IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

DATE:	2/21/2014
DEPARTMENT/PROGRAM:	CalWORKs Counseling
PREPARED BY:	Lilia Sandoval Neidiffer (Name) — Signature
AREA DEAN/DIRECTOR:	Ted Ceasar (Name) — Signature
AREA VICE PRESIDENT:	Todd Finnell (Name) — Signature

IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

To continue to improve CalWORKs Counseling Program's process at Imperial Valley College for quality improvement and efficiency. Additionally, increase student awareness of the supportive services offered at Imperial Valley College and promote tutoring, attendance of Writing work shops, Math Jump start work shops and services at Reading and Writing labs. Also to increase student awareness of their rights and responsibilities while they are in the CalWORKs Counseling Program and assist students to successfully complete their educational goals.

II. **SERVICE AREA OUTCOMES** (use the attached form to identify outcomes, methods, assessment process, results, decisions & recommendations)

Provided Math Jump Start Work Shops before the semester started to help students review and prepare for their Math courses in Spring 2014. Also provided Writing Work Shops to help students properly format and write a paragraph and improve their Writing skills.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Used a survey to find out if the students were aware of the services that are offered on campus, which includes tutoring for various subjects. Also inquired if the work shops were useful and asked for feedback to make necessary changes for improvement and to address concerns.

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

The strenghts of this program include the supportive services to help pay for child care services, help pay for books and transportation. Child care services are available for students' children under the age of 10 yrs; while they attend school, lab assignments or complete their homework (study time). Students who do not qualify for financial aid assistance at Imperial Valley College can get help to pay for their books and transportation from Imperial County Department of Social Services when their program is approved. IVC CalWORKs Program also offers Book Vouchers to students who are not eligible for financial aid assistance from IVC and have an approved plan with Imperial County Department of Social Services, CalWORKs. This helps students purchase their books as soon as classes begin and avoid getting behind on their class assignments.

The challenges for this program are the time limits and participation requirements imposed for students to remain eligible for the CalWORKs Program. Students have time limits and can only receive cash aid for up to 48 months. Additionally, students are required to participate a certain amount of hours per week in order to be compliant and remain eligible for the program. The amount of hours required for participation varies, depending on the students' marital status and the ages of their children. The CalWORKs Counselor works closely with Imperial County Department of Social Services staff to advocate for students and to assist them to learn about their rights and responsibilities, which will ultimately enables them to make an informed decision.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

We will continue to conduct surveys to monitor students' satisfaction with the services offered at Imperial Valley College. Any information that is related to services that are provided by the Imperial County Department of Social Services, CalWORKs is relayed to the prospective staff to address any concerns that may be necessary. Our goal is to help students learn about the services available to them to help students complete their educational goals.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

1) We will ensure that students are aware of all the services at Imperial Valley College to help with their courses, such as Reading and Writing Lab, Math Lab, Tutorial services at Library Media and tutoring at the Math Lab. We will also raise awareness of IVC's repeat policy. Students will be encouraged to set realistic goals and only take courses that can be successfully completed. They will be reminded that W's and failing grades count and that courses can only be taken a maximum of three times at IVC. Students will also learn about the upcoming change regarding satisfactory progress requirement that will be imposed in the near future to remain eligible for the BOG Fee Waiver. This change will make a major impact on the students in CalWORKs, because the majority are of low income and greatly benefit from the BOG Fee Waiver.

Finally, students will be strongly encouraged to use computer technology to access information regarding IVC. For example encourage students to make it a habit to read e-mail messages on a regular basis. Students often miss deadlines and opportunities to get extra benefits from the program, because they fail to read their e-mail messages.

