

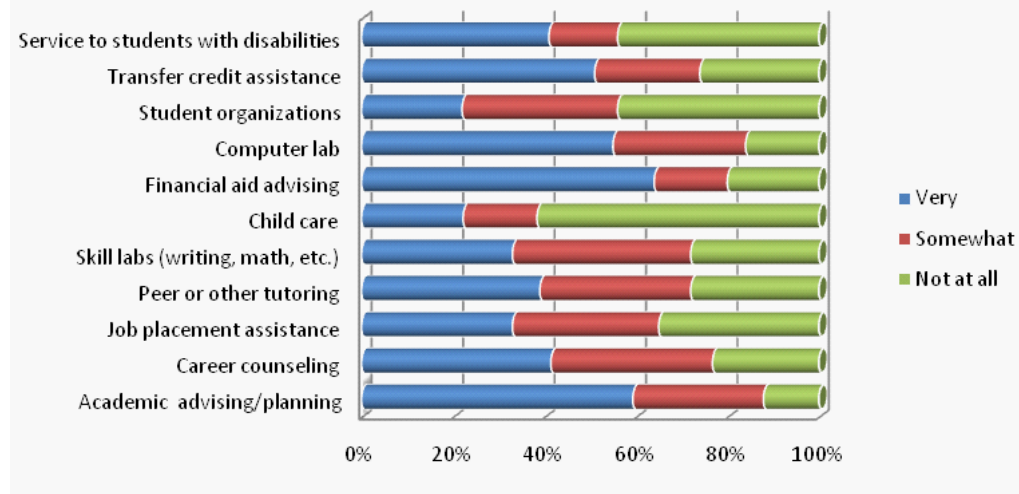
## Student Services: Importance

Note: "NA" was not an answer option for this question. Financial aid advising was seen as very important for 64 percent of the respondents, followed by computer labs with 55 percent, and academic advising/planning with 54 percent. Once again, childcare came in the lowest, with 22 percent of the respondents saying that it was very important (compared with 27 percent in 2007), followed by student organizations, also very important to only 22 percent of the survey respondents, unchanged from 2007. Notably, transfer credit assistance, skill labs (writing, math, etc.), and peer or other tutoring were perceived as very important

or important in higher levels than their usage levels might suggest.

Overall, students perceived the most fundamental services to be advisement, financial aid, computer labs, and tutoring. Students say they used these services, they were satisfied with them and they valued them. In contrast, survey responses indicated that childcare services and student organizations were central to a much smaller part of the student body.

How important are the following services to you:



# CCSSE SNAPSHOTS

report on the community college survey of student engagement

## Student Services:

Which services do students use and what do they think about them?

### TC3 – Community College Survey of Student Engagement (CCSSE) 2009

Tompkins Cortland Community College  
Office of Institutional Research

In 2009 TC3 surveyed 661 of our students in 53 classes as part of the national Community College Survey of Student Engagement (CCSSE). This is the second in a series of reports based on our findings from the survey. To find out more about the CCSSE, why TC3 is involved in it, and how the results are being used by the College, see CCSSE Snapshots Spring 2010, which is available on the TC3 website at [http://www.TC3.edu/docs/ir/ccsse\\_snapshot\\_spring\\_2010.pdf](http://www.TC3.edu/docs/ir/ccsse_snapshot_spring_2010.pdf).

#### Student Services

The CCSSE includes a series of questions on student services to help participating colleges assess and improve their interactions with students. Students were asked: "(1) HOW OFTEN you use the following services, (2) HOW SATISFIED you are with the services, and (3) HOW IMPORTANT the services are to you AT THIS COLLEGE."

