



Student Services

Spring 2017 Survey & Focus Group Findings

Presented on September 22, 2017

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The overall composition is clean and modern.

Presented by
Dr. Lisceth Brazil-Cruz
Planning, Research &
Student Success Office

Data Design

- Mixed Methodology
 - Quantitative - Survey
 - Qualitative - Focus Groups
 - Graduating Seniors
 - Chicanx/Latinx Students
 - Veteran Students
- Staff input - Fall 2016
 - Student Service Counsel
 - Counseling Department
- Piloting Instruments
 - Student Ambassadors
 - Research Methods Course - Prof.Kirschner

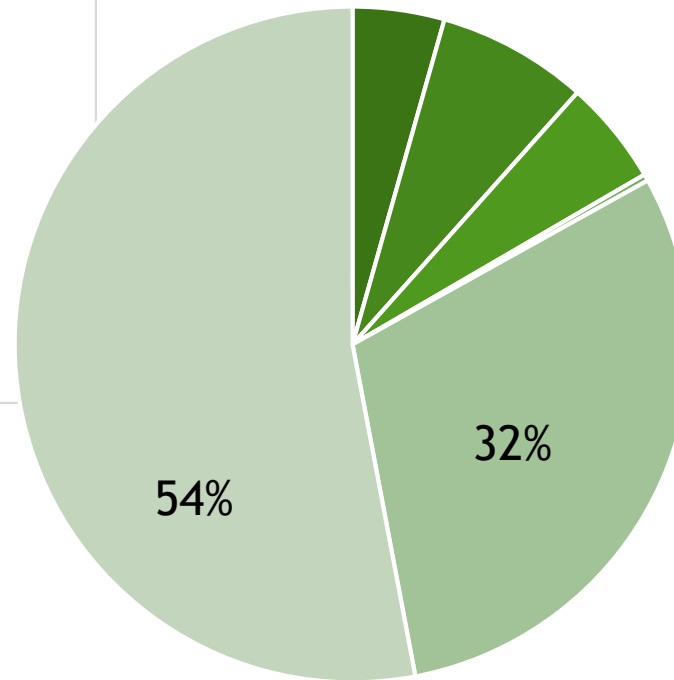
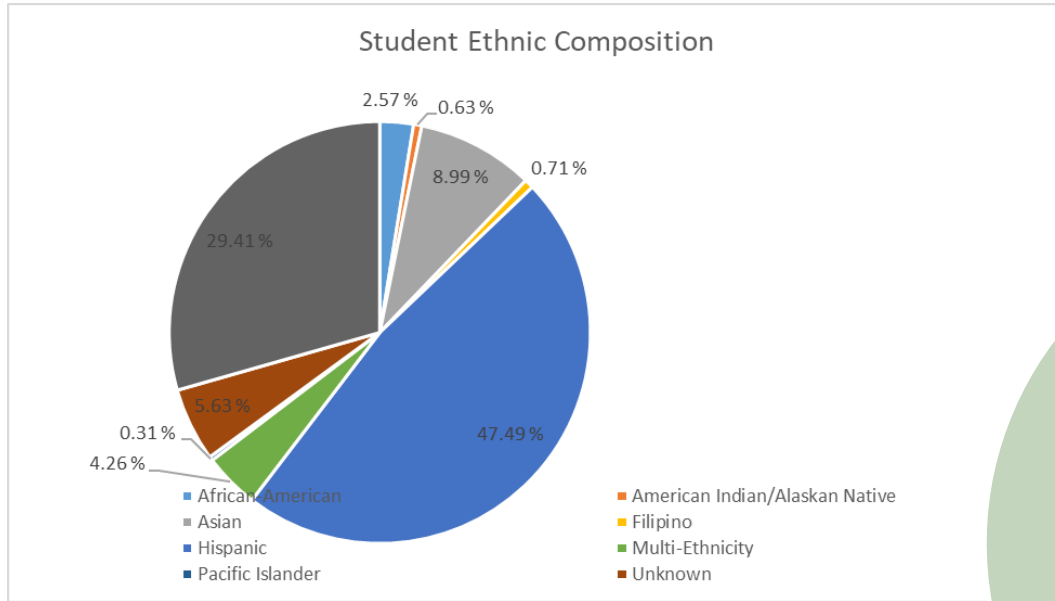
Implementation

- Recruitment
 - English Courses by Instructor agreement 86% of participants
 - Student Services 14% of participants
- Time Frames
 - Surveys implemented in Spring Semester
 - Focus groups in Spring Semester & Summer Session

Confidentiality



Sample

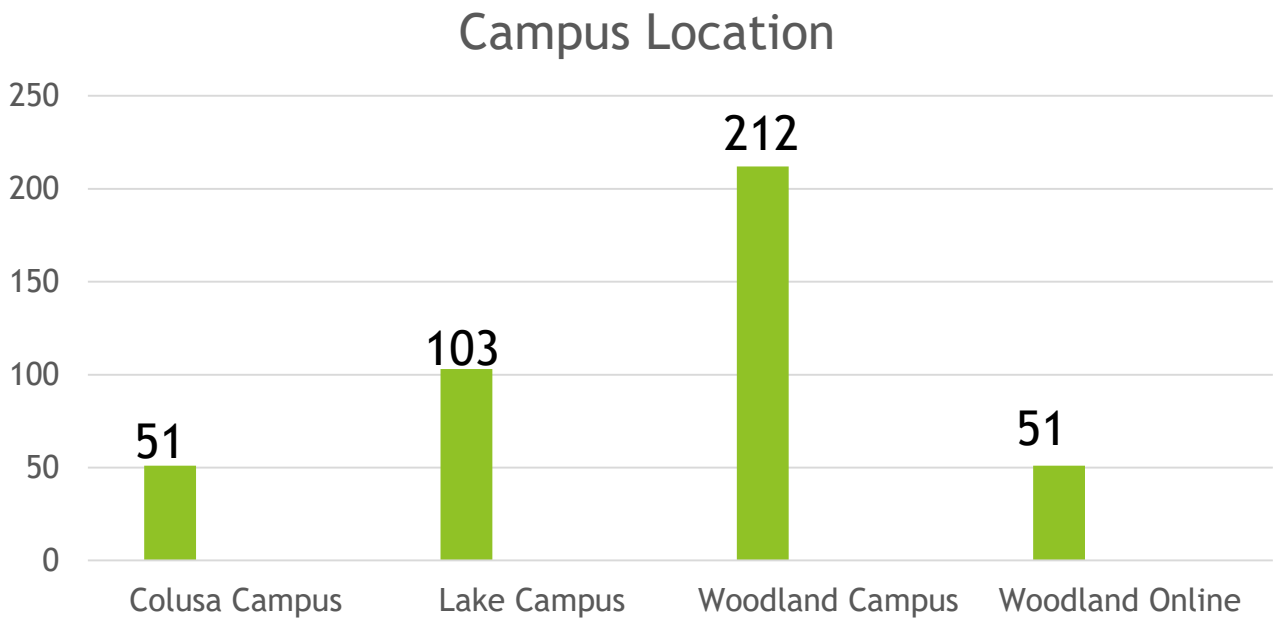




Participant Demographics - Survey

350 student participants
58% enrolled in 12 units or more
42% enrolled in less than 12 units

Locations participants have attended classes at.

