

<b>EL CAMINO COLLEGE</b>			
<b>Service Area Outcomes (SAO) Assessment Plan</b>			

Mission: El Camino College offers quality, comprehensive educational programs and services to ensure the educational success of students from our diverse community

<b>Unit</b>	Outreach & School Relations	<b>Date</b>	11/12/2012
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<b>SAO</b>	After attending an ECC information session or campus tour, prospective students will be more knowledgeable regarding ECC programs, services, and the steps of enrollment.
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<b>Participants</b>	Elizabeth Martinez, Christina Acoff, Arlana Walton, Shateo Griffin
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<b>Assessment Plan</b> (include metrics to be collected)	<b>Results/Actions Taken</b>
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<p>The Outreach/Welcome Center has created a standardized general presentation that will be used by all ECC outreach representatives and student ambassadors during campus visits and other presentations. SLO posters will be posted in the Welcome Center and on the Outreach page of the Compton Center website.</p> <p>Outreach staff makes campus visits and other presentations by administering a ten-question survey to the participants. The purpose of the survey is to test the audience's current knowledge regarding ECC programs, services, and the steps of enrollment. Once the Information Session is complete, the audience will then be given the same survey to measure the level of information retained from the presentation. Surveys completed will then be</p>	<p><b><u>Results:</u></b></p>
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submitted to Institutional research office for analyzing to determine the difference in answers for surveys completed.

The surveys were administered at requested information sessions between the months of February through May each academic school year of 2012-2013.

After attending an ECC information session or campus tour 90% of prospective students answer more questions correctly on the survey the second time it is given