

# Survey of Entering Student Engagement

West Shore Community College

**2014 Key Findings**

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## Benchmarks of Effective Educational Practice With Entering Students

### SENSE Benchmarks

#### ★ Early Connections

When students describe their early college experiences, they typically reflect on occasions when they felt discouraged or thought about dropping out. Their reasons for persisting almost always include one common element: a strong, early connection to someone at the college.

#### ★ High Expectations and Aspirations

Nearly all students arrive at their community colleges intending to succeed and believing that they have the motivation to do so. When entering students perceive clear, high expectations from college staff and faculty, they are more likely to understand what it takes to be successful and adopt behaviors that lead to achievement. Students then often rise to meet expectations, making it more likely that they will attain their goals. Often, students' aspirations also climb, and they seek more advanced credentials than they originally envisioned.

#### ★ Clear Academic Plan and Pathway

When a student, with knowledgeable assistance, creates a road map—one that shows where he or she is headed, what academic path to follow, and how long it will take to reach the end goal—that student has a critical tool for staying on track. Students are more likely to persist if they not only are advised about what courses to take, but also are helped to set academic goals and to create a plan for achieving them.

*Continued on Page 3*

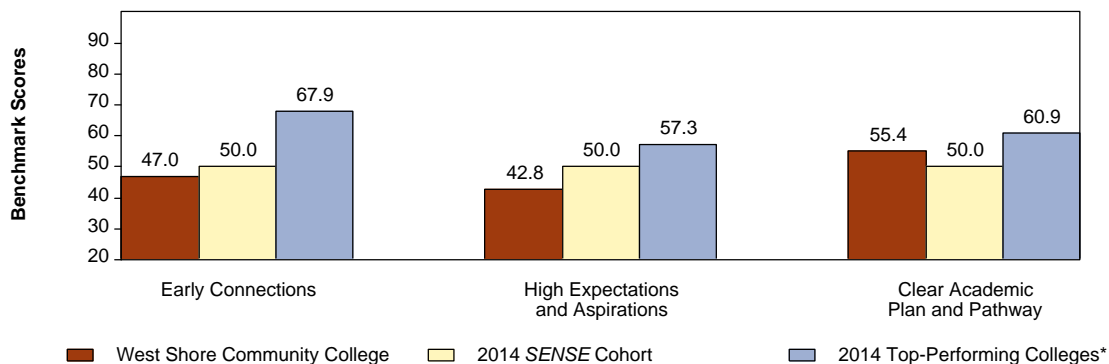
The Survey of Entering Student Engagement (*SENSE*) benchmarks are groups of conceptually related survey items that address key areas of entering student engagement. The six benchmarks denote areas that educational research has shown to be important to entering students' college experiences and educational outcomes; thus, they provide colleges with a useful starting point for looking at institutional results.

Ideally, colleges engage entering students in all six benchmark areas, beginning with a student's first contact with the institution and continuing through completion of the first three weeks of the initial academic term. This time is decisive because current research indicates that helping students succeed through the first academic term can dramatically improve subsequent success, including completing courses and earning certificates and degrees.

While many student behaviors and institutional practices measured by the benchmarks can and should continue throughout students' college careers, the *SENSE* items and the resulting data focus on this critical entering student timeframe.

*SENSE* benchmark scores are computed by averaging the scores on survey items composing the benchmarks. Benchmark scores are standardized to have a mean of 50 and standard deviation of 25 across all entering student respondents.

Figure 1a



\*Top-Performing Colleges are those that scored in the top 10 percent of the cohort by benchmark.

Notes: Benchmark scores are standardized to have a mean of 50 and a standard deviation of 25 across all respondents. For further information about how benchmarks are computed, please visit [www.ccsc.org](http://www.ccsc.org).

## Benchmarks of Effective Educational Practice With Entering Students

The standardized benchmark scores allow colleges to gauge and monitor their performance in areas of entering student engagement. In addition, participating colleges have the opportunity to make appropriate and useful comparisons between their performance and that of groups of other colleges.

Performing as well as the national average or a peer-group average may be a reasonable initial aspiration, but it is important to recognize that these averages are sometimes unacceptably low. Aspiring to match and then exceed high-performance targets is the stronger strategy.

