Faculty and Staff Satisfaction with Support Services Provided:

Please indicate the proportions (%) of respondents who rated each aspect as “excellent” or “good” (separately and combined). The Campus Support Services standard is met whenever 75% or more of responses fall in the “good” or “excellent” categories (combined).

<table>
<thead>
<tr>
<th>Satisfaction with:</th>
<th>Percent Responding “Excellent”</th>
<th>Percent Responding “Good”</th>
<th>Percent Responding Good / Excellent (Combined %)</th>
<th>Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hours of operation</td>
<td>44.2</td>
<td>48.5</td>
<td>92.7</td>
<td>75%</td>
</tr>
<tr>
<td>Response time</td>
<td>56.6</td>
<td>38.4</td>
<td>95.0</td>
<td>75%</td>
</tr>
<tr>
<td>Clarity of procedures</td>
<td>43.7</td>
<td>41.5</td>
<td>85.2</td>
<td>75%</td>
</tr>
<tr>
<td>Quality of workshops &amp; seminars</td>
<td>40.8</td>
<td>46.2</td>
<td>87.0</td>
<td>75%</td>
</tr>
<tr>
<td>Staff helpfulness</td>
<td>63.8</td>
<td>30.9</td>
<td>94.7</td>
<td>75%</td>
</tr>
<tr>
<td>Overall quality of service</td>
<td>52.9</td>
<td>40.2</td>
<td>93.1</td>
<td>75%</td>
</tr>
</tbody>
</table>

Department-specific indicators (if applicable):

| Knowledge of presenters                           | 44.2                          | 45.4                      | 89.6                                            | 75%      |
| Qualify of Classified Appreciation Luncheon       | 64.5                          | 23.6                      | 88.2                                            | 75%      |
| Quality of End of the Year Luncheon               | 54.7                          | 34.5                      | 89.2                                            | 75%      |

Change since last quality review

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

Excellent/good responses far exceeded each standard. Improvement was made in all but one of the seven areas surveyed three years ago. The most improvement was seen in “response time” with an increase of 5.1 percentage points. Other notable increases of percentage points were in “hours of operation” – 3.4, “quality of workshops & seminars” – 3.3, and “overall quality of service” – 2.9. Only one area, “staff helpfulness,” declined by 0.7 percentage point, which is not statistically significant; the percentage for this category remained almost 20 percentage points over the standard. The last two items were not surveyed in the last review.
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.

Responses for Staff Development have exceeded our standards. Major accomplishments during the past three years include support and funding of the Student Learning Outcomes Assessment Project; continuation of Cypress College Leadership Enhancement and Development Series (CC LEADS); and coordination and funding of technology training programs, including the Title V Instructional Web Training Program and Tech Café, and the District MS Office workshop series. With initiation of the Basket Opportunity Drawing at the End of the Luau, we increased event attendance by 70%, thus improving inclusiveness and collegiality across the campus. Our most notable accomplishment in the past three years is the development and implementation of the Classified Orientation and Mentoring Program.

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

N/A
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: Enhance comprehensive instruction to promote academic excellence and student learning.

Supports Strategic Direction (if applicable): Direction One

1. Objective: Provide Student Learning Outcomes-College Assessment Techniques workshop and conference funding to help the college meet the SLO accreditation standard.
   1.1. Person(s) responsible: SLO Coordinator and SLO Team, including Staff Development Coordinator
   1.2. Timeframe: July, 2007 - May, 2010
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): Funding for reassigned time, conferences, and consultants

2. Objective: Develop a comprehensive Basic Skills Initiative college development program
   2.1. Person(s) responsible: Nancy Deutsch in consultation with the President, the Basic Skills Task Force, the Academic Senate, and District Joint Staff Development Chairs
   2.2. Timeframe: September 2007 - April 2008; ongoing
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): Conferences and consultants

3. Objective: Develop a comprehensive workshop series on Critical Thinking
   3.1. Person(s) responsible: Nancy Deutsch and Faculty Flex Subcommittee
   3.2. Timeframe: August 2007 - April 2008
   3.3. Fiscal resources needed (if not applicable, indicate “NA”): $200 for light refreshments

   4.1. Person(s) responsible: Nancy Deutsch and Faculty Flex Subcommittee in consultation with District Joint Staff Development Chairs, Fullerton College, and SCE
   4.2. Timeframe: September 2007- April 2008
   4.3. Fiscal resources needed (if not applicable, indicate “NA”): $200 for light refreshments

5. Objective: Develop a comprehensive workshop series on Using Technology in the Classroom
   5.1. Person(s) responsible: Jessica Puma and Jeanne Miller
   5.2. Timeframe: August 2007 to May 2008; ongoing
   5.3. Fiscal resources needed (if not applicable, indicate “NA”): The Title V Grant will pay for Jessica Puma’s reassigned time for 2007-08; funding will be needed for 2008-2010.

