

The Higher Learning Commission Action Project Directory

Columbus State Community College

Project Details		
Title	Making Sense of CCSSE (Community College Survey of Student Engagement)	Status COMPLETED
Category	3-Understanding Students' and Other Stakeholders' Needs	Updated 09-22-2011
Timeline		Reviewed 10-04-2011
	Planned Project Kickoff 10-12-2010	Created 12-14-2010
	Actual Completion 10-12-2011	Version 1

1: Project Goal

A: The results of the project will be to develop a process to utilize CCSSE data that can be replicated for future college work. The project excludes processes that do not include the use of data or CCSSE. This project fits under the AQIP Systems categories of Understanding Students' and Other Stakeholders' Needs and Measuring Effectiveness.

In determining how to best utilize the CCSSE data, the college will develop a process which can be used when implementing other projects on campus. Through this process, employees of the college will be able to integrate data into their work.

2: Reasons For Project

A: Columbus State decided to participate in the Community College Student Survey of Student Engagement (CCSSE) because the institution lacked nationally normed data and was encouraged to participate by the Ohio Board of Regents (OBOR). The college was also initiating three projects focused on student success and student's first year experience. The purpose of this project is to define our process for collecting, analyzing, distributing and integrating data, as well as how to use data as a basis for decision making.

3: Organizational Areas Affected

A: *Making Sense of CCSSE* has a broad scope that will affect every stakeholder at the college - students, staff, administration, faculty, accrediting bodies, OBOR, external funders, and employers.

4: Key Organizational Process(es)

A: The CCSSE Committee will organize the dissemination of the data and coordinate feedback for how the process worked and how the data was used. Blackboard Communities and the Assessment Website are tools the committee will use to disseminate the data. The committee will also make presentations to targeted groups (chair meetings, governance meetings, others as appropriate). The committee's goal is to maintain a transparent process.

5: Project Time Frame Rationale

A: By the end of Winter Quarter, 2011, dissemination of the CCSSE data will be complete. By Winter Quarter, 2011, a form will be created that captures how groups are using the data. To complete the feedback loop, it is recommended that the college participate in the 2013 CCSSE and the CCFSSSE (the faculty survey) at an approximate cost of \$12,500 and \$900, respectively.

An assumption is that the CCSSE provides nationally normed data that can be used for benchmarking and self-analysis. However, it is understood that college groups or committees cannot be forced to use the data. Another consideration as part of the evaluation process is to determine if CCSSE is the proper tool for our needs.

6: Project Success Monitoring

A: An assumption is that the CCSSE provides nationally normed data that can be used for benchmarking and self-analysis. However, it is understood that college groups or committees cannot be forced to use the data. Another consideration as part of the evaluation process is to determine if CCSSE is the proper tool for our needs.

7: Project Outcome Measures

- A: Some of the measurements may be related to the State Share of Instruction (SSI). Analysis of the CCSSE may generate ideas, but groups may not be able to implement their suggestions. Regardless of the quality of the CCSSE data, if college groups do not have buy-in to CCSSE, the data will not be used effectively. In determining how to best utilize the CCSSE data, a process on how to use data will be developed. The process will be replicated with other campus groups that use data. The effectiveness will be assessed after other groups use it in their work.

Project Update

1: Project Accomplishments and Status

- A: The committee has met almost monthly from October, 2010 through August, 2011. The members of the committee examined the CCSSE survey results for statistically significant differences from the national mean. A summary of the data was shared with the campus community via the College's weekly electronic announcement *Update* and on the Colleges' assessment web page (<http://global.csc.c.edu/assessment/CCSSE.shtml>). In order to collaborate with other institutions, members of the committee contacted other Ohio community colleges that participated in the survey. From this we gathered ideas on how we might best use the data. The committee identified the following groups that might benefit from looking at the results of the survey: Arts & Sciences Success Committee, Undecided Majors Committee, New faculty orientation, Advising Services, Teaching Learning Technology Roundtable, and Career Technology Success Committee. These groups were given formal presentations on the CCSSE results and encouraged to visit the website to explore the data more thoroughly on their own. To provide easy access for everyone, the survey results were posted on the College's assessment webpage along with a data feedback form. The committee developed a process to use data in decision making.

