Student Support Services Quality Review Report

Department: Assessment
Manager: Kristine Nelson

Names of those participating in the report: Kristine Nelson, Temperence Dowdle

Date: November 4, 2008
Date of previous quality review: January 26, 2005

Student Satisfaction with Support Services Provided:
Please indicate the proportions (%) of students who rated each aspect as “excellent” or “good” (separately and combined). The Cypress College standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>College Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>28.9</td>
<td>51.5</td>
<td>80.4</td>
<td>75%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>39.9</td>
<td>38.9</td>
<td>78.8</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>33.7</td>
<td>42.4</td>
<td>76.1</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>37.8</td>
<td>44.3</td>
<td>82.1</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>34.0</td>
<td>38.8</td>
<td>72.8</td>
<td>75%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>32.8</td>
<td>42.6</td>
<td>75.5</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>33.0</td>
<td>43.8</td>
<td>76.8</td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

Change since last quality review
Since the last quality review, the Assessment Center has improved and exceeds the 75% standard in all categories, but one.
**Narrative**

*Reflect on standards met and any standards not met.*

**Standards Met** – Considering there is only one full-time staff member, we appreciate the kudos given in the most beneficial section of comments.

* taking test and receiving results
* hours of operation
* sample tests, instruction, direction.

**Standards Not Met** –
With the increase in student enrollment campus-wide and the centralization of student services in the Student Center this past year, we can attribute the decline of Staff Helpfulness to the increase number of students needing to take assessment tests. In addition, limited staffing and the need for additional training of hourly employees have created challenges resulting in a student satisfaction score of 72.8%. Hourly employees are hired to assist one full-time employee in the afternoons, evenings, and throughout the registration periods. At times, the Matriculation Manager assists students at the front counter and answers phone calls as needed. We continue to provide staff training to cover assessment policies and procedures. Finally, we will continue to meet with staff during the academic year in order to provide better service to students and to prepare for Summer 2009 registration.
Long-range Plan and Objectives

In the following section, identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Programs should identify 3-5 goals, with at least one goal per year. Goals set for next year that require fiscal resources must also be submitted as a Budget Request and Action Plan (separate form).

I. Goal: Strengthen the Matriculation process to ensure equal access, opportunity and success for all students. Advertise year round assessments. Increase and expand the availability of support services for evening students. The Assessment Center goal is to give concise and consistent information applicable to new students, high school students, returning and continuing students. The ultimate goal is to be open four nights per week for regular services.

II. Supports Strategic Direction Two: Student Support Services

Developing and providing comprehensive student support services to foster a positive and effective learning environment.

Goal 2: Provide programs and services to improve retention, persistence, and student success of a diverse student population.

Action 13: By fall 2009, include faculty and Associated Students’ participation in the implementation of expanded assessment and orientation services for all new first-time college students.

Action 14: By Summer 2009, develop a summer College Readiness Program for appropriate new student populations to develop educational plans and academic goals.

1. Objective: To increase hours with additional classified personnel, this would allow for consistent hours and increased coverage.
   1.1. Person(s) responsible: Kristine Nelson
   1.2. Timeframe: 2008 - 2010
   1.3. Fiscal resources needed: Matriculation funds of $37,757 to cover salary and benefits.

2. Objective: Request additional funds to replace ten computers in small and medium testing rooms 229 and 230.
   2.1. Person(s) responsible: Kristine Nelson
   2.2. Timeframe: Academic year 2008-2009
   2.3. Fiscal resources needed: ~$12,000

Use the above outline format to add additional goals or objectives as necessary.
Reminder: If fiscal resources are needed for next year's goals, submit a separate Budget Request and Action Plan for budget unit review.