



**Institutional
Effectiveness,
Success and
Equity**

Cuyamaca College CalWORKs Survey Fall 2020 Results (June 2021)

Background and Purpose of the Study

Cuyamaca College's CalWORKs department conducts an annual survey to gather student feedback on the services they received, their satisfaction after receiving services, how useful they found the services, and to assess their sense of community on campus. Given that a large proportion of CalWORKs participants identify as Middle Eastern and/or Arabic speaking, an Arabic version of the survey was available upon request. [Appendix A](#) contains the survey instrument. [Appendix B](#) contains the distributions of survey items. [Appendix C](#) contains verbatim responses to open-ended questions.

Survey Respondents

All students who received CalWORKs services in the Fall 2020 term were invited to participate in the survey. A total of 65 students completed the survey. During the Fall 2020 semester, a total of 248 students participated in the CalWORKs program. Students received the survey invitation directly from the CalWORKs office and the survey included a drawing for a \$25 gift card as an incentive for participating.

Summary of Results

Respondent Characteristics

Compared to Fall 2020 CalWORKs participants, survey respondents included an underrepresentation of Asian, Asian American, or Filipino students (3% compared to 4% of CalWORKs participants), Latinx students (5% compared to 8% of CalWORKs recipients), Middle Eastern or North African Students (25% compared to 29% of the student population), and Native Hawaiian or Pacific Islander students (2% compared to 5% of CalWORKs participants). There was an overrepresentation of White students (60% compared to 51% of participants). It should be noted that, given recent changes to race/ethnicity data collection, some Middle Eastern students may have self-identified as white in either the survey or upon application to the College or CalWORKs program, so the data on these two racial/ethnic categories should be interpreted with caution.

Compared to Fall 2020 CalWORKs participants, there was an overrepresentation of students that identify as female (83% compared to 76% of CalWORKs participants) and an underrepresentation of students that identify as male (17% compared to 22% of the college population). No students under the age of 20 responded to the survey, which was representative of CalWORKs participants. There was an underrepresentation of students between the ages of 20-24 (2% compared to 4% of CalWORKs participants), ages 25-29 (14% compared to 16% of CalWORKs participants), and ages 50 and over (8% compared to 9% of participants). There was an overrepresentation of students between the ages of 30-49

(76% compared to 71% of CalWORKs participants. Of the survey respondents, 26% indicated that it was their first year participating in the CalWORKs program at Cuyamaca College, and 74% indicated that it was not their first year participating in the program.

Student Characteristics	CalWORKs Participants	Survey Respondents
Asian, Asian American, or Filipino	4%	3%
Black or African American	2%	3%
Latino/a/x	8%	5%
Middle Eastern or North African	29%	25%
Native American	0%	0%
Native Hawaiian or Pacific Islander	5%	2%
White	51%	60%
Another race/Ethnicity/Unknown	1%	5%
Female	76%	83%
Male	22%	17%
Another Gender/Unknown	2%	0%
Less than 20	0%	0%
20-24	4%	2%
25-29	16%	14%
30-49	71%	76%
50+	9%	8%

*Respondents could select all racial and ethnic identities with which they identify, so total exceeds 100%.

CalWORKs Services Used

When asked which CalWORKs services they used, the majority of respondents stated that they used the Student Education Plan for CalWORKs students (73%) and received help with obtaining books and supplies (57%). About a third of respondents indicated that they were in liaison with a CalWORKs case worker (30%) and received help with school and County welfare paperwork (30%). One in five respondents indicated that they participated in CalWORKs Work Study (21%), while one in ten respondents indicated they received tutoring and campus study lab referrals (13%) and child-care assistance (9%). Under the other category, one respondent stated that they received help with Financial Aid, one stated that they used the survey, and two stated that this question was not applicable or did not have any comments. Also, under the other category, one student stated they received help with their semester plan, and this was recoded as them receiving help with their student education plan for CalWORKs.

Which CalWORKS services did you use?	%
Student Education Plan for CalWORKS	75%
Help with obtaining books and supplies	57%
Liaison with my CalWORKs case worker	30%
Help with school and County welfare paperwork	30%
CalWORKs Work Study	21%
Tutoring and campus study lab referrals	13%
Child-care assistance	9%
Other (please specify)	7%

*Respondents could select all services which they received, so total exceeds 100%.

When asked which support services Cuyamaca's CalWORKS staff helped them access, the majority of respondents replied that they received help accessing financial aid (70%). A third of respondents indicated that they received help accessing on-campus Work Study (30%), one in four respondents stated they received help accessing supervised study labs and tutoring (25%), and one in five respondents indicated they received help accessing Extended Opportunity Program Services (20%). One in ten students stated they received help accessing childcare (11%), Career Center services (10%) and Disabled Students Programs and Services (7%). In the Other category, two respondents stated that the question did not apply or that they had no comment, and two stated that the CalWORKs program was good or helpful.

Which support services did Cuyamaca's CalWORKS staff help you access?	%
Financial Aid	70%
On-campus Work Study	30%
Supervised study labs and tutoring	25%
Extended Opportunity Program Services (EOPS)	20%
Child care	11%
Career Center services	10%
Disabled Students Programs and Services (DSPS)	7%
Other support services (please specify)	7%

*Respondents could select all services which they received, so total exceeds 100%.

Helpfulness of CalWORKs Services

Respondents were also asked which CalWORKs benefit they found helpful. All respondents found Priority Registration and Academic and Personal Counseling helpful (100% each). Approximately nine in ten students found receiving a book bag (98%), school supplies (96%), Workshops (98%) gas cards (96%), and cap and gown for graduation (94%) helpful.

How helpful was the CalWORKs benefit that you received?	Very Helpful	Somewhat Helpful	Not Helpful
Gas Card (exempt only)	80%	16%	4%
Book Bag	86%	12%	2%
School Supplies	76%	20%	4%
Priority Registration	85%	15%	0%
Academic and Personal Counseling	85%	15%	0%
Workshops	79%	19%	2%
Cap and Gown for Graduation	79%	15%	6%

Experience with CalWORKs Department

When asked to rate their experience with the Cuyamaca CalWORKs Department during Fall 2020, over nine in ten respondents indicated that the requirements of the Cuyamaca CalWORKs program were clear (97%), that CalWORKs staff helped with clarifying and achieving the goals of the student (97%), that the CalWORKs staff treated them with respect (99%), that the CalWORKs staff listened to the respondents questions, problems, and concerns (98%), that they would feel comfortable returning for additional services if they were needed (96%), and that overall they were satisfied with the services they received during the Fall 2020 semester (99%).

Please rate your experience with the Cuyamaca CalWORKs Department	Neither Agree				
	Strongly Agree	Agree	Nor Disagree	Disagree	Strongly Disagree
The requirements of the Cuyamaca CalWORKs program were clear.	72%	25%	3%	0%	0%
CalWORKs staff helped me clarify and achieve my goal(s).	74%	23%	3%	0%	0%
CalWORKs staff treated me with respect.	75%	24%	2%	0%	0%
CalWORKs staff listened to my questions, problems, and concerns.	80%	18%	2%	0%	0%
I would feel comfortable returning for additional services if I needed them.	73%	23%	3%	0%	0%
Overall, I am satisfied with the services I received during the Fall 2020 semester.	73%	26%	2%	0%	0%

Sense of Community and Support

Nine out of ten respondents stated that they felt part of the CalWORKs community (92%), that they felt they belong at Cuyamaca College (94%), that they know at least one instructor they can turn to for support (95%), that they know at least one counselor that they can turn to for support (95%), and that they would encourage other students to participate in the CalWORKs program (95%). Eight out of ten respondents indicated that they know at least one student they can turn to for support (86%).

Please rate your agreement with the following statements	Strongly Agree						Agree		Neither Agree Nor Disagree		Disagree		Strongly Disagree	
I feel like I am part of the CalWORKs community.		63%		29%		6%		2%		0%				
I feel like I belong at Cuyamaca College.		65%		29%		5%		2%		0%				
I know at least one instructor that I can turn to for support.		57%		38%		5%		0%		0%				
I know at least one counselor that I can turn to for support.		60%		35%		5%		0%		0%				
I know at least one other student I can turn to for support.		52%		34%		11%		3%		0%				
I would encourage other students to participate in CalWORKs.		67%		28%		3%		2%		0%				

CalWORKs Future Support

Students were also asked what the CalWORKs program could do that could be most helpful to their success during the academic year. Over four in ten students indicated that they were pleased with the services provided by the CalWORKs department. Five percent of respondents indicated that help with Financial Aid would be beneficial to their success, and five percent indicated that help with registration would be beneficial. For each of the following categories, three percent of respondents indicated that help would be beneficial for the success: Computer, counseling appointment, gas cards, state mandated tests, mentoring, quicker response, scholarship information, and work study.

What is one thing the CalWORKs program could do that would be most helpful to your success this academic year?		%
Good Service		45%
Unspecified		11%
NA		8%
Financial Aid		5%
Registration		5%
Academic Help		5%
Counseling appointment		3%
Gas Cards		3%
Help with state mandated tests		3%
Mentoring		3%
Quicker Response		3%
Scholarship Information		3%
Work Study		3%
Computer		3%

Subsequently, respondents were asked to provide any comments or suggestions they had to improve the student experience in the CalWORKs program or at Cuyamaca College in general. Over four in ten students stated that they received good service from the CalWORKs program and some respondents expressed thanks for the help. Six percent of respondents indicated that they would prefer in-person services, and six percent indicated that they would like for information about the services that CalWORKs provide to be made more readily available. Three percent of respondents indicated that they would like for it to be easier to make appointments with CalWORKs. Three percent also stated they would like for there to be information about CalWORKs programs at other colleges, and three percent indicated that they would like more help with financial aid.

Please provide any comments or suggestions you have for improving the student experience in the CalWORKs program or at Cuyamaca College in general.		%
Good service		44%
NA		24%
In-person services		6%
Marketing		6%
Other		6%
Unspecified		6%
Appointment Access		3%
CalWORKs College Network		3%
Financial Aid		3%

Respondents were asked what their primary language is. The majority of respondents identified Arabic as their primary language (69%). Chaldean (16%), English (13%), and Spanish (3%) were also identified as primary languages.

What is your primary language?	%
Arabic	69%
Chaldean	16%
English	13%
Spanish	3%
Dari	0%
Farsi	0%
Kurdish	0%
Pashto	0%
Persian	0%
Other (please specify)	0%

Recommendations

On the whole, feedback from survey respondents indicated a high level of satisfaction with CalWORKs program services. Students who responded to the survey also indicated they felt they could turn to a counselor or faculty member for support, and the vast majority indicated they felt like they were part of the CalWORKs community and said they would recommend the program to other students. Student recommendations for improvement were relatively scarce, and among those comments, there was not a consensus on any specific improvements the program should make. Thus, based solely on the findings of the survey, there were not any specific recommendations for service improvement.

