

# Research & Analysis

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## STUDENT GOALS AND SATISFACTION: RESULTS OF THE 2006 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 Achieving the Dream (AtD) consortium, of which we belong.

### 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.

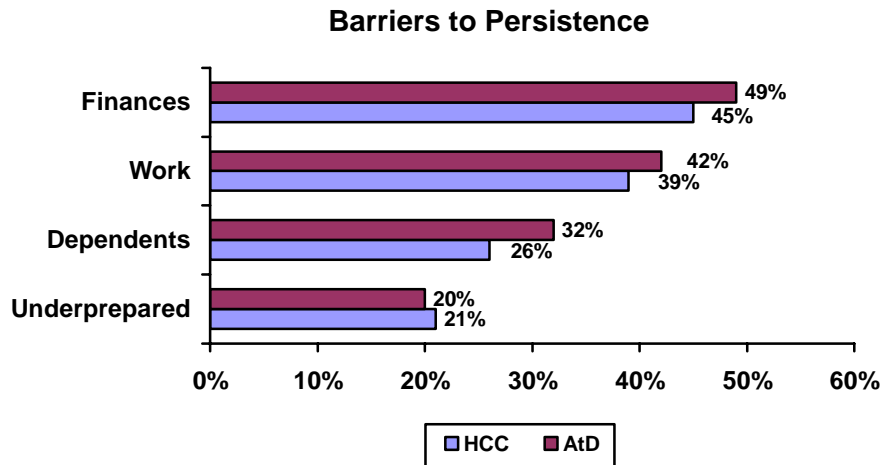
Notably, there are larger proportions of HCC students, when compared with AtD results, with goals of 'obtaining an Associate degree' and 'transferring to a four year college/ university' at 70.3% (56.9% AtD) and 67.3% (57.1 AtD), respectively. Students listed 'changing careers' at the bottom of their list of primary goals.

| Education Goals                            | Primary Goal |       | Not a Goal |       |
|--|--------------|-------|------------|-------|
|  | HCC          | AtD   | HCC        | AtD   |
| Obtain an associate degree                 | 70.3%        | 56.9% | 12.4%      | 20.9% |
| Transfer to a 4-year college or university | 67.3%        | 57.1% | 12.1%      | 21.3% |
| Self-improvement/personal enjoyment        | 39.8%        | 43.9% | 30.1%      | 24.5% |
| Obtain or update job-related skills        | 35.9%        | 39.8% | 36.4%      | 32.4% |
| Complete a certification program           | 28.3%        | 28.2% | 55.8%      | 51.7% |
| Change careers                             | 22.1%        | 27.1% | 61.9%      | 54.8% |

## 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.



As shown above, HCC students rated the barriers lower than the AtD consortium except for *Academic underpreparation*.

## 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 94.2% (95.7% AtD) report they would make such a recommendation. Another item asks students to evaluate their entire educational experience. Eighty two percent (87.7% AtD) describe their experience as *Good* or *Excellent* and only 1.8% (1.1% AtD) rate their experience as *Poor*.

Another measure of student satisfaction is the percent of returning students. Seventy three percent (63.0% AtD) of the students indicate that they plan to enroll in this college within the next 12 months, while 9.5% (11.1% AtD) report that they have accomplished their goals and will not be returning. Seventeen percent (25.9% AtD) report they are uncertain or have no plans to return.

## Satisfaction with Services

The following table displays use, satisfaction, and importance of a number of key academic and student support services. The second column reports the percent of HCC students who say that they used the service either *Sometimes* or *Often*; the third and fourth columns display the percent of students who report they were *Somewhat* or *Very Satisfied* with the service by HCC compared to the Achieving the Dream consortium; and the fifth column reports the percent of students who rate the service as *Very Important*.

| Service                                | Use   | Satisfaction |       | Rated as Very Important |
|--|-------|--------------|-------|-------------------------|
|  |       | HCC          | AtD   |                         |
| Academic advising/ planning            | 49.5% | 64.9%        | 72.8% | 61.6%                   |
| Career counseling                      | 20.7% | 34.9%        | 49.7% | 48.6%                   |
| Job placement assistance               | 6.1%  | 13.5%        | 24.5% | 33.3%                   |
| Peer or other tutoring                 | 25.4% | 36.7%        | 46.9% | 39.1%                   |
| Skill labs (writing, math, etc.)       | 44.9% | 53.7%        | 55.4% | 49.5%                   |
| Child care                             | 2.8%  | 7.4%         | 13.5% | 25.5%                   |
| Financial aid advising                 | 44.1% | 43.0%        | 54.1% | 62.6%                   |
| Computer lab                           | 56.6% | 65.2%        | 73.6% | 56.9%                   |
| Student organizations                  | 11.4% | 20.3%        | 28.3% | 23.9%                   |
| Transfer credit assistance             | 19.2% | 27.6%        | 38.1% | 47.8%                   |
| Services to students with disabilities | 6.1%  | 12.3%        | 17.8% | 41.2%                   |

### Conclusion

The top primary educational goals of HCC respondents focused on *Obtaining an Associate degree* (70%) and *Transferring to a 4-year college or university* (67%). These two items were also the top rated within the AtD consortium, though to lesser degrees. *Completing a certification program* was the item 56% of HCC respondents considered as being “Not a goal.”

Barriers to goal attainment among the HCC respondents remain in the same order as the last administration. The survey asked for the main factors that would result in the student “withdrawing from class or from college” to which 45% of respondents stated that *Lack of finances* was the main barrier.

Finally, with regard to student satisfaction of services, there was only one item in which there was a slight increase from the last administration. *Financial aid advising* satisfaction increased from 40.1% in 2004 to 43% this year. However, similar to 2004 results, all HCC scores in this question fell below those of the consortium.

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