



**ADULT SCHOOL**

*Learning for Success*

**Student  
Services  
Plan  
2021-22**



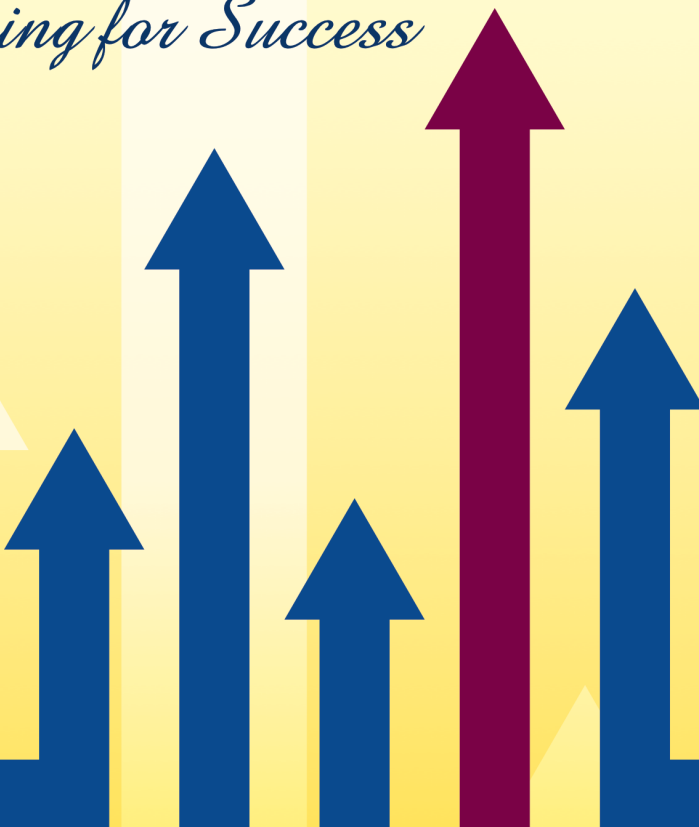
**Council on  
Occupational Education**



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**Western Association of  
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**ABC Adult School**

**CUESTA MAIN CAMPUS**

**12254 Cuesta Drive, Cerritos, CA 90703**

**CABRILLO LANE BRANCH CAMPUS**

**20122 Cabrillo Lane, Cerritos, CA 90703**

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# Plan for Student Services Evaluation

## **Introduction**

Student services at ABC Adult School includes most services that interact directly with students not including instructional services. This includes such things as reception, counseling, registration and finances if financial aid is available.

## **Evaluation of Services**

At the end of each quarter, teachers will make time in class for students to take the student services survey. This survey is available on line and will be made active by the Network Analyst for a window of time during the last week of instruction. The current survey and a sample of the results page is attached to this plan. The survey will be reviewed by the faculty and the Institutional Advisory each year for updates and changes. The Institutional Advisory will review the results each year and make recommendations. The Faculty will review the results and make suggestions for improvement of services each quarter at a Friday faculty meeting. The staff will review the results each quarter during a regularly scheduled staff meeting and also suggest improvements in processes to the administration who will implement these changes.

