

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



OLD DOMINION
UNIVERSITY



THE
UNIVERSITY
OF IOWA

NC STATE
UNIVERSITY

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

BACKGROUND ON THE RISC

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

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

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

PRESENTING DATA FROM OUR COMMUNITY COLLEGE SURVEY

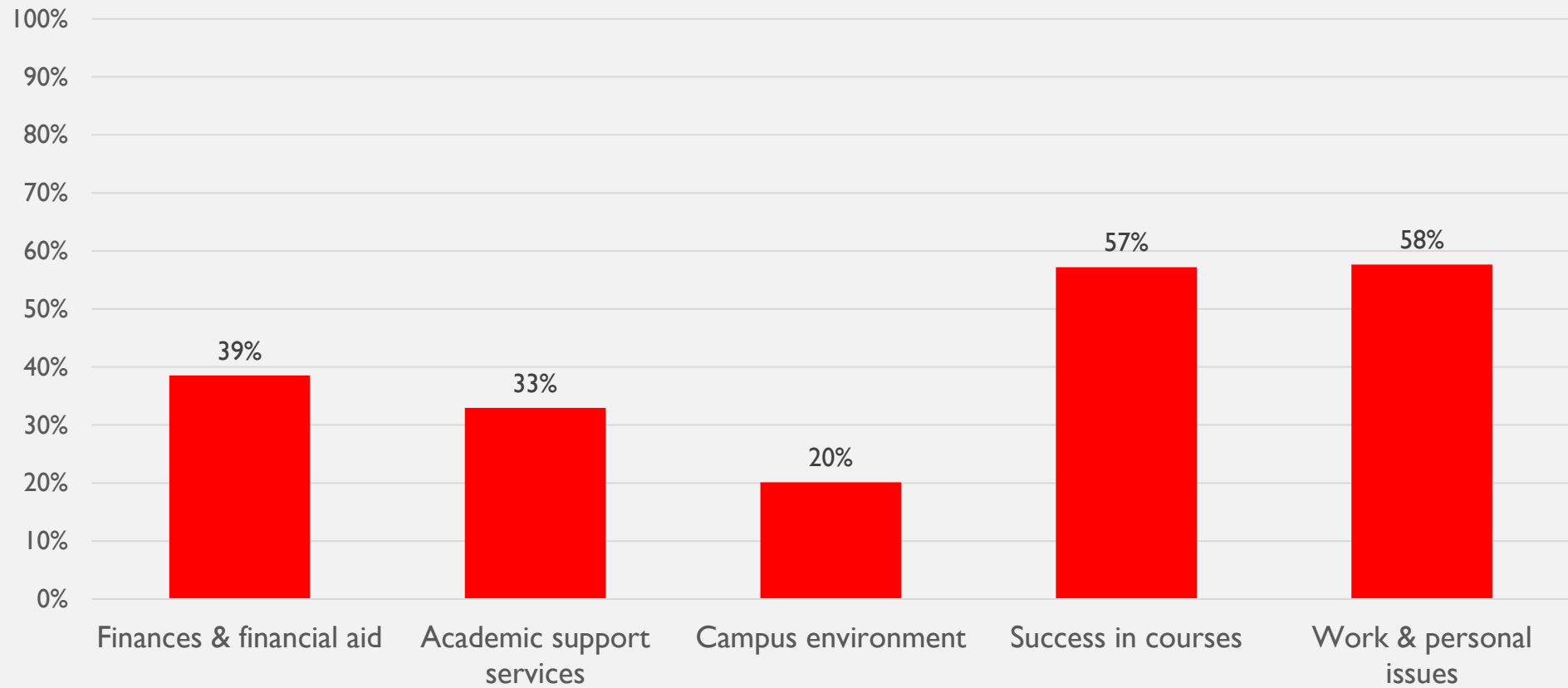
- Community colleges have the incredible capacity to enhance social mobility
 - Geography
 - Open enrollment
 - Developmental education
 - Relatively low cost
 - Intentional scheduling
- 38,880 students from 41 US community colleges

