Examples of Survey Data for Resources/Services:

**CCSSE 2023 Resource/Services Data**

|  | **Your College** | **Large Colleges** | **2023 Cohort** |
| --- | --- | --- | --- |
| **Item** | **N** | **Mean** | **N** | **Mean** | **EffectSize\*\*** | **N** | **Mean** | **EffectSize\*\*** |
| Item 12.1: How often have you used the following services during the current academic year? |
| 0 = Never , 1 = 1 time , 2 = 2–4 times , 3 = 5 or more times |
| 12.1a. Academic advising/planning [SUPPORT] | 939 | 1.74 | 42,884 | 1.56 |   | 199,387 | 1.60 |   |
| 12.1b. Career counseling [SUPPORT] | 941 | 0.57 | 42,817 | 0.61 |   | 198,928 | 0.61 |   |
| 12.1c. Job placement assistance | 941 | 0.19 | 42,688 | 0.18 |   | 198,436 | 0.19 |   |
| 12.1d. Peer or other tutoring [STUEFF] | 939 | 0.57 | 42,713 | 0.62 |   | 198,425 | 0.63 |   |
| 12.1e. Skill labs (writing, math, etc.) [STUEFF] | 939 | 0.53 | 42,665 | 0.65 |   | 198,175 | 0.71 |   |
| 12.1f. Child care | 940 | 0.07 | 42,659 | 0.08 |   | 198,209 | 0.10 |   |
| 12.1g. Financial aid advising | 941 | 1.15 | 42,753 | 1.00 |   | 198,577 | 1.06 |   |
| 12.1h. Computer lab [STUEFF] | 940 | 0.70 | 42,654 | 0.70 |   | 198,287 | 0.75 |   |
| 12.1i. Student organizations | 939 | 0.43 | 42,597 | 0.36 |   | 197,927 | 0.40 |   |
| 12.1j. Transfer advising/planning | 940 | 0.65 | 42,537 | 0.62 |   | 197,614 | 0.60 |   |
| 12.1k. Library resources and services | 940 | 1.28 | 42,656 | 1.22 |   | 198,211 | 1.25 |   |
| 12.1l. Services for students with disabilities | 941 | 0.28 | 42,715 | 0.24 |   | 198,526 | 0.22 |   |
| 12.1m. Services for active military and veterans | 941 | 0.09 | 42,716 | 0.13 |   | 198,512 | 0.13 |   |
| Item 12.2: How satisfied are you with the services? |
| 0 = Not at all , 1 = Somewhat , 2 = Very |
| 12.2a. Academic advising/planning | 845 | 1.59 | 35,202 | 1.53 |   | 164,702 | 1.55 |   |
| 12.2b. Career counseling | 312 | 1.54 | 15,448 | 1.48 |   | 72,123 | 1.49 |   |
| 12.2c. Job placement assistance | 114 | 1.45 | 4,761 | 1.36 |   | 24,036 | 1.36 |   |
| 12.2d. Peer or other tutoring | 262 | 1.49 | 13,838 | 1.53 |   | 65,189 | 1.53 |   |
| 12.2e. Skill labs (writing, math, etc.) | 252 | 1.56 | 13,851 | 1.53 |   | 68,426 | 1.54 |   |
| 12.2f. Child care | 30 | 1.25 | 1,674 | 1.24 |   | 9,065 | 1.30 |   |
| 12.2g. Financial aid advising | 626 | 1.61 | 23,741 | 1.53 |   | 116,275 | 1.55 |   |
| 12.2h. Computer lab | 327 | 1.70 | 14,466 | 1.63 |   | 71,350 | 1.62 |   |
| 12.2i. Student organizations | 238 | 1.52 | 8,886 | 1.49 |   | 45,114 | 1.50 |   |
| 12.2j. Transfer advising/planning | 350 | 1.58 | 16,346 | 1.48 |   | 73,042 | 1.49 |   |
| 12.2k. Library resources and services | 593 | 1.79 | 25,596 | 1.68 | 0.23\*\* | 120,745 | 1.68 | 0.23\*\* |
| 12.2l. Services for students with disabilities | 108 | 1.51 | 4,774 | 1.53 |   | 21,036 | 1.53 |   |
| 12.2m. Services for active military and veterans | 43 | 1.15 | 2,717 | 1.45 |   | 12,696 | 1.46 |   |
| Item 12.3: How important are the services to you at this college? |
| 1 = Not at all , 2 = Somewhat , 3 = Very |
| 12.3a. Academic advising/planning | 926 | 2.73 | 42,104 | 2.69 |   | 195,736 | 2.69 |   |
| 12.3b. Career counseling | 925 | 2.41 | 41,770 | 2.42 |   | 194,109 | 2.40 |   |
| 12.3c. Job placement assistance | 925 | 2.22 | 41,521 | 2.19 |   | 193,161 | 2.20 |   |
| 12.3d. Peer or other tutoring | 925 | 2.14 | 41,559 | 2.23 |   | 193,372 | 2.22 |   |
| 12.3e. Skill labs (writing, math, etc.) | 924 | 2.07 | 41,517 | 2.20 |   | 193,008 | 2.20 |   |
| 12.3f. Child care | 924 | 1.66 | 41,326 | 1.73 |   | 192,283 | 1.75 |   |
| 12.3g. Financial aid advising | 924 | 2.56 | 41,625 | 2.49 |   | 193,632 | 2.51 |   |
| 12.3h. Computer lab | 925 | 2.06 | 41,483 | 2.12 |   | 193,113 | 2.14 |   |
| 12.3i. Student organizations | 923 | 1.95 | 41,346 | 1.95 |   | 192,428 | 1.96 |   |
| 12.3j. Transfer advising/planning | 921 | 2.27 | 41,347 | 2.34 |   | 192,376 | 2.31 |   |
| 12.3k. Library resources and services | 926 | 2.37 | 41,631 | 2.42 |   | 193,591 | 2.43 |   |
| 12.3l. Services for students with disabilities | 921 | 1.96 | 41,506 | 2.03 |   | 193,050 | 2.03 |   |
| 12.3m. Services for active military and veterans | 921 | 1.74 | 41,465 | 1.85 |   | 192,896 | 1.89 |   |
| Item 22 |

