



## NextUp Student Survey - February 2020

### NextUp Program History

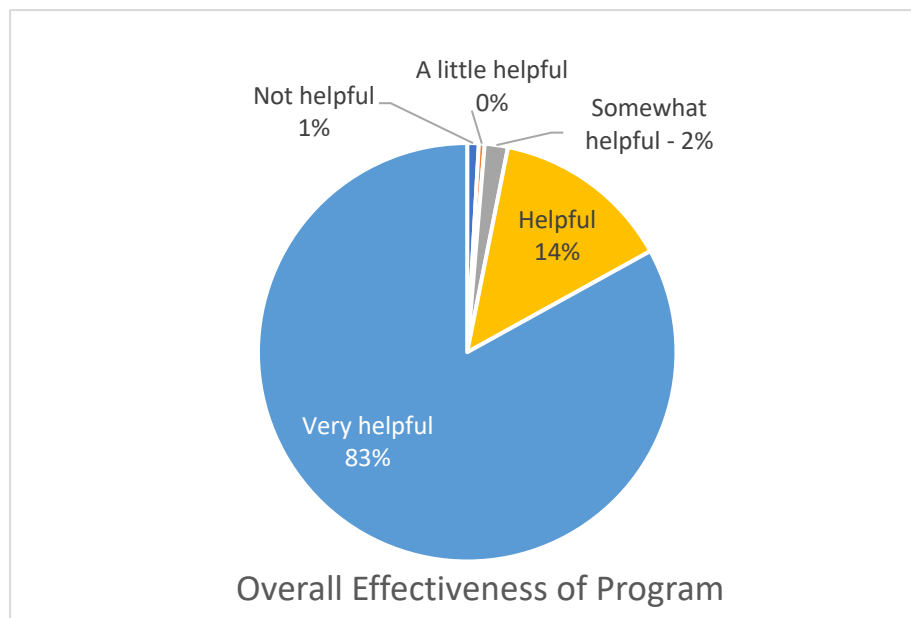
The NextUp program is a campus support program for foster youth that exists at 45 California Community Colleges. It was created in 2016 and is funded by the State of California through a \$20 million annual budget allocation. The program offers comprehensive services to foster youth including academic and personal counseling, tutoring, life skills training, mental health support and direct financial assistance for books, transportation, housing, childcare and other non-tuition costs. During the 2018/2019 academic year, the program served around 2100 students.

### Student Survey

A survey was created by John Burton Advocates for Youth and sent to students through NextUp program staff and the California Youth Connection in order to gauge students' experiences with the program. A total of 224 NextUp participants completed the survey. Twenty-nine of the 45 colleges were represented in the survey.

### Program effectiveness

When asked how they would rate the program on overall effectiveness, 97% rated the program as helpful or very helpful, with 83% putting the program in the very helpful category. Just one percent described the program as not helpful or only a little helpful. The average rating on a 5-point scale was 4.8.

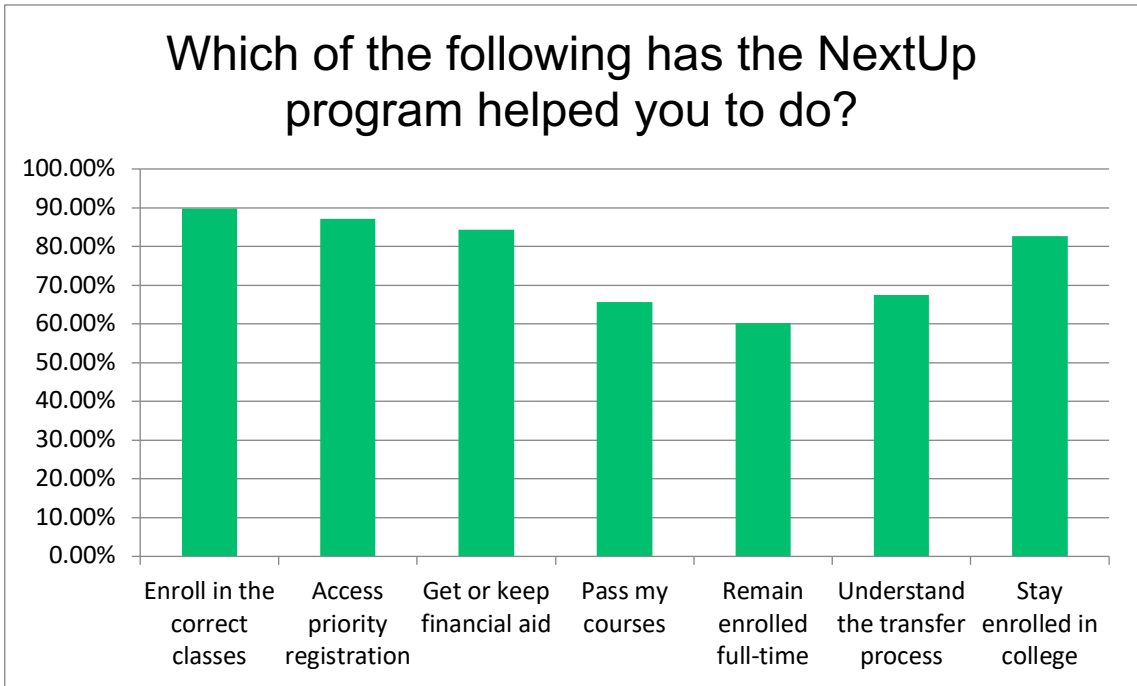


When asked how much NextUp contributed to their ability to stay enrolled and succeed in classes, 96% expressed that the program made a difference with 84% citing it as a significant factor in their success and a full 51% saying that they would not have been able to succeed without the program.

