Part 2 – Comprehensive Program Review

Fall 2010
Fall 2011

Program Name: CalWORKs Counseling Program

A. PAST: Review of Program Performance, Objectives, and Outcomes for the Three Previous Academic Years: 2007-08, 2008-09, 2009-2010

1. List the objectives developed for this program during the last comprehensive program review.

Objective 1: Improve CalWORKs Counseling Program's success at Imperial Valley College.

Objective 2: Increase student awareness of the supportive services offered at Imperial Valley College.

Objective 3: Increase student awareness of their rights and responsibilities while they are in the CalWORKs Counseling Program.

2. Present program performance data in tabular form for the previous three years that demonstrates the program's performance toward meeting the previous objectives. Include the following standard program performance metrics as well additional program specific metrics, if any.

Assessment Objective 1):
Students in the CalWORKs Counseling Program are informed of the supportive services at Imperial Valley College during the first academic appointment with the CalWORKs Counselor. Additionally the majority of students receive their Student Educational Plan at their first appointment, unless the placement exams have not been taken or the student is undecided about their major. In these cases, the student is referred to take the placement exam and the Student Educational Plan is developed by the follow up appointment. Students who are undecided are offered a second appointment if necessary.

Students are provided with their Educational Plans and encouraged to balance their classes and to plan accordingly. It is strongly suggested that they allow enough time to study, attend required lab and tutoring if necessary as well as balancing their other responsibilities.

Assessment Objective 2):

Students in the CalWORKs Counseling Program are informed of the supportive services at Imperial Valley College and encouraged to take advantage of them. Services include; counseling services for personal issues and Wellness Screening and Health Fairs through the Health Services, tutorial services, and assistance with Reading, Writing and Math courses at the appropriate labs, supportive services to address physical disabilities, learning disabilities or psychological issues at Disabled Students Program and Services, Student support Services, Extended Opportunity Program and Services and CARE Programs. These programs offer additional supportive services to students. Students are also encouraged to apply for financial aid assistance. Supportive services are also available from the Department of Social Services CalWORKs.

Assessment Objective 3):
The program will increase student awareness of students' rights and responsibilities while they are in the CalWORKs Counseling Program. Students are informed of their rights and responsibilities at their first appointment. This allows students to make informed decisions.

Number of Students Served in 2009-2010

Term	Students Served
Fall 2009	209
Winter 2010	86
Spring 2010	155
Summer 2010	72

Number of Students who received child care services at Imperial Valley Pre-School for 2009-2010

Month	Students Served
July 2009	14
August 2009	14
September 2009	16
October 2009	16
November 2009	16
December 2009	12
January 2010	5
February 2010	11
March 2010	9
April 2010	6
May 2010	8
June 2010	10

Total children	137

Number of Students who graduated 2009-2010
18 (This total does not include the students who discontinued their cases or were sanctioned).

Number of Students Served 2010-2011

Fall 2010	
Winter 2011	No winter session
Spring 2011	
Summer 2011	No summer session
Total	

Number of Students Who Received Child Care Services at Imperial Valley Pre-School for 2010-2011

July 2010
August 2010
September 2010
October 2010
November 2010
December 2010
January 2011
February 2011
March 2011
April 2011
May 2011
June 2011
Total

4. Analyze the data presented visually (graphs, diagrams, etc.) and verbally (text) as appropriate, present any trends, anomalies, and conclusions. Explain the program's success or failure in meeting the objectives presented above in item one. Explain the ways that the program utilized the student learning or service area outcome data presented in item three to improve the program (changes to curriculum, instructional methodology, support services, etc.)