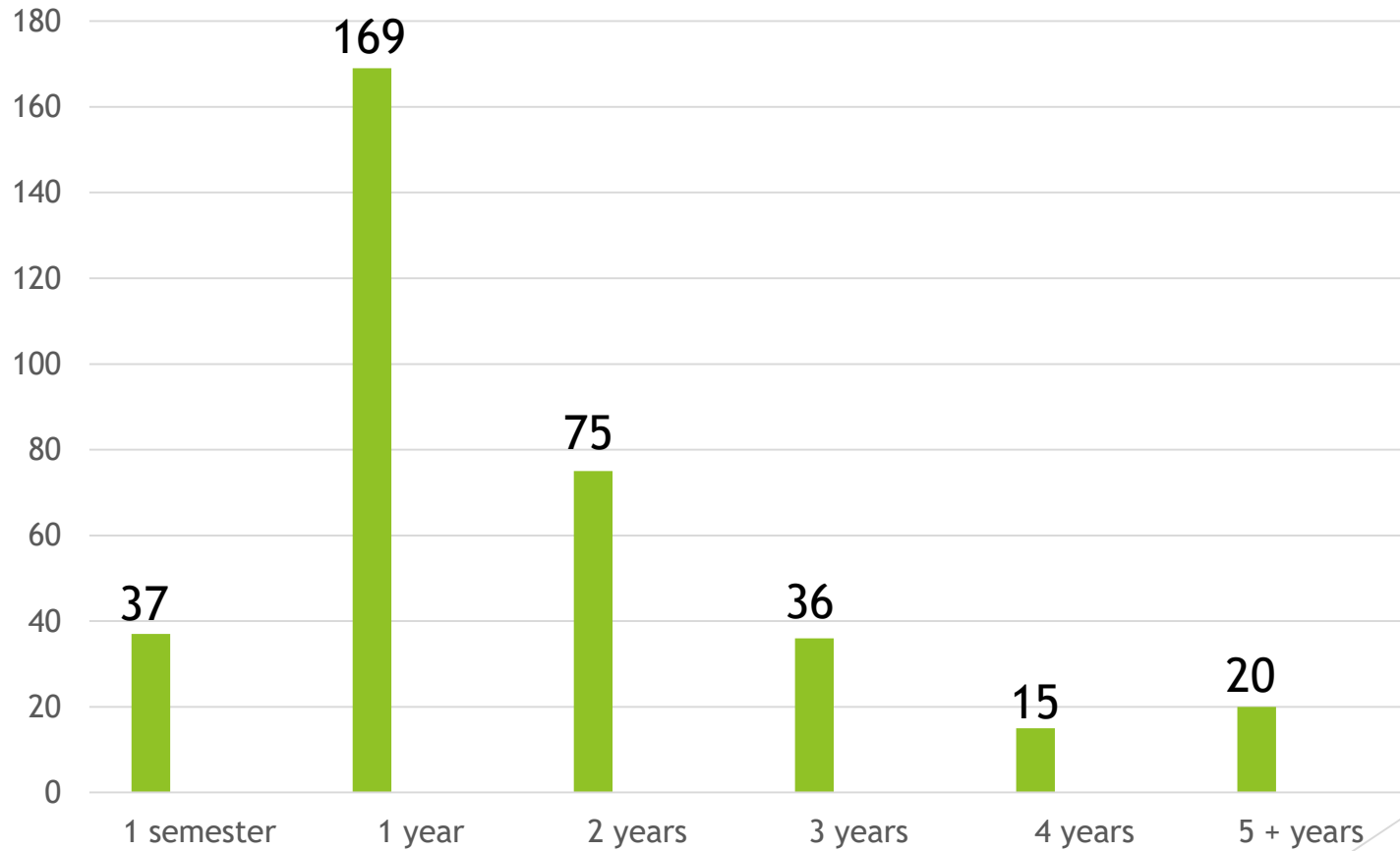


24% of participants attend classes at multiple campuses

Participant Demographics

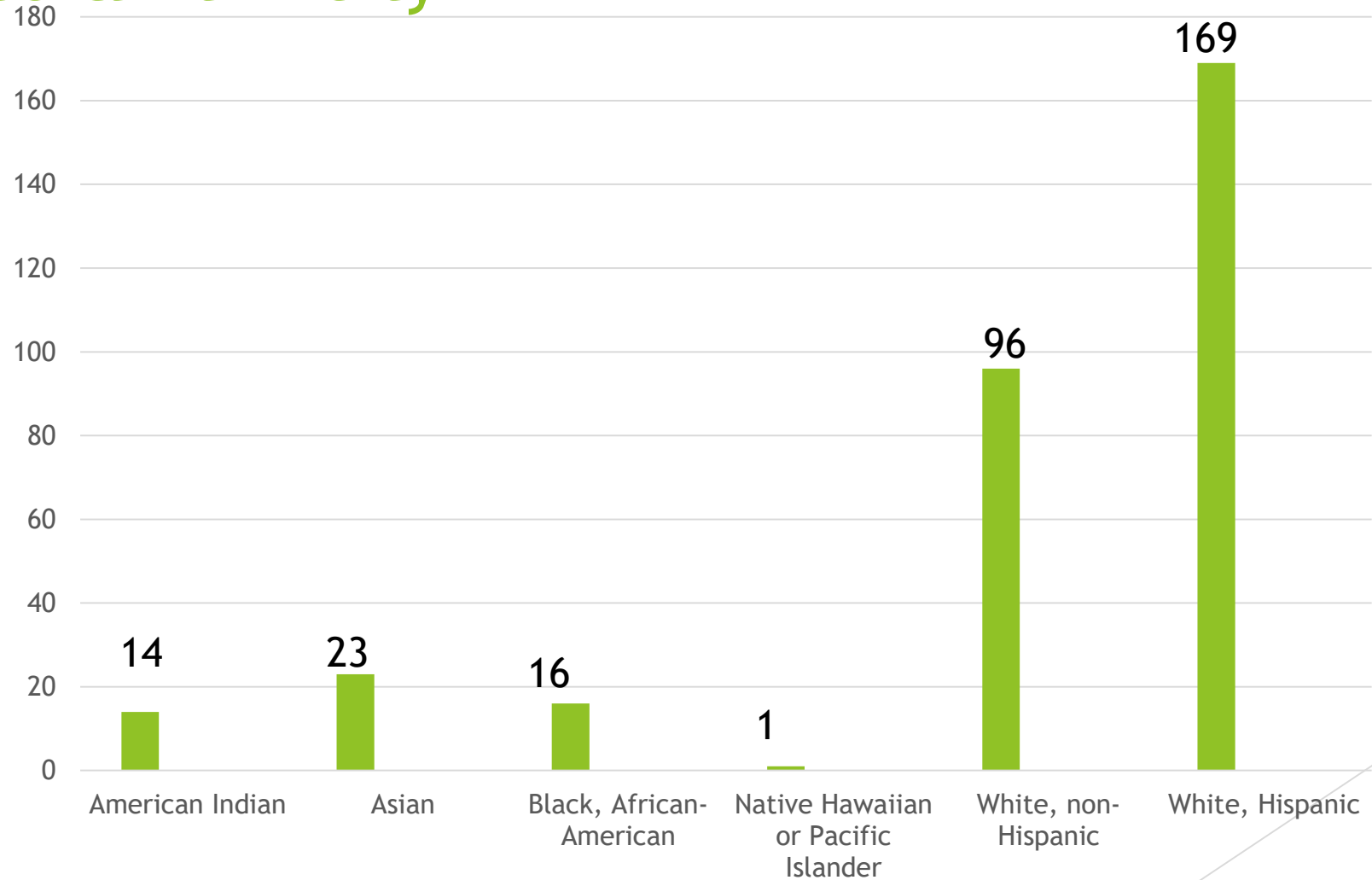


Years in Attendance at WCC



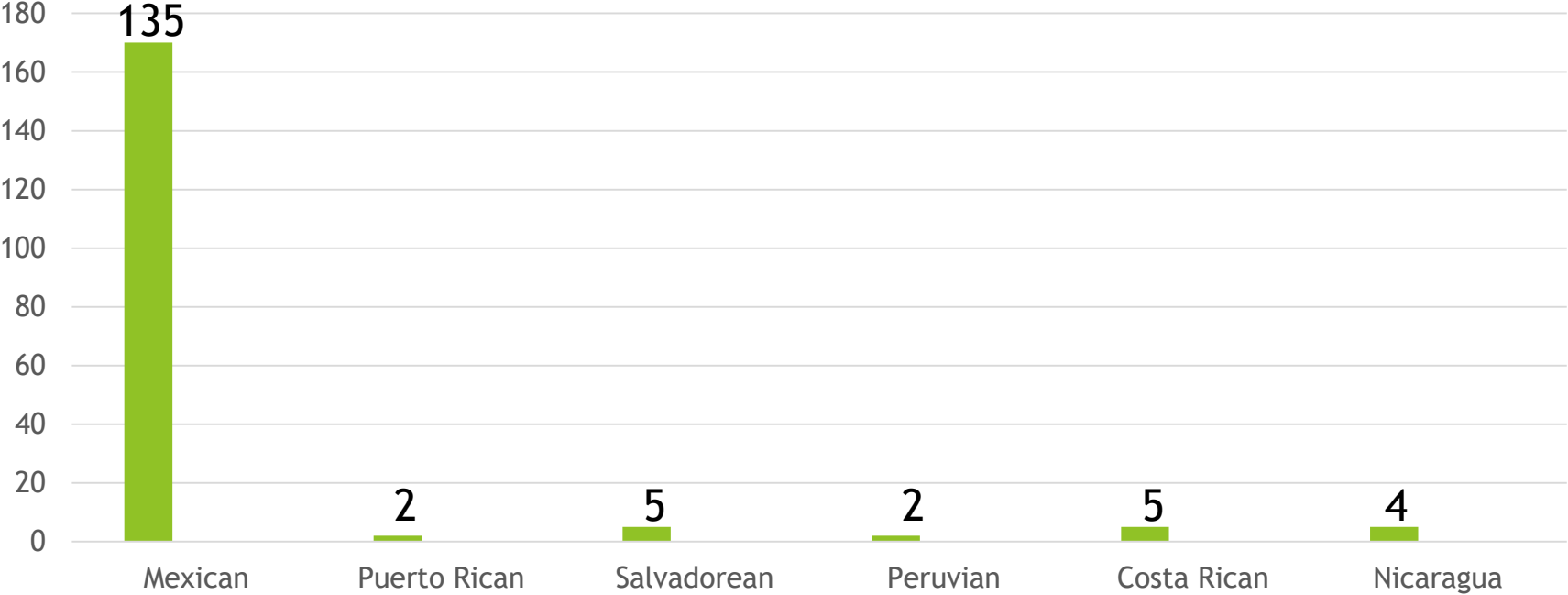
Participant Demographics

Race & Ethnicity



