



**Institutional
Effectiveness,
Success and
Equity**

California Work Opportunity and Responsibility to Kids (CalWORKs) Fall 2019 Student Survey Results

Background and Methodology

In Fall 2019, Cuyamaca's CalWORKs department partnered with the office of Institutional Effectiveness, Success, and Equity (IESE) at Cuyamaca College to administer a survey to students who participated in CalWORKs. The goals of this survey were to determine students' satisfaction with CalWORKs services, to identify which CalWORKs services students found most helpful, to determine whether students feel they belong and are part of the CalWORKs community, and to identify students' recommendations to improve the program. The survey instrument is included in the [Appendix](#) of this report.

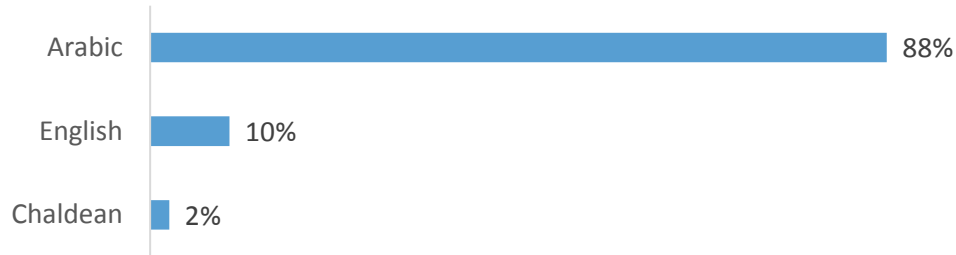
This survey was administered via email in December 2019 and January 2020. As an incentive to complete the survey, students had the opportunity to enter a random drawing for a \$25 gas card. In total, 43 students completed the survey.

Summary of Results

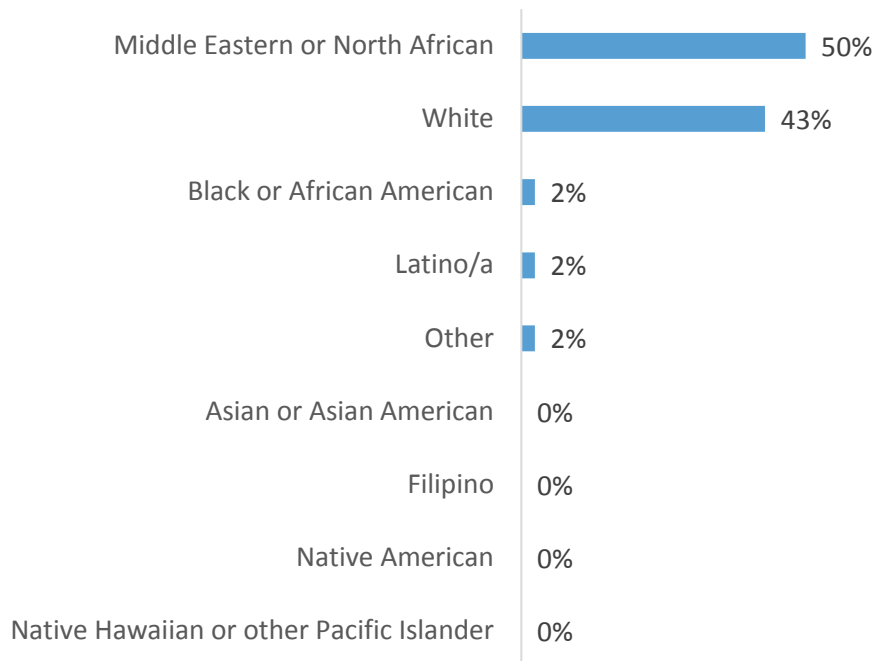
The majority of respondents reported positive perceptions of the CalWORKs program at Cuyamaca College, and found the benefits that the CalWORKs program provides like priority registration, workshops, gas cards, a book bag, school supplies, and academic and personal counseling to be very helpful to their success. Most respondents indicated the CalWORKs program requirements were clear; CalWORKs staff helped them clarify and achieve their goals; CalWORKs staff treated them with respect; and CalWORKs staff listened to their questions, problems, and concerns. Additionally, most respondents indicated they would feel comfortable returning for additional services in the future and they would encourage other students to participate in CalWORKs. Most respondents indicated they feel like they are part of the CalWORKs community, and that they have made connections with at least one counselor, instructor, and another student. Some students indicated they do not know at least one other student or an instructor that they can turn to for support. Students were asked to provide suggestions to improve the program, but none of the respondents had any recommendations and indicated the program was good as-is. Lastly, most respondents indicated that the best way for CalWORKs to communicate with them is via email.

