

EL CAMINO COLLEGE

First Year Experience PROGRAM REVIEW

Program Description

Describe the program emphasizing the program's objectives and how the program supports the college's mission and vision statements, strategic initiatives, and core competencies.

The First Year Experience (FYE) program is designed to assist new and continuing students transitioning from high school to college with their academic goals, including degree and/or certificate attainment as well as transfer. The program enhances student success by offering a comprehensive summer orientation, academic counseling, and assistance to each student with financial aid resources such as: fee waivers, federal Pell grants, and scholarship assistance. Further, the program offers each student a MyECC portal orientation thereby providing students with the necessary tools to monitor their financial aid disbursement, class schedule, academic transcripts, and registration for classes. FYE uses an integrative approach to teaching and learning where students participate in multiple learning communities for an entire academic year. Learning communities are designed to help students progress from developmental courses into college level courses needed to graduate and/or transfer. Students participate in a cohort model and acclimate to the campus at a faster rate than students who do not participate in a cohort model.

FYE is the only program on campus to ever go through an efficiency study. The purpose of the study was to determine whether FYE produces faster throughput and better outcomes for students relative to the additional cost of the program. The study showed clear indications of greater and faster throughput of students and goal completion for participants in FYE versus a control group of similar students who received no special services. FYE students needed fewer courses in English and math to successfully complete transfer-level English and college-level math, even when the starting course was held constant. FYE students also reached the 30-unit threshold faster than the control group, achieving 30 units nearly one term faster than the control group. The FYE program and its students have outperformed their comparison groups in the following areas: student success, retention rates, persistence, and course progression. Further, FYE students are more likely to persist beyond their second year than students who did not participate in the program.

In fall 2018, FYE is expected to increase the number of students participating in the program by 300 new students, bringing the total number of students participating in FYE to 1,300 students. The program anticipates hiring a new counselor in order to manage the increase of students participating this fall semester. The new counseling position has been added to the program plan

unit for the 2018-2019 academic year and will need to go through the prioritization funding process before it is approved. El Camino College is expanding the South Bay Promise Program for fall 2018 from ninety students to 500 students. Approximately 300 of those students will be placed into one of the FYE cohorts.

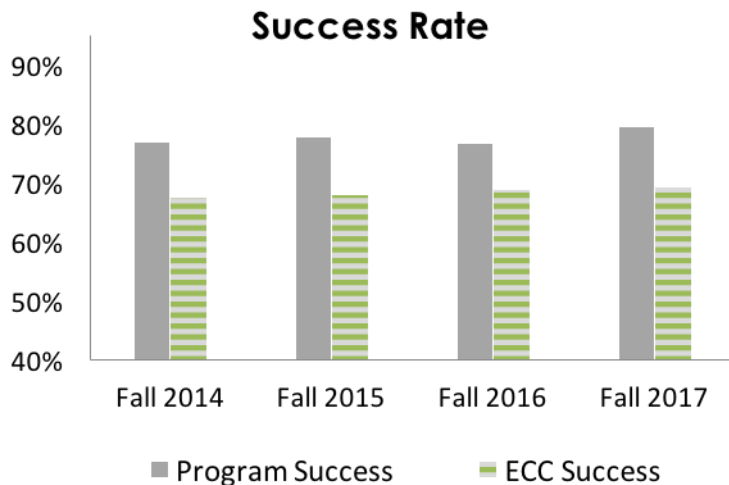
Describe the student population served by the program using available data.

The student population of FYE is 63.8% female and 36.2% male; over 65% of the students participating in FYE are of Hispanic or Latino descent. Over 70% of the students are the first person in their family to attend college, and another 65% receive some type of financial aid assistance in the form of grants, fee waivers, or scholarships. At least 95% of the students are matriculating directly from high school and have no prior college units. About 89% of our students are between the ages of 18 to 24 years of age. At least 74.1% of FYE students enroll in 12 units or more during the fall and spring terms and another 22.4% enroll in at least 9-11.5 units, thereby generating a healthy rate of FTES for the college. *Data provided by the Office of Institutional Research

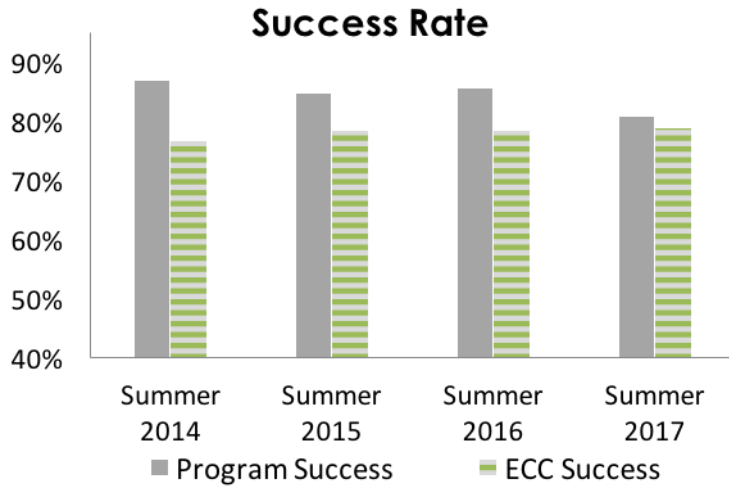
Describe how interaction with the program helps students succeed or meet their educational goals.

The following metrics are from fall 2014 to fall 2017 and were provided by the Office of Institutional Research:

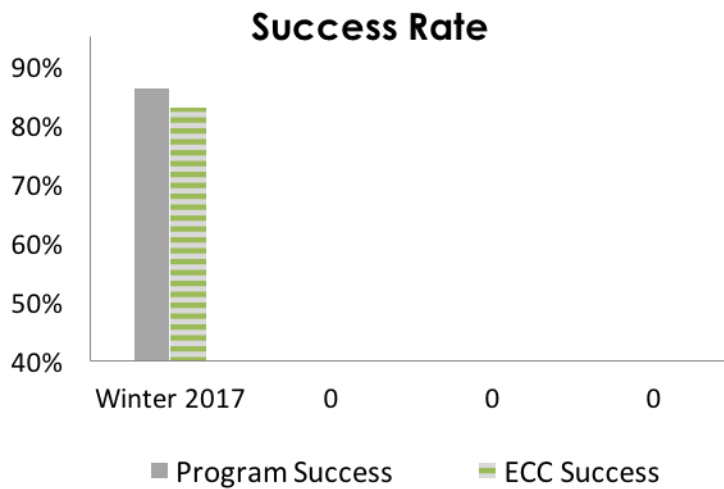
- Overall, FYE students demonstrate healthy success rates in college courses compared to students who do not participate in the program. On average, FYE students had a program success rate that varied from 76.9% to 79.4% from fall 2014 through fall 2017-- about 10 percent higher than the college success rate.



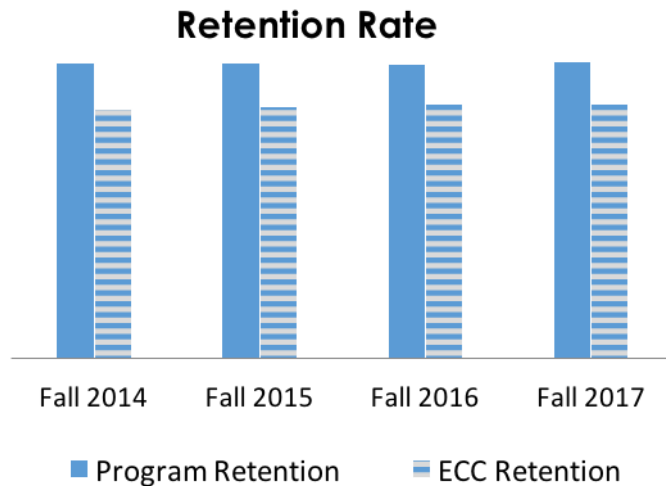
- FYE students who attend summer sessions from summer 2014 through summer 2017 averaged a 80.7% success rate. Further, about 540 FYE students took advantage of summer sessions, accelerating their time to degree or transfer.



- FYE students also attend winter sessions in large numbers with over 558 students attending the 2017 winter session. At least 86.2 % of FYE successfully passed their winter courses.



- Since 2001, when the program was launched, FYE retention rates have been impressive, besting the general population; according to the latest metrics from fall 2017 FYE students had a 90.3% retention rate. *We attribute the high retention to the cohort environment that is fostered early on by counselors, advisors, and FYE faculty.



- FYE students demonstrate strong 1st term persistence rates with over 92% of FYE students enrolling for their second spring term. FYE students, moreover, persist at a rate of 87% into their second year.
- FYE cohorts have an average 4th semester persistence rate of 67%. This is 29 percentage points higher than the control groups' persistence rate of 38%--those students who did not participate in FYE.

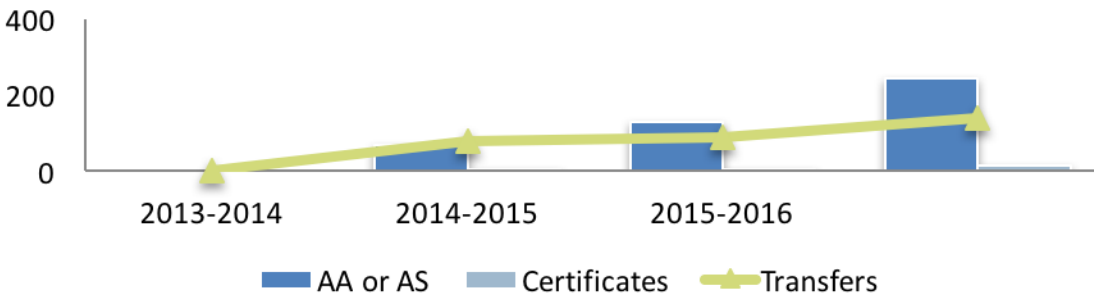
The Office of Institutional Research has not yet completed the transfer study for FYE cohorts from 2010 through 2015, so we are still awaiting those statistics. However, the following data was provided for the purpose of program review:

FYE Transfer Rates

The latest statistics available show that over 450 graduation petitions were filed on behalf of FYE students who earned and were awarded associate degrees from 2014-2017.

- From 2014-2017 over 300 FYE students transferred to UC, CSU, and private institutions. *This date is incomplete since we are still missing data from 2010-2013.

Awards and Transfers



FYE submitted the research request in 2017; once we receive the final report, we will make it available to the committee.

How does the program interact with other on-campus programs and off-campus entities?

This is one of FYE's greatest strengths since its inception in 2001. FYE was responsible for launching the college's first supplemental instruction (SI) program with the help of the Math Division faculty and the academic dean. The program started with only two supplemental instruction sessions; SI currently offers close to twenty to thirty sessions each semester. The program is no longer housed under FYE as it was relocated to the math department in 2010. Below is a list of how FYE has worked with other programs, divisions, and off-campus entities:

- In partnership with the Humanities Division, FYE piloted the first series of accelerated reading and writing courses that included (English RWE, English RWA, English RR, and compressed eight week classes) offered through the Humanities department. Through this partnership, more students moved through the basic and developmental course sequences and into college level English classes at a faster rate than students who did not participate in the courses. Click here for a copy of the full report:
<http://www.elcamino.edu/administration/ir/docs/acadperformance/Fall%202012%20Acce%201%20Engl%20Report.pdf>
- In partnership with the Math Division, FYE piloted the first series of summer math academies, developing the recruitment materials, website, and application for students to participate in the program. The program assisted new students with math remediation, and at the conclusion of the program allowed students a second opportunity to take the math placement exam thereby increasing math levels and reducing the amount of non-transferrable courses students needed to take for their academic program. Over 80% of students who participated in the program increased their math level by at least one class. The program was then expanded to non-FYE students and has allowed hundreds of

students over the last five years to accelerate their pace through the math sequences.

