IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

DATE:	2/5/2013	
DEPARTMENT/PROGRAM:	CalWORKs Assessment	
PREPARED BY:	Maria C. Esquer 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

PROGRAM REVIEW

NON-ACADEMIC PROGRAMS

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

CalWORKs Assessment Program is a categorically state funded program committed to providing CalWORKs participants with quality vocational Assessment services and career guidance. In addition, the program offers HOPE (Helping Obtain Permanent Employment) Workshop that enables participants to achieve success in the workforce.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of assessment process; results; decisions & recommendations)

1.Outcome #1: CalWORKs participants will receive appropriate recommendations in the Welfare-to-Work Plan and suitable information during the Exit Interview to address the participants' needs to become self-sufficient.

Est. Completion Date: On-going Way(s) to assess: Perform a comprehensive review of the Welfare-to-Work Plan for each participant on a daily basis, to ensure recommendations were appropriate.

2. Outcome #2: Participants will complete successfully the following: SAGE (System for Assessment and Group Evaluation) Test; Vocational Interest Inventory Test and Temperament Factor Assessment Test.

Est. Completion Date: 6-30-2013 Way(s) to assess: CalWORKs participants will obtain a copy of their interests and temperaments results during the Assessment Exit Interview.

3.Outcome #3: To improve efficiency and cost, a Computerized SAGE (System for Assessment and Group Evaluation)Test could be offered to all participants during Assessment.

Est. Completion Date: 6-30-2014 Way(s) to assess: Participants will complete the Computerized version of the SAGE Test (Vocational Interest Inventory and Temperament Factor Assessment test).

4. Outcome #4. Participants will demonstrate the ability to successfully seek and obtain employment during the HOPE Workshop.

Est. Completion Date: On-going Way(s) to assess: Reviewing resumes, applications, business cards, appropriate job search and mock interviews.

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)

Assessment Data 2011-12(See Table 1 attached)
HOPE Workshop Data 2011-12(See Table 2 attached)
CalWORKs Job Choices Results 2012-13 (See Table 3 attached)

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provide thorough interpretation of data and complexity of analysis)

The CalWORKs Assessment Data table (attachment 1) clearly demonstrates the continuous participation of CalWORKs participants in the Assessment component. Although, Department of Social Services refers participants to complete Assessment as part of their required activities, it is out the program's control the rate of attendance.

The HOPE Workshop Data table (attachment 2) shows a decrease of participation rate in the last three months and could be contributed to seasonal employment. In addition, we expect to see a higher decrease of participation rate in the upcoming months due to changes in regulations being implemented by the Department of Social Services. CalWORKs participants will be required to participate in less hours per week depending on their family status.

The Job Choices Data table (attachment 3) reflects the recommendations provided by Assessment Counselors to participants during the Exit Interview in Assessment. As it shows in the table, Health Care, Clerical and Retail are the most recommended areas for CalWORKs participants. According to the Employment Development Department (EDD), these occupational areas have the highest potential for employment in the local area.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

We constantly assess and evaluate our current services in our two components Assessment and HOPE Workshop and adapt to the new regulations by the Department of Social Services (County, State and Federal guidelines). The CalWORKs Assessment program is committed to provide efficiency on a daily basis to ensure participants' success in the workforce.

The implementation of the SAGE Computerized test will eliminate cost of testing materials, testing time and improve Counselors recommendations according to the participants' test results.

Providing participants with mock interviews during the HOPE Workshop could improve chances for them to obtain employment and be successful in the workforce. Counselors will provide individual or group interviews for practice and confidence.

Counselors are responsible of job recommendations for participants during the Exit Interview; therefore, awareness of vocational trainings and employment outlook in the local area is essential to provide appropriate recommendations on the Welfare-to-Work Plan. Counselors attend Career and Job Fairs, and conferences throughout the year to be aware of opportunities available.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (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.)

