

3. Outcomes

3.1 OUTCOMES WITHIN UNIT

With respect to program outcome findings, I can refer to the results of the following surveys:

1. Spring 2020 Transportation Survey - highlights of these survey results are included in the Data Analysis section.
2. Spring 2020 LEGACIE Scholars Survey - highlights of these survey results are included in the Data Analysis section.
3. Spring 2020 LEGACIE Mentors Survey - highlights of these survey results are included in the Data Analysis section.

With respect to significant trends - the enormous impact that COVID-19 has had on the GCR Office cannot be overstated. COVID-19 prevented GCR from hiring the top candidate to fill a vacancy in the clerk typist III position, which was created in December 2019. This vacancy continues to impact the GCR Director and secretary on a daily basis. Both the GCR Director and Secretary have had to complete tasks that have been traditionally assigned to the clerk for each of the past few years. COVID-19 has also required the Director of GCR to assume additional responsibilities from other managers who have either retired or who have moved on to different opportunities. COVID-19 has changed the way the Director of GCR interacts with students, manage staff, and work with on and off campus partners.

After studying the data referenced above, presented in the subsequent "Data Analysis" section, and discussing with staff, it has been concluded that:

1. The GO RIO program can benefit from additional publicity through a variety of means and improved student awareness.
2. The LEGACIE program can benefit from additional staff support to help with daily activities, mentor communication, and follow-up monitoring of former LEGACIE scholars.
3. Both programs are functioning well on a limited budget, but could blossom with grant funding, general fund support, or some other type of institutional investment.

4. Data Analysis

4.1 DATA ANALYSIS

A. DATA RELEVANT TO OUTCOMES AND PRIMARY FUNCTIONS

1. GO RIO/TRANSPORTATION

Thanks to a partnership with the Kresge Foundation, GCR was able to deploy a transportation survey to the entire student population. In previous years, GCR had only asked GO RIO student users to evaluate the GO RIO program. In the Spring 2020 semester, GCR went a step further by asking all students to evaluate transportation options, which included a few questions regarding the GO RIO program. The survey was deployed from March 20 to April 11 and was completed by 2,176 respondents. Some of the major findings from the survey include:

- When asked to indicate what method of transportation is used to arrive at campus, the most frequent response was "use own car" (64%), the second most frequent response was "family/friend drop off" (35%) and the third most frequent response was "public transportation" (33%).
- When asked to indicate how often public transportation has been used in the past 12 months, nearly one in four respondents (23%) answered "a few times per week". The most frequent response was "never" (41%).
- When asked how familiar they were with the GO RIO program, a combined 54% indicated "not at all familiar" (32%) or "a little familiar" (22%).
- When asked if they have ever used the GO RIO program, 33% said "yes" and the remaining 67% said "no".
- When asked how helpful GO RIO has been to their academic success, the vast majority of respondents answered "somewhat" or "very" helpful with respect to "remaining in school" (combined 91%).
- When asked how helpful GO RIO has been to their academic success, a strong majority answered "somewhat" or "very" helpful with respect to "being able to take more classes" (combined 80%).
- When asked how helpful GO RIO has been to their academic success, a solid majority answered "somewhat" or "very" helpful with "getting better grades" (combined 74%).
- When asked how helpful GO RIO has been to their academic success, a healthy majority answered "somewhat" or "very" helpful with "being able to achieve goals more quickly" (combined 79%).
- When asked how helpful GO RIO has been to their academic success, a clear majority answered "somewhat" or "very" helpful with "finishing program of study sooner" (combined 73%).
- When asked to agree with the statement, "I can get to class more quickly because I don't have to look for parking", a combined 83% showed some level of agreement.
- When asked to agree with the statement, "I have more money for books and materials instead of car expenses", a combined 85% showed some level of agreement.
- When asked to agree with the statement, "I can focus on school instead of worrying about transportation", a combined 78% showed some level of agreement.
- When asked to agree with the statement, "I find the bus schedule works well with my class schedule", a combined 75% showed some level of agreement (but the corollary means that 25% disagreed with this statement).
- When asked to agree with the statement, "I can contribute to a cleaner environment by reducing vehicular emissions", a combined 94% showed some level of agreement.
- When asked "for what reasons have you not used GO RIO so far?", the second most frequent response was "I did not know about GO RIO" (45%); the most frequent response was "I own a car" (54%).
- When asked "how close is the nearest bus stop to your home?" the most frequent response was "between 1 and 5 minutes away" (34%).
- When asked to agree with the statement, "Public transportation in my community is safe", a combined 83% showed some level of agreement.
- When asked to agree with the statement, "Public transportation in my community is accessible", a combined 83% showed some level of agreement.
- When asked to agree with the statement, "Public transportation in my community allows me to reach my destination on time", a combined 75% showed some level of agreement.
- When asked to rate level of satisfaction with daily transportation to and from campus, a combined 91% answered "satisfied" or "very satisfied".
- Of the 9% of total respondents who were dissatisfied with daily transportation, the most frequent open response category was "more bus stops/more bus routes" (16%).
- When asked to give level of satisfaction with on-campus shuttle service, a combined 65% answered "satisfied" or "very satisfied" (29% said "no opinion").
- Of the 6% of total respondents who were dissatisfied with the campus shuttle service, the most frequent open response category was "increase frequency and number of bus shuttles" (62%).