Click here for a copy of the full report

http://www.elcamino.edu/administration/ir/docs/research/ECCMathAcademyReport2013_2016.pdf

- In partnership with the Math Division faculty, FYE assisted in piloting the first series of Basic Accelerated Math (BAM) and General Education Algebra (GEA) courses before they were offered to the general population of students on campus. FYE offered both of these courses as part of our FYE schedule in 2012 to allow professors the opportunity to gather data and feedback from FYE students before opening it up to other students. The BAM & GEA pathway were created for students who are not part of the STEM pathway which consequently reduces the number of semesters and classes needed to reach transfer level math courses. Click here for a copy of the full report:
<http://www.elcamino.edu/about/depts/ir/docs/research/Accelerated%20Math%20Progression%20Study%202017.pdf>
- In partnership with the Financial Aid Office, FYE launched the Financial Aid & Academic Student Training--better known as FASST--workshops on campus during the summer of 2015. The program was launched in anticipation of new legislation impacting fee waiver guidelines for 2016 as part of the Student Success Act. The program aims at helping first-year students understand financial terms, policies, procedures, and tools needed to maintain their financial aid status while in college. The program has assisted hundreds of students with financial aid literacy and has reduced the number of students who meet satisfactory academic progress while enrolled at the college. **A copy of the last three years of data is available in the appendix.*
- In partnership with the Basic Skills Committee, FYE piloted the Multiple Measures Project (MMP) in the summer of 2017. In 2017, the governor signed AB 705 which took effect on January 1, 2018. The bill requires community colleges to maximize the probability that a student will enter and complete transfer-level coursework in English and math within one academic year. FYE assessed over 600 students in math via multiple measures, which included assessing their high school transcripts, last highest math class passed with a “C” or higher, and the El Camino College Accuplacer scores. As a result, over 50% of the students in this initial cohort increased by at least one level, if not two, into transferrable math courses. FYE is participating in the MMP project again this semester and plans to assess over 1,000 students by the start of the fall 2018 semester. FYE will also assess for English in this next round of multiple measures assessment. As a result of FYE’s involvement, the college was able to meet the goals of the BSI grant that promised that at a minimum 500 students would be assessed by the end of summer 2017.

**It is important to note that before FYE's involvement with the BSI grant the program was struggling to meet the objective of assessing 500+ students by the end of summer 2017.*

- FYE in partnership with the Financial Aid Office and EOPS assisted in the roll out of the new “**Warrior Dreamer Grant**” in spring 2018. The chancellor’s office, for the first time, allocated monies for undocumented students who were classified as AB540 and who had a California Dream Act on file. FYE developed the application to allow undocumented students to apply for additional emergency grants that could pay for text books, living expenses, housing, and transportation cost. The application was available online and by paper for students to access. As a result of our strong partnership, over \$329,000 was awarded to undocumented students on campus this semester.
- In partnership with the El Camino College Foundation, FYE piloted the “South Bay Promise” Program in fall 2015 with a total of 60 students and then another 30 students in fall 2017. The program will expand to 500 students for the 2018-2019 academic year; FYE has been asked to increase their cohorts to accommodate 300 of the 500 new South Bay Promise students. In partnership with the Math Division, FYE has added additional math cohorts, with at least three designated for STEM majors, to accommodate the additional 300 students.
- In partnership with Educators for Fair Consideration, the Counseling Division, and the El Camino College Grants Office, FYE is currently working on a grant to further support undocumented students on campus by applying for the new Catalyst Dream Grant. The Fund is a multi-million-dollar initiative to bolster support for undocumented students and their families across California’s three public higher education systems. FYE is currently co-writing the grant with the grant’s office and the Division of Counseling.
- In partnership with the Office of Student Development, Student Health Center, and the South Bay LGBT Center, FYE created a workshop titled “Supporting Men of Color” in the spring semester. Considering the low graduation rates among African-American, Pacific-Islanders, and Latino male students, this workshop was developed to bring together on- and off-campus resources to help students reach their academic goals. In addition, it allowed for students to connect with potential mentors who can provide them with the support and motivation they may need during their educational journey. This workshop will repeat every spring semester.
- In partnership with the Office of Student Development and Associated Student Organization (ASO), for the past 15 years FYE has helped raised thousands of non-perishable food items to benefit individuals in the community. In previous years, FYE partnered with local churches and community organizations feeding homeless communities in the South Bay. In fall 2017, FYE decided to partner with the Associated

Student Organization and donated 100% of its cans directly to the new Warrior Food Pantry. FYE students donated over 500 cans to the pantry and plan to repeat this endeavor in fall 2018 as part of our annual November canned food drive initiative.

- In partnership with the Office of Outreach & School Relations, FYE participates in the Warrior Smart Start outreach events throughout every academic year. In these efforts, FYE assists in helping incoming students with their assessment, orientation, registration, and class schedule.
- In partnership with the Transfer Center, FYE participates in the UC Personal Insight Question Workshop which helps students apply for UCs by assisting with applications as well as helping prepare and revise application essays. Additionally, FYE partnered with Transfer Center by leading a workshop on how to complete the Common Application for students looking to transfer to out of state and private institutions.
- In partnership with Outreach & School Relations, FYE has participated in all of the past Counselor Collaborative events hosted on campus by offering workshops to help high school counselors assist undocumented students. FYE has also, at the Collaborative, participated in the resource fairs as well as in conversations regarding multiple measures.
- In partnership with the Division of Counseling, FYE is responsible for launching the campus' first webpage for undocumented students which provides students information regarding AB540 residency requirements, scholarship assistance, DACA updates, and off-campus legal resources. FYE--after countless hours researching legal services, scholarships, and community resources--created an online database for other counselors on campus to access. The site has now been visited by hundreds of students and can be accessed through the main page. Click here for a full listing:
<http://www.elcamino.edu/student/services/financialaid/ab540/>

List notable achievements that were linked to the College's Strategic Initiatives that have occurred since the last program review.

Under Strategic Initiative B. *“Support student learning using a variety of effective instructional methods, educational technologies, and college resources.”* In Fall of 2016, FYE piloted accelerated reading and writing learning communities designed to help students fast track into college level writing (English 1A) within a one semester format. The purpose of the Summer Reading and Writing Academy was to refresh students' English skills, with the object of participants retaking the placement test after two weeks of instruction. Skills developed included reading comprehension, sentence skills, and test-taking strategies. This study looked at course placement improvement and enrollments of 2017 Summer Bridge participants. It was found that 49% of participants improved their placement in English (Writing), while 57% improved their placement in reading. Ninety-three percent of program participants enrolled in at least one

English course in fall 2017 and had an overall success rate in their English course of 70%. A follow up report, with spring 2018 enrollment analysis will be conducted in summer 2018.

Under Strategic Initiative B. *“Support student learning using a variety of effective instructional methods, educational technologies, and college resources.”* In summer of 2015, the FYE program piloted the Financial Aid & Academic Student Training (FAAST) program for all incoming FYE students. With SB 1456-- The Student Success Act--implementation around the corner, we were concerned how the BOGW changes would affect FYE students; consequently, we began the (FASST) program before implementation of the fee waiver guidelines was launched. We recognize that student’s financial aid is tied to their academic success, and we wanted to make sure students within our program did not lose financial aid. As result of the program, 91% of students indicated that their understanding of financial aid terms, policies, and services increased thanks to the FASST workshop. *A copy of the reports will be provided at the appendix.

Under Strategic Initiative C. *“Advance an effective process of collaboration and collegial consultation conducted with integrity and respect to inform and strengthen decision-making.”* The FYE program launched the “Undocumented Dreamer” webpage in order to provide information to students regarding residency, scholarships, advocacy, DACA, and other legal services. Further, FYE offered training throughout the last two academic years to provide faculty and students with resources to help support dreamers on campus. FYE has also provided student programming on campus for the undocumented student population with a series of events to help students better understand their rights, university partnerships, and legal services.

Under Strategic Initiative B. *“Support student learning using a variety of effective instructional methods, educational technologies, and college resources.”* FYE piloted the multiple measures assessment project; we are also involved with the multiple measures automation taskforce so that all students will be able to take advantage of multiple measures within a timely manner. It currently takes about two to three days for a student to receive results of their multiple measures assessment. We intend to help make this process more efficient.

Under Strategic Initiative B. *“Develop inter-segmental programs linking feeder high school districts with El Camino College and regional universities to create strong and clear pathways for students.”* FYE assisted in the creation of the first LMU Transfer Admission Guarantee MOU with the district. In partnership with LMU, FYE--along with the Transfer Center--participated in drafting the language to allow El Camino students to sign guaranteed admission contracts with LMU, provided the students meet the GPA and major requirements prior to transfer.

Under Strategic Initiative B. *“Develop inter-segmental programs linking feeder high school districts with El Camino College and regional universities to create strong and clear pathways for students.”* FYE will pilot the first LMU guided pathway cohort of students in fall of 2018. This is a new initiative that will improve the pipeline for first-gen students who were denied admissions to LMU as freshman. These students will be redirected to El Camino College for fall

with the assurance that they will be re-admitted to LMU in one year if they successfully complete community college with 30 units and a 3.0 GPA and participate in the First Year Experience Program.

Under Strategic Initiative B. *“Support student learning using a variety of effective instructional methods, educational technologies, and college resources.”* In partnership with several student success program on campus such as KEYS, Puente, Project Success, Financial Aid, and Counseling, FYE launched the “First-Gen Institute” designed to be a resource hub for faculty, staff, administrators, and students.

Under Strategic Initiative B. *“Support student learning using a variety of effective instructional methods, educational technologies, and college resources.”* Ever on the cutting edge, FYE, in partnership with BSI and the El Camino College Foundation, has been providing students with Chromebooks for several years now. Students from two FYE cohorts, were loaned Chromebooks for one academic year. The faculty that taught these students received special training in Google technology. Students used the Chromebooks for class, essay compositions and collaboration, research, and communication. After a couple of years of this practice, many FYE classes are also now using “Chromebook carts” as mobile labs for students.

What prior program review recommendations were not implemented, if any, and why? What was the impact on the program and the students?

In the previous program review, it was recommended that FYE receive a second full-time academic advisor to support the growing needs of students. Further, with the addition of 300 or more new South Bay Promise students, FYE will need additional personnel as well as funding sources to accommodate the growth. The quality of services, outreach, and counseling can be negatively impacted if the number of students to personnel is not sufficient.

Program Environment

Describe the program environment. Where is the program located? Does the program have adequate resources to provide the required programs and services to staff and students? If not, why?

