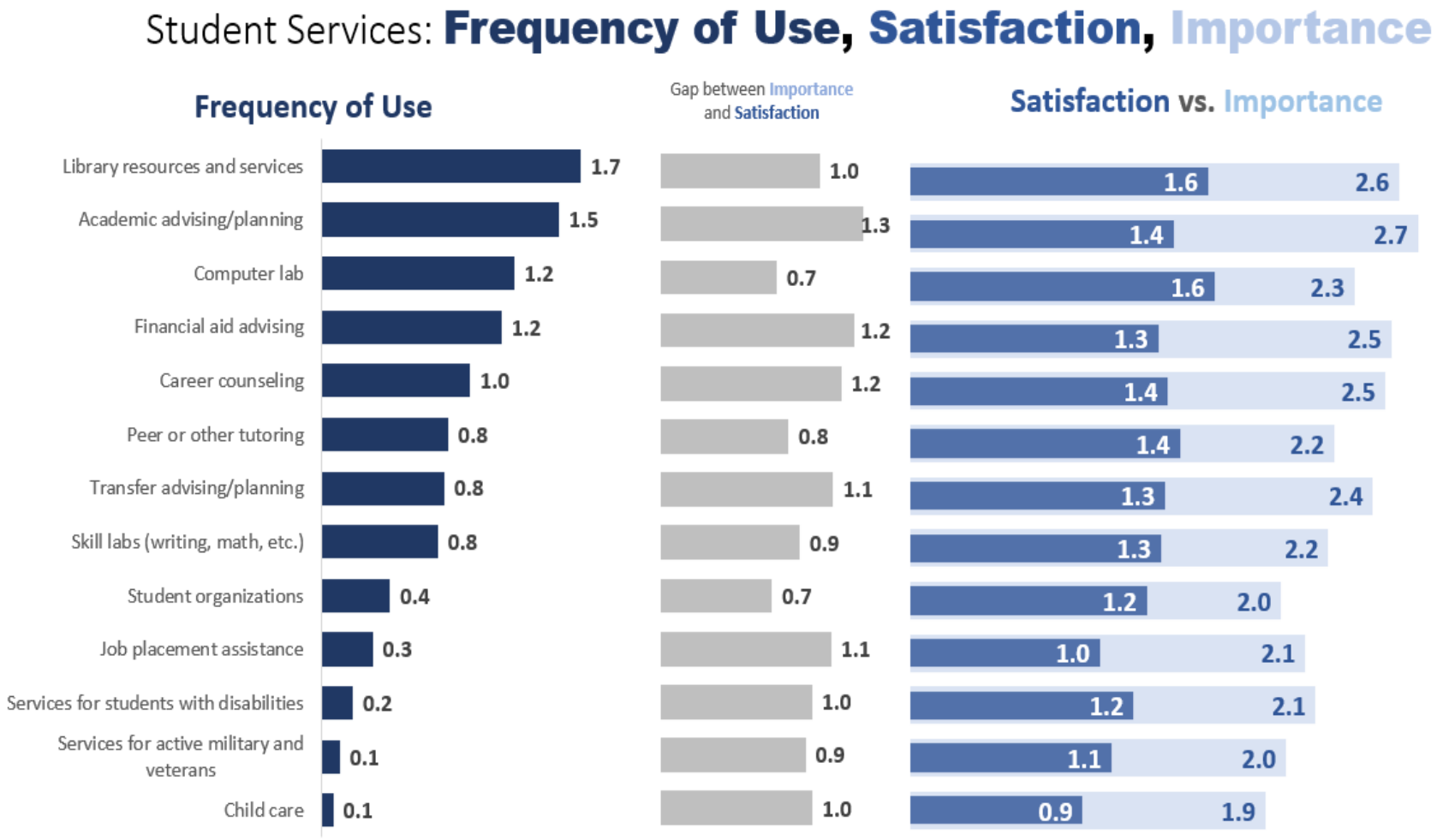
CCSSE 2019 AVC Support Service Question: Part A. Mean scores on a 3-Point Likert Scale

Q 12.1: How **often** have you used the following services during the current academic year? **[0 = Never | 1 = 1 time | 2 = 2–4 times | 3 = 5 or more times]**

