

# Revealing Institutional Strengths and Challenges at SCC

January 2019

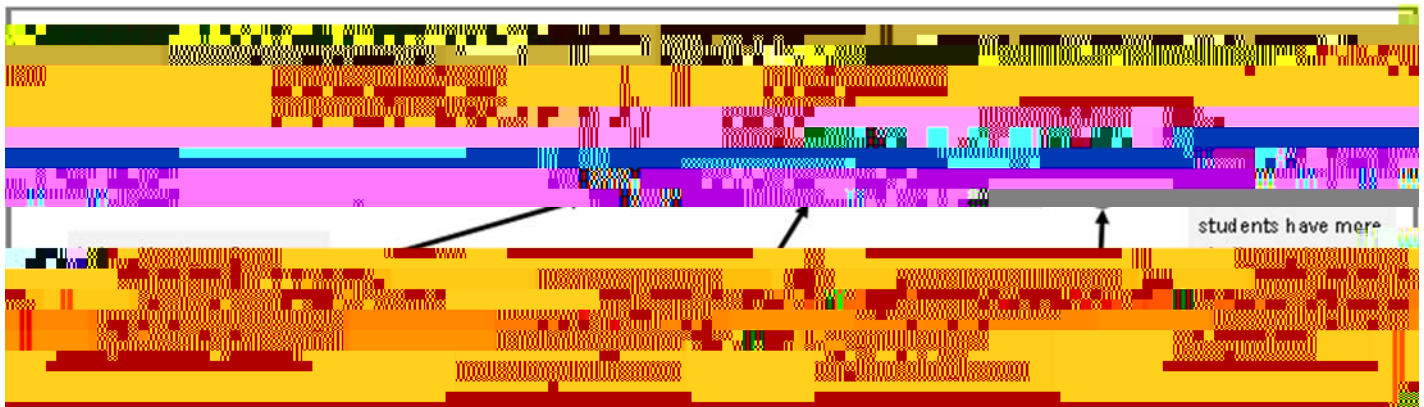
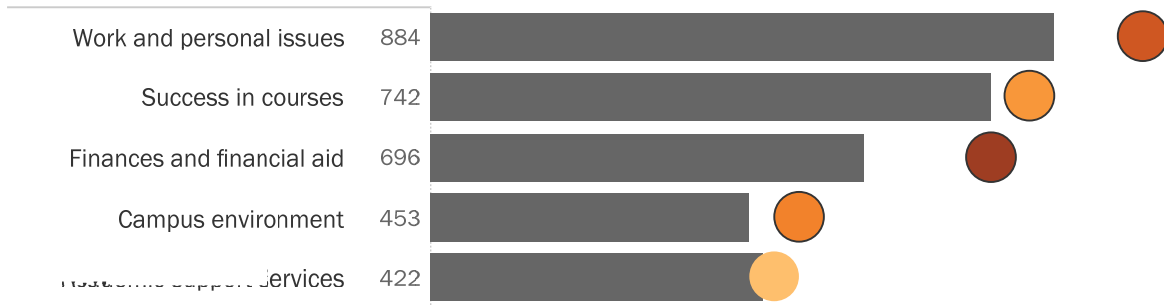
SCC administered the *Revealing Institutional Strengths and Challenges (RISC)* Survey to our students in fall 2017. Survey items asked whether students were facing challenges during the current term in five broad areas and with three levels of detail.

The survey was administered online to 7,720 students in late fall 2017. Several email contacts resulted in 1,583 responses, for a 21% response rate. Nine other community colleges who administered the survey in Fall 2017 and Fall 2018 are used for benchmark numbers in this report.

Figure 1 shows that 44% of SCC students reported challenges with *work and personal issues* (44%). A smaller proportion have challenges with *campus environment* (29%) and *academic support services* (27%).

SCC students were more likely than students at the benchmark schools to report challenges in all categories. The biggest gap between SCC and benchmark students was in the area of *finances and financial aid*; the smallest gap was for *academic support services*. In other words, SCC students reported notably more challenges with finances and financial aid than students at other schools.