Respondent Characteristics

The majority of respondents were female (79%). The age of respondents ranged from 21 to 63 years old, with an average of 38 years. Most respondents (88%) indicated their primary language is Arabic. Approximately 10% indicated their primary language is English and 2% indicated Chaldean.



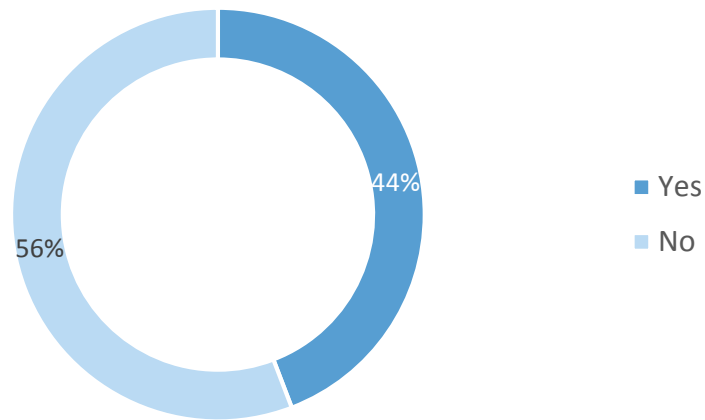
Approximately half of respondents (50%) identified as Middle Eastern, 43% identified as white, 2% identified as Black or African American, 2% identified as Latino/a, and 2% identified as some other race/ethnicity.



Note: Respondents were asked to select all applicable response options, so the sum of percentages exceeds 100%.

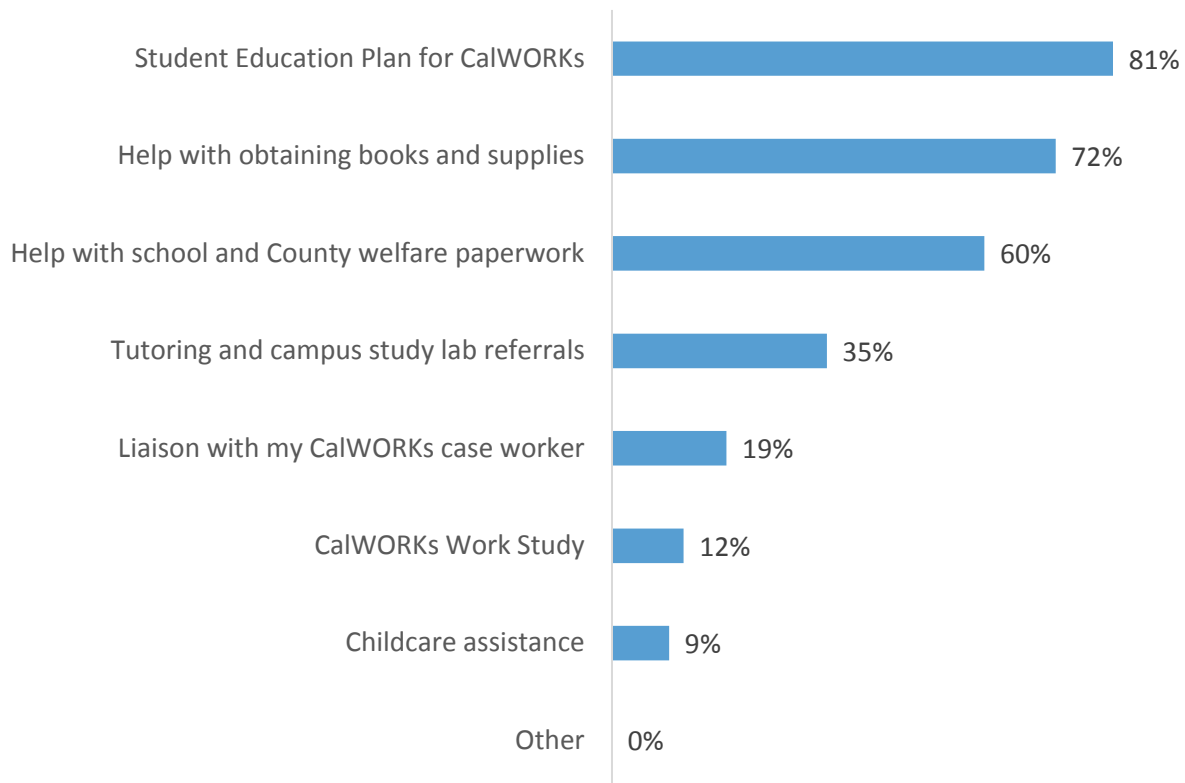
Participation in the CalWORKs program at Cuyamaca College

