

NORCO
COLLEGE

HOLISTIC STUDENT SUPPORT SURVEY ANALYSIS



Today's Presenter

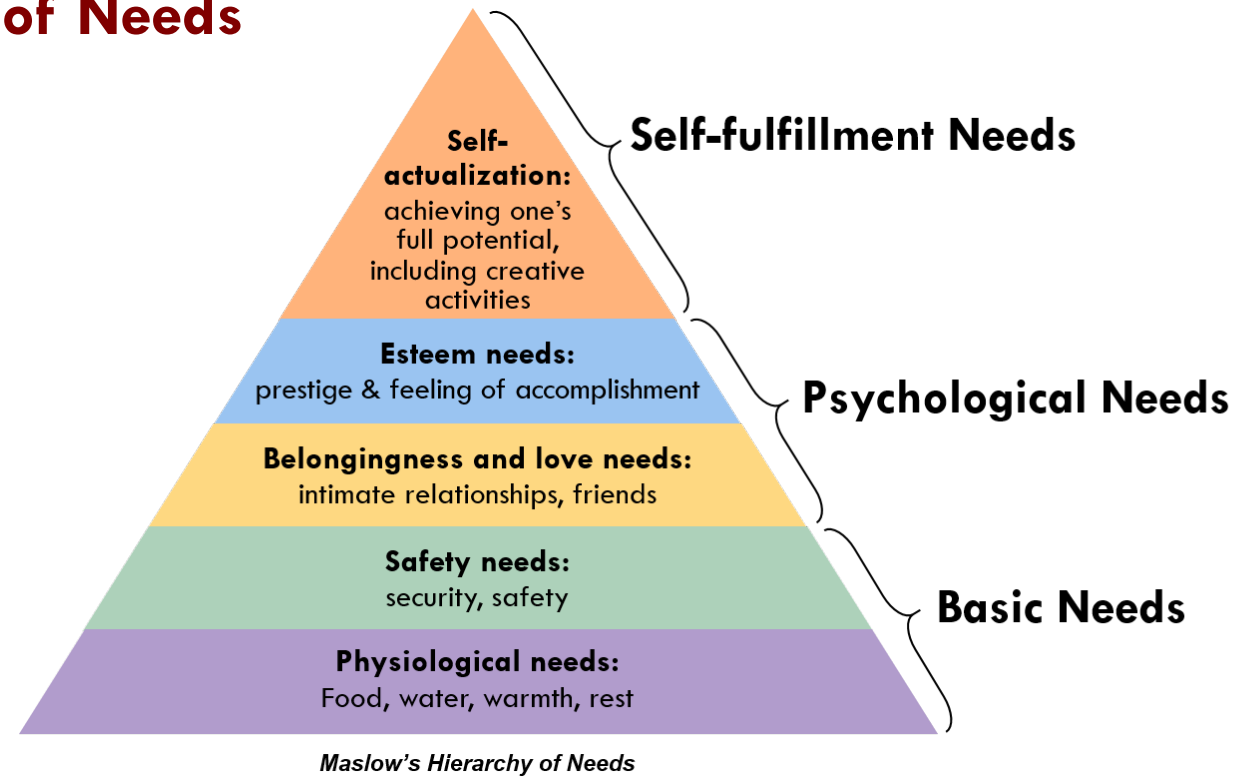


David Schlanger, MA
Program Manager, Title V “PACES” Grant

Methodology

HOLISTIC STUDENT SUPPORT SURVEYS

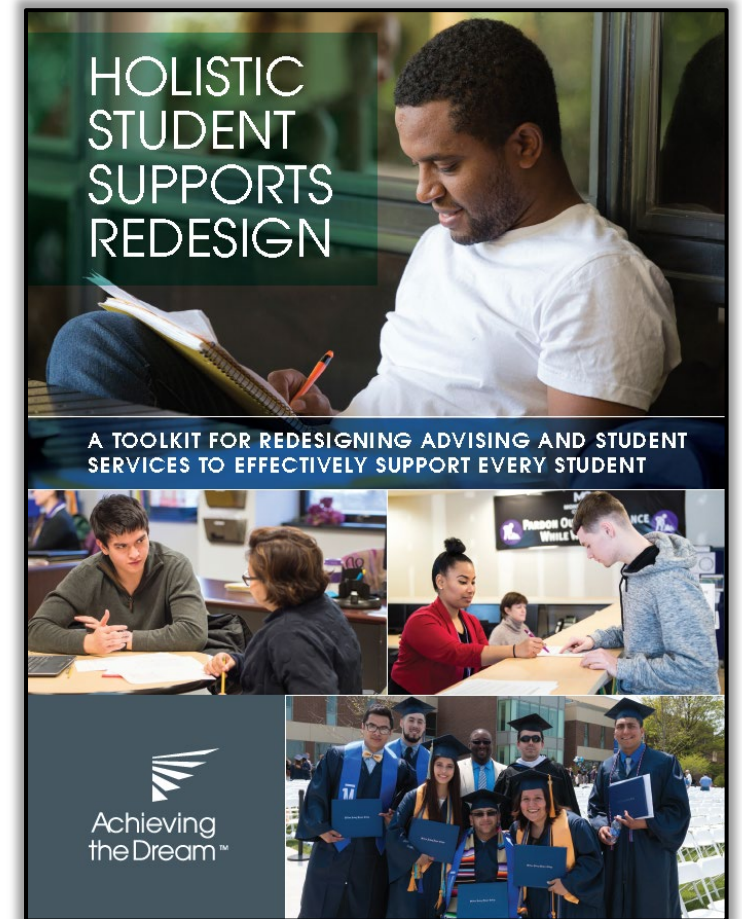
- **Structured around Maslow's Hierarchy of Needs**



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 survey form titled "Student Support Services Survey" from Norco College. The header includes the Norco College logo and "NEW STUDENT ORIENTATION". The survey text explains that the college provides student services and that the survey is to help connect students with these services. It asks students to mark all that apply for the following support services:

- 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)

Holistic Student Support Survey Report 3

SECTION 2: Summary of Holistic Student Support Survey Responses

In this section, we will provide a brief summary of the survey responses from the most recent iteration of Holistic Student Support Survey.

SURVEY SAMPLE

The Holistic Student Support Survey is administered to Norco College students as an embedded component of their online new student orientation. The current version of the survey was launched on March 1st of 2021 and the following section summarizes student entries into this survey from that date until August 22nd, 2021: these responses represent new students who completed the orientation during the spring and summer of 