

Cypress College

Student Support Services Quality Review Report

Department: LLRC – Library Manager: Carol Welsh

Names of those participating in the report: Carol Welsh, Monica Doman, Cindy Ristow

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				75%
Weekday	44.3	38.8	83.1	75%
Weekend	21.2	21.7	42.7	75%
Timeliness of response	41.2	34.6	75.8	75%
Clarity of procedures	43.4	34.6	78.0	75%
Quality of materials	53.0	33.9	86.9	75%
Staff helpfulness	60.9	29.5	90.4	75%
Staff knowledge	61.5	30.2	91.7	75%
Overall quality of service	51.9	39.9	91.8	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 Library provides greater than 75% student satisfaction in every area except weekend hours of operation (43%). The majority of students rated “overall quality of service” and “staff knowledge” as most favorable (92%). In addition to the ‘standardized’ survey questions students were asked to rate their opinion of the Library on **seven additional (different) measures** (see Table 2 below). Responses reveal 92% of students “strongly agreed” or “agreed” that Librarians responded to their library questions and the service provided at the check-out counter met their needs.*

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.

Weekend hours of operation are dependent upon available funding for a certificated librarian as well as additional check-out counter staff. The Library’s copier and pay-for-print services rated below the college standard. This validates our assumption that another print/copy service should be procured for the Library (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. The number of student study rooms is twice that of the former Library. Also, due to lack of adequate space on campus, SI sessions are using group rooms on a regular basis, thus decreasing the time/space available to other CC students.

Table 2: **Additional Measures of Student Satisfaction with Support Services**

Student satisfaction with:	Percent Responding		Percent Responding Good / Excellent (Combined %)	College Standard
	“Excellent”	“Good”		
Librarians are responsive	59.9	31.9	91.8	75%
Check-out service meets my needs	62.3	29.5	91.8	75%
Pay-for-print is convenient	36.1	35.5	71.6	75%
Pay-for-print is easy to use	38.8	34.4	73.2	75%
Copier service is easy to use	35.2	38.5	73.6	75%
Sufficient number of student computers	40.9	39.8	80.7	75%
Access to group study rooms	32.8	37.8	70.6	75%
<i>Department-specific indicators (if applicable):</i>				

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 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: **Expand Library’s Digital Media Collection** including DVD players and closed-captioned and multi-cultural/lingual instructional DVDs.

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

1.2. Timeframe: **Phase I: Fall 07** (focus: Performing and Fine Arts)

1.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$5,000**

2. Objective: **Expand Library’s Digital Media Collection** of closed-captioned and multi-cultural/multilingual instructional DVDs.

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

2.2. Timeframe: **Phase II: Spring 2008** (focus Natural Science and Social Science)

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

3. Objective: **Expand Library’s Digital Media Collection** of closed-captioned and multi-cultural/multilingual instructional DVDs.

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

3.2. Timeframe: **Phase III: Fall 08** (focus: Humanities)

3.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$5,000**

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 Library’s Signage** (at circulation, reference, general information, etc.)

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

1.2. Timeframe: **Academic Year 07-08**

1.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$5,000**

2. Objective: **Improve distribution of information** within and beyond the CC campus.

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

2.2. Timeframe: **Academic Year 07-08**

2.3. Fiscal resources needed (if not applicable, indicate “NA”): **\$5,000**

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