

# *Survey of Entering Student Engagement*

Wake Technical  
Community College

**2011 Key Findings**

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## Benchmarks of Effective Educational Practice with Entering Students

### SENSE Benchmarks

- ★ **Early Connections.** When students describe their early college experiences, they typically reflect on occasions when they felt discouraged or thought about dropping out. Their reasons for persisting almost always include one common element: a strong, early connection to someone at the college.
- ★ **High Expectations and Aspirations.** Nearly all students arrive at their community colleges intending to succeed and believing that they have the motivation to do so. When entering students perceive clear, high expectations from college staff and faculty, they are more likely to understand what it takes to be successful and adopt behaviors that lead to achievement. Students then often rise to meet expectations, making it more likely that they will attain their goals. Often, students' aspirations also climb, and they seek more advanced credentials than they originally envisioned.
- ★ **Clear Academic Plan and Pathway.** When a student, with knowledgeable assistance, creates a road map—one that shows where he or she is headed, what academic path to follow, and how long it will take to reach the end goal—that student has a critical tool for staying on track. Students are more likely to persist if they not only are advised about what courses to take, but also are helped to set academic goals and to create a plan for achieving them.

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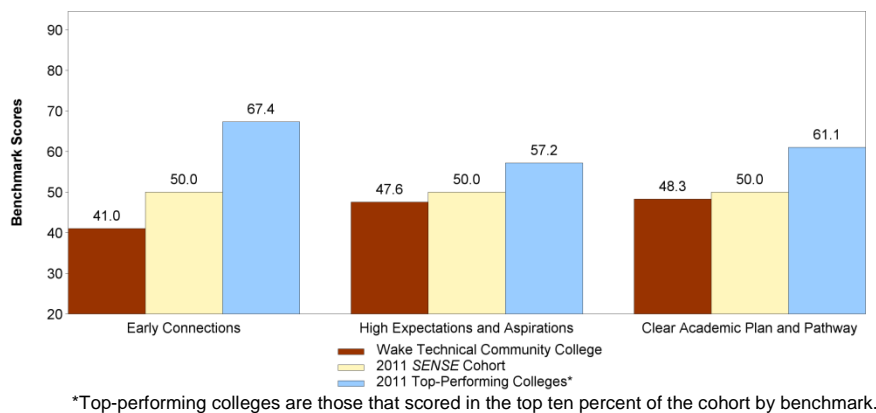
The Survey of Entering Student Engagement (*SENSE*) benchmarks are groups of conceptually related survey items that address key areas of entering student engagement. The six benchmarks denote areas that educational research has shown to be important to entering students' college experiences and educational outcomes; thus, they provide colleges with a useful starting point for looking at institutional results.

Ideally, colleges engage entering students in all six benchmark areas, beginning with a student's first contact with the institution and continuing through completion of the first three weeks of the initial academic term. This time is decisive because current research indicates that helping students succeed through the first academic term can dramatically improve subsequent success, including completing courses and earning certificates and degrees.

While many student behaviors and institutional practices measured by the benchmarks can and should continue throughout students' college careers, the *SENSE* items and the resulting data focus on this critical entering student timeframe.

*SENSE* benchmark scores are computed by averaging the scores on survey items composing the benchmarks. Benchmark scores are standardized to have a mean of 50 and standard deviation of 25 across all respondents.

Figure 1a



# Benchmarks of Effective Educational Practice with Entering Students

The standardized benchmark scores allow colleges to gauge and monitor their performance in areas of entering student engagement. In addition, participating colleges have the opportunity to make appropriate and useful comparisons between their performance and that of groups of other colleges.

Performing as well as the national average or a peer-group average may be a reasonable initial aspiration, but it is important to recognize that these averages are sometimes unacceptably low. Aspiring to match and then exceed high-performance targets is the stronger strategy.

Community colleges can differ dramatically on such factors as size, location, resources, enrollment patterns, and student characteristics. It is important to take these differences into account when interpreting benchmark scores—especially when making institutional comparisons. Furthermore, the Center for Community College Student Engagement has adopted a policy, “Responsible Uses of *CCSSE* and *SENSE* Data,” available at [www.cccse.org](http://www.cccse.org).

