SACS Core Requirement 2.10

2.10 - Student Support Services

The institution provides student support programs, services, and activities consistent with its mission that promote student learning and enhance the development of its students.

Judgment of Compliance

☑ In Compliance

Statement of Rationale for Judgment of Compliance

Chipola College provides student support programs, services, and activities that promote student learning and enhance the development of its students. As stated in the institutional mission, Chipola provides “a broad range of enrollment and student services … to facilitate student success” ([1]; [2]; [3]). In addition, both departments work toward several success factors and institutional goals including effective marketing, recruitment, and enrollment; student retention, satisfaction, and completion; responsible resource management; staff and organizational development; community involvement and development; and post-Chipola student satisfaction and success ([1]; [2]; [3]). According to the Chipola College 2004-2005 Annual Institutional Effectiveness and Accountability Report, a ten year summary of the annual graduating student survey yielded a minimum of 95% of respondents reporting “satisfied” or “very satisfied” with the quality of services at Chipola College ([4]).

Chipola College has a strong academic heritage supported by equally strong programs, services, and activities housed within Enrollment and Student Services ([5]). Enrollment Services includes admissions, testing, financial aid, student success center, registration, and equity. Student Services includes counseling/academic advising, disability services, student activities, career center, Displaced Homemaker Program, College Reach-Out Program, and the Educational Talent Search Program. The following provides a brief description of those programs, services, and activities.

Enrollment Services

Admissions

Enrollment Services operates the Admissions and Records Office. This office has developed forms and processes to serve individuals who apply for educational programs at Chipola. All admissions data are stored in a centralized database (Northwest Regional Data Center in Tallahassee, FL) that is “backed-up” systematically.
Students may apply in person or by U.S. mail (76[7]; 8[8]), or online via the Florida Academic Counseling and Tracking for Students (FACTS) system (9[9]). Staff members in this office also collect student information to verify residency status (76[7]; 10[10]; 11[11]); handle all details associated with international student admissions (8[8]; 12[12]; 13[13]; 14[14]); verify high school graduation and GED completion; respond to transcript requests (15[15]; 16[16]); direct the registration process (17[17]; 18[18]; 19[19]); coordinate the dual enrollment/early admissions program (20[20]); verify graduation requirements (21[21]); handle all details associated with international student admissions (22[22]); track withdrawals, resignations, suspensions and student academic loads (23[23]); maintain the integrity of student records by following all FERPA guidelines (15[15]; 24[24]; 25[25]); and respond to questions from students, potential students, and the general public. The 2003-04 Current Student Survey reported that 94% of respondents were satisfied or very satisfied with the Admissions and Records Office (26[26]); the 2005 Graduating Student Survey reported a 97% satisfaction rate (27[27]).

Testing
The Testing Center is designed to assist students in the attainment of their educational goals. The wide range of computerized and paper/pencil tests help prepare students for acceptance to colleges, universities, and limited enrollment programs (28[28]; 29[29]; 30[30]; 31[31]). The Chipola College Current Student Survey 2003-04 reports 74% of respondents were satisfied or very satisfied with the Testing Center; 26% of respondents did not evaluate the Testing Center (32[32]). Exams administered by the testing center include:

- American College Test (ACT)
- Computerized Placement Test (CPT)
- College Level Examination Program (CLEP)
- Test of Adult Basic Education (TABE)
- College Level Academic Skills Test (CLAST)
- Collegiate Assessment of Academic Proficiency (CAAP)
- Florida Teachers Certification Exam (FTCE)
- Health Education Systems, Inc. (HESI)
- Chipola College Distance Learning and Make-Up Exams
- Proctor services for Distance Learning Exams

Financial Aid
The Financial Aid office administers federal, state, and institutional financial aid awards. Students may receive grants, scholarships, on-campus employment, and loans; those who qualify may use their award to pay tuition, fees, and purchase books and other required supplies. Any student whose award exceeds the institutional cost is issued a check for the remaining balance of those funds (33[33]; 34[34]; 35[35]; 36[36]). The Chipola College Current Student Survey 2003-04 reports 84% of respondents were satisfied or very satisfied with services in the Financial Aid Office (32[32]). Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 82.8% of Chipola students reported financial aid advising was important compared to 79.6% of other small colleges and 77% of all colleges participating in the national survey. Additionally, 62.2% of Chipola students were somewhat or very satisfied with
financial aid advising compared to 56.4% of other small colleges and 50.2% of all colleges participating in the national survey ([37]).

