

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	The Youth Empowerment Strategies for Success (YESS) Program	Date	11/13/2012
SAO	Students who attend YESS classes will demonstrate their understanding of how to access liaisons and resources on and off campus. The YESS program is designed to ensure youth successfully transition into society.		
Participants	Elizabeth Martinez, Shateo Griffin		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
Students who attend YESS classes will demonstrate their understanding of how to access liaisons and resources on and off campus. The YESS program is designed to ensure youth successfully transition into society. There will be a pre and posttest administered at the beginning and end of class. Students will provide feedback with regards to their experience(s) with YESS staff and related resources.	<p>Results:</p> <p>Actions Taken:</p>		

**STUDENT LEARNING OUTCOMES ASSESSMENT REPORT
STUDENT SERVICES AND COMMUNITY ADVANCEMENT**

<i>A. Title of Student Learning Outcome (SLO)</i>	<i>First Year Experience Program 2012-2013</i>
---	--

Section 1: SLO and Assessment Proposal

Directions: Complete this section to propose an SLO statement and accompanying assessment instrument and rubric.

<i>1A. Date Section 1 Completed</i>	07/12/2012		
<i>1B. Contact Personnel</i>	<u>Names:</u>	<u>Extensions:</u>	<u>Email Addresses:</u>
	Maria Estrada	2761	mestrada@elcamino.edu
	Vanessa Haynes	2078	vhaynes@elcamino.edu
<i>1C. Additional Personnel</i>	Elizabeth Martinez	2763	elmartinez@elcamino.edu
<i>1D. Division and Department Information</i>	<u>Division:</u>	<u>Program or Department:</u>	
	Student Services	First Year Experience	
<i>1E. Proposed SLO Statement and How will you communicate this SLO to students?</i>	<p>FYE students will be able to independently formulate an educational plan that supports their academic and career goals.</p> <p>The SLO is first introduced to students at the Mandatory FYE Information session during the student's initial enrollment process. The SLO is also highlighted at the Mandatory FYE New Student Orientation via the FYE Student Handbook and FYE Contract for Success. The program SLO will also be posted in the FYE Office and on the FYE Compton Center website. Human Development instructors will also be integrating the SLO into HDEV 10 course schedule of instruction.</p>		
<i>1F. Related Core Competency</i>	<p>I. Content Knowledge II. Critical, Creative and Analytical Thinking IV. Professional and Personal Growth V. Community and Collaboration VI. Information and Technology Literacy</p>		
<i>1G. Proposed Assessment Process</i>	<p>Two surveys will be administered to FYE students. The 1st survey will be administered at the end of the first semester (in December and upon completion of their HDEV 10 course) to measure their knowledge of educational planning. This survey includes sample scenarios where students will answer questions related to educational planning and transfer requirements. The 2nd survey will be administered at the end of the year (May) and will produce attitudinal data measuring students' experience with FYE support services as it relates to their overall experience as a first time college student.</p>		
<i>1H. Timeline for Assessment</i>	<p>The first survey will be administered at the end of the Fall semester (December 2012) and the second survey will be administered at the end of the Spring semester (May 2013).</p>		
<i>1I. Rubric and Standards for</i>	<p>Results will show our students will obtain at least 70% of the educational planning and transfer questions correct and result in having a positive experience</p>		

Updated 11/21/08



El Camino College
Student Learning Outcomes and Assessment

<i>Success</i>	<i>in FYE program overall.</i>
<i>1J. Resources Needed for Assessment</i>	Resources needed to complete this SLO assessment include the availability of FYE faculty and staff to collaborate in the development of SLO and the proctoring of the surveys. The surveys themselves were provided at no cost by our on-campus institutional research office.
<i>1K. Additional Notes/Comments</i>	

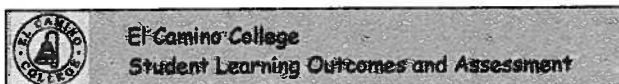
After filling out section 1, please save this document and submit it to your division, your SLO Coordinator and slo@elcamino.edu. Approval is not needed before proceeding to the assessment phase. After assessing the SLO, please continue to section 2 on the same form.

Section 2: Report of Assessment Results

Directions: Complete this section to report results of the assessment described in Section 1.

<i>2A. Date Section 2 Completed</i>		
<i>2B. Description of the Data</i>	Put an "x" next to all that apply:	
	Formative Evaluation	Summative Evaluation
	One-Time	Multiple-Step
	Direct Evidence	Indirect Evidence
	Qualitative	Quantitative
<i>2C. Narrative Report of Data</i>		
<i>2D. Report of Data: Does it Meet Standards for Success</i>	Put an "x" next to the one that applies:	
	Does Not Meet Standards	
	Meets Some Standards	
	Good Enough	
	Meets Most Standards	
Exceptional		
<i>2E. Projected Deadline for</i>	June 2013	

Updated 11/21/08



<i>Submission of Data Analysis</i>	
<i>2F. Additional Notes/Comments</i>	

After filling out section 2, please save this document and submit it to your division, your SLO Coordinator and slo@elcamino.edu. Approval is not needed before proceeding to the reflection phase. To analyze the assessment results, please continue to section 3 on the same form.

Updated 11/21/08



El Camino College
Student Learning Outcomes and Assessment

Section 3: Reflection on Assessment Results

Directions: Complete this section to reflect on the results of the assessment of the SLO.

3A. Date Section
3 Completed

3B. What were the most important findings from the data?

3C. What percentage of students met the standards for success? Is this satisfactory?

3D. Are trends evident? Are there learning gaps?

3E. Will you change assessment methods or standards for success?

3F. What changes can be made to address these implications to improve outcomes?

3G. What resources are needed to make these changes?

3H. What information from this SLO Assessment Report should be added to Plan Builder and/or Program Review for your program?

3I. What is the projected semester for this assessment to be performed again?

3J. Are there any additional comments?

After filling out section 3, please save this document and submit it to your division, your SLO Coordinator and slo@elcamino.edu. Congratulations! You've now completed an entire student learning outcomes assessment cycle.

Updated 11/21/08



El Camino College
Student Learning Outcomes and Assessment

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	Outreach & School Relations	Date	11/12/2012
SAO	After attending an ECC information session or campus tour, prospective students will be more knowledgeable regarding ECC programs, services, and the steps of enrollment.		
Participants	Elizabeth Martinez, Christina Acoff, Arlana Walton, Shateo Griffin		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
<p>The Outreach/Welcome Center has created a standardized general presentation that will be used by all ECC outreach representatives and student ambassadors during campus visits and other presentations. SLO posters will be posted in the Welcome Center and on the Outreach page of the Compton Center website.</p> <p>Outreach staff makes campus visits and other presentations by administering a ten-question survey to the participants. The purpose of the survey is to test the audience's current knowledge regarding ECC programs, services, and the steps of enrollment. Once the Information Session is complete, the audience will then be given the same survey to measure the level of information retained from the presentation. Surveys completed will then be</p>	<p>Results:</p>		

submitted to Institutional research office for analyzing to determine the difference in answers for surveys completed.