However, when survey respondent demographics were compared to those of the program and of the College as a whole, one significant finding emerged. Survey respondents were slightly more likely to self-identify as white than students in the CalWORKs program overall. In addition, when compared to the broader college student population, Latinx students are vastly underrepresented among both survey respondents and CalWORKs participants. Furthermore, Black students are underrepresented among CalWORKs participants in comparison to the overall Cuyamaca student population. Given Cuyamaca College's commitment to racial equity and social justice, one important recommendation for the CalWORKs program would be to conduct inquiry as to why Latinx and Black students are less likely than other students to participate in the program and to take steps to ensure representation among these groups of students. These steps may include conducting an awareness survey and needs assessment as well as improving recruitment and marketing, specifically for Latinx and Black students.

In addition, given the changes in CalWORKs and other student services operations during the global pandemic, in order to ensure services are meeting students' evolving needs, future iterations of the CalWORKs survey should include questions about format for service delivery and/or communication preferences.

Appendix A Survey Instrument

Exit



CalWORKs Student Survey Fall 2020

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, 2021.

Arabic Translation: A PDF copy of the survey in Arabic is available [here](#). 

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CalWORKs Student Survey Fall 2020

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

Yes

No

2. During this semester (Fall 2020), 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 2020 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"/>

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5. Please rate your experience with the Cuyamaca CalWORKs Department in the Fall 2020 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 2020 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 2020 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. What is one thing the CalWORKs program could do that would be most helpful to your success this academic year? 

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



9. 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.

10. What is your gender?

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

11. What is your age?

12. 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 (please specify)

13. What is your primary language? 

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

14. 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.



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Submit

Appendix B
Distribution of Responses to All Survey Items

Q1. Is this your first year participating in the CalWORKS program at Cuyamaca College?

Responses	Count	Percent	Valid Percent
Yes	17	25%	26%
No	48	71%	74%
Skipped	3	4%	--
Total	68	100%	--

Q2. During this semester (Fall 2020), which of the following CalWORKs services did you use? Please select all that apply.

Responses	Count	Percent	Valid Percent
Student Education Plan for CalWORKs	50	31%	31%
Help with obtaining books and supplies	38	23%	23%
Liaison with my CalWORKs case worker	20	12%	12%
Help with school and County welfare paperwork	20	12%	12%
CalWORKs Work Study	14	9%	9%
Tutoring and campus study lab referrals	9	6%	6%
Child-care assistance	6	4%	4%
Other (please specify)	5	3%	3%
Skipped	1	1%	--
Total	163	100%	--

*Respondents could select all services which they received, so total exceeds 100%.

Q3. Which of the following support services did Cuyamaca's CalWORKs staff help you access? Please select all that apply.

Responses	Count	Percent	Valid Percent
Financial Aid	43	37%	39%
On-campus Work Study	18	16%	17%
Supervised study labs and tutoring	15	13%	14%
Extended Opportunity Program Services (EOPS)	12	10%	11%
Child care	7	6%	6%
Career Center Services	6	5%	6%
Disabled Student Program Services (DSPS)	4	3%	4%
Other support services (please specify)	4	3%	4%
Skipped	7	6%	--
Total	116	100%	--

*Respondents could select all services which they received, so total exceeds 100%

Q4a. Thinking about the Fall 2020 semester, how helpful were the following CalWORKs benefits in supporting your success? If you do not have experience with a specific benefit, please select “NA” for Not Applicable.” (Percent)

Responses	Number	Very Helpful	Somewhat Helpful	Not Helpful	NA
Gas Card (exempt only)	66	55%	11%	3%	32%
Book Bag	65	66%	9%	2%	23%
School Supplies	66	59%	15%	3%	23%
Priority Registration	66	76%	14%	0%	11%
Academic and Personal Counseling	67	79%	13%	0%	7%
Workshops	63	60%	14%	2%	24%
Cap and Gown for Graduation	64	42%	8%	3%	47%

Q4b. Thinking about the Fall 2020 semester, how helpful were the following CalWORKs benefits in supporting your success? If you do not have experience with a specific benefit, please select “NA” for Not Applicable.” (Valid Percent)

Responses	Number	Very Helpful	Somewhat Helpful	Not Helpful
Gas Card (exempt only)	66	80%	16%	4%
Book Bag	65	86%	12%	2%
School Supplies	66	76%	20%	4%
Priority Registration	66	85%	15%	0%
Academic and Personal Counseling	67	85%	15%	0%
Workshops	63	79%	19%	2%
Cap and Gown for Graduation	64	79%	15%	6%

Q5a. Please rate your experience with the Cuyamaca CalWORKs Department in the Fall 2020 semester. If a statement does not apply to you, please select “NA” or “Not Applicable.” (Percent)

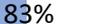
Responses	Number	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	NA
The requirements of the Cuyamaca CalWORKs program were clear.	64	67%	23%	3%	0%	0%	6%
CalWORKs staff helped me clarify and achieve my goal(s).	64	70%	22%	3%	0%	0%	5%
CalWORKs staff treated me with respect.	64	73%	23%	2%	0%	0%	2%
CalWORKs staff listened to my questions, problems, and concerns.	64	75%	17%	2%	0%	0%	6%
I would feel comfortable returning for additional services if I needed them.	64	69%	22%	3%	0%	0%	6%
Overall, I am satisfied with the services I received during the Fall 2020 semester.	65	69%	25%	2%	0%	0%	5%

Q5b. Please rate your experience with the Cuyamaca CalWORKs Department in the Fall 2020 semester. If a statement does not apply to you, please select “NA” or “Not Applicable.” (Valid Percent)

Responses	Number	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The requirements of the Cuyamaca CalWORKs program were clear.	64	72%	25%	3%	0%	0%
CalWORKs staff helped me clarify and achieve my goal(s).	64	74%	23%	3%	0%	0%
CalWORKs staff treated me with respect.	64	75%	24%	2%	0%	0%
CalWORKs staff listened to my questions, problems, and concerns.	64	80%	18%	2%	0%	0%
I would feel comfortable returning for additional services if I needed them.	64	73%	23%	3%	0%	0%
Overall, I am satisfied with the services I received during the Fall 2020 semester.	65	73%	26%	2%	0%	0%

Q6. Please rate your agreement with the following statements. After participating in CalWORKs in the Fall 2020 semester...								
	Count	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree		
I feel like I am part of the CalWORKs community.	63	 63%	 29%	 6%	 2%	 0%		
I feel like I belong to Cuyamaca College.	62	 65%	 29%	 5%	 2%	 0%		
I know at least one instructor that I can turn to for support.	63	 57%	 38%	 5%	 0%	 0%		
I know at least one counselor that I can turn to for support.	65	 60%	 35%	 5%	 0%	 0%		
I know at least one other student I can turn to for support.	64	 52%	 34%	 11%	 3%	 0%		
I would encourage other students to participate in CalWORKs.	64	 28%	 28%	 3%	 2%	 0%		

Q9. What is the best way for CalWORKs to communicate with you regarding our programs, services, announcements, deadlines, and information? Choose all that apply.			
Responses	Count	Percent	Valid Percent
Email	65	 71%	 73%
Text Communication for Appointments	15	 16%	 17%
Website	7	 8%	 8%
Flyers in the Office	2	 2%	 2%
Skipped	3	 3%	--
Total	92	100%	--

Q10. What is your gender?			
Responses	Count	Percent	Valid Percent
Female	53	 78%	 83%
Male	11	 16%	 17%
Non-binary/third gender	0	0%	0%
Prefer to self-describe	0	0%	0%
Skipped	4	 6%	--
Total	68	100%	--

Q11. What is your Age? (N=63, Skipped=5)		
Age Group	Count	Percent
Less than 20	0	0%
20-24	1	2%
25-29	9	14%
30-49	48	76%
50+	5	8%
Total	63	100%

Q12. What is your ethnicity? Please check all that apply.			
Responses	Count	Percent	Valid Percent
Asian or Asian American	2	3%	3%
Black or African American	2	3%	3%
Filipino	0	0%	0%
Latino/a	3	4%	5%
Middle Eastern or North African	16	23%	25%
Native American	0	0%	0%
Native Hawaiian or other Pacific Islander	1	1%	2%
White	38	54%	58%
Other (please specify)	3	4%	5%
Skipped	5	7%	--
Total	70	100%	--

Q13. What is your primary language?			
Responses	Count	Percent	Valid Percent
Arabic	44	65%	69%
Chaldean	10	15%	16%
English	8	12%	13%
Spanish	2	3%	3%
Dari	0	0%	0%
Farsi	0	0%	0%
Kurdish	0	0%	0%
Pashto	0	0%	0%
Persian	0	0%	0%
Other (please specify)	0	0%	0%
Skipped	4	6%	--
Total	68	100%	--

Appendix C
Survey Responses – Verbatim Responses to Open-Ended Items

Q2. During this semester (Fall 2020), which of the following CalWORKs services did you use? Please select all that apply. (N=6)

Other (please specify)	Count
Very helpful	1
No Comments	1
N/A	1
I used this plan	1
only got help with financial aid assistance	1
Semester plan	1

Q3. Which of the following support services did Cuyamaca’s CalWORKs staff help you access? Please select all that apply. (N=4)

Other support services (please specify)	Count
Good	1
No Comments	1
N/A	1
The staff help me	1

Q7. What is one thing the CalWORKs program could do that would be most helpful to your success this academic year. (N=38, Skipped=30)

Responses	Count
All help me	1
Always help me with my registration.	1
Anything that happens the Student	1
Counselor appointment	1
Doing a great job thank u	1
Everything about the calworks is very good	1
Everything good!	2
Finisaid	1
Gaz cards.	1
help me for every think	1
Help me to finish my work	1
Help new students transition semester to semester	1
Help with all thing	1
Help with scheduling and paying for state mandated tests	1
ex: CA Real Estate Broker test.	1
Helping students provide a computer, especially when studying via the Internet.	1
I loved dealing with you so much, you deserve everything well because you always respond to us with anything. I wish you the best.	1
I think to answer student's questions more faster that can help.	1
Keep doing well and contact with students	1
Learn more English.	2
N/A	1
nothing	1
Nothing, you're doing grate already	1
She was so nice	1
Stuff service is excellent and more then ever to me	1
Support	1
Thanks for their cooperation with me	1
The most useful thing was early registration. And I appreciate all the help we are provided with.	1
The student that got the COVID Virus, they might of give some help to them because I'm one of the student that got the virus and got no help from the college.	1

