Principles of Accreditation

Compliance Report

Chipola College Compliance Audit Report

SACS Comprehensive Standard 3.9.3

3.9.3 - Qualified Staff

The institution employs qualified personnel to ensure the quality and effectiveness of its student affairs programs.

Judgment of Compliance

☑ In Compliance

Statement of Rationale for Judgment of Compliance

Chipola College employs highly qualified personnel who provide comprehensive enrollment and student services to support the institutional mission, thus ensuring quality and effectiveness. All members of the Enrollment Services and Student Services Divisions have the educational background, knowledge, and/or work experience for the positions they hold.

Enrollment Services

Admissions and Records - Individuals employed in the Admissions and Records Office at Chipola College maintain students’ records; process all applications for admission; verify residency status; coordinate the registration process; oversee the dual enrollment/early admissions program; process transcript requests; evaluate transcripts from other institutions; monitor class attendance; track withdrawals, resignations, suspensions, and student academic loads; maintain the integrity of student records; evaluate applications for graduation; and handle all functions related to student records.

Financial Aid and Veteran's Affairs - The individuals in the Financial Aid office provide information to current and prospective students and their parents regarding the availability of financial assistance such as federal, state, and institutional financial aid - grants, scholarships, loans, and work-study. They process student data, verify student eligibility for aid, evaluate awards based on need and/or ability, notify students of award eligibility, verify award amounts, process and disburse funds, and maintain accurate and complete records. Additionally, they assist veterans with the application process for veterans benefits.

Testing - The Chipola College Testing Center administers a wide range of tests to ensure student success. Those tests include the American College Test (ACT), the 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), Florida Teachers Certification Exam (FTCE)—computer based, Health Education Systems, Inc. (HESI), Chipola College Distance Learning and Make-Up Exams, and proctor services for Distance Learning Exams for other colleges.

**Success Center** - The college provides basic instruction in mathematics, reading, and English in the Success Center. Individuals employed in the Center deliver instruction in a self-paced, individualized format designed to meet the needs of each individual student.

**Equity** - Chipola College subscribes fully to a policy of non-discrimination with regard to all employees, students, and services. The college has given assurance of compliance with the provisions of the Civil Rights Act of 1964 and of Executive Order 11246, As Amended. 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 status, disability, or marital status in its employment practices or in the admission and treatment of students. The Dean of Enrollment Services serves as the institutional equity officer.

**Student Services**

**Counseling/Advising** - Chipola College counselors are non-teaching faculty members. They are available to assist students with course selection, registration, career and major choice, and other educational requirements. Additionally, counselors assist students with academic goal setting, problem solving, time management, values clarification, and other problems that might interfere with academic success.

Full-time teaching faculty members also serve as academic advisors during each registration period. During their first year of employment they do not advise students; however, they are paired with a faculty mentor who demonstrates advising techniques. During that first year, new teaching faculty members also receive one-on-one instruction from the Dean of Student Services concerning the academic advising process. They assume an advising load during their second year of employment. At the beginning of each fall semester, the Dean presents advising updates ([1](#)) and provides each faculty member with the latest Chipola College 2006-2007 Advising Manual ([2](#)).

**Student Activities/Student Government/Student Ambassadors** - Student Activities at Chipola College support the institutional mission by responding to changing student needs. These activities are essential to the student body since they contribute to student learning outside the classroom through student involvement, leadership development, and service learning opportunities. The Student Government Association holds elections each fall and spring, meets weekly to discuss campus needs and concerns, and attends state conferences regularly. All students in leadership positions must enroll in a specially designed leadership course ([3](#)). The Chipola College Student Ambassadors are a select group of students who function as hosts for a variety of campus events, provide campus tours when requested, make recruiting visits to area high schools, and must enroll in a specially designed leadership course ([3](#)).
complete listing of all student activities and organizations is published in the Chipola College Campus Organization Manual (\[4\]), the Chipola College 2006-2007 Catalog, pp. 38-39 (\[5\]), the 2006-2007 Chipola College Student Handbook/Planner, pp. 15-19 (\[6\]), and on the Student Services Campus Life website (\[7\]).

**Disability Services** - This office is staffed with a counselor who oversees a number of student employees who serve as tutors, note-takers, readers, etc. The counselor ensures that students with disabling conditions are provided access to academic programs, facilities, campus organizations, and activities. Chipola College fully complies with the Americans with Disabilities Act (ADA) and provides reasonable accommodations and assistive technology as needed. The Chipola College Guide to Effective and Reasonable Accommodations (\[8\]) is available in the Office for Disability Services and on the Disability Services website (\[9\]).