Community colleges can differ dramatically on such factors as size, location, resources, enrollment patterns, and student characteristics. It is important to take these differences into account when interpreting benchmark scores—especially when making institutional comparisons. The Center for Community College Student Engagement has adopted the policy “Responsible Uses of CCSSE and SENSE Data,” available at [www.cccse.org](http://www.cccse.org).

SENSE uses a three-year cohort of participating colleges in all core survey analyses. The current cohort is referred to as the 2014 SENSE Cohort (2012-2014) throughout all reports.

### SENSE Benchmarks

*Continued from Page 2*

#### ★ Effective Track to College Readiness

Nationally, more than six in 10 entering community college students are underprepared for college-level work. Thus, significant improvements in student success will hinge upon effective assessment, placement of students into appropriate courses, and implementation of effective strategies to ensure that students build academic skills and receive needed support.

#### ★ Engaged Learning

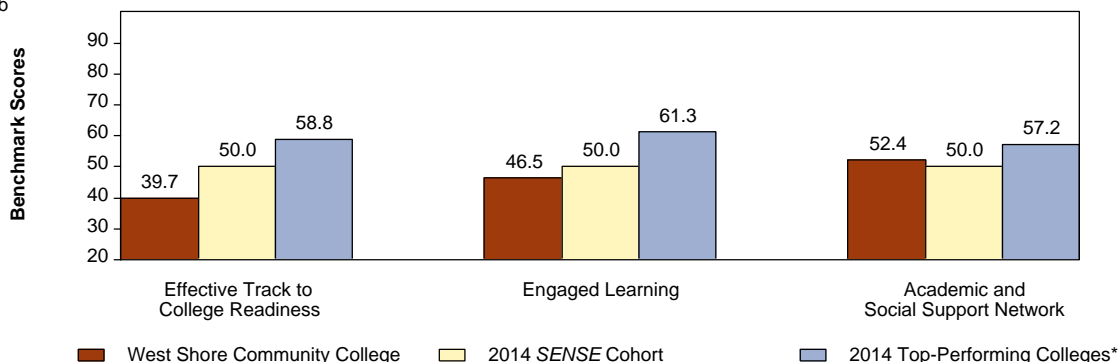
Instructional approaches that foster engaged learning are critical for student success. Because most community college students attend college part-time, and most also must find ways to balance their studies with work and family responsibilities, the most effective learning experiences will be those the college intentionally designs.

#### ★ Academic and Social Support Network

Students benefit from having a personal network that enables them to obtain information about college services, along with the academic and social support critical to student success. Because entering students often don't know what they don't know, colleges must purposefully create those networks.

For further information about SENSE benchmarks, please visit [www.cccse.org](http://www.cccse.org).

Figure 1b



\*Top-Performing Colleges are those that scored in the top 10 percent of the cohort by benchmark.

Notes: Benchmark scores are standardized to have a mean of 50 and a standard deviation of 25 across all respondents. For further information about how benchmarks are computed, please visit [www.cccse.org](http://www.cccse.org).

## Aspects of Highest Student Engagement

Benchmark scores provide a manageable starting point for reviewing and understanding *SENSE* data. One way to dig more deeply into the benchmark scores is to analyze those items that contribute to the overall benchmark score. This section features the five items across all benchmarks (excluding those for which means are not calculated) on which the college scored most favorably and the five items on which the college scored least favorably relative to the 2014 *SENSE* Cohort.

The items highlighted on pages 4 and 5 reflect the largest differences in mean scores between the institution and the 2014 *SENSE* Cohort. While examining these data, keep in mind that the selected items may not be those that are most closely aligned with the college's goals; thus, it is important to review all institutional reports on the *SENSE* online reporting system at [www.ccse.org](http://www.ccse.org).

Figure 2 displays the aggregated frequencies for the items on which the college performed most favorably relative to the 2014 *SENSE* Cohort. For instance, 78.2% of West Shore Community College students, compared with 63.8% of other students in the cohort, responded *strongly agree* or *agree* on Item 18d. It is important to note that some colleges' highest scores might be lower than the cohort mean.