The majority of respondents (56%) indicated that this was not their first year participating in CalWORKs at Cuyamaca College.



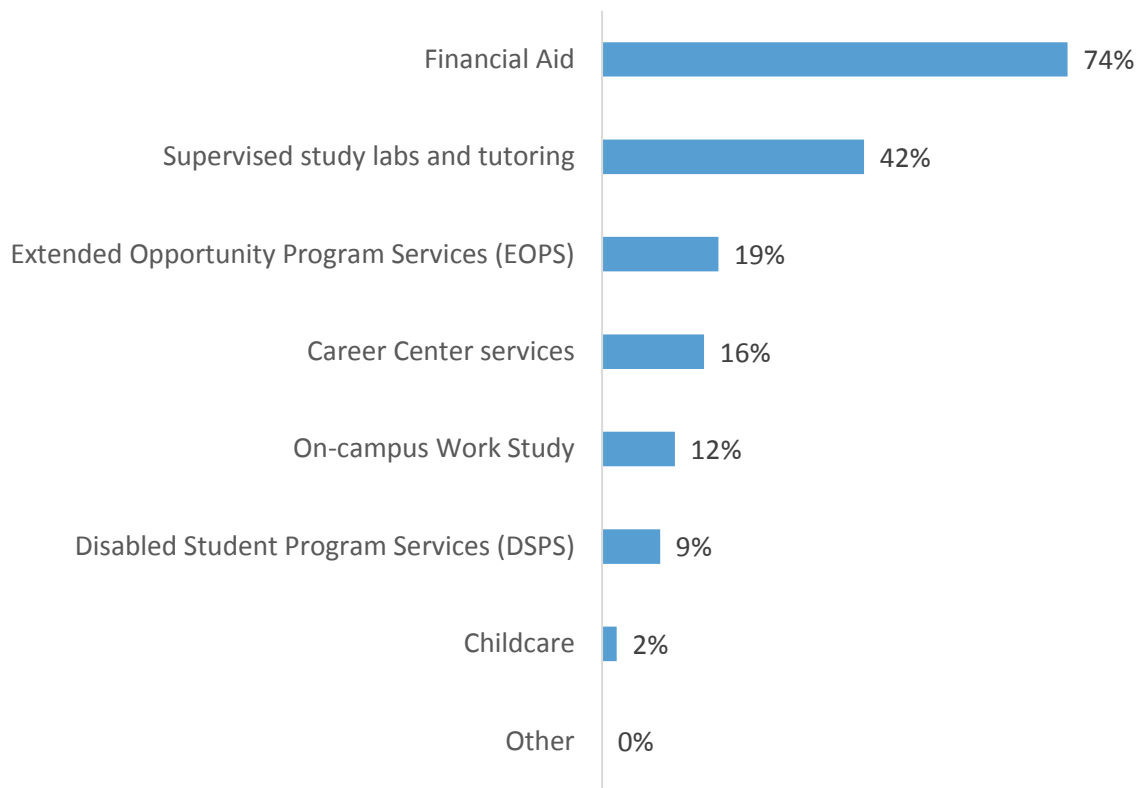
CalWORKs Services Used in Fall 2019

Approximately 81% of respondents indicated they received a Student Education Plan for CalWORKs, 72% received help obtaining books and supplies, 60% received help with school and County welfare paperwork, 35% received tutoring and campus study lab referrals, 19% received liaison services with their CalWORKs case manager, 12% received CalWORKs Work Study, and 9% received childcare assistance in Fall 2019.