Figure 1



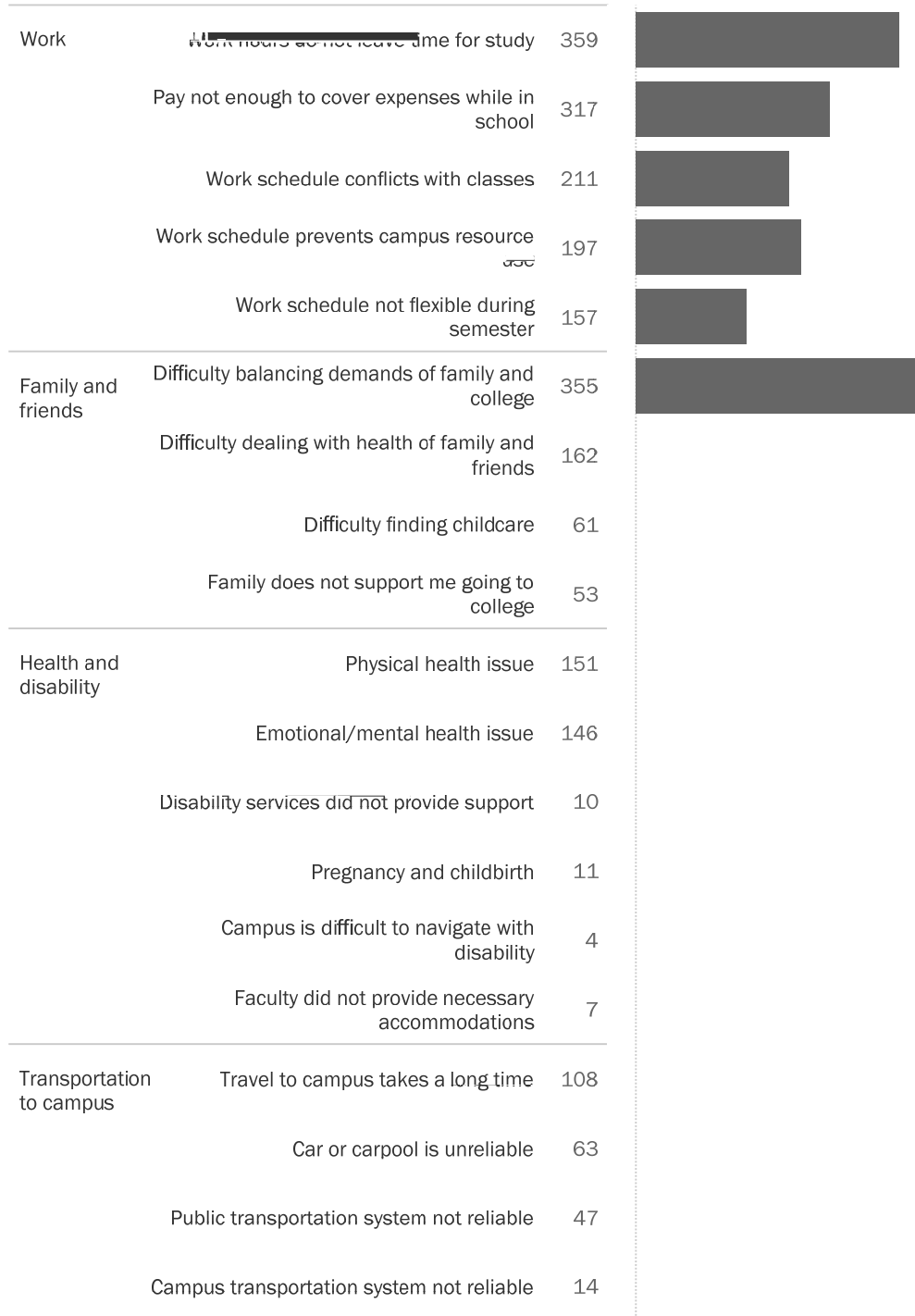
Within each of the five broad categories, there are three to five more detailed categories of challenges. Those results are shown in Figure 2. There were three of these categories in which 30 percent or more of SCC students indicated challenges to their success: *work* (39%), *family and friends* (32%), and *paying expenses* (40%). Notably, SCC students were *less* likely than benchmark students to report that faculty were a challenge to their success (as indicated by the blue circle).