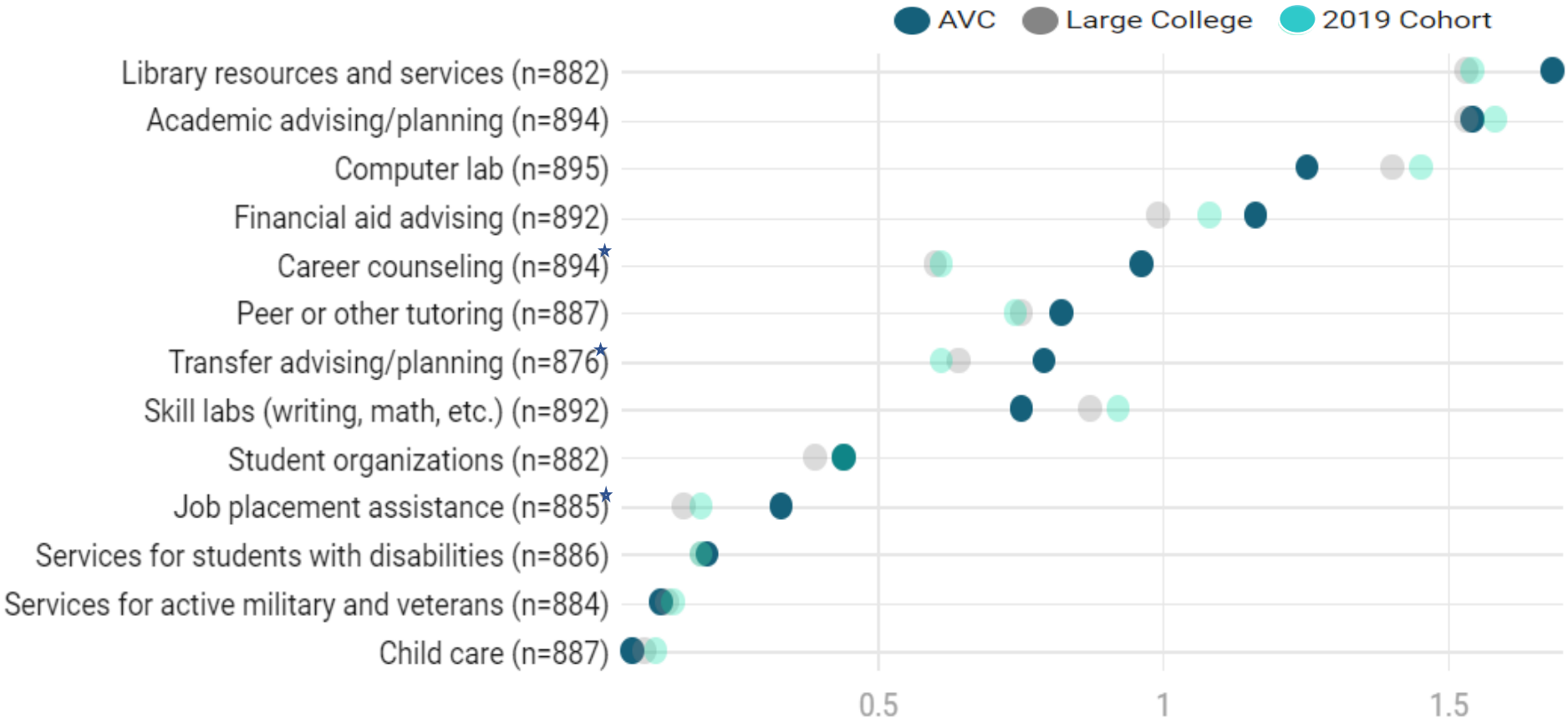
Q 12.2: How **satisfied** are you with the services? **[1 = Not at all | 2 = Somewhat | 3 = Very]**

Q 12.3: How **important** are the services to you at this college? **[1 = Not at all | 2 = Somewhat | 3 = Very]**



