

NC Student Success Center Fall 2016 Baseline Survey Data

Survey Methodology

In October 2016, the NC Student Success Center (NC SSC) conducted four surveys of key stakeholders, including NC Community College System (NCCCS) Presidents, Faculty and Staff, Students, and External Partners. The Center's Advisory Board members, which represent NCCCS internal stakeholder associations and external education and workforce partners, shared the survey link with their members. In addition, the survey was sent to all 58 Presidents, Chief Academic Officers, Student Development Administrators, and Student Life Coordinators, who were asked to complete the survey and/or share the link with practitioners and students on their campuses.

The surveys were all deployed in October 2016 and were made available for three weeks. In November 2016, survey results were presented to the Advisory Board for consideration and recommendation of priorities in each of the Center's key roles: *Professional Development, Organizational Development, Technical Assistance, Shared Learning/Best Practices, and Data/Knowledge Management*. *These priorities are the basis of the Center's 2017 Action Plan*. The surveys outlined in this document will be redeployed in future semesters.

The NC Student Success Center will connect regularly with college leaders, practitioners, and students through surveys, newsletters, and other communication, either directly or through the Center's webpage at <http://www.nccommunitycolleges.edu/student-services/nc-student-success-center>.

To learn more about the Center's work or to share your ideas, contact Roxanne Newton, Executive Director, at newtonr@nccommunitycolleges.edu.

All Surveys Deployed (as of Fall 2016)

Audience	Purpose of Instrument	Respondents
Practitioners	Survey of college stakeholders including faculty, staff, and administration from various departments to provide insight on current student initiatives, retention challenges, and professional development interest areas.	296
Students	A 5 question survey was developed to identify student demographics, student support services, student challenges, and experiences at their community colleges.	67
Presidents	Survey of Presidents to determine their thoughts regarding future actions for the Center	15
External Partners	A 4 question survey was developed to learn more about external partner priorities and challenges, and how the Center can provide communication assistance.	3

High Level Summary - NC Student Success Center Survey Findings

Practitioners (n=296)

Key Findings:

- Cape Fear, Rowan-Cabarrus and Davidson had the highest participation rates for the Faculty/Staff survey.
 - Six colleges did not offer responses while the survey was open.
- Breakdown of respondent groups: Instructional Staff (30%), Student Services (21%), Adult/Workforce/Distance Education (20%), Administrators (11%), Administrative Support (12%) and 'other roles' representing around (6%).
- Student support service initiatives are the primary focus for most colleges, with success, front door experiences, ACA, and Single Stop strongly represented in the responses.
 - Data Management, Course Redesigns, and Learning Communities were also identified as key student success efforts.
- Faculty identified student retention challenges at micro-level, allowing specific details to inform the following broad categories: level of college readiness, student life stressors, staff/college capacity, internal and external support services, and specifically noted faculty/development and training. Several respondents also included more granular details around program/curriculum and employment competition. These responses were much more detailed than what was recorded in the CC President survey.
 - Over 30 distinct professional development topics ideas were mentioned.

Students (n=67)

Key Findings:

- With over 50% of survey respondents represented, Mayland Community College had the highest participation rate on the survey for students.
- Over 73% of the respondents indicated full-time status, and over 20% of respondents indicated working full-time.
- Over 35% of students enrolled in a combination of seated and online classes.
- Students feel colleges are helping them succeed via professors that are caring, positive and willingness to assist them. Particularly, students noted tutoring support, professor availability, and learning centers as most impactful.
- Key challenges that student respondents noted includes: work-life balance, personal issues, assignment deadlines, and financial struggles.
 - Students described their experience as overwhelming, stressful, and difficult to navigate.
 - Although most students noted a strong appreciation for their instructors, they wish the instructors had a better understanding of their unique situations / challenges faced as a student.

Presidents (n=15)

Key Findings:

- Services that the Presidents mentioned as being most needed on campus included: quality resources and training, best practices sharing, and providing structural frameworks to build programs.
- The most common college initiatives are related to support services and significance of data management.
 - Specifically mentioned academic and career planning, orientation, workshops, pathways and early alert systems.
- The professional development benefits were equally split at over 70% responses between academic advising, data-informed decision making, student career exploration, and improving online and hybrid teaching and student learning outcomes.
 - 20% of respondents thought they could benefit from other topics not specifically offered ranging from CBE, OER, achievement gaps, and addressing equitable outcomes.

External Partners (n=3)

Key Findings:

- Despite low survey response rate, organizations were equally represented by one-third percentage from NC DPI, NC Independent College and Universities, and Office of the Governor.
 - Note: The workforce system did not have a respondent represented in the survey, but should be considered for post-survey as external partners view workforce and education alignment as key priorities.
- Organization priorities include: providing support for student success for 36 campuses and LEA's with implementing new standards, digital content, and teaching strategies.
 - Long-range goals address pay for teachers and principals.
- External partners identify greatest organizational challenges involve student life stressors, resources, and fiscal/financial impacts - while maintaining quality education.

