# **Support Services Matter** A Resource Guide



Students do their best when the bar is high but within reach. Setting a high standard and then giving students the necessary support—academic planning, academic support, financial aid, and so on—makes the standard attainable. In the following video clips, students, faculty, and staff discuss ways in which support services lead to success.

The purpose of this tool is to enrich your conversations about providing students with the support services they need to accomplish their goals.

### TOOLS FOR SHARING CCCSE DATA WITH SUPPORT SERVICES STAFF

The <u>SENSE</u> and <u>CCSSE</u> Student Services Staff Predictions Exercises can be used with student services staff to jumpstart discussions about the differences between their predictions and actual student responses about students' experiences with support services.

	Student Services S	taf	f Predictions	Exerci	ise				
enge	following are items from the Survey of Entering Student Engage agement and improve college performance. We invite you to pre reise can be compared against our SENSE results. The alignment help facilitate important discussions. Please not bath for all of 1	dict the s and/o	e responses our students gave on these regaps between student responses and	e select items. Re d student service	sults from this s staff responses	1			
	This set of thems asks you about your earliest experiences at this colle	d of the	e first three weeks of their first semest		sponded				
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8.	The very first time I came to this college I felt welcome								
С.	All the courses I needed to take during my first semester/quarter were avail	stale at th	mes convenient for me						
đ.	I was able to meet with an academic advisor at times convenient for me								
е.	An advisor helped me to select a course of study, program, or major								
t	An advisor helped me to set academic goals and to create a plan for achiev	ing them							
9.	An advisor helped me identify the courses I needed to take during my		COMMUNIT	TY COLLE	GE SURVE	OF STUDE	NT ENGA	GEMENT	
	A college staff member talked with me about my commitments outsid								
ħ.	to help me figure out hew many courses to take								
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#### VIDEO CONTENT: Support Services Matter

Through the following <u>video clips</u>, students, faculty, and staff describe the value of support services.



- » Which video clip stood out to you the most? Why?
- » What actions can your college take to ensure that students know about and are utilizing the support services that can help them succeed?

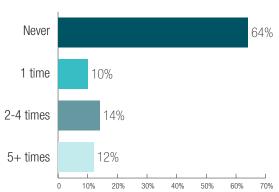
The constant, 'Hey, talk to your advisor to make sure that you need this class'—as frustrating as it is at times, it is almost reassuring because you know that you're not going to be one of those people who took like 12 elective credits that you didn't need because they will stop you."

## DATA ABOUT SUPPORT SERVICES

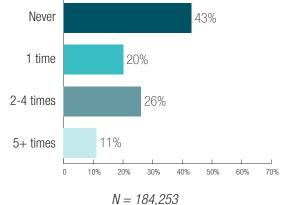
The success of many community college students is dependent upon the supports they receive. This is especially true for students who enter higher education underprepared for the demands of college work. Often, though, even when students realize the value of support services-they do not utilize them as much as they should.

#### Item 12.1: How often have you used the following services during the current academic year?









Source: CCSSE 2021 Cohort Data

# Interested in hosting a CCCSE workshop or a presentation on this topic? Contact

info@cccse.org for more information.

The mission of CCCSE is to provide "aha" moments about the student experience.

- **QUESTIONS FOR** CONSIDERATION
- How do students at our college develop a plan and pathway for achieving their goals?
- Are our students meeting with an advisor before registering for classes the first time?
- Are our students meeting with an advisor > every term they are enrolled?
- Are we talking to every student about > how long it will take them to complete their degree?
- Are we talking to every student about > how much it will cost them to complete their degree?
- Have we embedded non-academic supports along the student journey?
- Are we requiring students who could benefit from tutoring and other supports to use those supports?
- What types of financial literacy courses or > trainings do we offer students?
- What career counseling services do we offer that connect students with jobs within their program areas, both while they are in college and after they graduate?