The surveys were administered at requested information sessions between the months of February through May each academic school year of 2012-2013.

After attending an ECC information session or campus tour 90% of prospective students answer more questions correctly on the survey the second time it is given

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	Transfer Center	Date	11/12/2012
SAO	By using Transfer Center services, first time students will increase their awareness of potential transfer institutions, understand transfer admissions eligibility requirements, and motivate students to transfer.		
Participants	Elizabeth Martinez, Vanessa Haynes, Christian Acoff		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
<p>A student survey administered at the end of each activity or service will determine what students have gained from their participation in Transfer Center activities and services and the number of times they have participated in transfer center activities.</p> <p>A survey will be administered throughout the Spring 2013 semester.</p> <p>At least 80% of the students surveyed will indicate an increased awareness of university transfer options, a better understanding of admissions requirements, and more motivation to transfer to a four-year institution.</p> <p>A survey will be designed by the Transfer Center SLO team with the assistance of the Institutional Research Office.</p>	<p>Results:</p>		

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	Upward Bound Math Science Program	Date	June 7, 2013
-------------	-----------------------------------	-------------	--------------

SAO	Increase the number of program participants who have a cumulative GPA of 2.5 or higher on a four-point scale at the end of the school year.
------------	---

Participants	Nelly Alvarado
---------------------	----------------

Assessment Plan (include metrics to be collected)	Results/Actions Taken
--	-----------------------

<p>Following the 2012-2013 school year, staff will evaluate participants' transcripts to determine:</p> <ol style="list-style-type: none"> 1. Overall grade point average 2. Of the students who did not meet the 2.5 grade point average requirement, which subjects did they struggle with? 3. Of the students who did not meet the 2.5 grade point average requirement, what was their participation in tutoring? 	<p><u>Results:</u></p> <ol style="list-style-type: none"> 1. Waiting for final grades to be released. Anticipated release date is June 30th. <p><u>Actions Taken:</u></p> <ol style="list-style-type: none"> 1. Develop Tutoring Participation Plans with students who are not passing classes with a grade of "C" or better 2. Inform parents of students' at-risk status 3. Monitor students' quarterly progress reports 4. Save data to compare to next years' metrics (2012-2013 is the first year this SAO is implemented to measure student success in the UBMS Annual Performance Report).
---	---

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 - Assessment Center	Date	8/2013
SAO #1	Students will be more satisfied with their placement results and score higher by preparing for the assessment tests.		
Participants	Richette Bell Taiwan Rogers		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
<p>During the Fall 2013 Peak registration period students were asked to complete a survey after completing the assessment test. The data will be reviewed to determine:</p> <ul style="list-style-type: none"> • If students are taking the time to prepare for the assessment test • If students are taking advantage of the study guides and tools • If New Student Orientation is helping with encouraging test preparation • If students are satisfied with their test results 	<p>Results: Survey included the following questions:</p> <ol style="list-style-type: none"> 1. Did you participate in New Student Orientation? Online In Person If yes, how did you complete the New Student Orientation? <ul style="list-style-type: none"> • Today • 1-2 days ago • 3-5 days ago • One Week before testing • Two or more weeks prior to testing 2. Prior to testing, when did you complete the New Student Orientation? Yes No Yes No 3. Did you review any study materials before testing? Yes No NA If yes, what kind of study materials did you use? <ul style="list-style-type: none"> • Study guide provided by the Compton Center • You tube videos • Sample tests link on Assessment Center website • Visiting links to study resources listed on Assessment Center website • Other: _____ 4. Did you find these study materials helpful? Once Twice More than twice 5. How many times have you taken the Assessment Test? Yes No 6. Are you satisfied with your scores on the Assessment Test? Yes No

7. Do you plan on taking the Assessment Test again?

Yes No

89 students completed the survey. The results highlighted the following:

- 96.55% of the students participated in New Student Orientation before taking the assessment test.
- 48% of the students took the assessment right after completing the new student orientation.
- 29% of students waited 1-2 days before taking the test, 3.6% waited 3-5 days before taking the test, and 10.8% took the test one week after attending the orientation.
- 62% of the students did not review any study materials before testing
- Of the 38% that reviewed the study materials, 43% found the materials helpful
- Most study materials used most were the study guides (44%) provided by the Assessment Center and the sample tests link (33%) on the Assessment Center page.
- 81% of the students had only taken the assessment test one time
- 60% of the students were satisfied with their test scores
- 40% plan to take the assessment test again

Actions Taken

We are making efforts to improve the Assessment Center website to include more links and sample tests. We will also develop a flyer to advertise the student resources available for students.

Additionally, since the survey asked for students ID # and gender, this information will be used for a longitudinal study. We will be tracking these students to 1) see what level Math and English they tested into, 2) see what grade they received in these courses, 3) to track the retention rate of these students, and 4) see how long it takes them to get to college level English and Math.

Additional surveys will be collected in Spring 2014 to increase the survey pool.

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 - Assessment Center	Date	January 2014
SAO #2	Students that take Math 12 and pass with an 'A' will retest into a higher level math		
Participants	Richette Bell Taiwan Rogers		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
---	------------------------------

Once Fall 2013 grades are posted, students that tested into Math 12 and passed with an 'A' will be offered the opportunity to retest. The hope is that students will test into a much higher level math, thus preventing them from having to take so many math courses. The data will be reviewed to determine:

- If students do actually test into a higher level math
- If students will take advantage of the retesting option
- If the information received in their Math 12 class helped to improve their skill level

Results:
Each semester an email will be sent inviting students that passed Math 12 with an 'A' to retest. The Math 12 instructors will also be asked to advise students of this opportunity. The Assessment Center will track the test results of these students to determine their new test score increased and if they tested into a higher level math course.