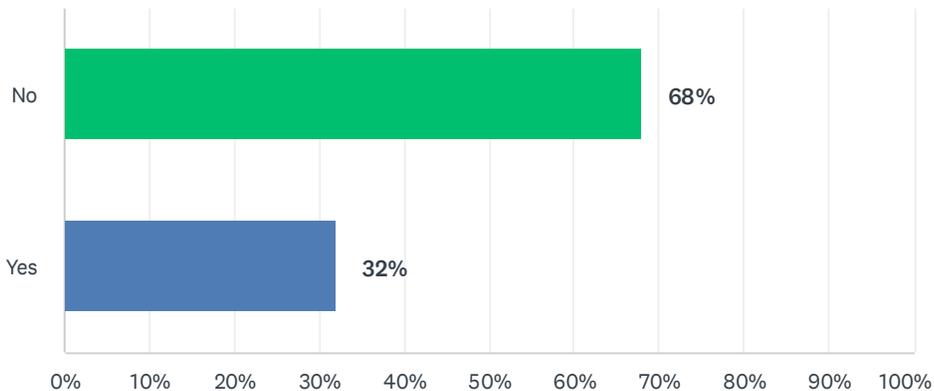
They always help as to fix our problem.	1
They are great	1
They did good	1
They have been amazing with giving resources and helping out with everything. Amazing staff and amazing program.	1
They help me with a plan for my major also they help me with Pay the gas Also pay for my book	1
They help stident vary will.	1
They should provide us with more information on applying to scholarships.	1
work study	1

Q8. Please provide any comments or suggestions you have for improving the student experience in the CalWORKs program or at Cuyamaca College in general. (N=34, Skipped=34)

Responses	Count
Anything that happens the Student	1
B/A	1
Calworks staff are very helpful	1
every think	1
Everything is good	1
Everything is good. All of the service is great.	1
Getting closer appointment before starting classes.	1
Help liaising with CalWORKs at other area colleges.	1
Help us with financial because most students try to contact with financial but no answer	1
I like her help	1
I think everyone is great and I don't see how this program can become better. Information is given on time and staff is knowledgeable.	1
I think it does not need improvements .	1
I wish the offices would open soon..	1
I would suggest that the calworks provide more information about there programs.	1
Make the Callorkers office open to provide for students' needs because at most providing assistance to students via the Internet is difficult for students, even if it is by setting a specific appointment.	1
N/ A	3
No comment	3
No comment because everything is good	1
None	2
Since I started studying at college I resorted to you.	1
Thank u	1
Thank you all (CalWORKs) team for your awesome help and support.	1
Thanks for their cooperation with me	1
The are very helpful	1
They are great	1
They are very good	1
They help us a lot for everything	1
They might of check for all student if they got everything because some student got the laptops and phones and also some money benefits and Some did not got anything like me.	1
للل	1

Q1 Is this your first year participating in the CalWORKs program at Cuyamaca College?

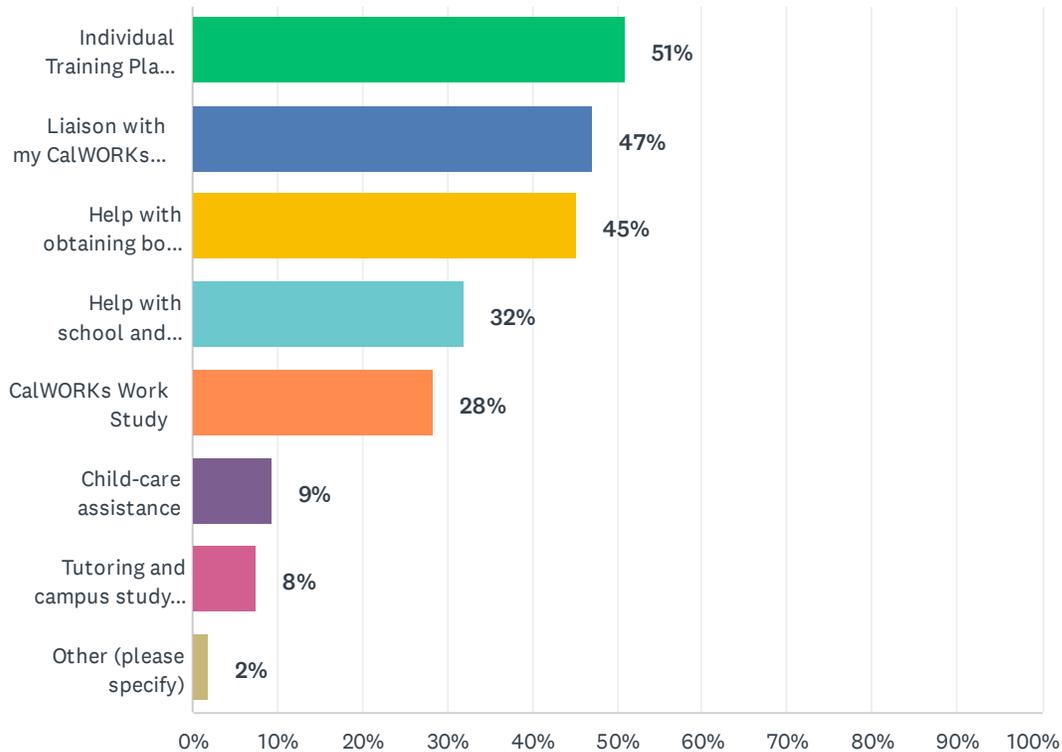
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
No	68%	36
Yes	32%	17
TOTAL		53

Q2 During this semester (Fall 2021), which of the following CalWORKs services did you use? Please select all that apply.

Answered: 53 Skipped: 2

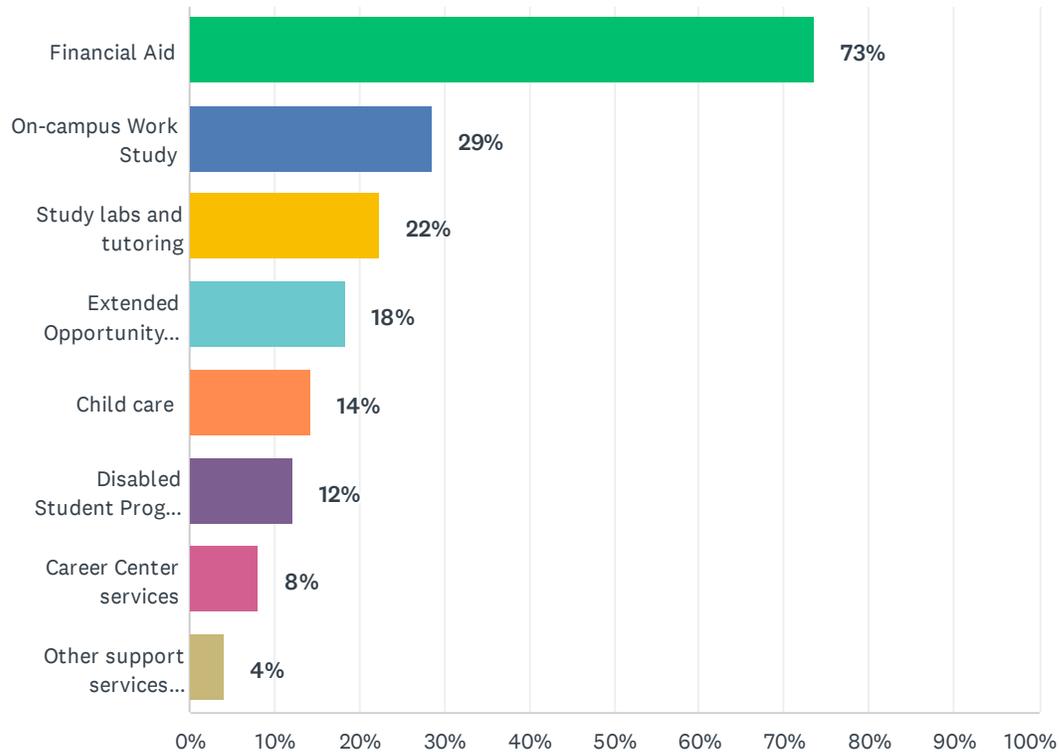


ANSWER CHOICES	RESPONSES	
Individual Training Plan (ITP) for CalWORKs	51%	27
Liaison with my CalWORKs case worker (PCG/Equus)	47%	25
Help with obtaining books and supplies	45%	24
Help with school and County welfare paperwork	32%	17
CalWORKs Work Study	28%	15
Child-care assistance	9%	5
Tutoring and campus study lab referrals	8%	4
Other (please specify)	2%	1
Total Respondents: 53		

#	OTHER (PLEASE SPECIFY)	DATE
1	Non	11/13/2021 8:07 PM

Q3 Which of the following support services did Cuyamaca's CalWORKs staff help you access? Please select all that apply.

Answered: 49 Skipped: 6

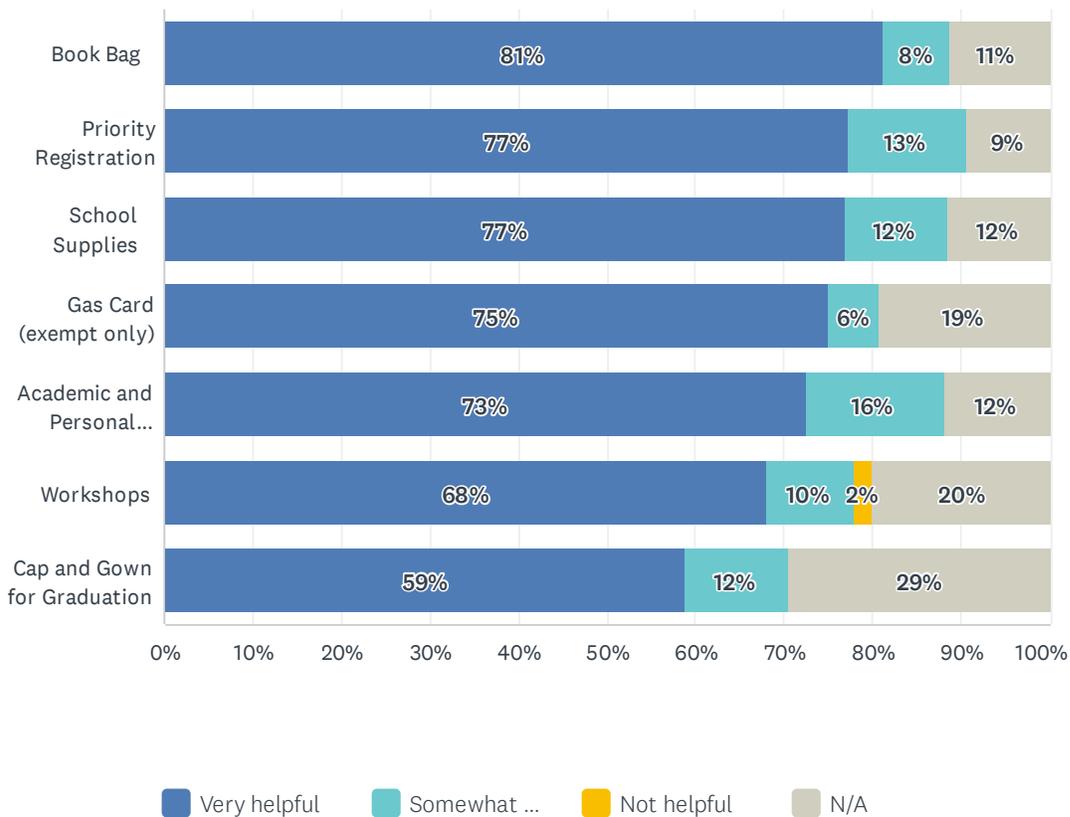


ANSWER CHOICES	RESPONSES
Financial Aid	73% 36
On-campus Work Study	29% 14
Study labs and tutoring	22% 11
Extended Opportunity Program Services (EOPS)	18% 9
Child care	14% 7
Disabled Student Program Services (DSPS)	12% 6
Career Center services	8% 4
Other support services (please specify)	4% 2
Total Respondents: 49	