# Student Services Survey

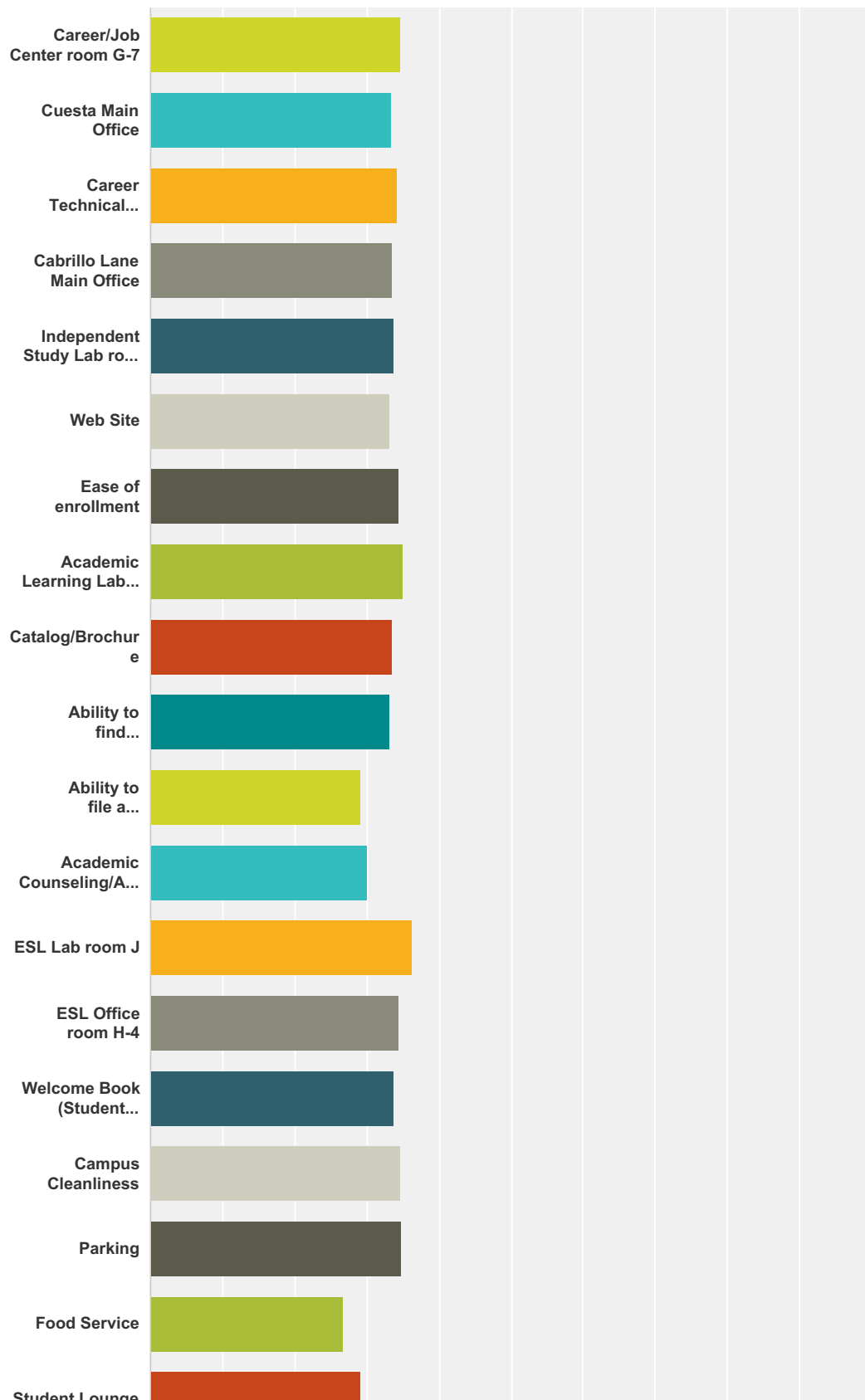
## 1. Please rate the quality of our support services

	Poor	Needs Improvement	Good	Great	N/A
Career/Job Center room G-7	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cuesta Main Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Career Technical Education Office room G-4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cabrillo Lane Main Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Independent Study Lab room H-5	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of enrollment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Learning Lab room E-4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catalog/Brochure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to find information (catalog, rules, policies, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to file a complaint	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Academic Counseling/Advising	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ESL Lab room J	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
ESL Office room H-4	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Welcome Book (Student Handbook)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Campus Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Food Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Student Lounge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Experience when calling the school	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