2021. A total of 1,562 responses were entered during this timeframe, including 1547 responses to the English version and 15 responses to the Spanish version. The following offers a summary of the responses across all sections of the survey.

PART 1: CAREER PLANNING

Please select the option that best describes how you feel about career decision making.

Response	N	%
Uninformed I have not spent much time thinking about my career goals or deciding what I want to do in the future.	205	13.1%
Undecided 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.	774	49.6%
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.	580	37.2%

PART 2: FINANCIAL PLANNING

Did you apply for financial assistance through the FAFSA (Free Application for Federal Student Aid) or Dream Act Application?

Yes	No	Unsure
945 (62.9%)	409 (27.2%)	148 (9.9%)

Please mark which public benefits you or anyone in your household currently receives (mark all that apply):

Response	N	%
Not Applicable / Decline to State	1210	77.5%
Unemployment Benefits	122	7.8%
SNAP (Supplemental Nutrition Assistance Program) / CalFresh	112	7.2%
SSI/SSP (Supplemental Security Income/State Supplementary Payment)	43	2.8%
GR (General Relief) or GA (General Assistance)	39	2.5%
TANF (Transitional Assistance for Needy Families) / CalWORKS (Cash Aid)	19	1.2%

Honors A support program for student scholars (with high school or college GPAs over 3.00) who have a passion for learning and are planning to transfer to a university.

