

Students Don't Know What They Don't Know

A Resource Guide

Almost one-third of community college students are the first in their families to attend college. And many non-traditional aged students are returning to college or starting college after time spent in the workforce and caring for their families. Therefore, we can't assume that students know everything they need to know about how to be successful in college.

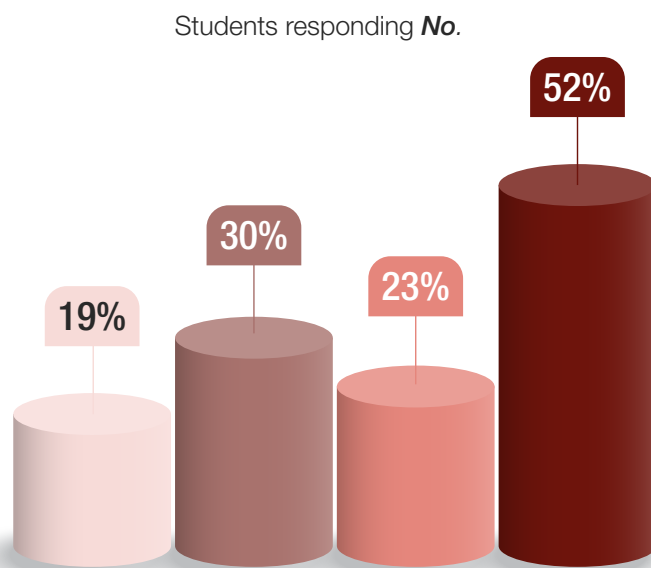
Just like all of us, students don't know what they don't know.

The purpose of this tool is to support your conversations about how best to provide students with the information they need to succeed.

WHAT STUDENTS DON'T KNOW

SENSE Item 20 explores whether students know about particular college services.

Think about your experiences from the time of your decision to attend this college through the end of the first three weeks of your first semester/quarter. Did you know about the following services?



Source: SENSE 2020 Cohort Data

Academic advising/planning
(N=69,531)



Financial assistance advising
(N=68,843)

Writing, math, or other skill lab
(N=68,995)



Transfer credit assistance
(N=69,125)

VIDEO CONTENT: Students Don't Know What They Don't Know

Through the following video clips, students affirm that they want college staff and faculty to arm them with the information they need to succeed.



- » Which video clip stood out to you the most? Why?
- » What actions can you take to ensure students are aware of the information and support services that may be critical for their success?

See more resources
on page 2

QUESTIONS FOR CONSIDERATION

- › Does your college's intake process include a system for identifying the types and level of academic and non-academic support each student will need to successfully complete college-level gateway courses within their first year?
- › What types of early assessments are faculty members conducting, and what should they do when a student's placement seems inappropriate? Does your college have a policy requiring faculty to recommend a higher or lower placement for students—or even a mechanism for doing so? Are faculty trained and empowered to talk with students about placement?
- › Are all students meeting with an advisor before registering for classes the first time?
- › Does every student in every program have a clear plan for program completion and employment or transfer?
- › Are we talking to every student about how long it will take them to complete their degree?
- › Are we talking to every student about how much it will cost to complete their degree?
- › Are we giving all students information about programs of study that can increase their economic mobility?



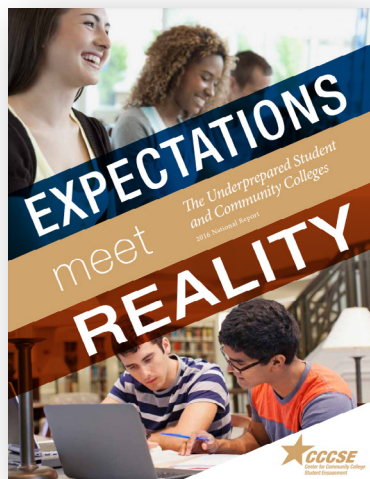
Recognize that no longer can students afford to just wander through college and not have a clue what it's all about.

— ADMINISTRATOR

SELECTED READINGS: National Reports

These two reports feature data about the types of experiences that can provide students with the information and direction they need to succeed.

- » *After reading these national reports, what section or data points did you find most interesting? Why?*
- » *How might you explore something you read in one of the reports at your own college?*



Interested in hosting a CCCSE workshop or a presentation on this topic? Contact info@cccse.org for more information.

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