*SENSE* uses a three-year cohort of participating colleges in all core survey analyses. The current cohort is referred to as the 2011 *SENSE* Cohort (2009-2011) throughout all reports.

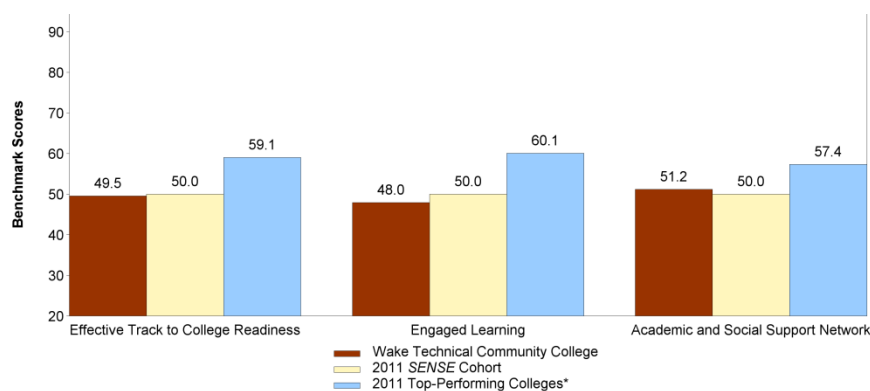
## SENSE Benchmarks

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- ★ **Effective Track to College Readiness.** Nationally, more than six in 10 entering community college students are underprepared for college-level work. Thus, significant improvements in student success will hinge upon effective assessment, placement of students into appropriate courses, and implementation of effective strategies to ensure that students build academic skills and receive needed support.
- ★ **Engaged Learning.** Instructional approaches that foster engaged learning are critical for student success. Because most community college students attend college part-time, and most also must find ways to balance their studies with work and family responsibilities, the most effective learning experiences will be those the college intentionally designs.
- ★ **Academic and Social Support Network.** Students benefit from having a personal network that enables them to obtain information about college services, along with the academic and social support critical to student success. Because entering students often don't know what they don't know, colleges must purposefully create those networks.

For further information about *SENSE* benchmarks, please visit [www.cccse.org](http://www.cccse.org).

Figure 1b



\*Top-performing colleges are those that scored in the top ten percent of the cohort by benchmark.

## Aspects of Highest Student Engagement

Benchmark scores provide a manageable starting point for reviewing and understanding *SENSE* data. One way to dig more deeply into the benchmark scores is to analyze those items that contribute to the overall benchmark score. This section features the five items across all benchmarks (excluding those for which means are not calculated) on which the college scored highest and the five items on which the college scored lowest in comparison to the 2011 *SENSE* Cohort.

The items highlighted on pages 4 and 5 reflect the largest differences in mean scores between the institution and the 2011 *SENSE* Cohort. While examining these data, keep in mind that the selected items may not be those that are most closely aligned with the college’s goals; thus, it is important to review all Institutional Reports on the *SENSE* online reporting system at [www.cccse.org](http://www.cccse.org).

Figure 2 displays the aggregated frequencies for the items on which the college performed most favorably compared with the 2011 *SENSE* Cohort. For instance, 77.3% of your students, compared with 69.8% of other students in the cohort, responded 'Agree' or 'Strongly Agree' on item 18g.

