

**Cerro Coso Community College Assessment Plan
Administrative Unit/Service Department Outcomes**

Program: Financial Aid

Administrative Unit/Service Department Outcome	Detailed Description of Assessment Plan	Rubric Used ³ ?	Results	Plan for Improvement and Reassessment ⁴
<p>Students who received services from the Financial Aid and Scholarship Office will report that those services helped them to attend Cerro Coso.</p> <p>Target: 90% of students surveyed</p>	<p>This was assessed by¹: Student Experience Survey question: If you have received Financial Aid/Scholarship Office services, please tell us if you agree/disagree with the following: Services from the Financial Aid/Scholarship Office helped me attend college at Cerro Coso.</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 83.3% (105-126) students Strongly agreed or agreed</p> <p>Online: 89.0% (203/228) students Strongly agreed or agreed</p>	<p>Target was close to met online, but not met onsite. Department has established goals for decreasing the amount of time it takes for a student to receive FA funds.</p>
<p>Students who received services from the Financial Aid and Scholarship Office will report that those services helped them to stay in school.</p> <p>Target: 90% of students surveyed</p>	<p>This was assessed by¹: Student Experience Survey question: If you have received Financial Aid/Scholarship Office services, please tell us if you agree/disagree with the: Services from the Financial Aid/Scholarship Office helps me stay in</p>		<p>Onground: 85.7% (108/126) students Strongly agreed or agreed</p> <p>Online: 87.2% (198/227) students</p>	<p>Target was not met, but was not missed by a large amount. This may reflect that once a student is processed for financial aid, it is much easier to</p>

1. Be very specific here. Describe how you will assess the outcome in some detail.
2. If applicable. Best practice is 30 responses, but it's recognized that it's not possible in many cases. If so, report results of all students/employees. If a sampling method is used, explain it here.
3. If a rubric was used to assess a qualitative measure, check this box and attach the rubric to the back of these sheets.
4. Describe your response to the results. Did the results match your target performance? If not, how might the outcome assessed be better achieved? Is there an adjustment needed to the assessment strategy? Is the target performance possible to achieve or does it need to be adjusted?

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	college. Sampling method²: See survey method information below		Strongly agreed or agreed	receive funds in a subsequent term, if the student maintains SAP.
<p>Students who received services from the Financial Aid and Scholarship Office will report satisfaction with the timeliness of response for information.</p> <p>Target: 90% of students surveyed</p>	<p>This was assessed by¹: Student Experience Survey question: At the Financial Aid/Scholarships Office, please indicate your level of satisfaction with the following: Timeliness of response or information</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 74% (96/129)students Strongly agreed or agreed</p> <p>Online: 86.4% (166/179) students Strongly agreed or agreed</p>	<p>Target was not met, particularly onsite, which is not what we would expect. Students at a distance would seem less likely to be satisfied than a student onsite. It may be that the students at the other CC campuses where FA assistance is not immediately available may contribute more heavily to lower rating. Will drill down in data to determine if this is the case. Goals have already been establish to offer more structured FA</p>

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				support to the sites.
<p>Students who receive services from the Financial Aid and Scholarship Office will report satisfaction with the knowledge of the Financial Aid staff.</p> <p>Target: 90% of students surveyed</p>	<p>This was assessed by¹: Student Experience Survey question: At the Financial Aid/Scholarships Office, please indicate your level of satisfaction with the following: Staff knowledge</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 80.6% (104/129)students Strongly agreed or agreed</p> <p>Online: 89.0% (203/228) students Strongly agreed or agreed</p>	<p>Again, ratings are lower onsite than online. Training and professional development goals are reflected in the annual unit plan to address this area.</p>
<p>Students who received services from the Financial Aid and Scholarship Office will express a high degree of satisfaction with the overall quality of services.</p>	<p>This was assessed by¹: Student Experience Survey question: At the Financial Aid/Scholarships Office, please indicate your level of satisfaction with the following: Overall quality of services</p> <p>Sampling method²: See survey method information below</p>		<p>Onground: 79.8% (103/129)students Strongly agreed or agreed</p> <p>Online: 87.4% (188/215) students Strongly agreed or agreed</p>	<p>Again, ratings are lower onsite than online. Training and professional development goals are reflected in the annual unit plan to address this area.</p>

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The student experience survey has established baseline data. These core Service Department Outcomes (SDOs) will continue to be assessed and strategies implemented to improve outcomes.

Student Experience Survey: In Spring 2012, a Student Experience Survey was administered to Cerro Coso students. While the survey included questions about student behavior and characteristics, the primary focus was to provide assessment information for student services programs. Survey method:

Onground Students: A random sample of 1,500 students was selected from all Cerro Coso sites. These 1,500 students were mailed a paper survey with paid return envelope and a cover letter describing the purpose of the survey. 216 surveys were returned from the onground population of students, with numbers from each site as follows:

Indian Wells Valley (Ridgecrest Campus)	Kern River Valley Campus	Bishop Campus	Mammoth Campus	South Kern Campus	Did Not Identify
109	46	32	9	11	9

Online Students: All online students registered in the Spring 2012 term were emailed the cover letter describing the purpose of the survey and a link to take the survey online via Survey Monkey. 474 surveys were returned from the online population of students.

All students were also notified that completed, returned surveys would be entered into drawings for two Ipod Nanos, donated by the Cerro Coso Community College Foundation to support the survey effort. Student identifying information for drawing purposes was separated at the time the survey was received by a non-student services staff member and the Institutional Researcher.

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