

Mountie Fast Track Sessions

May 3 – July 28, 2016

The Mountie Information Sessions which began in May 2016 are focused on first-time Mt. San Antonio Students. Students are first identified as applying to Mt. Sac and they receive a welcome letter that notifies them of the Mountie Fast Track Info. Sessions. Students are further identified through their registration to Mt. Sac as first-time students and this status triggers an additional outreach email inviting them to participate in the Mountie Fast Track Info. Sessions. Students can then either register on-line, call or come in person. After registration, Students Ambassadors provide reminder phone calls regarding the students upcoming session. Students also receive a follow-up reminder along with a parking pass.

The goal of the session is to provide detailed information on completing the necessary eight steps required to successfully complete registration. The info. sessions are conducted in a large group format by a student services administrator, staff and student ambassadors and run approximately two hours. The sessions are lively and interactive and questions are encouraged throughout rather than waiting until the end.

There were 28 sessions between May 3rd & July 28th of 2016. A pre-test/post-test consisting of 9 questions applicable to successful registration are answered on a 6-point Likert Scale was administered at the beginning and end of the session. Each response is kept confidential and has no bearing on admission, placement, registration, or support services offered. Below are charts and summaries of demographics, pre-post test results, and open ended question responses.

Mountie Info Session Demographics	
1. Total number of sessions	28
2. Total Number of Students Attending Info. Sessions	1,044
3. Average number of students per session	37
4. Total Number of Students Registering for Info. Sessions	2,152
5. Total Show-Rate %	49%
6. Number of Students turning in their pre-post surveys	<i>950 (91% of all students attending turned in a pre-post-test survey)</i>
7. Students Learn about the Mountie Fast Track Info. Sessions primarily by these means (based on 91% who completed pre-post survey)	1. Mt. Sac Welcome Letter 321 (34%) 2. Mountie Fast Track Info. Session Letter 405 (43%)

	3. Online-New Student Tab 489 (51%)
8. Number of Students Identified as recently graduated High School Students (Class of 2016)	154

The Mountie Info. Sessions, for the most part, have been well-attended. The average show rate was 49%. This has taken into account earlier sessions that had poor attendance. The attendance has steadily been increasing. This increase may be attributed to the dates being closer to summer school, fall semester, high school students being out of school, word of mouth and/or several other factors.

The majority of students are turning in their pre and post-test as instructed. The numbers may differ slightly from the total number attending due to students either arriving late, leaving early or failing to complete their survey. Our Ambassadors are very diligent in trying to obtain 100% survey completion. Students are learning about the sessions in a variety of ways: through targeted emails, online-new student tab, and faculty/staff. Informing students via this multi-prong approach is useful in that it allows for more opportunities to “nudge” the students thus creating a reminder every time they see Mountie Fast Track Info. Session Information.

The number of high school students has increased since May, but the majority of students coming directly from high school may be attending Summer Bridge or Connect Four.

Pre-Post Test Results (Aggregate May 3rd – July. 28th) (based on 91% who completed survey)				
	Pre – Test Agree		Post –Test Agree	
1. <i>I know the basic steps of applying for financial aid at Mt. SAC.</i>	262	27.6%	815	85.8%
2. <i>I understand the importance of attending test information sessions.</i>	621	65.3%	881	92.7%
3. <i>I know how to navigate Mt. SAC student portal.</i>	263	27.7%	707	74.4%
4. <i>I know the steps and tips in registering for classes.</i>	104	10.9%	741	78.0%
5. <i>I know the difference between an online orientation and an in person orientation</i>	316	33.3%	848	89.3%
6. <i>I know where and how to pay for registration fees.</i>	113	11.9%	711	74.8%

7. <i>I understand the 8 easy steps to becoming a Mt. SAC Mountie.</i>	91	9.6%	757	80.0%
8. <i>I would recommend new students to attend a Mountie Fast Track Info Session.</i>	588	61.9%	878	92.4%
9. <i>I am aware of the Student Support Services available at Mt. SAC.</i>	448	47.2%	753	79.3%

The pre-test responses demonstrate an overall high level of need for information, with the majority of responses falling below 33%. The post-test responses increased significantly with the majority of responses approaching 75%. In the pre-test students indicated that they lacked the knowledge of knowing the steps and tips in registering for classes (10.9%) and understanding the 8 easy steps to becoming a Mt. SAC Mountie (9.6%). This is understandable because as a first time student they would not inherently know how to register or where to go to pay for fees. However, the highest scored areas in the pre-test were: I understand the importance of attending test info. sessions (65.3%), and I would recommend students to attend a Mountie Fast Track Info. Session (61.9%). This demonstrates that the students may have learned or heard that test/study sessions are important; and perhaps even more important is that they value the opportunity to gain information. Without first attending the session, they are already viewing it as valuable. The post-test response to knowing the steps and tips in registering for classes was 78.0%. The response for understanding the 8 easy steps to becoming a Mountie was 80.0%. The students continued to learn about the importance of testing and would recommend a Mountie info. session to a friend in the 92.7% and 92.4% percentile respectively. The post-test responses demonstrate that the info. sessions are successfully completing their goal of informing students of the eight steps to registration.

