

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 [SENSE](#) and [CCSSE](#) Student Services Staff Predictions Exercises can be used with student services staff to jump-start discussions about the differences between their predictions and actual student responses about students' experiences with support services.

SENSE Student Services Staff Predictions Exercise

Item	Students who responded	
	Predictions (%)	Actual (%)
a. The very first time I came to this college I felt welcome.		
b. All the courses I needed to take during my first semester/quarter were available at times convenient for me.		
c. I was able to meet with an academic advisor at times convenient for me.		
d. An advisor helped me to select a course of study, program, or major.		
e. An advisor helped me to set academic goals and to create a plan for achieving them.		
f. An advisor helped me identify the courses I needed to take during my first semester/quarter.		

CCSSE Student Services Staff Predictions Exercise

Item	Frequency of Use						Disruption						Importance					
	Students who responded		Students who responded		Students who responded		Students who responded		Students who responded		Students who responded		Students who responded		Students who responded			
	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)	Predictions (%)	Actual (%)				
a. Academic advising/planning																		
b. Career counseling																		
c. Job placement assistance																		
d. Peer or other tutoring																		
e. Skill site (writing, math, etc.)																		
f. Drill team																		
g. Financial aid advising																		
h. Computer lab																		
i. Student organizations																		
j. Transfer advising/planning																		
k. Library resources and services																		
l. Services for students with disabilities																		
m. Services for active military and veterans																		

VIDEO CONTENT: Support Services Matter

Through the following [video clips](#), 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.”

— STUDENT

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.

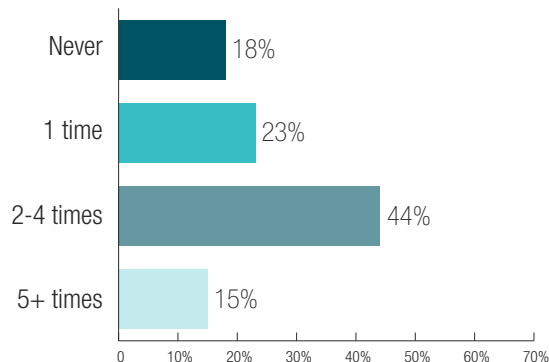
QUESTIONS FOR CONSIDERATION

- › 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?

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



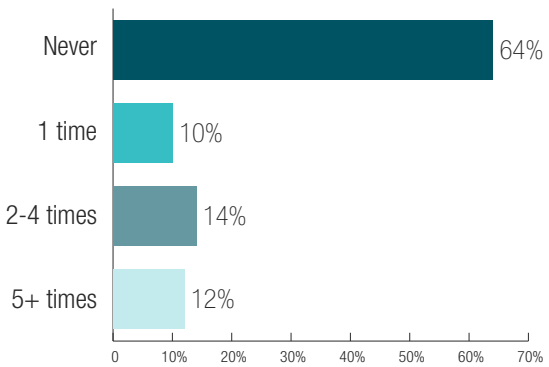
Academic advising/planning



N = 185,367



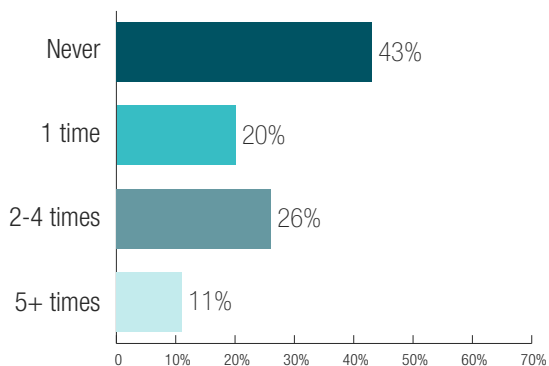
Skill labs (writing, math, etc.)



N = 184,018



Financial aid advising



N = 184,253

Source: CCCSE 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.

Connect with us!

