

# **Institutional Benchmark Report**

November 2002

***California State University,  
Chico***

---

---

---

---





## Introduction

The National Survey of Student Engagement (NSSE) annually assesses the extent to which undergraduate students are involved in educational practices empirically linked to high levels of learning and development. In an effort to make it easier for people on and off campus to more easily talk about student engagement and the importance to student learning, collegiate quality, and institutional improvement, NSSE created the National Benchmarks of Effective Educational Practice. They are: 1) level of academic challenge, 2) active and collaborative learning, 3) student-faculty interactions, 4) enriching educational experiences, and 5) supportive campus environment.

The benchmarks represent clusters of items on the survey and are expressed in 100-point scales. Each year, NSSE calculates benchmark scores to monitor performance at the institutional, sector, and national level. This year's analysis is based on more than 135,000 randomly selected students at 613 four-year colleges and universities that participated in 2000, 2001, and 2002. The students represent a broad cross-section of first-year and senior students from every region of the country. The institutions are similar in most respects to the universe of four-year schools. More detailed information about the benchmarks can be found in the annual report that accompanies this mailing and on the NSSE website at [www.iub.edu/~nsse](http://www.iub.edu/~nsse).

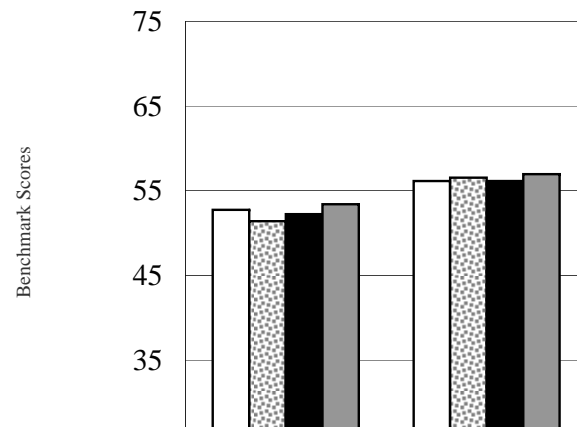
## Benchmark Report

The Benchmark Report presents your institution's benchmark scores and compares them to schools in your consortium, your Carnegie Classification, and the NSSE national norms. In addition, it provides summary statistics, a decile chart that gauges your institution's performance versus others on the benchmarks, and your Institutional Engagement Index. This index represents the degree to which your students do more or less than expected in terms of their engagement in the five areas of effective educational practice after adjusting for the types of students that attend your school and other institutional characteristics.

NSSE and the National Benchmarks of Effective Educational Practice provide a new way to look at and talk about teaching and learning. Thus, they are intended to help stimulate conversations on campus and may help determine whether student behavior and institutional practices are headed in the right direction.

## Level of Academic Challenge

Challenging intellectual and creative work is central to student learning and collegiate quality. Colleges and universities promote high levels of student achievement by emphasizing the

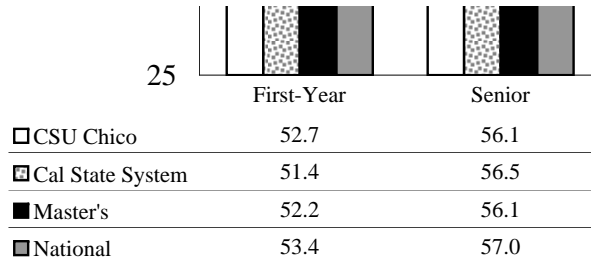


### Level of Academic Challenge Items:

- Preparing for class (studying, reading, writing, rehearsing, etc. related to academic program)
- Number of assigned textbooks, books, or book-length packs of course readings
- Number of written papers or reports of 20 pages or more; number of written papers or reports of between 5 and 19 pages; and number of written papers or reports of fewer than 5 pages
- Coursework emphasizing analysis of the basic elements of an idea, experience or theory
- Coursework emphasizing synthesis and organizing of ideas, information, or experiences into new, more complex interpretations and relationships
- Coursework emphasizing the making of judgments about the value of information, arguments, or methods

Emphasizing the importance of academic effort and setting high expectations for student performance

