

YOU SPEAK, WE LISTEN!

Continuous Improvement



*Sequoias Community
College District*

COS

COLLEGE OF THE SEQUOIAS

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Continuous Improvement: “You Speak, We Listen”

COS is committed to supporting the learning and working environments of its students and employees and relies on District-wide feedback to support its ongoing self-improvement and self-assessment processes. In response to feedback and data received from students and employees, COS makes data-driven decisions to improve its services and resources. These improvements are highlighted in a campaign series called “You Speak, We Listen” and communicated to all COS students and employees via email and social media. COS utilizes this campaign to publically acknowledge the specific needs and concerns expressed by students and employees as well as the actions taken to address them.

The data-driven decisions that are highlighted in the “You Speak, We Listen” campaign primarily come from feedback and data from the “Student Support Services Survey” (also known as the “Mother Lode survey”) and “Giant Questionnaire.” These District-wide surveys give students and employees opportunities to reflect and provide input on their experiences at COS. This feedback is valuable to COS’ continuous improvement efforts as guided by its Master Plan Goal 4.

The “Mother Lode Survey” asks COS students to reflect on their experiences at COS, including awareness and satisfaction of programs, resources, and services. The survey has been administered twice to all COS students (Spring 2015 and Spring 2017), and the next administration is scheduled for Spring 2019. The most recent administration of this survey received 2,193 student responses. All students were entered into a drawing to earn 100 cash prizes, ranging from \$20 to \$250.

The “Giant Questionnaire” (“GQ”) provides all COS employees with an opportunity to share their thoughts and experiences working at COS. It includes topics such as our core values, satisfaction of services, climate/diversity, equity, student learning, and quality of education. The GQ was administered for the first time in Spring 2017 and received 458 employee responses. COS employees were eligible to win a \$100 cash prize or one of many COS swag prizes. The next administration is Spring 2020.

The following are some of the data-driven improvements made based on the Mother Lode survey results.

- Students expressed a need for “more counselors.” The Counseling Division responded by hiring three new counselors with plans to hire five more.
- Students expressed they were not aware of many of the great services offered by the COS Learning Resource Center (LRC). The LRC responded by updating web pages, advertising to students and faculty, and expanding its hours.
- Hanford students expressed that the computers in the Hanford Learning Resource Center were too slow. The Hanford LRC responded by updating all computers to Windows10.
- Students requested permission to borrow class textbooks for more than one hour. The LRC responded by extending textbook checkout periods to two hours.
- Tulare students expressed a need for more tutors. The LRC responded by hiring two tutors for Chemistry and Biology who are available eight hours a week. In addition, a full-time staff was hired and is available four hours a week.

These are just a few examples of the District’s continuous improvement efforts that contribute to student success!

eNEWS #1

Subject: You Speak, COS Listens!

We listened! Based on feedback from the **COS 2015 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is the first in a series highlighting some of the great, data-driven improvements we are committed to in the spirit of COS 2.0.

First up, let's check out how the Learning Resource Center used the survey results to enhance LRC services!

Did you know that students didn't know about many Learning Resource Center services?

- 18% of students reported they were unaware they could borrow materials from the LRC
- 16% were not aware the LRC is a resource for periodicals
- 11% lacked awareness of the available electronic and academic databases
- 10% didn't know they could reach out to the Reference desk for assistance

Here's how LRC is using the survey results to increase awareness!

2015 Student Support Services Survey

You Speak

We Listen



Students '**Not Aware**'
of COS Learning
Resource Center
services

Updated
webpages



Advertised
to students
& faculty



Expanded
hours



For more survey results, visit the
Research, Planning & Institutional Effectiveness page at cos.edu/Research

eNEWS #2

Subject: You Speak, COS Listens! (The sequel)

We listened! Based on feedback from the **COS 2015 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is the second in a series highlighting some of the great, data-driven improvements we are committed to in the spirit of COS 2.0.

Did you know?