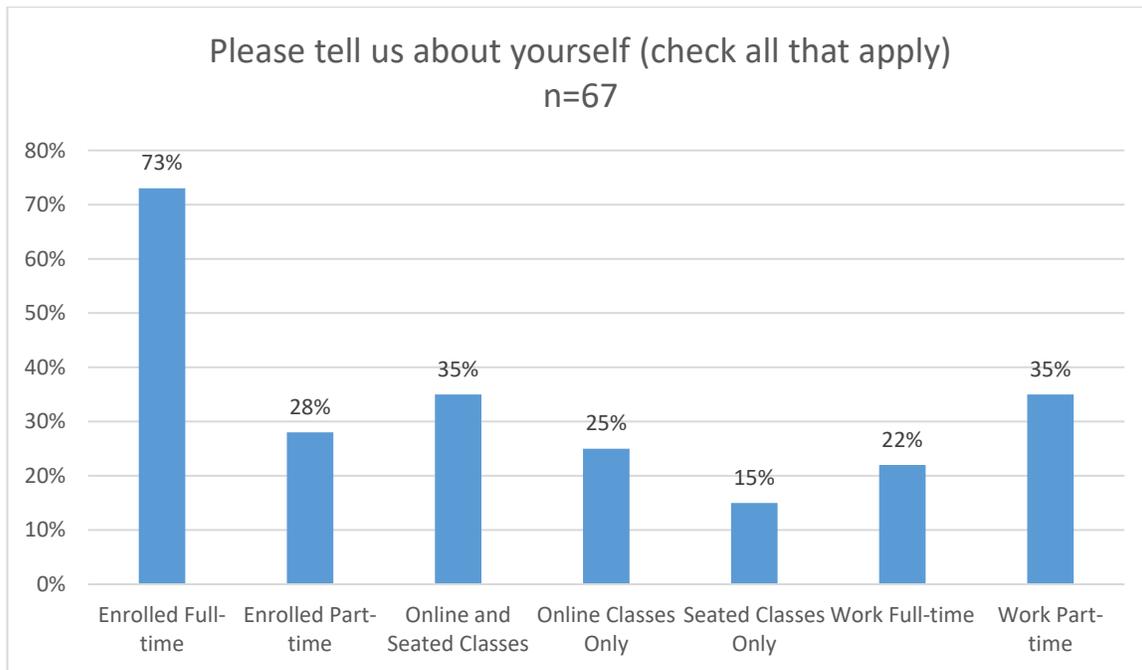
Community Colleges Survey - Students

NC Student Success Center Student Survey

The following questions in the table below were presented to a sample of 67 students to assess student's understanding of the NC Student Center. The results of questions 1 and 2 are located in Figure 2 and 3 below. The additional themes for questions 3, 4, and 5 have been categorized and listed below.

NC Student Success Center Student Survey Questions	
1	Please identify your college.
2	Please tell us about yourself?
3	What is your college doing well to help you and other students learn, succeed, and complete your program of study?
4	What are the challenges that you and other students face that interfere with your learning and success?
5	What would you like for instructors and other college employees to know (or understand better) about your experiences or students' experiences in general at your college?

Mayland Community College had the most represented student population with over (50%) of the student attendance. Haywood Community College represented (37%) of the respondents and the remaining students were from Central Piedmont Community College (6%), Piedmont Community College.



What is your college doing well to help you and other students learn, succeed, and complete your program of study?

THEMES

- **Great Professors/Willingness to help/Caring/Positive (27)**
- **Tutoring (11)**
- **Professor availability through office hours (8)**
- **Advising/Counseling assistance (7)**
- **SOAR Academic Success Center/Learning Center (6)**
- **Everything (5)**
- **Distance Learning/Online courses/Course Variety (4)**
- **Library/On-line assistance (3)**
- **Multiple Resources Available (3)**
- Student Engagement (2)
- Math/Reading Lab (2)
- Workshops/Conferences
- Financial Aid Assistance
- Nothing

What are challenges that you and other students face that interfere with learning and success?

THEMES

- **Work-Life balance / Personal issues (18)**
- **Assignment Deadlines/Short Notice/Online Sessions (9)**
- **Financial Aid/Money (5)**
- **Time Management (3)**
- **Limited course sections (3)**
- **Disruptive learning environments (3)**
- **Course Content/workload/pacing (3)**
- Advisor availability (2)
- Childcare (2)
- Off Campus Courses/Travel Time (2)
- Printing service costs
- Early Building Closings
- Parking
- Fall Break (Mid-Week)
- Instructional Styles
- Lacking On-campus food options

What would you like for instructors and other college employees to know (or understand better) about your experiences or students' experiences in general at your college?

