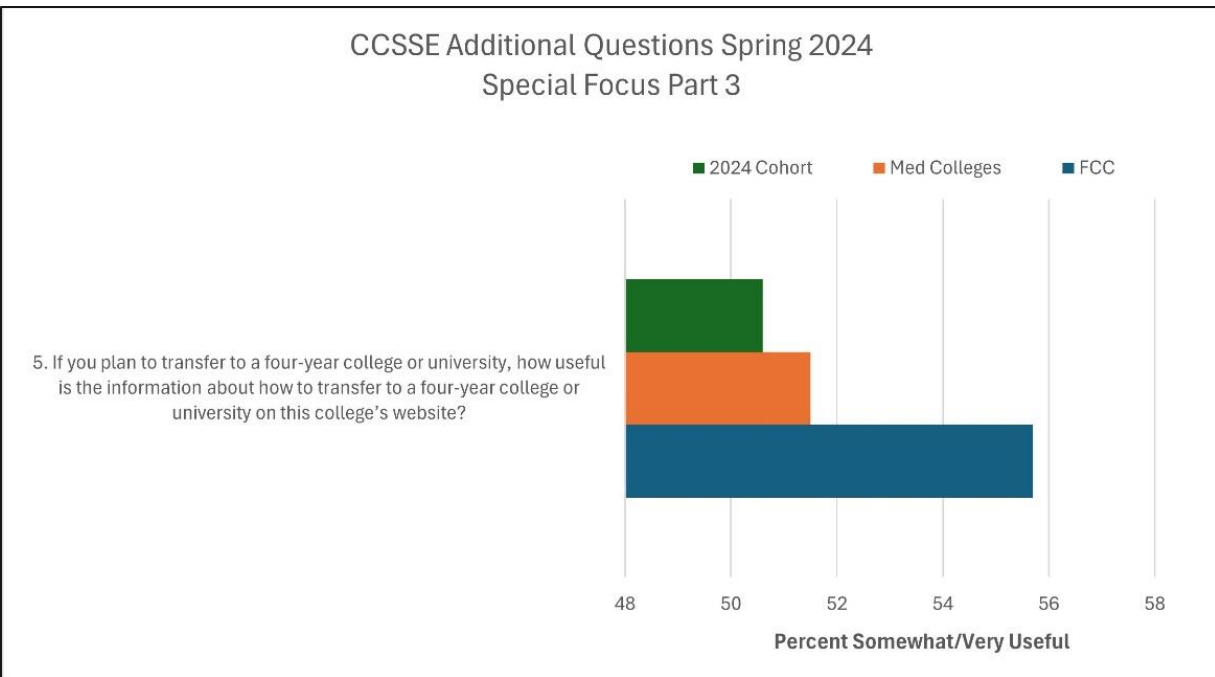
### Special Focus Questions

Another set of questions that FCC opted to include in the CCSSE administration was a set of questions related to financial aid and transfer. There were 5 questions and FCC showed strengths in 3 of the 5 questions:

- Having talked to a staff member about the application process for transferring to a 4-year college or university
- Planning to transfer
- Usefulness of the website information on transfer to a 4-year college or university

Only one question showed lower scores compared to peers, but for this question, related to receiving a Pell grant, it is understandable since more than 75% of students at FCC are part-time and may not be eligible for financial aid.





### Conclusion

The CCSSE is an important tool to gain insights into what students experience at FCC. While this information is self-reported, it provides us with information about how our students perceive the culture, support services, faculty and staff, and the environment at FCC.

High points of the survey were:

- Overall, FCC scored well on the benchmarks of Active and Collaborative Learning, Student Effort, Academic Challenge, Student-Faculty Interaction, and Support for Learners, outperforming the Medium College and the 2024 Cohort peers in each benchmark.
- FCC's students gave high marks for a culture of caring. They felt seen and not intimidated by their faculty.
- Students felt that their faculty communicated with them using email and provided prompt feedback on their performance.
- Students rated their overall experience at the college as Good or Excellent.

Areas of opportunity identified in the survey:

- Financing of their education was a major concern for both Full-time and Part-time students. It was cited as the top reason they might have to withdraw from a class or the college.
- Orientation was an area with marked a difference between Part-time and Full-time students. Part-time students responded that they were not aware of orientation (32%). Only 45% responded that they had attended orientation. While more Full-time students had attended orientation (62%), FCC's orientation attendance rates were much lower, for both Full-time and Part-time students than the peer groups.
- The Student Success course was another area identified as an opportunity for FCC. Both Full-time and Part-time students' response rates for having taken a student success course were much lower than peers.

As noted, there is much to celebrate in the CCSSE results. But there are some areas that may warrant further investigation. The information contained in this summary is just a small part of the full detailed report of the CCSSE results.

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### **Data Requests and Information**

For additional information or to access the detailed reports, please contact the Office of Planning, Assessment, and Institutional Research (OPAIR). Requests can be made through OPAIR's Research Request: <https://form.jotform.com/223214612888155>.

Please indicate the specific survey by name, specific data or tables required, how the data will be used, and any other pertinent information to evaluate the request.