



HOLISTIC STUDENT SUPPORT SURVEY ANALYSIS



Today's Presenter

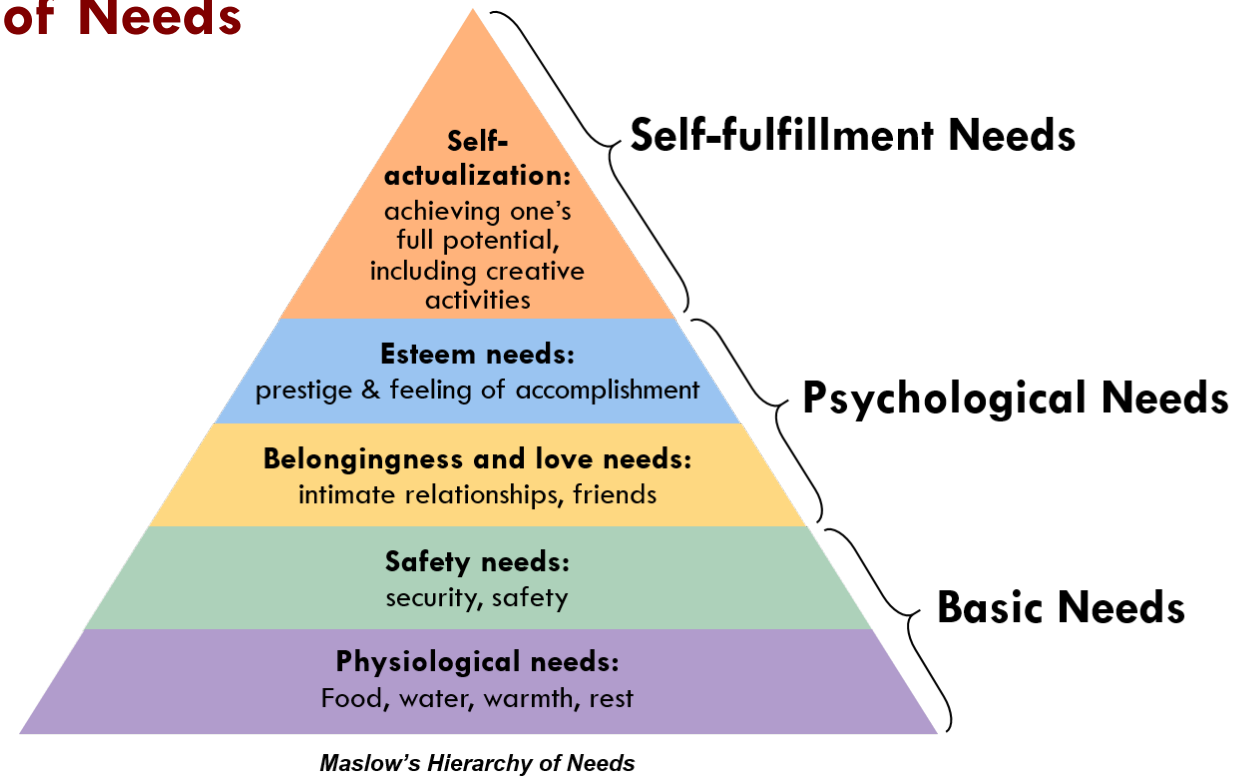


David Schlanger, MA
Program Manager, Title V “PACES” Grant

Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

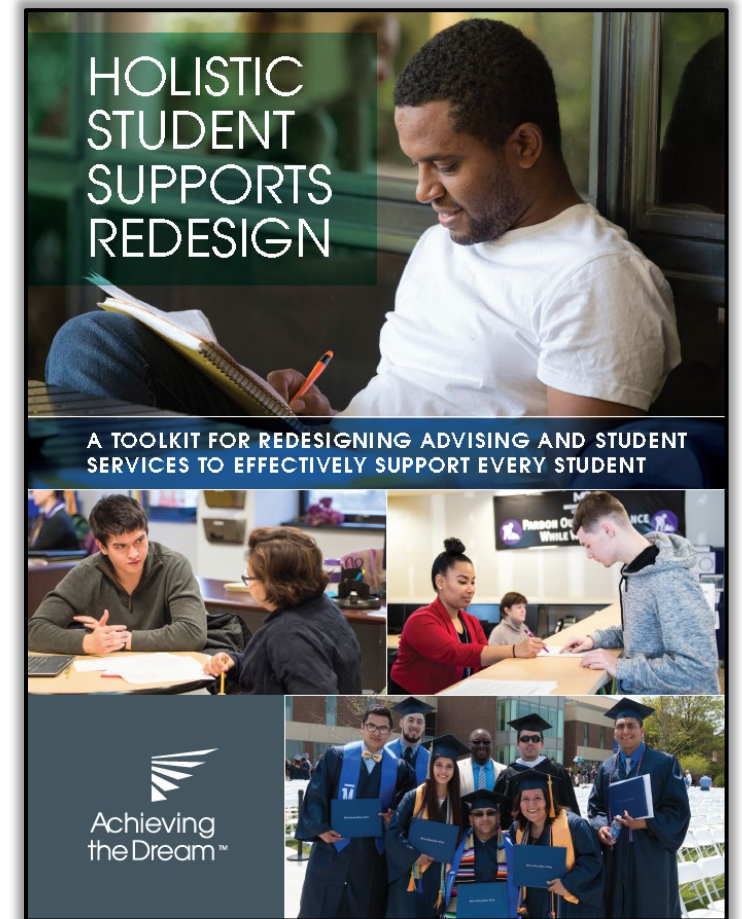
- **Structured around Maslow's Hierarchy of Needs**



Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**



Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

- **Structured around Maslow's Hierarchy of Needs**
- **Guided by Achieving the Dream's Holistic Student Support Redesign Toolkit**
- **19 questions, 5 surveys, woven into the online orientation in English and Spanish**
- **1,562 responses collected 3/1/21 – 8/22/21**
 - **1,547 English**
 - **15 Spanish**
- **100% response rate from non-exempt students**

The screenshot shows a web browser window with the Norco College logo and 'NEW STUDENT ORIENTATION' in the header. The main content area is titled 'Student Support Services Survey'. Below the title is an introductory paragraph explaining the purpose of the survey. This is followed by a question asking students to mark all applicable support services they would like to speak to. Four options are listed, each with a checkbox and a description: Employment (checked), Health and Wellness (unchecked), Food (checked), and Housing (unchecked).

NORCO COLLEGE | NEW STUDENT ORIENTATION

Student Support Services Survey

As you learned, Norco College provides a multitude of student services to support you throughout your college journey. It is important to us that your basic needs are met so you can fully focus on being successful in your education. Your answers to the following questions will help us connect you with various student service programs for which you may be eligible.

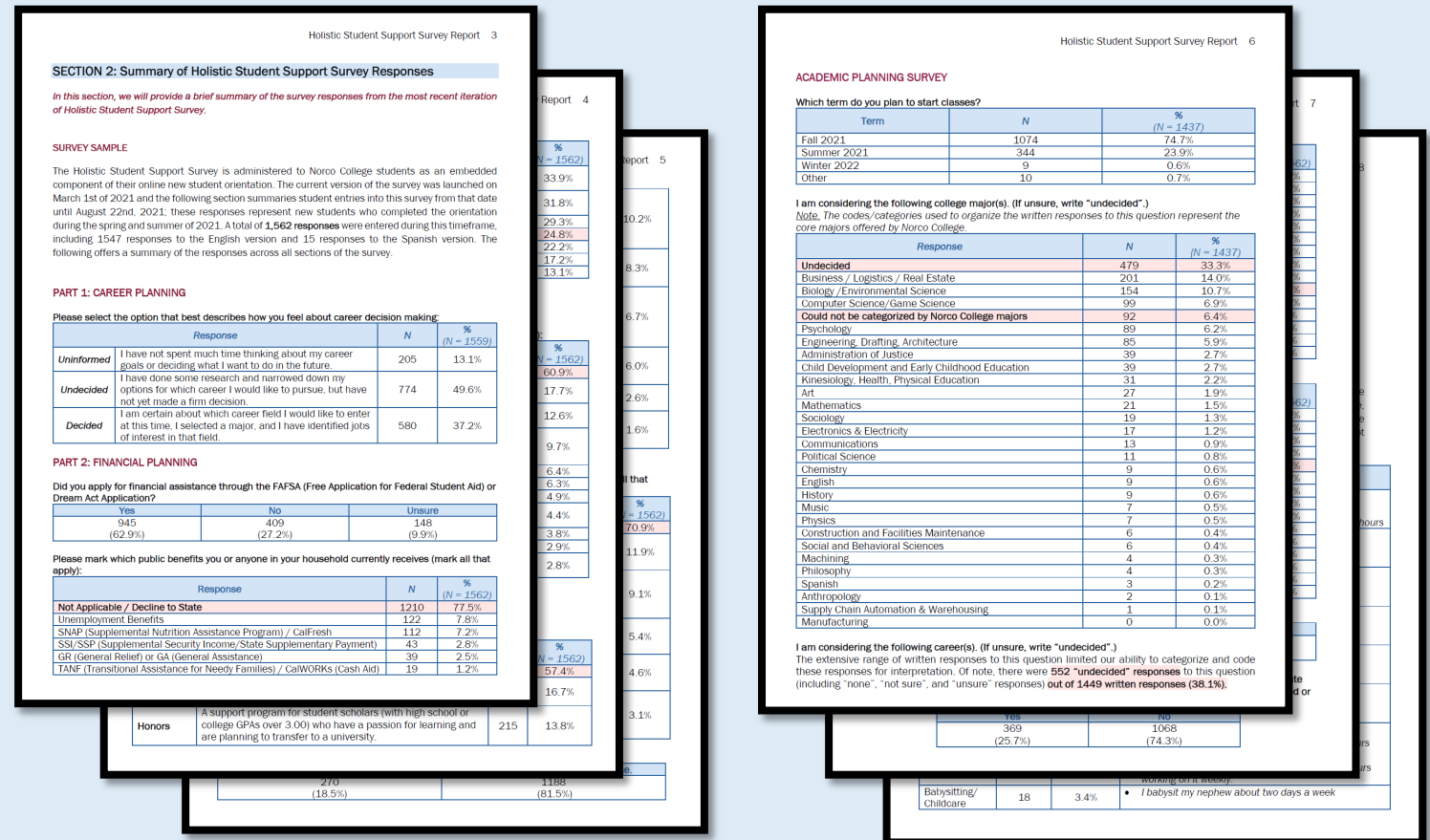
I would like to speak to someone about the following support services (mark all that apply):