Data Source: *2019 CCSSE **Means** Report.*

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

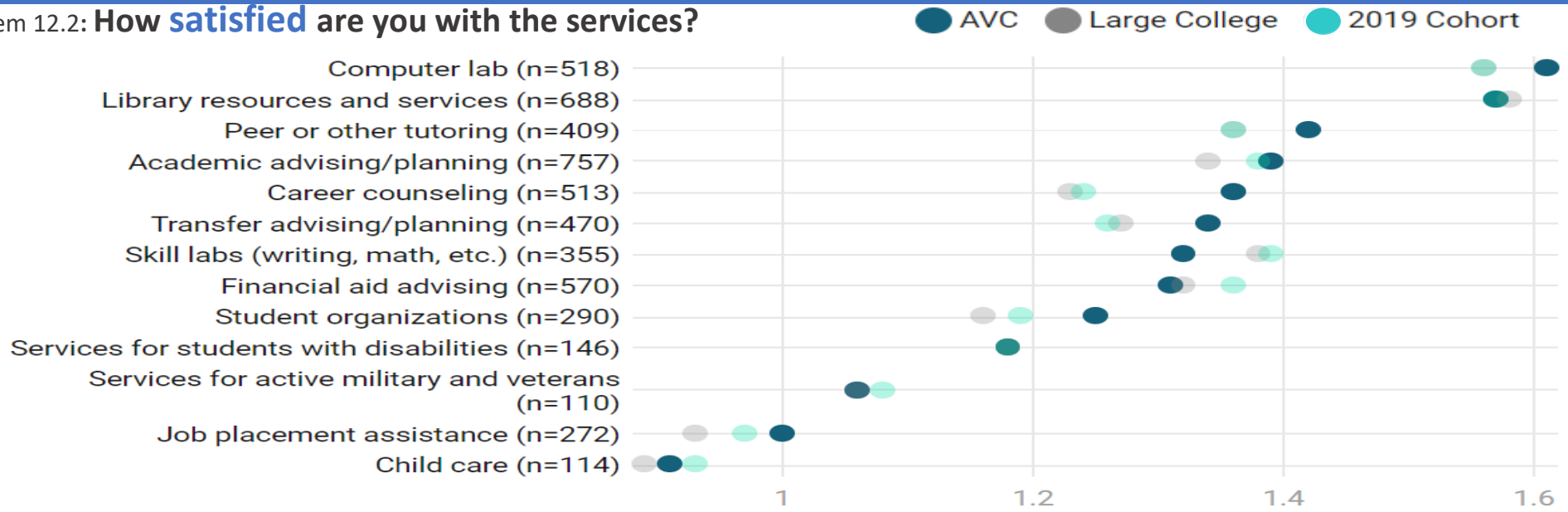


☆ *Statistically significant differences between AVC and Large College Croup and 2019 CCSSE Cohort were found for the following categories:*

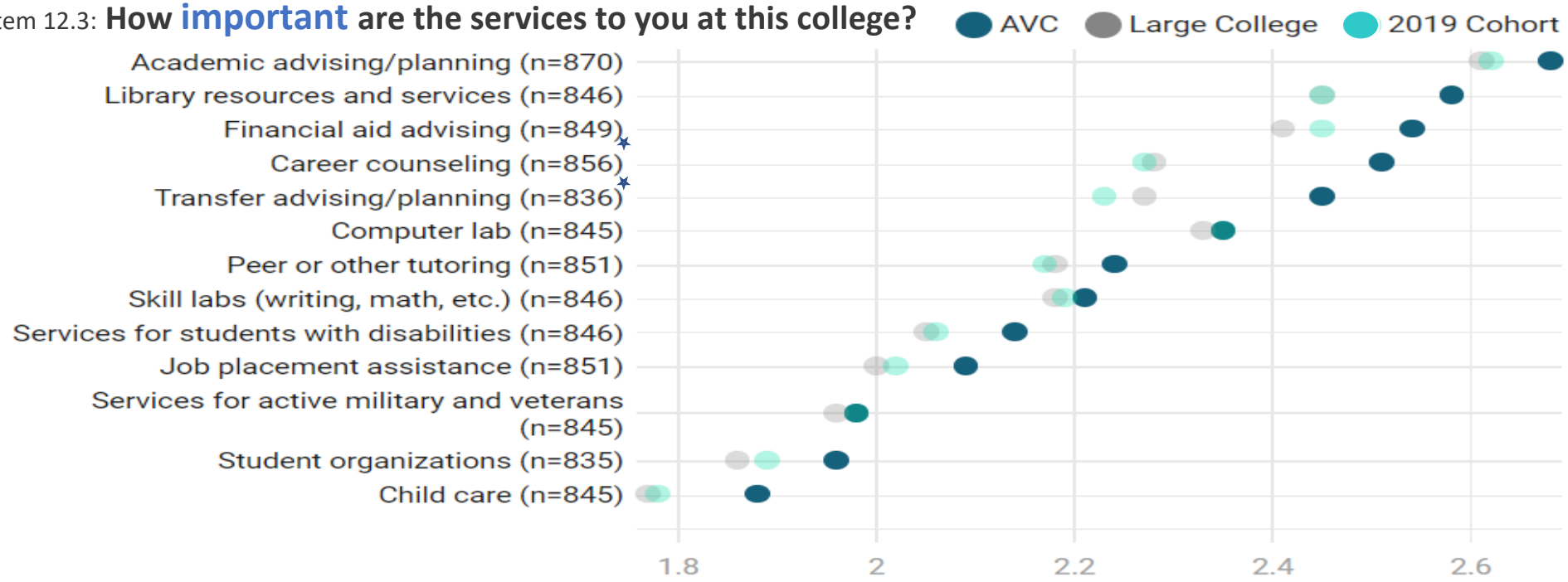
Frequency: Career counseling; Job placement assistance; Transfer advising/planning (only for 2019 CCSSE Cohort)