The groups that were given presentations by representatives of the committee had an opportunity to complete a data feedback form. Five groups completed the form. The groups said they read the executive summary provided by CCSSE and the summary written by the committee. Two groups looked at specific questions related to their issues. One group found it interesting that 70% of new students did not take the Freshman Seminar course, which is designed to acclimate new students to college life. Also noted was that the majority of students stated they worked harder than they thought they could, but the average study time per week was only 5-10 hours for full-time students. Another group acknowledged that some of the results of the survey supported current initiatives on tutoring and students who are undecided on majors. Another group found it interesting that only 19% of students reported sometimes or often using the college career counseling office, but 46% thought career counseling was important. A general concern was raised about terminology in the survey and interpretation of the results. For example, a student might think of advising from an instructor but the survey is referencing the department. As a result of the data, several groups made recommendations in the areas of faculty development, advising, and orientation.

After reviewing the CCSSE survey results, the groups suggested other types of information they would like to have. One indicated it would be helpful to have the data pre-analyzed to highlight provocative findings. Another group asked for information about student attrition in distance learning courses. There was a general concern that some employees felt that while they thought the survey was interesting and sparked good conversations, they felt that they lacked the expertise to effectively use the data. Another group said that the Service Learning Committee would benefit from this data.

Google analytics was used to track activity on the web page that stored the CCSSE results. From February through August, 2011, the CCSSE webpage on the CSCC website was viewed 474 times which included 281 unique views.

2: Institution Involvement

- A: By the membership of the committee, the College demonstrated it was committed to broad support of the Action Project. Members on the committee include two deans, two chairs, four faculty, a supervisor from advising, and the director of disability services. The work of the committee has been kept on the College's priority list by its presence on the agenda of monthly meetings of the AQIP Steering Committee. Six campus groups (Arts & Sciences Success Committee, Undecided Majors Committee, New Faculty Orientation, Advising Services, Teaching Learning Technology Roundtable, and Career Technology Success Committee) were given presentations about the results of the survey.

After the process to utilize data in decision making was developed, it was shared with the AQIP Steering Committee. The process was approved by the committee and it was presented to the College Planning Forum.

3: Next Steps

A: There are two aspects of the next steps for this project. One is a recommendation from the committee that the College conduct another CCSSE survey in 2013. In the mean time, the College will track decisions that have been made based on the CCSSE data and see if there were differences on the 2013 survey. To get a more complete picture of student engagement, it is also recommended that the faculty participate in the Community College Faculty Survey of Student Engagement (CCFSSE) in 2013. The committee recommends that participating in these surveys should be a joint effort between the Academic Affairs and Student Affairs Offices. The fee for the CCSSE is approximately \$12,950 and the CCFSSE fee is \$925 and must be completed in conjunction with the CCSSE.

The second is the development of a process to utilize data for the College. The committee has submitted this process to the President and recommends that it be integrated into the College's work and decision making.

4: Resulting Effective Practices

A: Once developed and refined, this process for utilizing data should be general enough to be used at any institution.

5: Project Challenges

A: The process to utilize data is defined and has been submitted to the President. Institutionalizing the process is a remaining challenge. At least two issues need to be addressed. One is that it would be helpful to provide training for how to effectively use data in decision making. Second is that the College needs to develop a centralized, searchable, data repository.

Update Review

1: Project Accomplishments and Status

A: Columbus State Community College (CSCC) is to be commended in taking on this project. Understanding the needs of the students and other stakeholders is important if a college is to grow and flourish.

