

ASO Survey Report - Summary

Specialized Meeting – RE ASO Advocacy Survey			Status
8.5.2015	Meeting Time: 10:00AM-11:30AM	Meeting Location: Director's Office - SSV 197	
Meeting called by	Tim Wiley – CalWORKs Director		
Type of meeting	Specialized Meeting – RE ASO Advocacy Survey		
Facilitator	Tim Wiley – CalWORKs Director		
Note taker	Marisela Corona – CalWORKs Technician		
Timekeeper	Marisela Corona – CalWORKs Technician		
Attendees	(TW) Tim Wiley – CalWORKs Director, (DM) Diane Martinez- CalWORKs Technician, (MC) Marisela Corona- CalWORKs Technician, (CS) Christina Simmons – Educational Advisor, (KM) Karen Martin – Counselor, and (CA) Colleen Amezcua - Counselor		
Topic: 08052015-001			
Time Allotted: N/A	Presenter: Tim Wiley		
Discussion	Per Chart “Students are Most Pleased with” CalWORKs was not identified as a program that students were most pleased with. Based the ASO survey report for 2014/2015 less than 2% of students surveyed belonged to the CalWORKs Program therefore the program was unable to be identified on the chart as a program that students are/are not pleased with.		
Conclusions	In order to obtain valuable data for program improvement purposes more CalWORKs students need to take the survey. In order to obtain more surveys from CalWORKs students a new plan has been implemented to have students complete surveys during book request appointments. The new procedure will ensure that a larger body of CalWORKs students will complete the survey and CalWORKs will be identified as a program that students are pleased with.		
Action Items	Person Responsible	Deadline	
Extend Book Request time slots to provide ample time to complete	Diane Martinez	08/10/2015	Complete
Train work study students on new procedures for book request appointments and have survey link added to each computers desktop in the computer lab	Diane Martinez	08/10/2015	Complete
Topic: 08052015-002			
Time Allotted: N/A	Presenter: Tim Wiley		
Discussion	Per chart “Students are least please with” CalWORKs was not identified as a program that students were most pleased with. Based the ASO survey report for 2014/2015 less than 2% of students surveyed belonged to the CalWORKs Program therefore the program was unable to be identified on the chart as a program that students are/are not pleased with.		
Conclusions	In order to obtain valuable data for program improvement purposes more CalWORKs students need to take the survey. In order to obtain more surveys from CalWORKs students a new plan has been implemented to have students complete surveys during book request appointments. The new procedure will ensure that a larger body of CalWORKs students will complete the survey and CalWORKs will be identified as a program that students are pleased with.		
Action Items	Person Responsible	Deadline	
Please see action items for Topic: 08052015-001			Complete
Topic: 08052015-003			
Time Allotted: N/A	Presenter: Tim Wiley		
Discussion	What can ASO do to improve AVC? There was a long dialogue between staff regarding the 4 pages that provided student feedback/requests on how ASO can improve AVC. Action items include student response and CalWORKs action resolution.		

Conclusions	While not every student statement provided can be directly related to the services that the CalWORKs program offers, replies and actions have been provided to student response statements that directly affect CalWORKs students.		
Action Items	Person Responsible	Deadline	Status
(1) In response to “Advertise mental health services better and make it seem more inviting.” – an informative flyer pertaining to the mental health services that both the college and the Department of Social Services offer will be placed in the front lobby for all CalWORKs students to see. Flyers will also be provided during Case Management appointments where students are provided the opportunity to discuss services in detail.	Marisela Corona	08/24/2015	Complete
(2) In response to “All the thing you do should be explained some where on the website I was not aware you offered all these services and I've been here 3 years. Please don't forget to include your older students in your services as I am one.” – After reviewing the CalWORKs link provided on the AVC.edu website it was noted that several updates were needed therefore the website will be thoroughly reviewed and updated so that students may be aware of all of the services that the CalWORKs program offers.	Marisela Corona, Diane Martinez and Tim Wiley	09/04/2015	Webmaster Trainings Scheduled
(3) In response to “be more attentive with disable students need to help in completing their education goals” – an informative flyer pertaining to the DSS office will be placed in the lobby for all CalWORKs students to see. Flyers will also be provided during Case Management where students are provided the opportunity to discuss services in detail.	Marisela Corona	09/04/2015	Complete
(4) In response to “Continue doing what they are doing such as asking for feedback from students after holding events/workshops.” - in ensuring that the CalWORKs students complete the survey we will be providing students the opportunity to relay program suggestions. In addition feedback is also noted during case management and the CalWORKs program recently (07/2015) just integrated an open e-mail address where students are more than welcome to provide feedback and any suggestions.	Judy McWhirter	07/2015	Complete & Ongoing
(5) In response to “Get more help with book vouchers” – CalWORKs and EOPS/CARE are forming a working relationship to ensure that all CalWORKs students that are eligible, are applying for the CARE program to both “get more help with book vouchers” and to obtain additional cash grants for CalWORKs students during the fiscal year.	Marisela Corona	08/21/2014	In Progress
(6) In response to “Get more student tutors” – effective 07/01/2015 each student who meets with a counselor is referred to tutoring. As there are plenty of tutors on campus we are ensuring that students are well aware of the different types of tutors and when/where they are available.	CalWORKs Counselors	07/01/2015	Complete & Ongoing
(7) In response to “I would like to see more help for new students. The entire process is very confusing for them, and it would be helpful to have some assistance.” – Beginning 02/2015 Case Management was reinstated and students are provided a Case Management appointment with an open dialogue to discuss program/school processes from beginning to end and question and answer sessions after. As of 07/2015 there is now a CalWORKs e-mail address to which students are able to send e-mails 24/7 and responses will be provided within 1 business day.	*CalWORKs Hourlies and Technicians	02/09/2015	Complete & Ongoing
NOTES:			
Original meeting was held 08/05/2015 and updates and edits were made to original meeting minutes as each action was completed.			