Figure 2

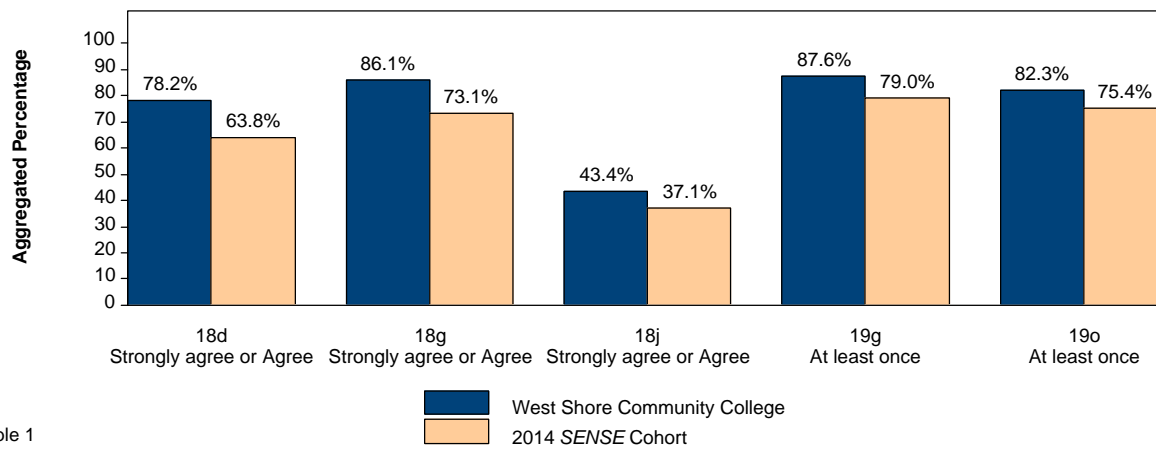


Table 1

Benchmark	Item Number	Item
Clear Academic Plan and Pathway	18d	Able to meet with an academic advisor at times convenient for me
Clear Academic Plan and Pathway	18g	An advisor helped me to identify the courses I needed to take during my first semester/quarter
Early Connections	18j	A college staff member helped me determine whether I qualified for financial assistance
Engaged Learning	19g	Frequency: Worked with other students on a project or assignment during class
Engaged Learning	19o	Frequency: Received prompt written or oral feedback from instructors on your performance

Notes:

For Item(s) 18, *strongly agree* and *agree* responses are combined.

For Item(s) 19, except 19c, 19d, 19f, and 19s, *once*, *two or three times*, and *four or more times* responses are combined.

## Aspects of Lowest Student Engagement

Figure 3 displays the aggregated frequencies for the items on which the college performed least favorably relative to the 2014 *SENSE* Cohort. For instance, 17.1% of West Shore Community College students, compared with 32.4% of other students in the cohort, responded *at least once* on Item 19e. It is important to note that some colleges' lowest scores might be higher than the cohort mean.

