Department: CalWORKs  
Manager: Richard Rams  

Names of those participating in the report: Kelly Grimes  

Date: February 11, 2007  
Date of previous quality review: First Report  

**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</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>College Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>“Excellent”</td>
<td>“Good”</td>
<td></td>
</tr>
<tr>
<td>Hours of operation</td>
<td>63.3</td>
<td>27.3</td>
<td>90.9</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>51.5</td>
<td>27.3</td>
<td>78.8</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>54.5</td>
<td>33.3</td>
<td>87.9</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>60.6</td>
<td>33.3</td>
<td>93.9</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>69.7</td>
<td>27.3</td>
<td>97.0</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>51.5</td>
<td>42.4</td>
<td>97.0</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>63.6</td>
<td>33.3</td>
<td>97.9</td>
</tr>
</tbody>
</table>

**Department-specific indicators (if applicable):**

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Narrative

Reflect on standards met and any standards not met.

Standards Met  – To be used when department wants to improve on an indicator even though a standard for this indicator has been met. Use this section to briefly reflect upon major accomplishments.

We are pleased with the 97.0 overall quality of service rating. We will continue to provide quality service to our CalWORKs students.

This department has provided a Student Success Conference each semester to CalWORKs students. Presentations were given in which vocational pathways were highlighted. Students received information and resources to assist them in their educational goals. Start-up kits were assembled and distributed at the end of the event. Students departed the conference armed with knowledge of resources both on and off the campus. They were motivated and encouraged by the staff to pursue their educational goals. The students began each semester with books, supplies and equipment needed to be successful in their classes. For the staff, it was a great way to meet students and begin the new semester energized and motivated. The project had long-term effect in helping each SPS in the development of the personal support network and life skills needed to become economically, emotionally, and physically independent. Success packets were provided to CalWORKs students.

Standards Not Met (required) – Please provide any insight into significant challenges or obstacles that may have contributed to low student satisfaction. Identify the types of changes necessary for improvement.

All standards were met.
Long-range Plan and Objectives (required)

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: The CalWORKs Program will assist CalWORKs students by coordinating on-campus and off-campus support services so that barriers to the student’s participation at Cypress College are minimized.

Supports Strategic Direction (if applicable): ____________________

1. Objective: CalWORKs students will have a plan that specifies the type of services and interventions necessary for the students to receive in order to participate in the program.
   1.1 Person(s) responsible: Lili Perez, Kelly Grimes, Gail Smead, Adjunct Counseling Staff
   1.2 Timeframe: 2007
   1.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: CalWORKs students will be able to indicate the services and benefits provided by the CalWORKs Program. This objective will be linked to our identified Student Learning Outcomes for CalWORKS.
   2.1 Person(s) responsible: Lili Perez, Kelly Grimes, Gail Smead, Adjunct Counseling Staff
   2.2 Timeframe: 2008
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: CalWORKs students will be able to advocate, identify needs, formulate solutions and analyze regulations to secure their right to pursue an education.
   3.1 Person(s) responsible: Lili Perez, Kelly Grimes, Gail Smead, Adjunct Counseling Staff
   3.2 Timeframe: 2009
   3.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

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.