**Career Resource Center** - The Career Center staff member assists students who have not yet decided on a career or college major and those who want to make a smooth transition from academia into the workplace. Career interest inventories, both paper/pencil and online; assistance with job placement; and resume development are some of the services provided.

**Displaced Homemaker Trust Fund Program (New Beginnings)** - This state-funded grant program, administered by a member of the counseling staff, provides counseling, financial assistance, and job placement services to individuals who meet specific eligibility criteria.

**College Reach-Out Program (CROP)** - The CROP program is a state-funded grant program administered by a member of the counseling staff. It serves approximately 400 middle school students in three counties. Students must meet specific program eligibility criteria; those who qualify receive a variety of services after school hours (tutoring, etc.) and educational fieldtrips, all designed to encourage graduation from high school and enrollment in postsecondary education.

**Educational Talent Search Program (ETS)** - The ETS Program is a federally funded TRIO grant. It serves students in middle and high schools in the five-county district providing a variety of student support services designed to increase high school graduation rates and increase enrollment into postsecondary education. Students must meet specific program eligibility criteria to receive services. The director of this program supervises four staff members.

**Qualifications of Staff**
The Dean of Enrollment Services and the Dean of Student Services provide executive leadership for all areas within their respective divisions (\[10\]; \[11\]). Both Deans are members of the Executive Council and report to the Senior Vice President for Instruction and Student Services who reports to the President (\[12\]). Each Dean directs a team of well-qualified, professional staff members with the credentials, skills and/or experience necessary to assist the college in fulfilling its mission (\[13\];
Position descriptions are reviewed prior to advertisement for any open position and are revised as appropriate to recruit qualified professionals. Counselors are classified as non-teaching faculty and must meet the minimum requirement of a master’s degree in student personnel, education, counseling and psychology, or a closely related field.

Chipola College Enrollment Services personnel participate in a variety of staff development activities. All members must attend regularly scheduled department meetings which cover broad topics of interest to the department. Enrollment Services personnel also participate in professional development away from campus. The college provides travel funds for staff members to attend local, state, and national conferences. Through the college's tuition reimbursement program, staff members may choose to pursue additional education and training opportunities.

Chipola College Student Services staff members participate in a variety of staff development activities. All members must attend regularly scheduled department meetings which cover broad topics of interest to the entire department. Counselors attend monthly faculty meetings and participate in staff development activities provided for all faculty members across campus. Student Services personnel also participate in professional development away from campus. The college provides travel funds for staff members to attend local, state, and national conferences. Through the college's tuition reimbursement program, staff members may choose to pursue additional education and training opportunities.

To assist department staff in the performance of their jobs, the college provides resources such as the Chipola College 2006-2007 Advising Manual, the Chipola College Campus Organization Manual, and the Chipola College Guide to Effective and Reasonable Accommodations. Annual performance evaluations are conducted for each department staff member in accordance with established procedures.

Student feedback is regularly solicited to evaluate programs and services. The results of the entering and graduating student surveys are reviewed by the Deans and used to make improvements to existing services. Currently enrolled students provide feedback through the Community College Survey of Student Engagement (CCSSE). These survey results are reviewed annually. Improvements are incorporated into the Operational Unit Plans for the following year. The annual unit plans are also impacted by oral recommendations from department staff and other members of the college community. The unit plans are aligned with the Annual Plan, which is also linked to the college’s budgeting process, ensuring that approved recommendations will be implemented.

Documentation:

1. Sample Agenda for Fall Term “Return to Work” Activities
[7] Student Services website - Campus Life
[8] Chipola College Guide to Effective and Reasonable Accommodations
[9] Disability Services website
[10] Risk Management Plan Enrollment Services
[12] Chipola College Organizational Chart
[13] Chipola College Enrollment Services Staff Qualifications Roster
[14] Chipola College Student Services Staff Qualifications Roster
[15] Sample Job Descriptions
[16] Chipola College Enrollment Services Sample Meeting Agenda
[17] Chipola College Enrollment Services List of Affiliations, Conferences Attended
[18] Chipola College IMM # 6 - Staff and Program Development
[19] Chipola College Student Services Sample Meeting Agenda
[20] Chipola College Monthly Faculty Meeting Sample Agenda
[21] Chipola College Student Services List of Affiliations, Conferences Attended
[22] Chipola College Sample Administrative Employee Evaluation Form
[23] Chipola College Sample Faculty Employee Evaluation Form
[24] Chipola College Sample Career Employee Evaluation Form
[25] Chipola College Entering Student Survey
[26] Chipola College Graduating Student Survey
[27] CCSSE Results in Chipola FACTS
[28] Operational Unit Plan: 7 - Enrollment Services Division
[29] Operational Unit Plan: 6 - Student Services Division
[31] Chipola College 2006-07 Annual Plan