25



Coursework emphasizing the making of judgments about the value of information, arguments, or methods

Coursework emphasizing application of theories or concepts to practical problems or in new situations

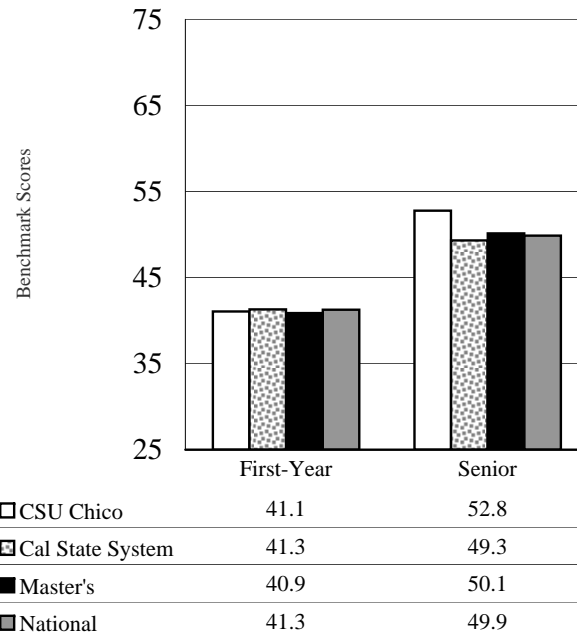
Working harder than you thought you could to meet an instructor's standards or expectations

Campus environment emphasizing time studying and on academic work



**Active and Collaborative Learning**

Students learn more when they are intensely involved in their education and asked to think about what they are learning in different settings. Collaborating with others in solving problems or mastering difficult material prepares students for the messy, unscripted problems they will encounter daily during and after college.

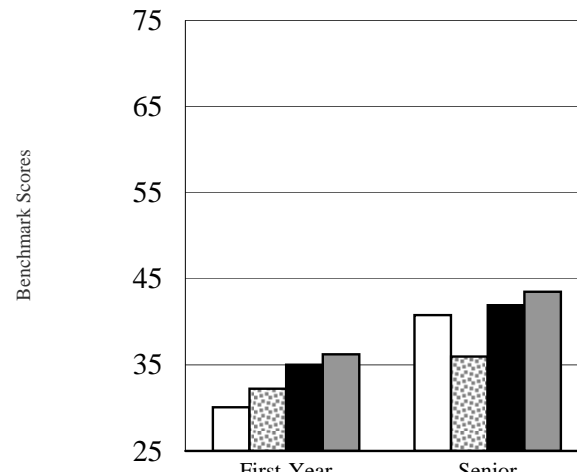


**Active and Collaborative Learning Items:**

- Asked questions in class or contributed to class discussions
- Made a class presentation
- Worked with other students on projects during class
- Worked with classmates outside of class to prepare class assignments
- Tutored or taught other students
- Participated in a community-based project as part of a regular course
- Discussed ideas from your readings or classes with others outside of class (students, family members, co-workers, etc.)

**Student-Faculty Interactions**

Students learn firsthand how experts think about and solve practical problems by interacting with faculty members inside and outside the classroom. As a result, their teachers become role models, mentors, and



**Student-Faculty Interactions Items:**

- Discussed grades or assignments with an instructor
- Talked about career plans with a faculty member or advisor
- Discussed ideas from your readings or classes with faculty members outside of class
- Worked with faculty members on activities other than coursework (committees, orientation, student-life activities, etc.)
- Received prompt feedback from faculty on your academic performance (written or oral)
- Worked or planned to work with a faculty member on a research project outside of course or program requirements

....., ..  
guides for  
continuous, life-  
long learning.

