



2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Student Services/CalWORKs Assessment
DESCRIPTION/PURPOSE	<p>2014-15 Service Area Program</p> <p>CalWORKs Assessment Program is a categorically state funded program committed to providing CalWORKs participants with quality vocational Assessment services and career guidance. The program offers HOPE (Helping Obtain Permanent Employment) Workshop that enables participants to achieve success in the workforce. In addition, Academic advising for CalWORKs participants considering college and universities outside the Imperial Valley area.</p>
SUBMITTED BY:	Maria C. Esquer
AREA DEAN/DIRECTOR	Ted Ceasar
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p>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.</p> <p>1.1 Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p>1.2 Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p>1.3 Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.</p> <p>1.4 Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p>STUDENT LEARNING PROGRAMS AND SERVICES – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p>2.1 Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p>2.2 Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.</p> <p>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.</p> <p>2.4 Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review.</p> <p>2.5 Ensure that the Library meets as closely as possible that “Standards of Practice for California Community College Library Faculty and Programs” of the Academic Senate for California Community Colleges.</p> <p>2.6 Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.</p>	<p>RESOURCES – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.</p> <p>3.1 Develop and implement a resource allocation plan that leads to fiscal stability.</p> <p>3.2 Implement a robust technological infrastructure and the enterprise software to support the college process.</p> <p>3.3 Build new facilities and modernize existing ones as prioritized in the facility master plan.</p> <p>3.4 Design and commit to a long-term professional development plan.</p> <p>3.5 Raise the health awareness of faculty, staff, and students.</p>	<p>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.</p> <p>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.</p> <p>4.2 Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.</p> <p>4.3 Ensure that the Board of Trustees is informed and involved in the accreditation process.</p> <p>4.4 Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.</p> <p>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.</p>

II. 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.

1	PAST PROGRAM GOAL #1	INSTITUTIONAL GOAL(S) <small>(Select one primary goal.)</small>
<p>Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Purchased the Computerized version of The TABE (Test for Adult Basic Education) Test and COPS (Career Occupational Preference System) Test.</p>		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input checked="" type="checkbox"/> 2 Student Learning Outcomes <input checked="" type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: Purchased the TABE Test and COPS instead of SAGE test to increase number of participants in Assessment. Awaiting approval of internet connection on the Assessment classroom at Department of Social Services.</p>		

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): HOPE Workshop		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met		<input checked="" type="checkbox"/> 2 Student Learning Outcomes
Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: Addition of Student Employment Specialist position has provided effectiveness to CalWORKs participants in creating resumes, on-line job search and job interview techniques.		<input checked="" type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S) <small>(Select one primary goal.)</small>
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Academic Advising		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
<input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met		<input checked="" type="checkbox"/> 2 Student Learning Outcomes <input checked="" type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6
Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: Served CalWORKs participants attending other colleges or universities to accomplish their career goal. Meet with the student twice per semester to create a Student Educational Plan to comply with Welfare-to-Work Plan.		<input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3
		<input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

C.

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below.***
 - a. **Strengths**

Discuss what you do well in your program/department.

Successfully provided services in our three components Assessment, HOPE and Academic Advising and adapt to the new regulations by the Department of Social Services. The CalWORKs Assessment Data table (attachment 1) demonstrates the continuous participation of CalWORKs participants in Assessment. The HOPE Workshop Data (attachment 1) compare to 2013-14 shows an increase of participation rate in the last three months. In addition, we expect to see a higher increase of participation rate in the upcoming months. Furthermore, hire a Student Employment Specialist for the HOPE Workshop to assist students by providing techniques on how to improve job search and job retention. The Academic Advising Data table (attachment 2) demonstrates the participants that are currently attending other colleges, universities and other vocational trainings.
 - b. **Weaknesses**

Discuss areas in your program/department that need improvement.

Budget reduction and rate of attendance are out of the program's control.
 - c. **Opportunities**

Discuss opportunities for program improvement.

Purchase of Computers and Computerized TABE and COPS test will increase the number of participants per testing day in Assessment due to availability of resources.
 - d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

Awaiting for internet connection in Assessment classroom to implement the Computerized Test.

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

Implementation of On-line Assessment will provide an effective tool to assess CalWORKs participants' career choice, temperaments and vocational interest.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.
Addition of Student Employment Specialist in the HOPE Workshop and purchased computers and computerized version for the Assessment component.

