

What Students Need to Feel Supported in 7 Key Areas



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Student Support Decision-Making Resource

- Student Voice surveys—conducted by *Inside Higher Ed* and College Pulse with support from Kaplan—capture not just the experiences of U.S. college undergraduates but also what they think their institutions could do to be more supportive.
- 2022 survey highlights point toward actions higher ed leaders can take for strengthening supports in 2023 and beyond.
- Student Perspective Equation:
 - National Data + Institutional Data = Resource Allocation Perspective

7 Areas of Focus

How colleges can help students...

1. Open up about current and past challenges
2. Make stronger connections with professors
3. When they need assistance in a financial crisis
4. Who are struggling with their mental health
5. Feel safe on campus
6. Interact with non-academic offices across campus
7. Secure and succeed in internships

Students' Current and Past Challenges

Finding: Some students don't feel understood on campus, and may need to be invited to share current and precollege challenges and experiences.

Standout stats from a January 2022 survey of 2,003 college students:

- One-third disagree at least somewhat that their institution is responsive to the needs of all students; among those with learning disabilities or related challenges, 40 percent disagree.
- One in four disagree at least somewhat that their college understands the connections they have to their families and home communities. Nearly one in four disagree that their colleges make an effort to understand their current experiences and challenges.

Connections With Professors

Finding: Most students don't open up to professors about their struggles, and although they want connections with professors, they may not feel comfortable initiating them.

Standout stats from the January 2022 survey and an April 2022 survey of 2,000 college students:

- Only 28 percent of students who identified recent struggles with time management, anxiety, physical health or financial insecurity said they have shared their struggles with professors or other professionals at their colleges.
- One in three students at public colleges, and one in five at private colleges, do not typically visit professors during office hours at all during a semester.
- More than half of students want their professors to introduce them to people working in fields of interest and/or to provide advice on choosing a career direction. Nearly half want professors to help them land an internship or first job, and/or to listen about personal issues and consider accommodations requested.

Financial Crisis Assistance

Finding: Students tend to think their colleges should help them during a financial crisis.

Standout stats from a January/February 2022 survey of 2,000 college students:

- Seven in 10 agree that their colleges “should be responsible” for helping students going through a financial crisis, either strongly (36 percent) or somewhat (34 percent); only 9 percent disagree.
- Just three in 10 students agree (strongly or somewhat) that their university has adequate support in place for students facing a financial crisis.

Mental Health Struggles

Finding: Students don't always know where on campus they can go if they're struggling with mental health. Their top related wish is for more on-campus counseling staff.

Standout stats from a March 2022 survey of 2,000 college students:

- Nearly one in four students disagrees that they know where to seek help on campus for mental health struggles.
- The biggest student priorities for expansion of mental health supports include more on-campus counseling staff, the addition of a psychiatrist or nurse who can prescribe mental health medication and 24-hour emergency mental health line—with between one quarter and one third of students prioritizing each.

Safety on Campus

Finding: Students prioritize mental health supports to prevent crimes over more direct safety and security measures.

Standout stats from a May 2022 survey of 2,004 college students:

- Expanding mental health supports to help prevent incidents scored highest on a list of 12 possible safety and security funding priorities, with nearly four in 10 selecting it as a top-three priority. Improved lighting on sidewalks was the next highest priority, with 34 percent choosing it.
- About one-third of LGBTQIA+ students feel very safe on campus, compared to about half of straight students, and this group is also less likely to rate interactions with campus security as very positive.
- Black students are the least likely racial group to say campus police officers make them feel safer, 37 percent compared to 46 percent of all students.

Interactions with Campus Offices

Finding: Students are more likely to identify non-academic departments as providing good service than as providing bad service.

Standout stats from a July 2022 survey of 2,239 college students:

- Out of a list of 18 departments, students are most likely to say they've gotten good service from financial aid (57 percent), the library (43 percent), the campus store (34 percent) and the registrar (28 percent). Financial aid and the registrar are also the departments most likely to have provided negative service experiences.
- The top wishes for customer service-related technology include expanding or better providing chat bots, both on department webpages to answer questions after hours (36 percent) and as pop-ups for deadline reminders (30 percent). Three in 10 would also like to see greater availability of digital documents/e-signing.

Internship Opportunities and Success

Finding: Students' greatest internship support desires include more partnerships between colleges and companies to offer these experiences and financial assistance for unpaid internships.

Standout stats from an August 2022 survey of 2,116 college students:

- About four in 10 students did not receive pay for their most recent internship, and nearly one in five earned neither money nor college credit.
- Nearly four in 10 have not had an internship nor an experiential learning opportunity outside of the classroom during college.

Thanks to Student Voice's sponsor:

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The word "KAPLAN" is written in a bold, dark blue, sans-serif font. A thick, dark blue curved line arches underneath the letters, starting from the left and ending on the right, framing the text.