25

1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025

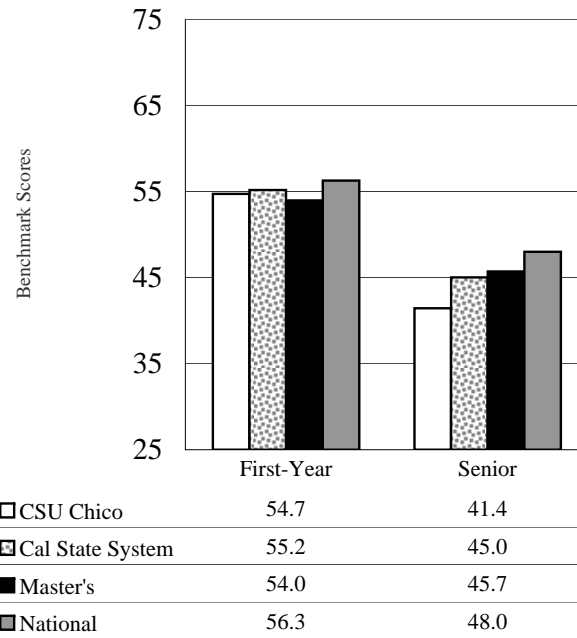
requirements

	First-Year	Senior
<input type="checkbox"/> CSU Chico	30.1	40.8
<input checked="" type="checkbox"/> Cal State System	32.2	36.0
<input checked="" type="checkbox"/> Master's	35.0	41.9
<input checked="" type="checkbox"/> National	36.2	43.5



**Enriching Educational Experiences**

Complementary learning opportunities in and out of classroom augment academic programs. Diversity experiences teach students valuable things about themselves and others. Technology facilitates collaboration between peers and instructors. Internships, community service, and senior capstone courses provide opportunities to integrate and apply knowledge.

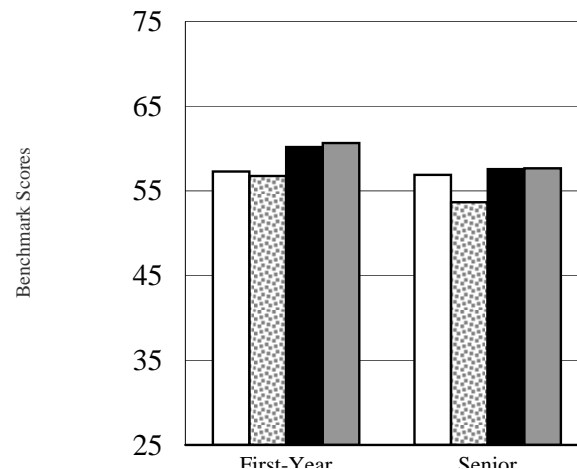


**Enriching Educational Experiences Items:**

- Participating in co-curricular activities (organizations, publications, student government, sports, etc.)
- Practicum, internship, field experience, co-op experience, or clinical assignment
- Community service or volunteer work
- Foreign language coursework & study abroad
- Independent study or self-designed major
- Culminating senior experience (comprehensive exam, capstone course, thesis, project, etc.)
- Serious conversations with students of different religious beliefs, political opinions, or personal values
- Serious conversations with students of a different race or ethnicity
- Using electronic technology to discuss or complete an assignment
- Campus environment encouraging contact among students from different economic, social, and racial or ethnic backgrounds

**Supportive Campus Environment**

Students perform better and are more satisfied at colleges that are committed to their success as well as the working and social relations among different groups on campus.



**Supportive Campus Environment Items:**

- Campus environment provides the support you need to help you succeed academically
- Campus environment helps you cope with your non-academic responsibilities (work, family, etc.)
- Campus environment provides the support you need to thrive socially
- Quality of relationships with other students
- Quality of relationships with faculty members
- Quality of relationships with administrative personnel and offices

23

	First-Year	Senior
<input type="checkbox"/> CSU Chico	57.3	56.9
<input checked="" type="checkbox"/> Cal State System	56.8	53.7
<input checked="" type="checkbox"/> Master's	60.2	57.6
<input checked="" type="checkbox"/> National	60.7	57.7