- The majority of surveyed respondents 'Agree' that Learning Resource Center (LRC) computers are important to their educational success.
- A great majority (83%) of surveyed respondents use the Visalia LRC as their primary location followed by Hanford (9%) and Tulare (8%).

Here's how the LRC is using the survey results to enhance services!

2015 Student Support Services Survey

You Speak

89%

Students 'Agree'
Learning Resource
Center computers
important to
educational success

We Listen

Updated all
computers



Added new
Computers



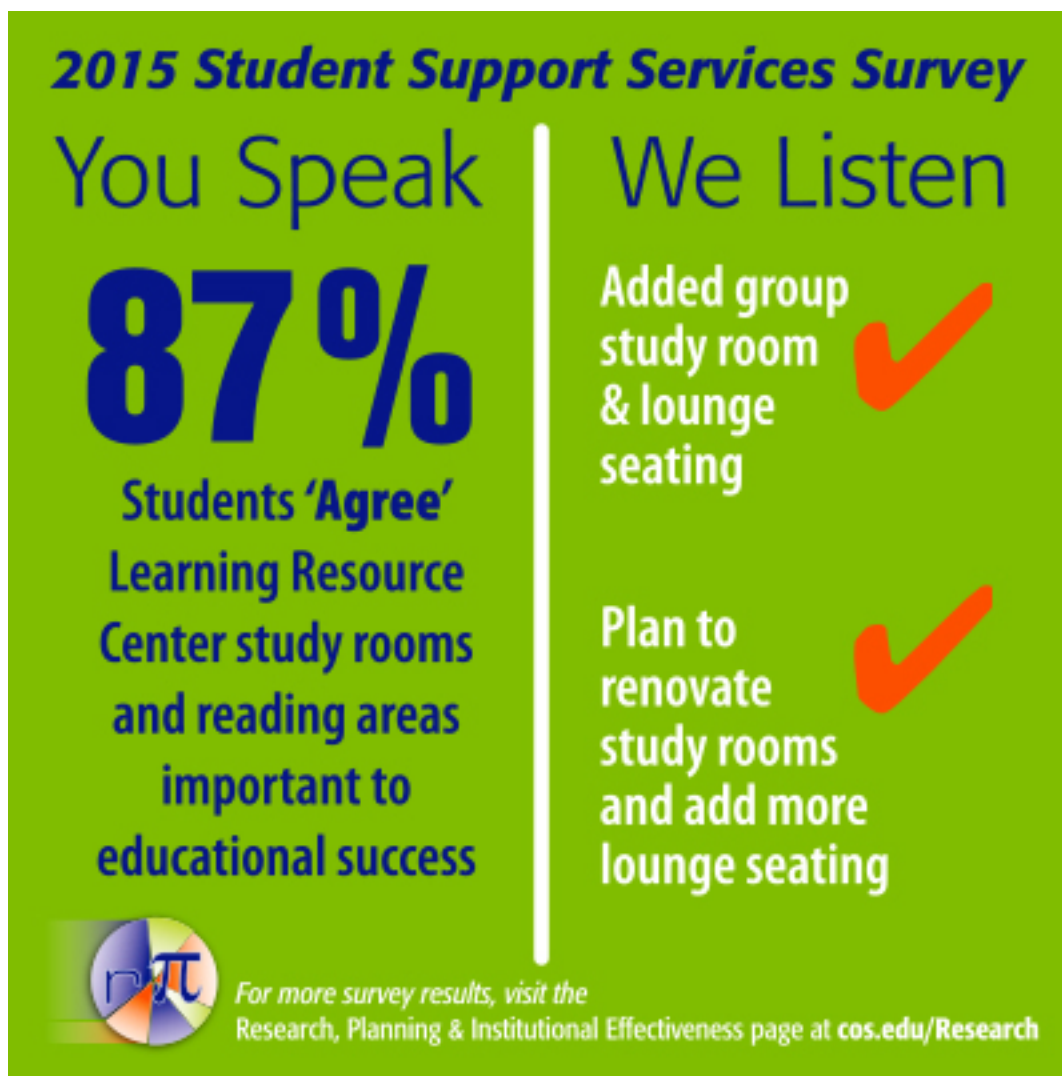
For more survey results, visit the
Research, Planning & Institutional Effectiveness page at cos.edu/Research

Subject: You Speak, COS Listens! (it's a trilogy!)