THEMES

- **'Great Job' / 'Awesome' / 'we appreciate them' (10)**
- **Be more understanding of student circumstances (adjustment to college life, addictions, work-life balance, disabilities) (5)**
- **Workload Overwhelming / Stressful (5)**
- **On-line issues (Respond in a timely way to student questions, clear homework assignments) (4)**
- **The staff are kind/care about students, 'Dedicated group of professionals' (3)**
- **'I love school' / 'Clean and beautiful college' / 'My Community College has changed my life' (3)**
- **Extra support needed from teachers or support staff (4)**
- **Care about student success / work with and engage students (4)**
- Posting assignment short-notice/online posting only - Announce in class (2)
- More peer learning opportunities (2)
- Nothing (2)
- Textbook Changes/E-books (2)

Survey of Practitioners

A survey was deployed to 296 college stakeholders including faculty, staff, and administration from various departments to provide insight on current student initiatives, retention, challenges, and professional development interest areas occurring across NC community colleges. The NC Student Success Center will use these responses to execute an action plan based on the following areas: Professional Development, Organizational Development, Shared Learning/Best Practices, and Data and Knowledge Management. The questions are shown in the Table below. Additional themes and visual depictions of college faculty participation are noted in this section.

NC Student Success Center Faculty/Staff Survey Questions	
1	Please identify your college.
2	What are the current student success initiatives, priorities, and efforts at your college?
3	What are the greatest concerns and challenges in retaining students and helping them succeed at your institution?
4	Please select from the Center's proposed Professional Development Topics that will benefit you or other employees(Check all that apply)
5	Please list other ways that the NC Student Success Center can serve you and your college?

While invitations were extended to all 58 NC Community Colleges, *the following colleges did not provide a response*: Edgecombe Community College, Roanoke-Chowan Community College, Robeson Community College, Rockingham Community College, Tri-County Community College, and Wilson Community College.

The colleges with the highest participation rates include Cape Fear Community College (9.46%), Rowan - Cabarrus Community College (8.11%), Davidson County Community College (7.77%).

'Faculty/Instruction/Teaching' respondents represented almost (30%), Student Services (21%), Adult/Workforce/Distance Education (20%), Administrators (11%), Administrative Support (12%) and 'other roles' representing approximately (6%).

What are the current student success initiatives, priorities, and efforts at your college?

THEMES

- **Academic Success Centers/Tutoring/Library (19)**
- **Front Door Experience (Recruitment, Mandatory Orientations, Career Counseling, Intrusive Advising and Student Engagement) (17)**
- **ACA First Year Academy (14)**
- **Redesign Facility/Technology/Course(9)**
- **Performance/Data Management Tools (9)**
- **Completion By Design (8)**
- **QEP (Quality Enhancement Plan) (8)**
- **Writing/Writing Center (8)**
- **Mentoring Program (7)**
- **Single Stop (6)**
- **Retention (5)**
- **Competency Based Education/Contextualized Learning (6)**
- **Achieving the Dream (3)**
- **New Policies/Programs/Partnerships (3)**
- **Learning Communities / Communities of Practice (3)**
- **Equity Focus(3)**
- Grant programs (2)
- Food Pantry/Bank (2)
- Emergency/Financial Funds (2)
- Professional Development (2)
- Guided/Career Pathways (2)
- Online Training Modules (2)
- Community Resource Directory (2)
- Other acronyms mentioned: ASC, CWID, SPSP, GRIT, AVID teaching strategies,SPARC3 (STEM) and SAIL (Quality Online Courses),CCR teacher training
- Specific Programs identified, unknown category: Step Up, Tech Fest, Aspen Institute, Phi Theta Kappa, Active & Collaborative Learning & Undergraduate Research

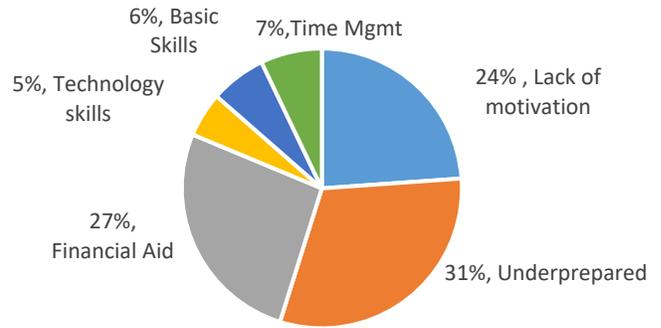
What are the greatest challenges in retaining students and helping them succeed at your institution?

THEMES

Level of College Readiness

- Financial Aid Constraints
- Social/Academic Unpreparedness (i.e. lack of goal setting, ability to reach out for help, poor decision making, ability to meet course standards)
- Unmotivated to succeed
- Inadequate technology skills
- Low level math, reading, writing skills
- Time-Management /Managing workloads

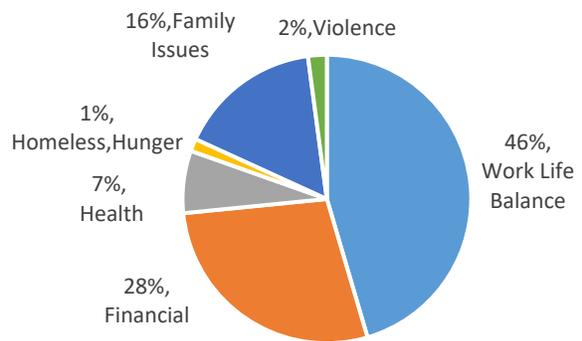
(Total Responses: 141)



