

2012

Targeted Report: Counseling and Advising

The Community College Survey of Student
Engagement (CCSSE)

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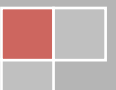
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Targeted Report: Counseling and Advising

Research by Tinto and others has shown that student engagement is directly related to retention and student success. The University of Texas (Austin) developed the Community College Survey of Student Engagement (CCSSE) to measure levels of student engagement in five benchmark areas: Student/Faculty Interaction, Support for Learners, Active in Class Learning, Student Effort, and Academic Challenge.

During the Spring semesters in the years 2007, 2008, 2009, 2011, and 2012 the Office of Assessment, Research, and Planning (ARP) administered the Community College Survey of Student Engagement to students in randomly selected classes. ARP elsewhere has analyzed the results of each of the survey administrations focusing on the benchmarks, and distributed those results through written reports and briefings to members of the college community.

Yet another way to organize the CCSSE questions/results is based on campus activity or program. This brief, targeted report provides results of CCSSE questions which relate to the counseling and advising program at MTC.

Analysis

Since 2007, MTC students have reported a decrease in their satisfaction with and the importance of academic advising/planning (13 2a), career counseling (13 2b), and job placement (13 2c) at MTC. In addition, they report a decrease in their usage of both career counseling (13 1b) and job placement services (13 1c). Finally, MTC students report a decrease in developing clearer career goals (12n) along with gaining information about career opportunities (12o) over the same time period.

However, students show an increase in using academic advising/planning (13 1a) as well as talking with their instructors or advisor about career plans ("often" or "very often," Q4m), at a higher percentage than both Large Colleges and the CCSSE cohort in 2012. While these results may appear contradictory, they reflect students increased engagement with faculty and staff. The CCSSE *Student-Faculty Interaction* benchmark scores are statistically significantly higher in 2012 as compared to 2007.

52.5% of MTC students have met with an academic advisor within the first four weeks of school (Q6) and over 51% of the students rate the strength of their working relationship with their academic advisor as "good" or "excellent." MTC students appear to be seeking the personal advice of instructors and advisors more frequently while having a decreased opinion on both the importance and level of satisfaction they receive from MTC's services.

Next steps

Based on the questions relating to counseling and advising, over 90% of MTC students meet with an advisor at some time during their first semester (Q6) at MTC to discuss career plans, form stronger bonds with their instructors, and seek advice regarding their academic progress. One area of continuing interest is the number of students (13.3%) who do not use the advising services (Q10) at MTC.

Student Development Services, Academic Affairs and ARP might collaborate on a project to identify more specifically those students who answer on the CCSSE they are not using advising/counseling services, to address the following questions:

- Are these students not required to use advising and counseling services based on current MTC policy?
- Is the academic performance of these students comparable to those who use advising and counseling services? and
- Can any difference in academic performance be related to the lack of advising and counseling?

Survey Questions

The following questions/responses come from CCSSE survey as well as a special, supplemental section of questions on the 2012 CCSSE survey. MTC student responses are compared with the responses of other students nationally who also answered the special questions that year.