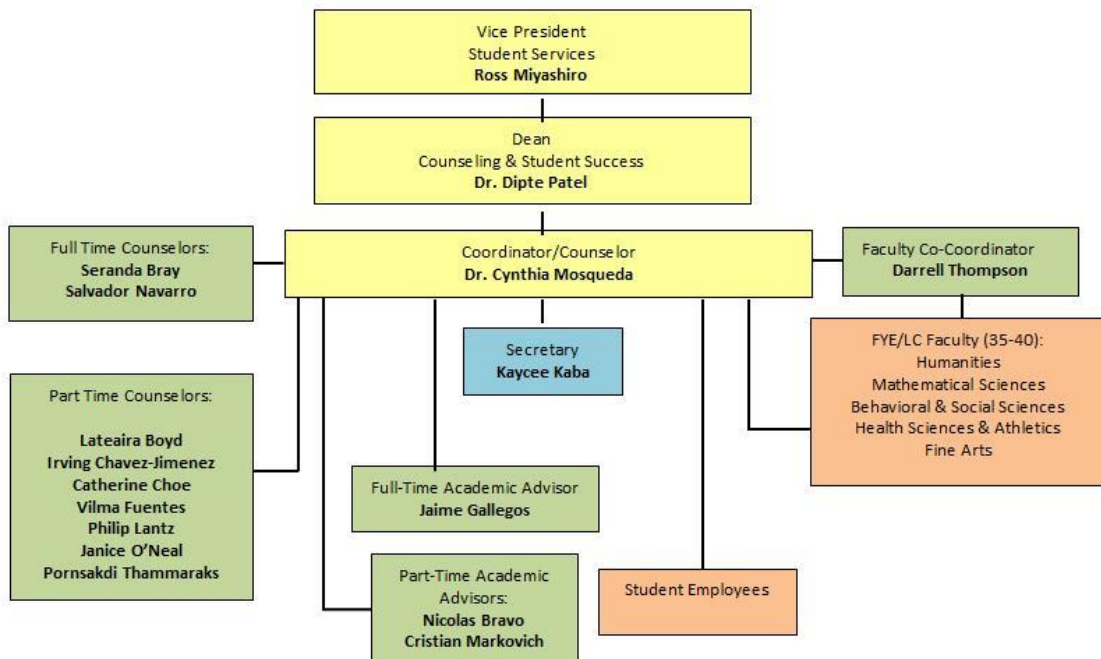
The FYE program works closely with eight to nine adjunct counselors, two full-time counselors, one full-time advisor, as well as a full-time secretary to provide many services. Working together, all assist with orientation, academic planning, career counseling, transfer, and graduation evaluations as needed and when appropriate. Further, FYE has two faculty coordinators released at 50% each to oversee the daily operation that include recruitment of new FYE faculty, training, class scheduling, budgeting, and program plans. FYE has close to forty faculty who teach in the program in fall and/or spring semesters. The program is currently located on the second floor of the Student Services Building and is scheduled to move into the

new building in December 2018. The program will have its own center with adequate space for counselors, advisors, and additional computers to meet the influx of new FYE students. The program does not have adequate staffing to meet the increase of students and will need another full-time advisor and full-time counselor to assist with the additional cohorts added for fall 2018.

The program environment is student friendly and sensitive to the notion that the majority of our students are the first in their family to attend college and might not be savvy about how to navigate services and programs on campus. The program tries to create an environment where students feel welcomed and valued; we want them to feel like members of FYE as well as of the overall campus community.

Describe the number and type of personnel assigned to the program. Please include a current organizational chart.

FIRST YEAR EXPERIENCE / LEARNING COMMUNITIES ORGANIZATIONAL CHART 2017-2018



Describe the personnel needs for the next four years.

The program will require one more full-time advisor, one full-time counselor, and a project specialist. The program currently serves over 1,000 new students each academic year along with the approximately 1500 continuing students. All these students utilize FYE’s counseling and

transfer services into their second, third, and last year at the college prior to graduating and/or transferring. Further, with the addition of the three hundred new South Bay Promise students, FYE will need additional support staff and counselors to offer wrap around services such as financial aid, orientation, counseling, and transfer.

Describe facilities and equipment (including technology) needs for the next four years.

The FYE program will receive five additional computer desktops for students to utilize in the new center once the Student Services building is completed later this year. Further, the new center will add three additional offices to accommodate adjunct counselors. FYE has requested computer monitors in the main seated area to advertise important events, deadlines, and program services. This request has already been submitted to the Dean of Counseling and has been approved. FYE will need new laptops in the 2018-2019 academic year because the current laptops were purchased in 2010 and are no longer able to be updated by our instructional technology department due to software issues. These laptops are used by counselors and advisors for classroom presentations as well as FYE workshops, information sessions, and FYE orientations.

Describe the specific hours of operation of the program. Do the scheduled hours of operation meet the needs of staff and students?

The current schedule of hours is sufficient for the program because the majority of the students work in the afternoon, so the flexibility of scheduling counseling appointments or seeing a walk-in advisor from 7:00 a.m. - 5:00 p.m. Monday through Thursday is convenient for the majority of our first-year students. Further, counselors frequently visit FYE classes during these hours to conduct in-class presentations about college events and transfer information. FYE also offers two days during the week to accommodate students who are enrolled in evening classes, staying open Monday and Tuesday until 7:00 p.m. to offer counseling appointments as well as access to academic advisors.

Describe the external factors that directly affect the program. Take into consideration federal and state laws, changing demographics, and the characteristics of the students served by the program. How does the program address the external factors?

The most pressing legislation is the passage of AB 705 and its impact on how we assess incoming new students. FYE piloted the first round of multiple measures with the class of 2017 and found that over 50% of the students no longer needed a remedial math class. This had a direct impact on the number of students we were able to recruit into our FYE developmental math cohorts. As a result of this pilot, FYE redesigned the fall 2018 class schedule and eliminated the majority of developmental FYE math cohorts. Some of our development English cohorts offered through the program also had to be eliminated to accommodate the larger amount

of students scoring into English 1A, English 1A-S. Second, we added, for the first time, a series of STEM cohorts to accommodate students pursuing engineering as their primary pathway. As of January 5th, 2018, FYE started the second phase of multiple measures assessment and has already assessed over 300 students, the majority of whom have moved into a transferrable level English and or math courses. The data collected from last year helped us make informed decisions so that we could plan accordingly to accommodate the changing placement of FYE students. Further, we have shared our data with other programs that offer similar learning communities in their programs, and we have trained Puente, Project Success, and other counselors in multiple measure assessments. FYE will also serve on the Multiple Measures Automation taskforce. The state's push to have more students attend on a full-time basis is also something FYE is addressing. Although the majority of our students already attend on a full-time basis, it is important to ensure students have all of the necessary tools and resources needed to be successful in a 12-15 unit course load. The new financial aid incentives such as the full-time and completion grants are attractive to FYE students, but we always want to be mindful of family and work obligations before placing students into courses on campus. Both of these new grants have now been added to all of our summer financial literacy trainings which FYE students need to attend prior to the start of the fall semester.

Student Area Outcomes (SAO)

List the program's SAOs.

1. Students participating in the First Year Experience Program will be able to increase their knowledge and understanding of academic programs and resources as a result of attending the one-day FYE student orientation.
2. Students participating in the accelerated reading and writing First Year Experience cohorts will increase their awareness of campus resources, academic programs, and complete at least two English courses by the end of their first academic year.
3. Students who complete the First Year Experience Program will have a deeper understanding of the steps needed to transfer to a four-year institution as a result of participating in the program.
4. Students who complete the First Year Experience (FASST) workshops will increase their financial aid knowledge as a result of their participation in the program.

How were the SAOS developed? Who was engaged in the creation of the SAOs?

The people involved in the SAO process include the FYE coordinator, counselors, advisors, and the FYE secretary. Student Area Outcomes statements, assessment results, and reports are discussed in staff meetings so best practices can be implemented. Student Area Outcomes are developed at all levels and in categories that include the following areas: orientation, linked courses, program workshops, and overall quality of programs and services.

How often are the SAOs assessed and who is engaged in the discussion?

The FYE Program sets specific deadlines to stay on track for timely completion of each section of the SAO cycle. Further, the program has developed an internal SAO calendar for SAOs that need to be assessed each semester. All survey methods are ordered ahead of time from the Office of Institutional Research so that each SAO is administered efficiently. FYE has utilized the following to conduct SAO assessments:

1. Pre/Post questionnaires
2. Online surveys
3. Mid-semester survey
4. Interviews when necessary
5. FYE also utilizes graduate students from USC to conduct focus groups

These are methods that have been used to improve services within the FYE program. The results of SAO assessments are shared with staff, counselors, advisors, and instructional faculty teaching in the program. Results are shared at our semester FYE faculty meetings that occur throughout the year. All members of the FYE community have an opportunity to provide feedback regarding any of the SAO assessments.

What has been done if the SAO assessment results were not as anticipated? Have the SAO assessment results indicated the need to change or modify components of the program? If so, were the changes implemented?

The SAO assessment process plays a critical role in how FYE offers student programming each academic year. The program is consistently looking for ways to improve services to an ever-changing student population. FYE has made changes in programs and services when the results of an SAO assessment cycle have shown evidence that a program was ineffective or lacked value for an FYE student. For example, as a result of the SAO for our Financial Aid & Academic Student Training program, we added additional instruction to help students distinguish among Satisfactory Academic Progress (SAP), Academic Probation, and Progress Probation. Through student questionnaires we were able to identify gaps in our training cycle in 2015 and found that many of our students were confused about the distinction among these policies. We have since corrected this in our training modules, and we have seen an increase in students' knowledge, with over 98% indicating they were knowledgeable about the ways GPA affected their financial aid and SAP.

Where are the SAOs assessment results shared with staff, students, and the public?

All FYE SAO assessment results are available through the FYE website and are shared with the entire FYE team through staff meetings, faculty meetings, and FYE retreats that occur twice per year.

Program Improvement

What activities has the program engaged in to improve services to students?

The program has engaged in numerous activities and initiatives since its last program review in 2015:

- FYE launched the summer Reading & Writing Academy in 2016 with the support of Student Equity & Basic Skills. The program has helped over 150 students reduce the number of developmental courses needed in reading and writing. The program will offer one more academy in summer 2018.
- FYE created the Financial Aid & Academic Student Training programs on campus to increase the number of students meeting satisfactory academic progress.
- FYE is piloting the Multiple Measures Project across campus and is working to automate the process for future students.
- FYE is working with four-year institutions to provide smoother pathways from one institution to another and recently helped secure the first transfer MOU for guaranteed admissions for students from El Camino College to LMU.
- FYE worked closely with the UCLA School of Engineering and the Center for Community College Partnerships to set up a summer undergraduate research program for students enrolled through the MESA program. The program provided El Camino College students with an opportunity to conduct research with UCLA professors through an eight week residential program. Dr. Cynthia Mosqueda in partnership with Arturo Hernandez served as the co-coordinators of the programs for three years. The program is still in existence but is no longer funded by El Camino College.
- FYE provided on campus trainings to FYE faculty regarding “*MYECC Connect*” to better assist students with early alert referrals for academic and non-academic purposes. Over 90% of the FYE faculty are now using ECC Connect to refer students to on-campus resources such as tutoring, mental health, financial aid, and counseling. FYE has designated advisors within the program to review all incoming referrals on a daily basis and then assign appropriate referrals to FYE counselors when needed.
- FYE staff and counselors have completed all of the *Star Fish* training and are now ready to fully implement the online educational plans for FYE students. FYE is one of the few programs on campus that still utilizes online educational plans for our students. FYE has been piloting the online degree audit system as well as the online educational plans and will be in full compliance by April 30th. FYE has always been at the forefront of technological initiatives on campus and offers all of its applications, workshops, and requirements online through our website.

How have program personnel used metrics to improve program services? (Provide metrics from the last four years).