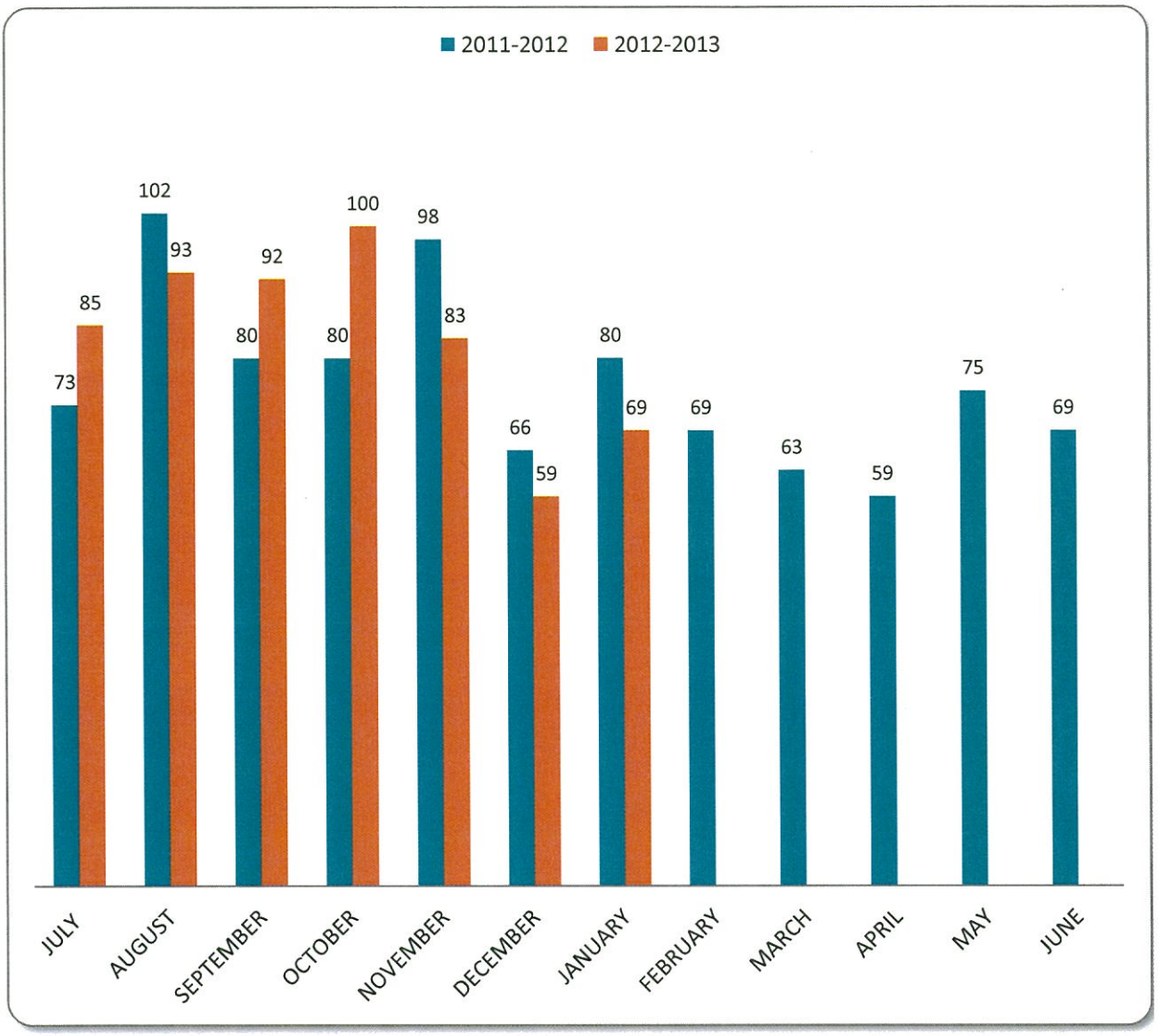
See Table

PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
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 Assessment
Opportunities for:
PROCESS #1: Assessment
Work efficiencies: Efficiency in completing Welfare-to-Work Plan (WTW) for CalWORKs participants.
Cost reductions: N/A
Contributions to student enrollment &/or success: Direct participants in an effective ways and recommendations on the WTW Plan. Master knowledge of resources available for the community by local agencies for participants' success.
Supports Institutional Goal and Objectives:2.3
PROCESS #2: Hope (Helping Obtain Permanent Employment)Workshop
Work efficiencies: Improve Mock Interview techniques to prepare CalWORKs participants successfully
Cost reductions: N/A