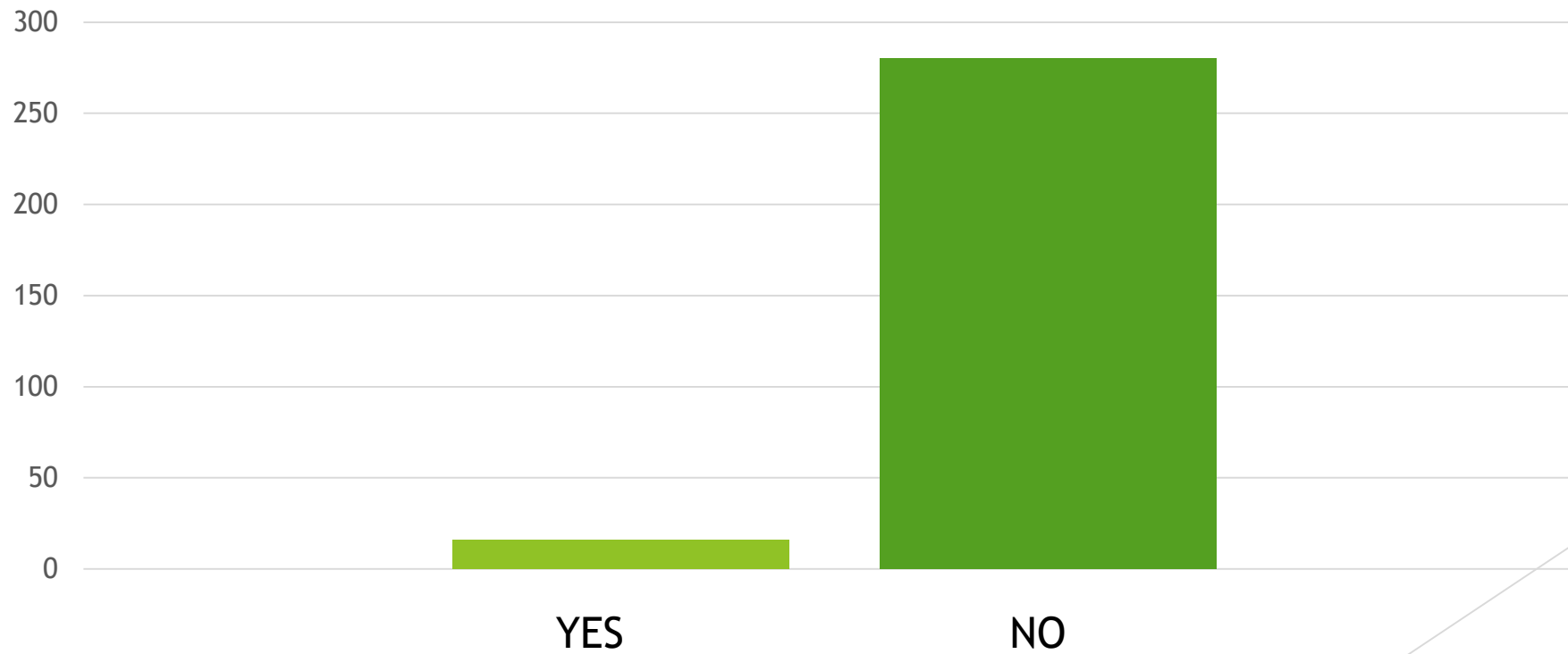
Participant Demographics

Latino/Hispanic Background



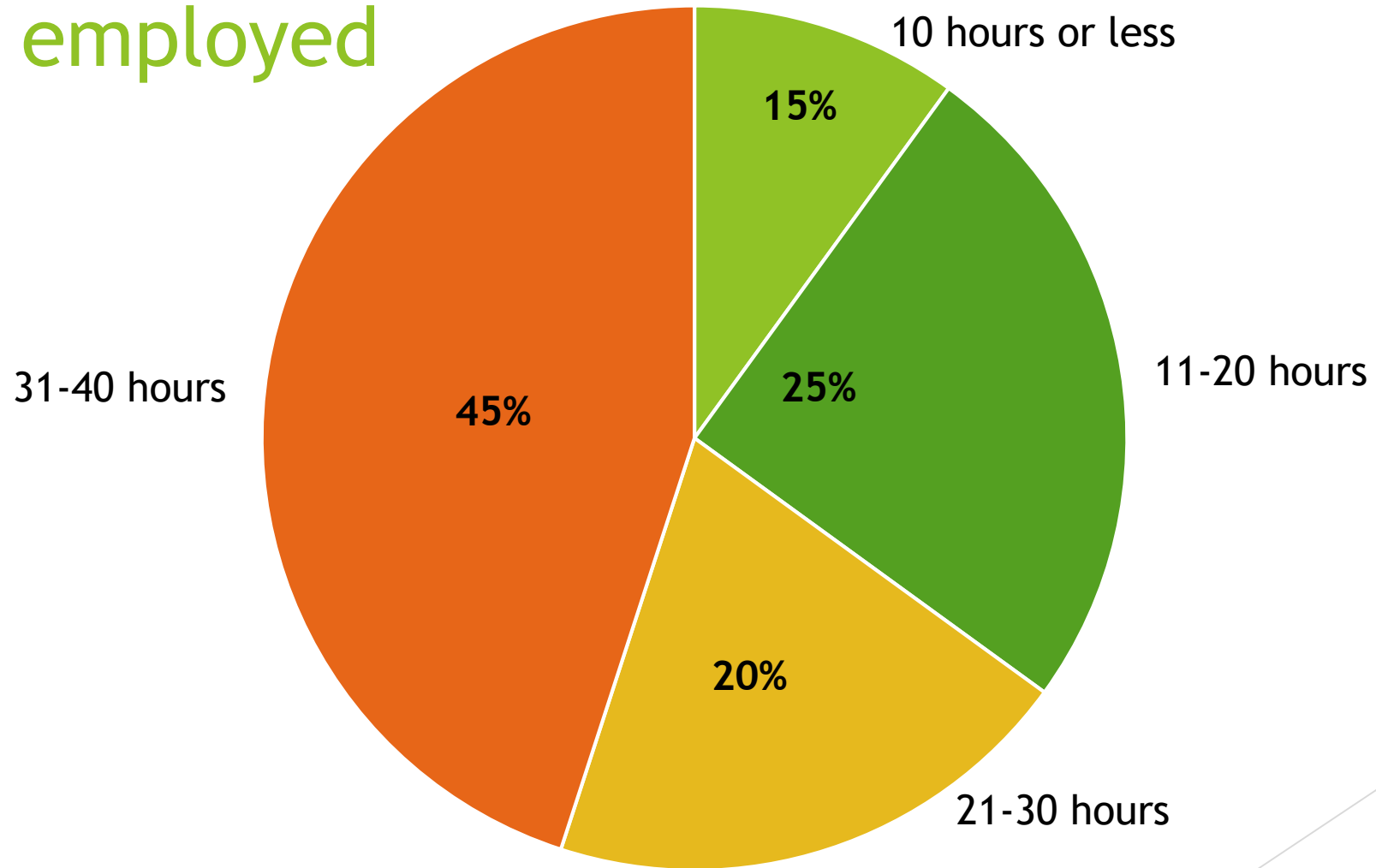
Foster Youth

16 foster youth



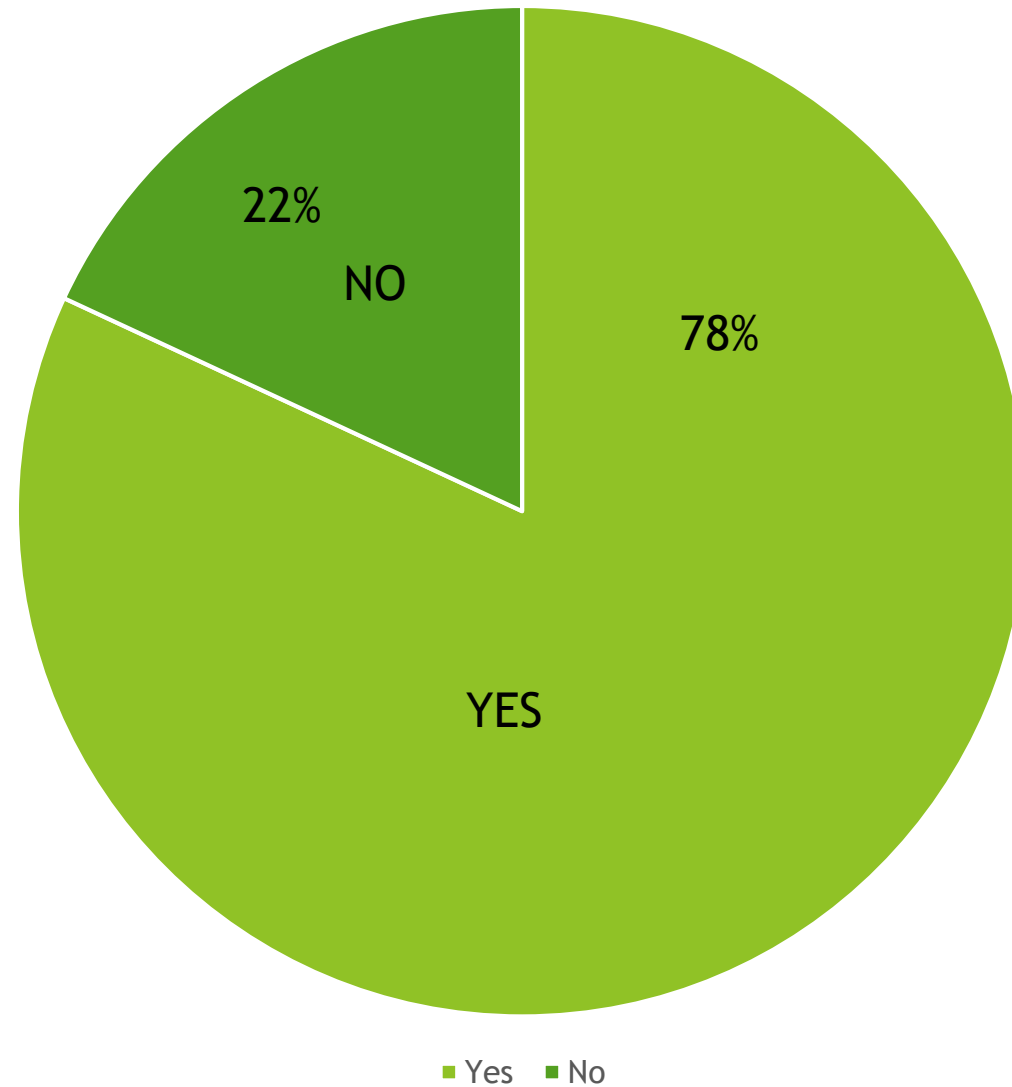
Student Employment

58% employed

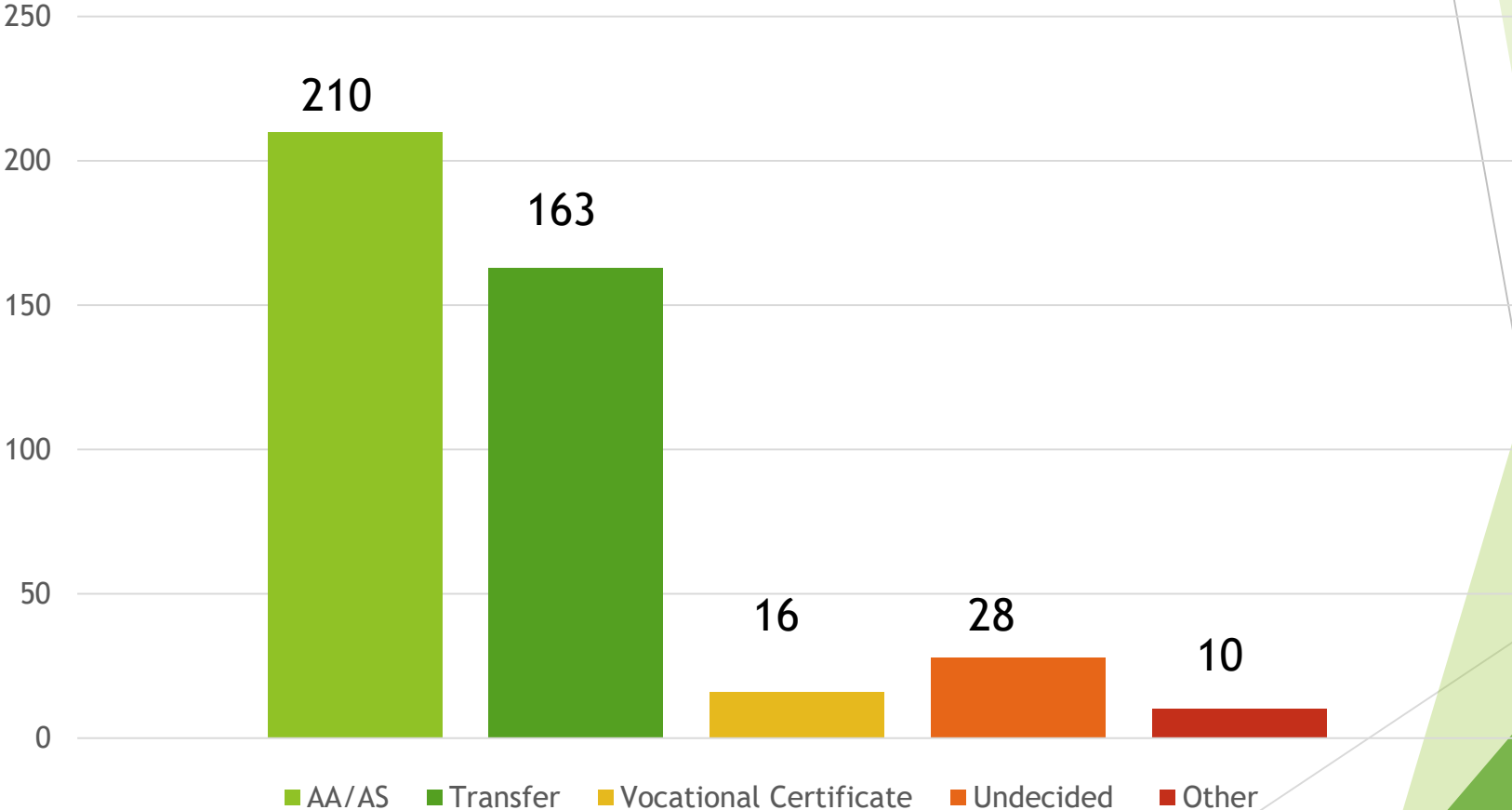


