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Continuing Education  
CalWORKs  
Point-of-Service Survey  
Item Analysis

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Spring 2009

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*Prepared by:*  
Office of Institutional Research and Planning

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May 2009

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## Overview and Purpose

The CalWORKs Offices at ECC and Mid City are used by students to assist welfare recipient students and those in transition off welfare to achieve long-term, self-sufficiency through coordinated student services. CalWORKs services are offered at each of Continuing Education's six campuses. CalWORK's student support services include:

- Work study
- Job placement
- Curriculum development and redesign
- Under certain conditions, post-employment skills training and instructional services

Additionally, CalWORKs offers eligible students assistance with:

- Course selection
- Books
- Transportation
- Assessment
- Counseling services
- Paid internship opportunities
- Job placement

As part of the college's on-going effort to provide and maintain high quality service to students, two Continuing Education sites, ECC and Mid City, participated in an evaluation process aimed at assessing student satisfaction with CalWORKs. The timing of this effort was prompted by the upcoming college accreditation site visit scheduled for Fall 2010. Therefore, in consultation with the Office of Institutional Research and Planning at the San Diego Community College District, CalWORKs staff developed a point-of-service survey to evaluate student satisfaction with the CalWORKs sites during the Spring 2009 semester.

## Instrumentation

The Office of Institutional Research and Planning referenced previous accreditation point-of-service surveys and worked with CalWORKs staff to develop and confirm the survey questions. The survey instrument contained 15 questions and took approximately 3 to 5 minutes for students to complete. A copy of the survey is provided in Appendix A. For reporting purposes, questions are not referred to in question order; rather they are clustered into 4 general areas:

(1) Student Profile – contained 5 questions in which students were asked to provide key demographic characteristics including: age, gender, ethnicity, primary language and service location.

(2) Service Awareness – included one question asking how the students learned about CalWORKs services.

(3) Satisfaction with Services – contained questions evaluating student satisfaction with customer services. Students were asked to rate 7 questions according to a Likert-type scale ranging from 1-Strongly Disagree to 5-Strongly Agree. The scale included a mid-point, 3-Neither Agree nor Disagree. Instructions indicated that leaving an answer blank would indicate a question was not applicable to the student. Agreement with a statement equated to satisfaction with service(s), while disagreement with a statement equated to dissatisfaction with service(s).

(4) Open-Ended Question – asked students to provide additional comments about the CalWORKs program.

## Survey Results

The Office of Institutional Research and Planning asked CalWORKs staff to estimate the total number of students that would go through the sites during the data collection timeframe. CalWORKs staff estimated the number of students that would receive services at each site to be relatively small (ECC, N=596 and Mid City N=432). (Note that students may obtain services more than one time. Thus, the estimate was a duplicated count of students.) Therefore, due to the size of each site and the relatively small number of potential respondents across both sites (N=1,028), a census of all students was warranted.

A minimum target sample of 350 completed surveys was attempted (for both sites combined) to obtain results that were likely to be representative of the larger population of students served within the department. A total of 110 surveys were returned. (See Table 1.) The total number of completed surveys did not meet the minimum target goal; therefore, there was insufficient data collected to render the results reliable. **Consequently, this study should be considered a pilot study. Results reflect the opinions of only those students who took the survey and may not reflect the opinions of the general population.**

Table 1. CalWORKs Service Provider

|              | #          | %           |
|--------------|------------|-------------|
| ECC          | 52         | 47%         |
| Mid City     | 58         | 53%         |
| <b>Total</b> | <b>110</b> | <b>100%</b> |