Programs managed by this office include:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Federal Work Study Program
- Federal Subsidized Stafford Student Loan
- Federal Unsubsidized Stafford Student Loan
- Federal Parent’s Loan for Undergraduate Students
- Veterans Administration Benefits
- Florida Bright Futures Scholarships
- Florida Student Assistance Grant
- State and College Scholarships

**Success Center**

This center serves new, current, and returning students with academic weaknesses which might prevent them from achieving their academic goals. After testing to identify the academic deficiency, an individualized prescription or plan of work is developed to assist the student in correcting deficiencies ([38]; [39]; [40]).

**Registration**

The registration process has been reviewed carefully over the past two years and is now available to students in the traditional format (an individual meeting with a counselor/advisor to select and register for courses) or online. The Enrollment Services Department provides forms required for registration and staff training on the mechanics of the registration process ([41]; [42]; [43]; [44]). Before training on the mechanics of computerized registration, all employees with access to the student records database must complete the Chipola College Network, Internet and Lab Use Acceptable Use Procedure ([45]). The Student Services Department provides academic advising services and staff training for all advisors ([18]; [46]; [47]; [48]). The new online registration program ([18]; [49]; [50]) was carefully developed to mirror the format used by counselors/advisors via the Northwest Regional Data Center (NWRDC) ([6]), the group that houses the Chipola student data system. The Chipola College Current Student Survey 2003-04 reports that 94% of respondents were satisfied or very satisfied with the registration process ([32]).

**Equity**

Chipola College subscribes fully to a policy of non-discrimination regarding employees, students, and services. The college has given assurance of compliance with the provisions of the Civil Rights Act of 1964 ([51]) and of Executive Order 11246, As Amended ([52]). Chipola is dedicated to the concept of equal opportunity and does not discriminate on the basis of race, color, creed, national origin, age, sex, veteran’s status, disability, or marital status in its employment practices or in the admission and treatment of students ([53]). In 2005, the State of Florida, Office of Equity and Access ([54]) conducted a three day campus-wide equity review. No recommendations were made; suggestions were reviewed and implemented by the institution.
Student Services

Counseling/Academic Advising
Chipola College utilizes a faculty based academic advising system (18; 46; 55). All full-time teaching faculty and all counselors (classified as non-teaching faculty) are involved with the academic advising and registration of students during each registration period. To assist students in achieving their educational goal, every student has the opportunity to meet with a counselor/advisor before each registration period to discuss their major, career goal, non-academic issues that may impact academic success (job, family, transportation, child care, etc.), and make a selection of courses for the next academic term (73). The most recent Chipola College Current Student Survey reports 89% of respondents were “satisfied” or “very satisfied” with the academic advising received from teaching faculty and counselors (32). Chipola students are regularly informed about and encouraged to use the Florida Academic Counseling and Tracking for Students (FACTS) website (9). This is Florida’s official online student advising system with information on career planning, financial aid, college admissions, transfer services, and much more. In 2004-05 the Florida Department of Education, Florida Center for Advising & Academic Support recognized Chipola College for supporting the use of FACTS.org and advancing student services through technology because Chipola had the highest overall student usage rate of the FACTS.org system among all public colleges and universities in Florida.

The Dean of Student Services annually prepares the Chipola College Advising Manual that contains testing information, advising tips, and over 150 curriculum guides for counselors/ advisors to use when advising students (47). The printed manual is distributed campus-wide and to high school counselors and dual enrollment teachers in the college district. All guides are available on the college website as well (56). Each individual guide outlines the courses required to graduate from Chipola and the prerequisites needed to enter the junior year in a specific major at a prescribed Florida state university. Information contained in the guides is gathered from university catalogs and websites and the State of Florida Common Prerequisite Manual located on the FACTS.org website (9). The current Dean of Student Services presented the Advising Manual as an exemplary practice finalist during the 1999 Florida Association of Community Colleges Student Development Commission annual meeting. She also presented the manual as a finalist for the Terry O’Banion Shared Journey Award at the 1999 national conference of the National Council on Student Development and presented again at the southeast regional and national conferences of the National Academic Advising Association. Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 76.9% of Chipola students were somewhat or very satisfied with academic advising/planning compared to 73.8% of other small colleges and 70.8% of all colleges participating in the national survey (37).