Insert Results Graph:

Data:
Educational Goals consisted of the following;

Vocational Certificate Program	12.9%
Associate Degree	25.7%
Associate Degree and transfer to a four year university	62.9%

Employed	51.4%
Unemployed	48.6%

Applied for financial aid assistance at IVC	98.6%
Did not apply for financial aid assistance at IVC	1.4%

Were aware of the supportive services on campus, such as EOPS, CARE, SSS, Transfer Center, and DSPS	82.9%
Were not aware of the supportive services on campus	7.1%

Students learned about their options for their educational goals	91.4%
The Social Worker was available to provide supportive services for their educational goals	94.3%
The CalWORKs Counselor explained the questions regarding their educational goals and plans	95.7

Reasons why the CalWORKs case was closed

Timed out and no longer qualified for CalWORKs	14.3%
Exempt; children under age of six	28.6%
Did not participate the required hours	0%
It was too difficult to stay in the program	28.6%
Other reasons not reported	28.6%

The amount of students served Fall 2009 was significantly higher than the students served in Spring 2010. The Fall semester usually includes a higher number of students, because it consists of new High School graduates who are eager to start college and the continuing/returning students. The reduction in students served during summer session is usually due to the students who were recently exited from the program, due to completion and graduation and some students do not attend because their required courses are not offered.

B. PRESENT: Snapshot of the State of the Program in the Current Semester: Fall 2010

IVC CalWORKs Counseling Program provides students who receive public assistance from Imperial County Department of Social Services with academic services, personal counseling and referrals to supportive services on campus and off campus. Students also learn about their rights and responsibilities while they are in the CalWORKs program.

The CalWORKs Counselor works closely with Imperial County Department of Social Services and verifies that students are meeting the requirements for their program and receive the supportive services to help pay for child care, transportation, books or other cost necessary to achieve their approved educational goal. Communication between the CalWORKs Counselor and Department of Social Services Staff is kept through electronic e-mails and regular meetings to exchange information regarding eligibility and the daily operation of the program. The IVC CalWORKs staff includes one full time Counselor/Coordinator, part-time employee who provides clerical support and another part-time employee, Work Study Coordinator, who places students in CalWORKs Work Study.

During Spring 2011, the CalWORKs Counseling Program continued to increase student awareness of the supportive services offered at Imperial Valley College and promote tutoring, Writing Work Shops and use of the Math lab. Also increased the awareness of students rights and responsibilities while they are in the CalWORKs Counseling Program.

Verbally describe any outside factors that are currently affecting the program. (For example: changes in job market, changing technologies, changes in transfer destinations, etc.)

For the past ten years, the CalWORKs Counseling Program was funded by Imperial County Department of Social Services and the college's state funded program (CalWORKs). The CalWORKs Counselor/Coordinator and Office Assistant were located at the Department of Social Services. The CalWORKs Counseling Program was relocated to Imperial Valley College in July 2009, due to the lack of funding. This program is now funded through the funding received by the college from the State Chancellors Program and TANF funding.

The move caused a reduction in support staff for the CalWORKs Program. The CalWORKs Office Assistant is assigned to two departments, which makes the daily operation a challenge. Additionally the relocation has limited the access to the

staff at Department of Social Services. This has created a delay in getting the students' educational plans approved. The Social Workers are no longer readily available to approve the plans and provide the supportive services immediately. Currently, students wait one or two weeks before they receive help to pay for child care or other supportive services related to school. In the past, the plans were approved on the same day and the supportive services were also available to them immediately.

Another outside factor is the new and stricter requirements for meeting the 32/35 hours per week. Students who do not meet the 32/35 hour requirement are being sanctioned much sooner. Additionally, the new child exemption law is also causing students to leave the CalWORKs Counseling Program. Students who have one child between the ages of 12 months – 23 months or 2 children under the age of 6 can take the child exemption and not participate in CalWORKs. At times, the student prefers to attend school at a slower pace without the stress of the participating in additional hours for CalWORKs.

3. List any significant issues or problems that the program is immediately facing.

Students are not getting enough tutorial services or help at the Reading and Writing Labs due to lack of funding. Services have been reduced at our campus, due to the budget crisis.

The continuous increase of accountability from Imperial County Department of Social Services has also created more work for our staff. For example, students are required to submit attendance verification for classes and homework. If this is ignored by the students they are eventually sanctioned. We are working with a reduction of staff and an increased work load. This limits the access to new students.