- ☒ **Employment** (Do you need assistance with finding employment that works with your school schedule?)
- ☐ **Health and Wellness** (Do you have concerns about your personal health, such as physical, emotional, eating/sleeping, relationships, anxiety, depression, alcohol/drugs, etc.?)
- ☒ **Food** (Do you struggle to feed yourself and/or your family?)
- ☐ **Housing** (Do you have unstable living situations?)

HSS Survey Report

- Contact David Schlanger for a full copy of the report
- Analysis resulted in 20 updates/revisions to the surveys and 2 new survey questions (total = 21)
- HSSS 2.0 launched 10/1/21 (ANALYSIS COMING SOON)

CLAREMONT EVALUATION CENTER Claremont Graduate University



Highlights

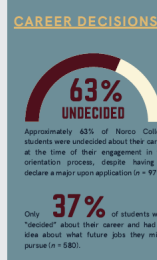
Highlighted findings from the HOLISTIC STUDENT SUPPORT SURVEY



FALL 2021

The brief summarizes highlighted survey findings describing the needs, interests, and challenges of incoming Norco College students (1,562 students) who completed the online orientation from March 1 to August 22 of 2021.

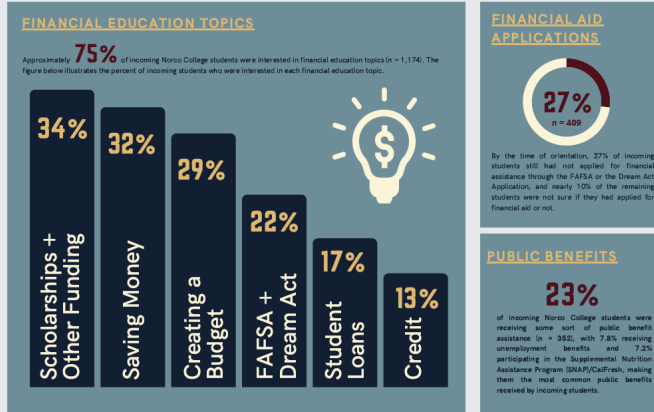
CAREER PLANNING



STUDENT SUPPORT SERVICES

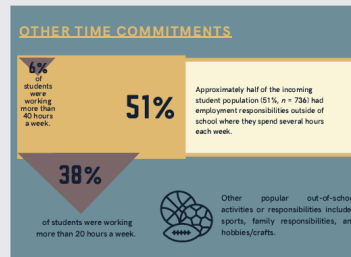
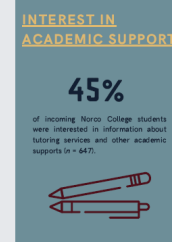
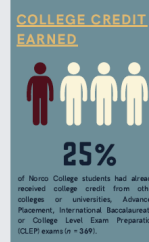


FINANCIAL PLANNING



Highlighted findings from the HOLISTIC STUDENT SUPPORT SURVEY [FALL 2021]