Source: Spring 2009 Point-of-Service Survey

## Student Profile

Table 2. Profile of CalWORKs Survey Respondents

|                |                                | #          | %           |
|----------------|--------------------------------|------------|-------------|
| Gender         | Male                           | 12         | 11%         |
|                | Female                         | 92         | 84%         |
|                | Unreported                     | 6          | 5%          |
| Ethnicity      | African American               | 34         | 31%         |
|                | American Indian/Alaskan Native | 2          | 2%          |
|                | Asian/Pacific Islander         | 0          | 0%          |
|                | Filipino                       | 1          | 1%          |
|                | Hispanic/Latino                | 34         | 31%         |
|                | White                          | 3          | 3%          |
|                | Other                          | 33         | 30%         |
|                | Unreported                     | 3          | 3%          |
| First Language | English                        | 41         | 37%         |
|                | Other                          | 62         | 56%         |
|                | Unreported                     | 7          | 6%          |
| Age            | Under 18                       | 2          | 2%          |
|                | 18 - 24                        | 29         | 26%         |
|                | 25 - 29                        | 23         | 21%         |
|                | 30 - 39                        | 30         | 27%         |
|                | 40 - 49                        | 17         | 15%         |
|                | 50 and over                    | 6          | 5%          |
|                | Unreported                     | 3          | 3%          |
| <b>Total</b>   |                                | <b>110</b> | <b>100%</b> |

Source: Spring 2009 Point-of-Service Survey

Service Awareness

Table 3. Service Awareness

|                            | #         | %           |
|----------------------------|-----------|-------------|
| Campus Flyer/Publications  | 4         | 6%          |
| Counselor                  | 12        | 19%         |
| Friend/Other Student       | 16        | 26%         |
| Instructor/Staff           | 7         | 11%         |
| Letter/E-Mail from College | 10        | 16%         |
| Website                    | 0         | 0%          |
| Other                      | 13        | 21%         |
| <b>Total</b>               | <b>62</b> | <b>100%</b> |

Source: Spring 2009 Point-of-Service Survey

Satisfaction with Services

Table 4. Student Satisfaction with CalWORKs Services

| Satisfaction Statements  | Total N | Strongly Disagree | Disagree | Neither Agree/Disagree | Agree | Strongly Agree |
|--|---------|-------------------|----------|------------------------|-------|----------------|
| Q6 I was treated courteously by the staff.                               | 101     | 2%                | 1%       | 0%                     | 30%   | 67%            |
| Q7 The staff was attentive to my needs.                                  | 101     | 2%                | 1%       | 1%                     | 26%   | 70%            |
| Q8 The staff was knowledgeable and able to answer my questions.          | 103     | 2%                | 1%       | 0%                     | 25%   | 72%            |
| Q9 The assistance I received from this department was useful.            | 103     | 2%                | 1%       | 0%                     | 31%   | 66%            |
| Q10 The office hours were convenient to meet my needs.                   | 102     | 3%                | 1%       | 2%                     | 30%   | 64%            |
| Q11 Overall, I am satisfied with the services I received.                | 99      | 2%                | 0%       | 2%                     | 24%   | 72%            |
| Q12 I feel comfortable returning for additional services if I need them. | 98      | 2%                | 0%       | 0%                     | 20%   | 78%            |

Source: Spring 2009 Point-of-Service Survey

Student Comments

Students' comments to the open-ended questions are listed in Appendix B. Comments are listed verbatim and are edited with \*\*\*\* only in the case of profanity or to protect an individual's identity in evaluative responses.

## Appendix A: Survey Instrument

**EVALUATION OF STUDENT SERVICES  
CalWORKs**

We are pleased that you have visited CalWORKs and now are asking for your help. Please take a few minutes to answer some questions about our service. Your suggestions and opinions are important to us. The responses will be evaluated and changes or improvements will be made in an effort to provide you with better services. **Your responses will be kept completely confidential.** Thanks for your participation!

**DIRECTIONS:** For each question, please completely fill in the appropriate circle on the response form provided. Please select only one answer per question.

**Tell us about you...**

1. Your age:
 

|               |            |                  |
|---------------|------------|------------------|
| 1 -- Under 18 | 2 -- 18-24 | 3 -- 25-29       |
| 4 -- 30-39    | 5 -- 40-49 | 6 -- 50 and over |
  
2. Gender:
 

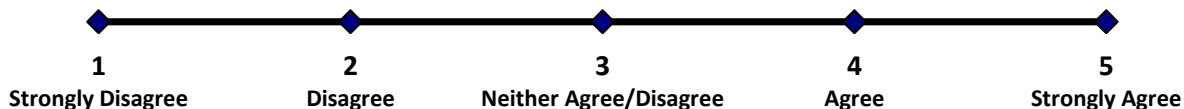
|           |             |
|-----------|-------------|
| 1 -- Male | 2 -- Female |
|-----------|-------------|
  
