


**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

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

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

<p style="text-align: center;"><b>Assessment Plan</b> (include metrics to be collected)</p>	<p style="text-align: center;"><b>Results/Actions Taken</b></p>
	<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"> <li>• 10 answered, Maintaining a 2.0 GPA</li> <li>• 2 answered, Completing 67% or more ECC attempted classes</li> <li>• 0 answered, have not completed 90 units/completed prior degree</li> <li>• 26 answered, all of the above</li> </ul> <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"> <li>• 7 answered, You will be put on financial aid probation/warning</li> <li>• 3 answered, You will lose financial aid eligibility</li> <li>• 0 answered, Will result in suspension of grants, work study, &amp; loans</li> <li>• 28 answered, All of the above</li> </ul> <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"> <li>• 4 answered, 50 percent</li> <li>• 5 answered, 75 percent</li> <li>• 1 answered, 46 percent</li> <li>• 28 answered, 67 percent</li> </ul>

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% of 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 May16,2014