LOS ANGELES COMMUNITY COLLEGES

Service Outcome Assessment Survey Results

Office: CalWORKS

Educational Services Division
# Contact List: Educational Support Services Division

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Executive Summary

LACCD Mission Statement “Changing Lives in a Changing Los Angeles”

In an era of civic renewal, economic change, and cultural revitalization that is unprecedented in the history of Los Angeles, we—the faculty, staff, and administrators of the nine Los Angeles community colleges—dedicate ourselves to the goal of expanding access to educational opportunity across the many, diverse communities that contribute to the greater Los Angeles area.

We serve all Angelenos by providing an unparalleled array of educational offerings, including programs that prepare students for successful careers, for transfer to four-year colleges and universities, for the improvement of essential life and workplace skills, and for civic engagement and life-long learning.

To achieve this mission, we strive to create supportive instructional environments that challenge students to meet rigorous academic standards, to become active, self-directed learners, to develop critical and creative habits of mind, and to develop an abiding appreciation for other peoples and other cultures.

Educational Support Services Mission and Service Outcomes

MISSION: The Mission of the Educational Support Services Division is to provide District and its colleges with strategic support by providing them with the information, assistance and guidance necessary to achieve their mission and goals.

SERVICE OUTCOMES: In order to achieve this mission, the District’s Educational Support Services Division will provide the following services:

1. Policy & procedure review/revision to insure responsiveness to the districtwide needs
2. Review and revision of systems and procedures in order to provide improved efficiency (including utilization of technology)
3. Communication (including dissemination of information) among the colleges, between the colleges and the communities they serve, and between the colleges and other “stakeholders”
4. Development of cooperative relationships among various “shareholders” within the district, and between the colleges and outside “stakeholders”
5. Development of expertise through training and technical assistance throughout the district
6. Integration and leveraging of programs and resources.
Client Satisfaction Results

Summary

The Educational Support Services Division's mission is to provide the colleges and the District Office with the information, assistance and guidance necessary to achieve their mission and goals. The purpose of this questionnaire is to assess the satisfaction of the Division's clients (i.e., college and District administrators, college faculty and staff) with the Division's services ("service outcomes").

Details

1 Clients selected from constituency groups were surveyed. There were 13 respondents from the nine colleges and the District Office were surveyed. The breakdown of the respondents lactations were as follows:

   - District Office 15.4%
   - LACC 7.7%
   - ELAC 7.7%
   - LAHC 7.7%
   - LAMC 7.7%
   - LAPC 15.4%
   - LASC 7.7%
   - LATTC 7.7%
   - LAVC 15.4%
   - WLAC 7.7%

2 The breakdown of the areas of responsibility of the respondents’ areas of responsibility is as follows:

   - District Office operations 15.4%
   - College President 7.7%
   - Academic Affairs 23.1%
   - Administrative Services 7.7%
   - Student Services 38.5%
   - District Academic Senate 0.0%
   - District Curriculum Committee 0.0%
   - Other 7.7%
3 Each respondent was asked to provide their level of satisfaction with the following services:

1. Providing strategic support to District and college leaders by supplying them with the information, assistance and guidance necessary to achieve their institution’s mission and goals, and adapt to a continually changing environment.

2. Responding promptly to inquiries

3. Resolving problems in operations or systems

4. Reviewing, revising and consulting policies to insure responsiveness to the districtwide needs and statutory and regulatory compliance (e.g., review and revision of Board Rules and Administrative Regulations).

5. Reviewing and revising systems & procedures in order to provide improved efficiency and effectiveness (e.g., developing an automated processes for curriculum submission and approval).

6. Facilitating collaborative relationships among various “shareholders” within the district, and between the colleges and outside “stakeholders” (e.g., partnerships with Workforce Investment Board and WIA contractors)

7. Developing expertise through training and technical assistance throughout the (e.g., workshops on FTES, Scheduling, and Student Discipline).

8. Developing, integrating and leveraging resources. (e.g., collaborative efforts with LAUSD)

4. Responses

The breakdown of the responses to number1, is as follows:

- Excellent 66.7%
- Good 25.0%
- Average 0.0%
- Needs Improvement 0.0%
- Not Applicable 8.3%

The breakdown of the responses to number2, is as follows:

- Excellent 58.3%
- Good 25.0%
- Average 0.0%
- Needs Improvement 0.0%
The breakdown of the responses to number 3, is as follows:

- Excellent: 41.7%
- Good: 25.0%
- Average: 16.7%
- Needs Improvement: 8.3%
- Not Applicable: 8.3%

The breakdown of the responses to number 4, is as follows:

- Excellent: 50.0%
- Good: 41.7%
- Average: 0.0%
- Needs Improvement: 0.0%
- Not Applicable: 8.3%

The breakdown of the responses to number 5, is as follows:

- Excellent: 50.0%
- Good: 33.3%
- Average: 8.3%
- Needs Improvement: 0.0%
- Not Applicable: 8.3%

The breakdown of the responses to number 6, is as follows:

- Excellent: 41.7%
- Good: 50.0%
- Average: 0.0%
- Needs Improvement: 0.0%
- Not Applicable: 8.3%

The breakdown of the responses to number 7, is as follows:

- Excellent: 41.7%
- Good: 41.7%
- Average: 8.3%
The breakdown of the responses to overall rating of the office is as follows:

- Excellent: 54.5%
- Good: 36.4%
- Average: 9.1%
- Needs Improvement: 0.0%
- Not Applicable: 0.0%

Respondents Comments:

I have only had CalWorks in my area for the last year, but I don’t think I have interacted with the district office on this program.

Laureano Flores and Diane McBride are excellent resources at the District.

Laureano Flores, coordinator for the District of the nine college CalWorks programs, provides invaluable support. He represents the programs in many venues and promptly provides relevant information to the directors. He has excellent relationships with our funders (CCCCO and County) and District personnel, and is inclusive in decision-making with the colleges. I appreciate his willingness and ability to provide technical assistance in matters of budget, programmatic rules and strategizing.

The one area which concerns me is the absence of an assigned VP to support and advocate for the CalWORKs programs.

Actually, I rate the cooperation and services of the District CalWORKs Office between excellent and very good. Individuals are competent and work in cooperation with college CalWORKs staff.