Department: Disabled Students Program & Services (DSPS)    Manager: Kim Bartlett

Names of those participating in the report: Steve Auger, Kim Bartlett, Marylou Garibaldi, Deborah Michelle, Patricia Montalvo, Celda Nicastro, Cindy Owens, Frances Wahl

Date: Fall 2006    Date of previous quality review: 2004

**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>63.9</td>
<td>29.2</td>
<td>93.1%</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>65.7</td>
<td>28.6</td>
<td>94.3%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>59.2</td>
<td>35.2</td>
<td>94.4%</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>62.0</td>
<td>29.6</td>
<td>91.6%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>86.1</td>
<td>9.7</td>
<td>95.8%</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>78.9</td>
<td>16.9</td>
<td>95.8%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>76.4</td>
<td>20.8</td>
<td>97.2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Department-specific indicators (if applicable):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Page 1 of 4
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.

All standards were exceeded, with no overall rating falling lower than 91.6%. Students appeared to be most satisfied with the overall quality of our services and the knowledge and helpfulness of the staff. They were slightly less satisfied with the clarity of procedures and the timeliness of responses. Slightly lower ratings were given in the areas of hours of operation and quality of materials.

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.
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: Improve Quality of Materials
   Supports Strategic Direction (if applicable): _____2_____
   1. Objective: Revise department brochure
      1.1 Person(s) responsible: Kim Bartlett
      1.2 Timeframe: Complete by March, 2007
      1.3 Fiscal resources needed (if not applicable, indicate “NA”): Department funds
   2. Objective: Create one-page outreach flyer
      2.1 Person(s) responsible: Kim Bartlett & Deborah Michelle
      2.2 Timeframe: Complete by April, 2007
      2.3 Fiscal resources needed (if not applicable, indicate “NA”): Department funds

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

II. Goal: Design and Develop New DSPS Website
    Supports Strategic Direction: _____2_____
    1. Objective: Review other program websites
       1.1 Person(s) responsible: Steve Auger, Deborah Michelle, & Kim Bartlett
       1.2 Timeframe: Complete by May, 2007
       1.3 Fiscal resources needed: N/A
    2. Objective: Design website
       2.1 Person(s) responsible: Steve Auger, Deborah Michelle, Kim Bartlett
       2.2 Timeframe: Complete by December, 2007
       2.3 Fiscal resources needed: N/A
    3. Objective: Implement website
       3.1 Person(s) responsible: Steve Auger
       3.2 Timeframe: Complete by June, 2008
       3.3 Fiscal resources needed: N/A

III. Goal: Develop Outreach Program for High School Students with Disabilities
     Supports Strategic Direction: _____2_____
     1. Objective: Survey high school counselors on transition needs of students
        1.1 Person(s) responsible: Kim Bartlett
        1.2 Timeframe: Complete by January, 2008
        1.3 Fiscal resources needed: Department funds
2. Objective: Develop specialized transition / outreach materials
   2.1 Person(s) responsible: DSPS Staff
   2.2 Time frame: Complete by August, 2008
   2.3 Fiscal resources: Department funds

3. Objective: Plan and implement transition / outreach presentations to students and their families and counselors
   3.1 Person(s) responsible: DSPS Staff
   3.2 Time frame: Complete by September, 2009
   3.3 Fiscal resources needed: Department funds

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