

High School Connections Student Services Survey Summary

In 2016-2017, the High School Connections programs surveyed all students who enrolled in college-credit courses through a High School Connections program, excluding Advanced College Credit. The survey conducted in 2016-2017 established a baseline for awareness of college student services, frequency of use, and perceived helpfulness of the service. There were a total of 70 respondents to the initial survey. The 2016-2017 survey results helped shape actions of the High School Connections programs to develop additional promotional materials and increase outreach.

- 24% of respondents were unaware of Academic and Career Coaching from a college advisor
- 52% of respondents met with a CCC Academic and Career Coach at least once during the year
- 17% of respondents were unaware of registration assistance from the college
- 68% of respondents were unaware of tutoring services from the college (face-to-face or online)

The initial survey established a baseline to measure increases in awareness and frequency of use of student support services by High School Connections students. The Office of Education Partnerships established a goal of increasing High School Connections students' awareness of support services by 5% in the 2017-2018 school year. The High School Connections team enacted direct activities such as the development of a Student Services brochure, quarterly emails to all registered High School Connection students, and information sharing with high school counselors to increase awareness.

A second survey was conducted in June 2018 to measure awareness and frequency of use of student support services by High School Connections students. The 2017-2018 survey had 81 respondents from 18 area high schools.

- 15% of respondents were unaware of Academic and Career Coaching from a college advisor
- 55% of respondents met with a CCC Academic and Career Coach at least once during the year
- 11% of respondents were unaware of registration assistance from the college
- 46% of respondents received registration assistance from CCC at least once during the year
- 44% of respondents were unaware of tutoring services from the college (face-to-face or online)

In comparing results between 2016-2017 and 2017-2018, High School Connections students are more aware of advising services and a larger percentage of students are utilizing these services from a college Academic and Career Coach. Students are also more aware of registration assistance from the college and the tutoring services available to them on campus and online. Based on the survey results, the Office of Education Partnerships exceeded the goal of a 5% increase in awareness of student services.

Areas for program improvement will be identified based on the 2017-2018 student services survey results and findings from a recently completed equity audit of the High School Connections programs. Future areas for improvement in 2018-2019 will focus in three areas:

- Increase the frequency of students accessing CCC Academic and Career Coaching during the school year
- Increase awareness of college tutoring services (face-to-face and online)
- Establish a baseline of student awareness of disability resource services at the college

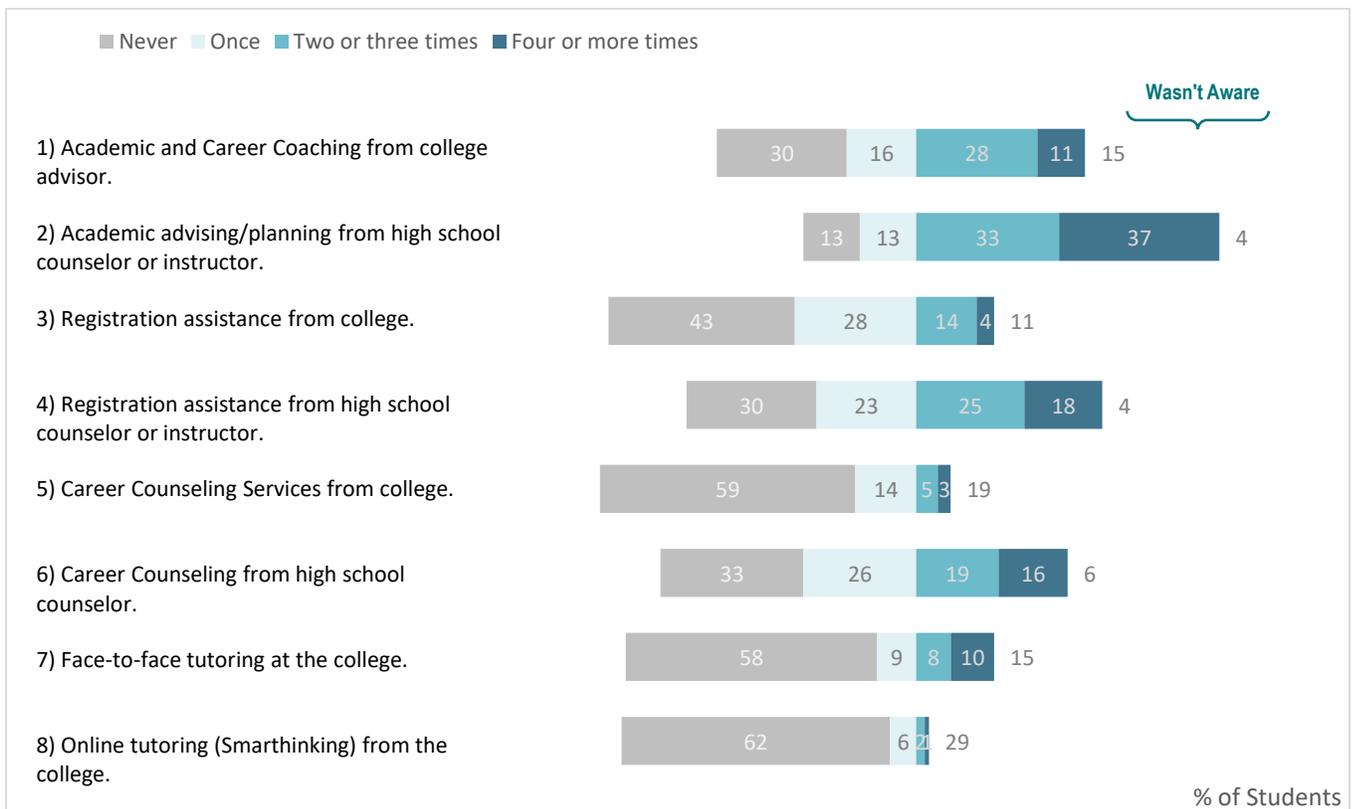
2017-2018 High School Connections Student Services Survey Results