### Services and Outcomes

When asked about which academic outcomes the program had helped them with, 99.5% reported that the program helped them academically. The most common items selected were enrolling in the correct

classes (90%), accessing priority registration (87%), getting or keeping financial aid (84%) and staying enrolled in college (83%). Sixty-five percent cited the program as helping them to pass their courses and 60% said the program helped them to remain enrolled full-time.

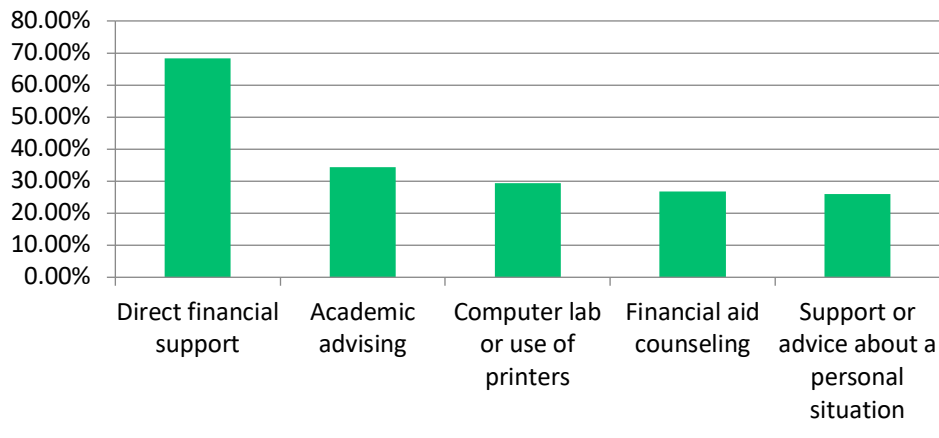


Students were also asked about personal support that the program had provided. Seventy-one percent had received help planning for what they will do after college; 70% developed new learning, communication or study habits; and 70% accessed other resources such health care, food or legal assistance. Just under half had sought help addressing a crisis situation, 43% received mental health support and 29% got help finding or keeping housing.

When asked about which specific services they had utilized, the most common was direct financial support (85%), academic advising (67%), computer and printer labs (67%), and financial aid counseling (65%). Thirty-eight percent received crisis support, 54% received support around a personal situation and 64% participated in opportunities to meet other students with experience in foster care.

In addition to being asked about the services utilized, students were asked which services were most important to their ability to stay in school. The top choice was direct financial support (68%) with academic advising, computer labs, financial aid counseling and personal support being the next most valuable ranging from 26-34%. The remaining distribution was spread across the other 17 options presented, which included tutoring, career guidance, crisis support, peer support, money management counseling, referrals to other services, mental health services, transfer counseling and help accessing childcare, which indicates that the needs of the students are highly individualized and diverse.

## Services that you believe were most important to your ability to stay enrolled and pass courses.



### Referral Sources

Students were asked how they found out about the program. The most common referral source was the EOPS (51%).<sup>1</sup> The next most common were from a social worker (38%) and from direct outreach from the NextUp program (28%).

### Feedback

Examples of some of the comments received in the survey are as follows:

“They have helped me succeed. I can say without them I think I would have dropped out of college already. They are my biggest support and help.”

“It's definitely made me feel like people care and gives me reassurance that I won't slip through the cracks”

It's important. Those like me who didn't know a thing about most means of financial Independence or health care or anything similar need this program in order to learn the things that we need to be independent.”

“They've been very helpful, and overall very consistent with answering questions and fast responses if we need immediate help.”

“This is a really good program and it helps so many people. I really hope they start to bring these programs into all of the colleges so others can access these resources and help”

“This program has been the best program I have ever been to. I am a dream act student with no financial aid help and this program has provided so much to me that I am so grateful for. The people

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<sup>1</sup> Extended Opportunity Programs and Services (EOPS) is a state funded program designed to support low income and academically disadvantaged students to be successful in college.

on this campus exceed themselves when helping us or reaching out to us. They make us feel appreciated and honestly it's just a great program overall."

"All counselors are incredibly helpful and they show that they actually care about the success of the students."

"They will help you out in whatever you need just ask and they will help you with your needs"

"I love that the next up program is a safe place to go and they do everything they can to help you succeed in school. You can see that the staff really wants the best for you!"

"It was an amazing experience for me to be part of the program they help me with class enrollment, and they tell me what classes I need to take to get to my career goal. As well the services they provide."

"This program has successfully helped me be on track to transfer within a two year period. The support of the counselor and students has made a tremendous impact in my life."

"I would like to say that Jason is my awesome magnificent counselor I have right now. He helps me through whenever it is urgent, like with my bike tires when I wasn't able to go anywhere. I did meet awesome staff there as well, they are super friendly and positive and always been open to others."

"What I have experienced with NextUp was that when I get confused, whether with the location of the meeting or with a homework assignment, I get help from my academic counselor and the staff members who work at NextUp."

"It's motivated me to pursue an education when I felt that I had no other options or couldn't "hack" it. And to be able to not only socialize with other students from similar backgrounds but a chance to be an advocate for other students to come...it's an opportunity that is too enticing to pass up."

"I definitely would not have been able to succeed without this program and my counselor helping and encouraging me along the way for the past three years."

"When I'm feeling depressed, just walking into the EOPS office make the weight a little lighter. You see warm smile and they tend to know when you're having a bad day therefore, they got out of the way to make sure you feel comfortable and safe."

"If it wasn't for the NEXTUp Program & my counselors, I would have not made it this far...I wouldn't have the academic dreams that I have now."

"It's a great program that makes you feel so comfortable without feeling weird about being in foster care they are very helpful and are always there to offer opportunities."