



## REPORT BRIEF

# EVALUATION: SINGLE STOP COMMUNITY COLLEGE INITIATIVE



### COMMUNITY CHALLENGE

Completion rates of community college students are low, with fewer than one-third of students graduating or transferring within three years. Community colleges are searching for ways to better support their students and improve success rates, but are often ill-equipped to deal with the range of nonacademic barriers to college completion that their student populations face, such as transportation or child care.

### PROMISING SOLUTION

Single Stop's Community College Initiative assists college students with applications for public benefit programs and other wraparound services at no cost, including screenings and applications for public benefit programs; tax services, financial counseling, and legal services; and case management with referrals to a wide variety of resources and support programs. Through on-campus offices Single Stop is available to all students at an institution.

#### At-a-Glance

**CNCS Program:** Social Innovation Fund

**Intervention:** Single Stop Community College Initiative

**Subgrantee:** Single Stop

**Intermediary:** New Profit

**Focus Area:** Youth Development

**Communities Studied:** Bunker Hill Community College (MA), City University of New York (NY), Delgado Community College (LA), and Miami Dade College (FL)

**Study Design:** QED - Coarsened Exact Matching (CEM)

**Evaluator:** RAND Education

**Level of Evidence Achieved:** Moderate

## EVALUATION DESIGN

RAND Education conducted an independent evaluation of the Single Stop program at four community college systems: Bunker Hill Community College (MA), City University of New York (NY), Delgado Community College (LA), and Miami Dade College (FL), focusing on first-time-in-college students in fall 2014. The impact evaluation assesses an approach to student support and its impact on students' postsecondary outcomes.

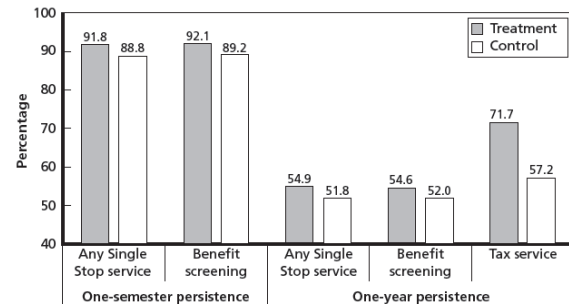
## EVALUATION RESULTS

- Single Stop use was associated with an increase in college persistence of at least 3 percentage points.
- Single Stop users attempted more credits than comparable students who did not use Single Stop.
- Use of Single Stop's tax assistance services was associated with particularly positive outcomes in terms of persistence and credits earned.
- Findings were particularly positive for Single Stop users who were adult learners (age 25 and older), independent students, and nonwhite students.
- Single Stop use was associated with improved postsecondary outcomes at all but one of the institutions in the study.

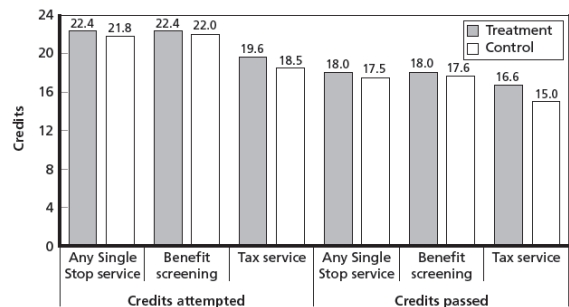
## USING FINDINGS FOR IMPROVEMENT

More research is needed to understand the program's mechanisms, how students are using various services, and why the program might be effective. However, if programs such as Single Stop work collaboratively with government, institutions, and community organizations to improve access to public benefits and other support resources, college students will have the support needed to overcome the barriers to collegiate success. It would also be useful to understand more about what the program delivers in terms of financial value to students. Future analysis that includes government data on the recipients of public benefits would provide more reliable evidence on the value of Single Stop services in terms of benefits delivered. Finally, it would be valuable to understand more about how implementation and context are related to outcomes.

**Figure 4.1**  
Predicted Persistence Rates for Single Stop Users and Nonusers



**Figure 4.2**  
Predicted Credit Outcomes for Single Stop Users and Nonusers



NOTE: Column values represent average predicted values conditional on Single Stop services and using CEM weights.  
RAND RR1740-4.2

**Full report and methodology:**  
[nationalservice.gov/research](http://nationalservice.gov/research)

**The mission of the Corporation for National and Community Service (CNCS) is to improve lives, strengthen communities, and foster civic engagement through service and volunteering.**

The Social Innovation Fund (SIF), a program of the Corporation for National and Community Service (CNCS), combines public and private resources to grow the impact of innovative, community-based solutions that have compelling evidence of improving the lives of people in low-income communities throughout the U.S. The SIF invests in three priority areas: economic opportunity, healthy futures, and youth development.

The content of this brief was drawn from the full evaluation report submitted to CNCS by the grantee/subgrantee. The section of the brief that discusses evaluation use includes contribution of the grantee/subgrantee. All original content from the report is attributable to its authors.