■ 10 hours or less ■ 11-20 hours ■ 21-30 hours ■ 31-40 hours

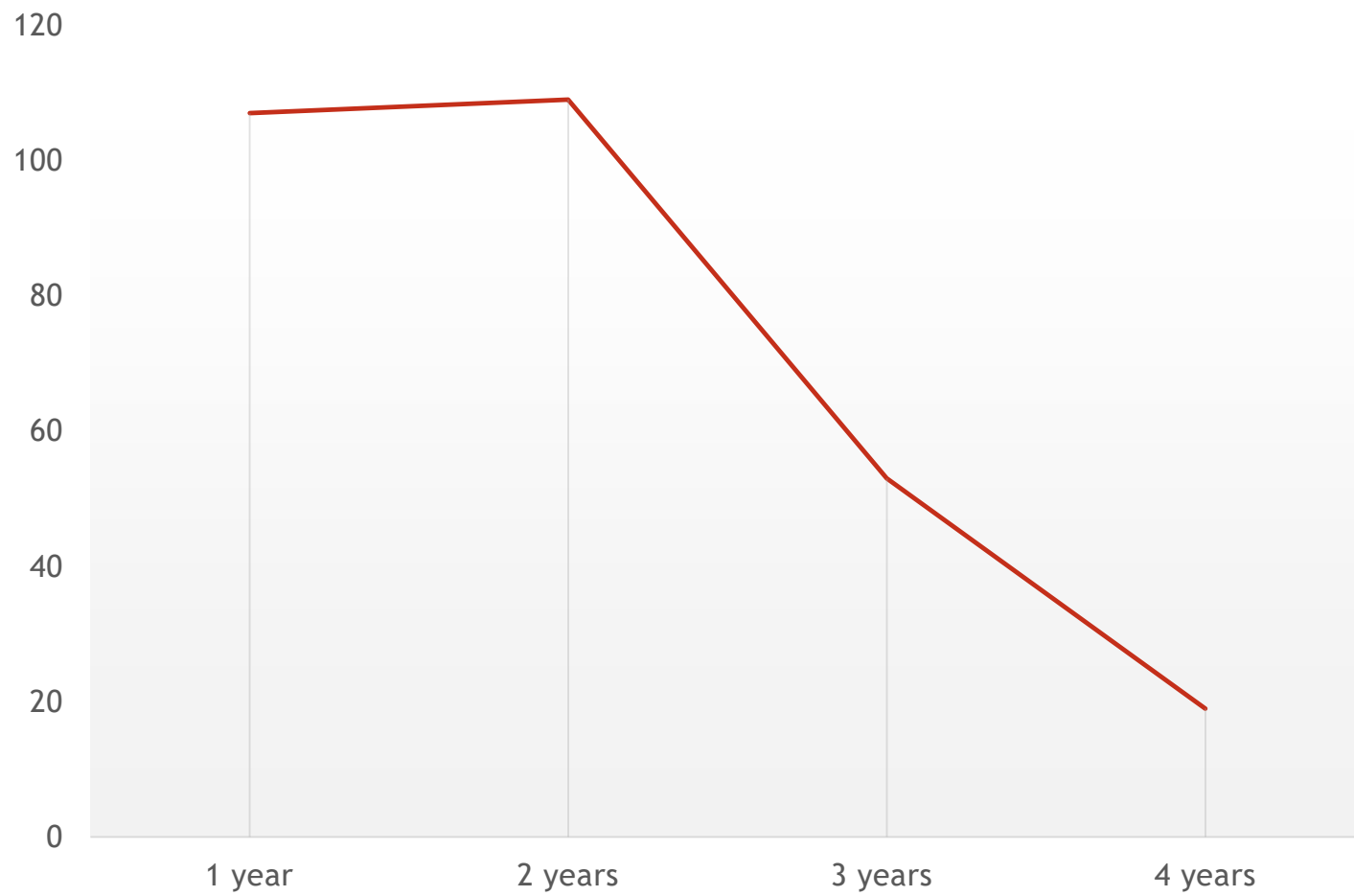
Financial Aid Recipients



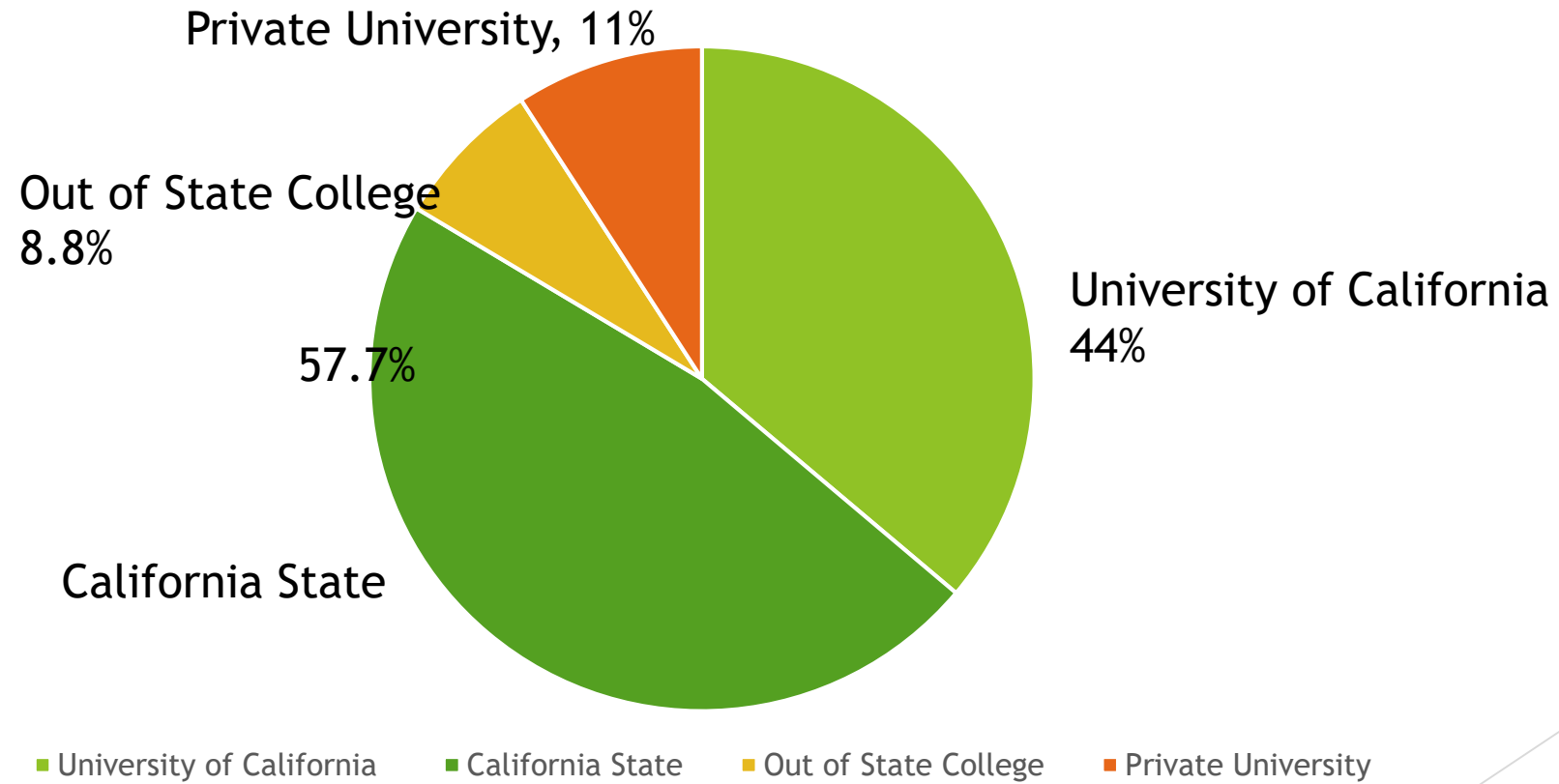
Educational Goal



Transfer timelines

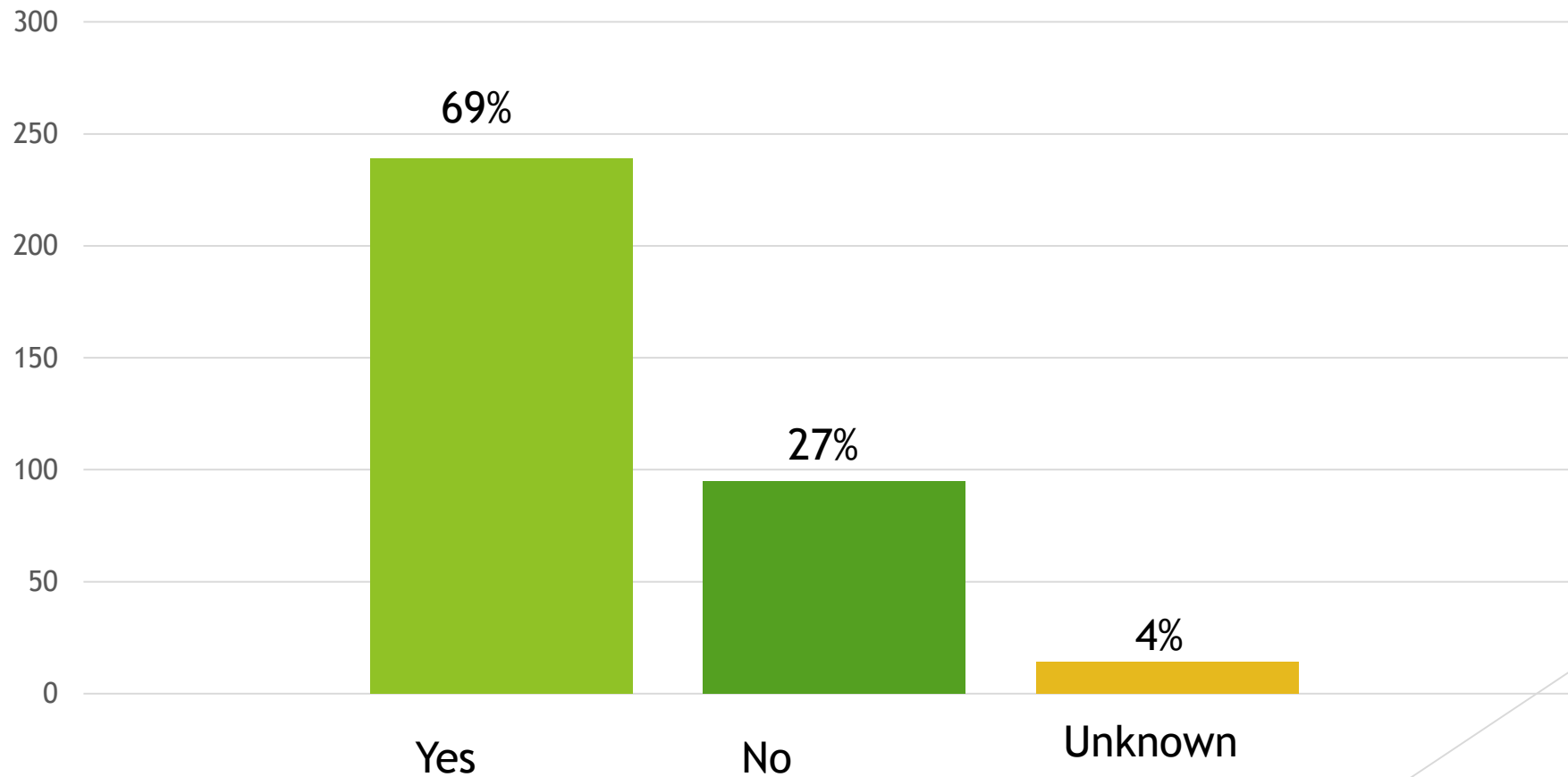


Transfer Destination