	<u>Actions Taken</u>
--	-----------------------------

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	1/31/14
-------------	------------------------	-------------	---------

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 2014 Peak registration period students will be asked to complete a survey when they submitted their application or register for classes. Additional student surveys will be emailed to Spring 2014 students. The data will be reviewed to determine: <ul style="list-style-type: none"> • 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 	<p>Results:</p> <p>Survey results will be compared with 2012-13 results to see if there is a continued increase in students becoming more self-sufficient with registering for classes.</p>
--	--

- Are students reviewing and utilizing the services and information offered in MyECC

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	May 2014
SAO #2	Students will be provided accurate information and quality customer service		
Participants	Richette Bell Chester Fredd Angela Boyer Felecia Hatten Rosa Ledesma Ranesha Stewart		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
During the Spring 2014 semester students, staff and faculty will be offered the opportunity to submit a customer satisfaction survey. Surveys will be emailed to students, staff and faculty. They will also be placed on the Admissions counter.	<p><u>Results:</u></p> Survey results will be reviewed to determine: <ol style="list-style-type: none"> 1. Student perceptions of the Admissions Office 2. If students understand the role of the Admissions Office 3. If students understand the services provided and offered by the Admissions Office 4. Areas where the Admissions Office can improve services to students 5. If efficient service is being provided 6. Staff training and development needs 7. Additional services that need to be provided to students 8. Services that the Admission Office no longer needs to provide 9. Quality of service provided to students, staff, and faculty <p><u>Actions Taken</u></p>		

EL CAMINO COLLEGE COMPTON CENTER
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	Extended Opportunity Programs and Services
SAO	EOPS students (at least 85%) will report they are satisfied with the services provided by EOPS staff.
Participants	Dr. Arroyo, Joyce Duren, Lillian Garcia, Monica Macareno, Dr. My, Michael Odanaka, Valarie O'Guynn
Assessment Plan	<p>Results/Actions Taken</p> <p>The assessment process will consist of giving every other student who comes to the EOPS office a customer service questionnaire. Students will be asked to provide feedback on services received from the reception area and counseling staff. The questionnaires will be forwarded to Institutional Research so data analysis can be performed.</p>
Results/Actions Taken:	The SAO for EOPS is currently in the assessment phase and will be completed by the end of the fall semester

EL CAMINO COLLEGE COMPTON CENTER
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	Extended Opportunity Programs and Services
SAO	EOPS students (at least 85%) will report they are satisfied with the services provided by EOPS staff.
Participants	Dr. Arroyo, Joyce Duren, Lillian Garcia, Monica Macareno, Dr. My, Michael Odanaka, Valarie O'Guynn
Assessment Plan	<p>Results/Actions Taken</p> <p>The assessment process will consist of giving every other student who comes to the EOPS office a customer service questionnaire. Students will be asked to provide feedback on services received from the reception area and counseling staff. The questionnaires will be forwarded to Institutional Research so data analysis can be performed.</p>
Results/Actions Taken:	The SAO for EOPS is currently in the assessment phase and will be completed by the end of the fall semester

EL CAMINO COLLEGE
Service Area Outcomes (SAO) Assessment Plan
January 2014

Mission:

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

	Unit	Intercollegiate Athletics	Date	08/15/2012
	SAO	Sportsmanship and decorum Student-athletes will demonstrate and implement a thorough understanding of campus, state and national intercollegiate athletic values and decorum standards.		
	Participants	Ladislao Mendoza - Albert Olguin - et al		
Assessment Plan (include metrics to be collected)	Results/Actions Taken			
Content knowledge-Critical, Creative and Analytical Thinking-Communication and Comprehension-Professional and Personal Growth-Community and Collaboration. Assessment will be ongoing through the semester. A student will be evaluated through state, conference and campus personnel through specific decorum and sportsmanship guidelines. The coaching staff will continually evaluate throughout the semester.	<p><u>Results:</u></p> <p>In the Fall of 2012 we had 1 ejection In football, 2 in soccer.</p> <p>91 male participants 18 female participants</p> <p>A total of two reports from officials stated minor infractions of the sportsmanship code.</p> <p>85% of all official reports are positive and congratulatory.</p> <p><u>Results:</u></p> <p>89 Male Participants. 19 Female Participants</p> <p>In the Fall of 2013 we had 2 ejections and 8 Unsportsmanlike fouls in football and 3 ejections and 12 Yellow cards in soccer combined. There was also one or more athletes involved in a fight on campus</p>			

early in the semester.

Actions Taken:

The following Rubric has been adopted to assess and evaluate this SAO:

3 - Student demonstrates sportsmanship that is above the average and is recognized by his/her teammates and coaches through being appointed a team captain.

2 - Student's complete the semester without an infraction or personal decorum violation during competition or campus life.

1 - Student's complete the semester with one game infraction during competition.

0 - Student's complete the semester with more than one game infraction or personal decorum violation during competition or campus life.

Males scored out at = 0.00

Females scored out at = 0.00

Post season evaluations and meeting were conducted and these concerns were addressed. A more comprehensive pre-season orientation with an emphasis on sportsmanship and decorum policies will be pursued.

EL CAMINO COLLEGE
Service Area Outcomes (SAO) Assessment Plan
January 2014

Mission:

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

	Unit Scholar-Athlete program	Date 02/15/2013	
	Student-athletes will demonstrate campus academic achievement through application of sound practices and guidance.		
	SAO Sportsmanship and decorum		
	Participants Ladislao Mendoza - Shannon Williams		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
Content knowledge-Critical, Creative and Analytical Thinking-Communication and Comprehension-Professional and Personal Growth-Community and Collaboration. Assessment will be ongoing through the semester. A student will be evaluated through state, conference and campus personnel through specific decorum and sportsmanship guidelines. The coaching staff will continually evaluate throughout the semester.	<p><u>Results:</u></p> <p>Male participants = 57 Female participants = 25 Sports: Baseball, Softball, Track and Field, and Badminton.</p> <p>GPA's: Male - 2.50 Female - 2.80</p> <p><u>Actions Taken:</u></p> <p><i>The following Rubric was developed to measure and categorize students according to the standards presented in the Rubric:</i></p> <p><i>4 - Student will demonstrate successful completion of completed</i></p>		

units with a GPA over 3.5.

3 - Student will demonstrate successful completion of completed units with a GPA over 3.0.

2 - Student will demonstrate successful completion of completed transfer units with a GPA over 2.5.

1 - Student will demonstrate successful completion of transfer units with a GPA over 2.0.

0 - Student was unsuccessful in achieving completion of attempted transfer units with a GPA under 2.0.