Importance: Career counseling, Transfer advising/planning

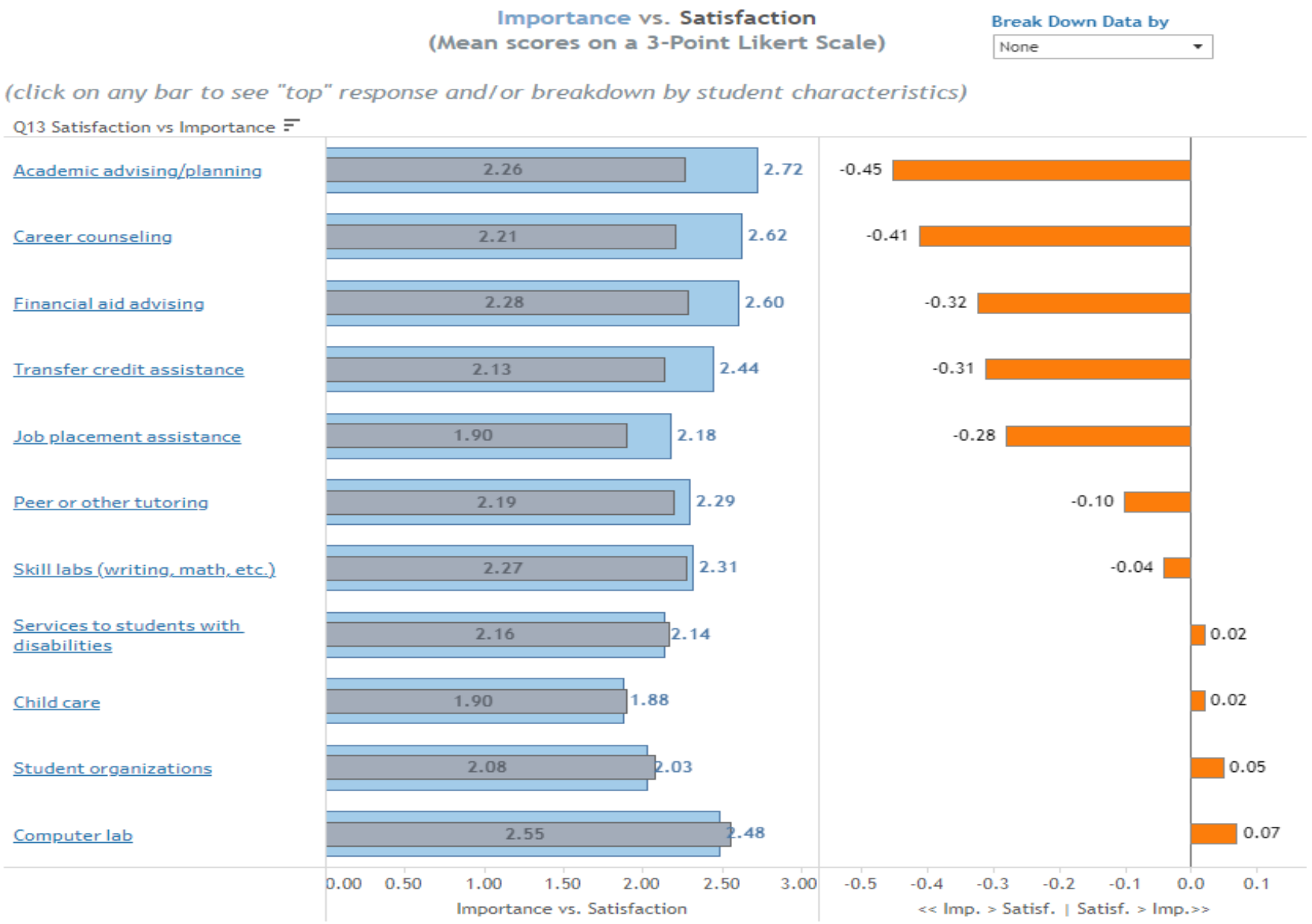
Item 12.2: **How satisfied are you with the services?**



Item 12.3: **How important are the services to you at this college?**



PART C. CCSSE 2016 AVC Items 13.2-3 Results: Importance vs. Satisfaction



For more details, visit CCSSE 2016 Items 13.2-3 Responses dashboard: https://public.tableau.com/shared/NCNGG7329?:display_count=n&:origin=viz_share_link