Student Life Stressors

- Work-life balance issues
- Financial Hardships
- Health Constraints
- Homelessness/Hunger
- Violence/Substance Abuse
- Family Issues/Lack of Support

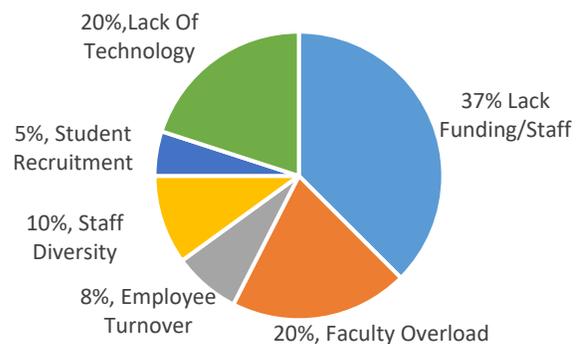
(Total Responses: 143)

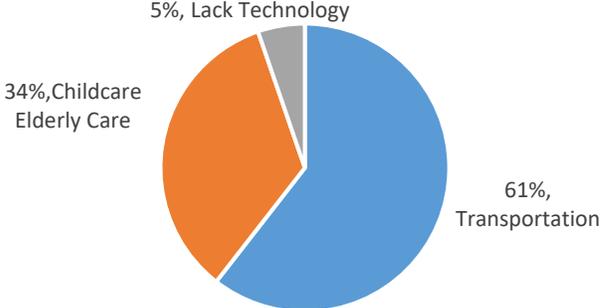
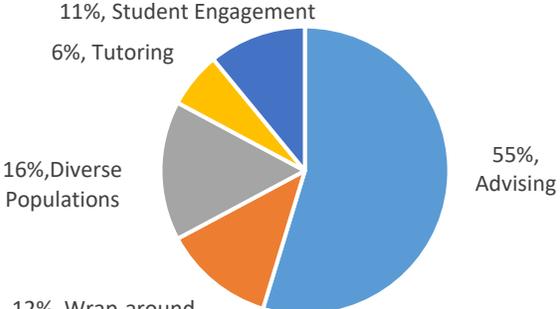
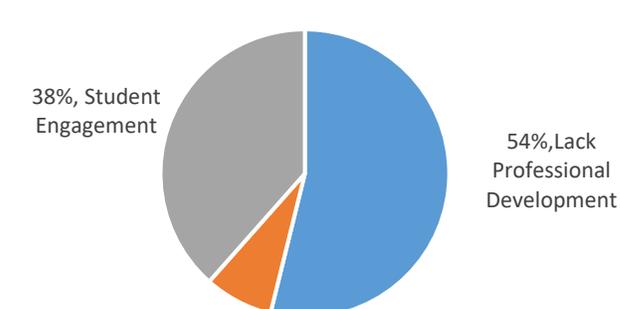


Staff/College Capacity

- Lack funding/staff to serve students
- Faculty Overload
- Employee turnover/recruitment challenges
- Staff Diversity
- Student Recruitment (i.e. rural location and competition with four-year universities)
- Lack of Technology tracking/software

(Total Responses: 40)



