

## Student Success Center Network (SSCN) Survey Item Bank

The following survey questions have been developed as a resource for Student Success Centers (SSCs) to use in **developing their own surveys** to measure the effectiveness of the services they facilitate and provide. While some of these questions are required in order to populate the SSC Progress Report, most are provided as optional questions that could be used to measure recipient perceptions on multiple types of services over a period of time or after a particular service or program is completed (e.g., convening, webinars).

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Created by Research for Action (RFA) for Jobs for the Future and the Student Success Center Network

## Survey Questions Designed to Populate the SSC Progress Report

**Survey Questions for the SSC Progress Report.** The following questions are required to populate the SSC Stakeholder Perceptions tab (tab 9) of the Dashboard, which in turn populates the Student Success Center Progress Report section on SSC Stakeholder Perceptions. The number of survey respondents selecting *moderately*, *very*, or *extremely* for the questions below are reported in the SSC Stakeholder Perceptions tab of the SSC Progress Dashboard (translated as percentages in the Report tab).

**Audience.** The questions in this section are designed to be used with survey respondents who may have **received multiple types of services over a period of time**. For those SSCs that would like to **survey respondents immediately or soon after individual services are provided**, see “Survey Questions on Individual SSC Services” below.

1. How useful were the **technical assistance services** you received that were coordinated or provided by the SSC? For the purpose of this survey, technical assistance is defined as non-financial assistance provided by SSC staff, partners, or coaches. It can take the form of sharing information and expertise, instruction, skills training, transmission of working knowledge, or consulting services.
  - Not at all useful
  - Slightly useful
  - Moderately useful
  - Very useful
  - Extremely useful
  
2. How useful were the **convenings** you participated in that were coordinated or provided by the SSC? For the purpose of this survey, convenings are defined as large group trainings, meetings, or professional development conferences for state, system, institutional, or community leaders, including SSC coaches or consultants, whether in the postsecondary, K12, or workforce sectors.
  - Not at all useful
  - Slightly useful
  - Moderately useful
  - Very useful
  - Extremely useful

3. Has your involvement in SSC services...

Outputs	Not at all	Slightly	Moderately	Very	Extremely
a. Increased your <b>collaboration</b> with institutional, state, and/or national stakeholders?					
b. Increased your <b>knowledge of best practices</b> in the field?					
c. Increased your <b>access to research and resources</b> in the field?					
d. Improved <b>data use and analysis</b> at your institution, agency, or organization?					

4. From your perspective, has the SSC helped to inform **postsecondary policy change related to student success**?
- Not at all
  - Slightly
  - Moderately
  - Very
  - Extremely
  - I don't know

### Optional Survey Questions on SSC Services during SSC Progress Reporting Period

The following survey questions are also designed to be used with survey respondents who may have received multiple types of services over a period of time **but are not aligned with specific reporting categories in the SSC Progress Dashboard**.

1. How useful were the following **technical assistance services** you received that were coordinated or provided by the SSC?

Services	Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
a. <b>Ongoing support from a coach or consultant</b> that was organized or facilitated by the SSC					
b. Assistance from SSC with <b>grant writing, fundraising, or financial management/ reporting</b>					
c. Technical assistance from an <b>SSC partner organization</b> (e.g., Achieving the Dream)					

2. How useful were the following **convening services** you accessed that were coordinated or provided by the SSC?

Services	Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
a. <b>Webinar on student success initiatives and reforms</b>					
b. <b>Statewide working group</b> convened by the SSC					
c. <b>Institutional working group</b> convened by the SSC					

*\*For the purpose of this survey, working groups are defined as statewide, cohort, or institutional groups (e.g., a task force or commission) convened by the SSC to complete a task over a period of multiple meetings, whether the task is related to policy development or the implementation of best practice during the reporting period.*

3. Has your involvement in SSC services supported the implementation of Guided Pathways?
- Not at all
  - Slightly
  - Moderately
  - Very
  - Extremely
4. Within the past six months, do you think that the SSC offers services and activities...?
- Never
  - Rarely
  - Sometimes
  - Often
  - Always
5. What additional topic areas would you like the SSC to address? (Insert text box)
6. How could SSC services be improved? (Insert text box)
7. What else would you like to share about the SSC? (Insert text box)

### Respondent Characteristics and Demographic Survey Questions

The following questions could be included in a survey to gather data on the characteristics and demographics of survey respondents.