Counselors within Student Services provide academic and career counseling to current, potential, and returning students (18; 46; 55). Counseling services include assistance designed to aid students in developing academic skills and overcoming barriers to educational goals. Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 61.4% of Chipola students
sometimes or often availed themselves of academic advising/planning compared to 57.7% of other small colleges and 54.6% of all colleges participating in the national survey (37). Counselors teach a one-credit hour orientation course required of all new students and all transfer students with less than 12 semester hours of credit (57; 58). Once again, results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 63.8% of Chipola students participated in orientation compared to 29.6% of other small colleges and 26.0% of all colleges participating in the national survey (37). In the Chipola College Graduating Student Questionnaire—2004-2005, 64% of respondents indicated orientation helped them succeed in graduating from Chipola, up from 55% the previous year (27). Currently, counselors are actively involved with the QEP team designing an extended orientation program to increase retention of at-risk students.

Disability Services
In accordance with the Americans with Disabilities Act (ADA) of 1990 (59), the Office of Disability Services is committed to providing reasonable accommodations to students with disabilities to maximize their success at Chipola College (53; 60; 61; 62). Additionally, college facilities are, as a whole, accessible via automatic entrances, elevators, ramps, etc.; accessible restrooms, parking spaces, water fountains, etc., are also available throughout campus (63). Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 11.5% of Chipola students sometimes or often availed themselves of services to students with disabilities compared to 9.8% of other small colleges and 8.1% of all colleges participating in the national survey. Of those who availed themselves of services offered, 19.5% were somewhat or very satisfied compared to 19.2% of other small colleges and 17.3% of all colleges participating in the national survey (37).

Student Activities
Research in the area of student development theory reports a correlation between continued, successful academic enrollment and student involvement and engagement with the campus. The Office of Student Activities at Chipola College seeks to promote student engagement on campus and assist with retention efforts by responding to the ever-changing needs of students. The Student Government Association, the Student Ambassadors, courses in SGA and Ambassador Leadership Development, the intramurals program, and over 20 active campus clubs/organizations provide ways for students to become involved in service learning, civic engagement, leadership training, and collaborative problem solving (64; 65; 66; 67; 68; 69).

The Chipola College Graduating Student Questionnaire—2004-2005 reported 83% of respondents were satisfied overall with student activities, up from 78% the previous year (27). Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 35.2% of Chipola students were somewhat or very satisfied with student organizations compared to 32.1% of other small colleges and 17.3% of all colleges participating in the national survey (37).
Career Center
The Career Center provides assistance to students as they seek to transition from academia into the world of work. Various career interest inventories (paper/pencil and computerized) are available as well as assistance with resume writing and portfolio development (61; 70; 71; 72). Results from the 2006 Community College Survey of Student Engagement (CCSSE) revealed that 49% of Chipola students were somewhat or very satisfied with career counseling services compared to 47% of other small colleges and 45.2% of all colleges participating in the national survey (37).

Displaced Homemaker Trust Fund Program (New Beginnings)
This State of Florida grant program is performance based and serves a limited population. Participants must meet criteria outlined in the grant as established by the State. It is designed to provide participants with short-term training programs that will transition into solid employment opportunities (60; 73; 74; 75). This grant serves a unique population and has been refunded annually since 1986, an indicator of the success of this program. In the Chipola College Graduating Student Questionnaire—2004-2005, a total of 33 graduates reported using grant services; all were satisfied or very satisfied with the program. This was up from 22 graduates in the previous year survey (27).

College Reach Out Program (CROP)
This State of Florida grant program is designed to serve middle school students in three of the five Florida counties served by Chipola College. Participants must meet specific eligibility criteria to receive services. All services are designed to improve academic performance and encourage postsecondary education and training (76; 77). This grant serves some 400 participants each year and has been refunded annually since 1991, an indicator of the success of this program.

Educational Talent Search Program
This grant program is a part of the federally funded TRIO program designed to serve low-income, first-generation college students. It works specifically with middle and high school students in the five county Chipola district and is designed to increase high school graduation and encourage enrollment in postsecondary educational programs (78; 79; 80). This grant was originally funded in 2002 for five years. Chipola submitted an application to continue the program in late 2005. The federal review process is extremely competitive and several long-standing ETS grants were not refunded; however, the Chipola program was approved for an additional four years and will serve some 600 middle and high school students annually.