ACADEMIC PLANNING

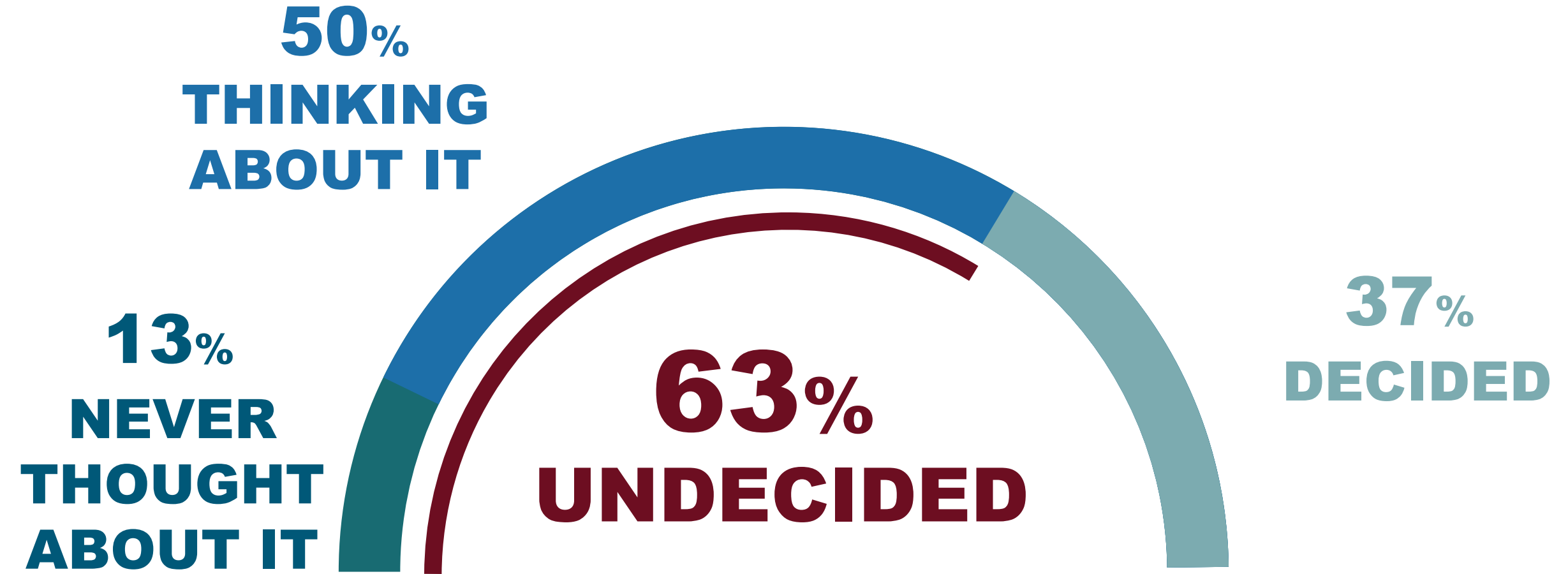


Submitted by:
Claremont Evaluation Center
Claremont Graduate University
December 16, 2021



This work was funded by the Title V "PACES" Grant (Pathways to Access, Completion, Equity and Success). The PACES project is funded by the U.S. Department of Education's Developing Hispanic-Serving Institutions (DHSI) program (Grant P031519031B).

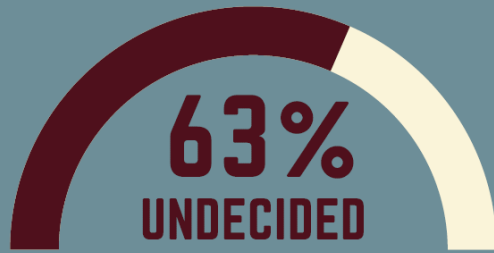
Career Planning Survey



Career Planning Survey

CAREER PLANNING

CAREER DECISIONS



Approximately 63% of Norco College students were undecided about their career at the time of their engagement in the orientation process, despite having to declare a major upon application ($n = 979$).

Only **37%** of students were "decided" about their career and had an idea about what future jobs they might pursue ($n = 580$).

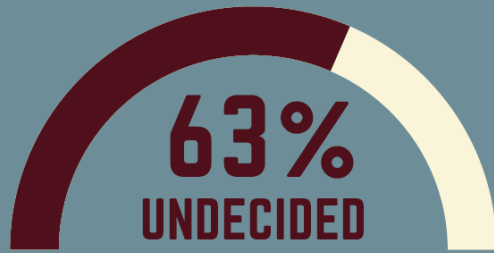
13.1% completely undecided

"I have not spent much time thinking about my career goals or deciding what I want to do in the future."