Figure 3

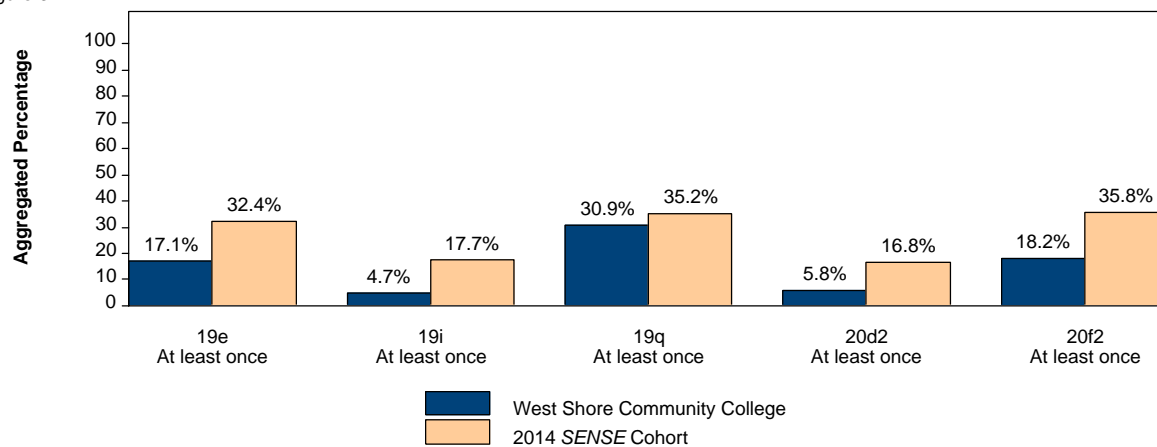


Table 2

Benchmark	Item Number	Item
Engaged Learning	19e	Frequency: Participated in supplemental instruction
Engaged Learning	19i	Frequency: Participated in a required study group outside of class
Engaged Learning	19q	Frequency: Discussed ideas from your readings or classes with instructors outside of class
Engaged Learning	20d2	Frequency: Used face-to-face tutoring
Engaged Learning	20f2	Frequency: Used writing, math, or other skill lab

Notes:

For Item(s) 19, except 19c, 19d, 19f, and 19s, *once*, *two or three times*, and *four or more times* responses are combined.

For Item(s) 20, *once*, *two or three times*, and *four or more times* responses are combined.

# Academic and Student Support Services

The bar charts across pages 6 and 7 display frequency results for five items related to academic and student support services. Figure 4 focuses on whether or not faculty communicated information regarding these services to students by the end of the third week of the academic term. Figures 5-12 focus on whether or not students knew about specific support services, and if so, how often they reported using those services by the end of the third week of the academic term. To access complete frequency reports, please visit the *SENSE* online reporting system via <http://www.ccse.org>.

Figure 4: All instructors clearly explained academic and student support services available at this college.

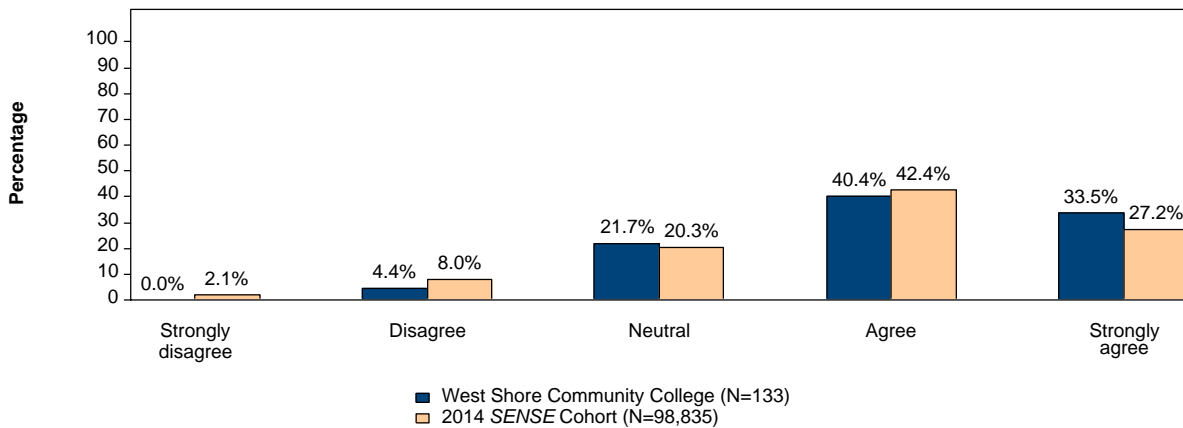


Figure 5: Did you know about academic advising/planning services?

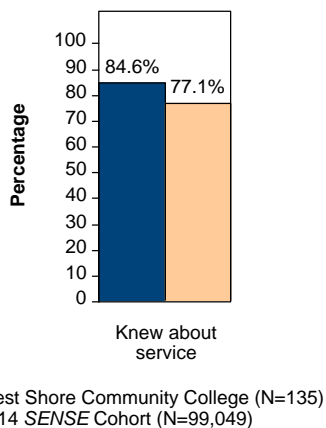


Figure 6: If so, how often did you use academic advising/planning services?