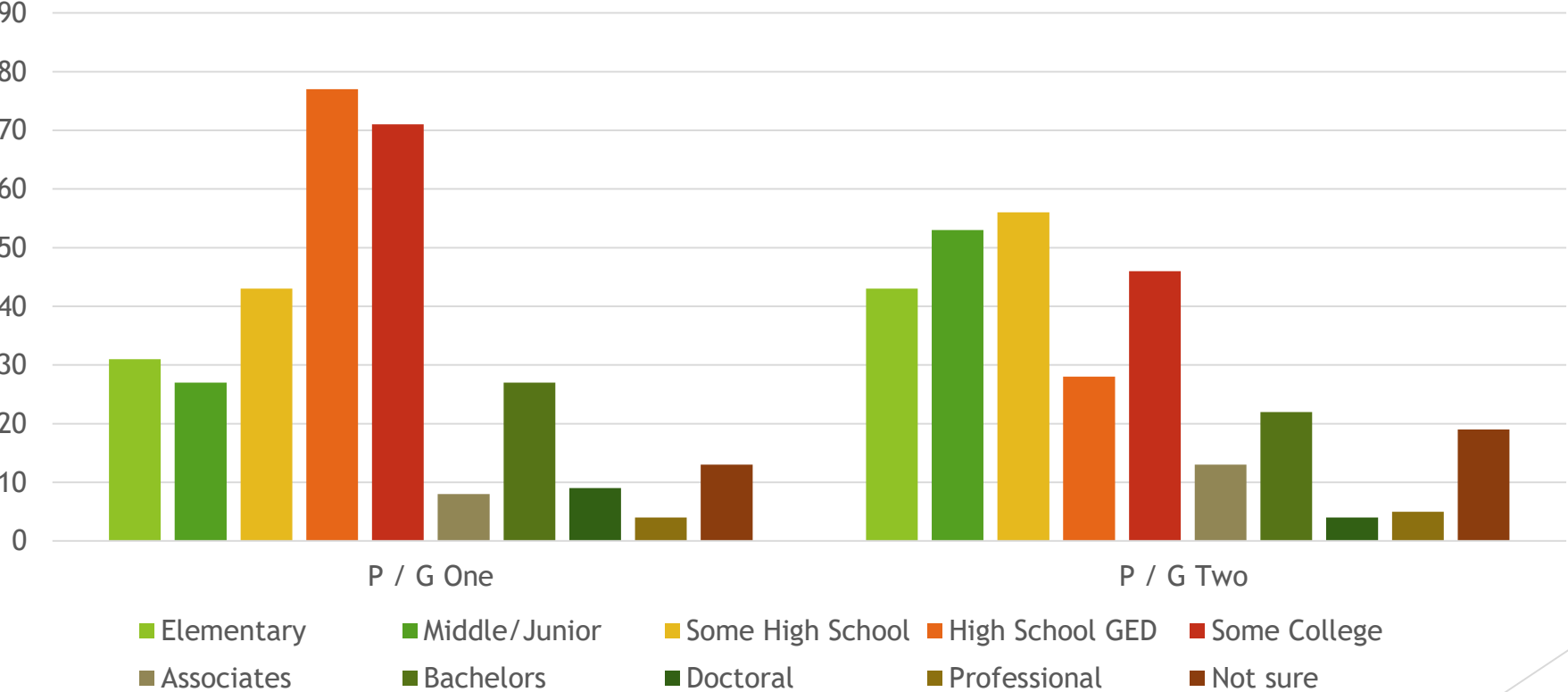


First-Generation Status

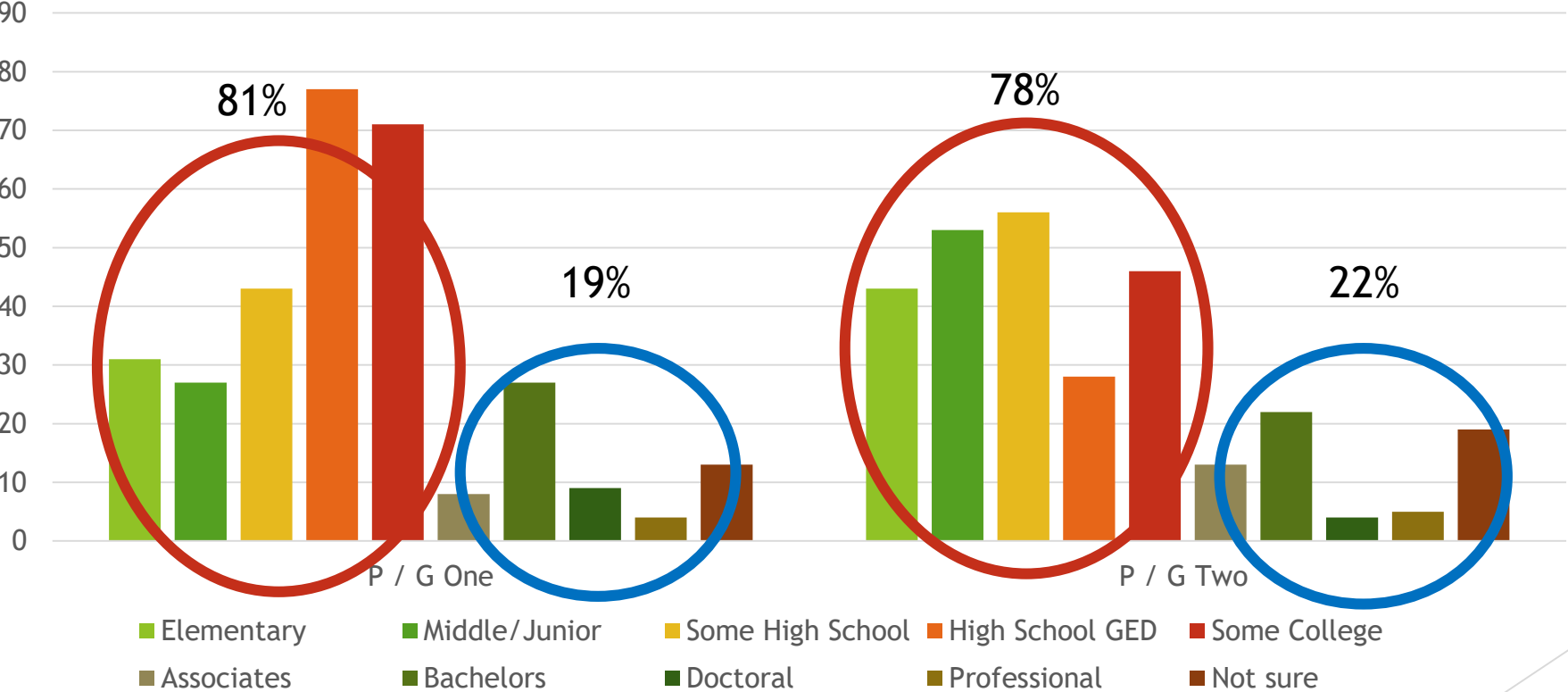
Neither Parent or Guardian has received a 4-year degree in the United States



Educational Level of Parent/Guardian



Educational Level of Parent/Guardian



	I use it or have used	Don't use it, but know of it	Never heard of it
Admissions & R	67%	13%	6%
CalWORKS	12%	49%	19%
Child Care	3%	62%	12%
Counseling	75%	13%	2%
DSPS	11%	45%	23%
EOPS/CARE	33%	41%	13%
Financial Aid	77%	15%	2%
Library	77%	12%	2%
MESA	1%	7%	5%
Student Health	8%	52%	17%
SSC/Tutoring	50%	34%	3%
Supp Inst	2%	5%	4%
Testing for P	61%	20%	6%
T & C Center	14%	40%	46%
TRIO	20%	40%	23%
Veteran Services	2%	51%	20%

Student Experience

- ▶ iSLOs
- ▶ Student Services all/most students
 - ▶ Admissions & Records
 - ▶ Counseling Department
 - ▶ Self Efficacy
 - ▶ Assessment
 - ▶ Financial Aid
 - ▶ Library