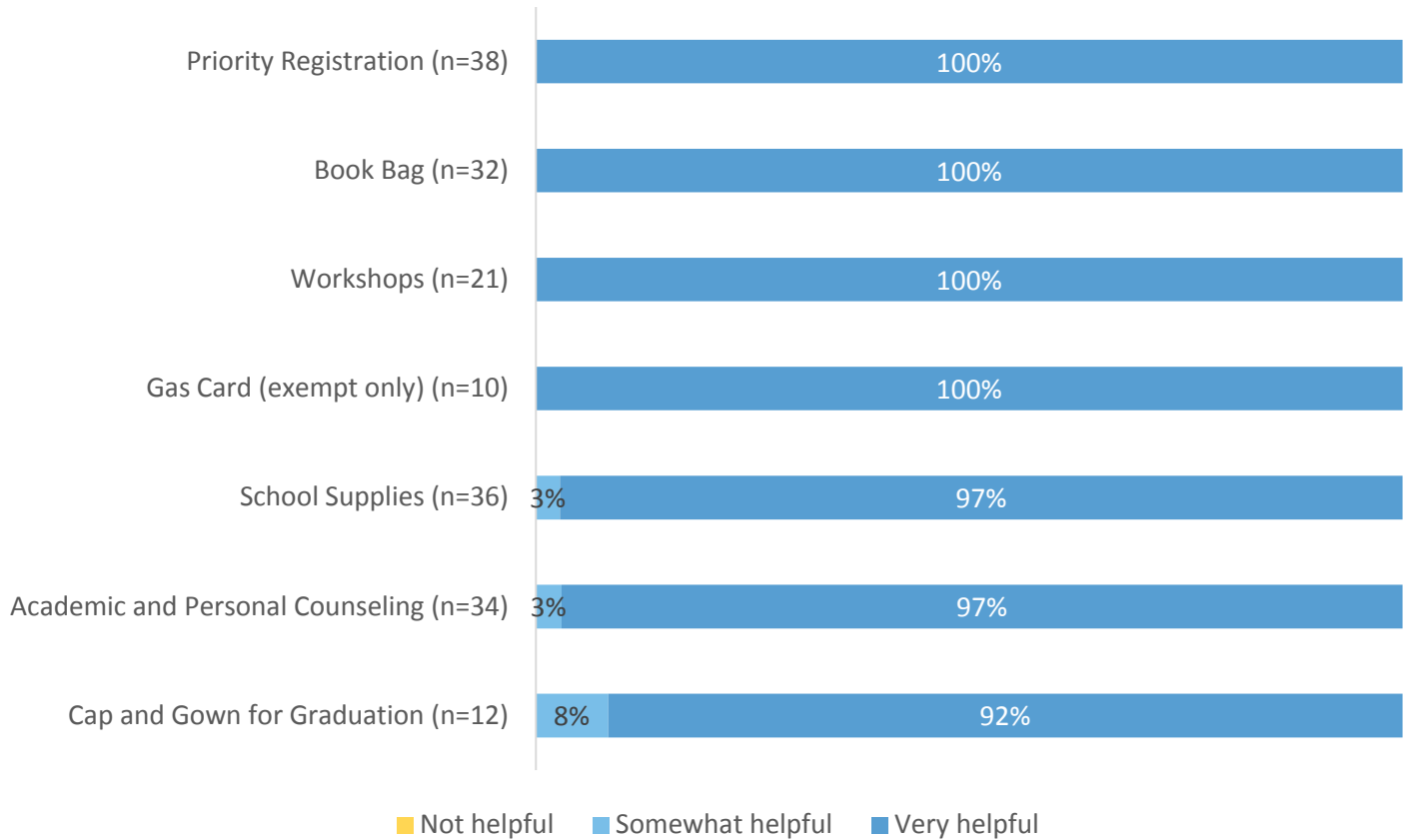
Support Service that CalWORKs Staff Helped Students Access

Cuyamaca CalWORKs staff helped 74% of respondents access Financial Aid, 42% access supervised study labs and tutoring, 19% access EOPS, 16% access Career Center services, 12% access On-campus Work Study, 9% access DSPS, and 2% access childcare in Fall 2019.