# National Survey of Student Engagement

The College Student Report

## 2002 Institutional Benchmark Report California State University, Chico

First-Year				
Benchmark	CSU Chico Benchmark Score	Comparison Group Statistics		
			Master's	National
<b>Level of Academic Challenge</b>	52.7	Benchmark Score	52.2	53.4
		Score Difference	0.5	-0.7
		Standard Deviation	3.9	4.4
		Standard Score	0.1	-0.1
<b>Active and Collaborative Learning</b>	41.1	Benchmark Score	40.9	41.3
		Score Difference	0.2	-0.2
		Standard Deviation	4.3	4.6
		Standard Score	0.0	0.0
<b>Student-Faculty Interactions</b>	30.1	Benchmark Score	35.0	36.2
		Score Difference	-4.9	-6.2
		Standard Deviation	4.7	5.5
		Standard Score	-1.1	-1.1
<b>Enriching Educational Experiences</b>	54.7	Benchmark Score	54.0	56.3
		Score Difference	0.8	-1.5
		Standard Deviation	6.3	7.5
		Standard Score	0.1	-0.2
<b>Supportive Campus Environment</b>	57.3	Benchmark Score	60.2	60.7
		Score Difference	-2.9	-3.4
		Standard Deviation	5.1	5.6
		Standard Score	-0.6	-0.6
Number of Institutions			258	610

### Explanation of Statistics

**Benchmark Score:** The institutional benchmark score is the weighted arithmetic average (mean) of the corresponding survey items, calculated by dividing the sum of values for each item by the total number of students responding to that item. Each benchmark was put on a 100-point scale. Comparison group benchmark scores are the average of all institutional benchmark scores within the group.

**Score Difference:** The result of subtracting the comparison group score (consortium, Carnegie Classification, or national) from your institution's score on each benchmark.

**Standard Deviation:** The average amount each institution's benchmark score deviates from the mean of all benchmark scores in the comparison group. The greater the dispersion of scores the larger the standard deviation.

**Standard Score (SS):** In statistical terms, this is a z score - the standardized magnitude of the difference between your school's benchmark score and the mean of the comparison group. It is calculated by dividing the score difference by the standard deviation of the comparison group.

Assuming the group means are normally distributed, a SS of 0.5 refers to a benchmark score that is greater than 69% of all comparison group schools, and 1.0 is greater than 84%. Likewise, a negative SS of -0.5 corresponds to a score that is better than 31% of the comparison group, and a -1.0 corresponds to an institution score better than only 16% of the comparison group. A SS of zero indicates that the institution and comparison group benchmark scores are equal, and that the institution's score is higher than roughly 50% of the other schools in the group.

Also note the sign of the SS. A positive sign means that your institution's score was greater than the comparison group average, thus showing an affirmative result for the institution. A negative sign indicates the institution lags behind, suggesting that the student behavior or institutional practice represented by the benchmark may warrant attention.

**Note:** Because these comparisons require a

Senior				
Benchmark	CSU Chico Benchmark Score	Comparison Group Statistics		
			Master's	National
<b>Level of Academic Challenge</b>	56.1	Benchmark Score	56.1	57.0
		Score Difference	0.0	-0.8
		Standard Deviation	3.1	3.9
		Standard Score	0.0	-0.2
<b>Active and Collaborative Learning</b>	52.8	Benchmark Score	50.1	49.9
		Score Difference	2.6	2.9
		Standard Deviation	3.6	4.3
		Standard Score	0.7	0.7
<b>Student-Faculty Interactions</b>	40.8	Benchmark Score	41.9	43.5
		Score Difference	-1.1	-2.7
		Standard Deviation	5.5	6.7
		Standard Score	-0.2	-0.4

<b>Enriching Educational Experiences</b>	41.4	Benchmark Score	45.7	48.0
		Score Difference	-4.3	-6.6
		Standard Deviation	5.8	7.2
		Standard Score	-0.7	-0.9
<b>Supportive Campus Environment</b>	56.9	Benchmark Score	57.6	57.7
		Score Difference	-0.7	-0.8
		Standard Deviation	5.6	6.3
		Standard Score	-0.1	-0.1
		Number of Institutions	259	613

**Note:** Because these comparisons require a sufficient number of institutions to supply an acceptable amount of variance and a distribution that approximates a normal curve, consortium-level comparisons are left out.