8. Select the response below that best describes your role:
- State policymaker
  - Postsecondary institution (e.g., college) administrator and/or staff
  - Postsecondary institution (e.g., college) faculty
  - K-12 education stakeholder
  - Workforce development stakeholder
  - Other: Please specify (Insert text box)
9. How long have you been working with the SSC?
- Less than six months
  - Between six months and 1 year
  - Between 1 and 3 years
  - Between 3 and 5 years
  - More than 5 years

10. Please check the gender you identify with:

- Male
- Female
- Non-binary
- Prefer not to answer

11. Which categories best describe you? Select all that apply.

- White
- Hispanic or Latino
- Black or African American
- Asian
- American Indian or Alaska Native
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- Another category
- Prefer not to answer

## Survey Questions on Individual SSC Services

The following survey questions could be used by an SSC to gather recipient perspectives on specific SSC services **immediately or soon after the service(s) has been provided** (e.g., post-convening survey).

### Technical assistance

For the purpose of this survey, technical assistance is defined as non-financial assistance provided by SSC staff. It can take the form of sharing information and expertise, instruction, skills training, transmission of working knowledge, and consulting services.

### Technical Assistance provided by SSC Staff

12. Overall, how useful was the technical assistance you received from the SSC Staff?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

13. How likely are you to recommend that others reach out to the SSC for technical assistance?

- Extremely unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Extremely likely

14. Was your target issue addressed by the SSC staff?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

15. How knowledgeable was the SSC staff member providing technical assistance?

- Not at all knowledgeable
- Slightly knowledgeable
- Somewhat knowledgeable
- Very knowledgeable
- Extremely knowledgeable

16. How could the technical assistance provided have been improved? (Insert text box)

Ongoing Support from Coach or Consultant

17. Overall, how useful is/was the ongoing coaching you have received through an SSC coach or consultant?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

18. How likely are you to recommend that others receive ongoing coaching through the SSC?

- Very unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Very likely

19. Was your target issue(s) addressed by the coach or consultant?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

20. The SSC coach or consultant(s) providing ongoing coaching is...

- Not at all knowledgeable
- Slightly knowledgeable
- Somewhat knowledgeable
- Very knowledgeable
- Extremely knowledgeable

21. How could the ongoing coaching provided be improved? (Insert text box)

Assistance from SSC with grant writing, fundraising or financial management/reporting

22. Overall, how useful was the technical assistance you received from the SSC regarding finances or funding (e.g., grant writing, fundraising or financial management/reporting)?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

23. How likely are you to recommend that others reach out to the SSC for financial assistance?

- Very unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Very likely

24. Were your financial issues addressed by the SSC staff?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

25. How knowledgeable was the SSC staff member providing financial assistance?

- Not at all knowledgeable
- Slightly knowledgeable
- Moderately knowledgeable
- Very knowledgeable
- Extremely knowledgeable

26. How could the financial assistance provided have been improved? (Insert text box)

### Technical assistance from an SSC partner organization

27. Overall, how useful was the technical assistance you received from the [insert name of SSC partner organization] (e.g., Achieving the Dream, Community College Research Center, state-specific partner organization)?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

28. How likely are you to recommend that others reach out to the [insert name of SSC partner organization] for technical assistance?