We listened! Based on feedback from the **COS 2015 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is the third in a series highlighting some of the great, data-driven improvements we are committed to in the spirit of COS 2.0.

Did you know that 87% of surveyed respondents 'Agree' that Learning Resource Center (LRC) study rooms and reading areas were important to their educational success?

Here's how the LRC is using the survey results to enhance services!



Subject: You Speak, COS Listens!

We listened! Based on feedback from the **COS 2015 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is the fourth in a series highlighting some of the great, data-driven improvements we are committed to in the spirit of COS 2.0.

Did you know?

- 88% of surveyed respondents 'Agree' that Counseling helped them to understand and complete their Student Educational Plan.
- A great majority (87%) of surveyed respondents were overall 'Satisfied' with Counseling services provided at COS.

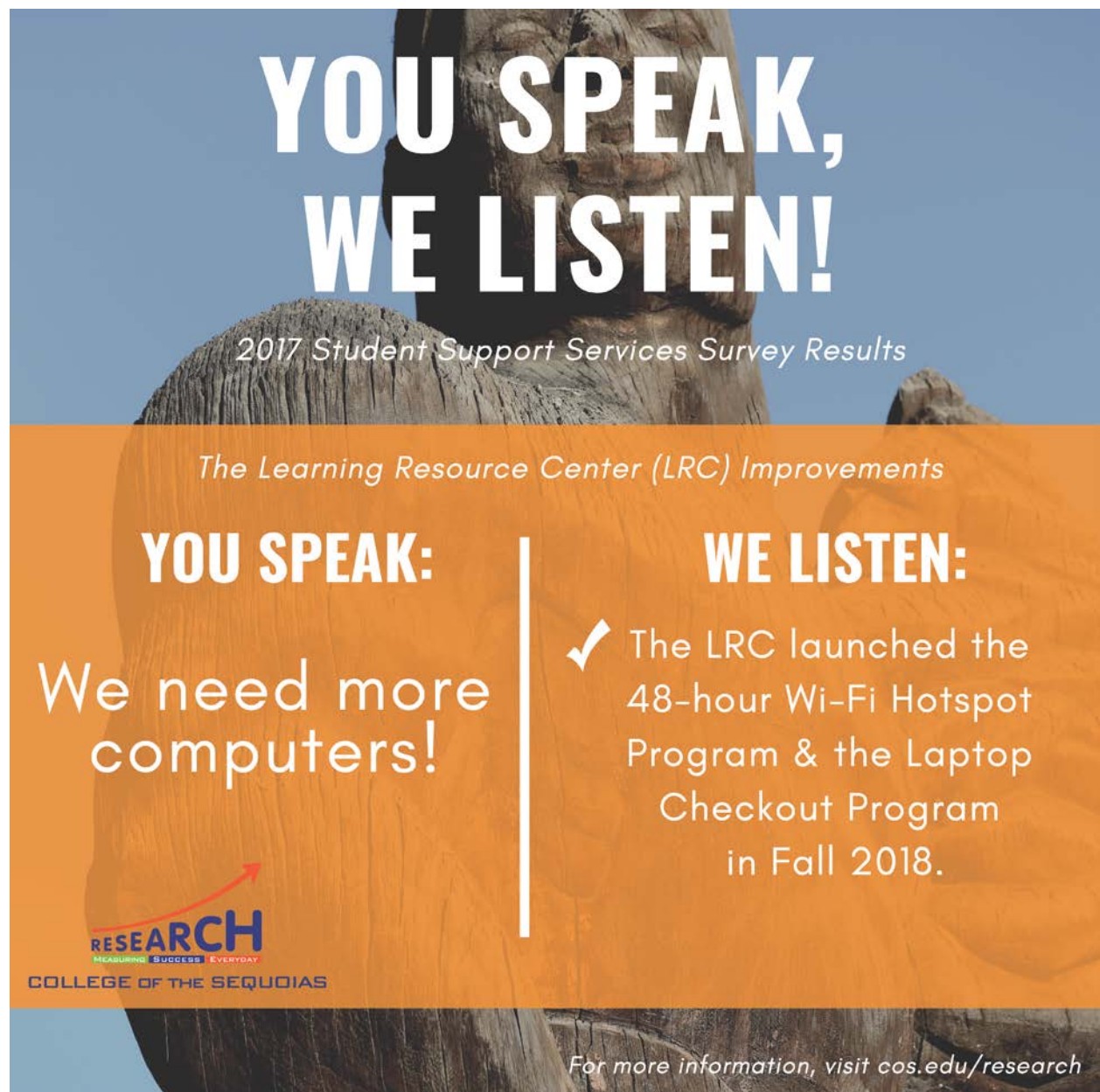
Here's how the COS Counseling Division is using the survey results to enhance services!