#	OTHER SUPPORT SERVICES (PLEASE SPECIFY)	DATE
1	Make an appointment with the counselor	11/8/2021 11:12 PM
2	What is very good	11/5/2021 4:50 PM

Q4 Thinking about the Fall 2021 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."

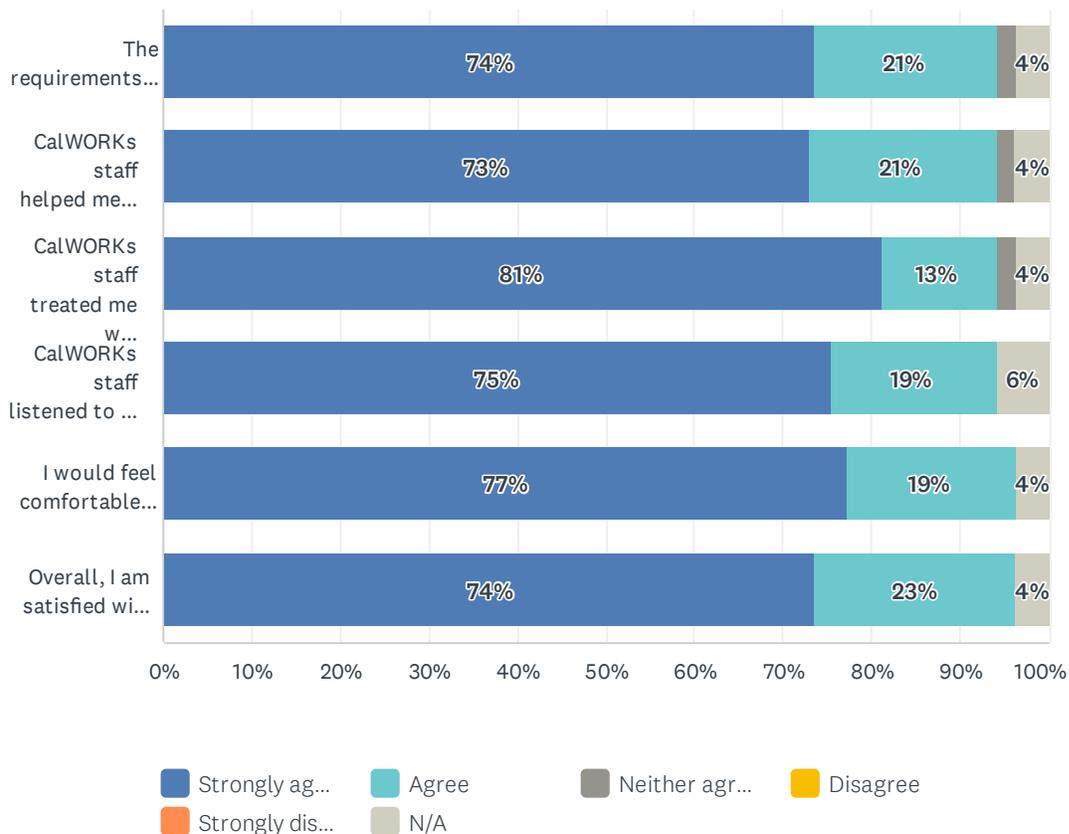
Answered: 53 Skipped: 2



	VERY HELPFUL	SOMEWHAT HELPFUL	NOT HELPFUL	N/A	TOTAL	WEIGHTED AVERAGE
Book Bag	81% 43	8% 4	0% 0	11% 6	53	2.91
Priority Registration	77% 41	13% 7	0% 0	9% 5	53	2.85
School Supplies	77% 40	12% 6	0% 0	12% 6	52	2.87
Gas Card (exempt only)	75% 39	6% 3	0% 0	19% 10	52	2.93
Academic and Personal Counseling	73% 37	16% 8	0% 0	12% 6	51	2.82
Workshops	68% 34	10% 5	2% 1	20% 10	50	2.83
Cap and Gown for Graduation	59% 30	12% 6	0% 0	29% 15	51	2.83

Q5 Please rate your experience with the Cuyamaca CalWORKs Department in the Fall 2021 semester. If a statement does not apply to you, please select "N/A" for "Not Applicable."

Answered: 53 Skipped: 2

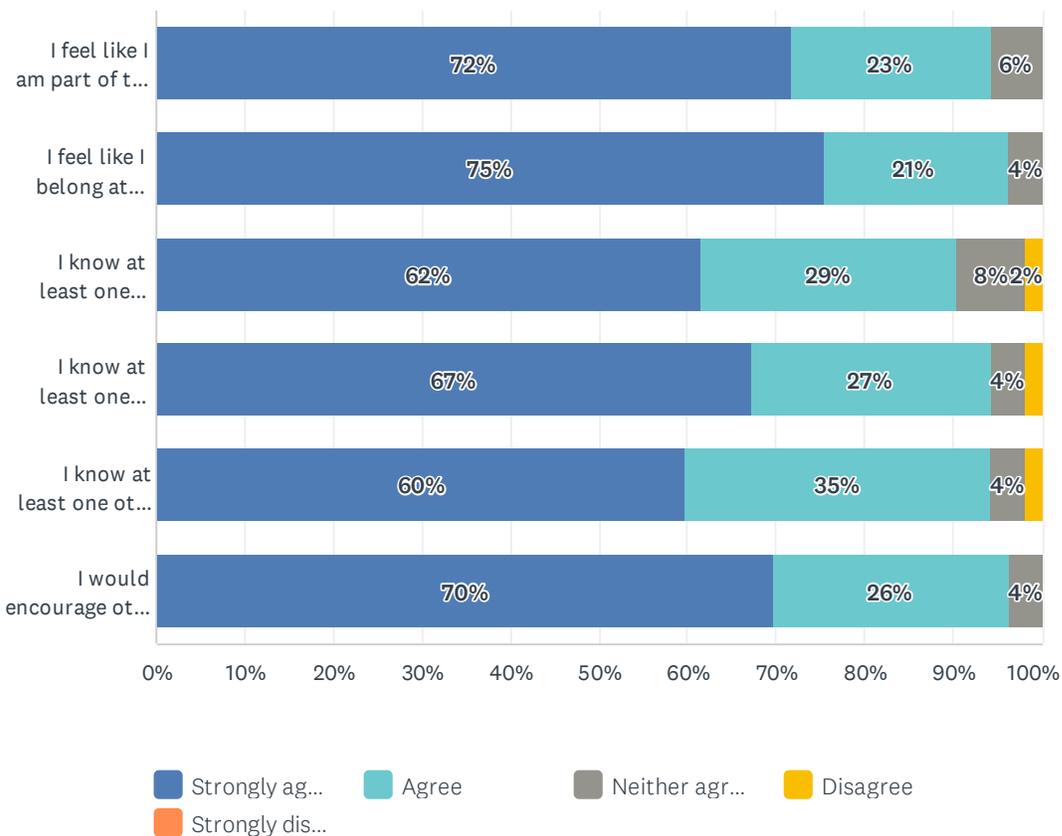


CalWORKs Student Survey Fall 2021

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL	WEIGHTED AVERAGE
The requirements of the Cuyamaca CalWORKs program were clear.	74% 39	21% 11	2% 1	0% 0	0% 0	4% 2	53	4.75
CalWORKs staff helped me clarify and achieve my goal(s).	73% 38	21% 11	2% 1	0% 0	0% 0	4% 2	52	4.74
CalWORKs staff treated me with respect.	81% 43	13% 7	2% 1	0% 0	0% 0	4% 2	53	4.82
CalWORKs staff listened to my questions, problems, and concerns.	75% 40	19% 10	0% 0	0% 0	0% 0	6% 3	53	4.80
I would feel comfortable returning for additional services if I needed them.	77% 41	19% 10	0% 0	0% 0	0% 0	4% 2	53	4.80
Overall, I am satisfied with the services I received during the Fall 2021 semester.	74% 39	23% 12	0% 0	0% 0	0% 0	4% 2	53	4.76

Q6 Please rate your agreement with the following statements. After participating in CalWORKs in the Fall 2021 semester...

Answered: 53 Skipped: 2



	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
I feel like I am part of the CalWORKs community.	72% 38	23% 12	6% 3	0% 0	0% 0	53	4.66
I feel like I belong at Cuyamaca College.	75% 40	21% 11	4% 2	0% 0	0% 0	53	4.72
I know at least one instructor that I can turn to for support.	62% 32	29% 15	8% 4	2% 1	0% 0	52	4.50
I know at least one counselor that I can turn to for support.	67% 35	27% 14	4% 2	2% 1	0% 0	52	4.60
I know at least one other student I can turn to for support.	60% 31	35% 18	4% 2	2% 1	0% 0	52	4.52
I would encourage other students to participate in CalWORKs.	70% 37	26% 14	4% 2	0% 0	0% 0	53	4.66

Q7 Please provide any comments or suggestions you have for improving the student experience in the CalWORKs program or at Cuyamaca College in general.