215	13.8%
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Holistic Student Support Survey Report 6

ACADEMIC PLANNING SURVEY

Which term do you plan to start classes?

Term	N	%
Fall 2021	1074	74.7%
Summer 2021	344	23.9%
Winter 2022	9	0.6%
Other	10	0.7%

I am considering the following college major(s). (If unsure, write "undecided")

Note. The codes/categories used to organize the written responses to this question represent the core majors offered by Norco College.

Response	N	%
Undecided	479	33.3%
Business / Logistics / Real Estate	201	14.0%
Biology /Environmental Science	154	10.7%
Computer Science/Game Science	99	6.9%
Could not be categorized by Norco College majors	92	6.4%
Psychology	89	6.2%
Engineering, Drafting, Architecture	85	5.9%
Administration of Justice	39	2.7%
Child Development and Early Childhood Education	39	2.7%
Kinesiology, Health, Physical Education	31	2.2%
Art	27	1.9%
Mathematics	21	1.5%
Sociology	19	1.3%
Electronics & Electricity	17	1.2%
Communications	13	0.9%
Political Science	11	0.8%
Chemistry	9	0.6%
English	9	0.6%
History	9	0.6%
Music	7	0.5%
Physics	7	0.5%
Construction and Facilities Maintenance	6	0.4%
Social and Behavioral Sciences	6	0.4%
Machining	4	0.3%
Philosophy	4	0.3%
Spanish	3	0.2%
Anthropology	2	0.1%
Supply Chain Automation & Warehousing	1	0.1%
Manufacturing	0	0.0%

I am considering the following career(s). (If unsure, write "undecided")

The extensive range of written responses to this question limited our ability to categorize and code these responses for interpretation. Of note, there were 552 "undecided" responses to this question (including "none", "not sure", and "unsure" responses) out of 1449 written responses (38.1%).

Yes	No
369 (29.7%)	1068 (74.3%)

Babysitting/Childcare

18	3.4%	• I babysit my nephew about two days a week
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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

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).

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

STUDENT SUPPORT SERVICES

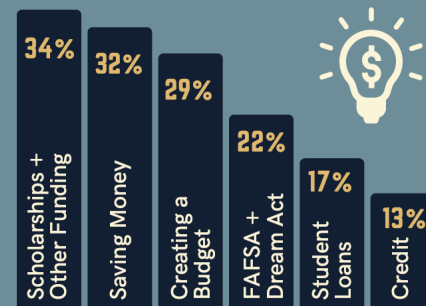
STUDENT SUPPORT NEEDS

In this section, students were asked to identify support services that would benefit them.

EMPLOYMENT	TRANSFER	WELLNESS	TRANSPORTATION	TECHNOLOGY
277	197	151	100	99
incoming students were interested in support with employment (17.7%).	incoming students requested support transferring universities for transfer (12.6%).	incoming students had health and medical concerns (e.g. sleep, depression) (9.7%).	incoming students needed assistance with transportation to/from the college (6.4%).	incoming students needed support accessing technology (e.g. internet) (6.3%).
HOUSING 76	DISABILITY 69	FOOD 59	SECURITY 46	CHILD CARE 43
incoming students requested support finding stable housing (4.9%).	incoming students requested support for a disability or health concern (4.4%).	incoming students had food insecurities for themselves and/or their families (3.8%).	incoming students had concerns about their personal security (2.9%).	incoming students requested support with accessing child care (2.8%).

FINANCIAL EDUCATION TOPICS

Approximately **75%** of incoming Norco College students were interested in financial education topics (n = 1,174). The figure below illustrates the percent of incoming students who were interested in each financial education topic.



FINANCIAL AID APPLICATIONS



By the time of orientation, 27% of incoming students still had not applied for financial assistance through the FAFSA or the Dream Act Application, and nearly 10% of the remaining students were not sure if they had applied for financial aid or not.

