



Campus Services Quality Review Report Foundation Office

Manager: Raul Alvarez

Names of people who contributed to this report: N/A

Date: December 16, 2016

Date of previous quality review: N/A

Part 1. Satisfaction with Support Services Provided

Summarize the results below from the Campus Services Quality Review Survey. You may also incorporate any other information from the survey results in your response.

The following ratings are from 84 respondents who have used the services offered by the Foundation Office.

	% Responded "Excellent"	% Responded "Good"	% Responded "Excellent" or "Good" Combined	% Responded "Excellent" or "Good" Combined in 2012-13	Difference between 2012-13 and 2015-16
Hours of operation	45.5%	40.3%	85.7%	---	---
Timeliness of response	51.3%	28.8%	80.0%	---	---
Clarity of procedures	47.4%	32.1%	79.5%	---	---
Quality of materials	50.0%	32.4%	82.4%	---	---
Staff helpfulness	64.2%	24.7%	88.9%	---	---
Staff knowledge	67.5%	22.5%	90.0%	---	---
Overall quality of service	54.9%	32.9%	87.8%	---	---

Response: Staff knowledge was rated highest, followed closely by staff helpfulness and overall quality of service. The lowest ratings were clarity of procedures and timeliness of responses. Since this is our first review, we are not able to identify any trends over time.

Part 2. Changes since last Quality Review

Provide a comparative analysis of the survey results with the results from the previous cycle. Document any accomplishments or improvements and provide insight on any significant challenges or obstacles the department/program has faced since the last review, particularly in relation to the survey results.

Response: This is our first review, so this is not applicable.

Part 3. Mission Statement and Administrative Unit Outcomes

Provide the mission statement of your department/program and summarize the administrative unit outcomes (AUOs) for the department/program.

Mission Statement: Enhance educational excellence by securing resources and promoting public awareness of Cypress College.

AUOs: Not yet developed.

Part 4. Faculty/Staff Involvement

Summarize the involvement of faculty/staff in the review process.

Response: Shared results with Foundation Admin Assistant. No other staff.

Part 5. Review Previous Goals and Objectives

Describe whether the goals and objectives identified in the previous review were met or not, and please provide explanations if the goals were not met.

Response: N/A this is our first review.

Part 6. Long-Range Goals and Objectives

Identify general goals and specific, measurable objectives your area plans to achieve within the next three years. Departments 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). Also, identify if and how the goal is aligned with any of the following plans:

Educational Master Plan, Student Services Master Plan, Student Success and Support Program (SSSP) Plan, Student Equity Plan, Strategic Plan, Distance Education Plan, Technology Plan, Basic Skills Plan, or another plan

Note. Please modify the number of goals and objectives outlined below as needed.

Goal 1: Hold a successful 50th Anniversary Celebration.

Supports plan(s): Educational Master Plan, Strategic Plan

Objective 1: Attract 1500 guests to 50th Anniversary Celebration

Person(s) responsible: Foundation Office

Timeframe: 2017

Fiscal resources needed (if not applicable, indicate N/A): N/A

Goal 2: Enhance alumni relationships.

Supports plan(s): Educational Master Plan, Strategic Plan

Objective 1: Hold Alumni "Speed Mentoring" Workshop with at least 40 attendees

Person(s) responsible: Foundation Office

Timeframe: 2017

Fiscal resources needed (if not applicable, indicate N/A): N/A
Objective 2: Hold quarterly alumni events.
Person(s) responsible: Foundation Office
Timeframe: 2017-2018
Fiscal resources needed (if not applicable, indicate N/A): N/A

Goal 3: Secure Foundation/College donors.

Supports plan(s): Educational Master Plan, Strategic Plan

Objective 1: Renew support from 30 of 40 2017-2018 alumni donors

Person(s) responsible: Foundation Office

Timeframe: 2017-2019

Fiscal resources needed (if not applicable, indicate N/A): N/A

Objective 2: Secure 40 new Foundation/College donors who are alumni

Person(s) responsible: Foundation Office

Timeframe: 2017-2019

Fiscal resources needed (if not applicable, indicate N/A): N/A

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

Part 7. Additional Resources Needed

Identify the resources needed by the department. Resource needs typically fall under three distinct categories: facilities, technology, and personnel. Please remember that the resource identification process should link the findings of the survey with the mission and AUOs of the department/program.

Facilities: Work space for 2-3 part-time and/or seasonal staff (at least 2 spaces in the works).

Technology: N/A

Personnel: Staff for ongoing alumni efforts and maintaining alumni data-base.

Part 8. Fiscal Resources and Planning

Describe how the department wants to utilize these resources to accomplish its goals. Additionally, provide an analysis of how the department plans to achieve its goals if the resources identified are not available immediately.

Response: Will make do with what is available currently.

Part 9. Reviewer and Reviewer's Comments

Reviewed By: Raul Alvarez

Reviewer's Comments: No comments provided.