FYE was originally started through the college’s first Title V Hispanic Serving Institution grant

in 2000 and learned early on the importance of data collection. The program has used metrics consistently since 2001 to better improve outcomes for not only the students participating in FYE but for all students attending the college. Further, the program had a full-time researcher from 2000-2005 that assisted the team with identifying metrics that would be useful for long-term program improvement. The following metrics have been collected over the years, and new forms of metrics have been added to help improve access and success for our students:

- Cohort retention rates
- Student success rates
- Persistence rates
- Course progression
- Transfer/Graduation rates
- Number of units completed per terms
- First-gen status
- Number of students receiving financial aid
- Time to degree
- Orientation pre/post surveys
- FASST pre/post surveys
- Summer academy pre/post surveys
- End of the year survey

The program coordinators work closely with the Office of Institutional Research to track each academic cohort until transfer and/or graduation and even after a student has transferred to his or her four-year institution to identify if the student completed a baccalaureate program. The program coordinators along with staff, counselors, and FYE faculty meet consistently to review the results of research reports and make data-informed decisions to either make changes to existing services, create new programs if necessary, or, if needed, discontinue services that are no longer of value or effective for our student population.

If applicable, explain any patterns in student success, retention, and persistence in terms of student characteristics and program objectives and discuss planned responses or changes.

The biggest change to FYE student patterns and characteristics has been the implementation of AB705 because with the new Multiple Measures rubric, more students are now eligible for transfer level math and English classes than in the past. This has resulted in a complete overhaul of our schedule as well as cohorts offered through the FYE program. Further, we have reduced the number of developmental cohorts to accommodate the influx of students ready for English 1A and transfer ready math cohorts. Second, this has impacted our faculty recruitment efforts and forced us to increase our pool of eligible FYE faculty ready to teach in the program at transfer level as opposed to developmental levels only. Retention and success rates, moreover, for FYE students have remained stable, persistently above the average of students who did not

participate in the program. Last students are progressing at a faster rate than students who did not participate in the program.

Customer Service

Administer a customer service survey to students or colleagues, if applicable. Please administer the survey the semester prior to submitting your program review.

1. How was the survey conducted? Please include a copy of the survey to the appendix.

The survey was conducted at the end of the spring semester in 2017 and was administered through Survey Monkey. *A copy of the survey is available in the appendix.

2. What were the major findings of the customer service survey?

Over 89% of the students rated the program as excellent or good, and another 80% rated counseling services in FYE as excellent or good. Another 89% felt that FYE did a good job helping them to complete their first year in college. The highest rated section was the helpfulness of the FYE staff with over 90% indicating that FYE staff assisted them with their transition.

3. Describe exemplary services that should be expanded or shared with other programs.

Cross-training is one of FYE's greatest strengths, as the majority of the staff is trained in all areas of student services; because of this breadth, students are able to have many of their questions answered by the FYE staff alone. The partnerships FYE has established with other students success programs have resulted in overall better services for FYE students.

4. What aspect of the program's services needs improvement? Explain how the program will address service improvements.

The adjunct counseling component of the program is perhaps FYE's biggest challenge because as the program grows, additional adjunct are added to assist with the counseling needs of the students. It takes anywhere between two to three years to sufficiently train a new counselor to learn El Camino's program requirements, transfer requirements, and career-counseling procedures. The program must consistently utilize adjuncts to meets its needs; as a result, this is an area the program struggles with. We work closely with adjunct to make sure they receive in-depth training prior to seeing students. Further, the program coordinator oversees the development of adjuncts each semester to make sure each is giving students accurate information.

Conclusions and Recommendations

Summarize the program's strengths. Summarize the program's areas that need improvement.

The program's strengths is its ability to collaborate and to create partnerships across campus, in particular within academic divisions. The program, further, has been at the forefront of many

campus initiatives that have now been institutionalized such as the summer math academies, accelerated reading and writing courses, non-stem math pathways, and the South Bay Promise program. FYE is consistently counted on to oversee large campus initiatives because of its proven track record in piloting programs successfully over the last eighteen years. Moreover, the program has been successful in being proactive in anticipation of new legislation and has created new programs and services to better support FYE students inside and outside of the classroom. The FASST program is one example of how FYE led the way in making sure FYE students understood the new fee waiver regulations before they took into effect in fall 2016.

FYE carefully selects its faculty to offer the most current and committed faculty EL Camino has to offer. In consultation with area deans, we choose those faculty who come highly recommended as being not just solid teachers, but who would be a solid fit with our program. The faculty are conscientious about working with our population: all true freshman, mostly first-gen, and highly diverse. Our faculty commit to work together to align curriculum with their cohort partners, adding extra preparation time to their regular teaching duties. Moreover, FYE faculty attend regular meetings (two per semester) and two retreats a year to stay abreast of what is going on in our program and continue their collaboration with the directors, counselors, and other faculty. Our average faculty-member has taught for FYE for about seven years; once they teach for us, they often want to stay in the program despite (or maybe because of) the extra demands put on them. Finally, through regular and informal evaluations, FYE faculty are scrutinized to assure they are still meeting our students' needs. Occasionally, we have stopped offering faculty classes in our program if we feel as though, it was no longer a good match. In short, FYE faculty tend to be among the most dynamic, devoted, dependable and interdependent faculty on the campus.

The program's need for improvement is in the area of counseling services. As the program continues to grow, it is imperative that counselors receive consistent and quality training to ensure FYE students understand program and graduation requirements, financial aid, and career pathways. Counseling is a critical component of the program; therefore, the counselor to student ratio must be sufficient to accommodate the large number of FYE students. Further, advising is equally important to our students, and the program requires another full-time advisor to assist with wrap around services like financial aid assistance, class scheduling, orientation, and outreach and recruitment. Without the appropriate number of support staff in the program, the quality of services may be greatly diminished and jeopardize the overall success of the program.

List the program's recommendations in a prioritized manner to help better understand their important to the program. (Provide proposed organizational chart if appropriate).



FYE PRIORITIZATION CHART

Priority #1

- Full time Counselor (1)- Strategic Initiative 1.b, "Maximize growth opportunities and strengthen programs and services to enhance student success"

Priority #2

- Full time Counselor (2)- Strategic Initiative 1.b, "Maximize growth opportunities and strengthen programs and services to enhance student success"

Priority #3

- Full time Student Services Advisor- Strategic Initiative 1.b, "Maximize growth opportunities and strengthen programs and services to enhance student success"

Continue Program

Discontinue Program (Explain how the program's services could be handled by other services on campus if the program has been declining or is no longer fully utilized.)

Appendix A

El Camino College FYE Financial Aid Orientation Pre and Post Surveys



In July 2015, the First Year Experience (FYE) program initiated orientations that focused on financial aid literacy. Students were given a pre-survey (n=194) at the beginning of the orientation to determine their knowledge about financial aid programs, policies and resources. Once the orientation was completed, students were given a post-survey where they were asked again about their financial aid literacy.

Overall, students indicated that their knowledge regarding financial aid programs, policies, and resources increased after completing the orientation.

Here are some highlights:

- Prior to the orientation, 12% of students indicated that they were very knowledgeable or knowledgeable about the BOGW fee waiver. The percent increased to 68% at the end of the orientation.
- Over half of students (55%) indicated that they were very knowledgeable or knowledgeable regarding navigating MyECC to check their financial aid status before the orientation. The percent increased to 88% at the end of the orientation.
- Fifty-one percent of students indicated that they were knowledgeable regarding how GPA affects your financial aid. At the end of the orientation, 90% indicated that they were knowledgeable about the ways GPA affects financial aid.
- Only 10% of students were knowledgeable about the Student Success Act and the mandates as they relate to eligibility for financial aid prior to the orientation. Once the orientation was completed, 70% of students indicated that they were knowledgeable about the Student Success Act.

On page 2 are summary tables that look at respondents for the pre and post survey for each of the different financial aid topics. Also included are the detailed results for the pre and post surveys.

Please rate your knowledge in the following financial aid programs at El Camino College:

	Pre-Survey*	Post Survey*
BOGW Fee Waiver	11.9%	68.4%
Federal Pell Grant	23.7%	71.5%
Cal Grant	32.5%	77.2%
Federal Work Study	19.5%	72.0%
California Dream Act Application	13.9%	57.9%
El Camino College Scholarships for continuing students	6.1%	59.9%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid tools and resources at El Camino College:

	Pre-Survey*	Post Survey*
Checking your "My Documents" in your MyECC account	49.5%	88.2%
Navigating your MyECC to check your financial aid status	55.1%	87.8%
Importance of renewing your financial aid application each year	38.6%	84.2%
Activating your Higher One account	19.1%	74.1%
Ways to receive your financial aid refund	8.7%	70.9%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid policies at El Camino College:

	Pre-Survey*	Post Survey*
Maintaining your financial aid eligibility	42.8%	91.3%
Satisfactory Academic Progress (SAP)	23.2%	83.6%
How GPA affects your financial aid	51.1%	90.3%
The 67% completion rate to maintain your financial aid	28.3%	88.7%
Grants and scholarships you do not have to be repaid	39.7%	84.7%
El Camino not providing student loans	12.3%	83.6%
The Student Success Act and the mandates as they relate to eligibility for financial aid	9.7%	70.4%

*Based on a 5 point Likert scale - percent of respondents that rated 5 or 4.

FYE Financial Aid Orientation - Pre Survey

N = 194

July 2015

What is your gender?

Response	Frequency	Percent	
Male	92	47.42	<div style="width: 47.42%; background-color: #0000FF;"></div>
Female	102	52.58	<div style="width: 52.58%; background-color: #0000FF;"></div>
Missing	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>

How old will you be on December 31st of this year?

Response	Frequency	Percent	
16 or younger	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>
17	3	1.55	<div style="width: 1.55%; background-color: #0000FF;"></div>
18	142	73.20	<div style="width: 73.20%; background-color: #0000FF;"></div>
19	44	22.68	<div style="width: 22.68%; background-color: #0000FF;"></div>
20	3	1.55	<div style="width: 1.55%; background-color: #0000FF;"></div>
21-24	2	1.03	<div style="width: 1.03%; background-color: #0000FF;"></div>
Missing	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>

What is your ethnicity?

Response	Frequency	Percent	
African American	19	9.79	<div style="width: 9.79%; background-color: #0000FF;"></div>
Asian	14	7.22	<div style="width: 7.22%; background-color: #0000FF;"></div>
White Non-Hispanic	11	5.67	<div style="width: 5.67%; background-color: #0000FF;"></div>
Filipino	8	4.12	<div style="width: 4.12%; background-color: #0000FF;"></div>
Latino	123	63.40	<div style="width: 63.40%; background-color: #0000FF;"></div>
Pacific Islander	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>
American Indian/Alaskan Native	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>
Other	11	5.67	<div style="width: 5.67%; background-color: #0000FF;"></div>
Missing	8	4.12	<div style="width: 4.12%; background-color: #0000FF;"></div>

What is your citizenship status?

Response	Frequency	Percent	
U.S. citizen	182	93.81	<div style="width: 93.81%; background-color: #0000FF;"></div>
Permanent resident [green card]	5	2.58	<div style="width: 2.58%; background-color: #0000FF;"></div>
International student	1	0.52	<div style="width: 0.52%; background-color: #0000FF;"></div>
None of the above	5	2.58	<div style="width: 2.58%; background-color: #0000FF;"></div>
Missing	1	0.52	<div style="width: 0.52%; background-color: #0000FF;"></div>

Did you receive any of the following forms of financial aid? (Mark all that apply)

Response	Frequency	Percent	
BOGW Fee Waiver	85	43.81	<div style="width: 43.81%; background-color: #0000FF;"></div>
Pell Grant	57	29.38	<div style="width: 29.38%; background-color: #0000FF;"></div>
Cal Grant	70	36.08	<div style="width: 36.08%; background-color: #0000FF;"></div>
Federal Work Study	10	5.15	<div style="width: 5.15%; background-color: #0000FF;"></div>
Missing	36	18.56	<div style="width: 18.56%; background-color: #0000FF;"></div>

Did your parent(s)/legal guardian(s) complete a bachelor's degree at a four-year college or university in the U.S.?