Career Planning Survey

CAREER PLANNING

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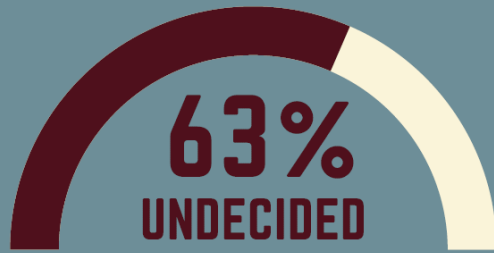
49.6% somewhat decided

"I have done some research and narrowed down my options for which career I would like to pursue, but have not yet made a firm decision."

Career Planning Survey

CAREER PLANNING

CAREER DECISIONS



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Only **37%** of students were "decided" about their career and had an idea about what future jobs they might pursue ($n = 580$).

37.2% decided

"I am certain about which career field I would like to enter at this time, I selected a major, and I have identified jobs of interest in that field."

Career Planning Survey

36% of all students changed their major within one year.

Change Type	Undecided	Somewhat Decided	Decided
No Change	100 (67.6%)	361 (61.5%)	238 (64.2%)
Non-Substantial Change	9 (6.1%)	32 (5.5%)	19 (5.1%)
Substantial Change	18 (12.2%)	89 (15.2%)	65 (17.5%)
Substantial Change + School Change	21 (14.2%)	105 (17.9%)	49 (13.2%)

No statistically significant difference.

Student Support Services

EMPLOYMENT

277

(17.7%)

TRANSFER

197

(12.6%)

WELLNESS

151

(9.7%)

TRANSPORTATION

100

(6.4%)

TECHNOLOGY

99

(6.3%)

HOUSING

76

(4.9%)

DISABILITY

69

(4.4%)

FOOD

59

(3.8%)

SECURITY

46

(2.9%)

CHILD CARE

43

(2.8%)

Needs by Interest in CalWORKs

Need Type	CalWORKs	All Students	Multiple
Childcare	10.6%	2.8%	3.7x
Disability Accommodations	11.7%	4.4%	2.7x
Employment	44.7%	17.7%	2.5x
Food	23.4%	3.8%	6.2x
Health & Wellness	31.9%	9.7%	3.3x
Housing	25.5%	4.9%	5.2x
Safety	11.7%	2.9%	4x
Technology	20.2%	6.3%	3.2x
Transportation	24.5%	6.4%	3.8x
Transfer Support	28.7%	12.6%	2.3x

Needs by Interest in DRC Services

Need Type	DRC	All Students	Multiple
Childcare	10.3%	2.8%	3.7x
Employment	33.8%	17.7%	1.9x
Food	11.8%	3.8%	3.1x
Health & Wellness	35.3%	9.7%	3.6x
Housing	17.6%	4.9%	3.6x
Safety	13.2%	2.9%	4.6x
Technology	16.2%	6.3%	2.6x
Transportation	19.1%	6.4%	3x
Transfer Support	29.4%	12.6%	2.3x

Needs by Interest in VRC Services

Need Type	VRC	All Students	Multiple
Childcare	12%	2.8%	4.3x
Disability	16%	4.4%	3.6x
Employment	--	17.7%	--
Food	16%	3.8%	4.2x
Health & Wellness	--	9.7%	--
Housing	--	4.9%	--
Safety	--	2.9%	--
Technology	--	6.3%	--
Transportation	--	6.4%	--
Transfer Support	36%	12.6%	2.9x

Needs by Interest in Foster Youth

Need Type	Foster Youth	All Students	Multiple
Childcare	12.5%	2.8%	4.5x
Disability	--	4.4%	--
Employment	40%	17.7%	2.3x
Food	25%	3.8%	6.6x
Health & Wellness	27.5%	9.7%	2.8x
Housing	17.5%	4.9%	3.6x
Safety	20%	2.9%	6.9x
Technology	22.5%	6.3%	3.6x
Transportation	27.5%	6.4%	4.3x
Transfer Support	25%	12.6%	2x