Total Respondents - 81

Students from Participating High Schools:

- Alliance Charter Academy
- Baker Early College
- Canby High school
- Clackamas Academy of Industrial Sciences
- Clackamas High School
- Clackamas Middle College
- Clackamas Web Academy
- Gladstone High School
- Milwaukie High School
- Molalla High School
- Oregon City High School
- Oregon Virtual Academy
- Rex Putnam High School
- Sherwood High School
- Summit Learning Charter
- Tualatin High School
- West Linn High School
- Wilsonville High School

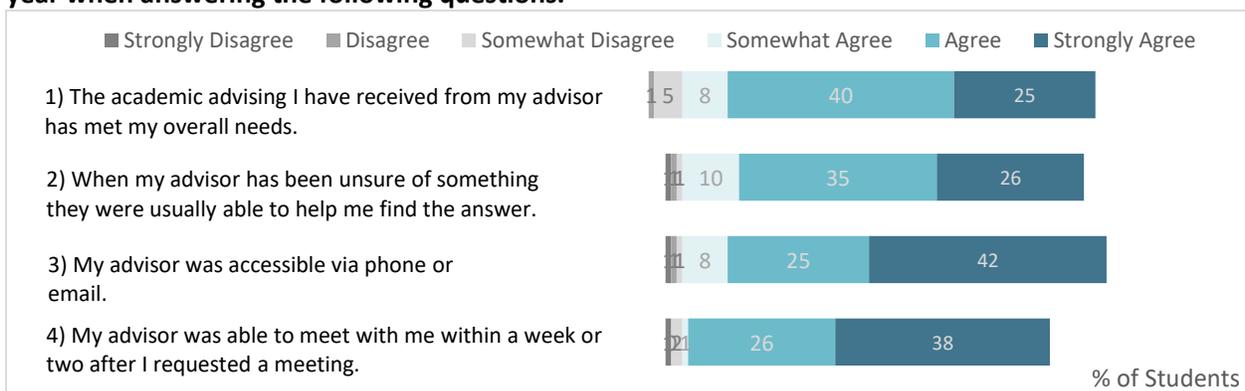
How often have you used the following support services during the past school year?