Response	Frequency	Percent	
Yes	28	14.43	<div style="width: 14.43%; background-color: #0000FF;"></div>
No	165	85.05	<div style="width: 85.05%; background-color: #0000FF;"></div>
Missing	1	0.52	<div style="width: 0.52%; background-color: #0000FF;"></div>

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	75	38.66	
2	40	20.62	
3	42	21.65	
4	14	7.22	
Very Knowledgeable	9	4.64	
Missing	14	7.22	

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	54	27.84	
2	40	20.62	
3	46	23.71	
4	33	17.01	
Very Knowledgeable	13	6.70	
Missing	8	4.12	

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	36	18.56	
2	24	12.37	
3	51	26.29	
4	42	21.65	
Very Knowledgeable	21	10.82	
Missing	20	10.31	

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	70	36.08	
2	37	19.07	
3	28	14.43	
4	22	11.34	
Very Knowledgeable	16	8.25	
Missing	21	10.82	

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	67	34.54	
2	39	20.10	
3	31	15.98	
4	14	7.22	
Very Knowledgeable	13	6.70	
Missing	30	15.46	

EI Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	97	50.00	
2	40	20.62	
3	20	10.31	
4	9	4.64	
Very Knowledgeable	3	1.55	
Missing	25	12.89	

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	6	3.09	
2	9	4.64	
3	38	19.59	
4	33	17.01	
5 Very Knowledgeable	63	32.47	
Missing	45	23.20	

Navigating your MyECC to check your financial aid status

Response	Frequency	Percent	
1 Not Knowledgeable	10	5.15	
2	18	9.28	
3	38	19.59	
4	34	17.53	
5 Very Knowledgeable	73	37.63	
Missing	21	10.82	

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	27	13.92	
2	21	10.82	
3	33	17.01	
4	29	14.95	
5 Very Knowledgeable	46	23.71	
Missing	38	19.59	

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	66	34.02	
2	44	22.68	
3	27	13.92	
4	9	4.64	
5 Very Knowledgeable	8	4.12	
Missing	40	20.62	

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	57	29.38	
2	35	18.04	
3	42	21.65	
4	25	12.89	
5 Very Knowledgeable	20	10.31	
Missing	15	7.73	

The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	50	25.77	
2	34	17.53	
3	47	24.23	
4	29	14.95	
5 Very Knowledgeable	26	13.40	
Missing	8	4.12	

Activating your Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	76	39.18	
2	29	14.95	
3	30	15.46	
4	18	9.28	
5 Very Knowledgeable	19	9.79	
Missing	22	11.34	

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	20	10.31	
2	28	14.43	
3	41	21.13	
4	43	22.16	
5 Very Knowledgeable	40	20.62	
Missing	22	11.34	

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	18	9.28	
2	21	10.82	
3	36	18.56	
4	43	22.16	
5 Very Knowledgeable	56	28.87	
Missing	20	10.31	

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	28	14.43	
2	26	13.40	
3	41	21.13	
4	32	16.49	
5 Very Knowledgeable	45	23.20	
Missing	22	11.34	

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	73	37.63	
2	43	22.16	
3	41	21.13	
4	11	5.67	
5 Very Knowledgeable	13	6.70	
Missing	13	6.70	

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	67	34.54	
2	50	25.77	
3	33	17.01	
4	10	5.15	
5 Very Knowledgeable	9	4.64	
Missing	25	12.89	

FYE Financial Aid Orientation - Post Survey

N = 197

July 2015

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	4	2.03	<input type="text"/>
2	11	5.58	<input type="text"/>
3	47	23.86	<input type="text"/>
4	65	32.99	<input type="text"/>
Very Knowledgeable	70	35.53	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	1	0.51	<input type="text"/>
2	13	6.60	<input type="text"/>
3	42	21.32	<input type="text"/>
4	69	35.03	<input type="text"/>
Very Knowledgeable	72	36.55	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	1	0.51	<input type="text"/>
2	8	4.06	<input type="text"/>
3	34	17.26	<input type="text"/>
4	67	34.01	<input type="text"/>
Very Knowledgeable	85	43.15	<input type="text"/>
Missing	2	1.02	<input type="text"/>

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	2	1.02	<input type="text"/>
2	11	5.58	<input type="text"/>
3	40	20.30	<input type="text"/>
4	63	31.98	<input type="text"/>
Very Knowledgeable	79	40.10	<input type="text"/>
Missing	2	1.02	<input type="text"/>

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	12	6.09	<input type="text"/>
2	12	6.09	<input type="text"/>
3	59	29.95	<input type="text"/>
4	64	32.49	<input type="text"/>
Very Knowledgeable	50	25.38	<input type="text"/>
Missing	0	0.00	<input type="text"/>

El Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	9	4.57	<input type="text"/>
2	19	9.64	<input type="text"/>
3	49	24.87	<input type="text"/>
4	60	30.46	<input type="text"/>
Very Knowledgeable	58	29.44	<input type="text"/>
Missing	2	1.02	<input type="text"/>

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	1	0.51	<input type="text"/>
2	3	1.52	<input type="text"/>
3	19	9.64	<input type="text"/>
4	58	29.44	<input type="text"/>
5 Very Knowledgeable	116	58.88	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Navigating your MyECC to check your financial aid status

Response	Frequency	Percent	
1 Not Knowledgeable	1	0.51	<input type="text"/>
2	3	1.52	<input type="text"/>
3	19	9.64	<input type="text"/>
4	67	34.01	<input type="text"/>
5 Very Knowledgeable	106	53.81	<input type="text"/>
Missing	1	0.51	<input type="text"/>

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	4	2.03	<input type="text"/>
3	27	13.71	<input type="text"/>
4	53	26.90	<input type="text"/>
5 Very Knowledgeable	113	57.36	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	6	3.05	<input type="text"/>
2	11	5.58	<input type="text"/>
3	39	19.80	<input type="text"/>
4	62	31.47	<input type="text"/>
5 Very Knowledgeable	78	39.59	<input type="text"/>
Missing	1	0.51	<input type="text"/>

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	9	4.57	<input type="text"/>
3	23	11.68	<input type="text"/>
4	63	31.98	<input type="text"/>
5 Very Knowledgeable	102	51.78	<input type="text"/>
Missing	0	0.00	<input type="text"/>

The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	3	1.52	<input type="text"/>
3	18	9.14	<input type="text"/>
4	48	24.37	<input type="text"/>
5 Very Knowledgeable	127	64.47	<input type="text"/>
Missing	1	0.51	<input type="text"/>

Activating your Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	4	2.03	<input type="text"/>
2	11	5.58	<input type="text"/>
3	35	17.77	<input type="text"/>
4	69	35.03	<input type="text"/>
5 Very Knowledgeable	77	39.09	<input type="text"/>
Missing	1	0.51	<input type="text"/>

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	2	1.02	<input type="text"/>
3	15	7.61	<input type="text"/>
4	52	26.40	<input type="text"/>
5 Very Knowledgeable	128	64.97	<input type="text"/>
Missing	0	0.00	<input type="text"/>

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	2	1.02	<input type="text"/>
3	17	8.63	<input type="text"/>
4	44	22.34	<input type="text"/>
5 Very Knowledgeable	134	68.02	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	1	0.51	<input type="text"/>
2	8	4.06	<input type="text"/>
3	21	10.66	<input type="text"/>
4	52	26.40	<input type="text"/>
5 Very Knowledgeable	115	58.38	<input type="text"/>
Missing	0	0.00	<input type="text"/>

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	2	1.02	<input type="text"/>
2	7	3.55	<input type="text"/>
3	22	11.17	<input type="text"/>
4	38	19.29	<input type="text"/>
5 Very Knowledgeable	127	64.47	<input type="text"/>
Missing	1	0.51	<input type="text"/>

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	3	1.52	<input type="text"/>
2	13	6.60	<input type="text"/>
3	42	21.32	<input type="text"/>
4	65	32.99	<input type="text"/>
5 Very Knowledgeable	74	37.56	<input type="text"/>
Missing	0	0.00	<input type="text"/>

I found this orientation to be easy to understand.

Response	Frequency	Percent	
1 Strongly Disagree	1	0.51	<input type="text"/>
2	2	1.02	<input type="text"/>
3	21	10.66	<input type="text"/>
4	55	27.92	<input type="text"/>
5 Strongly Agree	117	59.39	<input type="text"/>
Missing	1	0.51	<input type="text"/>

I found the information presented to be useful.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	2	1.02	<input type="text"/>
3	10	5.08	<input type="text"/>
4	51	25.89	<input type="text"/>
5 Strongly Agree	132	67.01	<input type="text"/>
Missing	2	1.02	<input type="text"/>

I think this session should be repeated next year for incoming FYE students.

Response	Frequency	Percent	
1 Strongly Disagree	1	0.51	<input type="text"/>
2	0	0.00	<input type="text"/>
3	12	6.09	<input type="text"/>
4	36	18.27	<input type="text"/>
5 Strongly Agree	147	74.62	<input type="text"/>
Missing	1	0.51	<input type="text"/>

Appendix B

El Camino College First Year Experience Financial Aid & Academic Student Training (F.A.A.S.T.) Pre and Post Surveys



In July 2016, the First Year Experience Financial Aid and Academic Student Training (F.A.A.S.T.) was initiated and focused on financial aid literacy. Students were given a pre-survey (n=296) at the beginning of the orientation to determine their knowledge about financial aid programs, policies and resources. Once the orientation was completed, students were given a post-survey where they were asked again about their financial aid literacy.

Overall, students indicated that their knowledge regarding financial aid programs, policies, and resources increased after completing the training.

Here are some highlights:

- Prior to the orientation, 10% of students indicated that they were very knowledgeable or knowledgeable about the BOGW fee waiver. The percent increased to 73% at the end of the orientation.
- Half of students (51%) indicated that they were very knowledgeable or knowledgeable regarding navigating MyECC to check their financial aid status before the orientation. The percent increased to 91% at the end of the orientation.
- Thirty-nine percent of students indicated that they were knowledgeable regarding how GPA affects your financial aid. At the end of the orientation, 89% indicated that they were knowledgeable about the ways GPA affects financial aid.
- Only 4% of students were knowledgeable about the Student Success Act and the mandates as they relate to eligibility for financial aid prior to the orientation. Once the orientation was completed, 67% of students indicated that they were knowledgeable about the Student Success Act.

On page 2 are summary tables that look at respondents for the pre and post survey for each of the different financial aid topics. Also included are the detailed results for the pre and post surveys.

Please rate your knowledge in the following financial aid programs at El Camino College:

	Pre-Survey*	Post Survey*
BOGW Fee Waiver	10%	72%
Federal Pell Grant	8%	76%
Cal Grant	27%	84%
Federal Work Study	13%	80%
California Dream Act Application	25%	68%
El Camino College Scholarships for continuing students	7%	73%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid tools and resources at El Camino College:

	Pre-Survey*	Post Survey*
Checking your "My Documents" in your MyECC account	51%	90%
Importance of renewing your financial aid application each year	35%	92%
Activating your Bank Mobile Vibe or Higher One account	11%	75%
Ways to receive your financial aid refund	4%	71%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid policies at El Camino College:

	Pre-Survey*	Post Survey*
Maintaining your financial aid eligibility	24%	91%
Satisfactory Academic Progress (SAP)	12%	80%
How GPA affects your financial aid	39%	90%
The 67% completion rate to maintain your financial aid	14%	92%
Grants and scholarships you do not have to be repaid	31%	81%
El Camino not providing student loans	10%	86%
The Student Success Act and the mandates as they relate to eligibility for financial aid	4%	67%

*Based on a 5 point Likert scale - percent of respondents that rated 5 or 4.