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	CalWORKs	Date	4/3/13
SAO	Improve and increase CalWORKs student participation in assigned Work Study hours.		
Participants	Trish Bonacic Ernest Argel Brandi Marsh		
Assessment Plan	Results/Actions Taken		
<p>Following the (2013-2014): the CalWORKs Program Specialist will conduct a *tracking system to increase and improve student participation in assigned work study hours.</p> <p>Program Specialist</p> <ul style="list-style-type: none"> • Pre-Screening Work Availability Form that students must complete which is a part of the application process. • Prior to assigned placement student must attend Mandatory CalWORKs Work Study Orientation. • Once placed in assignment Program Specialist will monitor student work schedule on a monthly basis. • Compare the students' work schedule from the 2012-2013 year verses those students that completed Pre Screening Availability Form from the 2013-2014 participation academic year. <p><i>*tracking method: timesheet log sheet, Application Log Sheet</i></p>	<p><u>Results:</u></p> <p><u>Actions Taken:</u></p> <p><u>UPDATE: 10/31/13</u></p> <ul style="list-style-type: none"> • Eligible students have been assigned work study positions and have completed Work Study Orientation. <p><u>PROGRESS:</u></p> <ul style="list-style-type: none"> • Program Specialist is monitoring the work study hours via (<i>timesheets</i>) and there has been an improvement with student meeting their weekly hours. <p>2012 Program Review Recommendation - #5</p>		

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	CalWORKs	Date	4-4-13
SAO	CalWORKs students will be more successful by effectively managing their time and keeping appointments with CalWORKs counselors and staff increasing student academic success rates.		
Participants	Trish Bonacic Nancy Fong Brandi Marsh Ernest Argel		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
<ul style="list-style-type: none"> Track student appointment "No Show" rates on SARS and show a decrease in "No Show" appointments by 10%. Student attendance reports will be run on SARS and compared with the previous academic year to assess improvement in student attendance. Track student's academic success rates for 2013-2014 using the ECC Institutional Research SCA Metrics published fall 2014 semester. 	<p>Results: 2012 Program Review Recommendation - #5</p> <p>Actions Taken:</p> <p>UPDATE 11/1/2013: As students make counseling/advisor appointments, the front desk explains the appointment's policy and procedures: attend appointments on-time, allowing a 15 minute grace period for 1 hour appointments or 10 minutes grace period for a 30 minute appointment, cancelling appointments 24 in advance and the consequence of a no show. After three No Shows, the student will only be allowed to attend drop-in counseling/advising for the remaining academic year.</p> <p>If the student has 1 No Show noted on SARS the counselor/advisor reiterate the policy and procedures during following appointments. Posted signs in the front desk and office area as well as the counselor/advisor's office regarding attendance policy and procedures are visual to students.</p> <p>All "No Show" and "Show" are noted in SARS and a report will be run using SARS data at the end of the academic year.</p> <p>PROGRESS: To date there has been an improvement with students calling in advance to cancel appointments and student attending their scheduled appointments.</p>

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	Financial Aid Office (Student Services)	Date	8-26-2013
SAO	Financial Aid Office Student Satisfaction Assessment		
Participants	Na'im Williams, Velma Garrett, Felix Starks		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
<p>The survey will be a continuation of the quality customer satisfaction questionnaire given to students which measures the quality of service being provided in the Financial Aid Laboratory.</p> <p>The survey covers hours of operation, office facilities (appearance and comfort), time of response to requests, procedures being clear and easy to follow, quality of materials received, knowledge and helpfulness of staff, knowledge and helpfulness of advisors, confidentiality of private information maintained, and overall quality of service. All of these questions will have a response of excellent, good, fair, poor, and not applicable. The next four questions are statements that ask for a person's level of agreement with them.</p>	<p><u>Results:</u></p> <p><u>Actions Taken:</u></p>



El Camino College Compton Center

Financial Aid Office Survey

We would like your opinion about the quality of the student services we provide. Your responses will remain confidential and will not affect your standing at the Center. Please rate the following services based on your experiences with the Financial Aid Office. If you have not yet had the opportunity to use some of the services, please indicate "NA" when you come to that part of the survey. We will use your feedback in our ongoing efforts to improve our services to students.

Please mark **ONLY** one response for each question by filling in the bubble completely.

	Excellent	Good	Fair	Poor	NA
1. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Office facilities (appearance, comfort)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Time of response to your request(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Procedures clear and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Quality of materials received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge & Helpfulness of Financial Aid Lab Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge & Helpfulness of Financial Aid Advisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Confidentiality of private information maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the extent to which you agree with these statements about the Financial Aid Office:

10. When talking to a Financial Aid staff at the Compton Center, I feel I have enough privacy to discuss my concern:
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
11. I would be very likely to use the Financial Aid Office Services in the evening hours (after 5:00 pm).
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
12. If available, I would be very likely to use the Online Financial Aid Office services.
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
13. How often do you check your e-mail?
 Daily/Always Weekly/Bi-weekly Monthly/Not often Never

14. Comments/Suggestions/Concerns _____

Please continue on back if necessary

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	Financial Aid Office (Student Services)	Date	8-26-2013
SAO	Financial Aid Office Student Satisfaction Assessment		
Participants	Na'im Williams, Velma Garrett, Felix Starks		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
<p>The survey will be a continuation of the quality customer satisfaction questionnaire given to students which measures the quality of service being provided in the Financial Aid Laboratory.</p> <p>The survey covers hours of operation, office facilities (appearance and comfort), time of response to requests, procedures being clear and easy to follow, quality of materials received, knowledge and helpfulness of staff, knowledge and helpfulness of advisors, confidentiality of private information maintained, and overall quality of service. All of these questions will have a response of excellent, good, fair, poor, and not applicable. The next four questions are statements that ask for a person's level of agreement with them.</p>	<p><u>Results:</u></p> <p><u>Actions Taken:</u></p>



El Camino College Compton Center

Financial Aid Office Survey

We would like your opinion about the quality of the student services we provide. Your responses will remain confidential and will not affect your standing at the Center. Please rate the following services based on your experiences with the Financial Aid Office. If you have not yet had the opportunity to use some of the services, please indicate "NA" when you come to that part of the survey. We will use your feedback in our ongoing efforts to improve our services to students.

Please mark **ONLY** one response for each question by filling in the bubble completely.