Responses to Open Ended Questions	
1. Why did you attend today's session?	Top 3 Reasons for Attending Info Session: <ol style="list-style-type: none"> 1. Learn to register for classes 2. Get more information 3. Learn the next steps
2. What did you find most helpful about today's session?	Top 3 comments regarding what was most helpful <ol style="list-style-type: none"> 1. Everything 2. How to Register 3. Financial Aid Info.
3. Do you have any suggestions for improvement?	Top 3 suggestions for improvement <ol style="list-style-type: none"> 1. None 2. N/A 3. N/A

4. Are there topics you wish we would have covered today?	Top 3 topics you wish we had covered 1. None-Everything was covered 2. Sports 3. N/A
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The majority of responses to the open ended questions were similar. Get help with registration, get more information, and what to do after applying were the top reasons students attended the Mountie Info. Sessions. Under what was most helpful; everything, how to register and financial aid info. were listed most. However, the comments **“Everything! This session has me excited to start school again!”** and **“I feel much better about starting school”** were especially validating in that it shows that our goals for the sessions are being achieved. There were very few comments under what needs to be improved and any topics you wish were covered. This indicates that the information provided is on target in terms of meeting the students’ needs and our goals for the session. According to their responses students are learning the eight steps of registration and feeling more confident as a student.

Summary of Observations as a session presenter:

The sessions are going very well. The registration process is very organized. Students appreciate being provided a parking pass. The two hour sessions have started and ended on time; the ones that were scheduled for 1 ½ hours tended to go over with students getting restless after the advertised time passed. To remedy this situation we extended the evening sessions to 2 hours as well. This has worked out very well; students are clear in regards to how long the sessions are. The presenters work well together and ensure that the sessions run smoothly. The presenters are knowledgeable, funny and attempt to engage the students. For the most part, the sessions are pretty lively with several questions being asked. All of the presenters, especially the Student Ambassadors, feel comfortable sharing anecdotal information that can be used to further demonstrate a concept for students. If a student asks a question that the presenter is unsure how to answer, another presenter will share the correct answer. The department specific presentations are very good as well (Financial Aid and Assessment). Because they are content specific experts they are able to provide detailed information. One of the most important parts of the sessions occurs afterward when students remain to receive assistance with a particular registration question, i.e., claiming their account, looking up a class, financial aid assistance, etc. This individualized attention is key in making the campus seem less daunting and more accessible.

One area that I see could be addressed is following up with those students who register but miss sessions. Perhaps they can be given a follow-up phone call, letter or text indicating that they’ve missed their appointment and invited to attend an upcoming session. In addition, those who cancel by phone can be surveyed as to the reason why, i.e., time/date of session, another apt., illness, etc. The reasons can help determine if sessions are being held on the best date/time and adjustments can be made accordingly. This outreach may increase the show-rate. The students enjoy getting to know their fellow students through ice breakers and it aids in them feeling more comfortable to ask questions.

Fall 2016 Registration Analysis

Number of Students Completing the Summer Mountie Fast Track Information Sessions	Number of Students Completing Financial Aid	Number of Students Completing In Person or Online Orientation	Number of students Receiving an Abbreviated or Comprehensive Educational Plan	Number of Students Registered for Classes 0-6 units 7-11 12+	Number of Students Still Enrolled at the Census Date
1332	877 (67%)	1056 Total (79%) In Person: 479 Online: 577	581 Total (44%) Comprehensive Plans: 55 Abbreviated Plans: 566 Both: 40 (Other Plans: 30)	858 Total (64%) 0-6 units: 211 6.01-11.99: 298 12+ units: 349	858 (64%)

According to the information above, of the 1,332 students who attended a Mountie Fast Track Information Session, 877 (67%) completed the financial aid process; 1056 (79%) completed either in-person or online orientation; 581 (44%) completed an abbreviated or comprehensive educational plan; 858 (64%) registered for classes and 858 (64%) remained enrolled through the census date.

This data gives us a baseline in which to measure enrollment completion after our subsequent Mountie Information Sessions. The percentage of students completing most of the necessary steps for registration is at 64% or above except for 79% completing in-person or online orientation plans and 44% receiving abbreviated or comprehensive educational plans. The higher number of students completing the orientation (79%) may be due to it being a mandatory registration component and the ease in which students can complete the requirement online. In relation to the lower number of students completing an abbreviated or comprehensive educational

plan (44%), this may be due to the necessity to meet with a counselor in order to complete this area if you did not attend in-person orientation and the length of time it takes to receive an appointment. Also, because this step is highly recommended but not required students are not blocked from registering if they do not complete this step. Our registration and those still enrolled through census is at 64%. When breaking down the number of students who are registered for less than full time that percentage is 59%. The reasons why students are not registering as full-time students can be researched further. Perhaps as new students they were trying to start off slowly by taking fewer courses as to not feel overwhelmed or perhaps they were unable to enroll in enough classes due to availability. Also, in looking at the overall registration percentage of 64%, that percentage is lower than some of the other outreach programs such as Connect 4, Summer Bridge and Step Into College which tend to have registration at 80% or higher; those programs offer much more intensive services to students over a longer period of time as well as early registration that serves as an incentive to complete. One comparison that may be made is looking at number/percentage of students who do not receive any outreach intervention and complete the steps to registration (financial aid, orientation, educational plan, registration and registration through census date); additional research would have to be done. Lastly, follow-up can be done with the 34% who did not register to learn why they did not complete the process and a brief check-in via email, call or text can be done to congratulate an encourage and answer any questions for those 64% who did successfully register.