2. LEGACIE

After the conclusion of the 2019-20 academic year, mentors in the LEGACIE program were asked to respond to an end-of-year survey. 21 of 35 mentors (60%) completed the survey in its entirety. The following are highlights of the survey results:

- When asked to indicate level of agreement with the statement, "My responsibilities as a mentor were clearly defined", a combined 95% showed some level of agreement.
- When asked to indicate level of agreement with the statement, "The LEGACIE program provided the training I needed for my role as a mentor", a combined 85% showed some level of agreement.
- When asked to indicate level of agreement with the statement, "The LEGACIE program provided the support I needed for my role as a mentor", a combined 95% showed some level of agreement.

- When asked to indicate level of agreement with the statement, "My mentee and I had a positive relationship", a combined 95% showed some level of agreement.
- When asked to indicate level of agreement with the statement, "I experienced personal growth as a mentor", a combined 95% showed some level of agreement.
- When asked to indicate how many times mentors with their mentees, the most frequent answer given was "three times" (24%).
- When asked what kind of assistance did mentors provide mentees, the most frequent open-ended answer category was "transfer-related" (40%) and second-most frequent was "emotional support" (35%)
- When asked what benefits were received from the mentoring relationship, the most frequent open-ended answer category was "learning the student perspective" (33%)
- When asked to evaluate the quality of each of the five workshops, the workshop that was marked "excellent" most frequently was "masculinity and culture" (62% marked excellent)
- When asked to provide suggestions for future workshops, the suggestion that was mentioned most frequently was "financial literacy/budget" (25%)
- When asked to provide suggestions on how to improve mentorship, the response categories that emerged most frequently were "conversation topic prompts" and "engagement tips" and "trust-building tips"
- When asked to identify program strengths, the most frequent open-ended answer category was "community-building" (38%) and second-most frequent was "communication/interaction with students" (25%)
- When asked to identify program areas of improvement, the most frequent response category was, "involve/engage mentors more during workshops" (45%) and more time for mentor-mixing (36%)

After the conclusion of the 2019-20 academic year, mentees in the LEGACIE program were asked to respond to an end-of-year survey. 33 of 35 mentees (94%) completed the survey in its entirety. The following are highlights of the survey results:

- When asked to rate the quality of experience with LEGACIE mentor, the most frequent response was "excellent" (76%) and second most frequent response was "above average" (12%)
- When asked to rate the quality of the five workshops, the workshop that was marked "excellent" most frequently was "masculinity and culture" (76% marked "excellent")
- When asked to rate the quality of the program overall, the most frequent response was "excellent" (88%) and second-most frequent response was "above average" (12%)
- When asked to indicate level of agreement with the statement, "As a result of participation in LEGACIE, I am more confident as a college student", 76% showed strong level of agreement.
- When asked to indicate level of agreement with the statement, "As a result of participation in LEGACIE, I am getting better grades in my classes", 56% showed strong level of agreement.
- When asked to indicate level of agreement with the statement, "As a result of participation in LEGACIE, I am better at asking for help", a combined 67% showed strong level of agreement.
- When asked to indicate level of agreement with the statement, "As a result of participation in LEGACIE, I am more aware of services for students", a combined 76% showed strong level of agreement
- When asked to indicate level of agreement with the statement, "As a result of participation in LEGACIE, I am better prepared for the next step in my education/career", 72% showed strong level of agreement
- When asked, "What did you like most about LEGACIE?", the most frequent open-ended response category was "mentorship" (15/32 responses or 47%)
- When asked, "If you could change one thing about LEGACIE, what would it be?", the most frequent response was "nothing" (11/31) and second most frequent response was "more interaction with fellow mentees" (5/31)
- When asked, "If given a chance, would you return to LEGACIE next year?", 32/33 or 97% responded "yes"
- When asked, "Would you still be interested in participating even with no scholarship next year?", 31/33 responded "yes"

B. ANALYSIS AND EXPLANATION OF DATA TRENDS

1. GO RIO/TRANSPORTATION

After extensive analysis of the transportation survey data, there are three primary takeaways that merit further research and follow-up.

A) **GCR needs to find new ways of increasing awareness of the GO RIO program.** Increasing awareness of what GCR does has been a recurring issue that was originally mentioned in the Program Review process in 2018. Losing the GCR clerk has stretched remaining staff thin. The Director and Secretary have been very busy keeping the program in operation, which has left little time for promotion or publicity. COVID-19 has made it more difficult to communicate with students. Overreliance on virtual communication -- combined with lack of availability of visual advertisements, reduced word-of-mouth activity, and the discontinuance of "DiscoverRio" or "Club Rush" events has curtailed GCR's ability to promote GO RIO to students.

B) **GCR needs to work with Academic Affairs to better align class times with bus schedules.** Although 75% said that alignment was not a problem, the corollary is that one out of four respondents see some type of misalignment. Previous year's evaluations, focus group feedback, and anecdotal data has informed GCR that evening students often are not able to find a bus to take after completing their last evening class. Ongoing collaboration is needed between GCR, the transit companies, Academic Affairs and the Academic Scheduling Team. In this era of remote-learning, now is the time to see what can be done to work with transit agencies and with the scheduling team to bring these two items into alignment for our students, before we return to some level of on-site, in-person instruction.

C) **Most respondents are pleased with the on campus shuttle service, but there is some room for improvement.** Although there were very few respondents who showed dissatisfaction with the shuttle service, the few who did indicated that staff should look at increasing frequency and increasing the number of shuttles that operate on campus. While this is a moot point during the current COVID-19 remote learning period, this merits further consideration when Rio Hondo resumes in-person learning.

2. LEGACIE

The data presented from the LEGACIE mentor and LEGACIE mentee surveys illuminate four primary takeaways:

- A) **The LEGACIE program has produced many benefits for scholars** including a sense of community, engaging dialogue during the workshops, and effective mentorship. Also LEGACIE scholars benefit from an extended network of mentors, fellow scholars that help them persevere through their challenges and approach their goals.
- B) **The majority of LEGACIE scholars believe that LEGACIE has help them become better students** by becoming better at asking for help, becoming more aware of services, and having more academic confidence. This belief has translated to better grades for LEGACIE scholars and being more prepared for the next step of their educational or professional pathway.
- C) **The LEGACIE steering committee needs to find more opportunities for LEGACIE scholars to interact with each other.** This could be challenging in light of COVID-19, but perhaps there are ways to incorporate more intra-scholar networking within the context of the workshops or between workshops.
- D) **The steering committee must work on getting mentors more involved** during the workshops as guest speakers, content experts, or in the workshop planning process. There is so much untapped potential with our mentors who bring so many God-given gifts and experiences that can be helpful to LEGACIE scholars. Mentor mixers are in the process of being planned to help involve LEGACIE mentors in new ways.