Finally, the upcoming changes to students will provide them less access to education. For example, The California Community College Board of Governors recently adopted regulations which limit the number of times that a student can be enrolled in a single credit course. Beginning July 1, 2012, students will not be allowed to enroll in any credit course more than three times. All credit course repeats and withdrawls in the enrollment history will count. This will impose another restriction for students in completing their educational goals.

Identify the program objectives for the next three academic years, making sure these objectives are consistent with the college's Educational Master Plan goals. Include how accomplishment is to be identified or measured and identify the planned completion dates. If any objectives are anticipated to extend beyond this three-year period, identify how much is to be accomplished by the end of this review period and performance measures.

C. FUTURE: Program Objectives for the Next Three Academic Years: 2010-11, 2011-12, 2012-2013

Objective:	**Completion Indicators**	**Completion Date**
1) To identify why students leave the CalWORKs Counseling Program. Is it due to over income or was it difficult to remain in compliance?	Survey will be conducted	At the end of each term 2010-2011, 2011-2012, 2012-2013
2) To increase student awareness of the supportive offered at Imperial Valley College. Supportive services include personal counseling through the Health Services at the IVC Student Health Center, tutorial services, writing pods workshops, reading, writing & math labs and college survival skills	Institutional success and retention data and surveys	Spring 2013
3) To improve CalWORKs Counseling Program's success at Imperial Valley College	MIS Data and data collected for CalWORKs Program	Spring 2013

2. Identify how student learning or student area outcomes will be expanded and fully implemented into the program. Include a progress timeline for implementation.

Objective:	**Completion Indicators**	**Completion Date**
1) Students will learn to monitor their Student Educational Plan to make the appropriate selections for each term. Students will receive electronic reminders to facilitate the services available to them. Students will be taught to utilize Degree Works to find out if they are on track with their educational plans	Data collected for graduates	2012

2) Students will be reminded to apply for certificates or graduation by the deadlines. Will also be informed of other deadline to apply for admission to transfer. Encourage to apply for financial aid assistance and to apply for petitions if necessary	Survey	2012
3) An electronic survey will be used in the future to track information from students to identify why students leave the CalWORKs Program	Survey	2012

We (CalWORKs Counselor and DSS Staff believe that the CalWORKs Counseling Program is successful because of IVC's commitment and effective working relationship with Department of Social Services, CalWORKs. Most of the students in CalWORKs Counseling program qualify for EOPs and CARE programs at IVC and often receive additional support from other programs. The Department of Social Services Staff holds Work Shops for IVC students in between school breaks and often includes relevant information regarding IVC students; registration information, petition deadlines, application for financial aid, application to transfer to four year universities, or supportive services that are available to IVC students. Students usually hear the same information more than once, which serves as reminders to new students.

3. Identify any resources needed to accomplish these objectives. Identify any obstacles toward accomplishment and the plan to surmount these obstacles.

The program utilizes the student area outcomes outlined in item three by monitoring students' academic performance on an on-going basis by using the Student Educational Plan (SEP) and their academic performance. The Counselors also share information regarding the students' by utilizing the SARS Computer Program system to report the students' progress or needs

The CalWORKs Counselor and DSS Staff work closely and have an effective working relationship to ensure that students are eligible for the services at CalWORKs Program. Secondly, most of the students in CalWORKs Counseling program qualify for EOPs and CARE programs at IVC and often receive additional support from other programs. The Counselors share the information regarding the students and address any concerns or needs necessary.

An obstacle that is constantly faced is lack of time and money. New students are never turned down in the CalWORKs Program. The lack of funding has created a reduction in services for tutoring, assistance at the Reading and Writing Labs.

Beginning, Spring 2012, students will have access to Degree works, which is a Computer Program that will give them access to their Degree Plan and provide them with the option of requesting a list of courses they need for two other choices.

4. Identify any outside factors that might influence your program during the next three years.

Lack of funding will affect our program. The rules and requirements are continuously changing. Modifications are also made to help students remain in compliance with CalWORKs.

The reduction in class offerings and elimination of winter session and summer session for 2011 will impact our students. Students will not be able to complete their plans in two years as desired. This means that the students will attend IVC a little longer.

LS 5/31/11