

Cypress College
Student Support Services Quality Review Report

Department: LLRC – Learning Center Manager: Carol Welsh

Names of those participating in the report: Carol Welsh, Virginia Derakhshanian

Date: February 5, 2007 _____ Date of previous quality review: _____

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 1: Standardized Measures of Student Satisfaction with Support Services

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Hours of operation				
Weekday	56.5	28.2	84.7	75%
Weekend	28.2	30.5	58.8	75%
Timeliness of response	32.3	51.5	83.8	75%
Clarity of procedures	40.5	41.2	81.7	75%
Quality of materials	51.1	33.6	84.7	75%
<i>Staff helpfulness:</i>				
*Check-in-counter	59.1	29.5	88.6	75%
*Computer Lab	54.5	34.8	89.4	75%
<i>Staff knowledge:</i>				
*Check-in-counter	58.3	28.8	87.1	75%
*Computer Lab	54.5	29.5	84.0	75%
Overall quality of service	53.0	34.8	87.9	75%
<i>Department-specific indicators (if applicable):</i>				

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.

*The Learning Center provides greater than 75% student satisfaction in every area except weekend hours of operation (59%). The majority of students rated “overall quality of service” as favorable (88%). In addition to the ‘standardized’ survey questions students were asked to rate their opinion of the Learning Center on **five additional (different) measures** (see Table 2 below). Responses reveal 93% students “strongly agreed” or “agreed” that check-in counter staff is courteous. Student responses also reveal 89% believe the computer lab staff “respond quickly” and that there are an adequate number of computers in the Learning Center.*

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.

At the time survey data was collected (October 2006) the LRC was not open on weekends. Responses reveal 59% satisfaction with the Learning Center’s weekend hours of operation (below standard). Since November 2006 the LRC is open Saturdays (same hours as the Library).

The Learning Center’s copier and pay-for-print services rated below the college standard (73% and 72% respectively). This validates prior assumptions that another print/copy service should be procured for the Learning Center (and the LLRC) as soon as possible. The copiers are old and the pay-for-print system is antiquated. A new robust, reliable copier/print system for the entire LLRC is currently being investigated.

Table 2: Additional Measures of Student Satisfaction with Support Services

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Check-in staff courteous	55.4	37.7	93.1	75%
Computer staff respond quickly	45.5	43.9	89.4	75%
Pay-for-print is easy to use	32.8	38.9	71.8	75%
Copier service is easy to use	28.2	45.0	73.3	75%
Sufficient number of student computers	37.9	50.8	88.6	75%

Long-range Plan and Objectives (required)

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 (especially in terms of accessibility)**

Supports Strategic Direction (if applicable): 2.3.1 – Student Support Services: Developing and providing comprehensive student support services to foster a positive and effective learning environment.

1. Objective: **Improve LRC computer capabilities by purchasing and installing 125 DVD players for all computers in the open lab, tutor rooms and math center.**
 - 1.1. Person(s) responsible: **Dean, LLRC**
 - 1.2. Timeframe: **Fall 07**
 - 1.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$6,250 (per most recent quote)**
2. Objective: **Improve access to all students through the purchase of PLATO application appropriate to the needs of basic skills and English language learners.**
 - 2.1. Person(s) responsible: **Dean, LLRC**
 - 2.2. Timeframe: **Fall 07 – Spring 08**
 - 2.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$18,000 (per most recent quote)**

II. Goal: **Improve Clarity of Procedures (especially in terms of accessibility and diversity)**

Supports Strategic Direction (if applicable): 2.3.1 – Student Support Services: Developing and providing comprehensive student support services to foster a positive and effective learning environment.

1. Objective: **Improve distribution of information to students using the Learning Resource Center**
 - 1.1. Person(s) responsible: **Dean, LLRC**
 - 1.2. Timeframe: **Fall 07-Spring 2008 (Purchase/Install accessible/multilingual/multicultural signage)**
 - 1.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$5,000**
2. Objective: **Improve distribution of print and digital information across and beyond the CC campus through the development of a robust LRC website**
 - 2.1. Person(s) responsible: **Dean, LLRC**
 - 2.2. Timeframe: **Phase I: Fall 2007 (Brochure and Website Development)**
 - 2.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$10,000**
3. Objective: **Improve distribution of tutorial assistance and information through complete integration of the TutorTrac online tracking system.**
 - 3.1. Person(s) responsible: **Dean, LLRC**
 - 3.2. Timeframe: **Phase II: Spring 2008 (Tutor Trac Integration into LRC website)**

3.3. Fiscal resources needed (if not applicable, indicate “NA”): \$10,000

III. Goal: **Improve Timeliness of Response** (increase number of tutors)

Supports Strategic Direction (if applicable): 2.3.1 – **Student Support Services: Developing and providing comprehensive student support services to foster a positive and effective learning environment.**

1. Objective: **Expansion of one-on-one tutorial support to include all subjects**

1.1. Person(s) responsible: **Dean, LLRC**

1.2. Timeframe: **Phase I Fall 2007 – Spring 2008**

1.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$30,000**

2. Objective: **Expansion of one-on-one tutorial support to include all subjects**

2.1. Person(s) responsible: **Dean, LLRC**

2.2. Timeframe: **Phase II Fall 2008 – Spring 2009**

2.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$30,000**

3. Objective: **Expansion of one-on-one tutorial support to include all subjects**

3.1. Person(s) responsible: **Dean, LLRC**

3.2. Timeframe: **Phase III Fall 2009 – Spring 2010**

3.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$30,000**

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