

3.4.9 The institution provides appropriate academic support services. **(Academic support services)**

Compliance ___ Partial Compliance ___ Non-Compliance

Narrative:

Chattahoochee Valley Community College (CVCC) provides appropriate academic support services that help ensure student success. The College provides academic support services, such as [academic advising](#), including [academic advisors](#) within each division, [online academic support](#), [developmental studies](#), [New Student Experience](#); an [Orientation to College](#) class; [testing services](#), [library services](#), [tutoring services](#); [learning labs](#), and services for [students with disabilities](#).

As indicated in the chart below, CVCC's academic support services are similar to services offered at other accredited colleges.

Academic Support Services	Albany Technical College	Chattahoochee Valley Community College	Gulf Coast Community College	Northeast Community College
Tutoring	x	x	x	x
Disability	x	x	x	x
Veterans	x	x	x	x
Orientation	x	x	x	x
Counseling	x	x	x	x
Career Counseling	x	x	x	x
Academic Advising	x	x	x	x
Testing	x	x	x	x

The College has evaluation processes in place providing feedback to ensure students are getting the best academic support possible through appropriate and effective services. The results of these surveys show an overall favorable response to the quality and satisfaction of the academic support services offered at CVCC. Of the students who completed the [Graduating Student Survey](#), 85% gave a good or excellent rating to the quality of advisement services they received, 89% gave a good or excellent rating to the quality of services provided by the LRC, and 71% gave a good or excellent rating to the quality of counseling services. The [Student Satisfaction Survey](#) revealed that 93% of students are satisfied with the advisement services they receive, and 96% are satisfied with the services of the LRC. According to the [Employee Evaluation of College and Services Survey](#), 97% of employees completing the survey agreed that the services provided by the Learning Resources Center (LRC) support instructor's teaching and student's research. .

Academic support services are made available to distance learning students through the [Current Students](#) tab on the College website as well as through postings on [Blackboard](#). These online services fall into the basic categories of communication, information access, and online support. First, all students using their assigned [Pirate Mail](#) account may communicate with an instructor or other CVCC employee. In addition, students may also use the Blackboard [Message Center](#) to communicate with the instructor or other students in a particular Blackboard

course. To add another dimension, Skype is being tested for interactive video communication with distance education students. This software provides the ability for instructors to make voice calls, video calls, and chats; thus, adding a more personalized connection with the distance learning students whether advising or providing assistance relative to a course assignment.

Distance education students can access their degree plans, financial aid status, transcripts, and grades through Pirate Web. Students using Blackboard have access to not only course content, but also online [services](#), trouble-shooting information, and [student policies](#). Also, additional eLearning content is available to distance learning students through MyReadingLab, and MyMathLab. Captured lectures assisting students with online learning resources are available through the College's [Learning Resource Center](#). In addition, the [Online Writing Lab Services](#) (OWLS) is available online providing students with English and writing assistance.

Online support is provided through various sources. Students needing assistance with accessing Blackboard, Pirate Web, or Pirate Mail may contact the [Information Systems Department](#), [Blackboard Administrator](#), or the [Pirate IT Help Desk](#). In addition, other contact information, such as email or telephone numbers for departments or employees, is posted on the College website.

SUPPORT DOCUMENTATION

<i>College Catalog and Student Handbook, Advising – Pages 44-46</i>
<i>College Catalog and Student Handbook, Counseling and Guidance Services – Pages 224-225</i>
Blackboard Resources
<i>College Catalog and Student Handbook, Admissions – Pages 20-22</i>
New Student Experience
Orientation 101 Syllabus – Spring 2013
<i>College Catalog and Student Handbook, Student Services – Pages 46-47</i>
<i>College Catalog and Student Handbook, Learning Resource Center and Learning Labs – Page 223</i>
<i>College Catalog and Student Handbook, Student Services – Page 49</i>
Graduating Student Survey Results – SP2012
Student Satisfaction Survey Results – SP2013
Employee Evaluation of College and Services Survey Results – SP2013
College Website – Academic Support Services for Current Students
Pirate Mail for Students
Blackboard Message Center
ADA Services on Blackboard
Library and Student Conduct Policies on Blackboard
Library Instruction Blog – Online Tutorials
Online Writing Lab Services (OWLS)

[Student Support – Information Systems Department](#)

[Student Support – Blackboard Administrator](#)

[Student Support – Pirate IT Help Desk](#)