Over the last year CSCC has examined the results of the CCSSE survey and shared those results with the campus community. CSCC has also contacted other community colleges that participated in the survey and as a result of those contacts seven academic groups were identified within CSCC that could benefit from this shared data. The CSCC AQIP team participated in formal presentations with the seven groups, established a website to access the information presented and developed a data feedback form. The committee also established a process of how to best use this survey data in the decision making process. This is significant progress for this project and your AQIP Team should feel good regarding it's progress.

Five of the seven groups completed the data feedback form and two of the five looked at specific questions related to their specific issues. We recognize that you cannot force your groups to utilize the data presented; however, the team may want to look at some form of incentive that might encourage others groups to come into the fold. It may be necessary for someone in upper administration to "nudge" the non-participating groups; however, we are well aware this could backfire. You do not want this to appear to be a top-down exercise.

Survey data of this type is sometimes difficult to interpret and apply. It may be necessary for the team to bring in someone from the outside that can help you make use of the survey data. The Higher Learning Commission and AQIP could suggest someone, if needed.

2: Institution Involvement

A: The CSCC AQIP Team succeeded in reaching out to a number of people and groups on the CSCC campus. With the result of having a process developed to utilize the data presented to the AQIP Steering Committee and the College Planning Committee, the Action Project Committee should feel good regarding their first year of accomplishments. It will be interesting to read the team's next report as to how all of this was accepted.

3: Next Steps

A: The decision to conduct another CCSSE Survey is an outstanding next step. The lessons learned from the initial survey can be applied when developing questions for the 2013 survey. Your team also recognized the importance of including a faculty survey in 2013. Having faculty involvement will go a long way toward having the entire campus "buy-in" to this project. Again, this is good forward thinking from the committee. The second "next step" is to bring the college president into the fold. The committee recognizes the importance of having this level of administration involved in the project, and the president can be very instrumental in promoting the action project and the 2013 survey. AQIP produces materials that the president could utilize in helping him promote your project over the next year or so. Your next steps are well in line with needs of this project. Keep up the good work.

4: Resulting Effective Practices

A: Your statement regarding using the data generated for any institution is right on the money, and once the project has ended it will be interesting to see how all of this is applied. I would encourage you to think about other "Effective Practices" your team has already realized. Your involving faculty and your president are two effective practices that you have put into play. Again, it would be a good exercise for the team to think of others.

5: Project Challenges

A: The challenge presented is a big one. You are trying to institutionalize the data. This is the ultimate goal of most AQIP projects and depending on the institution, this process can be long and arduous or relatively quick and smooth. Your involvement of the college president will help the rest of the campus understand the importance of your project and should accelerate institutionalizing your results. Also, AQIP can help you with the training on how to effectively use the data. Please do not hesitate to contact us if needed.

Developing a centralized data repository can be a challenge; however, this may be another area where outside help could play a significant role. I would start with your peer institutions. They may not have a system on the scale to meet your needs, but they may have a system in place that, if expanded and tweaked, could satisfy the scope of this project.

Again, AQIP can give you direction on this, if needed. We are here to help.

The institution is making reasonable progress toward completion of the project *and* development of an institution-wide continuous quality improvement culture

Project Outcome

1: Reason for completion

A: The objectives of the Action Project Charter were attained. Specifically, at least six different groups on campus were given presentations on the results of the CCSSE survey. Second, based on the experience of disseminating the CCSSE results to the campus, an outline was written to generalize a process in which any data could be shared and used in decision making on campus.

2: Success Factors

A: Through this project, we were able to share the results of the CCSSE survey to a wide spectrum of groups on the campus. Because chairs of these groups completed surveys, we were able to see what the groups thought was helpful about the data, suggestions for other data, and how they used the data in their group. Because we are becoming a campus dedicated to data driven decision making,

the outline of a process to use data in decision making should prove to be a good starting point

3: Unsuccessful Factors

A: Relative to the project itself, there were no unsuccessful aspects because the objectives of the project were accomplished. The challenge remains for the College to formalize how it uses data in decision making.