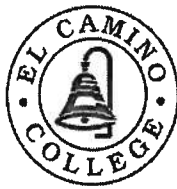
	Excellent	Good	Fair	Poor	NA
1. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Office facilities (appearance, comfort)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Time of response to your request(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Procedures clear and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Quality of materials received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge & Helpfulness of Financial Aid Lab Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge & Helpfulness of Financial Aid Advisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Confidentiality of private information maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the extent to which you agree with these statements about the Financial Aid Office:

10. When talking to a Financial Aid staff at the Compton Center, I feel I have enough privacy to discuss my concerns:
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
11. I would be very likely to use the Financial Aid Office Services in the evening hours (after 5:00 pm).
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
12. If available, I would be very likely to use the Online Financial Aid Office services.
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
13. How often do you check your e-mail?
 Daily/Always Weekly/Bi-weekly Monthly/Not often Never

14. Comments/Suggestions/Concerns _____

Please continue on back if necessary



El Camino College Compton Center

Financial Aid Office Survey

We would like your opinion about the quality of the student services we provide. Your responses will remain confidential and will not affect your standing at the Center. Please rate the following services based on your experiences with the Financial Aid Office. If you have not yet had the opportunity to use some of the services, please indicate "NA" when you come to that part of the survey. We will use your feedback in our ongoing efforts to improve our services to students.

Please mark **ONLY** one response for each question by filling in the bubble completely.

	Excellent	Good	Fair	Poor	NA
1. Hours of operation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Office facilities (appearance, comfort)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Time of response to your request(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Procedures clear and easy to follow	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Quality of materials received	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Knowledge & Helpfulness of Financial Aid Lab Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Knowledge & Helpfulness of Financial Aid Advisors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Confidentiality of private information maintained	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please indicate the extent to which you agree with these statements about the Financial Aid Office:

- 10. When talking to a Financial Aid staff at the Compton Center, I feel I have enough privacy to discuss my concerns:
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
- 11. I would be very likely to use the Financial Aid Office Services in the evening hours (after 5:00 pm).
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
- 12. If available, I would be very likely to use the Online Financial Aid Office services.
 Strongly Agree Agree Disagree Strongly Disagree Not Applicable
- 13. How often do you check your e-mail?
 Daily/Always Weekly/Bi-weekly Monthly/Not often Never


14. Comments/Suggestions/Concerns _____

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	Student Services/Financial Aid	Date	04/11/2013
SAO	Students will be able to understand the elements of Satisfactory Academic Progress (SAP), qualitative and quantitative, and how to maintain Financial Aid eligibility.		
Participants	Vanessa Addison-Jackson, Henry E. Murray, Naim Williams		

Assessment Plan (include metrics to be collected)	Results/Actions Taken
<p>The 2012-2013 Academic Year Financial SAP Survey will demonstrate the student's understanding of:</p> <ul style="list-style-type: none"> • Satisfactory Academic Progress requirements. • Where to find information regarding Satisfactory Academic Progress. • Calculating unit completion percentage rate. • The effects of not maintaining minimum qualitative and quantitative <p>Surveys are available to students in the Financial Aid lab, Transfer Center, Admission and Records Office, EOP&S, and the Office of Student Life.</p> <div style="text-align: center;">  Financial Aid Lab Survey 2012-2013.pc </div>	<p>1st Survey Term Results: Institution Research tabulated students' survey responses from August 27, 2012 through December 16, 2012 to provide the following statistics:</p> <p>Question 1: <i>What is Satisfactory Academic Progress?</i></p> <ul style="list-style-type: none"> • 46 answered, Maintaining a 2.0 GPA • 17 answered, Completing 67% or more ECC attempted classes • 4 answered, Have not completed 90 units/completed prior degree • 104 answered, All of the above <p>61% of the respondent answered the correct answer of "All Of The Above". 27% of the students who completed the survey answered, "Maintaining a 2.0 GPA," 10% answered, "Completing 67% or more of their program, and 2% answered, "90 unit maximum time frame/prior degree."</p> <p>Question 2: <i>How does not meeting Satisfactory Academic Progress affect your financial aid?</i></p> <ul style="list-style-type: none"> • 9 answered, You will be put on financial aid probation/warning • 57 answered, You will lose financial aid eligibility • 3 answered, Will result in suspension of grants, work study, & loans • 108 answered, All of the above <p>61% of the respondent answered the correct answer of "All Of The Above". 5% of the students who completed the survey answered, "You will be put on financial aid probation," 32%</p>

answered, "You will lose financial aid eligibility", and 2% answered, "Will result in suspension of grants, work study, and loans."

Question 3: *What percentage of your program must you complete to prevent you from losing financial aid eligibility?*

- 5 answered, 50 percent
- 13 answered, 75 percent
- 1 answered, 46 percent
- 158 answered, 67 percent

An overwhelming 86% of the respondents correctly answered 67%. 7% of the students who completed the survey answered, "75 percent," 3% answered, "50 percent", and 1% answered, "46 percent."

Question 4: *How do you calculate your completion rate?*

- 99 answered, Total completed units divided by total attempted units
- 10 answered, Last semester completed units divided by total attempted units
- 47 answered, Total attempted units divided by total completed units.
- 15 answered, None of the above

58% of the respondent answered the correct answer of dividing the total completed units by total attempted units. 6% answered "Last semester completed units divided by total attempted units", 27% answered, "Total completed units divided by total attempted units 9% answered, "None of the above."

Question 5: *Where can you find information on Satisfactory Academic Progress?*

- 54 answered, "ECC financial aid website (MYECC)"
- 3 answered, "The Satisfactory Academic Progress brochure."
- 6 answered, "Your Financial Aid Advisor"
- 112 answered, "All of the above."

64% of the respondent answered the correct answer of "All Of The Above". 31% answered "ECC financial aid website (MYECC)", 3% of the students who completed the survey answered, "Your Financial Aid Advisor," and 2% answered, "The Satisfactory Academic Progress brochure."

Question 6: Please rate Financial Aid customer service based upon your satisfaction.

- 98 answered, “Highly Satisfied”
- 66 answered, “Somewhat Satisfied”
- 9 answered, “Highly Dissatisfied”
- 6 answered, “Somewhat Dissatisfied”

55% of the respondent answered “Highly Satisfied”. 37% answered “Somewhat Satisfied”, 5% answered “Somewhat Dissatisfied,” and 3% answered “Highly Dissatisfied.”

Actions Taken:

In reviewing the survey data report, on average, 54% of the respondents understand the elements of Satisfactory Academic Progress (SAP), qualitative and quantitative, and how to maintain Financial Aid eligibility. At the have year mark, we have not met our goal of 90%. The data show that students need additional support to understand how to calculate their satisfactory academic progress percentage and how SAP affects their financial aid eligibility. Lastly, the data shows that students are heavily relying SAP information posted online rather than printed brochures and financial aid advisors to learn about SAP.

