



**Facts!**

**October 2023**

**An Accountability and Institutional Effectiveness Publication**

**Assessing Access to Support Services for Academic Success**

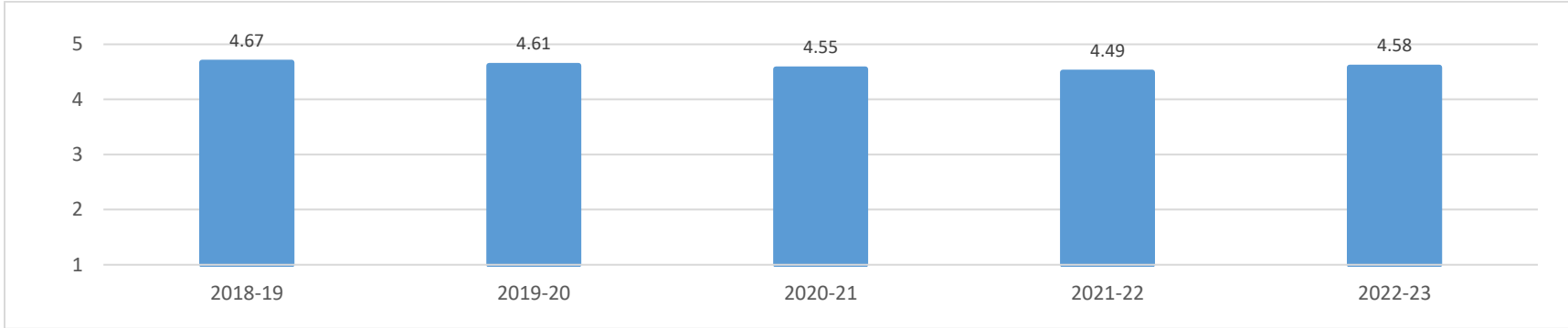
Goal 1 of Chipola’s 2022-23 master plan was to increase enrollment, retention, and completion. An objective (Objective 1.1 of the master plan) identified by the college to support accomplishing Goal 1 was to ensure that students have access to effective academic support services. Results of Objective 1.1 priority outcome measures provide evidence of the extent to which the college has achieved the objective. In this month’s *Chipola College Facts!* is a longitudinal analysis of the results and an assessment of the extent to which the college achieved the objective.

**Objective 1.1: Ensure Students Have Access to Support Services Needed to be Successful at College**

**Priority Outcome: Student satisfaction with ACE services**

The standard for this priority outcome was for the mean of students’ responses to the applicable item on the graduating student survey to be 4.25 or higher (five-point scale).

Graduating Student Survey Mean Response: Overall Satisfaction with ACE Services

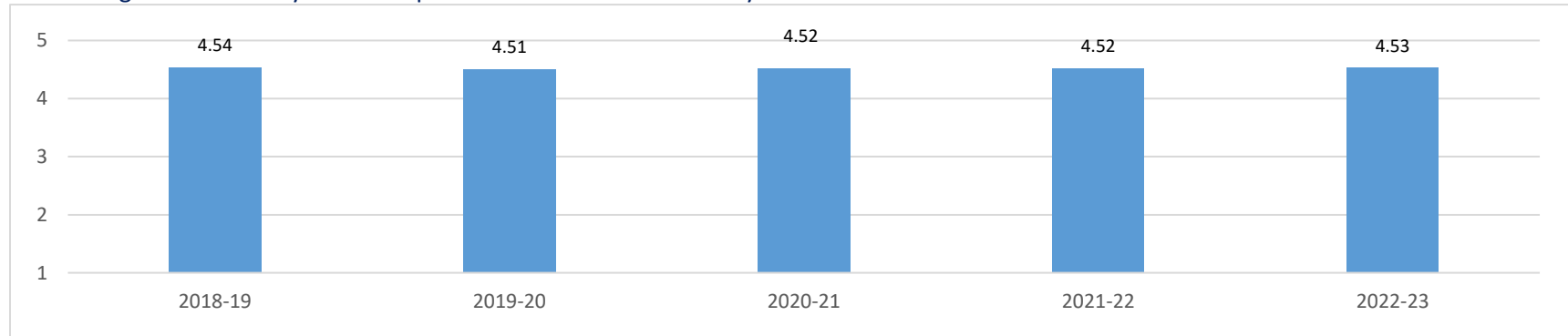


Scale: 5 = very satisfied, 4 = satisfied, 3 = average, 2 = dissatisfied, 1 = very dissatisfied

**Priority Outcome: Student satisfaction with library services**

The standard for this priority outcome was for the mean of students' responses to the applicable item on the graduating student survey to be 4.25 or higher (five-point scale).