Answered: 33 Skipped: 22

#	RESPONSES	DATE
1	Helpful/good program No suggestions It's very helpful	11/17/2021 2:52 PM
2	Helpful/good program No suggestions Everything is good	11/16/2021 11:31 AM
3	No suggestions I DON'T HAVE ANY THING.	11/16/2021 2:10 AM
4	Helpful/good program No suggestions I think everything is good.	11/15/2021 2:14 PM
5	No suggestions no comment	11/15/2021 1:23 PM
6	Helpful/good program No suggestions They are actually doing everything they can to help	11/15/2021 1:14 PM
7	Helpful/good program No suggestions They are amazing helping student with everything	11/15/2021 12:03 PM
8	No suggestions I don't have any suggestions	11/15/2021 11:58 AM
9	Helpful/good program No suggestions Everything is good	11/15/2021 11:29 AM
10	Helpful/good program No suggestions great job	11/15/2021 11:00 AM
11	Helpful/good program No suggestions It's amazing team thank you Calworks	11/15/2021 10:58 AM
12	No suggestions na	11/15/2021 10:40 AM
13	Helpful/good program No suggestions I don't have any comments because CalWorks offers everything students need	11/8/2021 11:25 PM
14	Helpful/good program No suggestions Thanks to the CalWORK team at Cuyamaca College for their great help and support.	11/8/2021 10:24 AM
15	No suggestions N/A	11/8/2021 1:50 AM
16	No suggestions N/A	11/7/2021 11:14 PM
17	Helpful/good program No suggestions Calworks program helped me with a lot of things	11/7/2021 11:06 AM
18	Helpful/good program Hope others join CalWORKs No suggestions I love the Calworks and I hope other people join	11/6/2021 5:47 PM
19	Helpful/good program No suggestions Everything was good	11/6/2021 11:21 AM
20	Helpful/good program No suggestions Very good	11/5/2021 9:30 PM
21	Helpful/good program No suggestions It really helps you study well and learn to upgrade.	11/5/2021 7:35 PM
22	Helpful/good program No suggestions I thank the staff of the Calworkers program for the excellent services they provide to students	11/5/2021 7:11 PM
23	Helpful/good program No suggestions I like the Carex program very much because it helps the student in all fields in the college and I am one of the students who helped me register, fill out papers, buy books, and many other things.	11/5/2021 5:17 PM
24	Helpful/good program No suggestions They help me a lot and they talk nice	11/5/2021 4:52 PM
25	Other comment Sh	11/5/2021 3:57 PM
26	Helpful/good program No suggestions Thanks for help	11/5/2021 3:51 PM
27	Helpful/good program No suggestions It's such a good program because it help me with	11/5/2021 3:25 PM

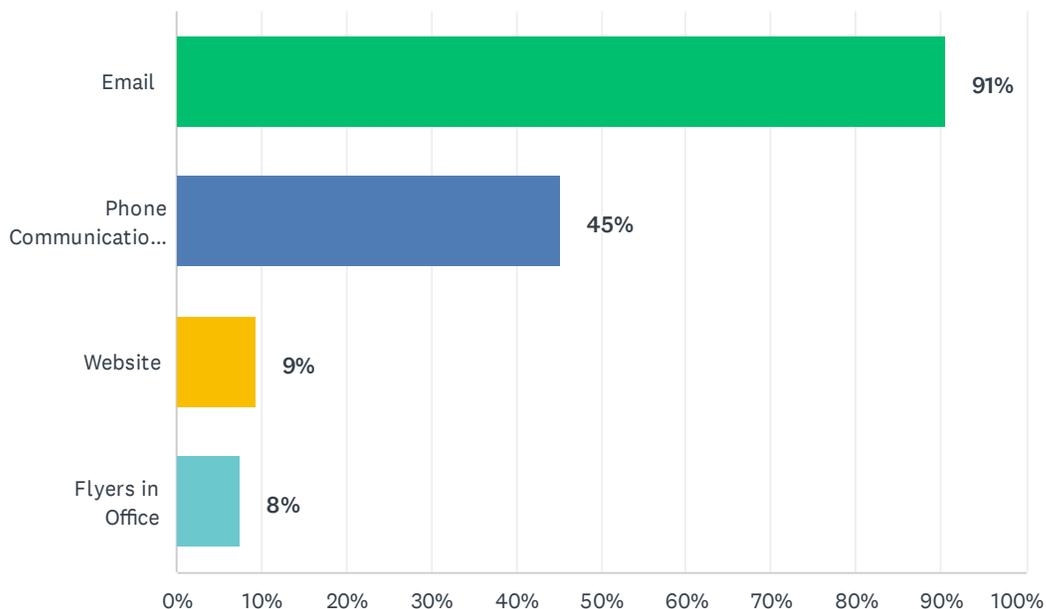
CalWORKs Student Survey Fall 2021

everything! When I get lost I just go to CalWORKs and ask for help and they're there for any reasons I have.

28	Helpful/good program	No suggestions	They are very helpful	11/5/2021 2:58 PM
29	Helpful/good program	No suggestions	Very good service	11/5/2021 2:46 PM
30	Helpful/good program	No suggestions	I just want to thank everyone in this program if it was not for all that you do I would personally not be able to complete my studies, you are a blessing in many ways.	11/5/2021 2:38 PM
31	Helpful/good program	No suggestions	Thank you so much for all help	11/5/2021 2:18 PM
32	Helpful/good program	No suggestions	Thank you Cuyamca college calwork for helping me during the whole semesters that I took. I appreciate it.	11/5/2021 2:12 PM
33	Help with technology		Help with the computer or Internet	11/5/2021 2:06 PM

Q8 What is the best way for CalWORKs to communicate with you regarding our programs, services, announcements, deadlines, and information? Choose all that apply.

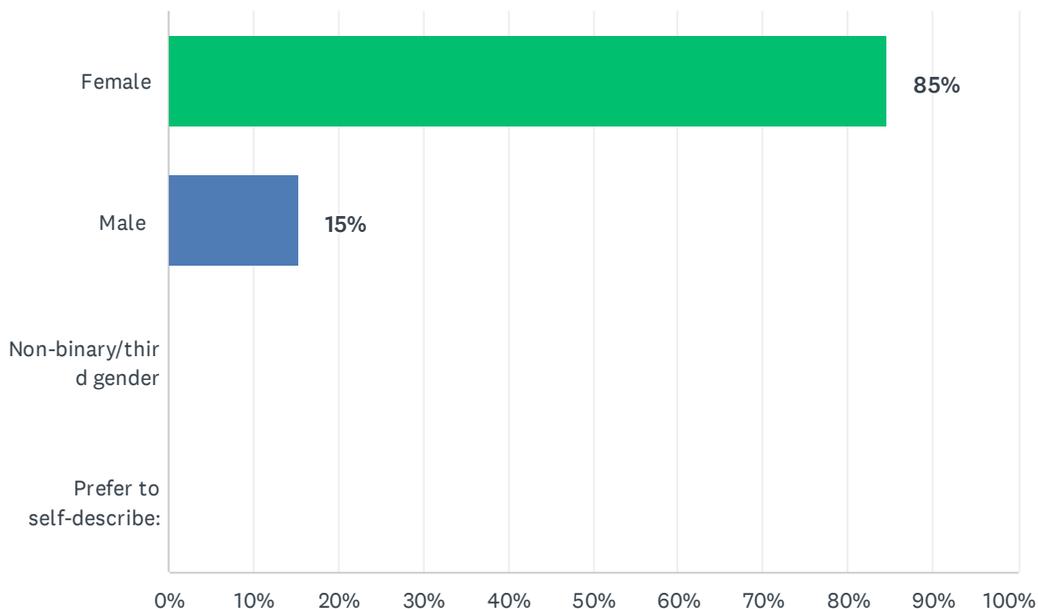
Answered: 53 Skipped: 2



ANSWER CHOICES	RESPONSES	
Email	91%	48
Phone Communication for Appointments	45%	24
Website	9%	5
Flyers in Office	8%	4
Total Respondents: 53		

Q9 What is your gender?

Answered: 52 Skipped: 3



ANSWER CHOICES	RESPONSES
Female	85% 44
Male	15% 8
Non-binary/third gender	0% 0
Prefer to self-describe:	0% 0
TOTAL	52

#	PREFER TO SELF-DESCRIBE:	DATE
There are no responses.		

Q10 What is your age?

Answered: 49 Skipped: 6

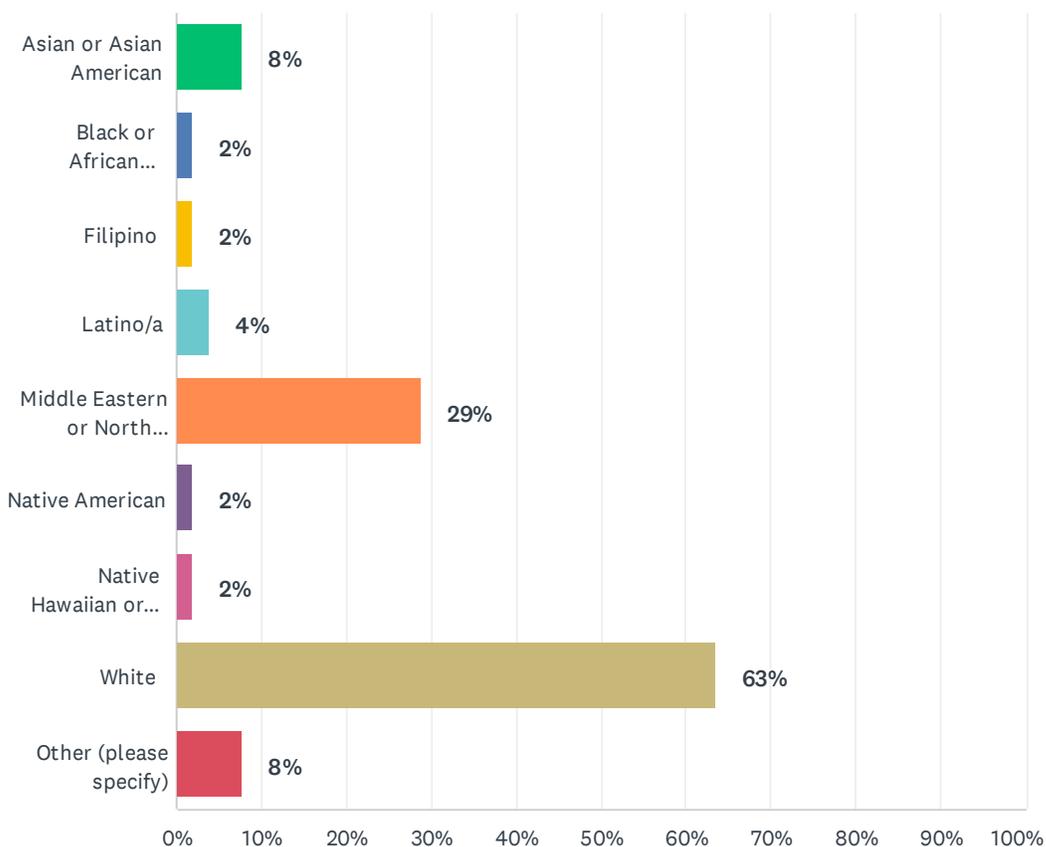
#	RESPONSES	DATE
1	40 and older 50	11/19/2021 5:15 PM
2	25-39 years old 28	11/17/2021 2:52 PM
3	25-39 years old 35	11/16/2021 11:32 AM
4	25-39 years old 31	11/16/2021 2:10 AM
5	25-39 years old 32	11/15/2021 8:10 PM
6	40 and older 55	11/15/2021 4:52 PM
7	40 and older 43	11/15/2021 2:31 PM
8	40 and older 41	11/15/2021 2:15 PM
9	40 and older 45	11/15/2021 1:24 PM
10	25-39 years old 38	11/15/2021 1:14 PM
11	25-39 years old 33	11/15/2021 11:58 AM
12	25-39 years old 33	11/15/2021 11:32 AM
13	25-39 years old 29	11/15/2021 11:30 AM
14	25-39 years old 32	11/15/2021 11:00 AM
15	25-39 years old 29	11/15/2021 10:58 AM
16	25-39 years old 29	11/15/2021 10:44 AM
17	25-39 years old 34	11/15/2021 10:40 AM
18	25-39 years old 32	11/14/2021 10:41 PM
19	25-39 years old 26	11/13/2021 8:09 PM
20	40 and older 43	11/8/2021 11:28 PM
21	20-24 years old 24	11/8/2021 11:52 AM
22	40 and older 44	11/8/2021 10:24 AM
23	25-39 years old 37	11/8/2021 1:51 AM
24	40 and older 42	11/7/2021 11:14 PM
25	40 and older 50	11/6/2021 11:16 PM
26	25-39 years old 39	11/6/2021 5:48 PM
27	25-39 years old 29	11/6/2021 12:17 PM
28	25-39 years old 36	11/6/2021 11:22 AM
29	25-39 years old 36	11/5/2021 9:43 PM
30	25-39 years old 32	11/5/2021 9:31 PM
31	25-39 years old 31	11/5/2021 7:35 PM
32	25-39 years old 30	11/5/2021 6:34 PM
33	40 and older 44	11/5/2021 5:36 PM