CHALLENGES STUDENTS FACE

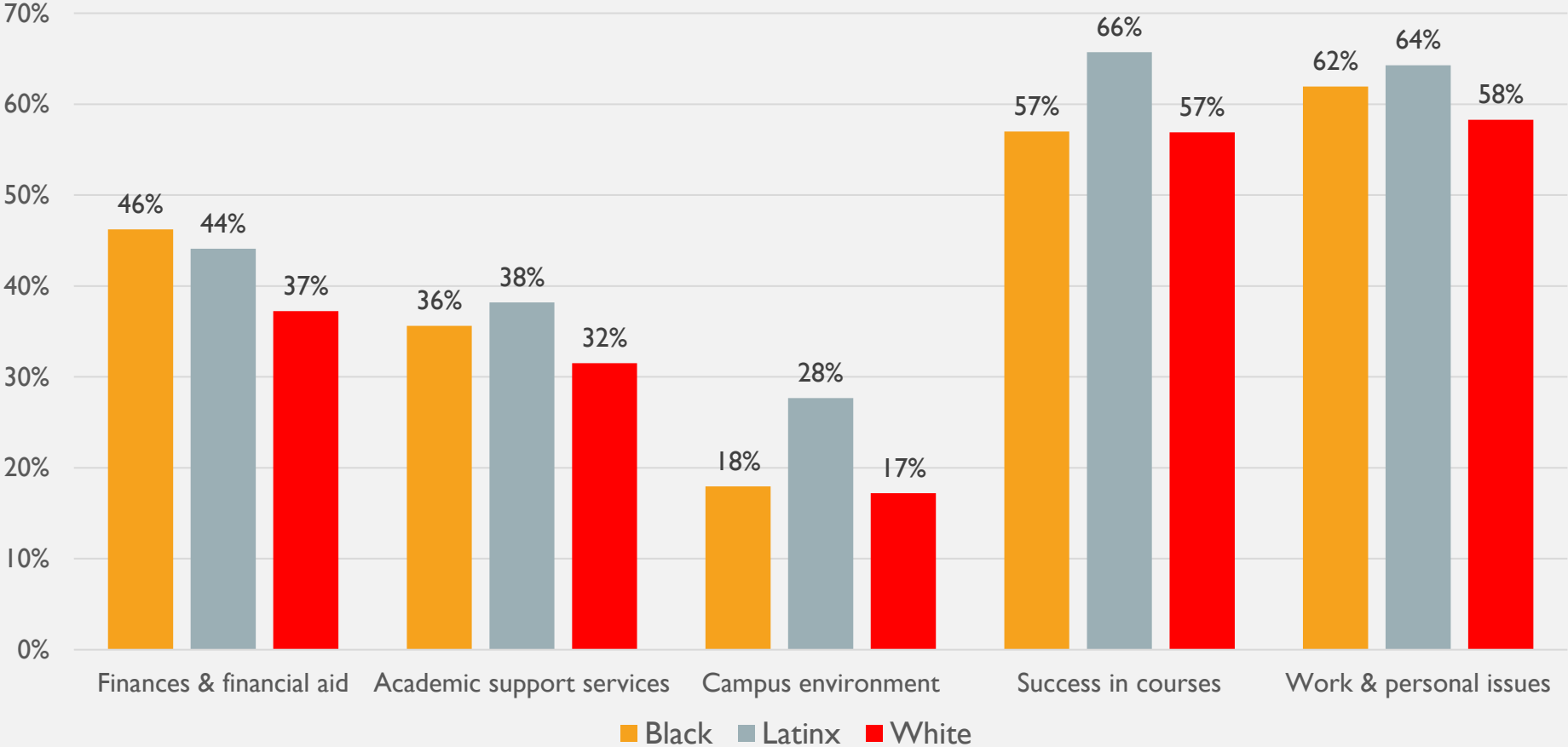
OVER 80 UNIQUE
CHALLENGES TO STUDENT
SUCCESS ACROSS FIVE
DIFFERENT AREAS

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

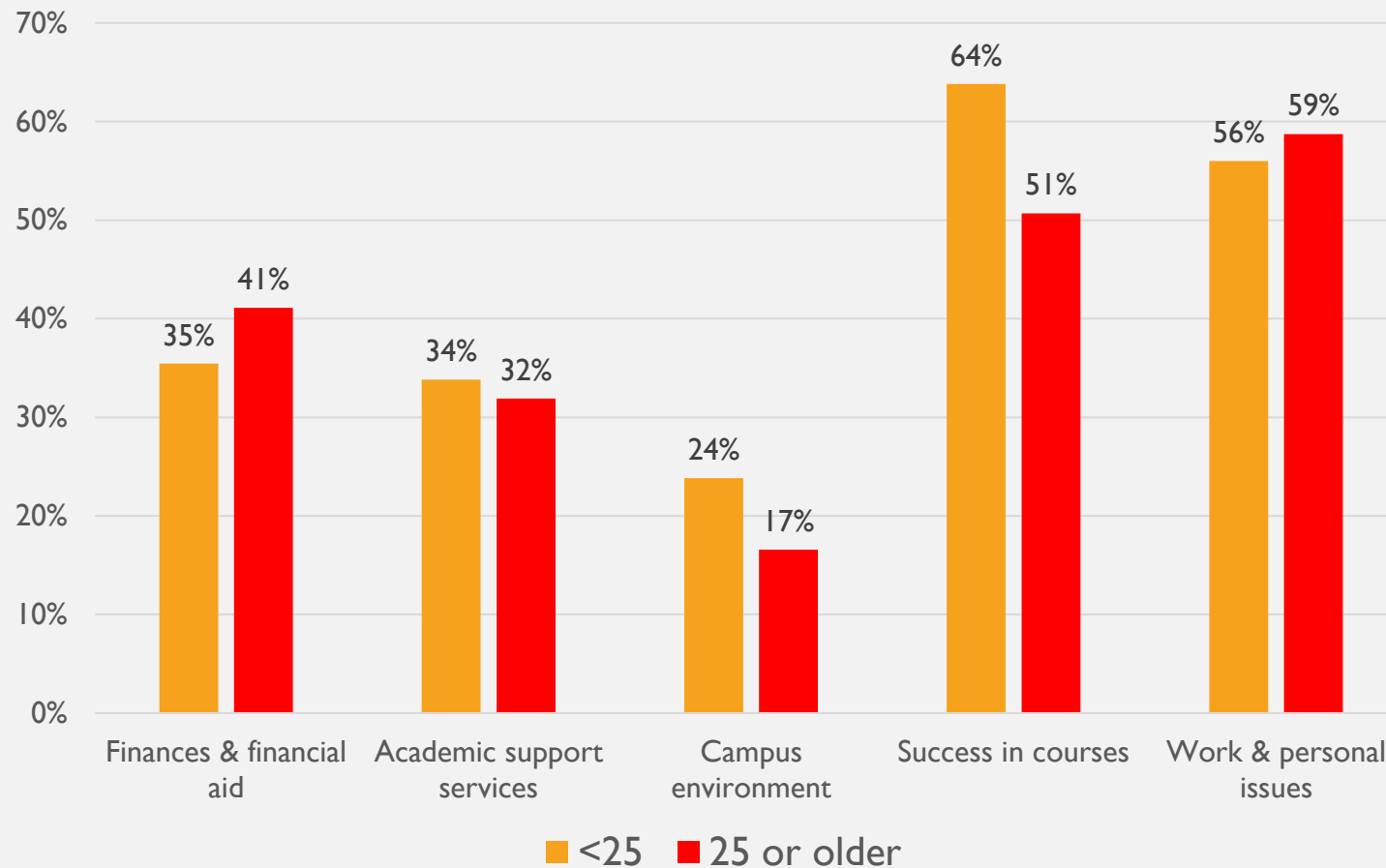
BROAD CHALLENGE AREAS




CHALLENGES BY SELECT RACIAL/ETHNIC GROUPS



CHALLENGES FOR ADULT LEARNERS



COLLECT DETAILED DATA ON CHALLENGES BY LEVERAGING BRANCHING


0%  100%

Think about your **success in courses**. Have you had any challenges in the following areas?

