THE RISC SURVEY: ACTIONABLE DATA TO INCREASE STUDENT SUCCESS

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PLAN FOR SESSION

- Give a little background on the RISC Survey
- Present some key findings from our survey of community colleges across the US
- Discuss implications of these findings for student success, degree attainment, and social mobility
- Questions

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STRANDS OF MY RESEARCH

- Research has focused on diversity and equity among faculty and students
- Policy work looking at college access and degree attainment
  - College application week
  - Remediation
  - Community college transfer students
  - College Advising Corps
- Examined survey methods in college student and faculty surveys
- International work

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BACKGROUND ON THE RISC

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WANT TO INCREASE STUDENT SUCCESS? ASK STUDENTS

No large scale survey to date has asked students where they are facing challenges to their success and where their colleges are doing a good job supporting them

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OUR GOAL WAS SIMPLE: TO HELP COLLEGES HELP THEIR STUDENTS SUCCEED

- Academics design student surveys to gather data for research, not to provide actionable data to colleges
- Needed a new approach to student surveys
- Freed \up to use survey experience to:
  - Design surveys where students are not required to answer every question
  - Customize surveys for every college
  - Change the technology we use to collect data from students
  - Provide with useful data at the lowest possible cost

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SURVEY OVERVIEW

- Challenges to student success
  - 80 unique challenges to student success across five different areas
- Student-office interactions
  - Ask about 5 functional areas using your actual office names
  - 3 dimensions: availability, concern, effectiveness
- Student views of the institution
  - Instead of asking ambiguous satisfaction questions, get at things colleges value
  - Recommend to a friend, value of their education, intent to persist, and meeting their goals

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PRESENTING DATA FROM OUR COMMUNITY COLLEGE SURVEY

- Community colleges have the incredible capacity to enhance social mobility
  - Geography
  - Open enrollment
  - Developmental education
  - Relatively low cost
  - Intentional scheduling
- 38,880 students from 41 US community colleges

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CHALLENGES STUDENTS FACE

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OVER 80 UNIQUE CHALLENGES TO STUDENT SUCCESS ACROSS FIVE DIFFERENT AREAS

- Finances and financial aid
- Academic support services
- Campus environment
- Success in courses
- Work and personal life

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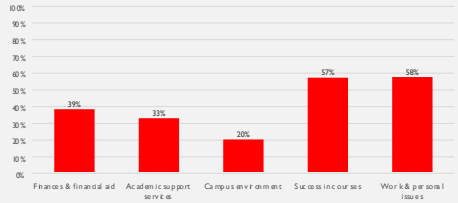
BROAD CHALLENGE AREAS



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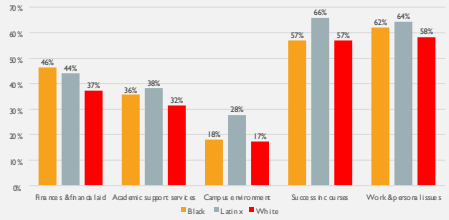
CHALLENGES BY SELECT RACIAL/ETHNIC GROUPS



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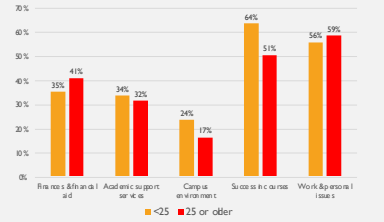
CHALLENGES FOR ADULT LEARNERS



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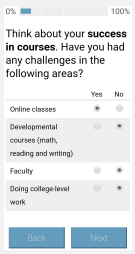
COLLECT DETAILED DATA ON CHALLENGES BY LEVERAGING BRANCHING



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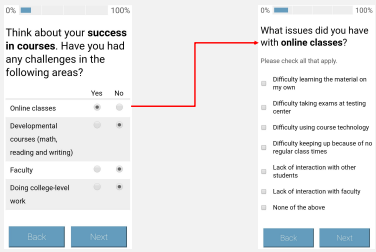

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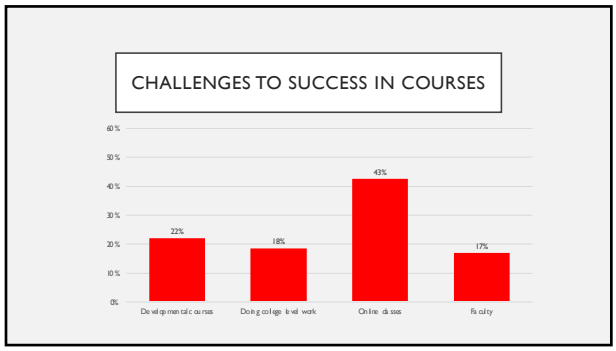
CHALLENGES TO SUCCESS IN COURSES
60%
50%
40%
30%
20%
10%
0%
22%
18%
43%
17%
Developmental courses
Doing college level work
Online classes
Faculty

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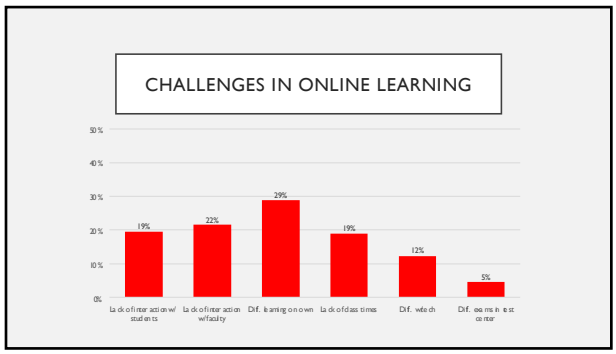
CHALLENGES IN ONLINE LEARNING
50%
40%
30%
20%
10%
0%
19%
22%
29%
19%
12%
5%
Lack of interaction w/ students
Lack of interaction w/faculty
Dif. learning on own
Lack of class times
Dif. w/tech
Dif. exams in test center

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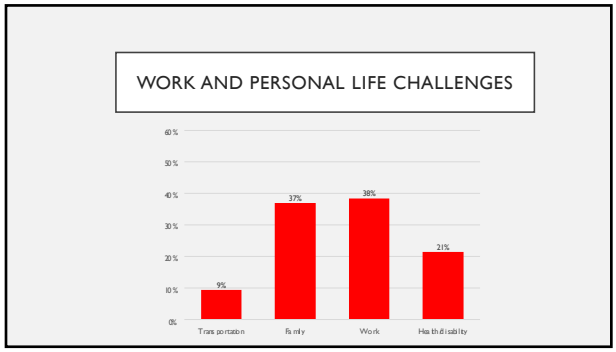
WORK AND PERSONAL LIFE CHALLENGES
60%
50%
40%
30%
20%
10%
0%
9%
37%
38%
21%
Transportation
Family
Work
Health/disability

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WORK AND FAMILY CHALLENGE DETAILS

- 22% indicated that work hours do not give them enough time to study
- 14% said work interferes with class schedules
  - 18% indicated they had trouble registering for courses (full, not offered when needed not offered in semester needed)
- 26% indicated difficulty balancing family demands and school

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CONCLUSIONS

- Community college students experience an array of challenges to their success
- Not all students experience the same challenges
- If we want to move the needle on student success and enhance social mobility, we need good data and we need to act on these data

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IMPLICATIONS FOR POLICY AND PRACTICE

- Challenges students experience can be ameliorated by college actions
  - Faculty development focused on online learning
  - Advising students about online classes
  - Course schedules that accommodate busy work and personal lives
- Increased need-based aid for students
- Direct funding to community colleges aimed at student support

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THANK YOU!

Questions, comments, observations?

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