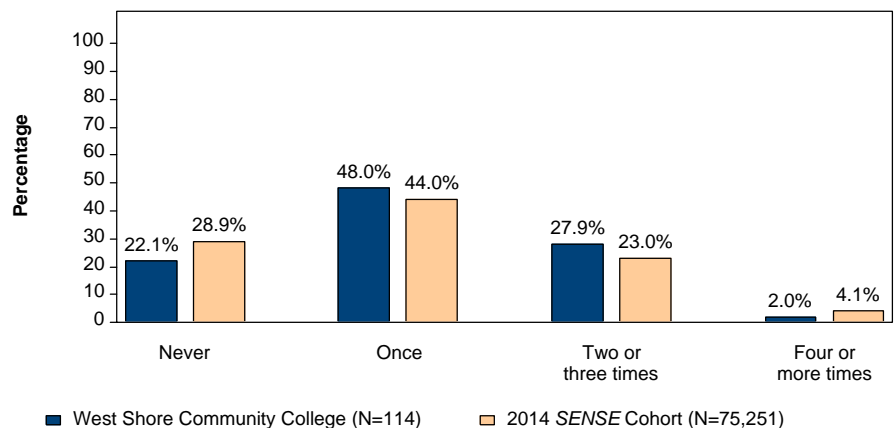


Figure 7: Did you know about career counseling services?

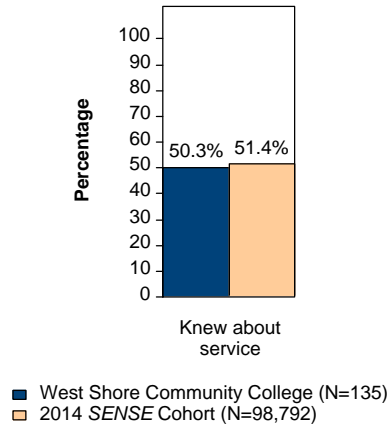


Figure 8: If so, how often did you use career counseling services?

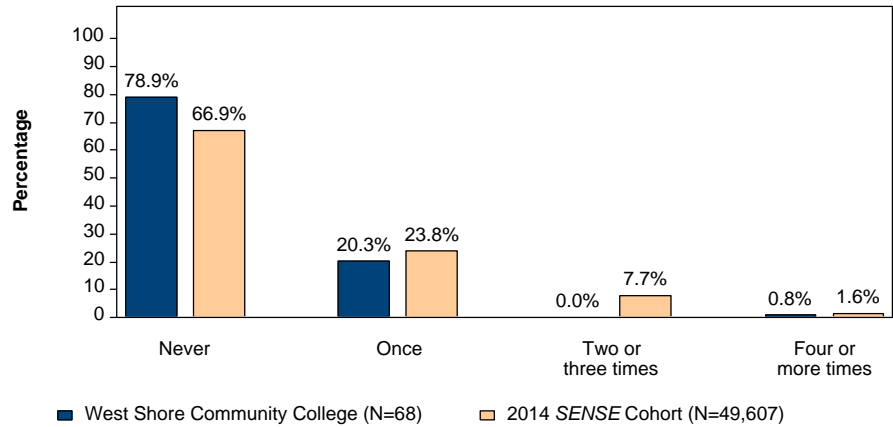


Figure 9: Did you know about face-to-face tutoring services?

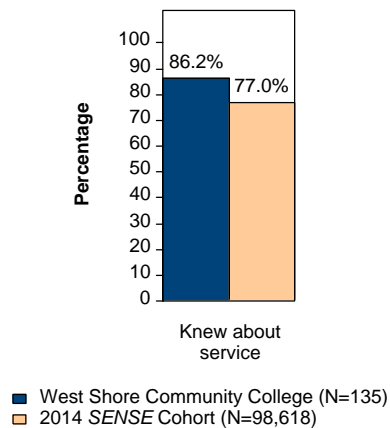


Figure 10: If so, how often did you use face-to-face tutoring services?