Graduating Student Survey Mean Response: Satisfaction with Library Services

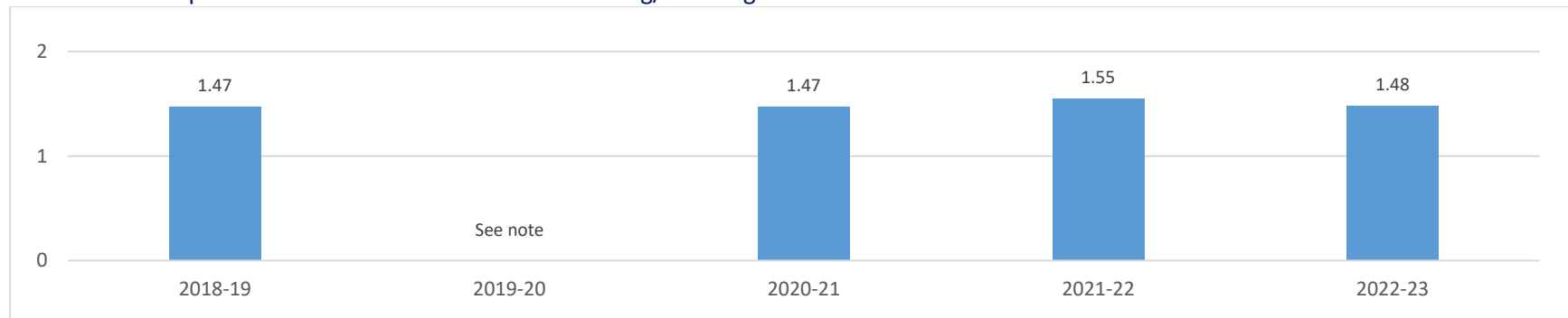


Scale: 5 = very satisfied, 4 = satisfied, 3 = average, 2 = dissatisfied, 1 = very dissatisfied

**Priority Outcome: Student satisfaction with academic advising/planning**

The standard for this priority outcome was for the mean of students' responses to the applicable item on the Community College Survey of Student Engagement (CCSSE) to be 1.50 or higher (two-point scale).

CCSSE Mean Response: Satisfaction with Academic Advising/Planning



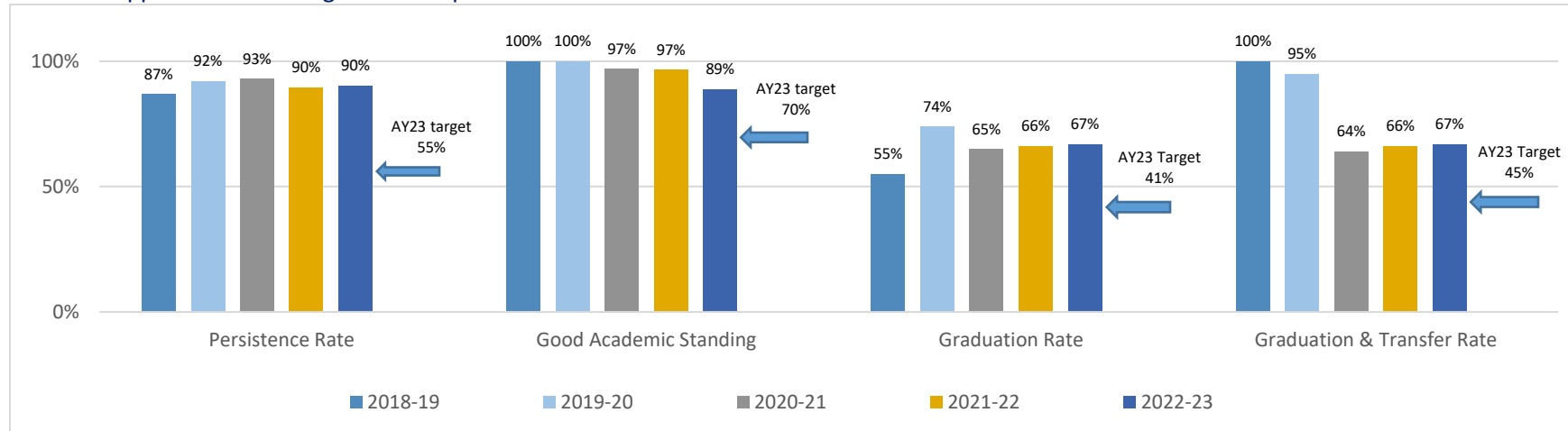
Scale: 2 = very, 1 = somewhat, 0 = not at all