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34	40 and older	41	11/5/2021 5:18 PM
35	25-39 years old	30	11/5/2021 4:52 PM
36	40 and older	48	11/5/2021 3:57 PM
37	25-39 years old	29	11/5/2021 3:52 PM
38	25-39 years old	38	11/5/2021 3:26 PM
39	25-39 years old	25	11/5/2021 2:59 PM
40	40 and older	43	11/5/2021 2:58 PM
41	25-39 years old	36	11/5/2021 2:47 PM
42	25-39 years old	39	11/5/2021 2:38 PM
43	40 and older	50	11/5/2021 2:34 PM
44	25-39 years old	31	11/5/2021 2:24 PM
45	25-39 years old	30	11/5/2021 2:18 PM
46	40 and older	44	11/5/2021 2:13 PM
47	25-39 years old	32	11/5/2021 2:07 PM
48	25-39 years old	36	11/5/2021 2:07 PM
49	25-39 years old	33	11/5/2021 2:05 PM

Q11 What is your ethnicity? Please check all that apply.

Answered: 52 Skipped: 3



ANSWER CHOICES	RESPONSES	
Asian or Asian American	8%	4
Black or African American	2%	1
Filipino	2%	1
Latino/a	4%	2
Middle Eastern or North African	29%	15
Native American	2%	1
Native Hawaiian or other Pacific Islander	2%	1
White	63%	33
Other (please specify)	8%	4
Total Respondents: 52		

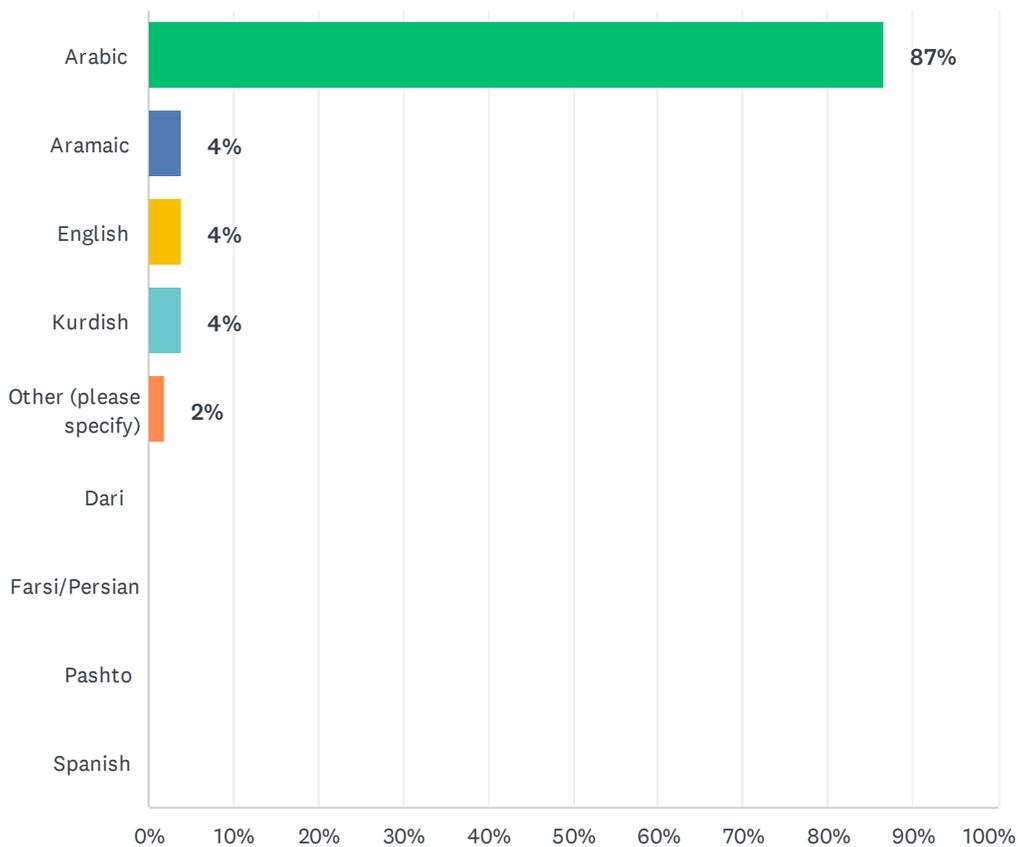
#	OTHER (PLEASE SPECIFY)	DATE
1	Decline to state No	11/6/2021 11:22 AM

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2	Middle Eastern	Caldean	11/5/2021 9:31 PM
3	Other	Hi	11/5/2021 2:59 PM
4	Middle Eastern	Middle eastern	11/5/2021 2:58 PM

Q12 What is your primary language?

Answered: 52 Skipped: 3



ANSWER CHOICES	RESPONSES	
Arabic	87%	45
Aramaic	4%	2
English	4%	2
Kurdish	4%	2
Other (please specify)	2%	1
Dari	0%	0
Farsi/Persian	0%	0
Pashto	0%	0
Spanish	0%	0
TOTAL		52

#	OTHER (PLEASE SPECIFY)	DATE
1	chaldean	11/8/2021 11:28 PM

Cuyamaca College CalWORKs Survey Fall 2022 Results (May 2023)

Background and Purpose of the Study

Cuyamaca College's CalWORKs department conducts an annual survey to gather student feedback on the services they received, their satisfaction after receiving services, how useful they found the services, and to assess their sense of community on campus. Given that a large proportion of CalWORKs participants identify as Middle Eastern and/or Arabic speaking, an Arabic version of the survey was made available. [Appendix A](#) contains the survey instrument. [Appendix B](#) contains the distributions of survey items. [Appendix C](#) contains responses to open-ended questions.

Survey Respondents

All of the 202 students who received CalWORKs services in the Fall 2022 term were invited to participate in the survey. A total of 113 students completed the survey, which reflects a 56% survey response rate. Students received the survey invitation directly from the CalWORKs office, and the survey included an opportunity drawing for one of 10 \$75 gift cards as an incentive for participating.

Summary of Results

Respondent Characteristics

Compared to Fall 2022 CalWORKs participants, survey respondents included an underrepresentation of Latinx students (2% of respondents compared to 4% of CalWORKs participants), Middle Eastern or North African Students (24% of respondents compared to 58% of CalWORKs participants), and Native Hawaiian or Pacific Islander students (0% of respondents compared to 1% of CalWORKs participants).

There was an overrepresentation of white students (61% of respondents compared to 32% of CalWORKs participants). It should be noted that, given recent changes to race and ethnicity data collection, some Middle Eastern students may have self-identified as white in either the survey or upon application to the College or CalWORKs program, so the data on these two racial/ethnic categories should be interpreted with caution.

Compared to Fall 2022 CalWORKs participants, there was an overrepresentation of students that identify as female (80% of respondents compared to 72% of CalWORKs participants) and an underrepresentation of students that identify as male (20% of respondents compared to 27% of CalWORKs participants). No students under the age of 24 responded to the survey, which is a slight underrepresentation of CalWORKs participants. There was an overrepresentation of students between the ages of 25-29 (11% of respondents compared to 5% of CalWORKs participants), and an underrepresentation of students ages 30-49 (77% of respondents compared to 81% of CalWORKs participants) and ages 50 and over (11% of respondents compared to 12% of participants).

Student Characteristics	2022 CalWORKs Participants	2022 Survey Respondents
Asian, Asian American, or Filipino	3%	4%
Black or African American	1%	2%
Latino/a/x	4%	2%
Middle Eastern or North African	58%	24%
Native American	0%	1%
Native Hawaiian or Pacific Islander	1%	0%
White	32%	61%
Another race/Ethnicity/Unknown	2%	7%
Female	72%	80%
Male	27%	20%
Another Gender/Unknown	1%	0%
Less than 18	0%	0%
18-24	2%	0%
25-29	5%	11%
30-49	81%	77%
50+	12%	11%

Student Characteristics	Student Population	2020 CalWORKs Participants	2022 CalWORKs Participants
Asian, Asian American, or Filipino	5%	4%	3%
Black or African American	6%	2%	1%
Latino/a/x	36%	8%	4%
Middle Eastern or North African	18%	29%	58%
Native American	1%	0%	0%
Native Hawaiian or Pacific Islander	0%	5%	1%
White	28%	51%	32%
Another race/Ethnicity/Unknown	7%	1%	2%
Female	55%	76%	72%
Male	43%	22%	27%
Another Gender/Unknown	1%	2%	1%
Less than 18	9%	0%	0%
18-24	51%	4%	2%
25-29	11%	16%	5%
30-49	21%	71%	81%
50+	7%	9%	12%

Of the survey respondents, 53% indicated that it was their first year participating in the CalWORKs program at Cuyamaca College (a 27% increase from 2020), and 47% indicated that it was not their first year participating in the program.

