

EL CAMINO COLLEGE			
Service Area Outcomes (SAO) Assessment Plan			
Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community.			
Unit	Financial Aid Office	Date	April 2013
SAO #2	Students attending the Satisfactory Academic Progress workshops will describe how to improve their academic progress to regain eligibility for financial aid.		
Participants	Amy Herrschaft and Financial Aid Students		
Assessment Plan (Include metrics to be collected)	Results/Actions Taken		
<p>Satisfactory Academic Progress (SAP) workshops were hosted twice a week in the fall of 2012 during the months of October and November. At the workshops students learned about the financial aid Satisfactory Academic Progress policy and how to improve their academic standing. Students attended SAP workshops in the fall of 2012 who were not meeting satisfactory academic progress for one or more of the following reasons:</p> <ul style="list-style-type: none"> (a) cumulative G.P.A. is less than 2.0, (b) completed less than 67% of cumulative attempted units, (c) attempted more than 90 units or had a prior degree. <p>At the end of each workshop, the students completed a survey where they answered open-ended questions about improving their academic progress. Qualitative data were collected from the surveys and analyzed to determine if students described how they can improve their academic progress.</p>	<p>Results: Surveys were conducted at the end of each workshop. Data from the surveys were collected and analyzed to identify themes in the students’ responses about how to improve their academic progress.</p> <p>A total of 122 students attended and completed the workshop survey.</p> <p>The students’ responses demonstrated four main themes in how they would improve their academic progress: (a) <i>strategies to improve</i>, (b) <i>meeting policy standards</i>, (c) <i>submitting a SAP appeal</i>, and (d) <i>did not know</i>.</p> <ul style="list-style-type: none"> (a) Strategies to improve: Students stated that they would focus on the meeting the policy standards and stated that they would raise their GPA and/or complete their classes to improve their academic progress. <p>Examples: “I need to maintain my grades high, not slack and have my priorities together to do good in school” “I can and should speak with a peer or a counselor on campus.” “I have learned to balance my school life with my family life. And not take a full load only a few classes so if things arise I’m not overwhelmed.”</p> <ul style="list-style-type: none"> (b) Meeting policy standards: Students provided strategies to improve their academic progress by staying focused in class, not dropping their classes, and by using campus resources. 		

Examples:

“I need to pass all my classes this fall in order to keep my financial aid.”

“I need to make sure I complete all the units I register for and maintain a GPA higher than 3.0.”

“Keep my GPA 2.0 or higher, complete 67% of my attempted units.”

(c) Submitting a SAP appeal

Students also indicated that they would submit an appeal to regain their eligibility and said that they would submit the required documents to the financial aid office to get their appeal approved.

Examples:

“Submit an appeal to explain my reason for having more than 90 units, and go to the counselor to create a lock-in-list.”

“I need to submit an appeal to the financial aid office to regain my eligibility for financial aid.”

“I have an appointment to speak to a counselor ...to set up a schedule of class I will need to take. Also, I have filled the documents that are needed to petition for financial aid.”

(d) Did not know:

A few students indicated that they did not know what to do to improve their academic progress.

Examples:

“I am not exactly sure of my Satisfactory Academic Progress.”

“I have no idea where I would find help or support on campus with my academic or personal challenges.”

“I don't know what I need to do.”

Actions Taken:

It is clear that students gained an understanding of the standards to meet the SAP policy requirements. Students are able to state that they need to ensure their transcripts match the standards of the policy. Students also demonstrated knowledge of strategies to use to improve their academic progress through campus resources and adjusting personal habits. Finally, students

indicated that they would utilize the appeal process to regain their financial aid and other students were unclear on what to do.

The Financial Aid Office continues to host the SAP workshops throughout the fall and spring semesters. More time is spent discussing ways to improve students' academic progress. Additional handouts and strategies are being developed to provide students with information to improve their academic progress. In addition, the Financial Aid Office plans to use handouts and materials from other support services on campus with information about different strategies students can use to improve their academic progress.

3/18/2013