Documentation:
[3] Chipola College website - Planning Office
Admissions

[7] Chipola College Application for Admission

[8] Chipola College Board Policy Number 3.010: Admission Requirements; and Number 3.011: Teacher Education Program: Admission Requirements, Academic Progress & Graduation Requirements

[9] Florida Academic Counseling and Tracking for Students (FACTS) website


[13] Chipola College website - International Students

[14] Student and Exchange Visitor Information System (SEVIS) website


[16] Chipola College website - Transcript Grade Request

[17] Chipola College 2006-07 Class Schedule, pp. 4-5

[18] Chipola College 2006-2007 Catalog, p. 39

[19] Chipola College Board Policy Number 3.030: Registration of Students

[20] Sample Dual Enrollment Agreement - Jackson County School Board
[21] Chipola College Board Policy Number 2.110: Substitute Admissions and Graduation Requirements for Disabled Students; and Number 3.140: Graduation Requirements

[22] Chipola College Board Policy Number 3.100: Class Attendance; and Number 3.350: Florida Driver’s License: Student Attendance

[23] Chipola College Board Policy Number 2.070: Withdrawal or Resignation of Students; Number 2.010: Student Load; and Number 3.300: Scholastic Suspension


[25] FERPA Tutorial

[26] Chipola College 2004 Fall Entering Student Survey

[27] Chipola College Graduating Student Survey 2005

Testing


[29] Chipola College 2006-2007 Catalog, pp. 21-22


[31] Chipola College website - Testing

[32] Chipola College Current Student Survey 2003

Financial Aid

[33] Chipola College Board Policy Number 3.110: Requirements for Veterans; and Number 3.230: Financial Aid

[34] Chipola College 2006-2007 Catalog, pp. 26-29


[36] Chipola College website - Financial Aid & Veteran's Affairs
Success Center

Registration

Equity

[37] Chipola FACTS, Volume XIV, No. 9, October 2006: 2006 CCSSE Results

[38] Chipola College 2006-2007 Catalog. pp. 22, 42, 125

[39] 2006-2007 Chipola College Student Handbook/Planner, p. 28

[40] Chipola College website - Success Center/Testing Center

[41] Chipola College Board Policy Number 3.030: Registration of Students

[42] Chipola College 2006-2007 Catalog, p. 20

[43] Chipola College website - Registration

[44] Chipola College Student Registration and Drop/Add (form)

[45] Chipola College IMM #29 - Chipola College Network, Internet and Lab Use Acceptable Use Procedure


[48] Chipola College website - Student Services Curriculum Guides

[49] 2006-2007 Chipola College Student Handbook/Planner, p. 8

[50] Chipola College website - Student Record System

[51] Civil Rights Act of 1964

[52] Executive Order 11246, As Amended

[53] Chipola College Board Policy Number 1.060: Non-Discrimination Policy and Number 1.070: Discrimination Grievance Policy
Florida Department of Education Office of Equity & Access

Counseling

Chipola College Board Policy Number 2.080: Counseling and Advising

Chipola College website - Student Services Curriculum Guides

Chipola College 2006-2007 Catalog, pp. 42, 110

Orientation, SLS 1101, sample syllabus

Disability Services

Americans with Disabilities Act of 1990

Chipola College 2006-2007 Catalog, p. 41

2006-2007 Chipola College Student Handbook/Planner, p. 27

Chipola College Board Policy Number 2.110: Substitute Admission and Graduation Requirements for Disabled Students

ADA/504 Self Evaluation and Facilities Transition Plan

Student Activities

Chipola College 2006-2007 Catalog, pp. 48, 56-57

2006-2007 Chipola College Student Handbook/Planner, pp. 15-19

Chipola College Campus Organization Manual

Chipola College website - Student Activities

Chipola College 2006-2007 Catalog, pp. 110-111 - (SGA and Student Ambassador Leadership Development Courses - SLS 1261, 1262, 2263, 2264, 1265, 1266, 2267, 2268)
[69] Chipola College Board Policy Number 3.160: Student Government Association; Number 3.170: Campus Organizations; Number 3.250: Fraternities and Sororities; and Number 3.260: Prohibition of Hazing

Career Center

[70] Chipola College 2006-2007 Catalog, p. 40

[71] Chipola College website - Career Resource Center

[72] Florida Academic Counseling and Tracking for Students (FACTS)

DH Program

[73] 2006-2007 Chipola College Student Handbook/Planner, p. 12

[74] Chipola College website - Displaced Homemaker Trust Fund Program (New Beginnings)

[75] Displaced Homemaker Trust Fund Program Contract

CROP

[76] Chipola College website - College Reach Out Program

[77] College Reach Out Program Budget Narrative Form

ETS Program

[78] Chipola College 2006-2007 Catalog, p. 42

[79] Chipola College website - Educational Talent Search

[80] Educational Talent Search Program Grant Award Notification