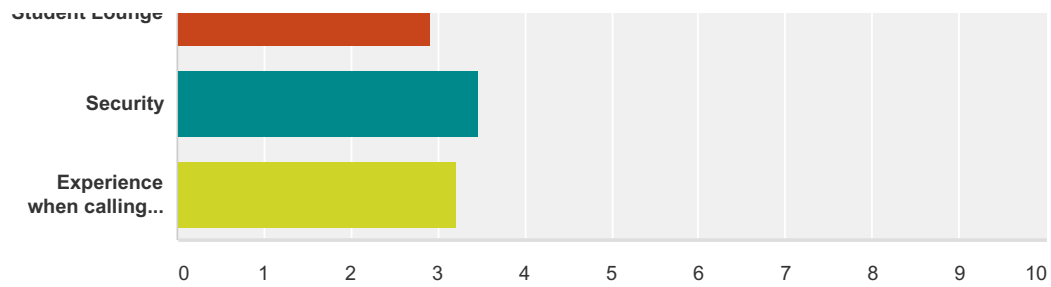
# Student Services Survey

## Q1 Please rate the quality of our support services

Answered: 374 Skipped: 4



## Student Services Survey



	Poor	Needs Improvement	Good	Great	N/A	Total	Weighted Average
Career/Job Center room G-7	1.12% 4	4.47% 16	16.48% 59	31.28% 112	46.65% 167	358	3.46
Cuesta Main Office	1.96% 7	9.22% 33	32.40% 116	41.06% 147	15.36% 55	358	3.33
Career Technical Education Office room G-4	0.85% 3	4.51% 16	21.97% 78	31.83% 113	40.85% 145	355	3.43
Cabrillo Lane Main Office	1.73% 6	4.05% 14	12.43% 43	22.25% 77	59.54% 206	346	3.36
Independent Study Lab room H-5	1.42% 5	2.56% 9	16.52% 58	21.08% 74	58.40% 205	351	3.38
Web Site	3.38% 12	10.99% 39	28.17% 100	44.79% 159	12.68% 45	355	3.31
Ease of enrollment	2.51% 9	10.58% 38	23.40% 84	58.77% 211	4.74% 17	359	3.45
Academic Learning Lab room E-4	0.86% 3	0.29% 1	16.29% 57	22.57% 79	60.00% 210	350	3.51
Catalog/Brochure	2.52% 9	7.84% 28	33.33% 119	46.78% 167	9.52% 34	357	3.37
Ability to find information (catalog, rules, policies, etc.)	3.37% 12	10.67% 38	35.11% 125	46.91% 167	3.93% 14	356	3.31
Ability to file a complaint	5.08% 18	11.86% 42	20.06% 71	17.80% 63	45.20% 160	354	2.92
Academic Counseling/Advising	12.39% 43	4.61% 16	17.58% 61	29.68% 103	35.73% 124	347	3.00
ESL Lab room J	0.86% 3	1.15% 4	8.07% 28	24.78% 86	65.13% 226	347	3.63
ESL Office room H-4	1.16% 4	1.45% 5	13.66% 47	20.35% 70	63.37% 218	344	3.45
Welcome Book (Student Handbook)	2.56% 9	2.56% 9	21.31% 75	28.69% 101	44.89% 158	352	3.38
Campus Cleanliness	2.20% 8	5.79% 21	33.06% 120	54.55% 198	4.41% 16	363	3.46
Parking	2.47% 9	6.03% 22	29.59% 108	56.99% 208	4.93% 18	365	3.48
Food Service	12.81% 46	15.32% 55	25.35% 91	17.55% 63	28.97% 104	359	2.67

## Student Services Survey

Student Lounge	<b>9.83%</b> 35	<b>14.61%</b> 52	<b>26.97%</b> 96	<b>28.09%</b> 100	<b>20.51%</b> 73	356	2.92
Security	<b>1.94%</b> 7	<b>3.88%</b> 14	<b>36.01%</b> 130	<b>50.69%</b> 183	<b>7.48%</b> 27	361	3.46
Experience when calling the school	<b>4.74%</b> 17	<b>6.69%</b> 24	<b>29.25%</b> 105	<b>32.31%</b> 116	<b>27.02%</b> 97	359	3.22