Note: Because of the COVID-19 pandemic, the 2019-20 CCSSE was administered online instead of in class as in previous years. Therefore, no 2019-20 data are presented for comparison with data from in-class CCSSE administrations.

**Priority Outcome: Achievement of Student Support Services (SSS) Program performance targets for persistence rate, academic standing, graduation rate, and graduation/transfer rate**

The standard for this priority outcome was for the SSS program performance to meet or exceed the target levels of performance.

Student Support Services Program Participant Success Rate

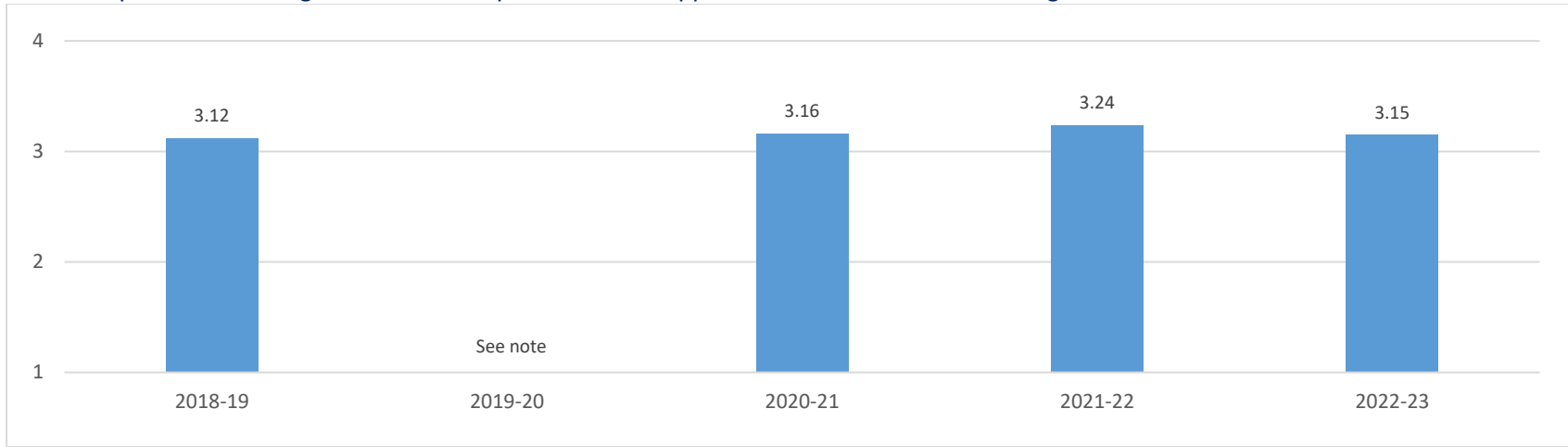


Notes: (1) Persistence Rate – % of all participants served by the SSS project who persist from one academic year to the beginning of the next academic year or graduate and/or transfer from a 2-year to a 4-year institution during the academic year. (2) Good Academic Standing – % of all participants served by the SSS project who meet the performance level required to stay in good academic standing at the grantee institution. (3) Graduation rate – % of new participants served each year who graduate with an associate degree or certificate within four years. (4) Graduation and Transfer Rate – % of new project participants served by the SSS project who transfer from a two-year to a four-year institution with an associate degree or certificate within four years. (5) Success rate for each academic year is measured through the end of the spring semester. (6) According to the SSS program director, the COVID-19 pandemic negatively impacted the 2020-21 graduation and transfer rates.

