Core Requirement 2.10

2. The institution provides student support programs, services, and activities consistent with its mission that are intended to promote student learning and enhance the development of its students. (Core Requirement 2.10)

   X Compliance      ____ Non-Compliance

2.10 – Student Support Services

Narrative:

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” (Core Requirement 2.10). In addition, the Student Affairs Department works 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 (Core Requirement 2.10). According to the Chipola College 2012 Annual Institutional Effectiveness and Accountability Report, an eight-year summary of the annual graduating student survey yielded a minimum of 98% of respondents reporting “satisfied” or “very satisfied” with the quality of services at Chipola College (Core Requirement 2.3).

Chipola College has a strong academic heritage supported by equally strong programs, services, and activities housed within Student Affairs (Core Requirement 2.4). This includes admissions, testing, financial aid, registration, academic advising, disability services, student activities, career center, Displaced Homemaker Program, College Reach-Out Program, the Talent Search Program and the Student Services Program. The following provides a brief description of those programs, services, and activities.

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 (Core Requirement 2.5). Students may apply in person or by U.S. mail (Core Requirement 2.6; Core Requirement 2.7; Core Requirement 2.8).

Staff members in this office also collect student information to verify residency status (Core Requirement 2.9; Core Requirement 2.10); handle all details associated with international student admissions (Core Requirement 2.11; Core Requirement 2.12; Core Requirement 2.13); transient students (Core Requirement 2.14); verify high school graduation and GED completion; respond to transcript requests (Core Requirement 2.15; Core Requirement 2.16); direct the registration process (Core Requirement 2.17; Core Requirement 2.18); coordinate the dual enrollment/early admissions program (Core Requirement 2.19); verify graduation requirements (Core Requirement 2.20); monitor class attendance (Core Requirement 2.21; Core Requirement 2.22; Core Requirement 2.23); track withdrawals, resignations, suspensions and student...
academic loads (🔗[24]); maintain the integrity of student records by following all FERPA guidelines (🔗[25];🔗[26];🔗[27]); and respond to questions from students, potential students, and the general public. The 2013 Graduating Student Survey reported that 100% of respondents were satisfied or very satisfied with the Admissions Office (🔗[28]).

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 (🔗[29];🔗[30];🔗[31];🔗[32]).

Exams administered by the testing center include the following:

- American College Test (ACT)
- Post-secondary Educational Readiness Test (PERT)
- College Level Examination Program (CLEP)
- Test of Adult Basic Education (TABE)
- Collegiate Assessment of Academic Proficiency (CAAP)
- Computer Screening Exam (CGS 1100)
- Biology Screening Exam (BSC 2093)
- 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, and on-campus employment. 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];🔗[34];🔗[35];🔗[36]).

The 2013 Graduating Student Survey reported that 84% of respondents were “satisfied” or “very satisfied” with services in the Financial Aid Office. Results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 89% of Chipola students reported financial aid advising was important compared to 85% of other small colleges participating in the national survey. Additionally, 74% of Chipola students were “somewhat” or “very satisfied” with financial aid advising, compared to only 64% of other small colleges participating in the national survey (🔗[37a];🔗[37b]).

Programs currently managed by the Financial Aid Office include the following:

- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Federal Work Study Program
- Veterans Administration Benefits
- Florida Bright Futures Scholarships
Registration

The registration process is available to students in the traditional format (an individual meeting with a counselor/advisor to select and register for courses) or online. The Admission and Record’s Department provides forms required for registration and staff training on the mechanics of the registration process ([38]; [39]; [40]; [41]). 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* ([42]). The Advising Department provides academic advising services and staff training for all advisors ([43]; [44]; [45]; [46]). The online registration program ([47]; [48]) was carefully developed to mirror the format used by academic advisors via the Northwest Regional Data Center (NWRDC) ([49]), the group that houses the Chipola student data system.

Academic Advising/Counseling

Chipola College utilizes a faculty based academic advising system ([50]; [43]). All full-time teaching faculty and all academic advisors (classified as other professionals) 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 an 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 ([44]). Chipola students are regularly informed about and encouraged to use the Florida Virtual Campus (FLVC) ([51]). This is Florida’s official online student advising system with information on career planning, financial aid, college admissions, transfer services, and much more.