F.A.A.S.T Pre Survey

N=296

Summer 2016

What is your gender?

Response	Frequency	Percent	
Male	112	37.84	<div style="width: 37.84%; background-color: blue;"></div>
Female	184	62.16	<div style="width: 62.16%; background-color: blue;"></div>
Missing	0	0.00	<div style="width: 0%; background-color: blue;"></div>

How old will you be on December 31st of this year?

Response	Frequency	Percent	
16 or younger	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>
17	4	1.35	<div style="width: 1.35%; background-color: blue;"></div>
18	221	74.66	<div style="width: 74.66%; background-color: blue;"></div>
19	68	22.97	<div style="width: 22.97%; background-color: blue;"></div>
20	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>
21-24	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>
Missing	0	0.00	<div style="width: 0%; background-color: blue;"></div>

What is your ethnicity?

Response	Frequency	Percent	
African American	30	10.14	<div style="width: 10.14%; background-color: blue;"></div>
Asian	21	7.09	<div style="width: 7.09%; background-color: blue;"></div>
White Non-Hispanic	18	6.08	<div style="width: 6.08%; background-color: blue;"></div>
Filipino	21	7.09	<div style="width: 7.09%; background-color: blue;"></div>
Latino	179	60.47	<div style="width: 60.47%; background-color: blue;"></div>
Pacific Islander	2	0.68	<div style="width: 0.68%; background-color: blue;"></div>
American Indian/Alaskan Native	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>
Other	13	4.39	<div style="width: 4.39%; background-color: blue;"></div>
Missing	11	3.72	<div style="width: 3.72%; background-color: blue;"></div>

What is your citizenship status?

Response	Frequency	Percent	
U.S. citizen	262	88.51	<div style="width: 88.51%; background-color: blue;"></div>
Permanent resident [green card]	16	5.41	<div style="width: 5.41%; background-color: blue;"></div>
International student	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>
None of the above	17	5.74	<div style="width: 5.74%; background-color: blue;"></div>
Missing	0	0.00	<div style="width: 0%; background-color: blue;"></div>

Did you receive any of the following forms of financial aid? (Mark all that apply)

Response	Frequency	Percent	
BOGW Fee Waiver	131	44.26	<div style="width: 44.26%; background-color: blue;"></div>
Pell Grant	49	16.55	<div style="width: 16.55%; background-color: blue;"></div>
Cal Grant	118	39.86	<div style="width: 39.86%; background-color: blue;"></div>
Federal Work Study	4	1.35	<div style="width: 1.35%; background-color: blue;"></div>
Missing	56	18.92	<div style="width: 18.92%; background-color: blue;"></div>

Did your parent(s)/legal guardian(s) complete a bachelor's degree at a four-year college or university in the U.S.?

Response	Frequency	Percent	
Yes	37	12.50	<div style="width: 12.50%; background-color: blue;"></div>
No	258	87.16	<div style="width: 87.16%; background-color: blue;"></div>
Missing	1	0.34	<div style="width: 0.34%; background-color: blue;"></div>

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	154	52.03	
2	68	22.97	
3	40	13.51	
4	19	6.42	
Very Knowledgeable	12	4.05	
Missing	3	1.01	

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	56	18.92	
2	69	23.31	
3	84	28.38	
4	54	18.24	
Very Knowledgeable	28	9.46	
Missing	5	1.69	

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	81	27.36	
2	70	23.65	
3	66	22.30	
4	36	12.16	
Very Knowledgeable	39	13.18	
Missing	4	1.35	

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	31	10.47	
2	23	7.77	
3	86	29.05	
4	68	22.97	
5 Very Knowledgeable	86	29.05	
Missing	2	0.68	

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	148	50.00	
2	66	22.30	
3	54	18.24	
4	18	6.08	
Very Knowledgeable	8	2.70	
Missing	2	0.68	

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	136	45.95	
2	75	25.34	
3	38	12.84	
4	26	8.78	
Very Knowledgeable	15	5.07	
Missing	6	2.03	

EI Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	166	56.08	
2	73	24.66	
3	33	11.15	
4	13	4.39	
Very Knowledgeable	9	3.04	
Missing	2	0.68	

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	49	16.55	
2	58	19.59	
3	83	28.04	
4	45	15.20	
5 Very Knowledgeable	61	20.61	
Missing	0	0.00	

Activating your Bank Mobile Vibe or Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	186	62.84	
2	47	15.88	
3	27	9.12	
4	16	5.41	
5 Very Knowledgeable	19	6.42	
Missing	1	0.34	

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	69	23.31	
2	77	26.01	
3	73	24.66	
4	44	14.86	
5 Very Knowledgeable	31	10.47	
Missing	2	0.68	

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	47	15.88	
2	55	18.58	
3	76	25.68	
4	60	20.27	
5 Very Knowledgeable	57	19.26	
Missing	1	0.34	

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	80	27.03	
2	65	21.96	
3	55	18.58	
4	36	12.16	
5 Very Knowledgeable	57	19.26	
Missing	3	1.01	

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	184	62.16	
2	61	20.61	
3	36	12.16	
4	8	2.70	
5 Very Knowledgeable	7	2.36	
Missing	0	0.00	

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	152	51.35	
2	71	23.99	
3	35	11.82	
4	24	8.11	
5 Very Knowledgeable	13	4.39	
Missing	1	0.34	







The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	131	44.26	
2	68	22.97	
3	51	17.23	
4	28	9.46	
5 Very Knowledgeable	17	5.74	
Missing	1	0.34	

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	151	51.01	
2	78	26.35	
3	34	11.49	
4	13	4.39	
5 Very Knowledgeable	19	6.42	
Missing	1	0.34	

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	177	59.80	
2	80	27.03	
3	26	8.78	
4	6	2.03	
5 Very Knowledgeable	7	2.36	
Missing	0	0.00	

F.A.A.S.T Post Survey

N=296

Summer 2016

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	2	0.68	<input type="text"/>
2	13	4.39	<input type="text"/>
3	61	20.61	<input type="text"/>
4	117	39.53	<input type="text"/>
Very Knowledgeable	100	33.78	<input type="text"/>
Missing	3	1.01	<input type="text"/>

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	3	1.01	<input type="text"/>
2	6	2.03	<input type="text"/>
3	58	19.59	<input type="text"/>
4	120	40.54	<input type="text"/>
Very Knowledgeable	108	36.49	<input type="text"/>
Missing	1	0.34	<input type="text"/>

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	0	0.00	<input type="text"/>
2	5	1.69	<input type="text"/>
3	40	13.51	<input type="text"/>
4	104	35.14	<input type="text"/>
Very Knowledgeable	147	49.66	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	4	1.35	<input type="text"/>
2	7	2.36	<input type="text"/>
3	44	14.86	<input type="text"/>
4	94	31.76	<input type="text"/>
Very Knowledgeable	146	49.32	<input type="text"/>
Missing	1	0.34	<input type="text"/>

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	6	2.03	<input type="text"/>
2	21	7.09	<input type="text"/>
3	63	21.28	<input type="text"/>
4	94	31.76	<input type="text"/>
Very Knowledgeable	112	37.84	<input type="text"/>
Missing	0	0.00	<input type="text"/>

El Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	6	2.03	<input type="text"/>
2	15	5.07	<input type="text"/>
3	54	18.24	<input type="text"/>
4	100	33.78	<input type="text"/>
Very Knowledgeable	121	40.88	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	3	1.01	<input type="text"/>
3	22	7.43	<input type="text"/>
4	61	20.61	<input type="text"/>
5 Very Knowledgeable	210	70.95	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	3	1.01	<input type="text"/>
3	17	5.74	<input type="text"/>
4	61	20.61	<input type="text"/>
5 Very Knowledgeable	215	72.64	<input type="text"/>
Missing	0	0.00	<input type="text"/>

Activating your Bank Mobile Vibe or Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	4	1.35	<input type="text"/>
2	8	2.70	<input type="text"/>
3	58	19.59	<input type="text"/>
4	92	31.08	<input type="text"/>
5 Very Knowledgeable	131	44.26	<input type="text"/>
Missing	3	1.01	<input type="text"/>

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	1	0.34	<input type="text"/>
3	22	7.43	<input type="text"/>
4	70	23.65	<input type="text"/>
5 Very Knowledgeable	198	66.89	<input type="text"/>
Missing	5	1.69	<input type="text"/>

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	11	3.72	<input type="text"/>
4	52	17.57	<input type="text"/>
5 Very Knowledgeable	214	72.30	<input type="text"/>
Missing	19	6.42	<input type="text"/>

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	2	0.68	<input type="text"/>
2	2	0.68	<input type="text"/>
3	20	6.76	<input type="text"/>
4	72	24.32	<input type="text"/>
5 Very Knowledgeable	170	57.43	<input type="text"/>
Missing	30	10.14	<input type="text"/>

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	6	2.03	<input type="text"/>
2	12	4.05	<input type="text"/>
3	61	20.61	<input type="text"/>
4	103	34.80	<input type="text"/>
5 Very Knowledgeable	112	37.84	<input type="text"/>
Missing	2	0.68	<input type="text"/>

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	2	0.68	<input type="text"/>
2	14	4.73	<input type="text"/>
3	40	13.51	<input type="text"/>
4	83	28.04	<input type="text"/>
5 Very Knowledgeable	154	52.03	<input type="text"/>
Missing	3	1.01	<input type="text"/>

The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	2	0.68	<input type="text"/>
3	14	4.73	<input type="text"/>
4	60	20.27	<input type="text"/>
5 Very Knowledgeable	215	72.64	<input type="text"/>
Missing	5	1.69	<input type="text"/>

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	2	0.68	<input type="text"/>
2	8	2.70	<input type="text"/>
3	27	9.12	<input type="text"/>
4	55	18.58	<input type="text"/>
5 Very Knowledgeable	201	67.91	<input type="text"/>
Missing	3	1.01	<input type="text"/>

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	4	1.35	<input type="text"/>
2	14	4.73	<input type="text"/>
3	55	18.58	<input type="text"/>
4	98	33.11	<input type="text"/>
5 Very Knowledgeable	101	34.12	<input type="text"/>
Missing	24	8.11	<input type="text"/>

I found the information presented to be useful.

Response	Frequency	Percent	
1 Strongly Disagree	1	0.34	<input type="text"/>
2	0	0.00	<input type="text"/>
3	7	2.36	<input type="text"/>
4	60	20.27	<input type="text"/>
5 Strongly Agree	227	76.69	<input type="text"/>
Missing	1	0.34	<input type="text"/>

I found this orientation to be easy to understand.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	1	0.34	<input type="text"/>
3	29	9.80	<input type="text"/>
4	110	37.16	<input type="text"/>
5 Strongly Agree	155	52.36	<input type="text"/>
Missing	1	0.34	<input type="text"/>

I think this session should be repeated next year for incoming FYE students.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	1	0.34	<input type="text"/>
3	8	2.70	<input type="text"/>
4	39	13.18	<input type="text"/>
5 Strongly Agree	247	83.45	<input type="text"/>
Missing	1	0.34	<input type="text"/>

Appendix C

El Camino College

First Year Experience Financial Aid & Academic Student Training (F.A.A.S.T.)



In July 2017, the First Year Experience Financial Aid and Academic Student Training (F.A.A.S.T.) was held and focused on financial aid literacy for new students. Students were given a pre-survey (n=228) at the beginning of the orientation to determine their knowledge about financial aid programs, policies and resources. Once the orientation was completed, students were given a post-survey where they were asked again about their financial aid literacy.

