Department: CARE
Manager: Dr. Richard Rams

Names of those participating in the report: Kelly Grimes

Date: December 10, 2010 Date of previous quality review: 2/11/07

Satisfaction with Support Services Provided:
Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined).

<table>
<thead>
<tr>
<th>Student satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>“Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Percent responding Good/Excellent in 2006</th>
<th>Change between 2006 &amp; 2010</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>88%</td>
<td>12%</td>
<td>100%</td>
<td>92%</td>
<td>+8%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>88%</td>
<td>10%</td>
<td>98%</td>
<td>90%</td>
<td>+8%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>75%</td>
<td>23%</td>
<td>98%</td>
<td>90%</td>
<td>+8%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>75%</td>
<td>23%</td>
<td>98%</td>
<td>95%</td>
<td>+3%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>85%</td>
<td>15%</td>
<td>100%</td>
<td>95%</td>
<td>+5%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>85%</td>
<td>15%</td>
<td>100%</td>
<td>97%</td>
<td>+3%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>90%</td>
<td>8%</td>
<td>98%</td>
<td>97%</td>
<td>+1%</td>
</tr>
</tbody>
</table>

Changes since last quality review
Please provide a comparative analysis of current results with the previous cycle. Use this section to document accomplishments or improvements since last review. Also, please provide any insight into significant challenges or obstacles that may have contributed to lower customer satisfaction.

Since the last quality review, the coordinator meets once a semester with each student to discuss progress, resources, and SSA situations. More semester workshops have been conducted focusing on advocacy skills. We are pleased with the 96% overall quality of service rating. We will continue to provide quality service to our CARE students.

The department provides a Student Success Conference each semester to both CARE and CalWORKs students. Presentations are given focusing on vocational pathways. Students received information and resources to assist them in their educational goals. Success packets were distributed at the end of the event. Students depart the conference armed with the knowledge and resources needed to be successful both on and off the campus. SLOs have been developed and implemented to monitor and enhance the student experience. Students are motivated and encouraged by the staff to pursue their educational goals. The success conference has a long-term effect of helping each student in the development of the personal support network and life skills needed to become economically, emotionally, and physically independent.
Mission/ Student Learning Outcomes

Please provide the mission statement of your unit (if any).

The mission of the CARE program is to assist single parents receiving Temporary Aid to Needy Families (TANF) to increase their education skills, become more confident and self-sufficient, and move from welfare to independence.

Please provide a summary of Student Learning Outcomes (SLO) for the department.

SEE ATTACHED REPORT OF SLO PROGRESS

Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

The CARE Coordinator reviewed the report and requested input from the CalWORKs staff who also work closely with the CARE students.

Review Previous Goals and Objectives

Please describe if the goals and objectives identified in the previous review was met or not. Please provide explanations if the goals were not met. All standards were met.

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). Identify if the goal is aligned with any of the following plans (provide details):

- Educational Master Plan
- Student Services Plan
- Matriculation Plan
- Distance Education Plan
- Student Equity Plan
- Technology Plan
- Basic Skills Plan

I. Goal: As a result of utilizing the resources developed by Student Support Services, students will be able to increase educational skills and identify support programs available through orientation and advisement.

Supports plan: Student Services Plan

1. Objective: CARE students will be able to indicate the services and benefits provided by the CARE Program.
   1.1 Person(s) responsible: Kelly Grimes
   1.2 Timeframe: 2011
   1.3 Fiscal resources need (if not applicable, indicate “NA”): NA

2. Objective: CARE 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
   2.1 Person(s) responsible: Kelly Grimes
   2.2 Timeframe: 2012
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: CARE students will attend the Student Success Conference to receive motivation, networking and advocacy skills
   3.1 Person(s) responsible: Kelly Grimes
II. Goal: The CARE Program will educate CARE students on advocating for services and welfare to work plans that maximize and support their educational goals with their Social Service Agency at Cypress College.

Supports plan: Student Services Plan

1. Objective: CARE students will be able to advocate, identify needs, formulate solutions and analyze regulations to secure their right to pursue an education

   1.1 Person(s) responsible: Kelly Grimes
   1.2 Timeframe: 2011
   1.3 Fiscal resources need (if not applicable, indicate “NA”): NA

2. Objective: CARE students will use “self advocacy” skills to speak to personnel

   2.1 Person(s) responsible: Kelly Grimes
   2.2 Timeframe: 2012
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): NA

III. Goal: To effectively manage CARE resources to ensure quality service and student support of CARE students

Supports plan: Student Services Plan

3. Objective: CARE shall submit a detailed program plan and budget annually that accounts for the ongoing reduction to our budget and services while being mindful of the impact to student success.

   1.3 Person(s) responsible: Kelly Grimes, Rick Rams
   1.4 Timeframe: 2011-2013
   1.3 Fiscal resources need (if not applicable, indicate “NA”): NA (depends on annual allocations)

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Use the above outline format to add additional goals or objectives as necessary.

Additional resource requirement identified by the results of the Quality Review

Identify the resources needed by the department. The resource identification process should link the findings of survey with SLOs and departmental mission. The resource needs should address three distinct areas:

- Facilities
- Technology
- Personnel

Fiscal resources and planning

Describe how the department wants to utilize the resources to accomplish its goals. Please provide an analysis of how the department plans to achieve its goals if resources identified are not available immediately.
Reminder: If fiscal resources are needed for next year’s goals, submit a separate **Budget Request and Action Plan** for budget unit review.