	Yes	No
Online classes	<input checked="" type="radio"/>	<input type="radio"/>
Developmental courses (math, reading and writing)	<input type="radio"/>	<input checked="" type="radio"/>
Faculty	<input type="radio"/>	<input checked="" type="radio"/>
Doing college-level work	<input type="radio"/>	<input checked="" type="radio"/>

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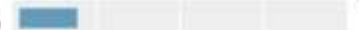
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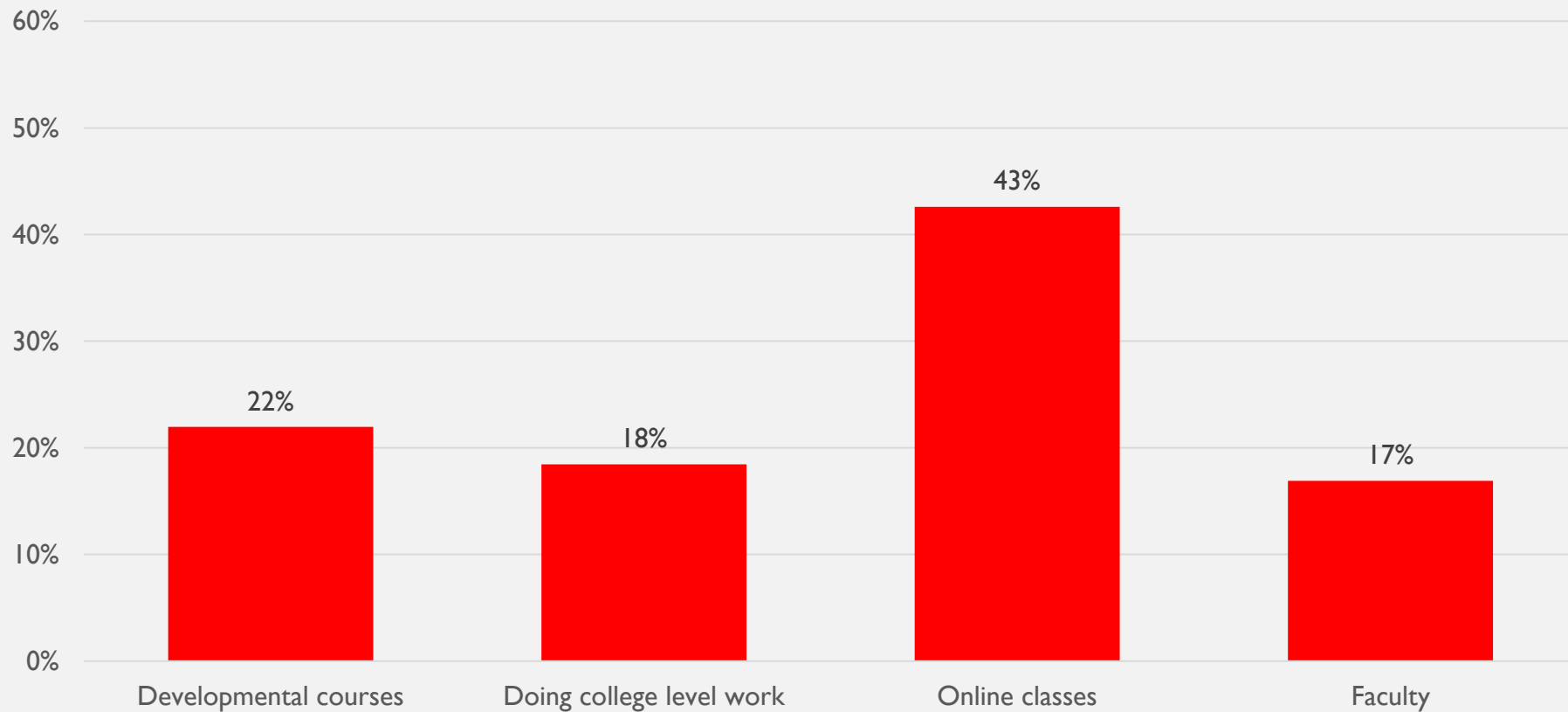
What issues did you have with **online classes**?