# National Survey of Student Engagement

The College Student Report

## 2002 National Benchmark Deciles California State University, Chico

These tables present the range of institutional scores by decile for the five benchmarks of effective educational practice for both first-year and senior students. Deciles are percentile scores that divide the range of benchmark scores into ten equal groups. Deciles are listed for both the NSSE national results and for each of the Carnegie Classifications. A percentile is the point in a distribution at or below which a given percentage of institutional benchmark scores fall. For example, the 60th percentile represents the point at or below which 60 percent of the institutional benchmark scores fall for the respective comparison group. To help you gauge your institution's performance relative to the comparison groups, the shaded areas on the national and Carnegie Classification tables indicate the deciles that are less than or equal to your benchmark score. For example, if your benchmark score on Level of Academic Challenge for first-year students is 56.1, then your institution falls within the 70th and 80th percentile range on the national table, and between the 80th and 90th percentiles on the Doc-Extensive table.

	First-Year											Senior										
	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
<b>National</b>																						
Level of Academic Challenge	42.4	48.2	49.6	50.8	52.0	52.9	54.1	55.5	57.2	59.6	69.3	48.5	52.4	53.6	54.8	55.5	56.5	57.5	58.7	60.0	62.2	74.0
Active and Collaborative Learning	27.6	35.5	37.1	38.4	39.8	41.2	42.3	43.5	45.3	47.4	59.8	37.9	44.4	46.4	47.5	48.6	49.7	50.7	52.0	53.5	55.4	65.0
Student Interactions With Faculty	23.0	30.2	31.9	33.0	34.4	35.7	36.7	38.4	40.4	43.4	74.0	27.8	35.6	37.7	39.5	40.9	42.6	44.6	46.9	49.7	52.6	66.5
Enriching Educational Experiences	39.9	46.6	49.8	52.0	53.9	56.0	57.8	59.9	62.3	65.9	80.6	30.5	39.8	41.9	43.4	45.0	46.7	49.0	51.8	54.0	57.6	77.6
Supportive Campus Environment	44.5	53.7	55.8	57.5	58.9	60.3	61.9	63.4	65.2	68.0	85.4	41.0	49.8	52.2	53.9	55.6	57.5	59.3	61.3	63.3	65.7	77.5
<b>Doc-Extensive</b>																						
Level of Academic Challenge	45.0	48.1	49.1	49.8	50.4	51.3	52.2	53.0	54.5	56.7	62.1	50.2	52.3	52.7	53.4	54.2	54.8	55.2	55.8	57.0	58.1	61.7
Active and Collaborative Learning	31.3	34.3	35.2	36.0	36.7	37.4	38.1	38.8	39.6	41.5	45.6	39.3	42.8	43.9	44.7	45.3	46.1	46.7	47.4	48.1	49.0	53.8
Student Interactions With Faculty	23.4	28.9	30.4	31.5	32.2	32.8	34.0	35.0	35.8	36.7	44.2	30.8	35.3	36.3	37.3	37.7	38.6	39.3	41.1	42.3	44.0	47.8
Enriching Educational Experiences	43.5	50.3	51.9	53.1	53.9	55.5	56.9	58.2	59.8	62.1	71.0	36.3	41.6	42.9	43.8	44.9	45.5	46.4	47.5	49.2	52.6	57.6
Supportive Campus Environment	44.5	51.9	53.7	54.2	55.3	56.5	57.8	58.4	59.4	60.4	72.9	41.0	47.0	49.1	49.9	51.1	51.9	52.7	53.5	55.0	57.4	70.2
<b>Doc-Intensive</b>																						
Level of Academic Challenge	46.0	48.2	48.6	50.3	51.1	52.4	53.3	53.7	55.1	57.4	60.3	50.8	51.4	52.7	53.7	54.2	55.2	56.1	56.8	57.5	58.4	61.5
Active and Collaborative Learning	33.1	34.5	36.1	37.2	38.2	39.1	39.8	41.2	42.5	45.2	48.4	39.8	42.8	43.9	45.6	46.6	47.0	47.8	49.0	49.9	52.1	56.0
Student Interactions With Faculty	25.1	29.2	31.0	32.5	33.5	34.1	35.2	36.1	37.6	40.1	43.8	29.6	33.8	36.1	36.8	37.6	39.7	41.4	42.9	43.7	46.4	50.2
Enriching Educational Experiences	42.0	47.1	49.7	50.9	53.0	54.4	56.3	58.4	60.4	63.2	68.9	33.2	40.1	41.0	41.3	42.1	43.6	45.3	46.7	51.1	53.2	61.8
Supportive Campus Environment	49.3	51.4	53.0	55.4	56.0	57.7	58.8	60.2	61.2	62.3	66.1	44.4	47.9	50.7	51.6	52.5	53.4	53.8	55.0	56.2	59.5	65.9
<b>Master's I &amp; II</b>																						
Level of Academic Challenge	42.4	46.9	49.2	50.2	51.0	52.1	52.8	54.2	55.5	57.4	62.6	48.5	52.4	53.5	54.3	55.2	55.8	56.7	57.7	58.7	60.5	65.4
Active and Collaborative Learning	30.5	35.2	37.0	38.1	39.6	41.0	42.1	43.2	44.2	46.8	51.0	37.9	45.9	47.3	48.2	49.1	49.9	50.8	51.9	53.5	55.1	59.5
Student Interactions With Faculty	23.0	29.8	31.1	32.2	33.6	34.7	35.9	37.1	39.1	41.1	51.7	27.8	34.6	37.5	39.3	40.6	41.3	43.0	45.2	46.9	49.6	57.1
Enriching Educational Experiences	40.1	46.0	48.3	50.1	52.0	53.8	55.3	57.4	59.5	62.3	71.4	30.5	39.3	40.9	42.5	43.4	44.6	46.3	48.3	51.1	54.0	64.0
Supportive Campus Environment	45.6	53.8	55.6	57.3	58.8	60.0	61.5	63.1	64.5	66.5	75.1	41.7	50.7	53.0	54.6	55.7	57.5	58.7	60.9	62.6	64.4	72.3
<b>Bac-Liberal Arts</b>																						
Level of Academic Challenge	45.7	51.9	54.1	55.6	56.8	57.9	58.8	59.8	61.2	62.8	69.3	51.9	56.1	58.1	59.2	60.0	61.0	61.9	63.0	64.6	66.0	70.8
Active and Collaborative Learning	35.9	39.7	41.1	41.8	42.6	43.8	44.3	46.0	46.9	48.5	56.6	39.8	46.4	48.4	49.5	50.6	51.7	52.6	53.7	54.5	56.7	62.7