PUBLIC BENEFITS

23%

of incoming Norco College students were receiving some sort of public benefit assistance (n = 352), with 7.8% receiving unemployment benefits and 7.2% participating in the Supplemental Nutrition Assistance Program (SNAP)/CalFresh, making them the most common public benefits received by incoming students.

FINANCIAL PLANNING



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

ACADEMIC PLANNING

ACADEMIC MAJOR NOTED AT ORIENTATION

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



Approximately 33% of incoming Norco College students were not considering any particular major at orientation.

- 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.

COLLEGE CREDIT EARNED



25%

of Norco College students had already received college credit from other colleges or universities, Advanced Placement, International Baccalaureate, or College Level Exam Preparation (CLEP) exams (n = 369).

INTEREST IN ACADEMIC SUPPORT

45%

of incoming Norco College students were interested in information about tutoring services and other academic supports (n = 647).

ACADEMIC STRENGTHS & CHALLENGES

When incoming students were asked to self-report their academic strengths and weaknesses, there was a surprising amount of overlap in the subjects listed as strengths and subjects listed as most difficult. Both sets of topics are identified below with the percent of incoming students who selected each topic.

TOP 4 ACADEMIC STRENGTHS

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

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%)

OTHER TIME COMMITMENTS



of students were working more than 40 hours a week.

51%

Approximately half of the incoming student population (51%, n = 738) had employment responsibilities outside of school where they spend several hours each week.

38%

of students were working more than 20 hours a week.



Other popular out-of-school activities or responsibilities included sports, family responsibilities, and hobbies/crafts.

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 PO31519031B).

