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</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>75% 22%</td>
<td>97%</td>
<td>91%</td>
<td>+6%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>69% 21%</td>
<td>90%</td>
<td>79%</td>
<td>+11%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>65% 25%</td>
<td>90%</td>
<td>88%</td>
<td>+2%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>70% 21%</td>
<td>91%</td>
<td>94%</td>
<td>-3%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>83% 10%</td>
<td>93%</td>
<td>97%</td>
<td>-4%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>81% 13%</td>
<td>94%</td>
<td>97%</td>
<td>-3%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>81% 15%</td>
<td>96%</td>
<td>98%</td>
<td>-2%</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.

We are pleased with the 96% overall quality of service rating. However due to poor economic times, many of our students are dealing with external stressors which may be contributing to the lower satisfaction rate. We will continue to provide quality service to our CalWORKs students.

This department 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. Success packets were 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. Through Ancillary forms, students begin each semester with textbooks to be successful in their classes. For the staff, it is a great way to meet students and begin the new semester energized and motivated. The conference has demonstrated 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. CalWORKs staff have integrated SLO data into enhancing and customizing this event for future semesters.
Mission/ Student Learning Outcomes

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

The mission of the CalWORKs program is to assist students in becoming self-sufficient, gain independence from public assistance, obtain a job, and continue life-long learning.

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.

Staff met and had a lively discussion about the Quality Review which led to the conclusions in the report.

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):

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: *CalWORKs students will be able to indicate the services and benefits provided by the CalWORKs Program.*
   1.1 Person(s) responsible: *Kelly Grimes, Lili Perez-Stroud, Gail Smead*
   1.2 Timeframe: *2011*
   1.3 Fiscal resources need (if not applicable, indicate “NA”): *NA*

2. 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*
   2.1 Person(s) responsible: *Kelly Grimes, Lili Perez-Stroud, Gail Smead*
   2.2 Timeframe: *2012*
   2.3 Fiscal resources needed (if not applicable, indicate “NA”): *NA*

3. Objective: *CalWORKs students will attend the Student Success Conference each semester to receive motivation, networking and advocacy skills. SLO data will be used to monitor effectiveness and enhance programming.*
   3.1 Person(s) responsible: *Kelly Grimes, Lili Perez-Stroud, Gail Smead*
   3.2 Timeframe: *2013*
   3.3 Fiscal resources needed (if not applicable, indicate “NA”): *NA*
II. Goal: The CalWORKs Program will educate CalWORKs 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: CalWORKs 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, Lili Perez-Stroud, Gail Smead
   1.2 Timeframe: 2011
   1.3 Fiscal resources need (if not applicable, indicate “NA”): NA

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

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

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

Supports plan: Student Services Plan

3. Objective: CalWORKs 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)

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.

Reviewed by

President/EVP/VP/Dean/Director/Manager

Reviewer’s comments
Reminder: If fiscal resources are needed for next year’s goals, submit a separate Budget Request and Action Plan for budget unit review.