



## PLAN FOR SESSION

Give a little background on the RISC Survey

Present some key findings from our survey of community colleges across the US

Discuss implications of these findings for student success, degree attainment, and social mobility

Questions



## STRANDS OF MY RESEARCH

Research has focused on diversity and equity among faculty and students

Policy work looking at college access and degree attainment

- College application week

- Remediation

- Community college transfer students

- College Advising Corps

Examined survey methods in college student and faculty surveys

International work

BACKGROUND ON THE RISC

WANT TO INCREASE  
STUDENT SUCCESS?  
**ASK STUDENTS**

No large scale survey to date has asked students where they are facing challenges to their success and where their colleges are doing a good job supporting them

OUR GOAL WAS SIMPLE: TO HELP COLLEGES  
HELP THEIR STUDENTS SUCCEED

Academics design student surveys to gather data for research,  
not to provide actionable data to colleges

Needed a new approach to student surveys

Freed \up to use survey experience to:

Design surveys where students are not required to answer every  
question

## SURVEY OVERVIEW

Challenges to student success

80 unique challenges to student success across five different areas

Student-office interactions

Ask about 5 functional areas using your actual office names

3 dimensions: availability, concern, effectiveness

Student views of the institution

# PRESENTING DATA FROM OUR COMMUNITY COLLEGE SURVEY

Community colleges have the incredible capacity to enhance social mobility