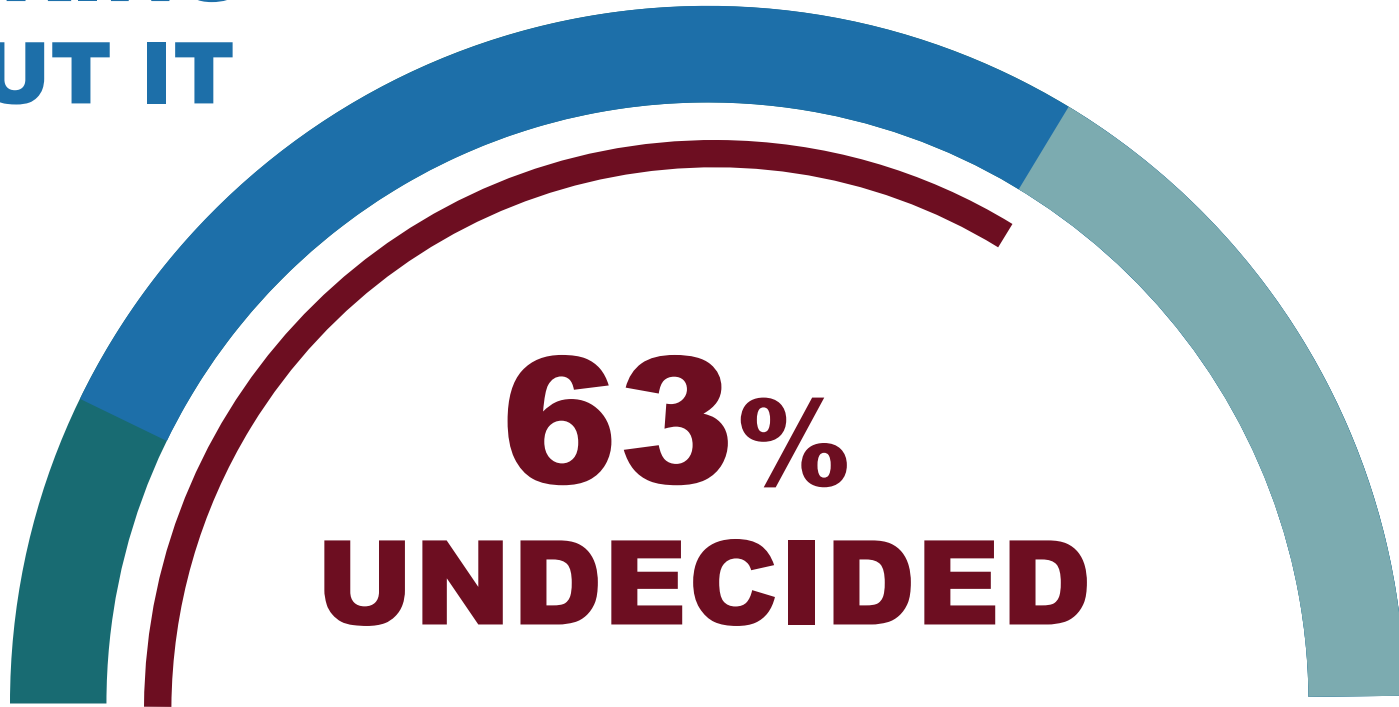
Career Planning Survey

50%
**THINKING
ABOUT IT**

13%
**NEVER
THOUGHT
ABOUT IT**

63%
UNDECIDED

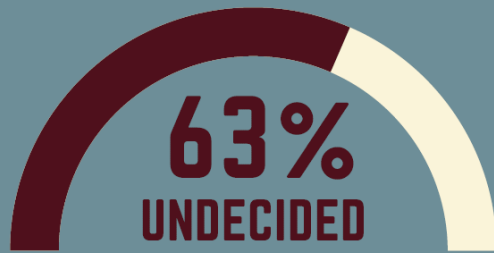
37%
DECIDED



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 ($n = 580$).

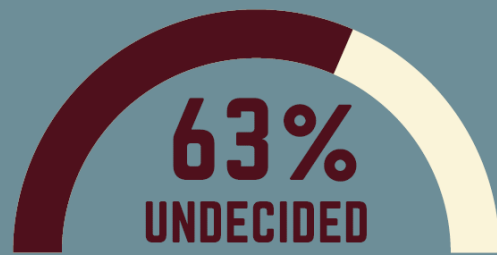
13.1% completely undecided

"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

CAREER DECISIONS



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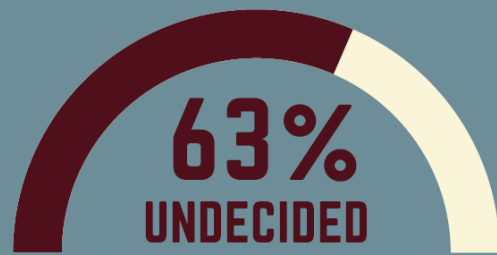
49.6% somewhat decided

"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



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 ($n = 580$).

