

Research & Analysis

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STUDENT GOALS AND SATISFACTION: RESULTS OF THE 2007 CCSSE ADMINISTRATION

The Community College Survey of Student Engagement (CCSSE) addresses several important questions pertaining to students, including:

- What are our students' goals?
- What issues keep students from persisting toward their goals?
- How satisfied are students with the College and its services?

This brief will address the questions above and compare results for HCC to the results from the 2006 CCSSE administration.

Educational Goals

Students responding to the survey were given the opportunity to mark Primary Goal, Secondary Goal, or Not a Goal to a list of possible goals for attending their particular college. The results for Primary Goal and Not a Goal are listed in the table below.

Similarly to the 2006 administration, the top primary goals of our students are to obtain an associate degree (72.6%), followed by transferring to a 4-year college or university (67.4%). The items that were listed as *not* being goals were completing a certification program (57.6%) and changing careers (51.6%).

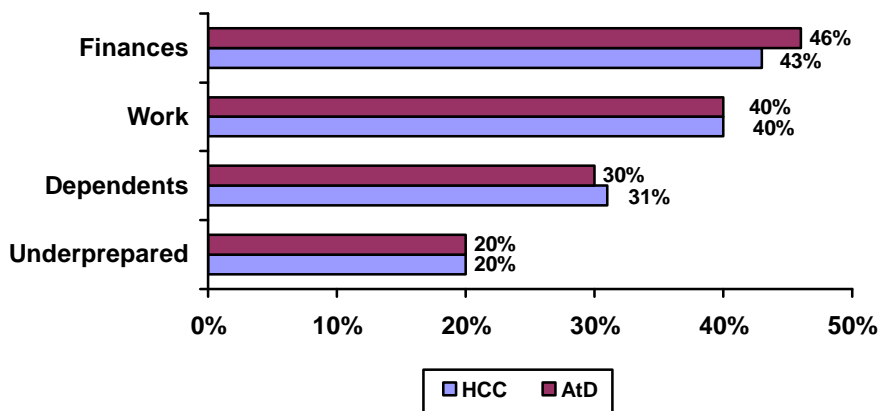
Education Goals	Primary Goal		Not a Goal	
	HCC		HCC	
	2006	2007	2006	2007
Obtain an associate degree	70.3%	72.6%	12.4%	12.3%
Transfer to a 4-year college or university	67.3%	67.4%	12.1%	13.6%
Self-improvement/personal enjoyment	39.8%	36.6%	30.1%	27.0%
Obtain or update job-related skills	35.9%	33.3%	36.4%	36.7%
Change careers	22.1%	29.9%	61.9%	51.6%
Complete a certification program	28.3%	26.4%	55.8%	57.6%

Barriers to Goal Attainment

CCSSE also asks students to indicate the issues that would require them to withdraw from college. In other words, what keeps students from achieving their educational goals? The percent of students who report that the various factors would result in their “withdrawing from class or from college” are noted in the graph below. They include

- Lack of finances;
- Working full-time;
- Caring for dependents; and
- Academically under-prepared.

Barriers to Persistence 2007



Student Satisfaction with the College

The survey asks a number of questions useful in measuring the satisfaction of students. One is whether a student would recommend this college to a friend or family member. At Hillsborough Community College 93.3% (95.4% AtD) report they would make such a recommendation. Another item asks students to evaluate their entire educational experience. Eighty four percent (86.8% AtD) describe their experience as *Good* or *Excellent* and only 1.9% (1.0% AtD) rate their experience as *Poor*.

Another measure of student satisfaction is the percent of returning students. Seventy one percent (64.8% AtD) of the students indicate that they plan to enroll in this college within the next 12 months, while 13.8% (12.0% AtD) report that they have accomplished their goals and will not be returning. Fifteen percent (23.1% AtD) report they are uncertain or have no plans to return.

Satisfaction with Services

The following table displays satisfaction with a number of key academic and student support services. It displays the percent of students who report they were *Somewhat* or *Very Satisfied* with the service by HCC for the last three CCSSE administrations, and compares the results to the Achieving the Dream consortium and the national cohort.

Service	HCC Satisfaction			AtD	Nation
	2004	2006	2007		
				2007	2007
Academic advising/ planning	69.6%	64.9%	71.7%	71.0%	71.1%
Career counseling	41.0%	34.9%	36.7%	48.3%	45.3%
Job placement assistance	15.3%	13.5%	16.3%	24.1%	22.9%
Peer or other tutoring	37.1%	36.7%	39.3%	42.5%	39.5%
Skill labs (writing, math, etc.)	54.4%	53.7%	53.7%	52.5%	50.4%
Child care	8.8%	7.4%	9.1%	13.6%	11.8%
Financial aid advising	40.1%	43.0%	44.5%	51.0%	50.3%
Computer lab	69.1%	65.2%	66.1%	74.3%	71.4%
Student organizations	22.7%	20.3%	25.4%	29.2%	28.2%
Transfer credit assistance	29.0%	27.6%	27.7%	38.4%	37.6%
Services to students with disabilities	14.0%	17.8%	16.1%	18.8%	17.5%

Conclusion

The top primary educational goals of HCC respondents focused on *Obtaining an Associate degree* (72.6%) and *Transferring to a 4-year college or university* (67.4%). These two items were also the top rated within the last CCSSE administration. Similar to 2006, *Completing a certification program* was the item 57.6% of HCC respondents considered as being “Not a goal.”

Barriers to goal attainment among the HCC respondents were similar to the last administration. The survey asked for the main factors that would result in the student “withdrawing from class or from college” to which 43% of respondents stated that *Lack of finances* was the main barrier.

Finally, with regard to student satisfaction of services, there was one item in which there has been an increase with each administration. *Financial aid advising* satisfaction increased from 40.1% in 2004 to 43% in 2006, and is now at 44.5%. Contrary to the previous two administrations, HCC scores for two items were higher than both the AtD and the Nation. Those items were *Academic advising and planning*, and *Skill labs*.

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