EL CAMINO COLLEGE
Service Area Outcomes (SAO) Assessment Plan

Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community

Unit	Admissions and Records	**Date**	3/7/13

SAO #1	Students will become more self-sufficient with registration by learning how to use the online registration system (MyECC).

Participants	Richette Bell Chester Fredd Angela Boyer Felecia Hatten Rosa Ledesma Ranesha Stewart Taiwan Rogers

Assessment Plan (include metrics to be collected)	**Results/Actions Taken**
During the Spring 2013 Peak registration period students were encouraged to complete a survey once they submitted their application or registered for classes. Additional student surveys were sent via email to Spring 2013 students. The Enrollment Management Committee reviewed the data to determine: • Where students are registering for classes • If students need assistance with registering for classes • If students know to check their MyECC to determine their registration appointment date and time • Are students reviewing and utilizing the services	**Results:** Survey of students during peak registration. 97 students participated in the survey. Pertinent survey questions include: When you enrolled at ECC Compton Center, where did you register for classes? • On-campus – 45% • Off-campus – 33% • Both on-campus and off-campus – 22% Did you register for classes at the Compton Center? • Using the online system MyECC – 96% • Using paper registration in the Admissions office because I count not register online – 9% Did you receive assistance in using MyECC, the online registration system? • Yes – 34% • No – 66% If you received assistance registering for classes on MyECC, do you think next time you will be able to use the system without assistance? Which statement below describes you ability to access the internet? • I have a smart phone with internet capability iPhone, Android, Blackberry, etc. – 63% • I have internet access at another location, friend, library, etc. – 23%

and information offered in MyECC	• I have internet access at home – 73% • I have internet access at work – 11% • I have internet access on a tablet, iPad, etc. – 13% • I only have internet when I am at school – 13% If you received assistance registering for classes on MyECC, do you think next time you will be able to use the system without assistance? • Yes – 78% • No – 22% Which MyECC function did you use? • Add classes using instructor AddCode – 60% • Add/Drop classes before the start of the term – 77% • Changing mailing address – 8% • Check "My Documents" from the financial aid office – 50% • Check college email – 67% • Check educational plan – 53% • Check financial aid Award Letter – 61% • Check for grades – 58% • Complete ECC online orientation – 23% • Pay for fees – 29% • Pay for parking – 15% • Program evaluation/degree audit – 9% • View registration appointment – 60% • View/print class schedule – 64% • View/print unofficial transcript – 49% **Actions Taken:** The survey data indicates that students are utilizing MyECC to register for classes. Over 59% of students surveyed utilize MyECC to monitor financial aid, check college email, view registration appointment, add/drop classes, and print class schedule. • Need to increased student awareness regarding utilizing MyECC to access services like paying fees, paying for parking permits, viewing unofficial transcripts or educational plan. • Mandatory orientation will be implemented beginning Summer 2013 that will educate students about MyECC • Compare the 2013-2014 data with the 2014-2015 data to determine if more students are using the MyECC services. • Continue offering on-campus registration support for students during peak periods. • Staff and student training will be offered before peak registration periods to educate them about the MyECC services so they can educate and assist students.