II. Goal: Promote and support comprehensive student support services to foster a positive and effective learning environment

Supports Strategic Direction (if applicable): Direction Two
1. Objective: Develop workshops to inform campus of Student Services, as part of the Basic Skills Initiative
   1.1. Person(s) responsible: Nancy Deutsch, Student Services Deans, and Staff Development Committee
   1.2. Timeframe: August 2007 – May 2008; ongoing
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Provide support for student services SLO programs.
   2.1. Person(s) responsible: SLO Team and Student Services Dean
   2.2. Timeframe: July 2007 – May 2008; ongoing
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): Conferences

III. Goal: Promote training for campus support services

Supports Strategic Direction (if applicable): Direction Three

1. Objective: Promote workshops on campus and district business procedures and forms
   1.1. Person(s) responsible: District Joint Staff Development Chairs
   1.2. Timeframe: September 2007 - May 2008; ongoing
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Promote workshops on classified career development
   2.1. Person(s) responsible: District Joint Staff Development Chairs
   2.2. Timeframe: September 2007 – May 2008; ongoing
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

3. Objective: Develop workshops for campus classified mentoring program
   3.1. Person(s) responsible: Staff Development Coordinator
   3.2. Timeframe: July 2007 – June 2008; ongoing
   3.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

IV. Goal: Promote a campus climate that embraces diversity and supports excellence, integrity, collegiality and inclusiveness

Supports Strategic Direction (if applicable): Direction Four

1. Objective: Provide funding for meetings and conference of professional organizations
   1.1. Person(s) responsible: Staff Development Committee
   1.2. Timeframe: September 2007 – April 2008; ongoing
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): One-time budget request

2. Objective: Promote workshops on effective communication, i.e. Crucial Conversations
   2.1. Person(s) responsible: Joint Staff Development Chairs
   2.2. Timeframe: September 2007 – May 2008
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): Consultants and facilitators
3. Objective: Provide workshops on leadership development and shared/participatory governance, i.e. CC Leadership Enhancement and Development Series
   3.1. Person(s) responsible: Staff Development Committee
   3.3. Fiscal resources needed (if not applicable, indicate “NA”): Consultants

4. Objective: Provide college events to recognize employees
   4.1. Person(s) responsible: Nancy Deutsch and Staff Development Committee
   4.2. Timeframe: April & May of every year
   4.3. Fiscal resources needed (if not applicable, indicate “NA”): Catering, recognition awards

5. Objective: Provide workshops to promote health and wellness
   5.1. Person(s) responsible: Staff Development Committee and Health Center Director
   5.2. Timeframe: August 2007 – May 2008; ongoing
   5.3. Fiscal resources needed (if not applicable, indicate “NA”): Consultants

6. Objective: Develop workshops on crisis intervention, including angry and troubled students
   6.1. Person(s) responsible: Staff Development Coordinator, Penny Gabourie, and Joint Staff Development Chairs
   6.2. Timeframe: August 2007 – May 2008; ongoing
   6.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

V. Goal: Strengthen collaborative relationships with other educational institutions and with the communities we serve.

Supports Strategic Direction (if applicable): Direction Five

1. Objective: Promote opportunities for meetings with colleagues from high schools, colleges, and universities
   1.1. Person(s) responsible: Staff Development Coordinator
   1.2. Timeframe: September 2007-May 2008; ongoing
   1.3. Fiscal resources needed (if not applicable, indicate “NA”): NA

2. Objective: Develop a Great Teachers’ Program at the District level
   2.1. Person(s) responsible: Staff Development Coordinator & Joint Staff Development Chairs
   2.2. Timeframe: January optional flex days
   2.3. Fiscal resources needed (if not applicable, indicate “NA”): Meals & production

3. Objective: Develop a workshop on grant writing and resource development
   3.1. Person(s) responsible: Nancy Deutsch and Faculty Flex Subcommittee
   3.2. Timeframe: Spring 2008
   3.3. Fiscal resources needed (if not applicable, indicate “NA”): Consultants

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.