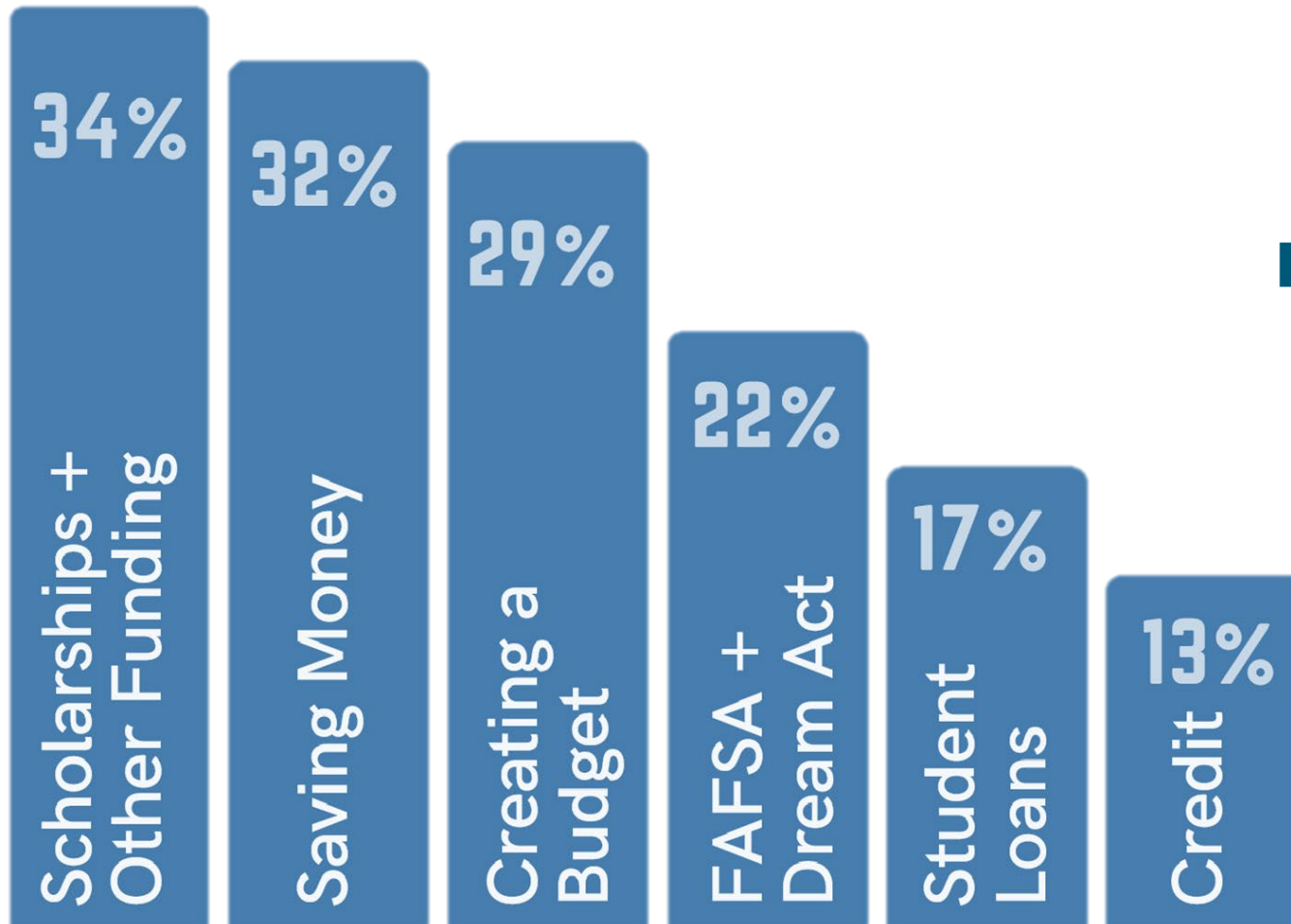
Campus Connections

Student Support Programs		
Norco College Services	Interested at Orientation	Connected to Services
Promise Program	260	74 (28.5%)
Honors	214	27 (12.6%)
EOPS/ CARE/ NextUp	158	24 (15.2%)
Engineering Pathways	127	3 (2.4%)
TRiO SSS and SSS-RISE	104	25 (24.0%)
CalWORKs	94	1 (1.1%)
Phoenix Scholars	40	4 (10.0%)
Veterans Services	25	9 (36.0%)
Disability Services	68	19 (27.9%)

Campus Connections

Learning Communities		
Norco College Services	Interested at Orientation	Connected to Services
Puente	184	21 (11.4%)
Women's Lean in Circle	142	Unknown
Unity Zone	83	7 (8.4%)
Men of Color Scholars	71	13 (18.3%)
Umoja	48	16 (33.3%)