- Geography

- Open enrollment

- Developmental education

- Relatively low cost

- Intentional scheduling

38,880 students from 41 US community colleges



CHALLENGES STUDENTS FACE

OVER 80 UNIQUE  
CHALLENGES TO STUDENT  
SUCCESS ACROSS FIVE  
DIFFERENT AREAS

Finances and financial aid

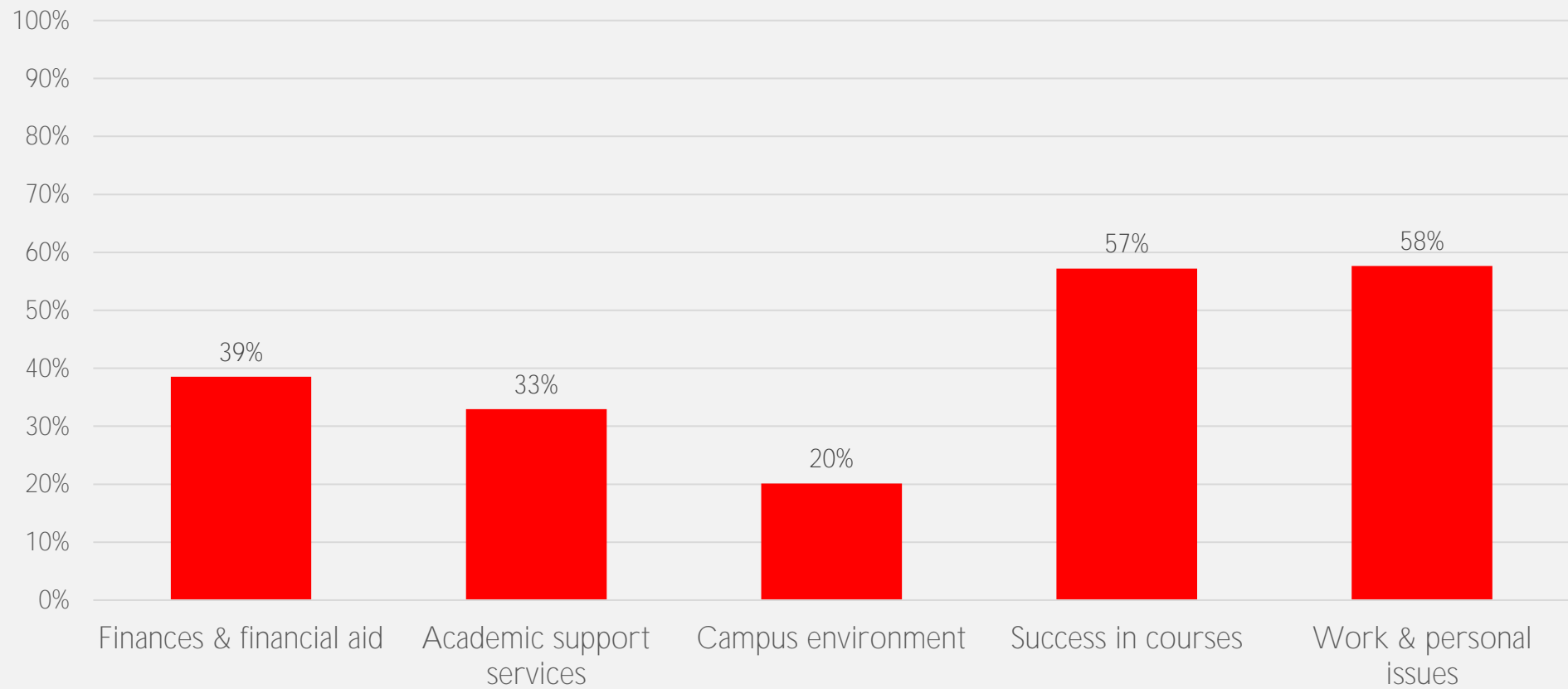
Academic support services

Campus environment

Success in courses

Work and personal life

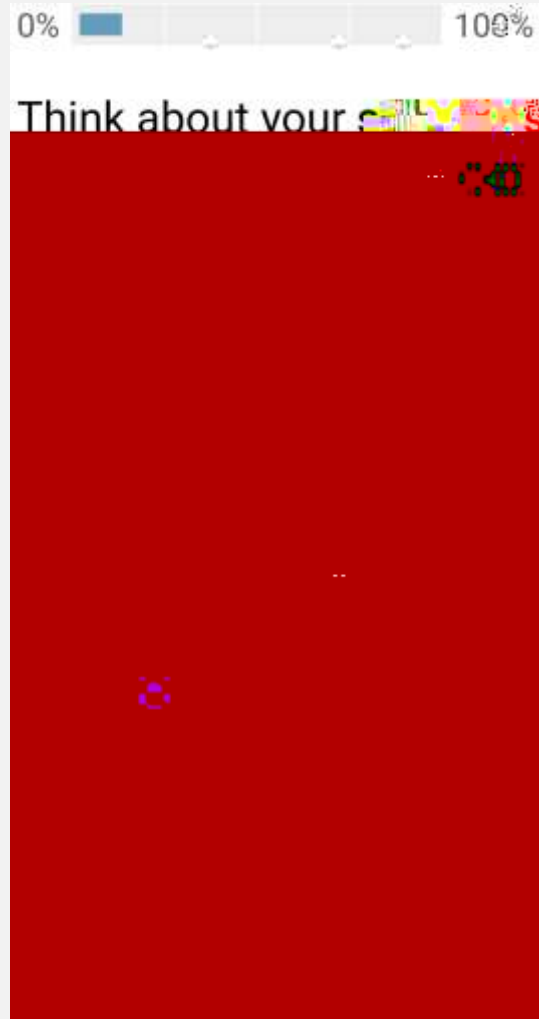
# BROAD CHALLENGE AREAS







# COLLECT DETAILED DATA ON CHALLENGES BY LEVERAGING BRANCHING

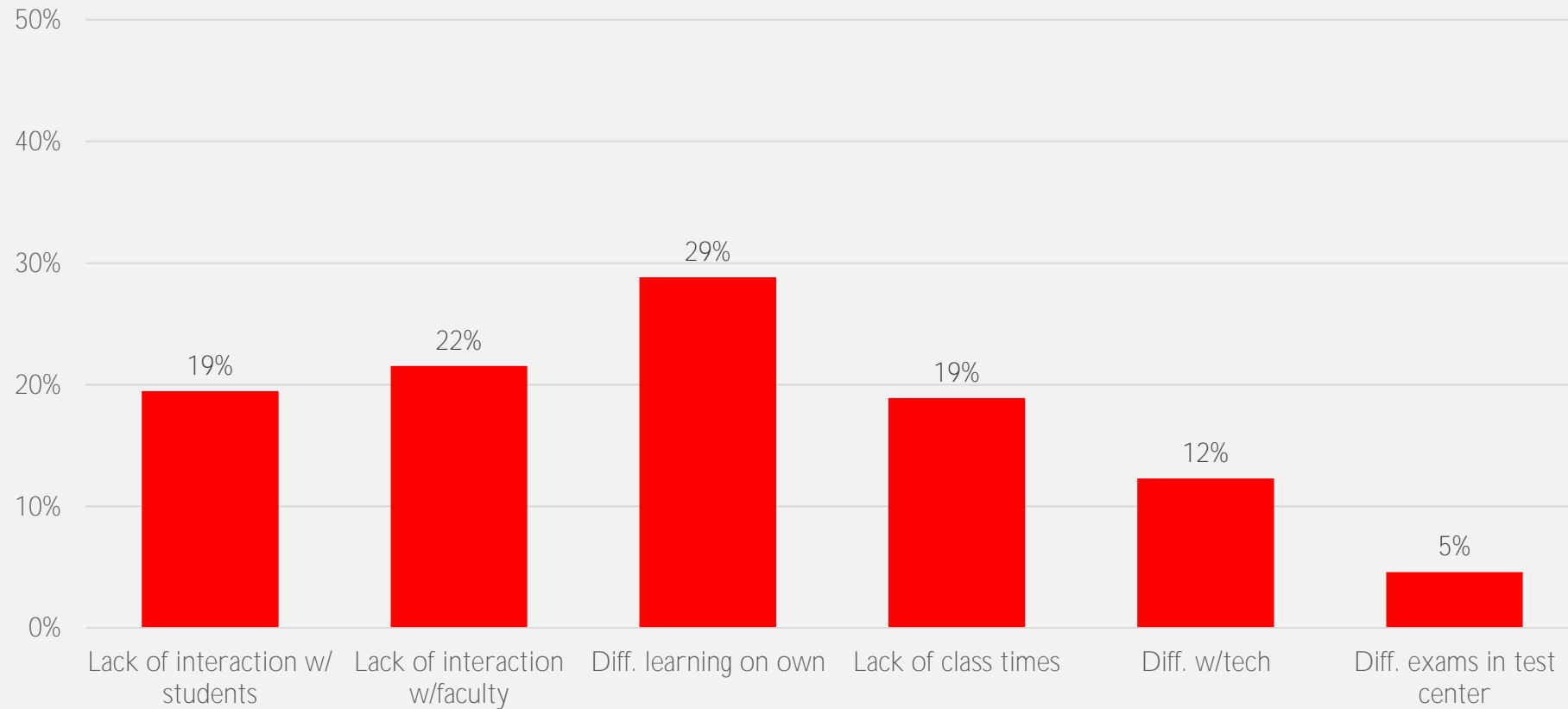


COLLECT DATA ON CHALLENGES

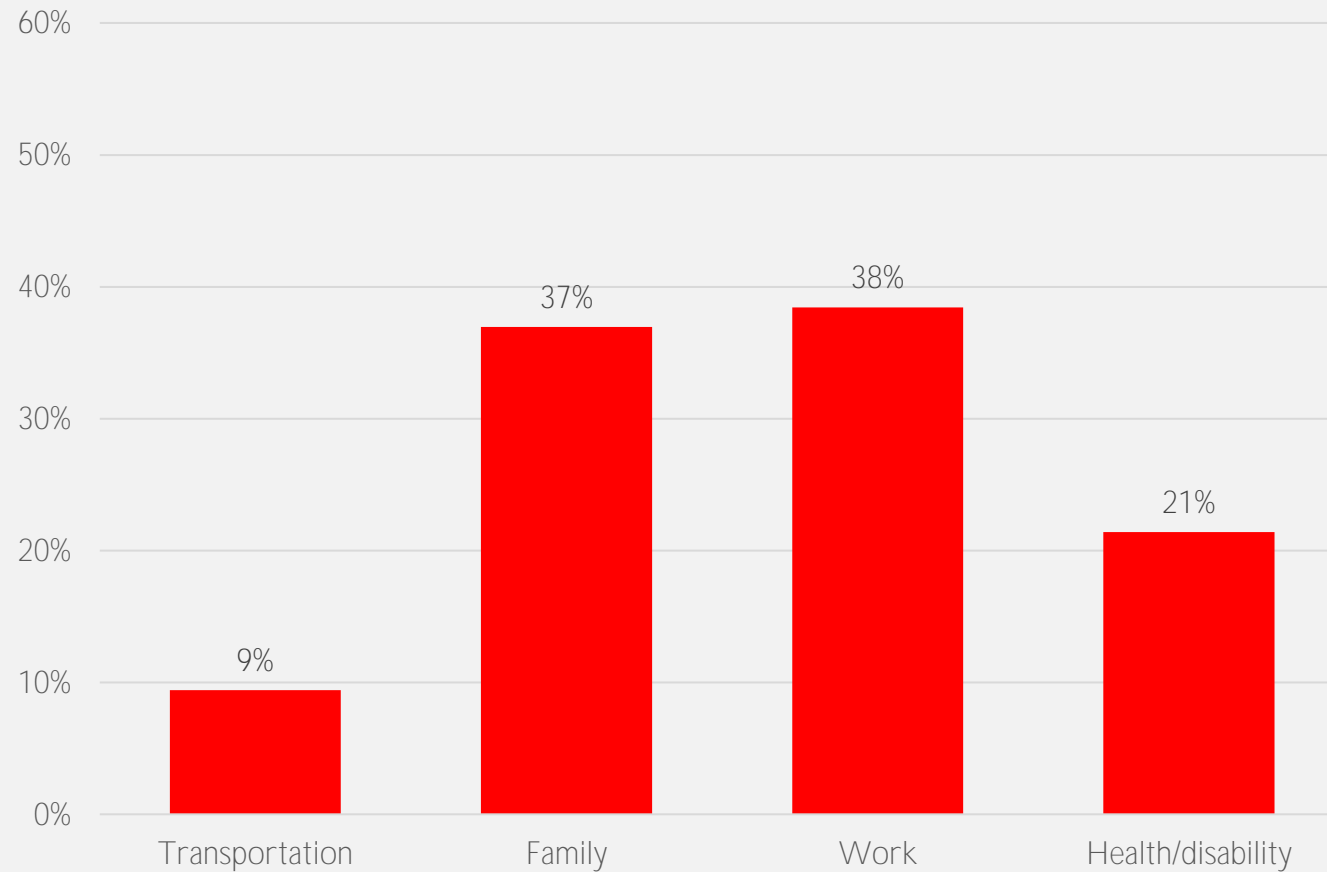




# CHALLENGES IN ONLINE LEARNING



# WORK AND PERSONAL LIFE CHALLENGES



## WORK AND FAMILY CHALLENGE DETAILS

22% indicated that work hours do not give them enough time to study

14% said work interferes with class schedules

18% indicated they had trouble registering for courses (full, not offered when needed not offered in semester needed)

26% indicated difficulty balancing family demands and school

## CONCLUSIONS

Community college students experience an array of challenges to their success

Not all students experience the same challenges

If we want to move the needle on student success and enhance social mobility, we need good data and we need to act on these data



THANK YOU!

Questions, comments, observations?

Email: [paul@percontor.org](mailto:paul@percontor.org) or  
[paul\\_umbach@ncsu.edu](mailto:paul_umbach@ncsu.edu)