Met Goal 2.4

SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: CalWORKs Counseling Program
Opportunities for:
PROCESS #1: To increase student awareness of the supportive services offered at Imperial Valley College and promote tutoring, access to Reading and Writing Labs. Also promote tutorial center in order to assist students to enhance their skills and increase their chances of successfully completing their courses.
Work efficiencies: To improve student self-service and encourage students to read messages on WEBSTAR to learn about their financial aid status, changes and events at IVC. Additionally, encourage the use of Degree Works to review Student Educational Plan.
Cost reductions: Reduce number of appointments for on-going students and reduce the number of printing for students.
Contributions to student enrollment &/or success: Continue to offer Work Shops to students in CalWORKs to maximize the counselor's time and serve more students at the same time. Assist students to apply for admission, start the process for enrollment & refer them to apply for financial aid, supportive services and or child care services for their children if under the age of ten years. Additionally, make students aware of the repeat policy and encourage students to avoid dropping classes and to set realistic goals.
Supports Institutional Goal and Objectives:To help retain students at IVC and teach them how to maximize the supportive services on campus, which will ultimately assist them to achieve their educational goals. Encourage new students to utilize the tutorial services and or enroll in the COUN 120 -College Success Skills course.
PROCESS #2: Click here to enter text.
Work efficiencies: Will continue to work closely with Department of Social Services staff to ensure that students in the CalWORKs Program get the services needed to stay in school. Students who do not qualify for financial aid assistance at Imperial Valley College can receive help to pay for books and transportation to school in addition to child care services for their children while they attend school.
Cost reductions: Will continue to send electronic messages to students to eliminate appointments for on-going students whenever possible. Additionally, hold work shops to reach several students at one time and maximize the counselor's time.
Contributions to student enrollment &/or success: Inform students of their rights and responsibilities and their choices available to them while in the CalWORKs Program. Encourage students to take advantage of the tutorial services to assist them to complete their course work and avoid dropping or failing classes. Refer to other programs on campus, which will provide students with financial assistance to help pay for the cost of their education. Students are also referred to IVC Pre School for free child care services on campus or other programs off campus that can provide free child care services for students'

children.
Supports Institutional Goal and Objectives: This program continues to make changes to the program to help meet the needs of students. Work closely with Imperial County Department of Social Services, CalWORKs and serve as a student advocate to help students obtain their educational goals.
PROCESS #3: Offer work shops on campus and off campus to reach a larger group of students and help them through the application and enrollment process. Offer assistance with the application for admission and financial aid assistance and provide referrals to other programs on campus that may be necessary, such as EOPS, CARE, Disabled Students Program and Services and IVC Pre School.
Work efficiencies: Assist student to get their educational plans approved by Imperial County Department of Social Services and connect students to other programs that will also asist them to identify their obstacles and address barriers to their educational goals. Provide easier access to students.
Cost reductions: Click here to enter text.
Contributions to student enrollment &/or success: Assist students to enroll in programs on campus to receive supportive services. Also serve as a student advocate to get their educational plans approved by Imperial County Department of Social Services, CalWORKs. This year this program offered Writing and Math work Shops for the students who struggled with their basic skills courses. It helped them to review and learn more Basic Math and Writing skills and prepared them for the next semester. Additionally, informed students that Priority Registration is available to students who receive cash aid. This information is posted on IVC"s website. The form to request Priority Registration can be down loaded from the website. This will enable eligible students with an opportunity to enroll about ten days earlier.
Supports Institutional Goal and Objectives: Develop system and procedure to ensure that the college maintains a colleague & self-reflective dialogue that improves effectiveness.

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: To improve CalWORKs Counseling program's success at Imperial Valley College. Additionally, to increase student awareness of the supportive services offered at Imperial Valley College. Increase student awareness of their rights and respojnsibilities while they are in CalWORKs Counseling Program.	☒ 1 ☐ 2 ☐ 3 ☐ 4
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** More students are becoming familiar with the services offered on campus, such as tutoring for various subject. Additionally, the labs for Reading, Writing and Math. Support services at Disabled Students Program and Services ; for students who have physical or learning disabilities as well as psychological impairments. According to the survey conducted for Fall 2013 in Question 15. Do you know about the supportive services to help you with your Reading, Writing and Math courses, 83.33%, responded Yes, that they were aware of the services. Students are being made aware of the services available to them. They are strongly encouraged to take advantage of the tutorial services available to them at no charge. Finally, they are reminded that while they are enrolled (approved-active) in the CalWORKs Program they can receive free child care services for their child(ren) while they attend school and other approved activities, such as study time.	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review:	☐ 1 ☒ 2 ☐ 3 ☐ 4
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:** More Students learned about their rights and responsibilities and options . This assists students to make informed decisions. They also learn about other resources within the community that may offer them free child care services when they become ineligible for the CalWORKs Program . In Question #16 of the survey, 100% of the responses, indicated that their counselor provided them with various options to them in reaching their educational goal. At time, students are overwhelmed with the requirements in CalWORKs and become non-complaint for not participating in their volunteer assignments or other reasons. In these circumstances, students can explore about other programs that can provide them with the services they need to remain in school. During Intake and throughout the program, students learn about their options in the CalWORKs Program, which allows them to make informed decisions and ultimately, assisting them to have a smoother transition when they become ineligible for cash aid and the supportive services connceted to CalWORKs Program. For example, while students are compliant and have an approved plans in CalWORKs, the student(s) can receive free child care services for their child(ren) from the ages of newborn to 10 years old during the time they attend school and participate in other approved activities, such as homework, volunteer assignments & work study . When students become ineligible for CalWORKS, they are referred to other programs that provide free child care services . Students may become ineligible for various reasons, but the most common are due to non-compliance or changes in their income. Lack of child care is often a major problem for students in CalWORKs and can make a difference whtether the student remains in school or not.	