Overall, students indicated that their knowledge regarding financial aid programs, policies, and resources increased after completing the training.

Here are some highlights:

- Prior to the orientation, 15% of students indicated that they were very knowledgeable or knowledgeable about the BOGW fee waiver. The percent increased to 84% at the end of the orientation.
- Over half of students (58%) indicated that they were very knowledgeable or knowledgeable regarding navigating MyECC to check their financial aid status before the orientation. The percent increased to 96% at the end of the orientation.
- Forty-three percent of students indicated that they were knowledgeable regarding how GPA affects your financial aid. At the end of the orientation, 98% indicated that they were knowledgeable about the ways GPA affects financial aid.
- Only 4% of students were knowledgeable about the Student Success Act and the mandates as they relate to eligibility for financial aid prior to the orientation. Once the orientation was completed, 80% of students indicated that they were knowledgeable about the Student Success Act.

On page 2 are summary tables that look at respondents for the pre and post survey for each of the different financial aid topics. Also included are the detailed results for the pre and post surveys.

Please rate your knowledge in the following financial aid programs at El Camino College:

	Pre-Survey*	Post Survey*
BOGW Fee Waiver	15%	85%
Federal Pell Grant	16%	84%
Cal Grant	31%	87%
Federal Work Study	22%	90%
California Dream Act Application	25%	77%
El Camino College Scholarships for continuing students	11%	83%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid tools and resources at El Camino College:

	Pre-Survey*	Post Survey*
Checking your "My Documents" in your MyECC account	58%	96%
Importance of renewing your financial aid application each year	52%	97%
Activating your Bank Mobile Vibe or Higher One account	21%	88%
Ways to receive your financial aid refund	14%	81%

*Based on a 5 point Likert scale-percent of respondents that rated 5 or 4.

Please rate your knowledge in the following financial aid policies at El Camino College:

	Pre-Survey*	Post Survey*
Maintaining your financial aid eligibility	34%	98%
Satisfactory Academic Progress (SAP)	15%	97%
How GPA affects your financial aid	40%	98%
The 67% completion rate to maintain your financial aid	19%	97%
Grants and scholarships you do not have to be repaid	32%	96%
El Camino not providing student loans	15%	92%
The Student Success Act and the mandates as they relate to eligibility for financial aid	4%	80%

*Based on a 5 point Likert scale - percent of respondents that rated 5 or 4.

F.A.A.S.T Pre Survey

N= 228

Summer 2017

What is your gender?

Response	Frequency	Percent	
Male	104	45.61	<div style="width: 45.61%; background-color: #0000FF;"></div>
Female	124	54.39	<div style="width: 54.39%; background-color: #0000FF;"></div>

How old will you be on December 31st of this year?

Response	Frequency	Percent	
16 or younger	1	0.44	<div style="width: 0.44%; background-color: #0000FF;"></div>
17	8	3.51	<div style="width: 3.51%; background-color: #0000FF;"></div>
18	164	71.93	<div style="width: 71.93%; background-color: #0000FF;"></div>
19	53	23.25	<div style="width: 23.25%; background-color: #0000FF;"></div>
20	1	0.44	<div style="width: 0.44%; background-color: #0000FF;"></div>
21-24	1	0.44	<div style="width: 0.44%; background-color: #0000FF;"></div>

What is your ethnicity?

Response	Frequency	Percent	
African American	20	9.09	<div style="width: 9.09%; background-color: #0000FF;"></div>
Asian	20	9.09	<div style="width: 9.09%; background-color: #0000FF;"></div>
White Non-Hispanic	20	9.09	<div style="width: 9.09%; background-color: #0000FF;"></div>
Filipino	7	3.18	<div style="width: 3.18%; background-color: #0000FF;"></div>
Latino	144	65.45	<div style="width: 65.45%; background-color: #0000FF;"></div>
Pacific Islander American	1	0.45	<div style="width: 0.45%; background-color: #0000FF;"></div>
Indian/Alaskan Native	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>
Other	8	3.64	<div style="width: 3.64%; background-color: #0000FF;"></div>

What is your citizenship status?

Response	Frequency	Percent	
U.S. citizen	216	94.74	<div style="width: 94.74%; background-color: #0000FF;"></div>
Permanent resident [green card]	5	2.19	<div style="width: 2.19%; background-color: #0000FF;"></div>
International student	0	0.00	<div style="width: 0%; background-color: #0000FF;"></div>
None of the above	7	3.07	<div style="width: 3.07%; background-color: #0000FF;"></div>

Did you receive any of the following forms of financial aid? (Mark all that apply)

Response	Frequency	Percent	
BOGW Fee Waiver	85	49.42	<div style="width: 49.42%; background-color: #0000FF;"></div>
Pell Grant	69	40.12	<div style="width: 40.12%; background-color: #0000FF;"></div>
Cal Grant	88	51.16	<div style="width: 51.16%; background-color: #0000FF;"></div>
Federal Work Study	11	6.40	<div style="width: 6.40%; background-color: #0000FF;"></div>

Did your parent(s)/legal guardian(s) complete a bachelor's degree at a four-year college or university in the U.S.?

Response	Frequency	Percent	
Yes	34	15.11	<div style="width: 15.11%; background-color: #0000FF;"></div>
No	191	84.89	<div style="width: 84.89%; background-color: #0000FF;"></div>

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	105	46.05	<div style="width: 46.05%; background-color: #0000FF;"></div>
2	42	18.42	<div style="width: 18.42%; background-color: #0000FF;"></div>
3	47	20.61	<div style="width: 20.61%; background-color: #0000FF;"></div>
4	19	8.33	<div style="width: 8.33%; background-color: #0000FF;"></div>
Very Knowledgeable	15	6.58	<div style="width: 6.58%; background-color: #0000FF;"></div>

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	79	34.80	<div style="width: 34.80%; background-color: #0000FF;"></div>
2	46	20.26	<div style="width: 20.26%; background-color: #0000FF;"></div>
3	66	29.07	<div style="width: 29.07%; background-color: #0000FF;"></div>
4	26	11.45	<div style="width: 11.45%; background-color: #0000FF;"></div>
Very Knowledgeable	10	4.41	<div style="width: 4.41%; background-color: #0000FF;"></div>

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	43	18.86	
2	38	16.67	
3	76	33.33	
4	46	20.18	
Very Knowledgeable	25	10.96	

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	66	29.07	
2	42	18.50	
3	62	27.31	
4	42	18.50	
Very Knowledgeable	15	6.61	

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	8	4.12	
2	17	8.76	
3	57	29.38	
4	38	19.59	
5 Very Knowledgeable	74	38.14	

Activating your Bank Mobile Vibe or Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	89	45.64	
2	36	18.46	
3	29	14.87	
4	18	9.23	
5 Very Knowledgeable	23	11.79	

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	99	43.61	
2	42	18.50	
3	36	15.86	
4	33	14.54	
Very Knowledgeable	17	7.49	

El Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	116	50.88	
2	48	21.05	
3	38	16.67	
4	18	7.89	
Very Knowledgeable	8	3.51	

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	26	11.98	
2	22	10.14	
3	55	25.35	
4	47	21.66	
5 Very Knowledgeable	67	30.88	

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	115	52.51	
2	45	20.55	
3	29	13.24	
4	18	8.22	
5 Very Knowledgeable	12	5.48	

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	38	17.27	
2	49	22.27	
3	58	26.36	
4	37	16.82	
5 Very Knowledgeable	38	17.27	

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	25	11.42	
2	35	15.98	
3	64	29.22	
4	51	23.29	
5 Very Knowledgeable	44	20.09	

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	51	23.18	
2	45	20.45	
3	54	24.55	
4	29	13.18	
5 Very Knowledgeable	41	18.64	

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	126	57.53	
2	49	22.37	
3	35	15.98	
4	5	2.28	
5 Very Knowledgeable	4	1.83	

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	96	43.05	
2	43	19.28	
3	50	22.42	
4	18	8.07	
5 Very Knowledgeable	16	7.17	

The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	73	32.44	
2	61	27.11	
3	48	21.33	
4	31	13.78	
5 Very Knowledgeable	12	5.33	

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	96	42.86	
2	52	23.21	
3	42	18.75	
4	16	7.14	
5 Very Knowledgeable	18	8.04	

F.A.A.S.T Post Survey

N= 235

Summer 2017

BOGW Fee Waiver

Response	Frequency	Percent	
Not Knowledgeable	1	0.43	<input type="text"/>
2	8	3.40	<input type="text"/>
3	27	11.49	<input type="text"/>
4	80	34.04	<input type="text"/>
Very Knowledgeable	119	50.64	<input type="text"/>

Federal Pell Grant

Response	Frequency	Percent	
Not Knowledgeable	1	0.43	<input type="text"/>
2	5	2.13	<input type="text"/>
3	31	13.19	<input type="text"/>
4	74	31.49	<input type="text"/>
Very Knowledgeable	124	52.77	<input type="text"/>

Cal Grant

Response	Frequency	Percent	
Not Knowledgeable	0	0.00	<input type="text"/>
2	2	0.85	<input type="text"/>
3	28	11.91	<input type="text"/>
4	68	28.94	<input type="text"/>
Very Knowledgeable	137	58.30	<input type="text"/>

Federal Work Study

Response	Frequency	Percent	
Not Knowledgeable	0	0.00	<input type="text"/>
2	1	0.43	<input type="text"/>
3	22	9.44	<input type="text"/>
4	60	25.75	<input type="text"/>
Very Knowledgeable	150	64.38	<input type="text"/>

California Dream Act Applicaton

Response	Frequency	Percent	
Not Knowledgeable	2	0.85	<input type="text"/>
2	9	3.83	<input type="text"/>
3	42	17.87	<input type="text"/>
4	71	30.21	<input type="text"/>
Very Knowledgeable	111	47.23	<input type="text"/>

El Camino College Scholarships for continuing students

Response	Frequency	Percent	
Not Knowledgeable	1	0.43	<input type="text"/>
2	6	2.55	<input type="text"/>
3	33	14.04	<input type="text"/>
4	74	31.49	<input type="text"/>
Very Knowledgeable	121	51.49	<input type="text"/>

Checking your 'My Documents' in your MyECC account

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	2	0.85	<input type="text"/>
3	5	2.13	<input type="text"/>
4	53	22.55	<input type="text"/>
5 Very Knowledgeable	175	74.47	<input type="text"/>

Importance of renewing your financial aid applications each year

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	1	0.43	<input type="text"/>
3	4	1.70	<input type="text"/>
4	31	13.19	<input type="text"/>
5 Very Knowledgeable	199	84.68	<input type="text"/>

Activating your Bank Mobile Vibe or Higher One account

Response	Frequency	Percent	
1 Not Knowledgeable	2	0.85	<input type="text"/>
2	7	2.98	<input type="text"/>
3	18	7.66	<input type="text"/>
4	60	25.53	<input type="text"/>
5 Very Knowledgeable	148	62.98	<input type="text"/>

Maintaining your financial aid eligibility

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	1	0.43	<input type="text"/>
3	2	0.85	<input type="text"/>
4	39	16.60	<input type="text"/>
5 Very Knowledgeable	193	82.13	<input type="text"/>

How GPA affects your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	1	0.43	<input type="text"/>
4	34	14.59	<input type="text"/>
5 Very Knowledgeable	198	84.98	<input type="text"/>

Grants and scholarships you do not have to be repaid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	1	0.43	<input type="text"/>
3	4	1.71	<input type="text"/>
4	28	11.97	<input type="text"/>
5 Very Knowledgeable	201	85.90	<input type="text"/>