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

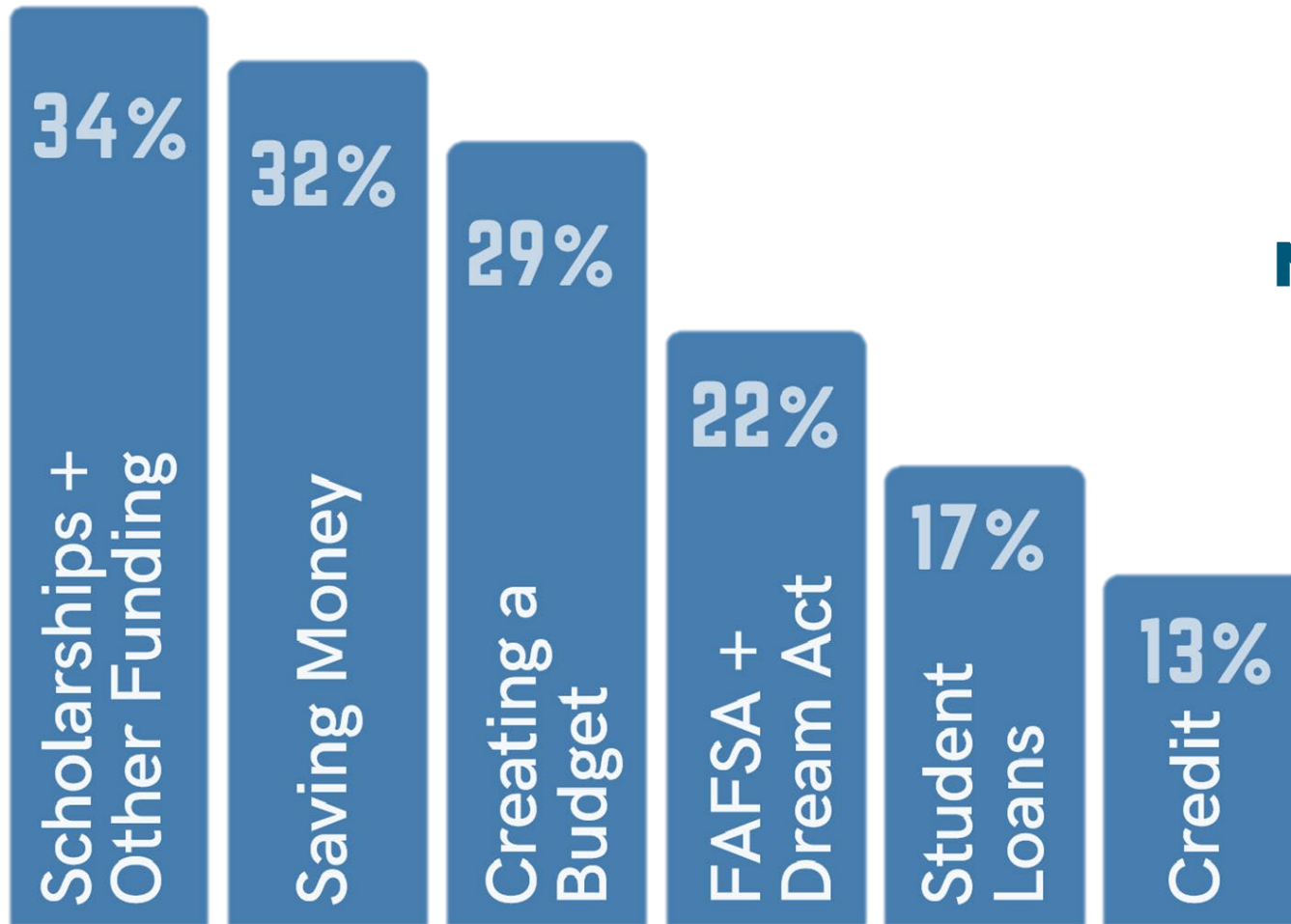
Norco College Services	Interested at Orientation	Connected to Services
Promise Program	260	74 (28.5%)
Honors	214	27 (12.6%)
EOPS/ CARE/ NextUp	158	24 (15.2%)
Engineering Pathways	127	3 (2.4%)
TRiO SSS and SSS-RISE	104	25 (24.0%)
CalWORKs	94	1 (1.1%)
Phoenix Scholars	40	4 (10.0%)
Veterans Services	25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