Students were also asked about their primary language. A large majority of respondents selected Arabic (79%) as their primary language. 7% of respondents selected Aramaic and English as their primary languages. And the remaining students selected Dari (2%), Spanish (2%), Farsi/Persian (1%), or other (2%) as their primary language. Respondents who selected other, specified Chaldean as their primary language.

CalWORKs Services Used and Needed

When asked which CalWORKs services they used, the majority of respondents stated that they used the Liaison with my CalWORKs case worker (71%), received help with obtaining books and supplies (51%),

and Individual Training Plan (ITP) for CalWORKs (49%). Less than a third of respondents indicated that they received help with school and County welfare paperwork (26%), participated in CalWORKs Work Study (25%), received child-care assistance (16%), and received tutoring and campus study lab referrals (15%). Under the other category, one respondent stated that they received help with their Ed plan, one stated that they received help with Arabic, and six stated that this question was not applicable or did not have any comments.

Which CalWORKS services did you use?	%
Liaison with my CalWORKs case worker	71%
Help with obtaining books and supplies	51%
Individual Training Plan (ITP) for CalWORKs	46%
Help with school and County welfare paperwork	26%
CalWORKs Work Study	25%
Child-care assistance	16%
Tutoring and campus study lab referrals	15%
Other (please specify)	7%

*Respondents could select all services which they received, so total exceeds 100%.

When asked which support services Cuyamaca's CalWORKs staff helped them access, the majority of respondents replied that they received help accessing financial aid (73%). Approximately three in 10 respondents indicated that they received help accessing Extended Opportunity Program Services (35%) and supervised study labs and tutoring (28%). Less than one in five respondents indicated they received help accessing On-campus Work Study (19%), Career Center services (15%), accessing child care (13%), and Disabled Students Programs and Services (11%). One respondent who selected other, specified that CalWORKs staff helped them schedule appointments to see a counselor and plan for each semester. Other respondents thanked the staff for their work or had answers that were not applicable.

Which support services did Cuyamaca's CalWORKs staff help you access?	%
Financial Aid	73%
Extended Opportunity Program Services (EOPS)	35%
Study labs and tutoring	28%
On-campus Work Study	19%
Career Center services	15%
Child care	13%
Disabled Student Program Services (DSPS)	11%
Other support services (please specify)	6%

*Respondents could select all services which they received, so total exceeds 100%.

In order to identify student childcare needs, students were asked if they had a need for childcare on campus. 61% of respondents stated no and 39% of respondents stated yes.

Does you have a need for childcare on campus?	%
No	61%
Yes	39%

Helpfulness of CalWORKs Services

Respondents were also asked which CalWORKs benefit they found helpful. A majority of students found Academic and Personal Counseling (82%), receiving school supplies (81%), and receiving a book bag (80%) to be very helpful. Approximately eight in ten students found Priority Registration (84%), gas cards (79%), and Success Workshops and/or activities (76%) to be either very or somewhat helpful. Seven in ten respondents found receiving a cap and gown for graduation (70%) helpful.

How helpful was the CalWORKs benefit that you received?	Very Helpful	Somewhat Helpful	Not Helpful	N/A
Academic and Personal Counseling	82%	9%	0%	8%
School Supplies	81%	11%	1%	7%
Book Bag	80%	9%	2%	8%
Priority Registration	74%	10%	3%	13%
Gas Card (exempt only)	74%	5%	3%	19%
Success Workshops/Activities	73%	3%	3%	21%
Cap and Gown for Graduation	63%	7%	2%	29%

Experience with CalWORKs Department

When asked to rate their experience with the Cuyamaca CalWORKs Department during Fall 2022, over nine in ten respondents indicated that the CalWORKs staff treated them with respect (94%), that they would feel comfortable returning for additional services if they were needed (93%), CalWORKs staff helped with clarifying and achieving the goals of the student (94%), that the CalWORKs staff listened to the respondents questions (91%), the requirements of the Cuyamaca CalWORKs program were clear (94%), and overall they were satisfied with the services they received during the Fall 2020 semester (91%).

Less than 1% of respondents indicated that they would not feel comfortable returning for additional services if they were needed (>1%), they did not feel that CalWORKs staff listened to their questions (>1%), and overall they were not satisfied with the services they received during the Fall 2022 semester (>1%). The remaining respondents indicated that the questions were not applicable.

Please rate your experience with the Cuyamaca CalWORKs Department	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
CalWORKs staff treated me with respect.	76%	18%	0%	0%	0%	6%
I would feel comfortable returning for additional services if I needed them.	76%	17%	1%	1%	0%	6%
CalWORKs staff listened to my questions, problems, and concerns.	74%	17%	2%	1%	0%	6%
CalWORKs staff helped me clarify and achieve my goal(s).	73%	21%	1%	0%	0%	5%
The requirements of the Cuyamaca CalWORKs program were clear.	72%	22%	1%	0%	0%	6%
Overall, I am satisfied with the services I received during the Fall 2022 semester.	70%	21%	0%	0%	1%	7%

Sense of Community and Support

More than nine out of ten respondents indicated that they would encourage other students to participate in the CalWORKs program (98%), they felt part of the CalWORKs community (98%), that they felt they belong at Cuyamaca College (98%), that they know at least one counselor that they can turn to for support (97%), that they know at least one instructor they can turn to for support (96%) and that they know at least one student they can turn to for support (95%).

Less than 2% of respondents indicated they did not know at least one student they could turn to for support (>2%). The remaining respondents indicated that the questions were not applicable.

Please rate your agreement with the following statements:	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I would encourage other students to participate in CalWORKs.	79%	19%	2%	0%	0%
I feel like I am part of the CalWORKs community.	76%	22%	2%	0%	0%
I feel like I belong at Cuyamaca College.	76%	22%	2%	0%	0%
I know at least one counselor that I can turn to for support.	71%	26%	4%	0%	0%
I know at least one instructor that I can turn to for support.	70%	26%	4%	0%	0%
I know at least one other student I can turn to for support.	67%	28%	3%	1%	1%

Communication Preferences

Students were asked about their communication preferences including communication regarding CalWORKs programs, services, announcements, deadlines, and information. A majority of respondents selected email (85%) and phone (75%) as the best form of communication. 15% of respondents selected flyers in office and 10% of respondents selected website as the best form of communication. One respondent who selected other, specified email, so their response is reflected in the email section of the data table below.

What is the best way for CalWORKs to communicate with you regarding our programs, services, announcements, deadlines, and information?	%
Email	85%
Phone	75%
Flyers in Office	15%
Website	10%
Other (please specify)	3%

*Respondents could select all services which they received, so total exceeds 100%.

Other communication preferences included the best way to meet with a CalWORKs Counselor. A majority of respondents indicated meeting remotely using zoom (61%) and/or by phone (61%) were the best ways to meet with a CalWORKs Counselor. 35% of respondents preferred to meet with a CalWORKs counselor on campus for in-person appointments.

What is the best way to meet with your CalWORKs Counselor?	%
Remote appointment using Zoom	61%
Phone appointment	61%
In person appointment on campus	35%

*Respondents could select all services which they received, so total exceeds 100%.

Students were also asked if they found the CalWORKs website to be user-friendly and if the CalWORKs website provided them with the information they needed. A majority of respondents indicated that they found the CalWORKs website both user-friendly (95%) and it provided them with the information they needed (95%). Less than 5% of respondents did not find the website user-friendly (>5%) and stated it did not have the information they needed (>5%).

Is the CalWORKs website user-friendly?	%
Yes	95%
No	5%

Does the CalWORKs website provide the information you need?	%
Yes	95%
No	5%

CalWORKs Future Support

Students were asked how the CalWORKs program could be improved. A majority of respondents had positive comments regarding the CalWORKs program and did not offer any improvement suggestions. Improvements that respondents did mention included: more involvement in student's educational journey and being proactive; more support for students including child care, gas, financial support, and school supplies; and getting appointments to see a counselor sooner. The full list of responses can be found in [Appendix C](#).

Recommendations

Overall, survey respondent feedback indicated a high level of satisfaction with the current CalWORKs program services. A majority of respondents utilized the Liaison case worker at CalWORKs, help with obtaining books and supplies, and Individual Training Plan (ITP). Additionally, CalWORKs staff were able to provide a large number of respondents with assistance accessing financial aid. When asked about how the program could be improved in the future, there were minimal recommendations and no consensus on any specific improvements.

Additionally, when asked about their feelings in regards to the CalWORKs community and support provided, a large majority of respondents indicated positive feelings including encouraging other students to participate in the CalWORKs program; feeling part of the CalWORKs community; feeling like they belong at Cuyamaca College; and knowing at least one counselor, instructor, and/or student they can turn to for support.

When survey respondent demographics were compared to those of the CalWORKs program, respondents who self-identify as white were largely overrepresented compared to the students in the CalWORKs program overall, and respondents who self-identify as Middle Eastern or North African were largely underrepresented compared to the students in the CalWORKs program overall.

Additionally, when CalWORKs participants' demographics were compared to the broader college student population, Black or African American and Latinx students are vastly underrepresented in the CalWORKs program. These findings are consistent with the findings from the 2020 survey summary report, and it is recommended that additional outreach efforts be undertaken to better serve these student groups. Internal college data reveal a significant overrepresentation of Middle Eastern or North African and white students in the CalWORKs program compared to the overall college population. In order to ensure equitable access to program services, the CalWORKs program could work with local agencies, non-profit organizations, and other community services to provide information and resources that are relevant to the Black/African American community and Latinx community in and beyond the College's service area.

Appendix A - Survey Instrument



CalWORKs Student Survey Fall 2022

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 into a drawing for one of ten \$75 gas gift cards at the end of the survey. To be entered into the gift card drawing, please complete and submit your responses to the survey by December 1, 2022.

Arabic Translation: A PDF copy of the survey in Arabic is available [here](#).



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

- Yes
 No

2. During this semester (Fall 2022), which of the following CalWORKs services did you use? Please select all that apply.

- Liaison with my CalWORKs case worker (PCG/Equus)
 Individual Training Plan (ITP) 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.

- 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 2022 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"/>
Success Workshops/Activities	<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 2022 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 2021 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 2022 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. How can the CalWORKs program be improved?