Figure 2

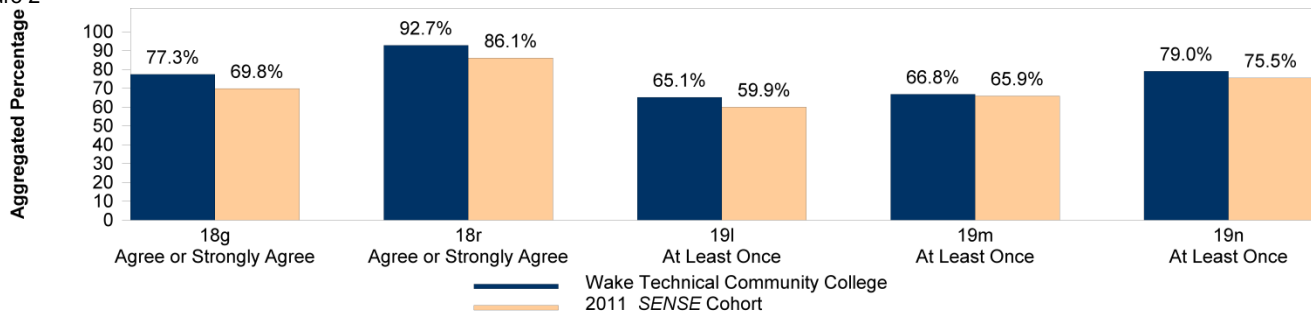


Table 1

Benchmark	Item Number	Item
Clear Academic Plan and Pathway	18g	An advisor helped me to identify the courses I needed to take during my first semester/quarter
Academic and Social Support Network	18r	At least one instructor learned my name
Engaged Learning	19l	Frequency: Used an electronic tool to communicate with an instructor about coursework during the first three weeks of your first SEMESTER/QUARTER
Engaged Learning	19m	Frequency: Discussed an assignment or grade with an instructor during the first three weeks of your first SEMESTER/QUARTER
Engaged Learning	19n	Frequency: Asked for help from an instructor regarding questions or problems related to a class during the first three weeks of your first SEMESTER/QUARTER

### Notes

For items 18, 'Agree' and 'Strongly Agree' responses are combined.

For items 19 (except 19c, 19d, 19f, 19s), 'Once', 'Two or three times', and 'Four or more times' responses are combined.

## Aspects of Lowest Student Engagement

Figure 3 displays the aggregated frequencies for the items on which the college performed least favorably compared with the 2011 *SENSE* Cohort. For instance, 13.7% of your students, compared with 26.3% of other students in the cohort, responded 'Agree' or 'Strongly Agree' on item 18h.

Figure 3

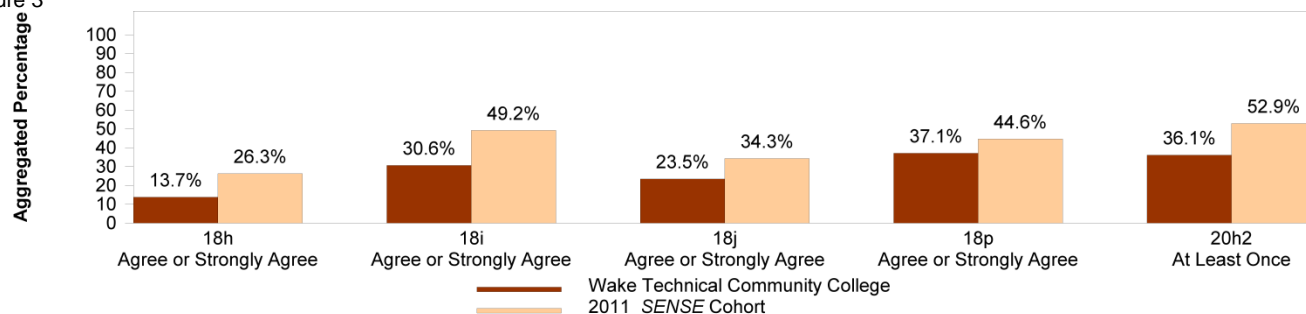


Table 2

Benchmark	Item Number	Item
Clear Academic Plan and Pathway	18h	A college staff member talked with me about my commitments outside of school to help me figure out how many courses to take
Early Connections	18i	The college provided me with adequate information about financial assistance
Early Connections	18j	A college staff member helped me determine whether I qualified for financial assistance
Early Connections	18p	At least one college staff member (other than an instructor) learned my name
Engaged Learning	20h2	Frequency: Used computer lab

### Notes

For items 18, 'Agree' and 'Strongly Agree' responses are combined.

For items 20, 'Once', 'Two or three times', and 'Four or more times' responses are combined.

## 2011 *SENSE* Special-Focus Module Items

*SENSE* special-focus modules allow participating colleges and researchers to delve more deeply into areas of student experience and institutional performance that are related to student success. As part of an ongoing national initiative, the Center added a special-focus module focused on community college students' participation in a defined collection of "promising practices" to the 2011 *SENSE* administration. This special-focus module elicited new information about entering students' experiences associated with promising educational practices such as early registration, freshman seminars, and early alert systems. Frequency results for five selected "promising practices" items are displayed across pages 6 and 7.