<p>External Support Services</p> <ul style="list-style-type: none"> ➤ Transportation/Access issues (remote) ➤ Childcare/Elderly Care options ➤ Lack of technology (at home) <p><i>(Total Responses: 76)</i></p>	 <p>A pie chart with three segments: a large blue segment (61%) labeled 'Transportation', an orange segment (34%) labeled 'Childcare Elderly Care', and a small grey segment (5%) labeled 'Lack Technology'.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Transportation</td> <td>61%</td> </tr> <tr> <td>Childcare Elderly Care</td> <td>34%</td> </tr> <tr> <td>Lack Technology</td> <td>5%</td> </tr> </tbody> </table>	Category	Percentage	Transportation	61%	Childcare Elderly Care	34%	Lack Technology	5%				
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<p>Internal Support Services</p> <ul style="list-style-type: none"> ➤ Inconsistent Advising (pathways/careers) ➤ Lack wrap-around services/early alert ➤ Lack services for diverse populations (retaining students-older/ESL/on-line, College Ready) ➤ Lack of tutoring services ➤ Lack student engagement activities <p><i>(Total Responses: 64)</i></p>	 <p>A pie chart with five segments: a large blue segment (55%) labeled 'Advising', a grey segment (16%) labeled 'Diverse Populations', an orange segment (12%) labeled 'Wrap-around', a yellow segment (6%) labeled 'Tutoring', and a small blue segment (11%) labeled 'Student Engagement'.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Advising</td> <td>55%</td> </tr> <tr> <td>Diverse Populations</td> <td>16%</td> </tr> <tr> <td>Wrap-around</td> <td>12%</td> </tr> <tr> <td>Student Engagement</td> <td>11%</td> </tr> <tr> <td>Tutoring</td> <td>6%</td> </tr> </tbody> </table>	Category	Percentage	Advising	55%	Diverse Populations	16%	Wrap-around	12%	Student Engagement	11%	Tutoring	6%
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<p>Faculty Development/Training</p> <ul style="list-style-type: none"> ➤ Lack PD/Teaching Strategies ➤ Communication issues (i.e. silos) ➤ Student Engagement <p><i>(Total Responses: 26)</i></p>	 <p>A pie chart with three segments: a large blue segment (54%) labeled 'Lack Professional Development', a grey segment (38%) labeled 'Student Engagement', and a small orange segment (8%) labeled 'Communication'.</p> <table border="1"> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Lack Professional Development</td> <td>54%</td> </tr> <tr> <td>Student Engagement</td> <td>38%</td> </tr> <tr> <td>Communication</td> <td>8%</td> </tr> </tbody> </table>	Category	Percentage	Lack Professional Development	54%	Student Engagement	38%	Communication	8%				
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<p>Curriculum/Program/Data Issues</p> <ul style="list-style-type: none"> ➤ Student Placement/Transfer Issues ➤ Data Collection/Multiple Measures ➤ Program Availability(Courses offered in frequently/non-balanced F2F online) ➤ Program Policy (specifically students only being allowed miss class before drop/GPA tied to FA/Eliminating barriers to enrollment/graduation) ➤ Program/Process Communication (Methods/Approach) Not reaching all students ➤ Programs Not Applicable (for Students/local needs) - i.e. Stigma attached to career fields BLET <p><i>(Total Responses: 37)</i></p>	<table border="1"> <caption>Curriculum/Program/Data Issues Data</caption> <thead> <tr> <th>Issue</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Program Applicability</td> <td>11%</td> </tr> <tr> <td>Student Transfer</td> <td>13%</td> </tr> <tr> <td>Data Collection</td> <td>19%</td> </tr> <tr> <td>Communication about programs not reaching all students</td> <td>22%</td> </tr> <tr> <td>Program Policies</td> <td>13%</td> </tr> <tr> <td>Program/Course Availability</td> <td>22%</td> </tr> </tbody> </table>	Issue	Percentage	Program Applicability	11%	Student Transfer	13%	Data Collection	19%	Communication about programs not reaching all students	22%	Program Policies	13%	Program/Course Availability	22%
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<p>Not Sure</p> <ul style="list-style-type: none"> ➤ Some not in instruction ➤ New staff) <p><i>(Total Responses: 4)</i></p>	<table border="1"> <caption>Not Sure Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Not Sure</td> <td>50%</td> </tr> <tr> <td>New Staff</td> <td>25%</td> </tr> <tr> <td>Not in Instruction</td> <td>25%</td> </tr> </tbody> </table>	Category	Percentage	Not Sure	50%	New Staff	25%	Not in Instruction	25%						
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<p>Employment Competition/Issues</p> <ul style="list-style-type: none"> ➤ Employers hiring for skills not degrees ➤ Lack of employment opportunities in service area ➤ Employer not flexible with student schedules ➤ Tracking post-education employability ➤ Drop out for employment / financial reasons <p><i>(Total Responses:14)</i></p>	<table border="1"> <caption>Employment Competition/Issues Data</caption> <thead> <tr> <th>Issue</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Employers hire for skills not degrees</td> <td>14%</td> </tr> <tr> <td>Lack of opportunity in area</td> <td>29%</td> </tr> <tr> <td>Lack of employer flexibility</td> <td>7%</td> </tr> <tr> <td>No post-graduation tracking</td> <td>7%</td> </tr> <tr> <td>Student Drop Out for Employment</td> <td>43%</td> </tr> </tbody> </table>	Issue	Percentage	Employers hire for skills not degrees	14%	Lack of opportunity in area	29%	Lack of employer flexibility	7%	No post-graduation tracking	7%	Student Drop Out for Employment	43%		
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No post-graduation tracking	7%														
Student Drop Out for Employment	43%														

Please select from the Center's proposed Professional Development Topics that will benefit you or other employees (Check all that apply)

Category	Percentage
Student engagement and first-year experience	58.33%
Student career exploration and planning	52.78%
Holistic ("wrap-around") student support services	51.74%
Academic advising models and best practices	51.39%
Improving traditional classroom teaching and student learning outcomes	49.31%
Improving online and hybrid teaching and student learning outcomes	48.26%
Ability to collect, interpret, use, and report student and other college data	43.6%
Innovative models for serving developmental, remedial, and adult high school students	40.63%
Developing a culture of evidence/inquiry; data-informed decision-making	38.19%
<i>Other Topics*</i>	12.15%