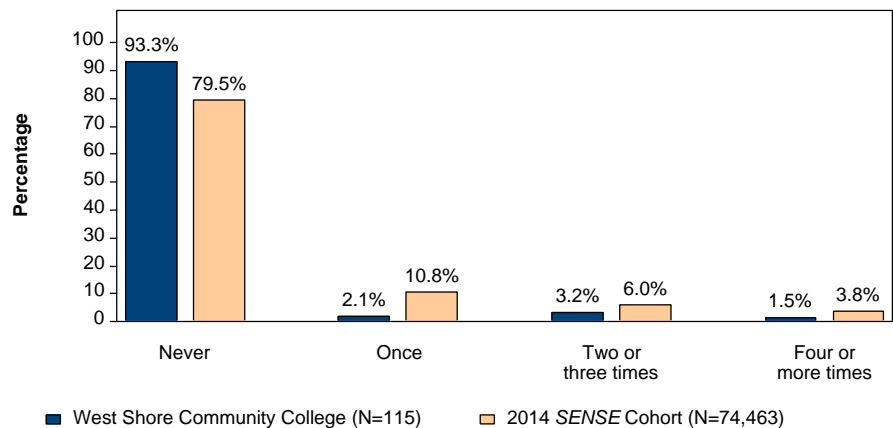


Figure 11: Did you know about writing, math, or other skill lab services?

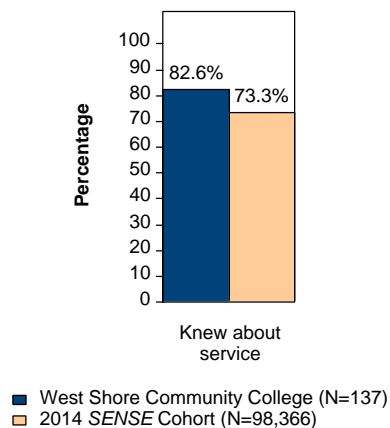
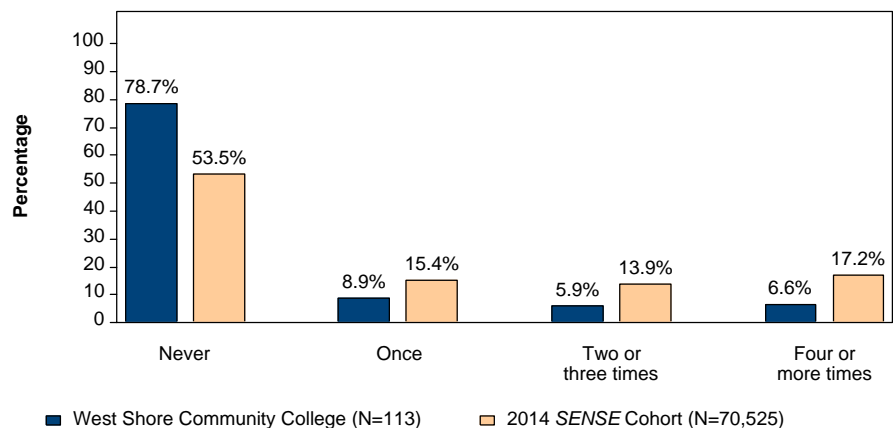


Figure 12: If so, how often did you use writing, math, or other skill lab services?



# Academic Goal Setting and Planning

Most community colleges have academic and goal setting policies that are intended to help all students *start right*. Yet, often these policies, even when they are ostensibly mandatory, might not be implemented in ways that ensure success for all students. The disaggregated data below illustrate the student experience with academic goal setting and planning at your college. Nationally, more than 60% of community college students are enrolled less than full time. Thus, while looking at these data, it is important to consider the institution’s enrollment patterns. Are all of your entering students starting right?