To access complete special-focus module frequency reports, please visit the *SENSE* online reporting system at [www.ccsse.org](http://www.ccsse.org).

Figure 4: At this college, I completed registration before the first class session(s).

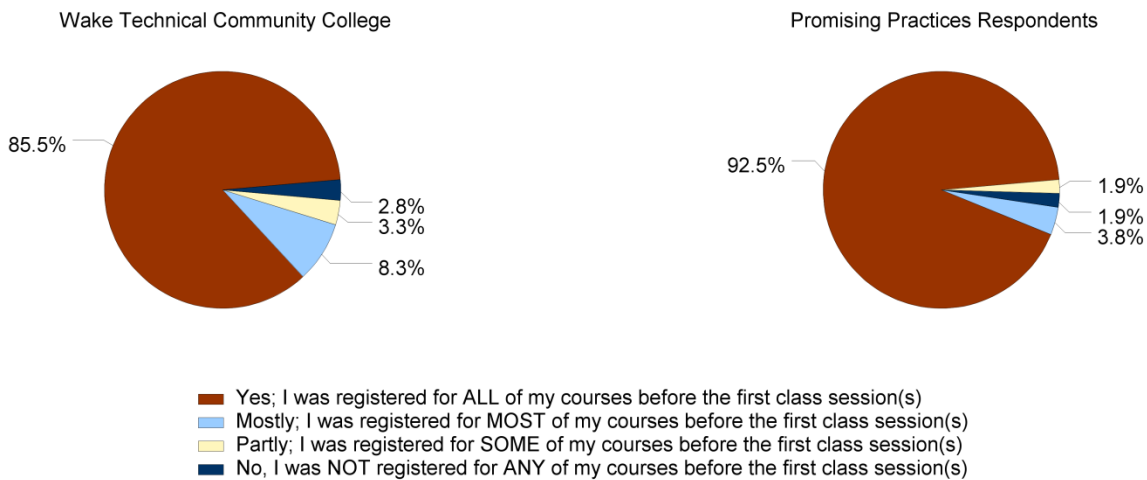


Figure 5: At this college, the first time I met with an advisor to help me set academic goals and to create a plan for achieving them was...

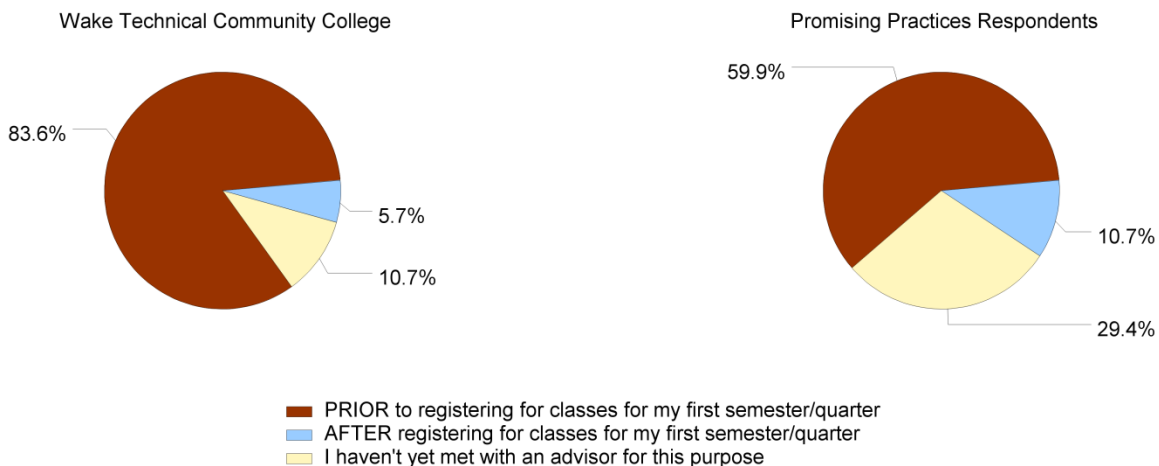


Figure 6: At this college, I am participating in a structured experience for new students (sometimes called a freshman seminar or first year experience).