3. Ethnic background:
 

|   |                                     |
|---|-------------------------------------|
| 1 -- African American/ Black Non-Hispanic | 2 -- American Indian/Alaskan Native |
| 3 -- Asian/Pacific Islander               | 4 -- Filipino                       |
| 5 -- Hispanic/Latino                      | 6 -- White Non-Hispanic             |
| 7 -- Other Non-White                      |                                     |
  
4. Is English your first language?
 

|          |         |
|----------|---------|
| 1 -- Yes | 2 -- No |
|----------|---------|
  
5. Where did you receive the service(s)?
 

|                   |                   |                      |                           |
|-------------------|-------------------|----------------------|---------------------------|
| 1 -- City College | 2 -- Mesa College | 3 -- Miramar College | 4 -- Continuing Ed Campus |
|-------------------|-------------------|----------------------|---------------------------|

**Please rate your level of agreement with the statements regarding CalWORKs service(s) according to the scale below. Leaving an answer blank means "Not Applicable".**



6. I was treated courteously by the staff.
7. The staff was attentive to my needs.
8. The staff was knowledgeable and able to answer my questions.
9. The assistance I received from this department was useful.
10. The office hours were convenient to meet my needs.
11. Overall, I am satisfied with the services I received.
12. I feel comfortable returning for additional services if I need them.

**PLEASE CONTINUE THE SURVEY ON THE BACK**

13. How did you learn of the service(s)?

1 -- Campus flyer/publications

3 -- Friend/Other Student

5 -- Letter/e-mail from the college

7 -- Other (See instructions below)

2 -- Counselor

4 -- Instructor/Staff

6 -- Website

If Other, please write in your response in the **Comments Section** on the right side of the response form under **#1**.

**#2.** Please write any comments or suggestions you have regarding the CalWORKs program in the **Comments Section** on the right side of the response form under **#2**.

**Thank you for taking the survey! Please drop the completed response form and the survey in the designated box.**

## Appendix B: Respondent Comments



How did you learn of the service(s)? [Other comments:]

1. My worker had me go to walfer to work and the spoke of it there.
2. W.T.W ECM "Linda. H"
3. Family & friends Im enrolled with
4. I love this school and the staff
5. I used the college mail out I received in the mail
6. My girlfriend is in cal works
7. ECM.
8. Friend/worker
9. When I enrolled the orientation and my worker to me
10. Worker.
11. Counselor
12. Through worker at Market St. Health & Human Services office.
13. Threw my worker.
14. Welfare
15. Welfare to work T. Allon
16. My friend and counselor
17. I learn from welfare to work case manager
18. Friendly students
19. My social worker yuka
20. Calwork.
21. County
22. Calworks
23. From Cal-works
24. Calworks
25. County of San Diego

Please write any comments or suggestions you have regarding the CalWORKs program?

1. Me gustaria que hubiera serucio ciudado de bebes. Eso sena major y \*\*\*\* no gustara tanto dinero por pagos individuals. Y sena mas combeniente para algunois de nosetros y generia empleos tambien. Gracias
2. \*\*\*\* is the best, and more cordial and all time her happy.
3. None!
4. None at this time
5. More computers, more instructors.
6. Everything is good, but if i think of something I will come back.
7. This was very helpful to me and deeply appreciated. Especially \*\*\*\*, \*\*\*\*, and \*\*\*\*
8. I feel good with my counselor \*\*\*\* Because she's great with me.
9. Thank you guys are doing a good job!!
10. This is great!
11. I like it. Its very helpful.
12. They are very nice people. In the calworks office. Not like the other People in the other office. I was very comfortable in the calworks office the staff has great services.
13. None. Everything seemed great
14. The people in the calworks officce is very nicce and helpful.
15. \Well, they attend me like i want and they are cool, am happy Because the t talk to me very good
16. No comments or questions
17. Great Program Love it
18. \*\*\*\* is one of the most helpful and caring person that I have ever met she stops and makes the extra time. That I needed help with. She alway makes a very difficult situation better. She is just wonderful. Always ready and willing to help. I just wanted her to be recongized to the speical person she is. Thank you!