Subject: You Speak, COS Listens!

We listened! Based on feedback from the **COS 2017 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is the first in a series highlighting some of the data-driven improvements we are committed to in the spirit of COS 2.0.

First up, let's check out how the Learning Resource Center used the survey results to enhance its services!



YOU SPEAK, WE LISTEN!

2017 Student Support Services Survey Results


The Learning Resource Center (LRC) Improvements

YOU SPEAK:

We need more computers!

WE LISTEN:

✓ The LRC launched the 48-hour Wi-Fi Hotspot Program & the Laptop Checkout Program in Fall 2018.


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YOU SPEAK, WE LISTEN!

2017 Student Support Services Survey Results

The Learning Resource Center (LRC) Improvements

YOU SPEAK:

Allow students to borrow class textbooks for more than an hour.

WE LISTEN:

✓ Textbook checkout periods have been extended to two hours.



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YOU SPEAK, WE LISTEN!

2017 Student Support Services Survey Results

The Learning Resource Center (LRC) Improvements

YOU SPEAK:

Increasing couches
would be a good
improvement.

WE LISTEN:

✓ More lounge seating
couches with power
tables were added
in Fall 2018.



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Subject: You Speak, COS Listens!

We listened! Based on feedback from the **COS 2017 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is part of a series highlighting some of the data-driven improvements we are committed to in the spirit of COS 2.0.

Let's check out how Technology Services used the survey results to enhance its services!

**YOU SPEAK,
WE LISTEN!**

2017 Student Support Services Survey Results

The Technology Services Improvements

YOU SPEAK:	WE LISTEN:
We need newer computers!	✓ 187 lab computers were replaced in 2017-2018.
	✓ 200 lab computers will be replaced in 2019-2020.

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YOU SPEAK, WE LISTEN!

2017 Student Support Services Survey Results

The Technology Services Improvements

YOU SPEAK:

Better wireless
access!



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WE LISTEN:

- ✓ 188 wireless access points were added to achieve full coverage in 2017-2018.

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Subject: You Speak, COS Listens!

We listened! Based on feedback from the **COS 2017 Student Support Services Survey**, we are making improvements at COS to make it better than ever! The District launched a campaign to notify students about key survey results and its efforts to make improvements based on their input. Students are being notified via email and social media, and we encourage you to share this important information with your students and others. This email is part of a series highlighting some of the data-driven improvements we are committed to in the spirit of COS 2.0.

Let's check out how Food Services used the survey results to enhance its services!

YOU SPEAK, WE LISTEN!

2017 Student Support Services Survey Results

The Food Services Improvements

YOU SPEAK:	WE LISTEN:
More food options!	✓ Now serving more and healthier food options at the following locations!
Healthier food options!	The Grind Coffee House (Visalia, 2017)
	The Avenue (Hanford, 2018)
	The Giant Grill (Visalia, 2018)
	COS Café (Visalia)
	Coming Soon! Mobile Coffee Bar (Tulare, Fall 2019)

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