Figure 13

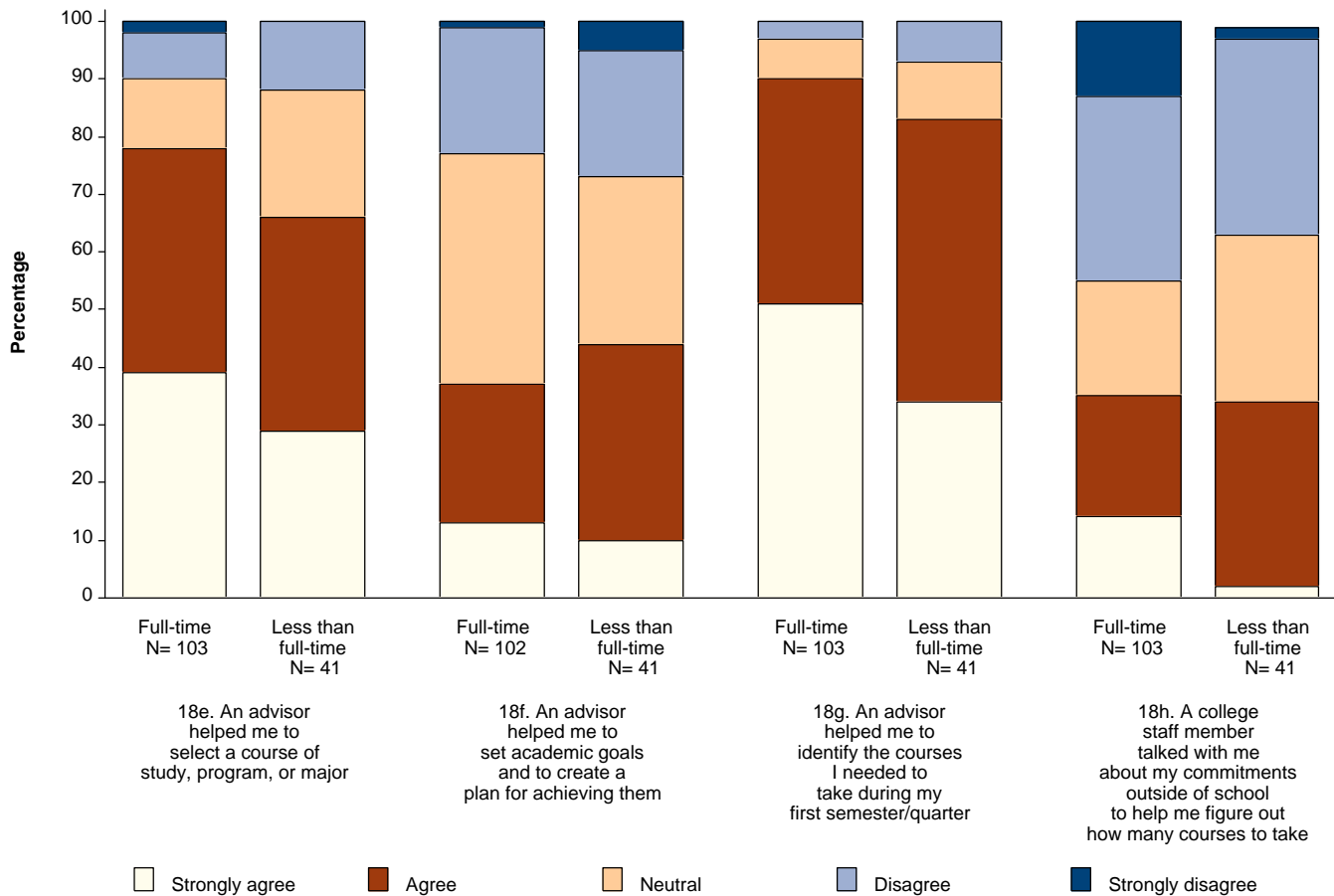


Table 3

Response	18e		18f		18g		18h	
	Full-time	Less than full-time	Full-time	Less than full-time	Full-time	Less than full-time	Full-time	Less than full-time
Strongly agree	38.8%	29.3%	12.7%	9.8%	51.5%	34.1%	13.6%	2.4%
Agree	38.8%	36.6%	23.5%	34.1%	38.8%	48.8%	21.4%	31.7%
Neutral	11.7%	22.0%	40.2%	29.3%	6.8%	9.8%	20.4%	29.3%
Disagree	7.8%	12.2%	21.6%	22.0%	2.9%	7.3%	32.0%	34.1%
Strongly disagree	2.9%	N/A	2.0%	4.9%	N/A	N/A	12.6%	2.4%