***Additional Professional Development Topic Ideas**

- **Competency Based Education Models (2)**
- **Advising System for AA and AS Students with built in understanding of articulation agreements (2)**
- **Support Services (Minority and Non-Traditional Students) (2)**
- **Improving/Mandatory ACA classes for all programs (2)**
- **Student Readiness for Technology (2)**
- **Integrating soft skills into instruction (2)**
- **Continuing Education (employee training and development) (2)**
- **Encourage and enhance student ownership and responsibility (for their pathway to success in program completion, job acquisition, and setting goals for personal growth through lifelong learning) (2)**
- **Helping students with specific emotional/learning/mental health challenges (2)**
- **How to get to a state of data-informed decision-making (2)**
- **Identify funding / resources to aid Student Success Initiatives (2)**
- Residency clarity
- Establishing Learning Communities

- Guided Pathways
- Reading Apprenticeship
- Classroom Management
- Assist Student Services with understanding how to meet ADA Guidelines
- Develop Training Modules for new Advisers
- Effective communication system with students (Technology Tools)
- Student Mentoring
- Developing GRIT
- Increase recruiting for programs in rural high poverty counties
- Assist ESL students with writing/oral communication assignments
- Impact of study abroad on retention/completion
- Preparing students to be success in global economy
- Remove silos and work as a team (Collaboration between student and academic affairs)
- Online Registration for new students, CE students, including fee waiver eligible students
- School and Program policies that could improve student satisfactions and success
- To Experience an atmosphere of civility, respect, and advocacy from faculty and staff
- Correct student placement in courses - Multiple Measures is doing the opposite
- Year Round Financial Aid
- Working with resistant transfer universities
- Developing Ongoing Orientation where students can stay abreast of changes in their college and how to navigate “next steps”
- Open Door Policy addressing the community college purpose is to learn traits to be marketable and not just be at school for the money
- Ability to recruit/retain minority males in (faculty/staff/leadership roles)
- Best practices in Early Alert

Please list other ways that the NC Student Success Center can serve you and your college?

THEMES

- *None/Unsure* (9)
- *Grant Help/Funding Assistance* (7) (i.e. textbooks, software, PD)
- *Professional development/Training* (free, close proximity, campus-wide) (7)
- *Up-to-date /equipment/technology* (6) (i.e. data analytics, electronic registration, follow-up)
- *Build Staff Capacity* (i.e. advising staff, other)(5)
- *Share best practices/promoting other colleges* (4)
- *Student Retention Assistance/Solutions* (3)
- *Progress/updates* each semester (3)
- *Create Student Success Center One-Stop* (2)
- *Improve delivery of developmental coursework* (2)
- *Host webinars/Workshops* (Career advising) (2)
- More Job Aids on NCLOR
- Provide shared resources for all campus Onsite visits

- Provide online resources
- Promote student accountability for self-learning
- Assist Colleges with understanding how to promote 'student services' at a distance
- Strong Support System
- Develop College Retention programs
- On-campus Visits
- ACA Course Revamp
- Address Early College coding issues
- Student career exploration
- Identify business and educational mentors for speaking events
- Resources for Basic Skills students (readily available)
- Manage students expectations
- Great Job
- Support for 'student support software applications'
- Proper Advertisement of NCCCS Courses
- Organizing Principle
- Help faculty transition to OER
- Advocate for FTE's during streamlining of initiatives
- Advocate for student support services (CTE, WD students)
- Promote Online Tutoring System-wide
- Provide Faculty/Staff 'Support Network'
- Better BLET vetting system (i.e. criminal record checks)
- Refrain from sending Consultants who are unaware of revenue sharing changes

Survey of Presidents

NC Student Success Center President Survey Questions

1	Please identify your college.
2	What are the current student success priorities, efforts, and initiatives at your college?
3	What are the greatest challenges in retaining students and helping them succeed at your institution?
4	Please select from the Center's proposed Professional Development Topics that will benefit employees at your college. (Check all that apply)
5	Please list the other ways that the NC Student Success Center can serve you and your college.

Please identify your College?

Stanly Community College

Davidson County Community College

Vance-Granville Community College

Wilson Community College

Halifax Community College

Piedmont Community College

Central Carolina Community College

Gaston College

Nash Community College

Rockingham Community College

Mitchell Community College

Rowan-Cabarrus Community College

Surry Community College

McDowell Technical Community College

Beaufort County Community College

What are the current student success initiatives, priorities, and efforts at your college?

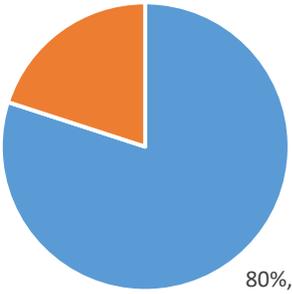
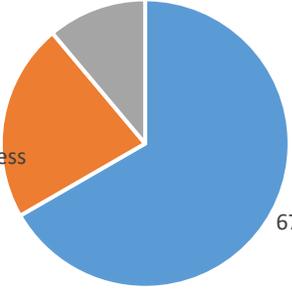
THEMES