The Vice President of Student Affairs annually prepares the *Chipola College Advising Manual* that contains testing information, advising tips, and over 150 Academic Plans for advisors to use when advising students ([46]). The printed manual is distributed campus-wide and to high school guidance counselors and dual enrollment teachers in the college district. All guides are available on the college website as well. 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 specific state university in Florida. Information contained in the guides is gathered from university catalogs and websites and the State of Florida Common Prerequisite Manual located on the Florida Virtual Campus website. Results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 86% of Chipola students were “somewhat” or “very satisfied” with academic advising/planning compared to 77% of other small colleges participating in the national survey ([37a]; [52]).

Academic Advisors within Student Affairs provide academic and career counseling to current, potential, and returning students. Counseling services include assistance
designed to aid students in developing academic skills and overcoming barriers to educational goals. Results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 74% of Chipola students “sometimes” or “often” availed themselves of academic advising/planning, compared to only 62% of other small colleges participating in the national survey (53). The academic advisors teach a one-credit hour orientation course required of all new students and all transfer students with less than 12 semester hours of credit (54; 55). Once again, results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 80% of Chipola students participated in orientation compared to only 46% of other small colleges participating in the national survey (56).

Disability Services
In accordance with the Americans with Disabilities Act (ADA) of 1990 (57), the Office of Disability Services is committed to providing reasonable accommodations to students with disabilities to maximize their success at Chipola College (58; 59; 60; 61). 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. Results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 12% of Chipola students sometimes or often availed themselves of services to students with disabilities compared to 10% of other small colleges participating in the national survey. Of those who availed themselves of services offered, 27% were somewhat or very satisfied compared to 20% of other small colleges participating in the national survey (62).

Student Activities
Research in 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, 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 (63; 64; 65; 66; 67).

See (68) for Catalog descriptions of Student Leadership and Student Government courses SLS 1261, 1262, 2263, 2264, 1265, 1266, 2267, and 2268.

See the following for board policies governing student activities and organizations: Student Government (69; 70), Fraternities and Sororities (71), and Prohibition of Hazing (72).

Results from the 2012 Community College Survey of Student Engagement (CCSSE) revealed that 55% of Chipola students were somewhat or very satisfied with student organizations compared to 35% of other small colleges participating in the national survey (73).
**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. Students are also provided information about resources available on the FLVC.org website. ([74]; [75]; [76]; [77]). Results from the 2012 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 participating in the national survey ([78]).

**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 ([79]; [80]). This grant serves from 30 to 40 at-risk students annually and has been refunded annually since 1986, an indicator of the success of this program. The most recent Chipola College Graduating Student Questionnaire results showed that a total of 31 AA degree graduates had participated in “New Beginnings”; 97% were “satisfied” or “very satisfied” with the program. The college was notified prior to July 1, 2013 that funds for this program will not be available for fiscal year 2013-14. The future of this program is uncertain.

**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. This grant serves about 200 participants each year and has been refunded annually since 1991, an indicator of the success of this program ([81]). The college was notified prior to July 1, 2013 that funds for this program will not be available for fiscal year 2013-14. The future of this program is uncertain.

**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 ([82]; [83]; [84]). This grant was originally funded in 2002 and has been funded continuously since that time. The federal review process is extremely competitive, and several long-standing ETS grants were not re-funded during the most recent competition; however, the Chipola program was approved and will continue to serve about 600 middle and high school students annually.

**Student Support Services**
The Student Support Services (SSS) Program is part of the federally funded TRIO program that serves 140 students at Chipola College who are enrolled, or accepted for enrollment, in a degree-seeking program ([85]). These students must have the potential to complete an Associate in Arts degree and transition into a four-year college
or university. Two-thirds of SSS students must meet income criteria and be first-generation college students. One-third of the students may meet income criteria or be first-generation. All SSS students are assigned an SSS Advisor who advises and mentors them until they graduate. The program provides at-risk students with opportunities for academic development, assists them in meeting basic college requirements, and motivates them toward successful completion of their postsecondary education. The goal of SSS is to increase the persistence and graduation rates of its participants and facilitate their transition from one level of higher education to the next. This grant was originally funded in 2010.