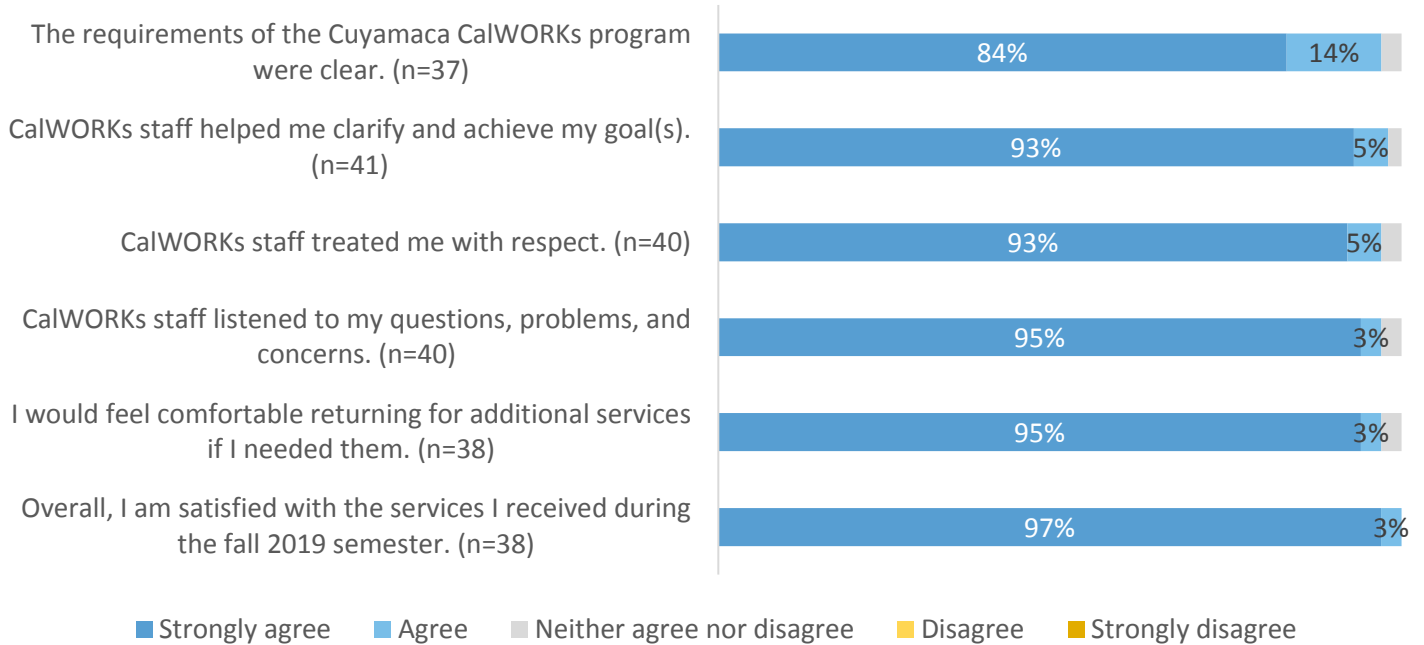
Helpfulness of Specific CalWORKs Benefits

All respondents indicated each of the CalWORKs benefits listed were either somewhat or very helpful in supporting their success.