- *Academic advising and career planning (4)*
- *Mandatory orientation(4)*
- *Improving Completion (4)*
- *Data Programs/Early Alert (5)*
- *Grants (3)*
- *Student Success Workshops (3)*
- *Customized student experience from connection to completion with entry into college through career exploration (2)*
- *Retention (2)*
- *Pathways Project (2)*
- *Improving online instruction/ minimum student standards (2)*
- *ACA (2)*
- *QEP (2)*
- *Tutoring (2)*
- *Center for Academic Excellence/Writing Center (2)*
- CBE (Competency Based Education)
- Job Placement
- New Emerging Leaders Certificate
- P.R.I.D.E Program
- Promoting Equitable Outcomes
- Build culture of urgency across campus

- Support faculty-led efforts to promote innovation in teaching
- Single Stop
- Intrusive follow-up (financial aid documents)
- Redesigned Minority Male Success Initiative
- Participation in national food and housing insecurity research project
- Strategic Plan
- Required Math Pre-requisites

The chart below represents the Presidents broad level responses to challenges to student retention.

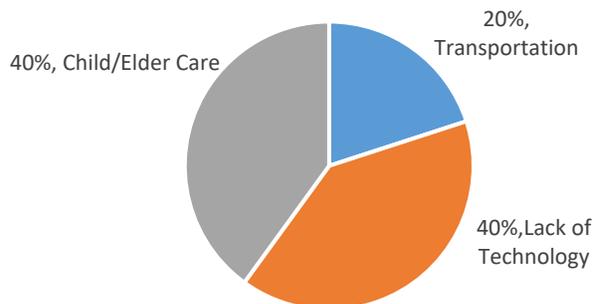
What are the greatest challenges in retaining students and helping them succeed at your institution?

THEMES	
<p>Student Life Stressors</p> <ul style="list-style-type: none"> ➤ Work-life balance issues ➤ Homelessness/Hunger <p><i>(Total Responses: 9)</i></p>	<p>20%, Homelessness</p>  <p>80%, Work-Life Conflicts</p>
<p>Level of College Readiness</p> <ul style="list-style-type: none"> ➤ Social/Academic/Financial instability ➤ Unmotivated to succeed ➤ Lack technology skills <p><i>(Total Responses: 6)</i></p>	<p>11%, No Technology Skills</p>  <p>22%, Unpreparedness</p> <p>67%, Financial Aid</p>

External Support Services

- Transportation/Access issues (remote)
- Childcare/Elderly Care options
- Lack of technology (at home)

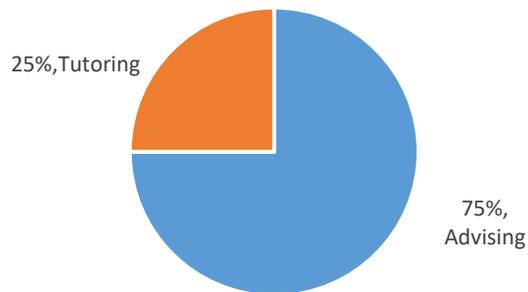
(Total Responses: 5)



Internal Support Services

- Inconsistent Advising
- Tutoring

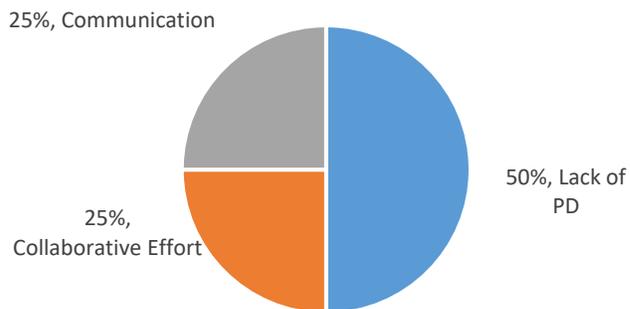
(Total Responses: 4)

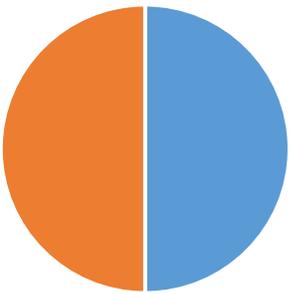
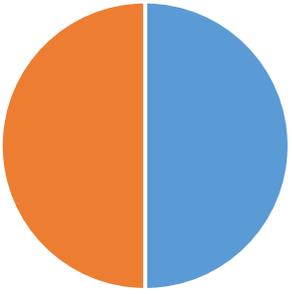


Faculty Development/Training

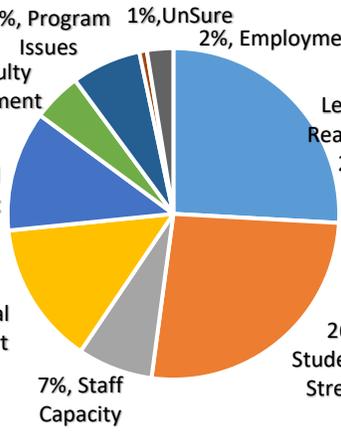
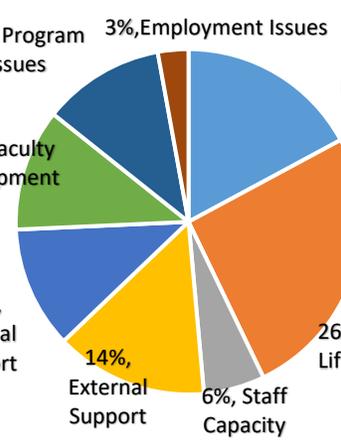
- Lack PD/Teaching Strategies
- Communication
- Collaboration