- Very unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Very likely

29. To what degree were your issues addressed by the [insert name of SSC partner organization]?

- Fully addressed
- Partially addressed
- Not addressed at all

30. How knowledgeable was [insert name of SSC partner organization] in providing technical assistance?

- Not at all knowledgeable
- Slightly knowledgeable
- Moderately knowledgeable
- Very knowledgeable
- Extremely knowledgeable

31. How could the technical assistance provided by [insert name of SSC partner organization] have been improved? (Insert text box)

### Large group Convenings or Institutes on student success initiatives and reforms

32. Overall, how useful was the [insert name of specific SSC convening]?

- Not at all
- Slightly
- Moderately
- Very
- Extremely



33. Did the [insert name of specific SSC convening] increase your collaboration with other stakeholders?
- Not at all
  - Slightly
  - Moderately
  - Very
  - Extremely
34. Did the [insert name of specific SSC convening] increase your knowledge of research and/or best practices in the field?
- Not at all
  - Slightly
  - Moderately
  - Very
  - Extremely
35. Overall, the speakers at the [insert name of specific SSC convening] were:
- Poor
  - Fair
  - Good
  - Very good
  - Excellent
36. Was the [insert name of specific SSC convening] worth taking time away from other work?
- Not at all worth taking time away from other work
  - Slightly worth taking time away from other work
  - Moderately worth taking time away from other work
  - Very worth taking time away from other work
  - Extremely worth taking time away from other work
37. How likely are you to recommend that others attend similar convenings hosted by the SSC?
- Very unlikely
  - Unlikely
  - Neither likely nor unlikely
  - Likely
  - Very likely
38. How could future SSC convenings be improved? (Insert text box)

## Webinars on student success initiatives and reforms

39. Overall, how useful was the webinar on [insert webinar topic]?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

40. Did the webinar on [insert webinar topic] increase your knowledge of student success initiatives and reforms?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

41. Overall, the webinar on [insert webinar topic] speaker(s) was/were:

- Poor
- Fair
- Good
- Very good
- Excellent

42. Was the webinar on [insert webinar topic] worth taking time away from other work?

- Not worth taking time away from other work
- Slightly worth taking time away from other work
- Moderately worth taking time away from other work
- Very worth taking time away from other work
- Extremely worth taking time away from other work

43. How likely are you to recommend that others access similar webinars hosted by the SSC?

- Very unlikely
- Unlikely
- Neither likely nor unlikely
- Likely
- Very likely

44. How could future SSC webinars be improved? (Insert text box)

### Statewide or institutional working groups convened by the SSC

For the purpose of this survey, working groups are defined as statewide, cohort, or institutional groups (e.g., a task force or commission) convened by the SSC to complete a task over a period of multiple meetings, whether the task is related to policy development or the implementation of best postsecondary practice during the reporting period.

45. Overall, how useful was the SSC working group?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

46. Did participation in the SSC working group increase your knowledge?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

47. Did the SSC working group increase your collaboration with other stakeholders?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

48. How could future SSC working groups be improved? (Insert text box)

### Email/Listserv Subscribers

49. How useful has the SSC been in sharing research and resources on student success in postsecondary institutions?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

50. Has participation in the SSC mailing list increased your knowledge of postsecondary student success?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

51. How could the SSC more effectively share research and resources on student success in postsecondary institutions? (Insert text box)

### **Impact of the SSC on Policy and Practice**

#### Institutional or Organizational Level

52. Has your involvement with the SSC improved data use and analysis at your institution, agency or organization?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

53. Has your involvement with the SSC supported the implementation of Guided Pathways at your institution?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

54. Has the SSC helped to inform institutional policy change?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

55. How could the SSC be more effective at informing policy at postsecondary institutions? (Insert text box)

State or System Level

56. Has your involvement with the SSC improved data use and analysis at the state or system level?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

57. Has the SSC helped to inform state or system policy change?

- Not at all
- Slightly
- Moderately
- Very
- Extremely

58. How could the SSC be more effective at informing postsecondary policy at the state or system level(s)?  
(Insert text box)