Please check all that apply.

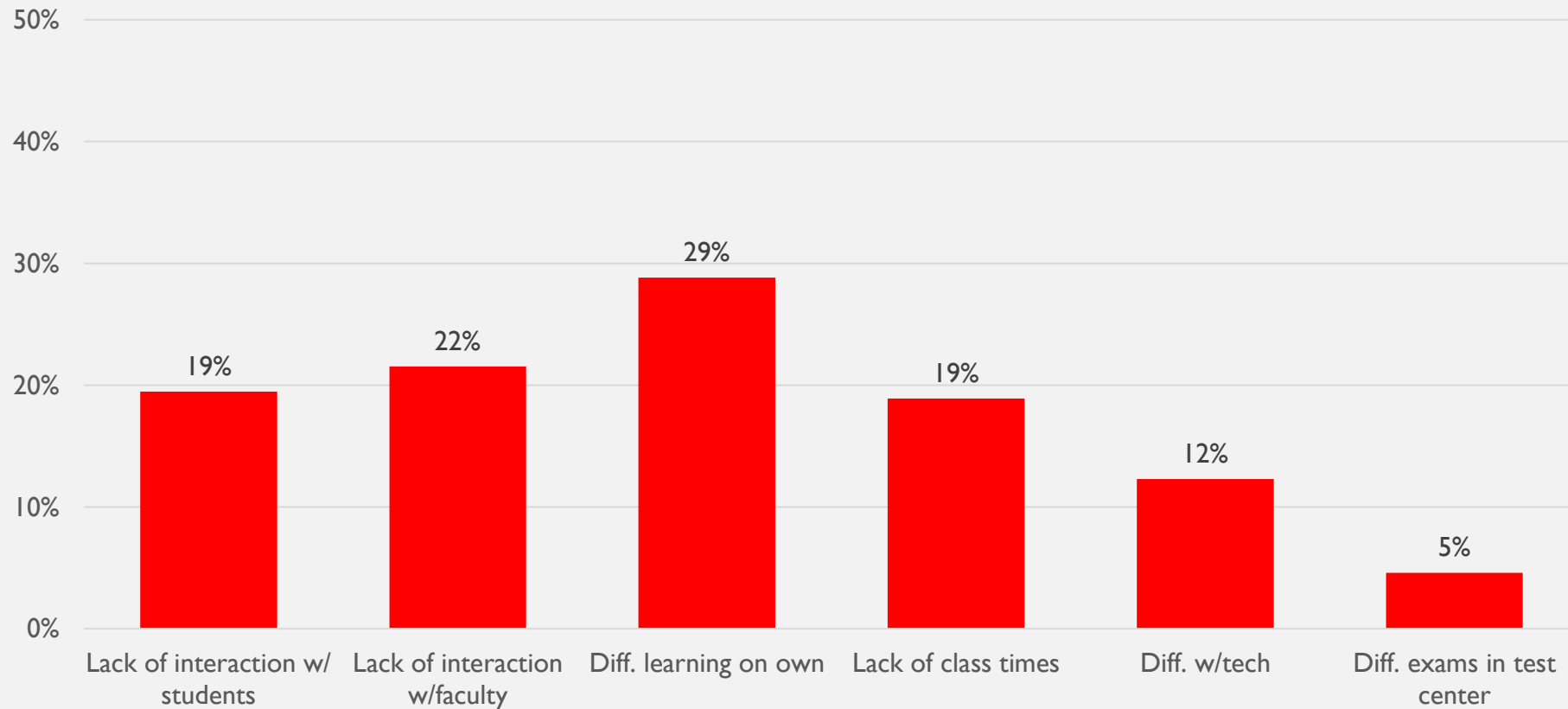
- Difficulty learning the material on my own
- Difficulty taking exams at testing center
- Difficulty using course technology
- Difficulty keeping up because of no regular class times
- Lack of interaction with other students
- Lack of interaction with faculty
- None of the above