(Total Responses: 4)



<p>Staff Capacity</p> <ul style="list-style-type: none"> ➤ Lack funding ➤ Lack staff to serve students <p><i>(Total Responses: 2)</i></p>	 <p>50%, Lack Staff</p> <p>50%, Lack Funding</p>
<p>Program/Data Issues</p> <ul style="list-style-type: none"> ➤ Program Policy Issues ➤ Data Collection <p><i>(Total Responses: 2)</i></p>	 <p>50%, Program Policy</p> <p>50%, Data Collection</p>

**What are the greatest concerns and challenges in retaining students and helping them succeed at your institution?
(Faculty/Staff and Presidents comparisons by category)**

<i>Faculty/Staff</i>		<i>Presidents</i>
 <p>7%, Program Issues</p> <p>1%, UnSure</p> <p>2%, Employment</p> <p>5%, Faculty Development</p> <p>12%, Internal Support</p> <p>14%, External Support</p> <p>7%, Staff Capacity</p> <p>26%, Student Life Stressors</p> <p>26%, Level of Readiness</p>		 <p>11%, Program Issues</p> <p>3%, Employment Issues</p> <p>17%, College Readiness</p> <p>26%, Student Life Stressors</p> <p>6%, Staff Capacity</p> <p>14%, External Support</p> <p>12%, Internal Support</p> <p>11%, Faculty Development</p>

Please select from the Center's proposed Professional Development Topics that will benefit you or other employees(Check all that apply)

Category	Percentage
Academic advising models and best practices	73.33%
Developing a culture of evidence/inquiry; data-informed decision-making	73.33%
Student career exploration and planning	73.33%
Improving online and hybrid teaching and student learning outcomes	73.33%
Ability to collect, interpret, use, and report student and other college data	66.67%
Holistic ("wrap-around") student support services	66.67%
Student engagement and first-year experience	60.00%
Improving traditional classroom teaching and student learning outcomes	53.33%
Innovative models for serving developmental, remedial, and adult high school students	53.33%
<i>Other Topics*</i>	20.00%

***Additional Professional Development Topic Ideas**

- **Competency Based Education Models (2)**
- Using Open Education Resources (OER)
- Addressing achievement gaps
- Addressing equitable outcomes including diversity and inclusion
- Methods for tracking labor market outcomes
- Best practices in using meta-majors
- Residency clarity

Please list the other ways that the NC Student Success Center can serve you and your college.

THEMES

- Provide quality resources and training that will assist the faculty, staff, and students with retention and completion efforts.
- Sharing best practices (qualitative and quantitative)
- Marketing campaign that explains the community college career coach initiatives with high schools coordinated with DPI
- Provide structural framework so schools can build Career College Promise programs
- High School Counselor training
- Advocate for Continuing Ed online registration

External Partners Survey

NC Student Success Center Student Survey Questions

1	Please identify your organization and agency.
2	What are your organization's top priorities for the next year?
3	What are your organization's greatest concerns and challenges?
4	Please list ways that the Center could support greater communication and collaboration between your organization and the community colleges in our state.

Please identify your Organization or Agency

NC Department of Public Instruction	33.33%
NC Independent Colleges and Universities	33.33%
Office of the Governor	33.33%

The NC Student Success Center External partners represented during this survey were equally represented by thirds, with one-third percent representing NCDPI, NC Independent Colleges and Universities and the Office of the Governor. The external partners not represented in this survey include respondents from the NC Association of Workforce Development, UNC System, and Division of Workforce Solutions (Dept. Of Commerce). There were no respondents identified with the label 'Other'.

What are your organization's top priorities for the next year?

<i>Priority 1</i>	Supporting LEA's as they implement new standards; supporting digital content & teaching strategies; raising grad rate and number of students who are CCR.
<i>Priority 2</i>	Providing access and support for success to students and support for our 36 campuses.
<i>Priority 3</i>	Long session priorities will be teacher pay, principal pay, education and workforce alignment.

The three respondents outlined top priorities for their organization which included providing 'support elements' to both the LEA's and the students by providing digital content, teaching strategies and access to support through the implementation of new standards. In the long term, consideration will be given to teacher and principal pay and the alignment of education and workforce priorities.

What are your organization's greatest concerns and challenges?

Resources; decreasing numbers of young people choosing education as a career; rising poverty rates and associated stress on students.
Maintaining high quality education while keeping costs down and providing the necessary financial support for students.
Fiscal impact of Legislative priorities

Please list ways that the Center could support greater communication and collaboration between your organization and the community colleges in our state?

Collaboration around how to support students in need so they can be successful.
Continue to seek ways to share with NCCCS students the information about the ICAA and options and affordability if our sector as partners with NCCCS.
No response