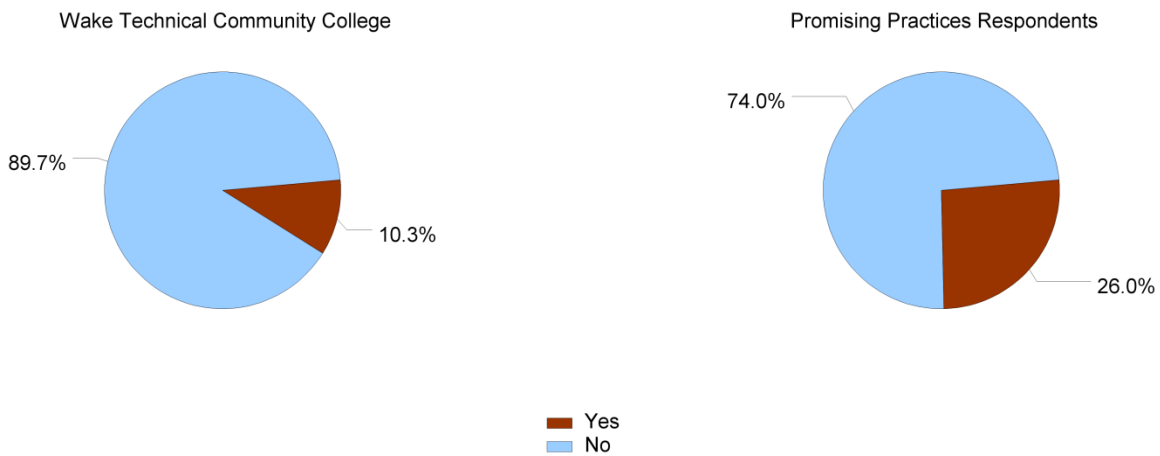


Figure 7: At this college, my instructors clearly explained a class attendance policy that specified how many classes I could miss without penalty.

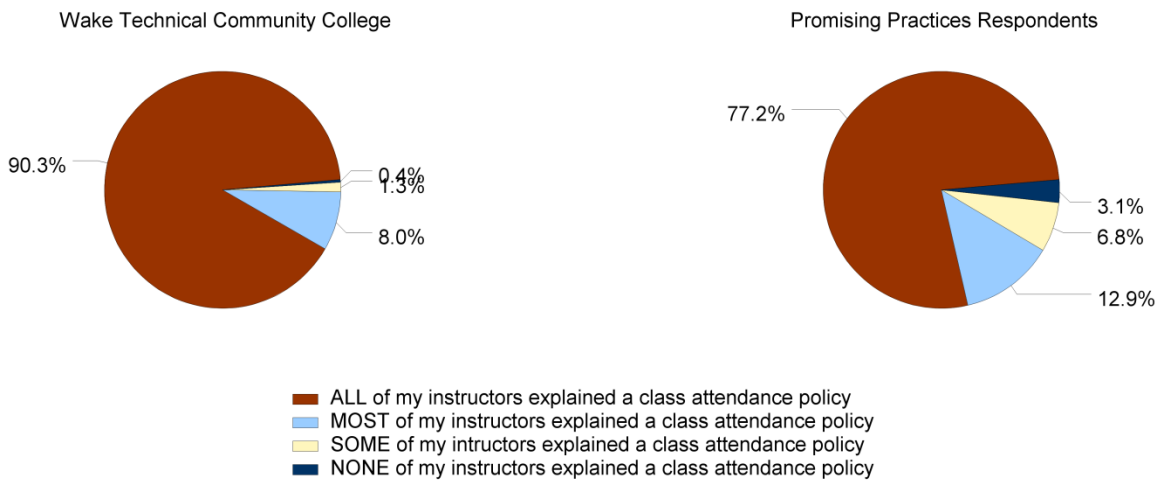
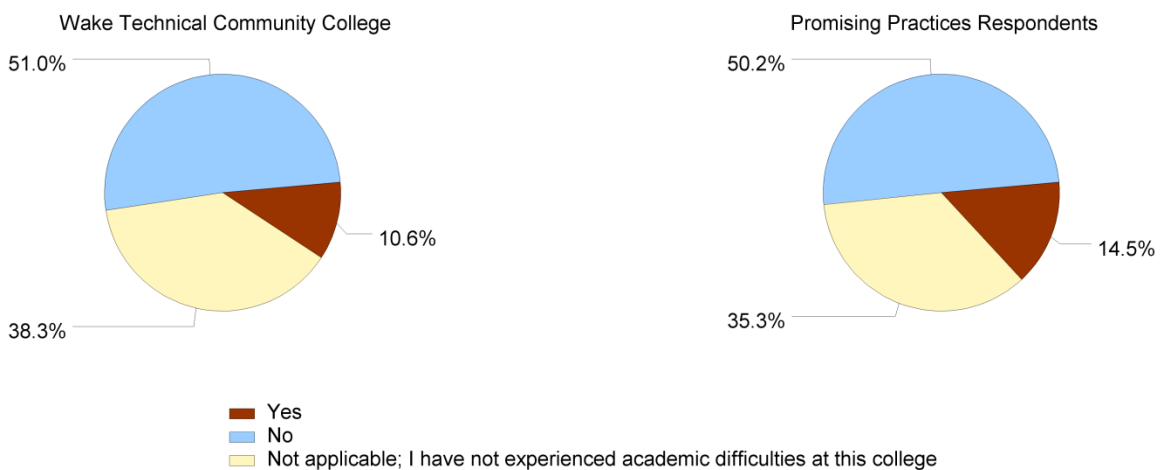