- Provide Satisfactory Academic Progress (SAP) workshops for Spring 2013.
 - February 12, 13, and 14
 - March 19
 - April 3
- Encourage student to learn about the importance of satisfactory academic progress during Financial Aid Awareness week.
- Revise the Compton Center Financial webpage to include clear information regard satisfactory academic program requirements.
- Continue to post SAP survey Surveys in the Financial Aid lab, Transfer Center, Admission and Records Office, EOP&S, and the Office of Student Life while also making it available online for Spring 2013.
- Compare Fall 2012 with the Spring 2013 survey data to determine if the interventions implemented during Spring 2013 was effective in increasing student understanding of satisfactory academic progress.

Assessment Plan (include metrics to be collected)	Results/Actions Taken
	<p>Institution Research tabulated students' survey responses from August 27, 2012 through December 16, 2012 to provide the following statistics:</p> <p>Question 1: <i>What is Satisfactory Academic Progress?</i></p> <ul style="list-style-type: none"> • 10 answered, Maintaining a 2.0 GPA • 2 answered, Completing 67% or more ECC attempted classes • 0 answered, have not completed 90 units/completed prior degree • 26 answered, all of the above <p>68.42% of the respondent answered the correct answer of "All Of The Above". 26% of the students who completed the survey answered, "Maintaining a 2.0 GPA," 5.26% answered, "Completing 67% or more of their program, and 0% answered, "90 unit maximum time frame/prior degree."</p> <p>Question 2: <i>How does not meeting Satisfactory Academic Progress affect your financial aid?</i></p> <ul style="list-style-type: none"> • 7 answered, You will be put on financial aid probation/warning • 3 answered, You will lose financial aid eligibility • 0 answered, Will result in suspension of grants, work study, & loans • 28 answered, All of the above <p>73.68% of the respondent answered the correct answer of "All Of The Above". 18.42% of the students who completed the survey answered, "You will be put on financial aid probation," 7.89% answered, "You will lose financial aid eligibility", and 0% answered, "Will result in suspension of grants, work study, and loans."</p> <p>Question 3: <i>What percentage of your program must you complete to prevent you from losing financial aid eligibility?</i></p> <ul style="list-style-type: none"> • 4 answered, 50 percent • 5 answered, 75 percent • 1 answered, 46 percent • 28 answered, 67 percent

73.68% of the respondents correctly answered 67%. 13.16% of the students who completed the survey answered, "75 percent," 10.53% answered, "50 percent", and 2.63% answered, "46 percent."

Question 4: *How do you calculate your completion rate?*

- 25 answered, Total completed units divided by total attempted units
- 6 answered, Last semester completed units divided by total attempted units
- 4 answered, Total attempted units divided by total completed units.
- 3 answered, None of the above

15.79% of the respondent answered the correct answer of dividing the total completed units by total attempted units. 65.79% answered "Last semester completed units divided by total attempted units", 10.537% answered, "Total completed units divided by total attempted units 7.89% answered, "None of the above."

Question 5: *Where can you find information on Satisfactory Academic Progress?*

- 54 answered, "ECC financial aid website (MYECC)"
- 3 answered, "The Satisfactory Academic Progress brochure."
- 2 answered, "Your Financial Aid Advisor"
- 28 answered, "All of the above."

64% of the respondent answered the correct answer of "All Of The Above". 31% answered "ECC financial aid website (MYECC)", 3% of the students who completed the survey answered, "Your Financial Aid Advisor," and 2% answered, "The Satisfactory Academic Progress brochure."

Question 6: Please rate Financial Aid customer service based upon your satisfaction.

- 98 answered, "Highly Satisfied"
- 66 answered, "Somewhat Satisfied"
- 9 answered, "Highly Dissatisfied"
- 6 answered, "Somewhat Dissatisfied"

55% of the respondent answered "Highly Satisfied". 37% answered "Somewhat Satisfied", 5% answered "Somewhat Dissatisfied," and 3% answered "Highly Dissatisfied."

2nd Survey Term Results:

Institution Research tabulated students' survey responses from February 9, 2013 through June 8, 2013 to provide the following statistics:

Question 1: *What is Satisfactory Academic Progress?*

- 10 answered, Maintaining a 2.0 GPA
- 2 answered, Completing 67% or more ECC attempted classes
- 0 answered, Have not completed 90 units/completed prior degree
- 26 answered, All of the above

68.42% of the respondent answered the correct answer of "All Of The Above". 26% of the students who completed the survey answered, "Maintaining a 2.0 GPA," 10% answered, "Completing 67% or more of their program, and 0% answered, "90 unit maximum time frame/prior degree."

Question 2: *How does not meeting Satisfactory Academic Progress affect your financial aid?*

- 7 answered, You will be put on financial aid probation/warning
- 3 answered, You will lose financial aid eligibility
- 0 answered, Will result in suspension of grants, work study, & loans
- 28 answered, All of the above

73.68% of the respondent answered the correct answer of "All Of The Above". 18.42% of the students who completed the survey answered, "You will be put on financial aid probation," 7.89% answered, "You will lose financial aid eligibility", and 0% answered, "Will result in suspension of grants, work study, and loans."

Question 3: *What percentage of your program must you complete to prevent you from losing financial aid eligibility?*

- 4 answered, 50 percent
- 5 answered, 75 percent
- 1 answered, 46 percent
- 28 answered, 67 percent

73.68% of the respondents correctly answered 67%. 13.16% of the students who completed the survey answered, "75 percent," 10.53% answered, "50 percent", and 2.63% answered, "46%."

Question 4: *How do you calculate your completion rate?*

- 99 answered, Total completed units divided by total attempted units
- 10 answered, Last semester completed units divided by total attempted units
- 47 answered, Total attempted units divided by total completed units.
- 15 answered, None of the above

58% of the respondent answered the correct answer of dividing the total completed units by total attempted units. 6% answered "Last semester completed units divided by total attempted units", 27% answered, "Total completed units divided by total attempted units 9% answered, "None of the above."

Question 5: *Where can you find information on Satisfactory Academic Progress?*

- 7 answered, "ECC financial aid website (MYECC)"
- 1 answered, "The Satisfactory Academic Progress brochure."
- 2 answered, "Your Financial Aid Advisor"
- 28 answered, "All of the above."

73.68% of the respondent answered the correct answer of "All Of The Above". 18.42% answered "ECC financial aid website (MYECC)", 5.26% of the students who completed the survey answered, "Your Financial Aid Advisor," and 2.63% answered, "The Satisfactory Academic Progress brochure."

Question 6: Please rate Financial Aid customer service based upon your satisfaction.

- 22 answered, "Highly Satisfied"
- 13 answered, "Somewhat Satisfied"
- 2 answered, "Highly Dissatisfied"
- 1 answered, "Somewhat Dissatisfied"

57.89% of the respondent answered "Highly Satisfied". 34.21% answered "Somewhat Satisfied", 34.21% answered "Somewhat Dissatisfied," and 5.26% answered "Highly Dissatisfied."

