

SUPPORTING STUDENT SUCCESS AT COMMUNITY COLLEGES

Community College Libraries & Academic Support for Student Success

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CCLASS project

Community College Libraries & Academic Support for Student Success

What goals are community college students trying to achieve through their education?

What challenges are they facing?

What library and other academic support services might help them succeed?

CCLASSSS project

Community College Libraries & Academic Support for Student Success



INSTITUTE of
Museum and Library
SERVICES

NOVA

**Northern Virginia
Community College**



ITHAKA S+R



LaGuardia
Community College



Monroe Community College

STATE UNIVERSITY OF NEW YORK



CCLASS project

Community College Libraries & Academic Support for Student Success

1. *A qualitative discovery phase, in which we learn about the practices, preferences, and needs of community college students and their relationship to success by means of on-campus, in-depth, in-person qualitative interviews;*
2. *A service concept development phase, in which we develop a series of concepts for services that community colleges and their libraries might seek to offer based on the discovery phase; and*
3. *An assessment phase, in which we will evaluate the service concepts with community college students by means of a survey to evaluate their potential value.*

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Phase one

Phase one overview

Population

Currently-enrolled students including credit and workforce students, non-credit, degree, credential and continuing education students, and online students; under 18 excluded

Sample

37 randomly invited and selected students within these parameters

Phase one overview

Interview topics covered:

- Student objectives and goals
- Definitions of success
- Challenges faced
- Coursework practices

WHAT GOALS ARE COMMUNITY
COLLEGE STUDENTS TRYING TO
ACHIEVE THROUGH THEIR
EDUCATION?

Choosing college

- Personal needs impact academic decisions
- Community college viewed as an accessible option: location, transportation options, and cost
- Importance of quality of education



Extrinsic goals

- Primarily focus on career and/or educational achievement
- Include obtaining a certificate or associate's degree, getting good grades, career advancement and financial security, and building a pathway towards additional education



“I turned 40 years old last June and got sick and tired of asking people, ‘Home fries or hash browns?’ I’ve been a waitress for 20 years, so in order to fulfill my longing to have a college education, I decided it was time to go back.”



Intrinsic goals

- Primarily focus on advancing personal development
- Include gaining knowledge, feeling a sense of accomplishment, and developing social skills and a sense of community

“It’s not just that you get the degree because anybody can get a degree and anybody can get a grade, but just the knowledge... each class helps me to stretch my mind and to think differently and that helps me at the workplace. It helps me learn to think differently.”

WHAT CHALLENGES ARE THEY
FACING?

Facing challenges

- Intersection of personal and academic
- Math coursework
- Balancing work and school, finances, childcare arrangements, adjusting to a new language, transportation to and from the college, and navigating resources and services at the college





Mon 12/3/2018 6:09 PM

[Redacted]

[Redacted]

Re: Congratulations! You won the raffle for the Queensborough Com

To surveys

Hi this is [Redacted] I am writing to claim my gift card.
Thank you so much! I wasn't sure how I would be able to afford Christmas for my son
until now :)

Sent from my iPhone

Navigating college

- Tremendously difficult to navigate college resources, services, departments, and programs
- Confusion and lack of awareness on what resources are available
- Struggling with coordinating across service areas and receiving conflicting information



“For me the college is just so big. Sometimes you get bounced back and forth from departments to departments... you get lost in bureaucracy... one person at a desk will say one thing [and] the next day you go back, they will say another thing... sometimes you don’t even know how to navigate the whole system.”

WHAT LIBRARY AND OTHER
ACADEMIC SUPPORT SERVICES
MIGHT HELP THEM SUCCEED?

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Service concept example

Imagine that the college offered a single point of contact for whenever you need help navigating any part of college including advising, registering for classes, applying for financial aid, securing personal counseling, and obtaining tutoring or other coursework assistance. This service would offer expertise in connecting you with the right college employee for assistance.

- How valuable would this service be for you?
- How often would you use this service?
- How valuable would this service be for you in the following formats?
- Would you be more likely or less likely to use this service if it were provided by each of the following at your college?

Q&A

Contact us

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Full report of findings:

sr.ithaka.org/publications/amplifying-student-voices/