Student Interactions With Faculty	31.0	34.2	36.8	38.4	39.6	41.2	42.2	43.2	45.6	47.9	63.0	34.1	42.0	46.4	49.1	50.4	51.4	52.8	54.3	55.4	57.5	66.5
Enriching Educational Experiences	44.1	54.8	58.5	60.9	63.8	65.3	67.0	68.4	70.0	73.9	80.6	33.7	46.6	51.0	52.4	54.5	56.5	58.0	60.1	61.9	64.3	77.6
Supportive Campus Environment	52.4	59.2	61.0	62.1	63.0	64.1	65.4	66.7	68.2	70.6	77.3	50.0	56.5	57.9	59.5	60.6	61.8	63.5	64.3	65.5	66.7	73.2

**Bac-General Colleges**

	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%	0%	10%	20%	30%	40%	50%	60%	70%	80%	90%	100%
Level of Academic Challenge	44.8	48.9	50.9	51.8	52.5	53.4	54.2	54.6	56.1	57.5	62.4	49.0	51.8	53.7	55.0	55.9	56.8	58.0	59.2	60.0	61.7	74.0
Active and Collaborative Learning	27.6	36.8	38.8	40.5	41.6	42.9	44.0	45.3	47.0	49.0	52.2	40.5	46.4	47.8	49.2	50.4	51.6	52.6	54.3	55.4	58.6	65.0
Student Interactions With Faculty	28.7	31.5	32.8	34.4	35.8	36.4	37.4	38.6	39.8	42.7	47.1	30.3	37.1	39.6	42.5	45.1	45.5	46.7	48.8	49.7	51.4	58.5
Enriching Educational Experiences	40.6	44.5	48.3	51.0	53.4	55.9	57.3	58.0	60.1	63.2	66.1	33.8	39.0	42.1	45.6	46.9	48.4	50.1	52.1	53.9	55.7	62.6
Supportive Campus Environment	49.1	56.6	58.6	59.9	61.3	62.9	64.1	65.1	67.3	69.4	76.8	47.0	53.2	55.4	57.0	58.8	61.1	62.9	64.0	65.3	69.4	73.9

This report represents the degree to which your students do more or less than expected in terms of engaging in the five areas of effective educational practice described in the *NSSE 2002 Annual Report* after statistically adjusting for the types of students that attend your school and other institutional characteristics.<sup>1</sup> Thus, the Institutional Engagement Index provides an alternative way to view institutional performance.