The most important survey findings: spring 2013, a total of 38 respondents completed the surveys this term. Calculations using 38 respondents shows an average of 70% of the students who completed the survey, understand how to maintain their financial aid eligibility and the consequences of not maintaining a 2.0 GPA , and failing to complete 67% if their program each term . Our focus was to capture 90% of our student population. Because of

low student survey participation, it is difficult to determine if the majority of our students truly understand Satisfactory Academic Progress, as we cannot assume that the few survey respondents represent the majority.

What changes can be made to address these implications to improve Outcomes?

Actions Taken:

Rubrics used to improve student success for 2012-2013, Sap information was available to student on the Compton.edu and MyECC Student Service Website, Brochures are available in the Financial Aid Lab, there's a SAP Bulletin Board with information regarding SAP eligibility is also in our Financial Aid Lab, and SAP Workshops available to students to educate them regarding SAP policies. Survey boxes were placed in our target areas in an effort to increase the number of participants completing surveys, which we were unsuccessful in this effort. The SAP survey period will extend to 2013-2014 in an effort to reach our new target goal of 75% survey respondents.

Additional Actions Taken:

For the 2013-2014 Survey period an additional workshops were added in an effort of increase students' knowledge regarding ECC Sap policy. In an effort of increase student participation, the sap surveys will be distributed in these workshops. To measure their level of understanding before and after the workshop presentation, surveys will be distributed before the workshop to Pre-test their knowledge and after the workshop presentation to see if the students level of understanding increased.

Workshops are available:

September 4, & 5, 2013 Welcome Center 11:00 – 12:00 P.M.
September 10, 11, 12 Welcome Center 11:00 – 12:00 P.M.
Friday's Hands On Assistance, Financial Aid Lab, 12:30 -1:30 P.M.

Also, an increase in online services: Encouraging our student of long onto the Financial Aid TV to view the SAP video.

To increase the number of survey participation, the sap survey will be made available online in addition to re-distributing survey boxes and surveys to our target areas and asking for assistance from our colleagues in encouraging students to complete the surveys when they visit their offices.

The survey period is: August 24, 2013 through May 16, 2014



Financial Aid Lab Survey

1. What is Satisfactory Academic Progress?

- Maintaining a 2.0 grade point average
- Completing 67% or more of classes attempted at El Camino College
- Have not exceeded the maximum time frame (90 units) or have a prior degree
- All of the above

2. How does not meeting Satisfactory Academic Progress affect your financial aid?

- You will be put on financial aid warning/probation
- You will lose financial aid eligibility
- Will result in suspension of grants, workstudy, and loans
- All of the above

3. What percentage of your program must you complete to prevent you from losing financial aid eligibility?

- 50% 75% 46% 67%

4. How do you calculate your completion rate?

- Total completed units divided by total attempted units
- Last semester completed units divided by total attempted units
- Total attempted units divided by total completed units
- None of the above

5. Where can you find information on Satisfactory Academic Progress?

- The ECC financial aid website (MYECC)
- Your Financial Aid Advisor
- The Satisfactory Academic Progress brochure
- All of the above

6. Please rate Financial Aid customer service based upon your satisfaction level

Highly
Satisfied

Somewhat
Satisfied

Somewhat
Dissatisfied

Highly
Dissatisfied

- Student will access the FA TV web page to view videos and familiarize themselves with what program information is offered.
- Students will receive a post test survey to see if there is an increase in their level of understanding and knowledge .

Students will complete the hard copy or online surveys, which will measure the number of visits to the Online Financial Aid TV web page. The surveys will also reveal the students knowledge of other services available to them and receive answers to their financial aid questions regarding Fafsa completion, Cal Grant filing deadlines, financial aid eligibility, and other financial aid programs.

Fall 2013 is the first survey term, August 24, 2013 through December 13, 2013.

Spring 2014 is the second survey term, January 18, 2014 through May 16, 2014.

Institutional Research tabulates survey findings a provided supplemental statistics on the number of logins on the web page.



El Camino College Compton Center

Financial Aid TV Survey

Please use a #2 pencil and fill in the bubble completely.
DO NOT use a felt tip marker of any kind!

- Pre Survey
 Post Survey

1. Financial Aid Program information videos are available in two languages on the Financial Aid TV:
 - a. English & Spanish
 - b. French & German
 - c. Japanese & Swahili
 - d. None of the above

2. There is Financial Aid Program information on the Financial Aid TV regarding:
 - a. How to apply for financial Aid
 - b. Chaffee Grant
 - c. AB540
 - d. All of the above

3. The Financial Aid TV is an online library of short video clips that are accessible:
 - a. On Demand, 24/7
 - b. Anytime
 - c. Daily
 - d. All of the above

4. The Financial Aid TV covers a wide array of topics that provide answers to financial aid questions such as:
 - a. Satisfactory Academic Progress
 - b. Grants
 - c. Scholarships
 - d. All of the above

5. All of the answers to my financial aid questions were found on the Financial Aid TV:
 - a. Agree
 - b. Somewhat Agree
 - c. Somewhat Disagree
 - d. Disagree



El Camino College Compton Center

Financial Aid TV Survey

Please use a #2 pencil and fill in the bubble completely.
DO NOT use a felt tip marker of any kind!

- Pre Survey
 Post Survey

1. Financial Aid Program information videos are available in two languages on the Financial Aid TV:

- a. English & Spanish
 b. French & German
 c. Japanese & Swahili
 d. None of the above

2. There is Financial Aid Program information on the Financial Aid TV regarding:

- a. How to apply for financial Aid
 b. Chaffee Grant
 c. AB540
 d. All of the above

3. The Financial Aid TV is an online library of short video clips that are accessible:

- a. On Demand, 24/7
 b. Anytime
 c. Daily
 d. All of the above

4. The Financial Aid TV covers a wide array of topics that provide answers to financial aid questions such as:

- a. Satisfactory Academic Progress
 b. Grants
 c. Scholarships
 d. All of the above

