

# Action Line

## How does Delta measure up in a nationwide STUDENT survey?

**Impressive** if you look at how students rate their learning experiences in the classroom, their interaction with faculty and class rigor.

**Average** if you look at how students rate their own effort in classes and the support they receive from services on campus.

Those are the overall findings from the Community College Survey of Student Engagement (CCSSE) administered in winter 2007 as an AQIP Action Project

### Why a survey?

To provide data to help improve the No.1 priority at Delta which is to help students learn.

To generate conversations to improve student engagement in the classroom and with Delta services.

To compare Delta students' responses to students from 525 participating community colleges from 48 states.

To provide benchmark data to chart Delta's progress in the future.



### Summary of CCSSE survey results

WHO Participated? 1,500 students during winter 2007

Delta students scored themselves the highest in student-faculty interaction.

- ☑ 91 percentile when compared to all 525 participating colleges
- ☑ 99 percentile when compared to 81 other large colleges (between 8,000 and 14,999 students).

In general, the more contact students have with their instructors, the more likely they are to learn effectively and persist toward their educational goals.

Next, Delta students scored the academic challenge of their classes.

- ☑ 90 percentile when compared to all colleges
- ☑ 92 percentile when compared to large colleges

Challenging intellectual and creative work is central to student learning and the quality of the college.

Then Delta students rated the category of active and collaborative learning.

- ☑ 72 percentile when compared to all colleges
- ☑ 88 percentile when compared to large colleges

Studies show that students learn more when they are actively involved in their education.

### *Then the results dropped off.*

Students gave an average rating to the support they receive as learners.

- ☑ 51 percentile when compared to all colleges
- ☑ 75 percentile when compared to large colleges

Generally, students perform better and are more satisfied at colleges that are committed to their success and cultivate positive working and social relationships among different groups on campus.

Delta students scored themselves lowest in the category of student effort.

- ☑ 50 percentile when compared to all colleges
- ☑ 65 percentile when compared to large colleges

Students' behaviors contribute to their learning and the likelihood that they will attain their educational goals.

# The Flip Side

## 2-minute AQIP Update

- **Speaking of CCSSE**, the college will administer the student survey again in February or March 2009 and poll 1,200 to 1,500 Delta students. Just in case you are wondering, CCSSE selects the classes to survey. That decision is not made by anyone at Delta. That's why there are no class substitutions possible.

Also, CCSSE requires that students take the survey in the classroom. It typically takes students 40 to 50 minutes to answer the questions.

If you are a faculty member who is selected to administer the survey to one of your sections, you also will have an opportunity to voice your opinion. You will receive an online survey that is a companion to the student survey.

Look for preliminary CCSSE results at Fall Learning Days 2009.

- **Where did those two booklets about "Guiding Principles" and "2008-2011 Strategic Plan" come from?**

The Guiding Principles (Mission, Vision and Values) came from the 2006 Summit. They are the foundation for the Strategic Plan, which is developed by the Strategic Planning Steering Committee (Bobbi Allen, Thelma Bushong, Chris Curtis, Jean Goodnow, Don Halog, Floyd Hoffman, Trevor Kubatzke, Deb Lutz, Leslie Myler-Sanders and Leslie VandenBosch) with the Executive Council's help.

### How does that connect with AQIP?

Besides being our accreditation process, AQIP is a key part of the Strategic Plan. Each year the AQIP Steering Committee develops its Action Projects from the Priority Action Plans identified for that year in the Strategic Plan.

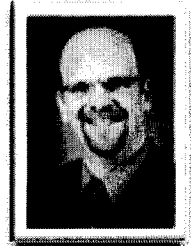
- \* **Here's one from the Gipper or in this case Don Halog, the "A" Quipper—**  
*Our employees' strengths are our greatest assets. We need to identify and then to use these strengths on the job.*

## Q & A

### Taking action after students talk back

#### What changes already have been made to engage students more fully in their education at Delta?

**Trevor Kubatzke:** *Student Service areas are engaged in process mapping. For example, there were 30 steps involved when a student checked in at the Advising and Counseling Office. Students were engaged in only four of them. Now we have a 10-step process with students engaged in six of those. Records and Registration and Financial Aid are two other areas we are working on to improve opportunities for student involvement.*



Trevor Kubatzke

#### What is the biggest challenge when trying to engage students?

**Trevor Kubatzke:** *Class scheduling is designed for students to come and go, with no time for clubs and activities. Students typically go from the classroom to their cars. We want to keep them on campus and this is where the challenge lies.*

#### What can faculty do?

**Trevor Kubatzke:** *Some faculty already use services like the Career Center for assignments. This is done especially in developmental and intro classes. It would be great if more faculty could work the services that are available to students into the curriculum.*

#### What can support staff do?

**Trevor Kubatzke:** *The staff continues to work on keeping customer service as a focus but we are in the same situation as health care. There is very little time to fully answer questions or engage students about what they are not asking. We also need to be more questioning with students so that we know they understand our responses.*

#### What was the general reaction to the CCSSE data?

**W. Michael Wood:** *The overall results show we are a high performing institution.*  
**Trevor Kubatzke:** *However, in the areas of support for learners and student effort we are not 'cutting edge' and that is where we want to be.*

#### Did Student Service ratings improve last year when students took a different survey (Noel-Levitz Student Satisfaction Inventory)?

**Trevor Kubatzke:** *No. It showed similar results—faculty and academics are doing well but we need to do more with Student Services especially Advising and Counseling, and Financial Aid.*



W. Michael Wood

### What's next?

**W. Michael Wood:** *During winter 2009, we will administer the CCSSE survey again and alternate with the Noel-Levitz every other year. We are anxious to see the second-time results of these assessments. That will be the true evidence of where we stand.*