



HLC Accreditation Evidence

Title: Support Services Overview: Usage, Satisfaction, and Importance

Office of Origin Institutional Effectiveness

CCSSE 2016

Support Services Overview: Usage, Satisfaction, and Importance

The *CCSSE* asked students to rate the support services they used, how satisfied they were with those services and then how important those same services were to them. The table below displays students' responses. The first column reports the percentage of students who say they used the service either *sometimes or often*; the second column shows the percentage of students who report they are *somewhat or very satisfied* with the service, and the third column reports the percentage of students who rate the service as *somewhat or very important*. The services highlighted in green in each column are the highest ratings in and the student services highlighted in red are among the lowest rated in each category.

Students are most likely to use, satisfied with, and rate as important, academic advising/planning, financial aid advising, and computer lab.

More than half of the respondents indicated that child care and services to students with disabilities are important; however, less than 10% uses the services and less than 17.3% were satisfied.

Student Services	Use (Often or Sometimes)	Satisfaction (Very or somewhat)	Importance (Very or somewhat)
Academic Advising/Planning	58.4%	76.5%	89.7%
Career Counseling	27.3%	45.5%	78.5%
Job Placement Assistance	12.6%	27.4%	63.0%
Peer or Other Tutoring	19.1%	35.7%	71.5%
Skill Labs (writing, math, etc.)	38.9%	47.3%	72.6%
Child Care	6.4%	15.0%	51.8%
Financial Aid Advising	42.7%	52.9%	76.2%
Computer Lab	43.3%	56.3%	75.1%
Student Organizations	23.6%	34.3%	59.5%
Transfer Credit Assistance	35.1%	46.1%	76.3%
Services to Students with Disabilities	8.5%	17.3%	62.7%