5. All of the answers to my financial aid questions were found on the Financial Aid TV:

- a. Agree
 b. Somewhat Agree
 c. Somewhat Disagree
 d. Disagree

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	Special Resource Center (SRC)	Date	4-11-13
SAO	Special Resource Center students will be more successful by effectively managing their time and keeping appointments with SRC counselors and staff increasing student academic success rates.		
Participants	Trish Bonacic X-2069 tbonacic@elcamino.edu Jennell Allen X-2406 jaallen@elcamino.edu Rosemarie Cervantes X2408 rcervantes@elcamino.edu Cliff Seymour X-2268 cseymour@elcamino.edu		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
<ul style="list-style-type: none"> Track student appointment "No Show" rates on SARS and show a decrease in "No Show" appointments by 10%. Student attendance reports will be run on SARS and compared with the previous academic year to assess improvement in student attendance. Track student's academic success rates for 2013-2014 using the ECC Institutional Research SCA Metrics published fall 2014 semester. 	<p><u>Results:</u></p> <p><u>Actions Taken:</u></p> <p><u>UPDATE 10/24/2013</u></p> <p>The counselors meet with the students during New Student Orientation and review the NO SHOW and Late Policy. The students are asked to read the policy and the counselors provide an explanation if needed. There are posters which explain the SRC NO SHOW/Late Policy in each of the counseling offices, the reception area and the high tech center.</p> <p><u>PROGRESS</u></p> <p>The students understand the policy and the policy seems to be working well.</p> <p>2012 Program Review Recommendation - #2</p>		

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	Special Resource Center	Date	4/11/2013
SAO	Student Accommodations- Students with disabilities will return equipment loans in a timely manner to ensure use by other students in need.		
Participants	Trish Bonacic Ext2029 tbonacic@elcamino.edu Cliff Seymour Ext 2045 cseymour@elcamino.edu Travis Martin Ext 2402 tmartin@elcamino.edu		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
	10% decrease in late or non- return of loaned SRC Equipment		
<ul style="list-style-type: none"> Student equipment return rates will be tracked on a spreadsheet. Student equipment return policies will be signed off and attached to the check-out forms. A copy of the signed document will be given to the student. Comparisons will be made with the previous fall 2012 and spring 2013 semesters. Measurements will be based on the tracking spreadsheet. It is anticipated that students will return loan earlier when the consequences for non-return are explained both verbally and in writing. The goal is to demonstrate a decrease in late or non-returns by a minimum of 10 percent. 	<p><u>Results:</u></p> <p><u>Actions Taken:</u></p> <p><u>UPDATED 10/24/2013</u></p> <p>The SRC Student Equipment Loan Agreement was updated to include the monetary value of equipment. Students are made aware of the consequences (monetary obligation and transcript hold) of thenon-return of SRC equipment. Students were made aware verbally and in writing of the equipment due date (last date of semester).</p> <p><u>PROGRESS:</u></p> <p>These changes were implemented for the summer session and all equipment was returned on a timely manner. Reminder calls were made to students the beginning of the last week of summer school.</p> <p>2012 Program Review Recommendation - #2</p>		

EL CAMINO COLLEGE

Service Area Outcomes (SAO) Assessment Plan

Mission: The Student Development Office (Student Life Office) is organized to function within the framework of the Center's overall mission by "providing students with educational opportunities and support mechanisms necessary for developing the skills and attitudes required to function successfully in academic, occupational, social and personal like situations"

Unit	Student Development Department	Date	2/11/2013
SAO	<ul style="list-style-type: none"> • Student will be able to effectively conduct meetings using parliamentary procedure. • Students will demonstrate personal responsibility by effective participation on campus governance committees. 		
Participants	Robert H. Butler and Yolanda L. Zuniga		
Assessment Plan (include metrics to be collected)	Results/Actions Taken		
SAO-1	Results: May 31, 2013)		
<ul style="list-style-type: none"> • Assessment shall be performed by observation and use of a director developed check list which examines the level to which (1) group has a printed agenda, (2) agenda is posted 72 hours in advance, (3) group follows printed agenda, (4) group considers one item of business at a time, (5) group disposes of each piece of business, (6) group effectively applies subsidiary, and incidental motions (as needed) in disposing of each item of business, (7) group effectively utilizes privilege motions to address issues related to member concerns, (8) members wait to be recognized by chair before speaking, (9) members do not make personal comments about others, (10) members disagree with ideas, they 	<p style="text-align: center;">Results/Action Taken</p> <p>ASB members scored good-excellent on nine (9) of ten (10) measures of the <u>Effective Group Functioning Check List</u>. The Student Development Office will continue to conduct workshops on Parliamentary Procedure at its summer ASB Council orientation retreat and provide supplemental training on Parliamentary Procedures at its weekly training planning workshops for ASB council members. (See attached Effective Group Functioning Checklist Results)</p>		

do not attack individuals.

The assessment process is performed at year end, usually the third week of May.

SAO-2

- This outcome will be assessed through the use of a director development check list completed and submitted by campus governance committee chairs which provides feedback on the level and quality of participation of student representatives assigned to campus governance committees. The said instrument examines: (1) does the committee meet regularly throughout the semester, (2) that the student rep is provided adequate advance meeting notice, (3) the student rep attends meetings on a consistent basis, (4) the student rep is punctual for meetings on a consistent basis, (5) the student rep asks questions at meetings on a consistent basis, (6) the student rep participates in discussion on a consistent basis, (7) the student rep offers their own proposals or ideas occasionally, (8) the student rep shows evidence of having reviewed written materials forwarded in advance, (9) the student rep appears to take written notes at meetings, (10) the student rep is consistently an advocate

(May 31, 2013) Results/Action Taken

Of the nine (9) campus governance committees where students were assigned, four (4) committee chairs rated student participation for 2012-2013 as good-excellent when measured against the 10 item Committee Student Rep Feedback Survey (44%).

Two (2) of nine campus governance committee chairs reported student participation as good-fair as assigned student reps were replaced during the year with a significant time lapse in between student rep appointments. (22%)

Three (3) of nine campus governance committee chairs reported that student participation was poor-nonexistent as the student rep initially assigned failed to attend subsequent meetings of the committee during the academic year. (33%)

Action Plan

(1) The ASB will continue its fall semester recruitment campaign & committee student rep orientation workshop to apprise student representatives of their responsibility and the steps for effective student advocacy.

(2) Campus committee chairs will be asked to utilize the Committee Student Rep Feedback Survey Form on a more consistent basis so that significant time lapses do not occur in the event an assigned rep fails to participate and a replacement can be appointed in a timely manner.

(3) Student Development will initiate requests to increase staff support, guidance, oversight, and coordination of efforts to increase the quality and level of student participation in campus governance through the standing committee structure.

(See attached Committee Student Rep Feedback Survey Form)

for student interest on issues.

The above Committee Student Rep Feedback Survey is collected from the chair persons of all campus governance standing committees at year end, usually the third week of May.

Note: the names of the nine (9) campus governance standing committees and the identity of the chairs have intentionally been omitted.