

Crafton Hills College - Outcomes Assessment Report

Program/Service Area: Financial Aid

Term: 2012 Spring

1. Service Area Outcomes Statement

Participants of Cash for College workshops conducted by CHC will express satisfaction with the information content, materials and service provided at Cash for College workshops.

2. Means of Assessment (Measurement Method)

Administer the Cash for College Exit Survey at the 14 workshops conducted across the Inland Empire at high schools and community sites from January 1st to May 30th annually.

3. Criteria for Success (Benchmark)

90% or greater of workshop participants will rate the workshop as “Excellent” or “Good” on the Exit Survey.

4. Summary of Evidence

In spring 2012 there were 2,235 student and parent attendees in Cash for College workshops, an increase of 50.36% over the previous year. This shows a dramatic increase reflective of the extra publicity efforts of the Outreach Coordinator. Furthermore, there were 915 Cash for College Student Exit Surveys collected; an increase of 14.56%. Of the 915 student surveys, 90.82% of respondents indicated that they rated the workshop “Excellent” or “Good”. The results are slightly higher than the established benchmark. This means the level of training and presenter preparedness met or exceeded expectations.

5. Use of Results (Implications for Program Improvement & Planning)

The FAO holds a high standard for training and presentation format, and it will continue the current level of training unless low ratings indicate a deficiency. Changes to training methods and content will be adjusted to remedy any identified deficiencies.