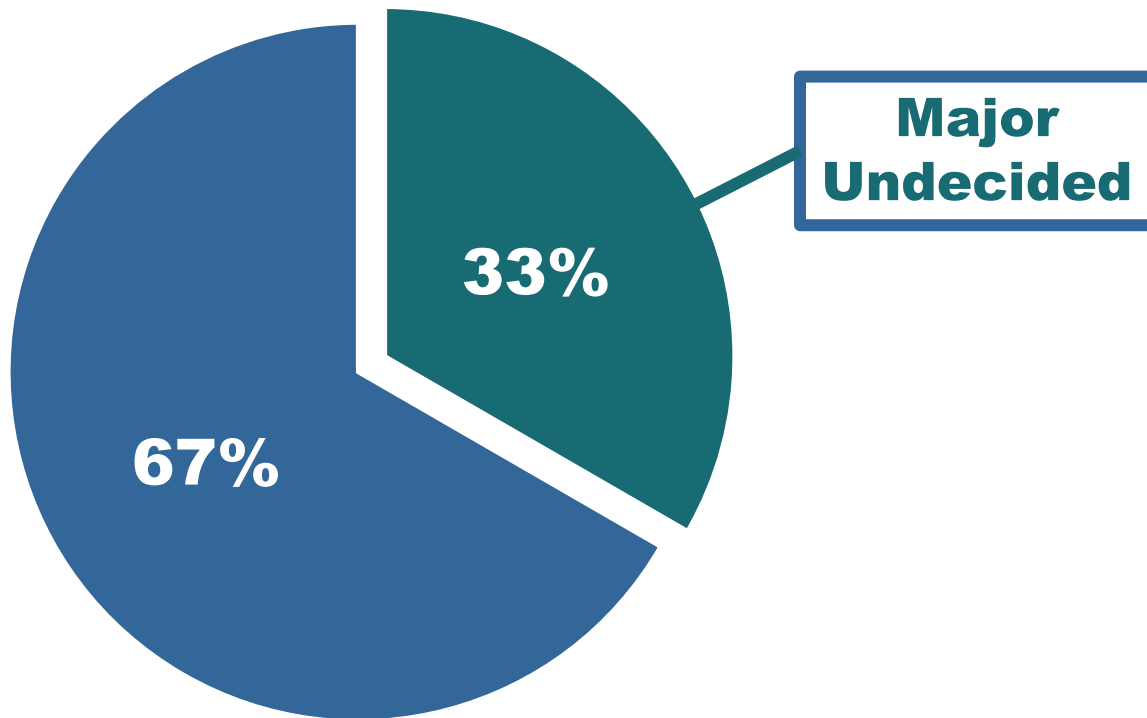
No FAFSA Yet

23%

PUBLIC BENEFITS

Academic Planning

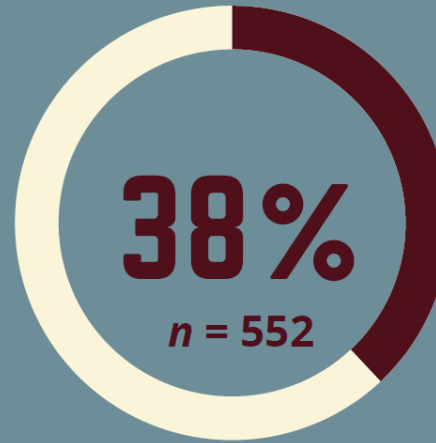
Major at Orientation



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

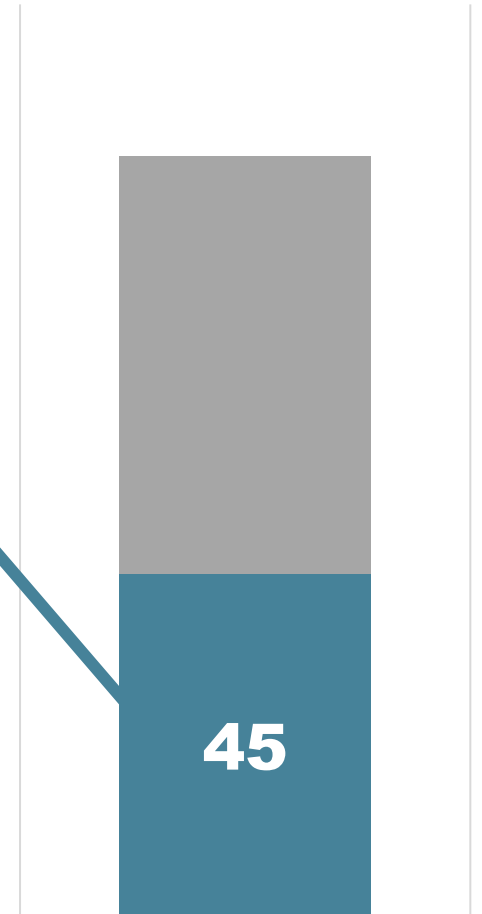


Approximately 38% of Norco College students were not considering any particular career field at the time of their orientation.