The Student Success Act and the mandates as they relate to eligibility for financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	4	1.70	<input type="text"/>
2	9	3.83	<input type="text"/>
3	34	14.47	<input type="text"/>
4	58	24.68	<input type="text"/>
5 Very Knowledgeable	130	55.32	<input type="text"/>

Ways to receive your financial aid refund

Response	Frequency	Percent	
1 Not Knowledgeable	3	1.28	<input type="text"/>
2	11	4.68	<input type="text"/>
3	31	13.19	<input type="text"/>
4	59	25.11	<input type="text"/>
5 Very Knowledgeable	131	55.74	<input type="text"/>

Satisfactory Academic Progress [SAP]

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	7	2.98	<input type="text"/>
4	47	20.00	<input type="text"/>
5 Very Knowledgeable	181	77.02	<input type="text"/>

The 67% completion rate to maintain your financial aid

Response	Frequency	Percent	
1 Not Knowledgeable	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	5	2.13	<input type="text"/>
4	42	17.87	<input type="text"/>
5 Very Knowledgeable	188	80.00	<input type="text"/>

El Camino not providing student loans

Response	Frequency	Percent	
1 Not Knowledgeable	2	0.85	<input type="text"/>
2	2	0.85	<input type="text"/>
3	12	5.11	<input type="text"/>
4	39	16.60	<input type="text"/>
5 Very Knowledgeable	180	76.60	<input type="text"/>

I found this orientation to be easy to understand.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	7	3.66	<input type="text"/>
4	52	27.23	<input type="text"/>
5 Strongly Agree	132	69.11	<input type="text"/>

I found the information presented to be useful.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	4	1.76	<input type="text"/>
4	33	14.54	<input type="text"/>
5 Strongly Agree	190	83.70	<input type="text"/>

I think this session should be repeated next year for incoming FYE students.

Response	Frequency	Percent	
1 Strongly Disagree	0	0.00	<input type="text"/>
2	0	0.00	<input type="text"/>
3	4	1.88	<input type="text"/>
4	19	8.92	<input type="text"/>
5 Strongly Agree	190	89.20	<input type="text"/>

Appendix D

El Camino College Follow Up Enrollment Outcomes Summer Bridge 2016



Introduction

The purpose of the Summer Reading and Writing Academy was to refresh students' English skills, with the object of participants retaking the placement test after two weeks of instruction. Skills developed included reading comprehension, sentence skills, and test-taking strategies.

This follow up study is to determine how students who participated in the 2016 Summer Bridge program performed in their English courses in Fall 2016 and Spring 2017. And to determine what percentage of participants enrolled and completed English 1A.

Fall 2016 English Enrollment and Course Performance

Thirty-nine out of the 40 2016 Summer Bridge participants enrolled in an English course (reading and/or writing) in Fall 2016. Twenty-three percent (9 students) enrolled in English 50RWA (Integrated Reading and Writing) and had a 77% success rate. The overall success rate in English courses for 2016 Summer Bridge participants is 75%, 9 percentage points higher than the overall course success rates.

Table 1: Fall 2016 English Course Enrollment and Success Rates

English Course	# Enrolled	Success Rate	Course Success Rate
English 82	7	75%	58%
English 84	6	66%	66%
English A	11	82%	61%
English B	1	100%	65%
English 50RWA	9	77%	80%
English 1A	5	80%	66%
Total	39	75%	66%

Spring 2017 English Enrollment and Course Performance

Thirty-three out of the 40 2016 Summer Bridge participants enrolled in an English course in Spring 2017. Sixty-percent (24 students) enrolled in English 1A and had an 87% success rate in the course. The overall success rate in English courses for 2016 Summer Bridge participants in Spring 2017 is 82%.

Table 2: Spring 2017 English Course Enrollment and Success Rates

English Course	# Enrolled	Success Rate	Course Success Rate
English 84	1	100%	66%
English A	3	30%	61%
English 50RWA	1	77%	80%
English 1A	24	87%	66%
English 1C	4	75%	66%
Total	33	82%	66%

Appendix E

El Camino College Placement and Enrollment Outcomes Summer Bridge 2017



Introduction

The purpose of the Summer Reading and Writing Academy was to refresh students' English skills, with the object of participants retaking the placement test after two weeks of instruction. Skills developed included reading comprehension, sentence skills, and test-taking strategies.

This study is to determine to what degree placements improved for participants in the Summer Bridge 2017 program. This study will aim to provide answers to the following questions:

1. What percentage of participants in Summer Bridge place into a higher-level English course?
2. What percentage gain more than one level or place into transfer-level English (English 1A)?
3. What percentage of participants in Summer Bridge enrolled in at least one English course in Fall 2017?

Also included in this study is how participants performed in Fall 2017 English courses compared to other students who placed directly into the same course without a similar intervention.

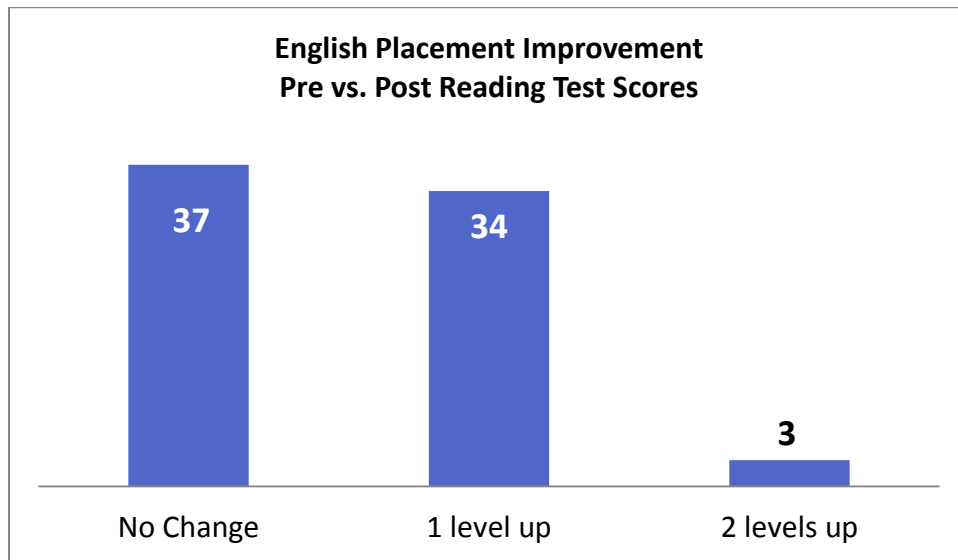
Cohort Description & Methodology

The cohort consisted of 88 participants in the two-week Summer Bridge 2017 program. All participants were new to El Camino College in Fall 2017. For each Summer Bridge participant, pre- and post-program course placements were compared. In addition, enrollment and performance in English courses in Fall 2017 is provided.

English Outcomes

Fifty-four percent of English (Writing) pre-test placements were English A, one level below transfer. Out of the 74 participants placing into either English A or English B, 34 improved their placements by one level (45%), while three improved by two levels (4%), for a total of 49% of participants (Figure 1).

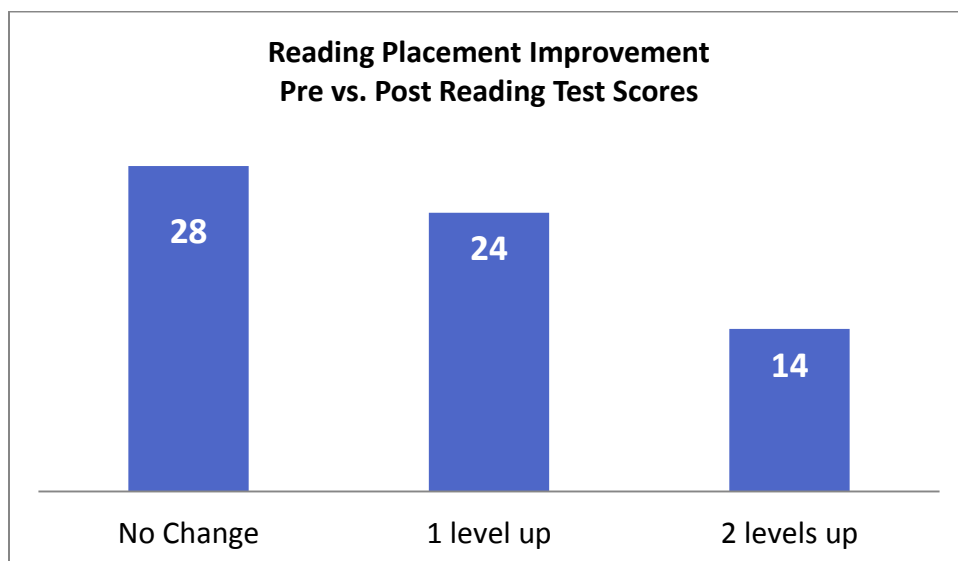
Figure 1: English Placement Improvement



Reading Outcomes

Fifty-three percent of Reading pre-test placements were English 82, two levels below transfer. Among the 66 participants placing into either English 84 or English 82, 24 (36%) improved by one level, while 14 (21%) improved their placement by two levels (Figure 2). The remainder experienced no change.

Figure 2: Reading Placement Improvement



Fall 2017 English Enrollment and Course Performance

Eighty-two out of the 88 2017 Summer Bridge participants enrolled in an English course (reading and/or writing) in Fall 2017. Thirty-two percent (28 students) enrolled in either English RWA or English RWE (Integrated Reading and Writing). The overall success rate in English courses for Summer Bridge participants is 70%, 4 percentage points higher than the overall course success rates.

Table 1: Fall 2017 English Course Enrollment and Success Rates

English Course	# Enrolled	Success Rate	Course Success Rate
English 82	12	75%	58%
English 84	6	66%	66%
English A	12	83%	61%
English B	10	70%	65%
English RWA	13	76%	80%
English RWE	15	60%	69%
English 1A	14	64%	66%
Total	82	70%	66%

Conclusion

This study looked at course placement improvement and enrollments of 2017 Summer Bridge participants. It was found that 49% of participants improved their placement in English (Writing), while 57% improved their placement in reading. Ninety-three percent of program participants enrolled in at least one English course in Fall 2017 and had an overall success rate in their English course of 70%. A follow up report, with Spring 2018 enrollment analysis will be conducted in summer 2018.

Appendix F

Instructions

Dear students please complete the following survey. The survey is anonymous and will not impact your grades or eligibility in the FYE program in any way.

1. How would you rate the FYE program?

- Excellent
- Good
- Fair
- Poor
- N/A

2. How well did FYE help you with your educational plans?

- Excellent
- Good
- Fair
- Poor
- N/A

3. How would you rate the counseling services?

- Excellent
- Good
- Fair
- Poor
- N/A

4. How would you rate registration assistance?

- Excellent
- Good
- Fair
- Poor
- N/A

5. Help completing my first year of college?

- Excellent
- Good
- Fair
- Poor
- N/A

6. Help using my student portal?

- Excellent
- Good
- Fair
- Poor
- N/A

7. Access to assistance?

- Excellent
- Good
- Fair
- Poor
- N/A

8. Faculty in the program?

- Excellent
- Good
- Fair
- Poor
- N/A

9. Staff helpfulness and customer service?

- Excellent
- Good
- Fair
- Poor
- N/A

10. Staff Knowledge?

- Excellent
- Good
- Fair
- Poor
- N/A

11. FYE academic and student support services?

- Excellent
- Good
- Fair
- Poor
- N/A

12. Overall quality of service?

- Excellent
- Good
- Fair
- Poor
- N/A

13. Is the FYE program meeting your needs? If no, please comment

- Yes
- No

14. How could we better serve you?