The report answers three main questions:

- 1) If your actual benchmark scores were statistically adjusted for the types of students at your school and other institutional characteristics, what would happen to your benchmark scores?
- 2) Is your institution doing better or worse than expected given your student and institutional characteristics?
- 3) How does the difference between your actual and predicted benchmark scores compare to other NSSE colleges and universities?

Benchmark	First-Year				Senior			
	Actual <sup>2</sup>	Predicted <sup>3</sup>	Residual	Standardized Residual <sup>4</sup>	Actual <sup>2</sup>	Predicted <sup>3</sup>	Residual	Standardized Residual <sup>4</sup>
Level of Academic Challenge	52.5	51.2	1.3	0.4	55.9	55.3	0.6	0.2
Active and Collaborative Learning	41.1	39.2	1.8	0.5	52.8	50.1	2.6	0.8
Student-Faculty Interactions	30.1	32.4	-2.3	-0.6	40.8	40.2	0.6	0.2
Enriching Educational Experiences	54.7	55.3	-0.6	-0.1	41.4	45.9	-4.5	-1.1
Supportive Campus Environment	57.3	58.9	-1.6	-0.4	56.9	54.6	2.3	0.5

The first column “Actual” highlights your institution’s first-year and senior actual benchmark scores, which correspond to the numbers reported in the Institutional Benchmark Report, with one exception<sup>2</sup>.

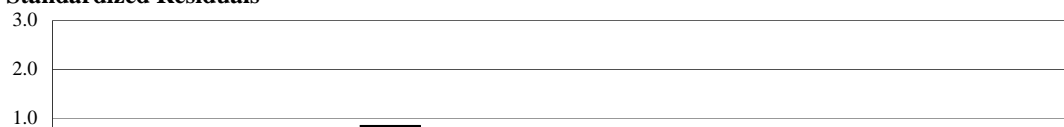
The second column “Predicted” represents what your students could be predicted or expected to do across this range of important activities, given their background characteristics and selected institutional information.<sup>3</sup>

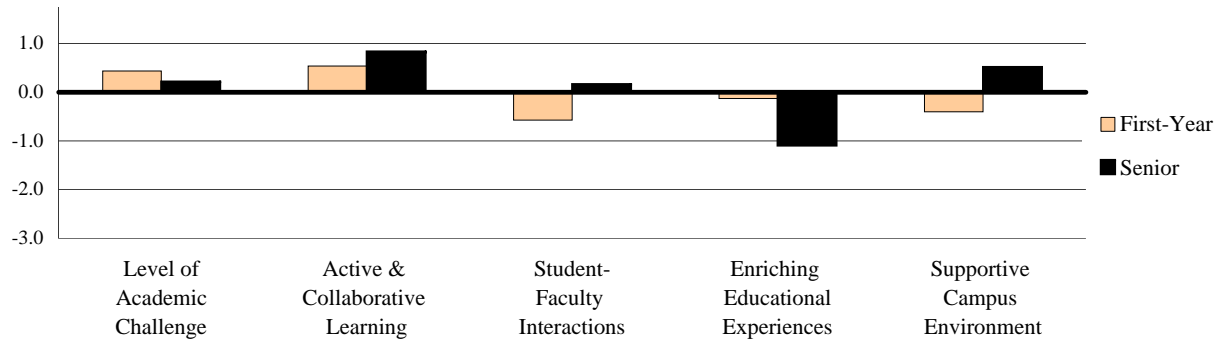
The third column “Residual” is the difference between the actual and predicted scores. A positive score indicates that students are more engaged in the respective educational practice (and likely benefiting more) *than expected*. A negative score indicates that students are doing less than expected in these areas of effective educational practice.