Figure 2

Work and personal issues	Work	615
	Family and friends	502

Figures 3-7 shows the most detailed level of detail about each area of potential challenges. Generally speaking, SCC students reported more challenges than benchmark schools in the detailed areas of *work* (Figure 3), *online classes* (Figure 4), and *paying expenses* (Figure 5); and fewer challenges in detailed areas of *faculty* (Figure 4), *financial aid office* (Figure 5), and *registering for courses* (Figure 7).

Figure 3



*Figure 4*

Figure 5

Paying expenses	Living expenses	463
	Books, software and other supplies	361
	Tuition and fees	344
	Childcare	69
Financial Aid office	Process was unclear	98
	Errors processing financial aid	67
	Gave me wrong information	58
	Delays in getting money	52
	Difficult to communicate with staff	52

Figure 6

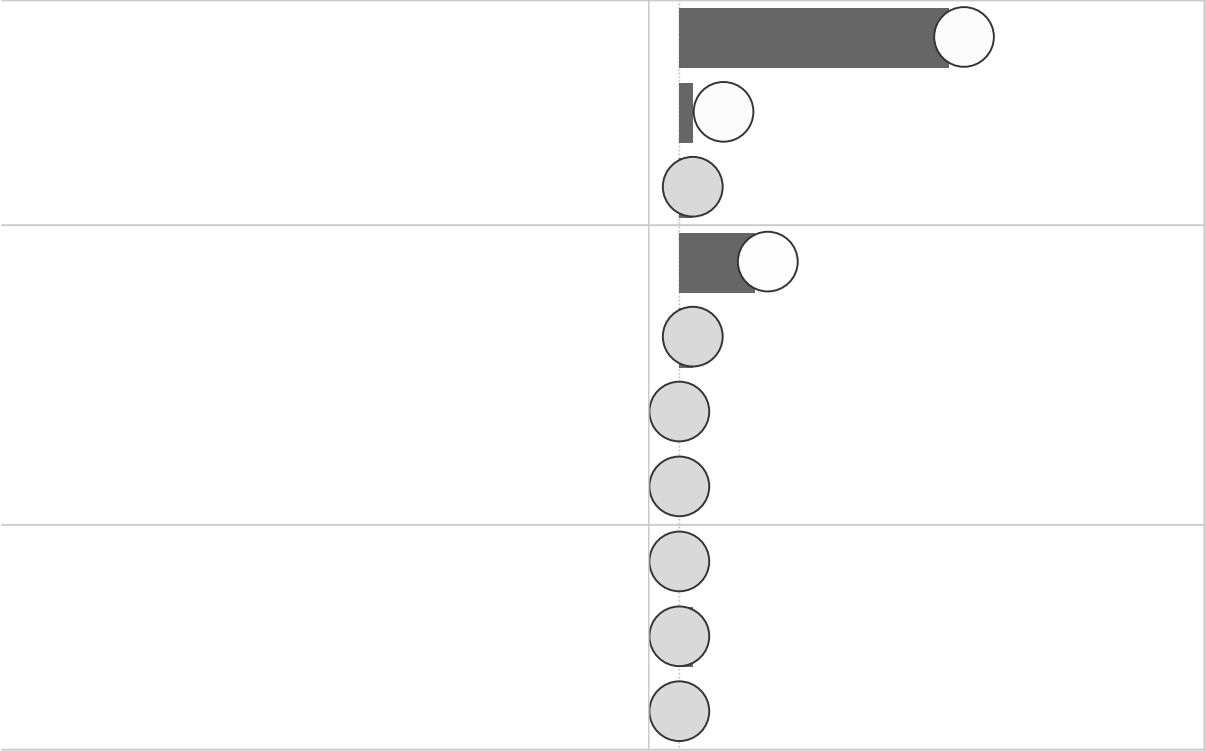


Figure 7