| Percentages of how frequently students used the following support services | | | | | |
|---|--------------------|-------|------|--------------------|--------------------|
| | Wasn't aware of it | Never | Once | Two or three times | Four or more times |
| 1) Academic and Career Coaching from college advisor. | 15 | 30 | 16 | 28 | 11 |
| 2) Academic advising/planning from high school counselor or instructor. | 4 | 13 | 13 | 33 | 37 |
| 3) Registration assistance from college. | 11 | 43 | 28 | 14 | 4 |
| 4) Registration assistance from high school counselor or instructor. | 4 | 30 | 23 | 25 | 18 |
| 5) Career Counseling Services from college. | 19 | 59 | 14 | 5 | 3 |
| 6) Career Counseling from high school counselor. | 6 | 33 | 26 | 19 | 16 |
| 7) Face-to-face tutoring at the college. | 15 | 58 | 9 | 8 | 10 |
| 8) Online tutoring (Smarthinking) from the college. | 29 | 62 | 6 | 2 | 1 |

- The largest areas for improvement related to respondent’s awareness and use of services are face-to-face tutoring, career counseling services, and online tutoring provided by the college.
- Respondents continue to rely heavily on high school counselors and instructors for advising and registration assistance.

Please consider your experience with a Clackamas Community College advisor over the past academic year when answering the following questions.



- Overall, students agreed or strongly agreed that their overall needs were met through CCC Academic and Career Coaching services, their Academic and Career Coach was accessible via phone or email, and able to meet within a week or two.

How could student support services at Clackamas Community College for High School Connections students be more helpful?

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| Advertising via email exactly what services are offered so students know they are available. |
| Be active, seek out students. Some don't know about services and it would help them to have someone come up to them and talk to them about it. |
| Being made aware of the existence of these programs would be helpful. I would have appreciated getting more information from my counselor. |
| By being advertised better. |
| Didn't really know this was a resource. |
| Having an assigned counselor would be helpful! I started attending 2016, and I never knew that there was a specific CCC High school relations counselor. I never really had much interaction with I feel because I was still in high school and didn't have a declared degree program. Somebody to help me analyze and reflect on what classes and experiences that I have would be really helpful towards my educational journey. |
| I feel most if this was done through email so most students were not aware of it. Maybe a more interactive approach. |
| I think the college professors should just be a little more open about telling the students about the help systems. They tell about the online tutoring and regular tutoring, but I don't think I've heard of anything else. |
| I wish I had a catalog of these different services and what they do and how to use them because online tutoring would have been very helpful for me. |
| If there would have been more advertisement of some of these services it would have been helpful. |
| Leave fliers around the counseling office and around the CAV center at Clackamas High School some more students can be aware of the program. Because the only way I found out was through my high school counselor and I frequently visited her but I know many students don't visit as often with their counselor in person but they're around the office. |
| Make an effort to reach out to students |
| Make sure that people know it exists because I know I didn't. |
| Maybe have a short information seminar on location at the surrounding High Schools. Identifying the career counseling services and programs offered at CCC. |
| Only recently did I see the little sign at the back of the advising center for High School Connections. If there was a bigger sign or more information out front it would be helpful. |
| probably advertise that these options are available to the students because for some of these I had no idea about these options. |
| They do great but CCC needs to advertise more |
| They would have been more helpful if I had known they even existed. I had no idea most of these services were available to be |
| They would have been more helpful if it were to be more advertised in a way that would get your attention. |
| Well if I would have now of them, probably a lot because I do struggle in some subjects. |
| Get the college to contact students more |
| I didn't feel like I needed it but if I had been reached out to/ specifically asked to come in I would have. |