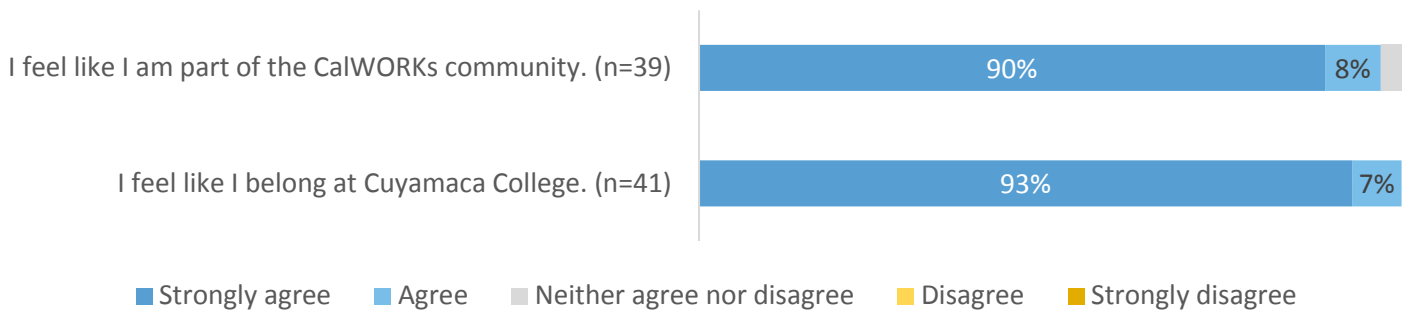
Experience with CalWORKs

The majority of respondents either agreed or strongly agreed that the requirements of the Cuyamaca CalWORKs program were clear (98%); CalWORKs staff helped them clarify and achieve their goals (98%); CalWORKs staff treated them with respect (98%); CalWORKs staff listened to their questions, problems, and concerns (98%); and they would feel comfortable returning for additional services (98%). All respondents (100%) indicated they are satisfied with the services they received during the fall 2019 semester.



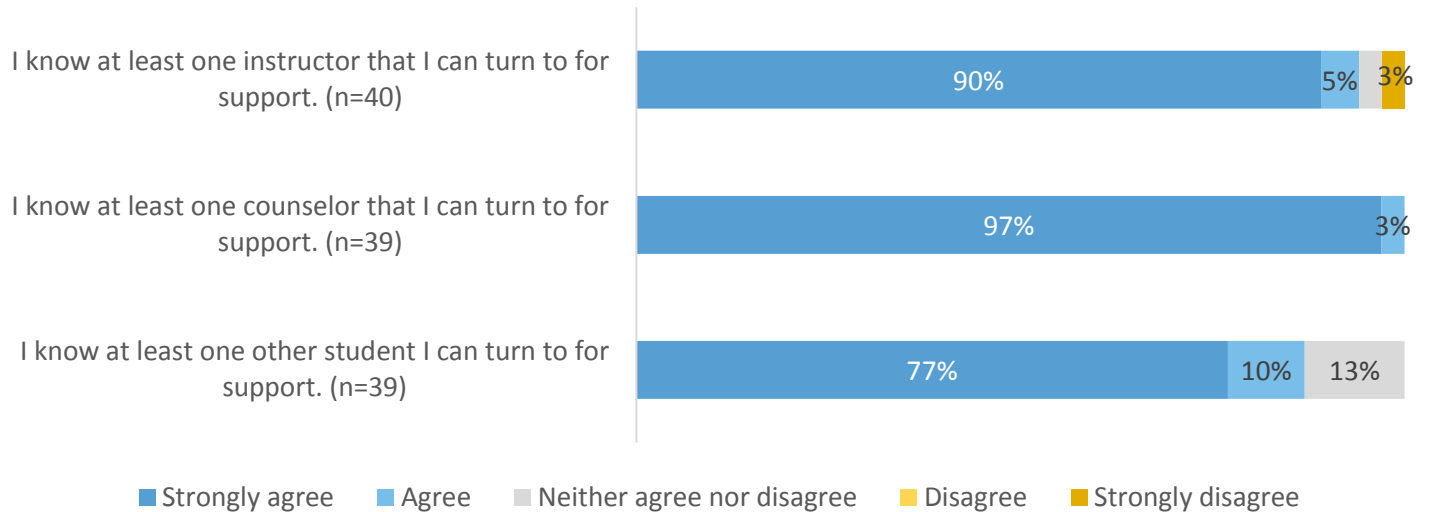
Sense of Community and Belonging

Most respondents (98%) either agreed or strongly agreed that they feel like they are part of the CalWORKs community. All respondents (100%) indicated they feel like they belong at Cuyamaca College.