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
- Phone
- Other (please specify)

9. What is the best way for you to meet with your CalWORKs counselor?

- Remote appointment using Zoom
- In person appointment on campus
- Phone appointment

10. Is the CalWORKs website user-friendly?

- Yes
- No

11. Does the CalWORKs website provide the information you need?

- Yes
- No

12. Do you have a need for childcare on campus?

- Yes
- No

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

13. What is your gender?

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

14. What is your age?

15. 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 (please specify)

16. What is your primary language?

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



CalWORKs Student Survey Fall 2022

OPTIONAL

Enter to win a \$75 Gas Card!

17. If you would like to be entered into the drawing to win a \$75 gas gift card, please enter your email address in the box below. Note: Your email address will be separated from your responses.

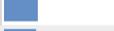
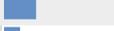
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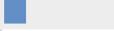
Thank you for your time! Your responses will be valuable in improving CalWORKs services for students in the future.

Click "Submit" to complete the survey.

Appendix B - Distributions of Responses to All Survey Items

Q1. Is this your first year participating in the CalWORKs program at Cuyamaca College?		%
Yes		53%
No		47%

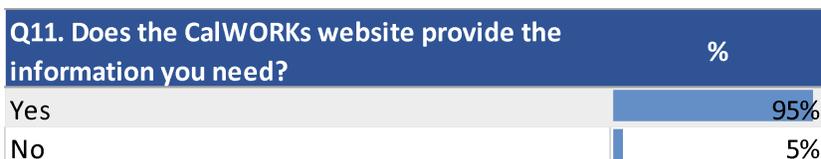
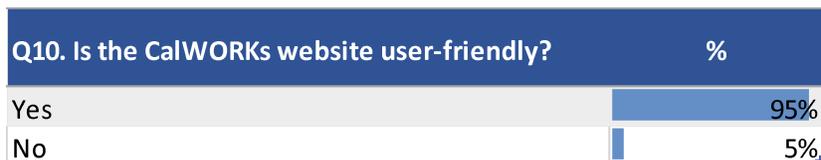
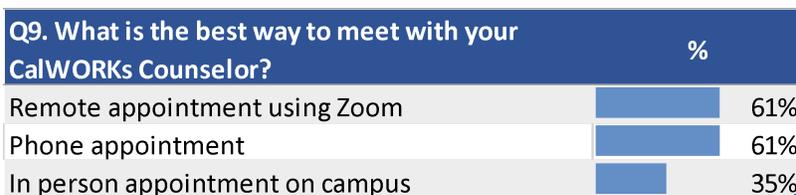
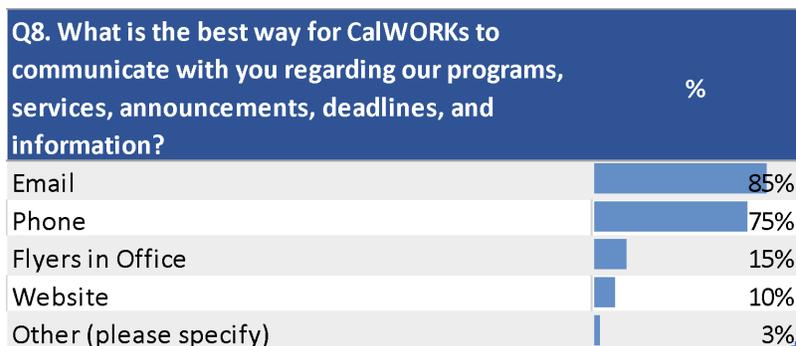
Q2. Which CalWORKS services did you use?		%
Liaison with my CalWORKs case worker		71%
Help with obtaining books and supplies		51%
Individual Training Plan (ITP) for CalWORKs		46%
Help with school and County welfare paperwork		26%
CalWORKs Work Study		25%
Child-care assistance		16%
Tutoring and campus study lab referrals		15%
Other (please specify)		7%

Q3. Which support services did Cuyamaca's CalWORKs staff help you access?		%
Financial Aid		73%
Extended Opportunity Program Services (EOPS)		35%
Study labs and tutoring		28%
On-campus Work Study		19%
Career Center services		15%
Child care		13%
Disabled Student Program Services (DSPS)		11%
Other support services (please specify)		6%

Q4. How helpful was the CalWORKs benefit that you received?	Very Helpful	Somewhat Helpful	Not Helpful	N/A
Academic and Personal Counseling	 82%	 9%	 0%	 8%
School Supplies	 81%	 11%	 1%	 7%
Book Bag	 80%	 9%	 2%	 8%
Priority Registration	 74%	 10%	 3%	 13%
Gas Card (exempt only)	 74%	 5%	 3%	 19%
Success Workshops/Activities	 73%	 3%	 3%	 21%
Cap and Gown for Graduation	 63%	 7%	 2%	 29%

Q5. Please rate your experience with the Cuyamaca CalWORKs Department	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree	N/A
CalWORKs staff treated me with respect.	76%	18%	0%	0%	0%	6%
I would feel comfortable returning for additional services if I needed them.	76%	17%	1%	1%	0%	6%
CalWORKs staff listened to my questions, problems, and concerns.	74%	17%	2%	1%	0%	6%
CalWORKs staff helped me clarify and achieve my goal(s).	73%	21%	1%	0%	0%	5%
The requirements of the Cuyamaca CalWORKs program were clear.	72%	22%	1%	0%	0%	6%
Overall, I am satisfied with the services I received during the Fall 2022 semester.	70%	21%	0%	0%	1%	7%

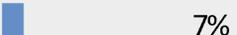
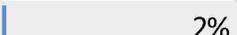
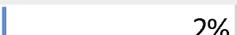
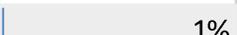
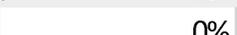
Q6. Please rate your agreement with the following statements:	Strongly Agree	Agree	Neither Agree Nor Disagree	Disagree	Strongly Disagree
I would encourage other students to participate in CalWORKs.	79%	19%	2%	0%	0%
I feel like I am part of the CalWORKs community.	76%	22%	2%	0%	0%
I feel like I belong at Cuyamaca College.	76%	22%	2%	0%	0%
I know at least one counselor that I can turn to for support.	71%	26%	4%	0%	0%
I know at least one instructor that I can turn to for support.	70%	26%	4%	0%	0%
I know at least one other student I can turn to for support.	67%	28%	3%	1%	1%

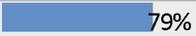
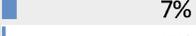
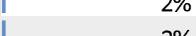
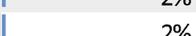
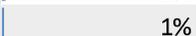
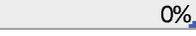


Q12. Do you have a need for childcare on campus?		%
No		61%
Yes		39%

Q13. What is your gender?		%
Female		80%
Male		20%
Another Gender/Unknown		0%

Q14. What is your age?		%
32		8%
37		8%
34		7%
35		7%
42		6%
45		6%
29		5%
31		5%
36		4%
38		4%
39		4%
40		4%
52		4%
26		3%
41		3%
43		3%
48		3%
50		3%
25		2%
30		2%
33		2%
44		2%
47		2%
51		2%
27		1%
28		1%
46		1%
53		1%
55		1%
56		1%

Q15. What is your ethnicity?		%
White		61%
Middle Eastern or North African		24%
Another race/Ethnicity/Unknown		7%
Asian, Asian American, or Filipino		4%
Black or African American		2%
Latino/a/x		2%
Native American		1%
Native Hawaiian or Pacific Islander		0%

Q16. What is your primary language?		%
Arabic		79%
Aramaic		7%
English		7%
Dari		2%
Spanish		2%
Other (please specify)		2%
Farsi/Persian		1%
Kurdish		0%
Pashto		0%

Appendix C - Survey Responses to Open-ended Questions

During this semester (Fall 2022), which of the following CalWORKs services did you use? Please select all that apply.

Other (please specify):	Count
Good help	1
na	1
.	1
Good	1
ed plan	1
Arabic	1
Good	1
None	1
Total:	8

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

Other support services (please specify):	Count
Non	1
Help me schedule an appointment with the counselor to make a plan for each semester	1
I thank them for their efforts	1
.	1
Good	1
Yes help me	1
Total:	6

How can the CalWORKs program be improved?

Other support services (please specify): **Count**

everything is very good .thank you so mach

1

Cal-Works should be more involved and proactive in their students educational journey.

1

N/A

1

Is very good

1

Good

1

Very good fantastic

1

Need more support for the students

1

N/A

1

Helping everyone

1

alot

1

good

1

I don't know.

1

Its perfect

1

The best program

1

All the good and useful things are present in the program and I do not think of anything that could be developed from it because I find it developed.

1

It's good

1

More support

1

Nothing, it is very good the way it is.

1

To be more active	1
They already doing very good	1
Very good	1
Everything is good thank you !	1
Strong	1
No anything everything is good	1
Very good	1
I think it does not need to be improved because all the workers in the CalWORKs are helping the students to the fullest.	1
Help students for child care and gas for cars	1
NA	1
Its a good program and we need more to provide students	1
They are good	1
Help me to give me bag for school with Pencil	1
be helping to give me bag for school with notebook and pencils.	1
Very good	1
Everything is good	1
They are perfect they do not need too improved	1
They are perfect They do not need to improve	1
It is good	1
It's already good on its own right now. No changes.	1
Give more money and help for students	1

Calworks help me anytime	1
You guys do an awesome job. Thanks for your help.	1
They doing everything as well	1
They do everything as well	1
Thanks	1
The dates of the interviews are close, sometimes the appointments with the counselor are very far away	1
Amazing	1
Helping people with their needs	1
They are help and support us	1
No comments	1
Amazing	1
Cal works is good for everything	1
Make the Appointment day as soon as possible	1
It is good for everything	1
Every thing is good. Thank you	1
It is a good program and I hope it will be more available to help students	1
Nothing everything is prefect	1
It's good	1
Good	1
All things great	1
Total:	59

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

Other (please specify):	Count
Husamaosudani@Yahoo.com	1
Y	1
Email	1
Total:	3

What is your age?

Age:	Count
25	2
26	3
27	1
28	1
29	5
30	2
31	5
32	8
33	2
34	7
35	7
36	4
37	8
38	4

39	4
40	4
41	3
42	6
43	3
44	2
45	6
46	1
47	2
48	3
50	3
51	2
52	4
53	1
55	1
56	1
<hr/>	
Total:	105

What is your ethnicity? Please check all that apply.

Other (please specify):	Count
Arabic	1
Asian	2
Chaldean	1
Iraq	3
Middle East	1
<hr/>	
Total:	8

What is your primary language?

Other (please specify):	Count
Chaldean	2
Total:	2