LOS ANGELES COMMUNITY COLLEGES

Service Outcome Assessment Survey Results

Office: Curriculum Support

Educational Services Division
# Contact List: Educational Support Services Division

<table>
<thead>
<tr>
<th>Office</th>
<th>Name</th>
<th>Phone #</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vice Chancellor’s Office</td>
<td>John Clerx</td>
<td>213 891-2279</td>
<td><a href="mailto:clerxja@email.laccd.edu">clerxja@email.laccd.edu</a></td>
</tr>
<tr>
<td>Office of Curriculum Support</td>
<td>Bobbi Kimble</td>
<td>213 891-2378</td>
<td><a href="mailto:kimbleb@email.laccd.edu">kimbleb@email.laccd.edu</a></td>
</tr>
<tr>
<td>Attendance Accounting</td>
<td>Cathy Iyemura</td>
<td>213 891-2414</td>
<td><a href="mailto:iyemurcs@email.laccd.edu">iyemurcs@email.laccd.edu</a></td>
</tr>
<tr>
<td>Workforce Development</td>
<td>Diane McBride</td>
<td>213 891-2439</td>
<td><a href="mailto:mcbride@email.laccd.edu">mcbride@email.laccd.edu</a></td>
</tr>
<tr>
<td>CalWORKs</td>
<td>Laureano Flores</td>
<td>213 891-2069</td>
<td><a href="mailto:floresl@email.laccd.edu">floresl@email.laccd.edu</a></td>
</tr>
</tbody>
</table>
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 32 respondents from the nine colleges and the District Office were surveyed. The breakdown of the respondents' lactations were as follows:

- District Office 6.5%
- LACC 9.7%
- ELAC 9.7%
- LAHC 12.9%
- LAMC 9.7%
- LAPC 16.1%
- LASC 3.2%
- LATTC 9.7%
- LAVC 9.7%
- WLAC 12.9%

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

- District Office operations 3.3%
- College President 0.0%
- Academic Affairs 63.3%
- Administrative Services 3.3%
- Student Services 6.7%
- District Academic Senate 0.0%
- District Curriculum Committee 13.3%
- Other 10.0%
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 number 1, is as follows:

- Excellent: 12.9%
- Good: 48.4%
- Average: 19.4%
- Needs Improvement: 16.1%
- Not Applicable: 3.2%

The breakdown of the responses to number 2, is as follows:

- Excellent: 22.6%
- Good: 51.6%
- Average: 19.4%
- Needs Improvement: 3.2%
The breakdown of the responses to number 3, is as follows:

- Excellent: 3.3%
- Good: 50.0%
- Average: 30.0%
- Needs Improvement: 16.7%
- Not Applicable: 0.0%

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

- Excellent: 25.8%
- Good: 45.2%
- Average: 16.1%
- Needs Improvement: 9.7%
- Not Applicable: 3.2%

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

- Excellent: 16.1%
- Good: 35.5%
- Average: 29.0%
- Needs Improvement: 16.1%
- Not Applicable: 3.2%

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

- Excellent: 6.5%
- Good: 51.6%
- Average: 16.1%
- Needs Improvement: 19.4%
- Not Applicable: 6.5%

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

- Excellent: 3.3%
- Good: 16.7%
- Average: 33.3%
- Needs Improvement 16.7%
- Not Applicable 30.0%

The breakdown of the responses to overall rating of the office is as follows:

- Excellent 6.5%
- Good 48.4%
- Average 29.0%
- Needs Improvement 16.1%
- Not Applicable 0.0%

Respondents Comments:

The staff is doing their best to align the curriculum with the various databases and very willing to cooperate with non-District personnel to improve their efficiency and accuracy. The staff has been very willing to respond to the common voice of the Articulation Officers in standardizing procedures. The district staff has a huge job, which we all realize. Thanks!

I think you do a great job of recognizing needs and implementing possible solutions; however, I don't always think there is enough support from the office to see things through.

I am grateful for and tremendously impressed by the efforts of this division to assist me and the college in all our curriculum efforts.