The last column is a standardized residual (SR), an estimate of the degree to which your institution exceeded or fell short of its predicted score on each benchmark relative to all other NSSE institutions. It expresses the residual score in standard deviation units. When your school’s actual benchmark score is equal to the predicted score both the residual score and the SR are equal to zero. A large, positive SR indicates that your school exceeded its predicted score by more than most other schools.<sup>4</sup>

The chart below highlights the value of your institution’s standardized residuals for each benchmark.

#### Standardized Residuals



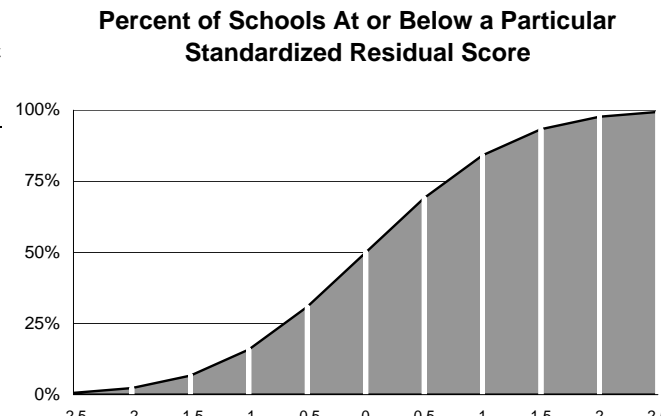


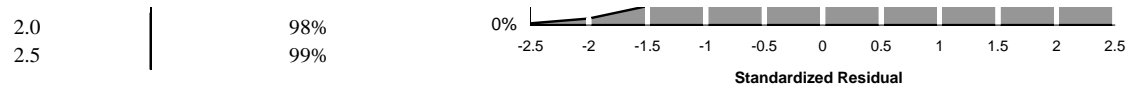
## Notes to NSSE 2000-2002 Institutional Engagement Index

The information in these notes will help in understanding the Institutional Engagement Index.

- <sup>1</sup> Supporting materials related to the Institutional Engagement Index, including the adjusted  $R^2$  and regression coefficients, are available on NSSE's website at [[www.iub.edu/~nsse/html/report-2001.shtml](http://www.iub.edu/~nsse/html/report-2001.shtml)].
- <sup>2</sup> The actual score for Level of Academic Challenge reported here might differ somewhat from what is reported in the Benchmark Report. The score in the Benchmark Report includes an enrollment status adjustment. This adjustment was not included here because enrollment status is included in the regression model.
- <sup>3</sup> The following student and institutional characteristics were considered in an ordinary least squares regression model to produce the predicted benchmark scores. Unless noted otherwise, institutional and student characteristics were obtained from Fall 1999-2000 IPEDS data, the most complete database available: (a) public/private, (b) admissions selectivity from *Barron's Profiles of American Colleges* (2001), (c) Carnegie Classification (d) undergraduate enrollment, (e) urbanicity, (f) proportion full-time, (g) proportion female, (h) proportion of different races/ethnicities, (i) proportion of different student-reported major fields, (j) mean student-reported age and, (k) proportion of students reporting on-campus residence. These student and institutional characteristics were included in the regression model since they are not easily changed.
- <sup>4</sup> Since some participating colleges and universities will be interested to know how their residuals compare to other NSSE institutions, we have provided the following table and graphic.

A Standardized Residual of ...	... indicates a residual score that is greater than approximately ___% of NSSE schools:
-2.5	1%
-2.0	2%
-1.5	7%
-1.0	16%
-0.5	31%
0.0	50%
0.5	69%
1.0	84%
1.5	93%
2.0	98%





A SR of 1.0 indicates a residual score that is greater than approximately 84 percent of all institutions' scores; a SR of .5 indicates the residual score is greater than about 69 percent of all institutions' scores. In contrast, a negative SR of -.5 indicates the residual score exceeds about 31 percent of all NSSE institutions, and a SR of -1.0 indicates the residual score is greater than only 16 percent of the scores of all other NSSE institutions. Statistically speaking, the SR that we employ is known as the studentized deleted residual or externally studentized residual.