Turning Points Along the Path:

How AHA Moments About The Student Experience Guide the Way

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Executive Director, CCCSE
Cell Phone

- Go to [www.menti.com](http://www.menti.com)
- Type in the number (4135 4813) at the top of the screen
- Test Run (This or That; CCCSE)
Tell me something good!
Would you recommend this college to a friend or family member?
Would you recommend this college to a friend or family member?

96%

CCSSE 2022 Cohort – 95%

Source: Ohio - CCSSE Item 35
Turning Points
What is one thing you **BELIEVED** you were not good at?
SUCCESS

I WILL

I CAN DO IT

I’LL TRY TO DO IT

HOW DO I DO IT?

I WANT TO DO IT

I CAN’T DO IT

I WON'T DO IT
If you think a minute goes by really fast, you’ve never been running.
What stood out to you?
What could have helped James persist?
A-HA Moments:
Opportunities for a Turning Point

DESIGNER
Instructions
RESUED

Relationships

Guess No More

No Optional
Here is a hint: “S” has 3 words
AHA: Direction
(Having a Plan Matters)

Ohio Focus Group Video
Before the end of my first academic term at this college, an advisor helped me develop an academic plan (a personalized plan with a defined sequence of courses for completing a college certificate or degree and/or for transferring to a 4-year college or university)

Ohio Students – Yes

Source: Ohio - CCSSE Item 20
Before the end of my first academic term at this college, an advisor helped me develop an academic plan (a personalized plan with a defined sequence of courses for completing a college certificate or degree and/or for transferring to a 4-year college or university)

Ohio Students - Yes

54%

Source: Ohio - CCSSE Item 20
Students who are advised are more engaged
Before the end of my first academic term, an advisor helped me develop an academic plan (a personalized plan with a defined sequence of courses for completing a credential or transferring to a four-year institution).

<table>
<thead>
<tr>
<th>Category</th>
<th>Yes (N=42,690)</th>
<th>No (N=23,348)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active and Collaborative Learning</td>
<td>54</td>
<td>49</td>
</tr>
<tr>
<td>Student Effort</td>
<td>56</td>
<td>49</td>
</tr>
<tr>
<td>Academic Challenge</td>
<td>56</td>
<td>48</td>
</tr>
<tr>
<td>Student-Faculty Interaction</td>
<td>57</td>
<td>48</td>
</tr>
<tr>
<td>Support for Learners</td>
<td>59</td>
<td>44</td>
</tr>
</tbody>
</table>

"We want to make sure [part-time students] are taking a balanced schedule so they can be successful."

— ADVISOR

Source: 2017 CCSSE returning student data
Direction

DESIGN

Guess No More

No Optional

relationships
AHA: High Expectations Matters
Worked harder than you thought you could to meet an instructor’s standards or expectations

Very often, Often, or Sometimes

Never

Source: Ohio - CCSSE 4o
Worked harder than you thought you could to meet an instructor’s standards or expectations

91% Very often, Often, or Sometimes

9% Never

Source: Ohio - CCSSE 4o
Direction
Expectations
Guess No More
No Optional
Relationships
Relationships

No Optional

Guess No More

Student Support Services

Expectations

Direction
AHA: Student Support Services Matter

Ohio Focus Group Video
AHA: Student Support Services Matter

<table>
<thead>
<tr>
<th>%</th>
<th>Peer tutoring</th>
<th>Skills Lab (writing, math, etc.)</th>
<th>Transfer advising/planning</th>
</tr>
</thead>
<tbody>
<tr>
<td>90%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>70%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>60%</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Ohio - CCSSE 12.1d,e,j & 12.3d,e,j
AHA: Student Support Services Matter

- **Peer tutoring**: 74%
- **Skills Lab (writing, math, etc.)**: 75%
- **Transfer advising/planning**: 76%

Source: Ohio - CCSSE 12.1d,e,j & 12.3d,e,j
AHA: Student Support Services Matter

- Peer tutoring: 74% (Importance) vs. 80% (Never Used It)
- Skills Lab (writing, math, etc.): 75% (Importance) vs. 75% (Never Used It)
- Transfer advising/planning: 76% (Importance) vs. 74% (Never Used It)

Source: Ohio - CCSSE 12.1d,e,j & 12.3d,e,j
Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need.

No

32%
Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need

No

32%

CCSSE 2022 Cohort – 37%

Source: Ohio - CCSSE 21
Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need

**NO**

40%
35%
30%
25%
20%

Non-traditional age  Traditional age

Source: Ohio - CCSSE 21
Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need.

**NO**

- Non-traditional age: 30%
- Traditional age: 35%

Source: Ohio - CCSSE 21
Direction
Expectations
Student Support Services
Guess No More
No Optional
Relationships
AHA: Intentional
(Engagement Doesn’t Happen by Accident, But by Design)

Ohio Focus Group Video
cccse.org/ESAL
Ensure Students Are Learning Web Toolkit

Overview

The Center for Community College Student Engagement has long advocated efforts to strengthen community college education in ways that lead to increased college completion and equity in student outcomes. Learning from the Center's survey research and student focus groups, as well as
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Because the component “high-impact teaching practices” encompasses so many impactful practices, it has been subdivided into 10 areas, each beginning with “HITP” in the drop-down menu below.