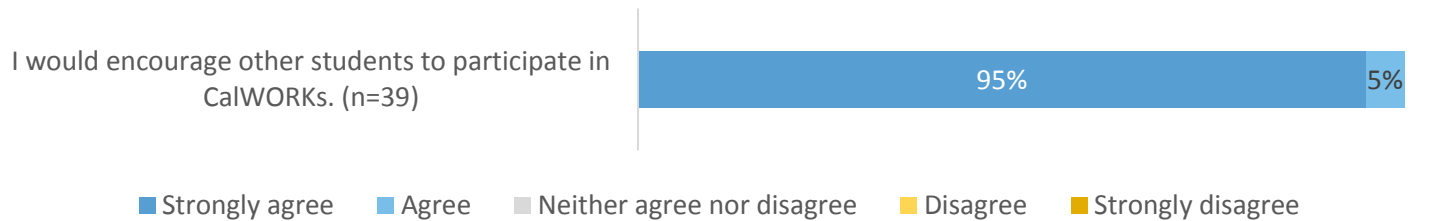
Connections with Instructors, Counselors, and Other Students

Most respondents (95%) either agreed or strongly agreed that they know at least one instructor that they can turn to for support; 100% know at least one counselor they can turn to for support; and approximately 87% know at least one other student they can turn to for support. Some students indicated they do not know at least one other student or an instructor that they can turn to for support.



Encouraging Other Students to Participate in CalWORKs

All respondents (100%) either agreed or strongly agreed that they would encourage other students to participate in CalWORKs.



Recommendations for CalWORKs

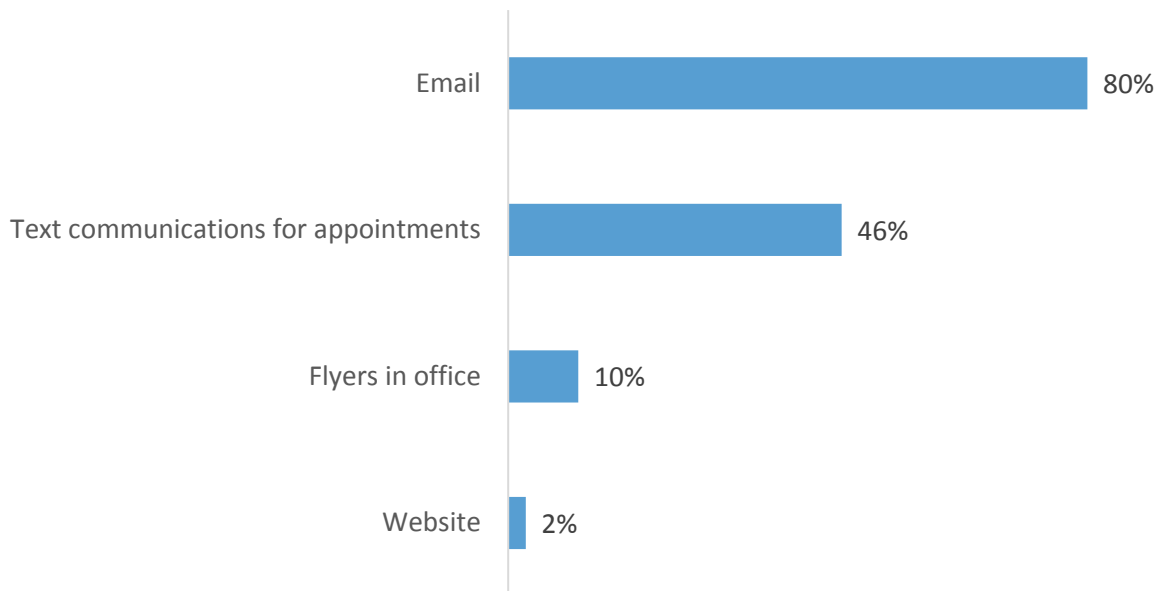
Students were asked to “Please provide any comments or suggestions you have for improving the student experience in the CalWORKs program or at Cuyamaca College in general.” All of the CalWORKs students that responded to this item (100%) indicated they had no recommendations to improve the program because they felt the program is already good and helpful.

