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>41.5</td>
<td>45.3</td>
<td>86.8</td>
</tr>
<tr>
<td>Timeliness of response</td>
<td>50.0</td>
<td>46.2</td>
<td>96.2</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>37.7</td>
<td>56.6</td>
<td>94.3</td>
</tr>
<tr>
<td>Quality of materials</td>
<td>41.5</td>
<td>52.8</td>
<td>94.3</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>61.5</td>
<td>30.8</td>
<td>92.3</td>
</tr>
<tr>
<td>Staff knowledge</td>
<td>51.9</td>
<td>44.2</td>
<td>96.2</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>45.3</td>
<td>54.7</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):  

Change since last quality review

Briefly summarize the extent to which satisfaction has improved or declined since the last quality review cycle.

Not Applicable: No Quality Review was conducted for the program prior to Fall 2007.
**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.

The survey results showed that students were most satisfied the Overall Quality of Service (100%), the Timeliness of Response (96.2%), and Staff Knowledge (96.2%).

Students were somewhat less satisfied with the Clarity of Procedures (94.3%), Quality of Material (94.3%), and Staff Helpfulness (92.3%).

The lowest rating of 86.8% was given to the Hours of Operation.

**Standards Not Met** – 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

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: Recruit international students and increase their enrollment

  Supports Strategic Direction: 4 – Campus Climate: Promote a campus that embraces diversity

  1. Objective: Continue to recruit students from local language schools
     1.1. Person(s) responsible: Yongmi Han
     1.2. Timeframe: On-going
     1.3. Fiscal resources needed (if not applicable, indicate “NA”): Department funds

  2. Objective: Establish mutual transfer agreements with new language schools
     2.1. Person(s) responsible: Yongmi Han
     2.2. Timeframe: On-going
     2.3. Fiscal resources needed (if not applicable, indicate “NA”): Department funds

  3. Objective: Explore and develop new marketing plans and promotion of the program
     3.1. Person responsible: Yongmi Han
     3.2. Timeframe: On-going
     3.3. Fiscal resources needed: Department funds

II. Goal: Strengthen support services to improve student retention and success

  Support Strategic Direction: 2 – Student Support Services: Develop and provide comprehensive student support services

  1. Objective: Develop and implement a new SLO each academic year
     1.1. Persons responsible: Yongmi Han, Renay Laguana-Ferinac & Gina Marrocco
     1.2. Timeframe: One new SLO to be completed each academic year (2008, 2009, 2010)
     1.3. Fiscal resources needed: Department funds

  2. Objective: Conduct university transfer workshops for international students
     2.1. Persons responsible: Renay Laguana-Ferinac & Yongmi Han
     2.2. Timeframe: Offer one workshop each spring semester
     2.3. Fiscal resources needed: Department funds
III.  Goal:  Improve Quality of ISP Materials and Clarity of Procedures

Support Strategic Direction:  1 – Instruction:  Improve the dissemination of information related to students success

1.  Objective:  Update, revise and expand ISP website to use it as a recruitment tool and for SLOs
   1.1  Persons responsible:  Yongmi Han
   1.2  Timeframe:  To be completed by June 30, 2008 & on-going revision thereafter
   1.3:  Fiscal resources needed:  Department funds

*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.