



Creating Connections with the SSI: Linking Results to Action and Improvement at a Community College

Gabe Estill, PhD

*Vice President of Student and
Academic Affairs (Interim)*

He/him/his

July 26, 2023 – Nashville

Quick Poll 1



Quick Poll 2



About Me

- VP at Wilbur Wright (City Colleges of Chicago)
- Former faculty, dean, and assessment director
- Make some Illinois! LLCC, WIU, and ISU alum
- Father, husband, podcaster, White Sox fan
- [Stay in touch!](#) & [LinkedIn](#)



Takeaways

- Create internal networks to capitalize on the valuable evidence in the SSI results
- Connect the SSI results with different accountability initiatives
- Use SSI results to spur continuous improvement so you can focus on other things

WILBUR WRIGHT COLLEGE

CITY COLLEGES OF CHICAGO

1 of 7 City Colleges of Chicago

Northwest Side of city

5531 students in spring 2023

Hispanic-Serving Institution

[2021 Seal of Excelencia recipient](#)

Achieving the Dream

[2020 Padrón Award for Institutional Transformation](#)

[2023 Voter Friendly Campus Designee](#)

Wright College's SSI Journey

- The year was 2018.
- Needed actionable data on the student experience
- Had used other tools with mixed results and enthusiasm
- Got dinged for lack of benchmarkable data
- Wanted a tool that was affordable, attractive, and easy to administer

2019 Process

- In 2018, internal stakeholders got together to form the planning team to map out the process and develop custom questions.
- Targeted sections with majority of students who had earned 30 credits or more at Wright
- Pencil and paper

2019 Results

N = 1763

Strengths

Challenges

[Infographic](#)

2019 Follow Up

Formed Response Team, which included faculty, students, and staff

Better lighting to enhanced, streamlined Title IX awareness campaign

Early alert system to focused programming on asking professors the right questions and student-advisor lunch sessions

[Full response report](#)

A white teddy bear is the central focus, sitting upright. It is wearing a light blue surgical mask that covers its eyes and nose. Around its neck is a black and white checkered bow tie. The bear has soft, white fur and small black eyes. The background is a plain, light-colored wall. The overall image has a slightly desaturated, muted color palette.

Global Pandemic

2022 Process

Intentional inclusion of Adult Ed

Knew that we wanted students to have more involvement in the planning

Easy decision to go with the digital version

2022 Results

N = 1253

Strengths

Challenges

[Infographic](#)

2022 Follow Up

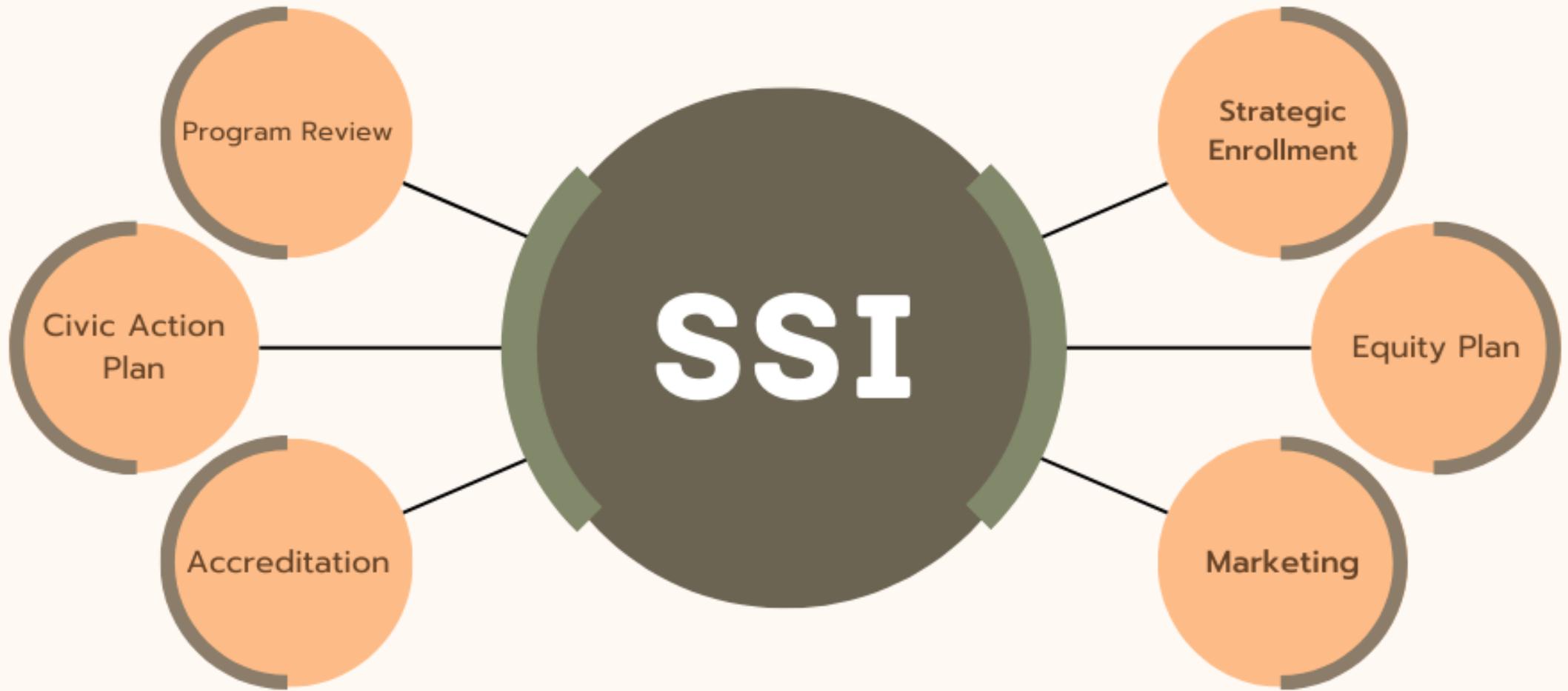
Focus on units rather than just the Response Team

Put the results in front of faculty. Spoonful of sugar

Took more time with the results

Responses so far: specialized advising, Every Four Weeks campaign, yearlong scheduling model

Continuing implementation unit responses this fall



Program Review

Strategic Enrollment

Equity Plan

Marketing

Accreditation

Civic Action Plan

SSI

2024

External stakeholders contributing to customized questions

Increase sample size

Will administer in April 2024

What we're still working on

Making the SSI sustainable

Not letting other initiatives suffocate it

Celebrating our success

Need more folks

compartmentalizing the results

SSI Wishlist

Community colleges have lots of adult ed students, a growing dual credit population, and many non-native speakers

More summary/reporting templates

Built in visualization tools

Happy to answer questions and stay in touch

[LinkedIn](#)

jestill@ccc.edu

Digital business card via QR code or
http://bit.ly/gabe_estill

This deck available
at <https://bit.ly/estillrnl>