No Suggestions:

- N/A (5 responses)
- none so far (1 response)
- nothing every thing is very good (1 response)
- thank you for services (1 response)
- thanks a lot for the help and support (1 response)
- Very good (1 response)

Best Way for CalWORKs to Communicate with Students

The majority of respondents (80%) indicated that email is the best way for CalWORKs to communicate with them. Approximately 46% of respondents indicated the best way for CalWORKs to communicate with them regarding appointments is text messaging, 10% selected flyers in the office, and 2% selected the website.



Note: Respondents were asked to select all applicable response options, so the sum of percentages exceeds 100%.

Appendix
Electronic Survey Instrument

Exit this survey



CalWORKs Student Survey Fall 2019

Thank you for participating in the Cuyamaca College CalWORKs Program! Please take a few minutes to answer some questions about your experience with our services this semester. Your responses are anonymous and will help us improve our services.

You will have an opportunity to enter a drawing for a \$25 gas card at the end of the survey. To be entered into the gift card drawing, please complete and submit your responses to the survey by January 15, 2020.

Next

1. Is this your first year participating in the CalWORKs program at Cuyamaca College?

- Yes
- No

2. During this semester (fall 2019), which of the following CalWORKs services did you use? Please select all that apply.

- Liaison with my CalWORKs case worker
- Student Education Plan for CalWORKs
- Help with obtaining books and supplies
- Help with school and County welfare paperwork
- Tutoring and campus study lab referrals
- Child-care assistance
- CalWORKs Work Study
- Other (please specify)

3. Which of the following support services did Cuyamaca's CalWORKs staff help you access? Please select all that apply.

- Supervised study labs and tutoring
- On-campus Work Study
- Financial Aid
- Extended Opportunity Program Services (EOPS)
- Disabled Student Program Services (DSPS)
- Child care
- Career Center services
- Other support services (please specify)

4. Thinking about the fall 2019 semester, how helpful were the following CalWORKs benefits in supporting your success? If you do not have experience with a specific benefit, please select "N/A" for "Not Applicable."

	Very helpful	Somewhat helpful	Not helpful	N/A
Gas Card (exempt only)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Book Bag	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
School Supplies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Priority Registration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic and Personal Counseling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Workshops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cap and Gown for Graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please rate your experience with the Cuyamaca CalWORKs Department in the fall 2019 semester. If a statement does not apply to you, please select "N/A" for "Not Applicable."

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	N/A
The requirements of the Cuyamaca CalWORKs program were clear.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKs staff helped me clarify and achieve my goal(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKs staff treated me with respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CalWORKs staff listened to my questions, problems, and concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would feel comfortable returning for additional services if I needed them.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the services I received during the fall 2019 semester.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please rate your agreement with the following statements.

After participating in CalWORKs in the fall 2019 semester...

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel like I am part of the CalWORKs community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel like I belong at Cuyamaca College.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know at least one instructor that I can turn to for support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know at least one counselor that I can turn to for support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I know at least one other student I can turn to for support.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would encourage other students to participate in CalWORKs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. Please provide any comments or suggestions you have for improving the student experience in the CalWORKs program or at Cuyamaca College in general.

8. What is the best way for CalWORKs to communicate with you regarding our programs, services, announcements, deadlines, and information? Choose all that apply.

- Email
- Website
- Flyers in Office
- Text Communication for Appointments

The following questions are asked for comparison purposes only. Responses will not be linked to any personally identifying information.

9. What is your gender?

- Female
- Male
- Non-binary/third gender
- Prefer to self-describe:

10. What is your age?

11. What is your ethnicity? Please check all that apply.

- Asian or Asian American
- Black or African American
- Filipino
- Latino/a
- Middle Eastern or North African
- Native American
- Native Hawaiian or other Pacific Islander
- White
- Other

12. What is your primary language?

- Arabic
- Chaldean
- Dari
- English
- Farsi
- Kurdish
- Pashto
- Persian
- Spanish
- Other (please specify)

13. If you would like to be entered in the drawing for a \$25 gas card, please enter your email address in the box below. Note: Your email address will be separated from your responses.

Email:

Thank you for your time! Your responses will be valuable in improving CalWORKs services for students in the future.

Click "Submit" to complete the survey.