Item		MTC		Large Colleges		2012 Cohort	
		Count	Percent	Count	Percent	Count	Percent
4m. Talked about career plans with an instructor or advisor (STUFAC)	Never	214	21.2	33,639	30.8	126,874	28.4
	Sometimes	486	48.3	47,804	43.7	197,457	44.2
	Often	215	21.4	19,018	17.4	83,400	18.7
	Very often	91	9.1	8,880	8.1	39,299	8.8
	Total	1,006	100.0	109,341	100.0	447,030	100.0
9d. Helping you cope with your non-academic responsibilities (work, family, etc.) (SUPPORT)	Very little	228	22.9	18,578	17.2	76,926	17.4
	Some	315	31.5	33,653	31.1	139,059	31.4
	Quite a bit	255	25.5	32,709	30.2	131,426	29.7
	Very much	201	20.1	23,247	21.5	95,196	21.5
	Total	1,000	100.0	108,188	100.0	442,607	100.0
9e. Providing the support you need to thrive socially (SUPPORT)	Very little	357	35.9	30,092	27.9	118,101	26.8
	Some	357	36.0	41,559	38.6	170,150	38.6
	Quite a bit	183	18.4	24,538	22.8	102,349	23.2
	Very much	96	9.7	11,499	10.7	49,712	11.3
	Total	992	100.0	107,689	100.0	440,312	100.0
12n. Developing clearer career goals	Very little	146	14.7	14,563	13.5	56,603	12.8
	Some	315	31.7	31,932	29.6	127,938	29.0
	Quite a bit	301	30.3	38,114	35.3	157,437	35.7
	Very much	231	23.3	23,356	21.6	99,636	22.6
	Total	993	100.0	107,964	100.0	441,614	100.0
12o. Gaining information about career opportunities	Very little	197	19.7	21,373	19.8	80,762	18.3
	Some	276	27.6	32,303	29.9	128,940	29.2
	Quite a bit	264	26.4	30,778	28.5	128,973	29.2
	Very much	264	26.4	23,555	21.8	103,080	23.3
	Total	1,001	100.0	108,009	100.0	441,756	100.0
Item		MTC		Large Colleges		2012 Cohort	
		Count	Percent	Count	Percent	Count	Percent
13.1a. Frequency: Academic advising/planning (SUPPORT)	Do not know/Not applicable	33	3.3	8,434	7.9	34,018	7.8
	Rarely/Never	293	29.9	38,116	35.9	146,174	33.6
	Sometimes	449	45.8	45,962	43.2	192,160	44.2
	Often	205	20.9	13,802	13.0	62,400	14.4
	Total	980	100.0	106,314	100.0	434,752	100.0
13.1b. Frequency: Career counseling (SUPPORT)	Do not know/Not applicable	192	19.7	21,589	20.4	87,807	20.3
	Rarely/Never	529	54.3	54,811	51.8	220,229	50.9
	Sometimes	203	20.9	23,466	22.2	98,852	22.9
	Often	50	5.1	5,866	5.5	25,661	5.9
	Total	974	100.0	105,733	100.0	432,549	100.0
13.1c. Frequency: Job placement	Do not know/Not applicable	348	36.0	42,813	40.8	175,361	40.9

assistance	Rarely/Never	503	52.0	50,745	48.4	204,340	47.6
	Sometimes	90	9.3	8,738	8.3	37,415	8.7
	Often	25	2.6	2,588	2.5	12,040	2.8
	Total	967	100.0	104,884	100.0	429,157	100.0
13.2a. Satisfaction: Academic advising/planning	Not applicable	87	9.1	17,980	17.4	69,305	16.4
	Not at all	103	10.8	12,308	11.9	44,758	10.6
	Somewhat	438	45.9	45,422	43.9	183,342	43.3
	Very	325	34.1	27,698	26.8	126,063	29.8
	Total	953	100.0	103,408	100.0	423,467	100.0
13.2b. Satisfaction: Career counseling	Not applicable	432	45.8	43,759	42.8	172,583	41.2
	Not at all	133	14.0	14,017	13.7	57,042	13.6
	Somewhat	249	26.3	28,997	28.3	119,670	28.6
	Very	131	13.8	15,518	15.2	69,359	16.6
	Total	945	100.0	102,292	100.0	418,654	100.0
13.2c. Satisfaction: Job placement assistance	Not applicable	564	59.9	64,779	64.3	259,189	62.7
	Not at all	148	15.7	14,146	14.0	58,330	14.1
	Somewhat	174	18.5	15,388	15.3	65,828	15.9
	Very	56	5.9	6,476	6.4	29,826	7.2
	Total	941	100.0	100,788	100.0	413,173	100.0
13.3a. Importance: Academic advising/planning	Not at all	76	8.0	9,222	9.0	36,838	8.8
	Somewhat	236	24.8	27,674	27.0	110,187	26.2
	Very	638	67.2	65,710	64.0	273,259	65.0
	Total	949	100.0	102,606	100.0	420,283	100.0
13.3b. Importance: Career counseling	Not at all	197	21.2	20,140	19.9	80,985	19.6
	Somewhat	289	31.2	28,921	28.6	118,427	28.6
	Very	441	47.6	52,125	51.5	214,741	51.9
	Total	927	100.0	101,186	100.0	414,154	100.0
13.3c. Importance: Job placement assistance	Not at all	283	30.6	31,988	32.1	128,395	31.4
	Somewhat	237	25.6	28,379	28.5	113,720	27.9
	Very	407	43.9	39,362	39.5	166,153	40.7
	Total	927	100.0	99,728	100.0	408,268	100.0