<table>
<thead>
<tr>
<th>Resource Title</th>
<th>Preview</th>
<th>Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>0% Lecture</td>
<td></td>
<td>• Student engagement</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• HITP - Collaborative assignments and projects</td>
</tr>
<tr>
<td>100% Outside of Class</td>
<td></td>
<td>• Applied learning experiences</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Student engagement</td>
</tr>
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<td></td>
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Because the component “high-impact teaching practices” encompasses so many impactful practices, it has been subdivided into 10 areas, each beginning with “HITP” in the drop-down menu below.

- Applied learning experiences
- Student engagement
- HITP- Alert and intervention
- HITP- Tutoring
- HITP- Supplemental instruction
- HITP- Writing intensity
- HITP- Collaborative assignments and projects
- HITP- Research experience
- HITP- ePortfolios
- HITP- Service learning
- HITP- Internships
- HITP- Capstone projects
- Equity-minded, asset-based teaching
- Assessment of learning
Because the component “high-impact teaching practices” encompasses so many impactful practices, it has been subdivided into 10 areas, each beginning with “HITP” in the drop-down menu below.

Components of Pillar Four:

- Any -
  - Applied learning experiences
  - Student engagement
  - HITP- Alert and intervention
  - HITP- Tutoring
  - HITP- Supplemental instruction
  - HITP- Writing intensity
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Select a Resource Type:

- Any -

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Direction
Expectations
Student Support Services
Intentional
Guess No More
No Optional
Relationships
AHA: Guess No More
(Students Don’t Know What They Don’t Know)

Think about your experiences from the first time of your decision to attend this college through the end of the first three weeks of your first semester/quarter.

Did you know about the following services?

NO
Did you know about the following services? **No**

- Transfer Credit Assistance
- Student Organizations
- Financial Assistance Advising
- Academic Advising/Planning

Cohort 2021 - SENSE 20.1a, 20.1d, 20.1g, 20.1i, 20.1j
Did you know about the following services? NO

- Transfer Credit Assistance
- Student Organizations
- Financial Assistance Advising
- Academic Advising/Planning 17%

Cohort 2021 - SENSE 20.1a, 20.1d, 20.1g, 20.1i, 20.1j
Did you know about the following services? **NO**

- Transfer Credit Assistance
- Student Organizations
- Financial Assistance Advising: 21%
- Academic Advising/Planning: 17%

Cohort 2021 - SENSE 20.1a, 20.1d, 20.1g, 20.1i, 20.1j
<table>
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<tr>
<th>Service</th>
<th>Percentage</th>
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<td>21%</td>
</tr>
<tr>
<td>Academic Advising/Planning</td>
<td>17%</td>
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Did you know about the following services? **No**

Cohort 2021 - SENSE 20.1a, 20.1d, 20.1g, 20.1i, 20.1j
Did you know about the following services? NO

- Transfer Credit Assistance: 49%
- Student Organizations: 37%
- Financial Assistance Advising: 21%
- Academic Advising/Planning: 17%

Cohort 2021 - SENSE 20.1a, 20.1d, 20.1g, 20.1i, 20.1j
Direction
Expectations
Student Support Services
Intentional
Guess No More
No Optional
ER
Relationships
AHA: No Optional
(Students Don’t Do Optional)
Unable to participate in orientation due to scheduling or not aware of it
Unable to participate in orientation due to scheduling or not aware of it

33%  2017

28%  2022
Direction
Expectations
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Guess No More
No Optional
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Direction
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Guess No More
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Equity
Relationships
AHA: Equity
(Equity Mindedness)
ccccse.org/ESAL
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The Center for Community College Student Engagement has long advocated efforts to strengthen community college education in ways that lead to increased college completion and equity in student outcomes. Learning from the Center's survey research and student focus groups, as well as...
Issue Briefs:

Number 1: Asset-Based, Equity-Minded Approaches to Teaching and Learning

Number 2: Centering Equity-Mindedness in Syllabus Construction

Number 3: The Importance of Midlevel Leaders in Advancing Equity

Number 4: Equity-Minded Approaches for Cultivating Student Engagement in the Classroom

Number 5: Supplemental Exercises and Resources
Direction
Expectations
Student Support Services
Intentional
Guess No More
No Optional
Equity
Relationships
At least one.....

College staff member learned my name
Other student learned my name
Instructor learned my name
At least one.....

College staff member learned my name 51%

Other student learned my name

Instructor learned my name
At least one:

College staff member learned my name  51%
Other student learned my name        72%
Instructor learned my name
At least one.....

College staff member learned my name 51%
Other student learned my name 72%
Instructor learned my name 84%
THANK YOU

- info@cccse.org
- www.cccse.org
- @CommCollSurveys
- youtube.com/cccsevideo