**Priority Outcome: Provision of student support needed to succeed at the college**

The standard for this priority outcome was for the mean of students’ responses on the applicable CCSSE survey item to be 3.00 or higher (four-point scale) and for the mean of employees’ responses to the applicable employee survey item to be 4.25 or higher (five-point scale).

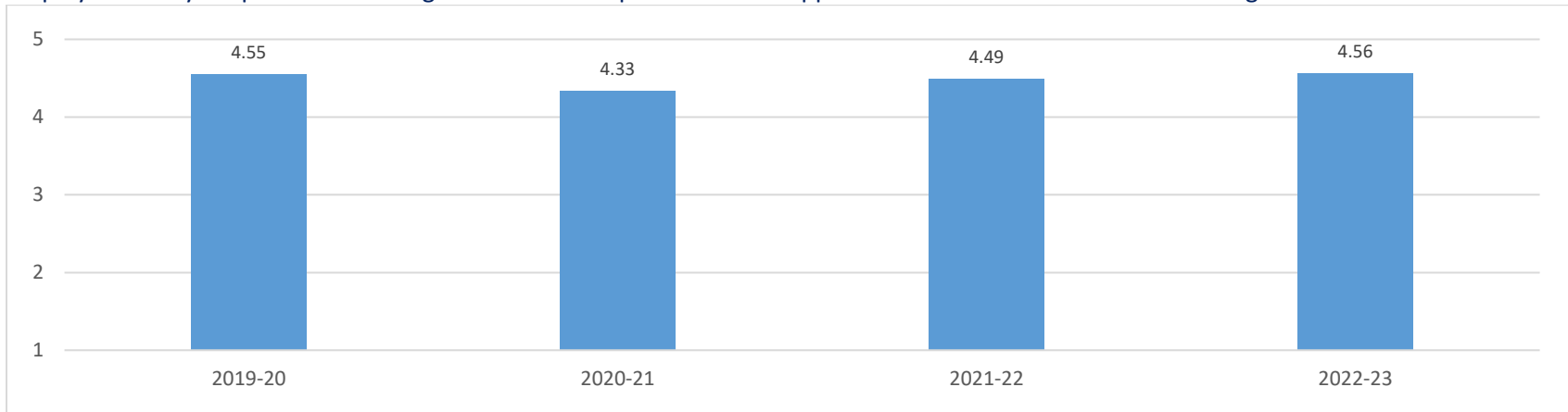
### CCSSE Response Mean: Degree to Which Chipola Provides Support Needed to Succeed in College



Scale: 4 = very much, 3 = quite a bit, 2 = some, 1 = very little

Note: Because of the COVID-19 pandemic, the 2019-20 CCSSE was administered online instead of in class as in previous years. Therefore, no 2019-20 data are presented for comparison with data from in-class CCSSE administrations.

### Employee Survey Response Mean: Degree to Which Chipola Provides Support Students Need to Succeed in College



Scale: 5 = strongly agree, 4 = agree, 3 = average, 2 = disagree, 1 = strongly disagree

Note: Item was not included in the 2018-19 annual employee survey.

## ***Assessment of Objective 1.1 Priority Outcomes***

Almost without exception, over the past five academic years, Chipola College has met the standard for each of the priority outcome measures identified as indicators of achievement for Objective 1.1 of the master plan. The aggregate outcomes demonstrate that the college is achieving its long-term objective to provide students with access to support services needed for academic success at Chipola.

*Chipola College Facts!* is a monthly accountability and institutional effectiveness fact sheet published jointly by the Chipola College Assessment, Compliance, and Grants Office and the Office of Information Systems. Its purpose is to facilitate informed decision-making by publishing relevant information throughout the year. For more information, contact Dr. Matthew Hughes at Chipola College, 3094 Indian Circle, Marianna, FL 32446 or at [hughesm@chipola.edu](mailto:hughesm@chipola.edu).

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