

Cradle-to-Career Governing Board Staff Report

Date Report Issued: October 25, 2023
Attention: Members of Cradle-to-Career Governing Board
Subject: **Student Audit Experience**
Staff Contact: Judy Chan, Deputy Director of Digital Services

At this meeting, the Governing Board (Board) will have the opportunity to learn about this year's Student Experience Audit.

Requested Action:

- ❖ There is no requested action for this item. This is an informational item only.

Background:

Per Education Code [Section 10867\(b\)\(5\)\(A\)](#), the California Cradle to Career Data System (C2C) shall be responsible for conducting an annual student experience audit related to navigating the transition from secondary education to higher education. This work supports the scaling, expanding, operating and maintaining of operational tools (known as “practical tools for students and families”.)

C2C has commissioned Vital Research(Vital) to conduct this audit to better understand the challenges, barriers and experiences of students seeking to access higher education. This year's audit seeks to expand on the [research from last year](#) which focused on practitioner perspectives on student experiences. Using a rigorous mixed methods research approach, Vital administered student surveys and conducted interviews with students to bring individual stories to life.

The findings from the audit revealed several high level key takeaways:

- 1) The postsecondary application process can be overwhelming and students are not always aware of where to turn to get the information they need

- 2) Greater awareness and support for financial aid applications is needed throughout the process
- 3) Additional resources are needed to support first generation and underserved minority students as they navigate the postsecondary and financial aid application process
- 4) Students faced obstacles related to receiving transcripts and transferring credits. Across groups that were surveyed including dual enrollment students, AP students and transfer students, some students said they did not receive their transcripts in time which can have a major impact on students lives and their ability to achieve their goals

C2C will continue to use the Student Experience Audit to guide their work and ensure that student voices are heard.