ADMISSIONS & RECORDS	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
After applying for admission, I received clear and accurate information about next steps.	37.4%	38.8%	16.8%	2.5%	1.7%	1.7%
The staff at the Admissions & Records office were knowledgeable.	38%	43.7%	11.4%	1.7%	.8%	3.1%
The application process was clear.	34.2%	42.2%	13.4%	2.2%	.8%	2%
The atmosphere at Admissions & records is welcoming.	40.2%	33.4%	17.1%	4%	1.7%	2.2%

SELF EFFICACY	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I know what program I would like to major in.	41.7%	33.4%	16.2%	4%	1.1%	1.7%
I know what classes I need to take to reach my educational goal.	36.5%	39.7%	17.1%	2.8%	1.4%	.5%
I can easily find information about student services on the wcc.yccd.edu website.	34.2%	42.8%	15.4%	2.2%	1.1%	2.5%

ASSESSMENT & PLACEMENT	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The assessment process was clear.	35.4%	38.8%	16.5%	1.4%	.8%	5.1%
I felt prepared to take the assessment test.	26%	32.2%	25.4	6.8%	2.8%	5.4%
I was placed in the correct classes after I took my assessment.	34%	40.8%	13.1%	4.2%	.8%	5.1%

COUNSELING DEPARTMENT

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
My counselor is knowledgeable about my program requirements.	43.7%	35.4%	13.1%	3.1%	1.1%	2.5%
A counselor is available when I need one.	40.5%	41.1%	11.4%	2.5%	.8%	2%
The atmosphere at the Counseling office is welcoming.	49.4%	36.2%	9.1%	1.7%	0%	2.2%
I received adequate support to help me with my educational plan.	45.1%	36%	11.4%	2.2%	1.1%	2.5%
The staff at the counseling office were knowledgeable.	41.7%	41.6%	10.8%	1.1%	.5%	2.8%

FINANCIAL AID	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
I received clear and accurate information from the Financial Aid Office.	34.8%	36.8%	14%	4.2%	2.8%	5.7%
The staff at the Financial Aid Office was knowledgeable.	39.7%	39.7%	10.2%	2.5%	.8%	5.7%
I received my Financial Aid award in a timely manner.	35.7%	29.1%	16.5%	3.1%	1.7%	12.5%
If I was not eligible for financial aid, I received an explanation.	23%	24.5%	17.7%	4.2%	1.7%	24.8%
If I have a problem with Financial Aid, I can get help easily.	34%	31.4%	16.2%	4%	2.2%	10.2%
The atmosphere at the Financial Aid office is welcoming.	37.4%	35.7%	14.8%	1.7%	.8%	8.2%

LIBRARY	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A
The library is open when I needed it.	46.8%	36%	9.7%	1.7%	1.8%	2.2%
The library provides materials I need (both printed and electronic).	44.2%	37.7%	10.5%	1.6%	.8%	3.7%
Library offers workshops in topics that contribute to my academic success.	33.4%	33.7%	22.2%	1.4%	1.2%	6.8%

NEEDS BY CAMPUS

- ▶ Woodland
 - ▶ Evening Hours for Student Services
- ▶ Colusa
 - ▶ Health Services
- ▶ Lake
 - ▶ Increased online courses

FOCUS GROUPS

▶ PARTICIPANTS

- ▶ Graduating Seniors
- ▶ Chicanx/Latinx Students
- ▶ Graduating Transfers

▶ THEMATIC FINDINGS

- ▶ Instructional Faculty
- ▶ Staff
- ▶ Communication
- ▶ Additional resources



Instructional Faculty

- ▶ Caring about students well being, 73%
 - ▶ *“they know about stuff happening to me and my family”*
- ▶ Clear expectations, 75%
 - ▶ *“We know what they want, how to get the grade”*
- ▶ Insight into area of study, 83%
 - ▶ *“I’m a communications mayor, my professor has sat down to talk to me about the mayor and what I can do with it. [The professor] really inspired me.”*
- ▶ Most knowledgeable about the transfer process, classes needed and schools best suited for area of study, 83%
 - ▶ *“For any transfer questions, I go to my professors. They know the most and are always happy to help you. Cuz you know, they have been through it.”*

Communication, Math, English & Psychology

Staff

- ▶ Caring about students, 80%
 - ▶ *“We know they care for us. It is the feeling here at WCC, that they are about us.”*
- ▶ Specific staff identified by students in each department as the “go-to” , 83%
 - ▶ *“You need to make an appointment to see XX, they will be the most helpful. And in the XX department, you go to XX. Everyone kinds knows who to go to.”*
- ▶ Often receiving conflicting information from staff members in the same department, 79%
 - ▶ *“I went in on Monday, I was told one thing. Went back on Wednesday and the person I saw, told me the first person was wrong and I needed x,y,z.... I was so mad and frustrated because I took time off work to make it in during the times the office is open.”*

Financial aid, Counseling & Veteran Affairs

Communication

- ▶ Students feeling Uncertain about requirements , 72%
 - ▶ *“Financial aid needs to be more clear on what they want through web advisor”*
 - ▶ *“They [Counseling] should ask for the required documents all at once and not one at a time; that way, the students don't have to keep going back and forth”*
 - ▶ *“Financial aid needs to provide step by step instructions via email when there is a problem”*
- ▶ Students expressed concern Conflicting information between departments, 69%
 - ▶ Most cited counseling department and financial aid in regards to keeping aid, adjusting aid amount
 - ▶ *“One said one thing, the other said something different and it affected my aid amount.”*
 - ▶ Students outreaching to staff at University destination for information
 - ▶ *“I'm in constant communication with the Veteran's Affair Staff both at Sac State and UC Davis.”*
 - ▶ *“I have meet a few times with the counselor of the Chicax Studies Department at UC Davis.”*

Additional Resources- Identified by students

- ▶ Beliefs certain departments are understaffed, 85%
- ▶ Increased library hours, 65%
 - ▶ *"I feel that there are no available services at night. I would love to be able to come to the library or learning center after 6, but the option is not even available"*
- ▶ Increased tutoring, 72%
 - ▶ *"Increase tutors for math, there is always a line. I leave feeling like I need more help and the help is limited."*
- ▶ More counselors trained specifically in aiding transfer students, 83%
 - ▶ *"Sometimes, certain courses required for transfer in a particular major. Counselors should be more aware of this when advising student."*
 - ▶ *"They always google the answers, I can google the answers. I need guidance."*
- ▶ Financial aid staff dedicated/expertise in Veteran affairs, 35% / 100%
- ▶ Increased Wifi, 95%
- ▶ Food/Coffee on campus, 100%
- ▶ Mentors - guidance for job market/internships, 67%
 - ▶ Currently most mentorship happening through Instructional Faculty

Student Characteristics

- ▶ Brokers: College/ Community Family/ Extended Family
- ▶ Educational Capital
- ▶ Institutional Knowledge to help navigate the *system*
- ▶ Transfer Seeking
 - ▶ Students seek out Instructional Faculty for transfer information
 - ▶ How do we connect Instructional Faculty and the Counseling Department to support students seeking to transfer?

Next Steps

- ▶ Transfer seeking students - needs survey
- ▶ Mentorship -
 - ▶ Faculty/Staff
 - ▶ Senior Students
 - ▶ Community Members
- ▶ Data mining to further explore the experiences of certain student populations
 - ▶ Foster youth
 - ▶ Veteran students
 - ▶ Multiple campus attendees