Figure 8: Someone at this college contacts me if I am struggling with my studies to help me get the assistance I need.



## Assessment and Placement: Are There Gaps?

Most community colleges have assessment and placement policies that are intended to help all students “start right.” Yet, often these policies, even when they are ostensibly mandatory, might not be implemented in ways that ensure success for all students. The disaggregated data below illustrate the student experience with assessment and placement at your college. Nationally, more than 60% of community college students are enrolled less than full-time. Thus, while looking at these data, it is important to consider the institution’s enrollment patterns. Are your entering students starting right?

Figure 9

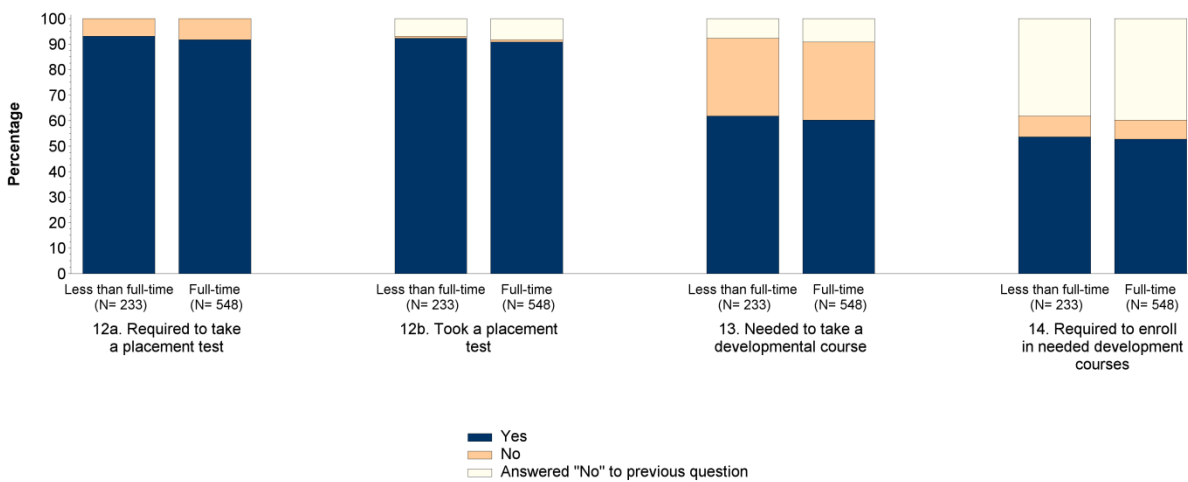


Table 3

Response	12a. Required to take a placement test		12b. Took a placement test		13. Needed to take a developmental course		14. Required to enroll in needed development courses	
	Less than full time	Full time	Less than full time	Full time	Less than full time	Full time	Less than full time	Full time
Yes	93.1%	91.8%	92.3%	90.9%	61.8%	60.2%	53.6%	52.7%
No	6.9%	8.2%	0.9%	0.9%	30.5%	30.7%	8.2%	7.5%
Answered "No" to previous question	N/A	N/A	6.9%	8.2%	7.7%	9.1%	38.2%	39.8%