C. 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.) You are not required to list 3 goals. Only list/identify goals that are viable in one year’s time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	2015-2016 PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Implement the Computerized version of TABE (Test for Adult Basic Education) Test and COPS (Career Occupational Preference System) Test.		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input checked="" type="checkbox"/> 2 Student Learning Outcomes <input checked="" type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Objective: The implementation of the computerized test will improve the quality of time with participants and significant reduced the time of each participant in Assessment and we will be able to serve more students on a daily basis.		
RESOURCE PLAN (Check all that apply.)		
Task(s) Assessment Counselors need to learn how to administer the new Assessment tool and learn how to Interpret results and complete internet connection		
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)		
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing		
Timeline: January 30, 2015		
Expense Type	Funding Type	Budget Request

<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (Specify)	\$ <u>0</u>
B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)		
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing		
Timeline:		
Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____
C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)		
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing		
Timeline:		
Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____
How will this objective be measured? Perform a comprehensive review of Welfare-to-Work Plan for each participant on a daily basis to ensure recommendations were appropriate and provide a copy of test results.		
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Provide efficiency with interpretation of test results; reduce the cost of current Assessment material, reduce time in Assessment procedures in order to increase the number of students per day.		
Who are the responsible party(ies) and assigned user(s)? CalWORKs Assessment Coordinator and Assessment Counselors		

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)	
2	2015-2016 PROGRAM GOAL #2 Budget Priority #1	INSTITUTIONAL GOAL(S)	
Identify Future Global Goal: HOPE (Helping Obtain Permanent Employment) Workshop		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input checked="" type="checkbox"/> 2 Student Learning Outcomes <input checked="" type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input checked="" type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3	
Objective: Improve Mock interview techniques, development of resume, applications to prepare CalWORKs participants for interviews to enhance their employment opportunities.			
RESOURCE PLAN (Check all that apply.)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Task(s) Develop Power Point or Pretzi presentations or purchase job interview technique materials to enhance participants' confidence during job interviews			
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline: On-going			
Expense Type	Funding Type		Budget Request
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (Specify)		\$ <u>0</u>
B. Describe task and select the resource committee that will review your enhanced budget request (if applicable) N/A			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Timeline:			

Expense Type		Funding Type		Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring		<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)		\$ _____	
C. Describe task and select the resource committee that will review your enhanced budget request (if applicable) N/A					
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Technology <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing					
Timeline:					
Expense Type		Funding Type		Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring		<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)		\$ _____	
How will this objective be measured? Assist participants by reviewing resumes, applications, business cards, appropriate on-line job search and job interview techniques.					
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? HOPE participants will be more prepared to be able to succeed in the work force and our program will accomplish the HOPE Workshop goal					
Who are the responsible party(ies) and assigned user(s)? CalWORKs Assessment Coordinator and Student Employment Specialist					
FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.					INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
3	2015-2016 PROGRAM GOAL #3 Budget Priority #1				INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Academic Advising					<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
Objective Improve SIP (Self- Initiated Plan) meetings for CalWORKs participants who are enrolled in other college or university					<input checked="" type="checkbox"/> 2 Student Learning
RESOURCE PLAN (Check all that apply.)					

Facilities Marketing Technology Professional Development Staffing

Task(s) Create an electronic monthly Activity Sheet for each participant in order input accurate information

A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)
N/A

Facilities Marketing Technology Professional Development Staffing

Timeline: On-going

Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (Specify)	\$ <u>0</u>

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities Marketing Technology Professional Development Staffing

Timeline:

Expense Type	Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

Facilities Marketing Technology Professional Development Staffing

Timeline:

Expense Type	Funding Type	Budget Request

Outcomes

- 2.1 2.4
- 2.2 2.5
- 2.3 2.6

3 Resources

- 3.1 3.4
- 3.2 3.5
- 3.3

4 Leadership & Governance

- 4.1 4.4
- 4.2 4.5
- 4.3

<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$ _____	
<p>How will this objective be measured? Monitor and guide CalWORKs participants who are enrolled in other college or university to accomplish their career goal.</p>			
<p>How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Improve students and Academic Counselor communication and may increase the caseload of new SIP student to meet the requirements for the Department of Social Services</p>			
<p>Who are the responsible party(ies) and assigned user(s)? CalWORKs Assessment Coordinator</p>			