Distance Learning: Services to Distance Education Students

Every effort is made to provide students in online/distance learning classes with the services available to on-campus students. Following are examples of how Chipola accommodates distance learning students:

- **Academic advising** is available online via a regular college academic advisor.
- **Online registration** is available through the college website.
- **Orientation (SLS 1100)** is available online and on campus. Both on-line and seat time classes are taught by regular college academic advisors.
- **Online Access to the Following Documents** via the college website:
  - Academic plans for each degree and certificate program;
  - Online Catalog;
  - Online handbook/planner, which contains information about all college services, rules and regulations, student rights and responsibilities, calendar, and other information;
- **Tutoring** online through Smarthinking and by phone in the ACE;
- **Assignment Submission** through Canvas (course management system);
- **Convenient Testing Times** at the college’s Testing Center;
- **Proctor-U** and other test proctoring opportunities to accommodate online students;
- **Access to Instructor feedback** via the Canvas course management system, phone, and e-mail

**Documentation:**

[1] Chipola College Statement of Mission


[3] Chipola College 2012-2013 Annual Institutional Effectiveness and Accountability Report (Table 18-B)


[5] Northwest Regional Data Center Website
Admissions

[6] Chipola College Application for Admission

[7] Chipola College Board Policy Number 3.010: Admission Requirements


[9] Chipola College Catalog, ‘Residency Status’

[10] Chipola College Board Policy Number 3.020: Residency Requirements for Tuition Purposes


[12] Chipola College Website / Prospective Students – International Students


[14] Chipola College / Admission: Special Admission Categories

[15] Chipola College Website - Transcript Request Form - Official

[16] Chipola College Catalog, Official Transcripts

[17] Chipola College Catalog – Registration Process

[18] Chipola College Catalog – Online Registration

[19] Chipola College Catalog – Dual Enrollment & Early Admission

[20] Chipola College Board Policy Number 3.140: Graduation Requirements

[21] Chipola College Board Policy Number 3.100: Class Attendance

[22] Chipola College Catalog – Driver’s License Attendance Law

[23] Florida State Statute 322.091 – Attendance Requirements
Testing


[31] 2013-2014 Chipola College Student Handbook/Planner

[32] Chipola College Website – Testing Center

Financial Aid

[33] Chipola College Board Policy Number 3.110 – Requirements for Veterans

[34] Chipola College Board Policy Number 3.230 – Financial Aid

[35] Chipola College Catalog – Financial Aid

[36] Chipola College Website – Financial Aid

[37a] Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results

[37b] Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Financial Aid

Registration

[38] Chipola College Board Policy Number 3.030 - Registration

[39] Chipola College Catalog – Enrollment Policies
[40] Chipola College Website - Registration

[41] Chipola College Registration and Drop-Add Form

[42] CAP 1.2 – Chipola College Network, Internet and Lab Use Acceptable Use Procedure

[43] Chipola College Catalog – Advising

[44] 2013-2014 Chipola College Student Handbook/Planner


[46] Chipola College Website – Academic Plans

[47] 2013-2014 Chipola College Student Handbook/Planner

[48] Chipola College Website – Student Records

[49] NWRDC Website

Advising

[50] Chipola College Board Policy Number 2.080 – Counseling & Advisement

[51] FLVC.org Website

[52] Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Advising

[53] Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Use Advising

[54] Chipola College Catalog – Orientation Course

[55] Orientation Class (SLS 1101) Syllabus

[56] Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Orientation

Disability Services
ADA ACT OF 1991

Chipola College Board Policy Number 1.060 – Non-Discrimination

Chipola College Board Policy Number 2.110 – Disabled Students

*Chipola College Catalog – Disabled Students*

2013-2014 Chipola College Student Handbook/Planner

*Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Disabled Students Satisfaction*

**Student Activities**

*Chipola College Catalog – Student Organizations*

*Chipola College Catalog – Establishing a New Student Organization*

2013-2014 Chipola College Student Handbook/Planner

*Chipola College Website – Campus Organization Manual*

*Chipola College Website – Student Organizations*

*Chipola College Catalog – SLS Leadership Courses*

*Chipola College Board Policy 3.160 – Student Government*

*Chipola College Board Policy 3.170 – Campus Organizations*

*Chipola College Board Policy 3.250 – Fraternities & Sororities*

*Chipola College Board Policy 3.260 – Hazing*

*Chipola FACTS, Volume XXI, No. 2, February 2013: 2012 CCSSE Results – Data Table – Student Organization Satisfaction*

**Career Resource Center**

*Chipola College Catalog – Career Information and FLVC.org*
New Beginnings/Displaced Homemaker Grant

[79] Chipola College Catalog – New Beginnings/Displaced Homemakers

[80] Displaced Homemaker Contract

CROP

[81] CROP Budget Narrative

Talent Search

[82] Chipola College Catalog – Talent Search

[83] Chipola College Website - Talent Search

[84] Talent Search Program Grant Award Notification

SSS Grant

[85] Chipola College Website – Student Support Services Grant