Financial Planning



75%

Need FINANCIAL EDUCATION

27%

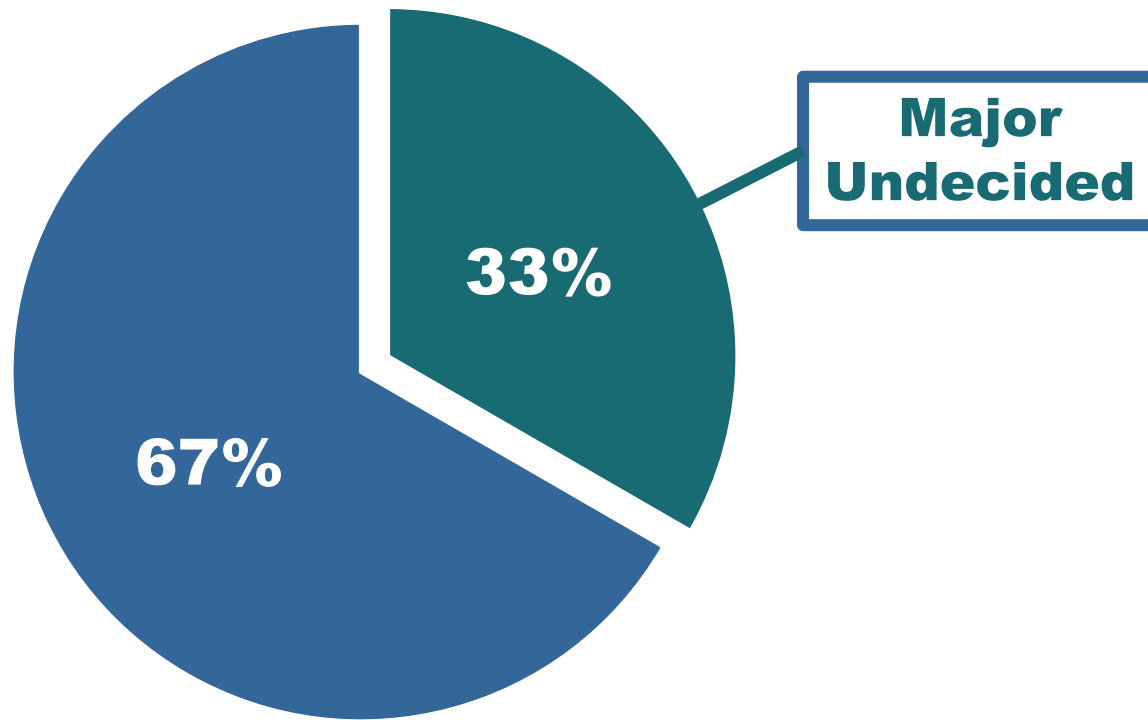
No FAFSA Yet

23%

PUBLIC BENEFITS

Academic Planning

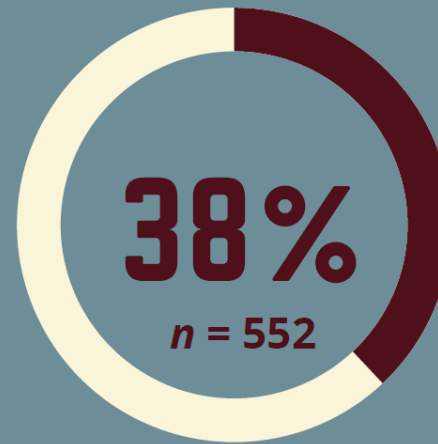
Major at Orientation



For those who did select a major, the most common majors were:

- 1 Business /Logistics/Real Estate ($n = 201$)
- 2 Biology/Environmental Science ($n = 154$)
- 3 Computer Science/Game Science ($n = 99$)
- 4 Psychology ($n = 89$)
- 5 Engineering/Drafting/Agriculture ($n = 85$)

CAREER FIELD NOTED AT ORIENTATION



Approximately 38% of Norco College students were not considering any particular career field at the time of their orientation.

Academic Planning



45%
Interested in
Academic Support
&
Tutoring

45

ACADEMIC SUPPORT

ACADEMIC STRENGTHS & CHALLENGES

TOP 4 ACADEMIC STRENGTHS



- English/Literature/Reading (30.3%)
- Math (26.2%)
- Science/Biology/
Chemistry/Geography/Physics
(23.9%)
- History/Social Studies (23.6%)

ACADEMIC STRENGTHS & CHALLENGES

TOP 4 MOST CHALLENGING SUBJECTS



- Math (42.7%)
- English/Literature/Reading (25.0%)
- Science/Biology/
Chemistry/Geography/Physics (24.1%)
- Communication Studies/Public
Speaking (19.5%)