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| I think CCC should send HS students more tailor-made emails about opportunities to develop career and academic skills. I'm a STEM student, and I would love to get more emails about STEM events, contacts, and opportunities both at CCC and other places. |
| If it isn't the students first year don't treat it as such it makes it very confusing and overcomplicated. |
| Make themselves more aware to high school students. I was not approached by any CCC advisors, nor notified by email that meeting with them to discuss classes and programs was an option. |
| Students could be connected with a Career Advisor to have a meeting about career goals. They could also be shown around the different areas where tutoring happens so that they know where to go for academic help. |
| tell people that they are more willing to listen and advise. be more open. |
| The only thing that I would suggest is to have better communication with the high schools about their schedules so students can take many classes. |
| Hell students understand whether they need to go to college or take another path for their career |
| Help me out with my future in general, whether that's in school or work. |
| I have not used many support services at the college, however, I believe if the Academic and Career coaching could have been more useful by helping me schedule follow-up meetings. I change my decisions on plans after high school quite frequently and would love to get insight on the paths I should take. |
| I wanted to know exactly what courses I should take for a graphics design degree at PSU, but no one seemed to know which route I should take. |
| If the class was more straight forward and easier to navigate, it would have helped. |
| If you could make clearer instructions to finding forms needed to complete FAFSA registration online. Like direct steps of where and what links to go to. |
| Take more time for registration for other terms and have meetings for careers wanted to be studied |
| Be more active |
| Be more informative about how they can help you get into a college |
| Better understand of where you are able to go with classes at CCC |
| Better understanding of the difference between pathways to college and pathways to career and what classes you take in them |
| Considering I am using your college to receive advanced high school credit it is hard to receive direct help from the college and many of the high school students are not informed about all the extra accessories that are available to them. Many just think that they are limited to the high school. |
| I had no idea that we could be getting actual help from the college counselors. If I had a concern, I'd sign up for an appointment with my high school counselor (Mrs. Sauce). Maybe if all of the counselors took a day to go to the high school and visit all the kids who have questions or have an assembly to clear some things up. Thanks! |
| provide more information |
| Put all of the free college resources in one pamphlet with times |
| Student support services could have a page for all of their different degree paths and stuff. Like I thought there was a program for psychology studies for a whole year, and then my counselor finally told me there actually wasn't and that she'd been mistaken. It was kind of a blow for me. |
| The only issue I had was when I tried to get info about CWE courses and how to find a site. However, the student services helped me figure it out once they had any new info |
| Have more transfer options |

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| I don't know that there is a specific way CCC could be more helpful. We know we have access to all the resources offered at the college, and I am sure many of my classmates take advantage of that. I have just not needed it because Karyn, my own counselor does such a great job helping me along the way. One thing I wish CCC had more of are the political science classes. I have an interest in that but past intro to political science, not much is offered every term. |
| As I did not make use of them I don't really have an opinion. |
| Well I don't really have one, I just meet with my high school one. I haven't really needed to find one at the college. |
| For families that don't know much about college these services could be more helpful for them, but in my situation coming from a family that knows a lot about college and having two older brothers that already went through college these services were only somewhat helpful when it came to not being fully educated on the changed requirements and different services. |
| If I had more support I might have taken more college classes. |
| If there was senior-to-junior student information (passed on from more experienced students or alumni), the information would be more targeted, efficient, and effective. |
| My son is going to be a senior this next year and it would be helpful to prepare more for college. |
| Sure |
| All the support services I used were fairly helpful, especially face-to-face tutoring. Wouldn't change a thing besides maybe having more space in the math lab. Tables got quite full and busy. |
| Clackamas Community College has been a great help to High School Students. I can't come up with anything that needs to change because the staff has always been so happy to help and always encouraging. Thank you. |
| I am amazed at how involved CCC is!! I'm so grateful to be attending here! |
| I am content with the job CCC is doing, as I am on track to transfer to PSU! I have greatly appreciated the help and guidance. |
| I am very happy with my instructor Darren Spaine. He helped me on projects in class and also helped me in making my decision in what program to continue my education with. I am thankful for the opportunity this class has provided to me. |
| I don't know; every time I used a service, it felt like I got exactly what I wanted to know from it. |
| I feel like they're doing a really good job already! I just haven't needed to use support services yet |
| I feel my current needs are supported. |
| I had a great experience. I can't think of anything that would make any major improvements. |
| I honestly don't know how these support services could have been more helpful. Of the services that I've used, they are helpful. |
| I really liked my crs adviser/ teacher honestly he has helped me the most throughout my year here. Mostly by being open to discussion, and by actually seeming to care. Very down to earth, and is just easy to talk to, and seems to be very relatable. More people like him seem to be needed around, because he seems to know when to approach you when you are too scared to approach someone for help. |
| I think it's the best it can be as of right now for me! |
| I think you are doing a good job. I just normally do not use all the resources available to me. |
| If a student doesn't know where to start academically, then the support services are more than willing to help the student. |
| They already do a great job. |

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| They couldn't have been better |
| They good |
| They were already very helpful :) |
| They were very helpful and looking forward to future semesters. |
| They're great |
| Very good no improvement |