Question	MTC 2007 Mean	MTC 2008 Mean	MTC 2009 Mean	MTC 2011 Mean	MTC 2012 Mean	Difference from 2007
In your experiences at this college during the current school year, about how often have you done each of the following? (Scale: 1=Never, 2=Sometimes, 3=Often, 4=Very Often)						
4m. Talked about career plans with an instructor or advisor	2.12	2.20	2.15	2.09	2.18	2.9%
How much does this college emphasize the following? (Scale: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much)						
9d. Helping you cope with your non-academic responsibilities	1.87	1.92	1.83	1.85	1.88	0.5%
9e. Providing the support you need to thrive socially	2.05	2.08	2.05	2.08	2.02	-1.6%

How much has your experience at this college contributed to your knowledge, skills, and personal development in the following areas? (Scale: 1=Very little, 2=Some, 3=Quite a bit, 4=Very much)						
12n. Developing clearer career goals	2.77	2.74	2.70	2.72	2.68	-3.1%
12o. Gaining information about career opportunities	2.67	2.66	2.62	2.58	2.59	-3.0%
How often do you use the following services? (Scale: 1=Rarely/Never, 2=Sometimes, 3=Often)						
13 1a. Academic advising/planning	1.86	1.91	1.87	1.87	1.91	2.7%
13 1b. Career Counseling	1.44	1.45	1.38	1.42	1.39	-3.4%
13 1c. Job placement	1.26	1.31	1.21	1.25	1.23	-2.3%
How satisfied you are with the services? (Scale: 1=Not at all, 2=Somewhat, 3=Very)						
13 2a. Academic advising/planning	2.31	2.30	2.27	2.28	2.26	-2.5%
13 2b. Career Counseling	2.07	2.10	2.02	2.01	2.00	-3.5%
13 2c. Job placement	1.81	1.96	1.80	1.76	1.76	-2.9%
How important the services are to you at this college? (Scale: 1=Not at all, 2=Somewhat, 3=Very)						
13 3a. Academic advising/planning	2.65	2.57	2.62	2.56	2.59	-2.1%
13 3b. Career Counseling	2.33	2.26	2.26	2.23	2.26	-2.7%
13 3c. Job placement	2.06	2.05	2.08	2.03	2.13	3.5%

↑ ↓ Note: Directional arrows highlight those items in 2012 that are significantly above or below the mean of 2007. Using one-way analysis of variance the items highlighted are significant at $p < .05$, a 95% confidence level.

Item	Variable	Responses	Your College		South Carolina	
			Count	Percent	Count	Percent
6. By the end of my FIRST FOUR WEEKS at this college, I had met with an advisor to discuss my educational goals.	COLLQ2326	Yes	484	52.5	1,277	42.4
		No, I met with an advisor by the end of my first four weeks at this college, but we did not discuss my educational goals	39	4.2	163	5.4
		No, I did not meet with an advisor by the end of my first four weeks at this college	140	15.2	600	19.9
		No, I have discussed educational goals with an advisor, but it did not happen by the end of my first four weeks at this college	167	18.2	587	19.5
		I do not recall	91	9.9	386	12.8
		Total	921	100.0	3,013	100.0
10. How would you rate the strength of your working relationship with your current academic advisor?	COLLQ2330	Excellent	221	24.3	751	25.2
		Good	249	27.4	797	26.7
		Fair	186	20.5	597	20.0
		Poor	131	14.4	405	13.6
		I do not use advising services	121	13.3	432	14.5
		Total	909	100.0	2,981	100.0

11. My academic advisor is accessible.	COLLQ2331	Strongly agree	233	25.7	903	30.4
		Agree	299	32.9	913	30.8
		Neutral	268	29.5	844	28.4
		Disagree	71	7.8	177	5.9
		Strongly disagree	36	4.0	132	4.4
		Total	907	100.0	2,968	100.0
14. I know where to go on campus with career-related questions.	COLLQ2377	Strongly agree	198	21.8	821	27.5
		Agree	259	28.6	890	29.8
		Neutral	224	24.6	693	23.2
		Disagree	143	15.7	323	10.8
		Strongly disagree	85	9.3	261	8.7
		Total	908	100.0	2,988	100.0