Academic Planning



45%
Interested in
**Academic Support
&
Tutoring**



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

TOP 4 ACADEMIC STRENGTHS



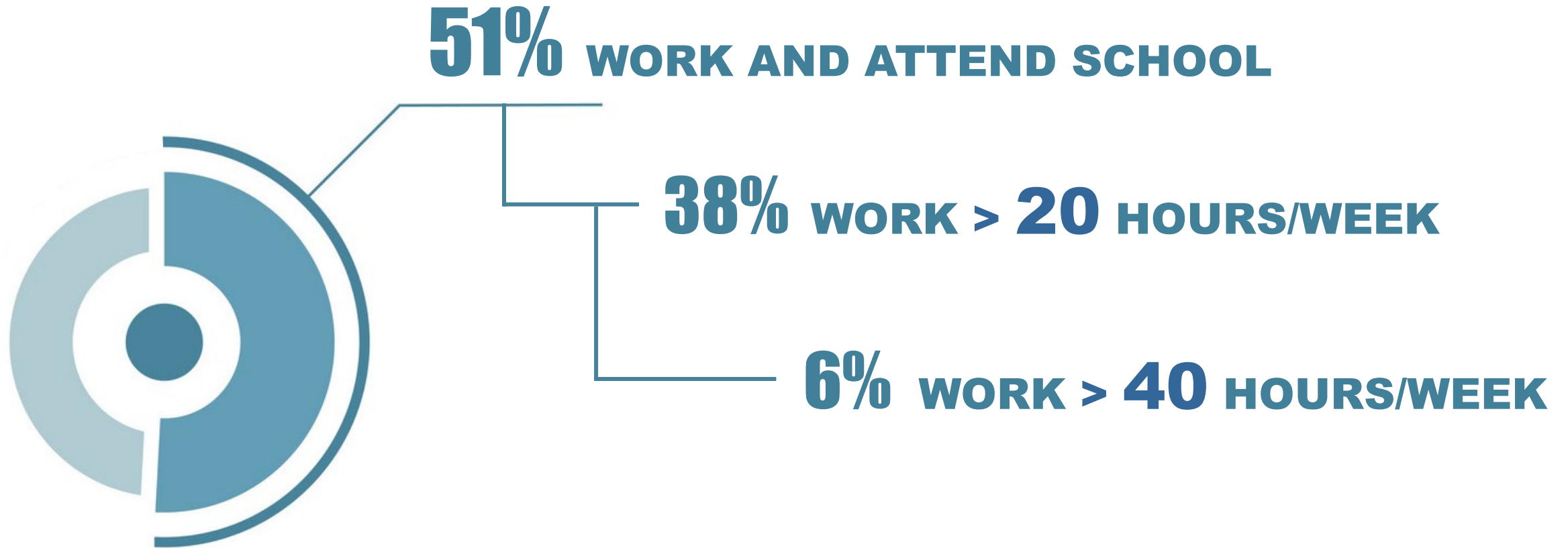
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- Math (26.2%)
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Chemistry/Geography/Physics
(23.9%)
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TOP 4 MOST CHALLENGING SUBJECTS



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Chemistry/Geography/Physics (24.1%)
- Communication Studies/Public
Speaking (19.5%)

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



of Students

1,548 students

5,398 students

1,182 students

Gender

- 49.8% female

- 57.4% 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
- 9.0% 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		
Summer 2021	81.4%		
Fall 2021	70.8%		
Winter 2022	75.1%		

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?