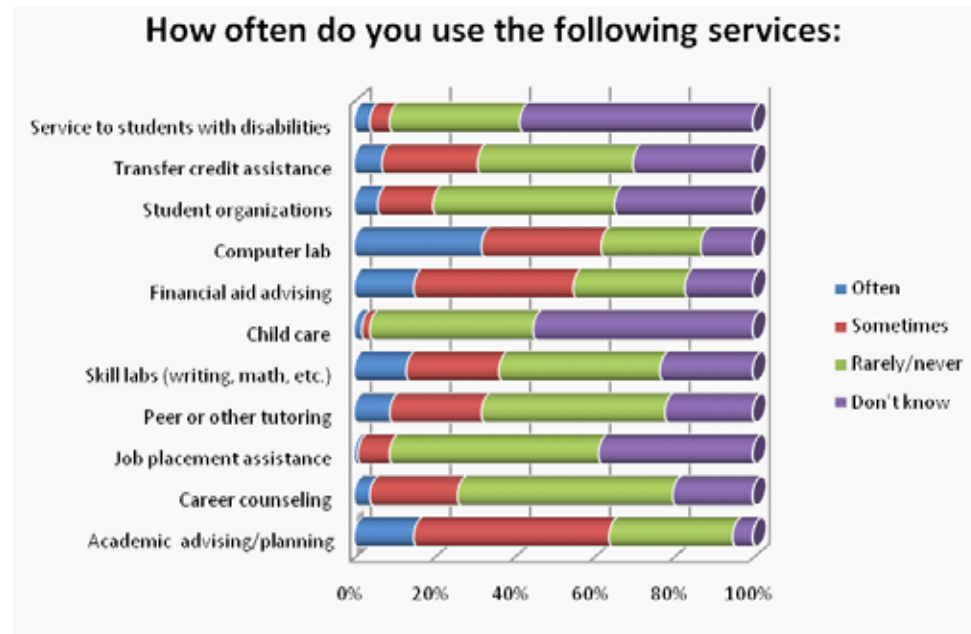
Continued inside



## Student Services: Usage

The first table shows that while all services are used by some students, the range of use varies considerably. About 65 percent of the students (388) responding to this question said that they made use of academic advising and planning, while 31 percent (187) said they rarely or never used advising, and 5 percent said they didn't know. Looking a little deeper, 39 percent of part-time students and 28 percent of full-time students said they rarely or never used advising. The next highest service in terms of usage is computer labs, which are used often by 32 percent and some

times by 30 percent of the respondents. At the other end of the scale, only 4 percent of the students responding said they often or sometimes used childcare services, a proportion that is roughly the same for full- and part-time students. About 9 percent of the respondents indicated they used services for students with disabilities often or sometimes, and a similar proportion said they used job placement services, while 20 percent said they used student organizations often or sometimes.

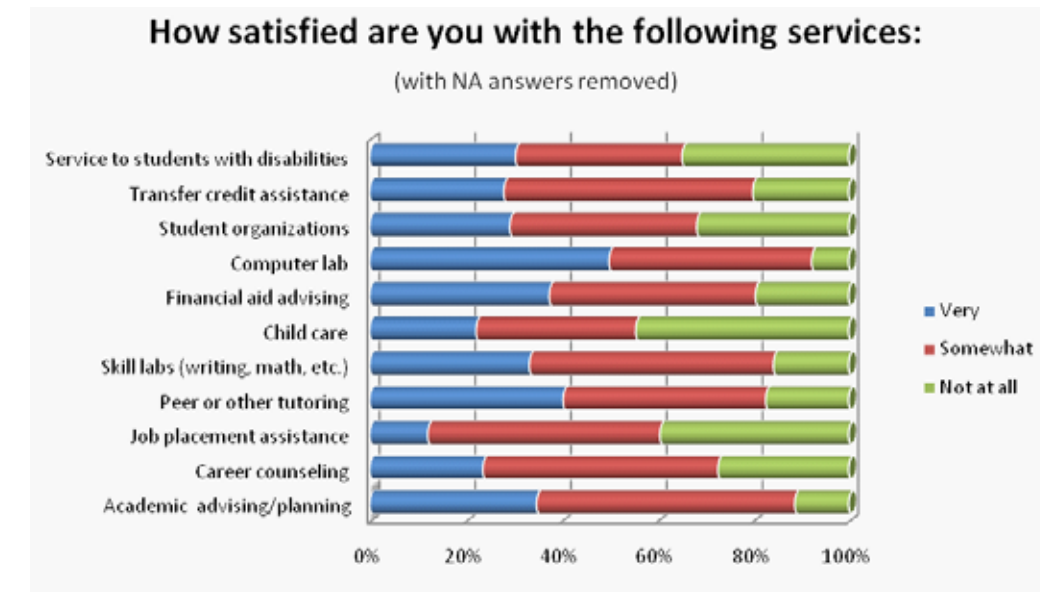


## Student Services: Satisfaction (Adjusted)

The highest levels of satisfaction were with the services with the highest levels of usage: Academic advising/planning and computer labs with 89 percent of the respondents very satisfied or somewhat satisfied and computer labs with 50 percent very satisfied and 43 percent somewhat satisfied. These are both an increase from the last CCSSE in 2007 when 72 percent of the respondents were very satisfied or somewhat satisfied with academic advising/planning and 69 percent very satisfied or somewhat satisfied with computer labs.

Similarly, lower levels of satisfaction were reported for services used less frequently, even after removing "NA" responses: 44 percent of the respondents said they were not at all satisfied with childcare, and 40 percent with job placement services.

Lastly, the survey asked how important students felt these services were. This can be seen as a gauge of whether or not students intend to use the services in the future, as well as how central these services are to achieving their academic goals.



## Student Services: Satisfaction

Note that students were able to rate the satisfaction of services they said they did not use. To adjust for this, students who said a particular service was not applicable to them were removed and the table was recalculated using only those students who gave answers other than "NA" on this question.