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	Identify Program Goal from Last Program Review: N/A	☐ 1 ☐ 2 ☐ 3 ☐ 4
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

Comments:

FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.)	INSTITUTIONAL GOAL(S) (Check all that apply.)

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
	Identify Goal: To encourage students to use new technology at IVC, such as reading messages from WEBSTAR nd Blackboard	☐ 1 ☐ 2 ☒ 3 ☐ 4
	Objective: To teach students to access e-mail messages from WEBSTAR to read messages from Admissions and financial aid and to be informed of activities that will take place on campus. Also to learn how to access Black board in order to read class assignments and other information from their Instructors.	
	Task(s): During the intake process, students will be screened whether they have knowledge and can access WEBSTAR and Black board. Those students who are unfamiliar with the programs, will be given a one-to one demonstration.	
	Timeline: On a reoccuring basis.	

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☒ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☒ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☒ Student Services ☐ Technology	

2	FUTURE PROGRAM GOAL #2 Budget Priority #2	INSTITUTIONAL GOAL(S)
Identify Goal: N/A		☐ 1 ☐ 2 ☐ 3 ☐ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☐ Technology	$0

3	FUTURE PROGRAM GOAL #3 Budget Priority #3	INSTITUTIONAL GOAL(S)
Identify Goal: N/A		☐ 1 ☐ 2 ☐ 3 ☐ 4
Objective:		
Task(s):		
Timeline:		

EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)		BUDGET REQUEST
☐ One-Time ☐ Recurring	☐ Categorical Specify: ☐ General Fund	☐ Facilities ☐ Marketing ☐ Planning & Budget ☐ Professional Development ☐ Staffing	☐ SLO/SAO (Student Learning Outcome/ Service Area Outcome) ☐ Student Services ☐ Technology	$_____

TOTAL BUDGET REQUEST	$_____

1. How will your enhanced budget request improve student success?

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

SERVICE AREA OUTCOMES (Describe learning outcomes.)	**ISLO(S)** [Link SAO to appropriate ISLO(s).]

SAO 1	**SERVICE AREA OUTCOME #1**	**ISLO(S)**
	Identify Outcome: Students are being aware of the services offered on campus, such as Reading, Reading and Math Labs, tutoring for all subject areas and support services at Disabled Students Program and Services if necessary.	☒ ISLO 1 ☐ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: More Students are aware of the services on campus to help them with tutoring services for all subjects areas.	
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

SAO 2	SERVICE AREA OUTCOME #2	ISLO(S)
	Identify Outcome: Students learned about their rights and responsibilties in CalWORKs and their options. Students are able to make informed decisions and continue with their educational goals at Imperial Valley College. For example, while students have an approved plan with CalWORKs Department of Social Services, they can receive free child care services for their child (ren) from ages newborn to 10 years. Additionally, they can receive help to pay for cost related to school when financial aid is not available to them. If the student (s) chooses to discontinue their cash aid or becomes ineligible for cash aid, due to non-compliance, they are referred to other programs that can provide free child care services for their child(ren) while they attend school.	☐ ISLO 1 ☒ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary: In Question #16, of the survey, 100% of the responses, indicated that their counselor provided them with options to them in reaching their educational goals. This assists them to make informed decisions.	
	☒ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	

SAO 3	SERVICE AREA OUTCOME #3	ISLO(S)
	Identify Outcome:	☐ ISLO 1 ☐ ISLO 2 ☐ ISLO 3 ☐ ISLO 4 ☐ ISLO 5
	Measurable Outcome Summary:	
	☐ Met ☐ Partially Met ☐ Not Met **Provide detail on any improvements/effectiveness and detail status on those not fully met:**	