ACADEMIC STRENGTHS & CHALLENGES

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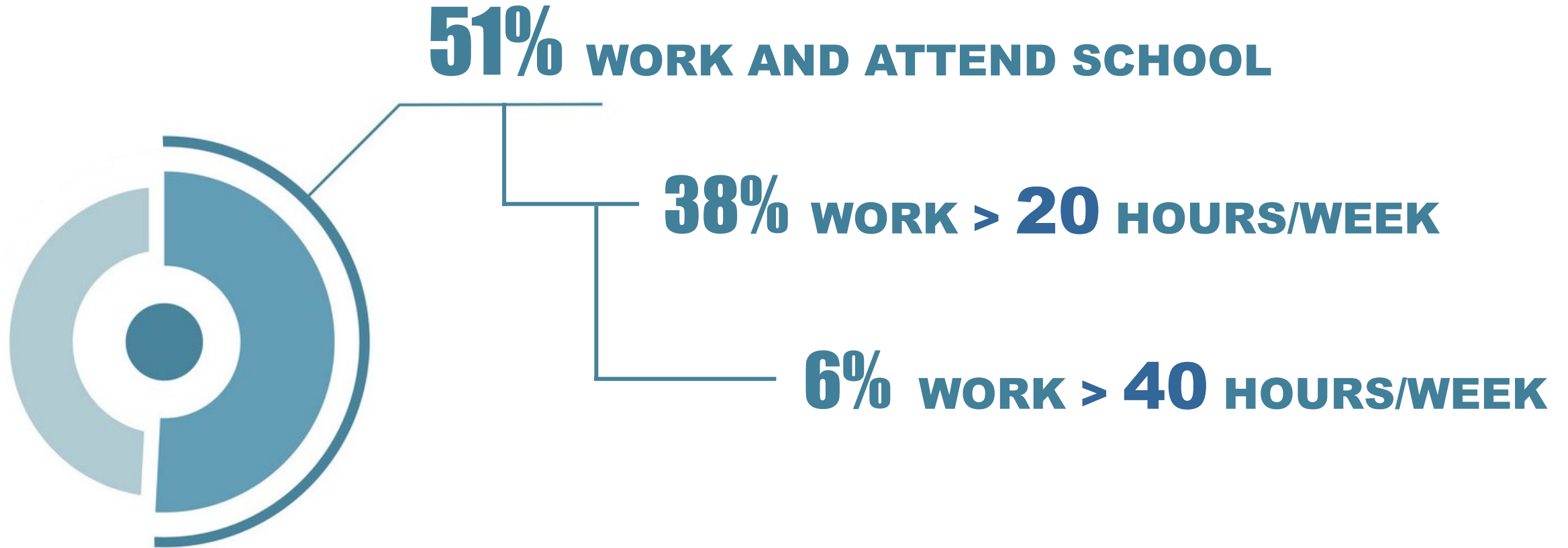
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Academic Planning



Student Need Areas

IDENTIFYING HIGH-NEED AREAS FOR INCOMING STUDENTS

- **75%** - Financial Education
- **63%** - Career Development
- **45%** - Academic Support / Tutoring
- **40%** - Basic Needs / Support
 - **18%** - Employment Resources
 - **13%** - Transfer Assistance
 - **10%** - Health Services



2021-2022 Incoming Student Comparison



NORCO
COLLEGE



RCC
RIVERSIDE CITY COLLEGE

MORENO
VALLEY
COLLEGE

of Students

1,548 students

5,398 students

1,182 students

Gender

- 49.8% female

- 57.2% female

- 57.4% female

Age*

- 73.4% 19 years or less

- 70.5% 19 years or less

- 67.2% 19 years or less

**Race/
Ethnicity***

- 57.6% Hispanic
- 19.8% White
- 10.8% Asian

- 66.8% Hispanic
- 13.6% White
- 8.1% Black/African American

- 73.6% Hispanic
- 9.4% Black/African American
- 8.0% White

**Group differences in age and race/ethnicity were statistically significant across groups.*

Does helping incoming students with their holistic needs during onboarding lead to improved outcomes?

Term Persistence by School

(% of incoming students who successfully completed at least one class)

	Norco College	Riverside City College	Moreno Valley College
Summer 2021	81.4%	74.9%	77.2%
Fall 2021	70.8%	61.1%	56.9%
Winter 2022	75.1%	70.0%	70.0%

Average Percent of Units Completed per Term by School
(% of credits completed for incoming students)

	Norco College	Riverside City College	Moreno Valley College
Summer 2021	76.5%	70.4%	71.8%
Fall 2021	53.6%	42.4%	41.4%
Winter 2022	69.8%	63.2%	64.8%

Fall-to-Spring Term Persistence by School

(% of incoming students who persisted to Spring)

	N (%)	Range	Average Spring Units
Norco College	831 (67.3%)	1.0-18.0 units	10.03 units
Riverside City College	2190 (62.1%)	1.0-26.0 units	11.29 units
Moreno Valley College	521 (64.0%)	1.0-27.0 units	10.56 units

Future Plans & Next Steps



1. **Internal Access**
 - Make data available in SIS
2. **Automation**
 - Automate download/e-mails
3. **Expansion to Continuing Students**
 - Incorporate into regular processes and make available ad hoc for students/staff
4. **Predictive Analytics**
 - Use to score risk levels and intervene
5. **Longitudinal Study**
 - Track long-term outcomes of HSS groups

Questions?