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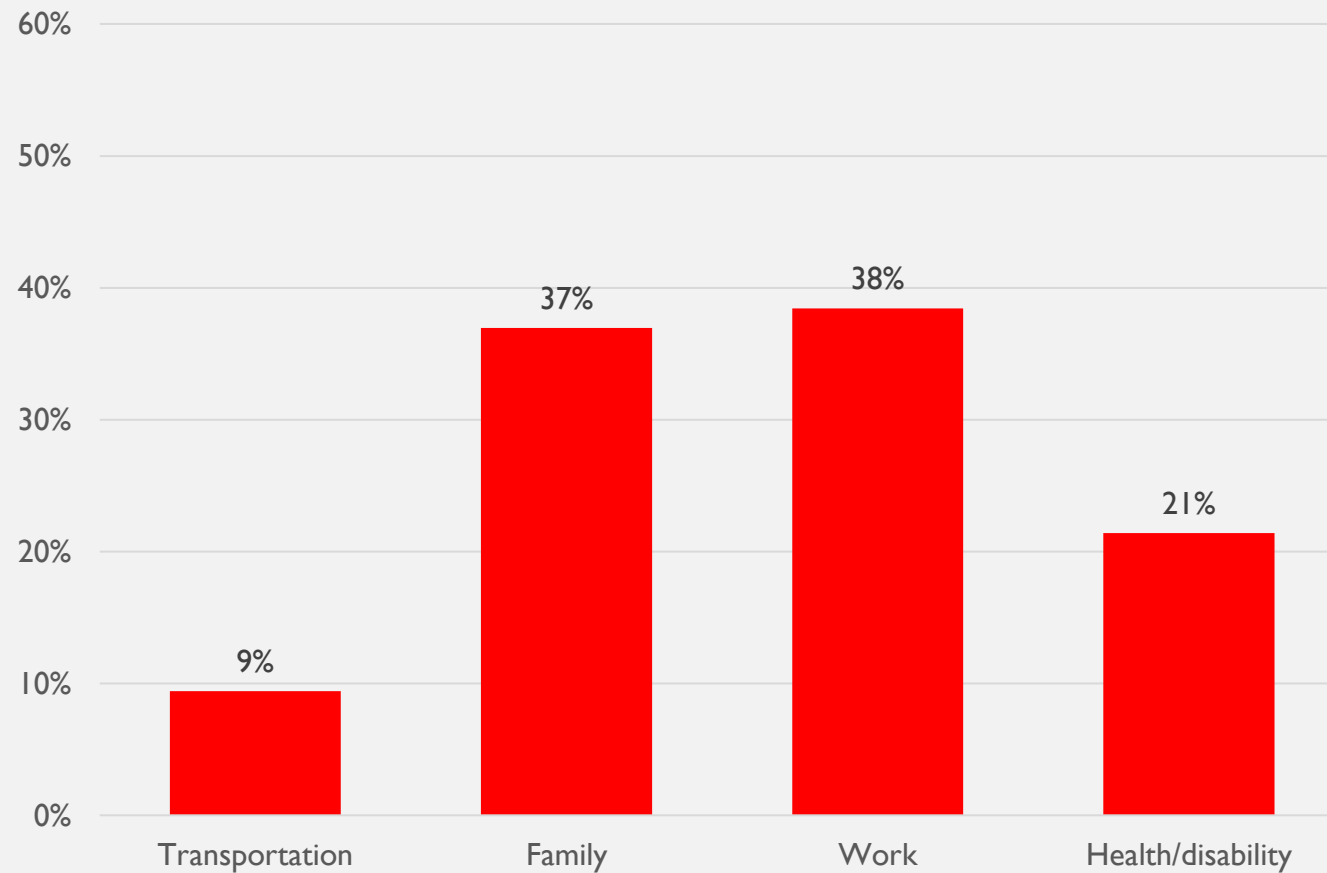
CHALLENGES TO SUCCESS IN COURSES



CHALLENGES IN ONLINE LEARNING



WORK AND PERSONAL LIFE CHALLENGES



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

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

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

THANK YOU!

Questions, comments, observations?

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