**Current Student Survey Fall 2023 Resource/Services Data**

**Q4 - How satisfied or dissatisfied are you with the following campus resources? If you did not visit, please select 'Didn't Visit'.**

| Question | Very Dissatisfied |  | Dissatisfied |  | Somewhat Dissatisfied |  | Somewhat Satisfied |  | Satisfied |  | Very Satisfied |  | Total |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Academic Advising | 2.11% | 24 | 2.03% | 23 | 3.35% | 38 | 11.54% | 131 | 38.85% | 441 | 42.11% | 478 | 1135 |
| Accommodation Services | 2.09% | 13 | 2.74% | 17 | 2.42% | 15 | 12.72% | 79 | 43.00% | 267 | 37.04% | 230 | 621 |
| Bookstore | 1.09% | 13 | 1.26% | 15 | 2.10% | 25 | 12.26% | 146 | 40.30% | 480 | 42.99% | 512 | 1191 |
| Career Services | 2.32% | 13 | 2.14% | 12 | 2.14% | 12 | 15.00% | 84 | 42.68% | 239 | 35.71% | 200 | 560 |
| Computer Labs | 1.59% | 10 | 1.59% | 10 | 1.91% | 12 | 11.96% | 75 | 41.95% | 263 | 40.99% | 257 | 627 |
| Counseling Services | 3.08% | 16 | 2.88% | 15 | 3.27% | 17 | 12.12% | 63 | 37.50% | 195 | 41.15% | 214 | 520 |
| Eagle Tech | 1.27% | 10 | 1.02% | 8 | 1.40% | 11 | 12.09% | 95 | 38.42% | 302 | 45.80% | 360 | 786 |
| Financial Aid | 2.19% | 23 | 1.52% | 16 | 4.56% | 48 | 10.55% | 111 | 32.98% | 347 | 48.19% | 507 | 1052 |
| Help Desk | 1.96% | 15 | 1.17% | 9 | 1.83% | 14 | 9.53% | 73 | 34.46% | 264 | 51.04% | 391 | 766 |
| Learning Commons | 1.60% | 11 | 1.45% | 10 | 2.03% | 14 | 9.74% | 67 | 35.17% | 242 | 50.00% | 344 | 688 |
| Library | 1.52% | 13 | 0.94% | 8 | 1.87% | 16 | 6.44% | 55 | 36.18% | 309 | 53.04% | 453 | 854 |
| Public Safety | 2.51% | 17 | 0.74% | 5 | 1.33% | 9 | 8.27% | 56 | 36.63% | 248 | 50.52% | 342 | 677 |
| Recreation Center | 1.69% | 12 | 0.98% | 7 | 1.83% | 13 | 9.27% | 66 | 34.83% | 248 | 51.40% | 366 | 712 |
| Student Life | 2.32% | 16 | 1.60% | 11 | 2.47% | 17 | 11.03% | 76 | 39.33% | 271 | 43.25% | 298 | 689 |
| Test Center | 2.28% | 16 | 1.71% | 12 | 1.42% | 10 | 9.54% | 67 | 36.04% | 253 | 49.00% | 344 | 702 |
| The Cafe | 1.94% | 16 | 1.45% | 12 | 3.39% | 28 | 10.17% | 84 | 34.38% | 284 | 48.67% | 402 | 826 |
| Writing Center | 2.63% | 13 | 1.21% | 6 | 2.02% | 10 | 10.12% | 50 | 37.65% | 186 | 46.36% | 229 | 494 |

| Field | Mean | Count |
| --- | --- | --- |
| Library | 5.34 | 854 |
| Recreation Center | 5.29 | 712 |
| Public Safety | 5.27 | 677 |
| Help Desk | 5.27 | 766 |
| Learning Commons | 5.25 | 688 |
| Eagle Tech | 5.23 | 786 |
| Test Center | 5.22 | 702 |
| The Cafe | 5.20 | 826 |
| Writing Center | 5.18 | 494 |
| Bookstore | 5.18 | 1191 |
| Financial Aid | 5.15 | 1052 |
| Computer Labs | 5.14 | 627 |
| Student Life | 5.13 | 689 |
| Academic Advising | 5.09 | 1135 |
| Accommodation Services | 5.03 | 621 |
| Counseling Services | 5.02 | 520 |
| Career Services | 5.01 | 560 |

\*Qualitative Data (via student comments) is available from some students who advised they were dissatisfied with any of these resources/services.