



SOSE FAQs

What is SOSE?

The Survey of Online Student Engagement (SOSE) is an online companion to the Community College Survey of Student Engagement (CCSSE). SOSE helps community and technical colleges gather engagement data from students enrolled solely in online courses. The survey focuses on aspects of student engagement unique to online learning environments.

When is the survey administered?

The survey is administered during the spring academic term, concurrent with CCSSE and CCFSSSE. See the SOSE [Survey Administration Timeline](#) for further details.

How is the survey administered?

SOSE is administered as an online survey: participant colleges will receive a link to the survey from the Center, and are responsible for using e-mail, blackboard, or the appropriate college-specific courseware to invite online-only students to complete the survey.

How much does SOSE administration cost?

For information on SOSE pricing, please visit:
<https://www.ccsse.org/join/options.cfm#SOSE>

Can someone other than our CCSSE Campus Coordinator be in charge of SOSE?

Center policy is that institutions maintain one point of contact with the Center for CCSSE, CCFSSSE, and now SOSE administration. While the Campus Coordinator may work closely with another staff member (i.e. someone from the institution's IT or online education departments) to plan and facilitate SOSE administration, CCSSE Liaisons and Center staff will direct all SOSE-related communications to the CCSSE Campus Coordinator.

Can students in on-campus courses take SOSE to save paper/ facilitate administration/ save class time?

No. CCSSE and SOSE are different survey instruments aimed at different student populations. Students taking at least some classes on campus are able to report on their student engagement experience in terms of face-to-face interactions, use of physical campus services and facilities, etc. Students taking courses only online interface with the college and with their courses in different ways; these differences are reflected in SOSE survey items.

Although many colleges have expressed interest in administering CCSSE online, response rates for CCSSE and SOSE suggest that the best way to obtain robust data at the community college level is through in-class, paper-and-pencil survey administration. The CCSSE cohort response rate over the past three administrations has hovered between 75 and 80 percent of target, whereas SOSE field test response rates were markedly lower.

How does the Center define ‘online-only’ students?

Online-only students are those who are enrolled only in online courses at the college during the spring academic term in which *SOSE* is administered. Note that the survey should not be shared with incarcerated students as they may not be exposed to the full breadth of the online student experience.

How should we make the *SOSE* survey link available to students?

The best way to distribute the *SOSE* link depends on how your college usually contacts its online-only students. During previous *SOSE* pilots, some colleges have e-mailed the link to students and others have posted the link using course management software.

Can the Center e-mail *SOSE* invitations to our students?

No. Member colleges are responsible for making the *SOSE* link available to their students either via e-mail or by posting the link on relevant course management system pages.

What happens if we accidentally provide the *SOSE* link to some students who are also enrolled in on-campus courses?

This is fine. *SOSE* includes an item that asks whether students are taking any on-campus courses during the current academic term and filters out those who, are taking on-campus courses and therefore are eligible for *CCSSE* sampling and participation.

How will we know whether students are actually completing the survey?

Shortly after Campus Coordinators receive their *SOSE* link, *CCSSE* Liaisons will e-mail Campus Coordinators access to a Responder Tool that can be used to monitor student survey access and completion. Note that individual students who completed the survey will not be identified.

How long does the survey take to complete?

Data from the *SOSE* pilot indicate that the survey takes 20 to 25 minutes to complete.

Can the survey be administered to incarcerated populations?

No. Incarcerated students may not be exposed to the same breadth of experiences as other students.