Contributions to student enrollment &/or success: This will assist participants to be more confident during interviews enhancing their opportunities for employment.
Supports Institutional Goal and Objectives: 2.3
PROCESS #3: SAGE (System for Assessment and Group Evaluation) Test
Work efficiencies: Reduce the time in Assessment testing procedures and interpret Vocational Interest Inventory Test and Temperament Factor Assessment Test results accurately for WTW Plan.
Cost reductions: Invest on the Computerized SAGE Test (JOBS 6 Network testing); one time cost.
Contributions to student enrollment &/or success: Improve the quality of time with participants during assessment and eliminate manual testing materials.
Supports Institutional Goal and Objectives: 2.3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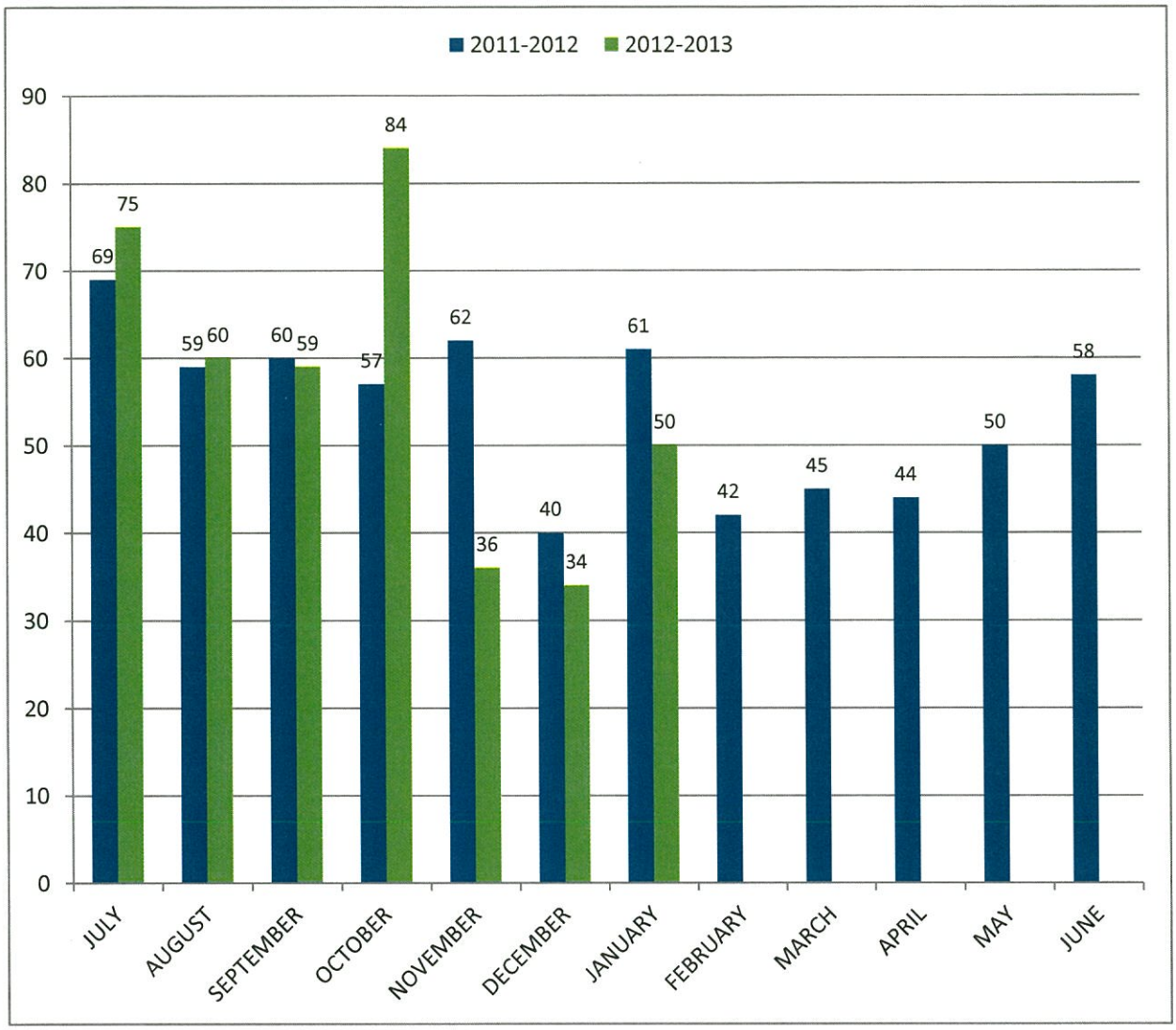
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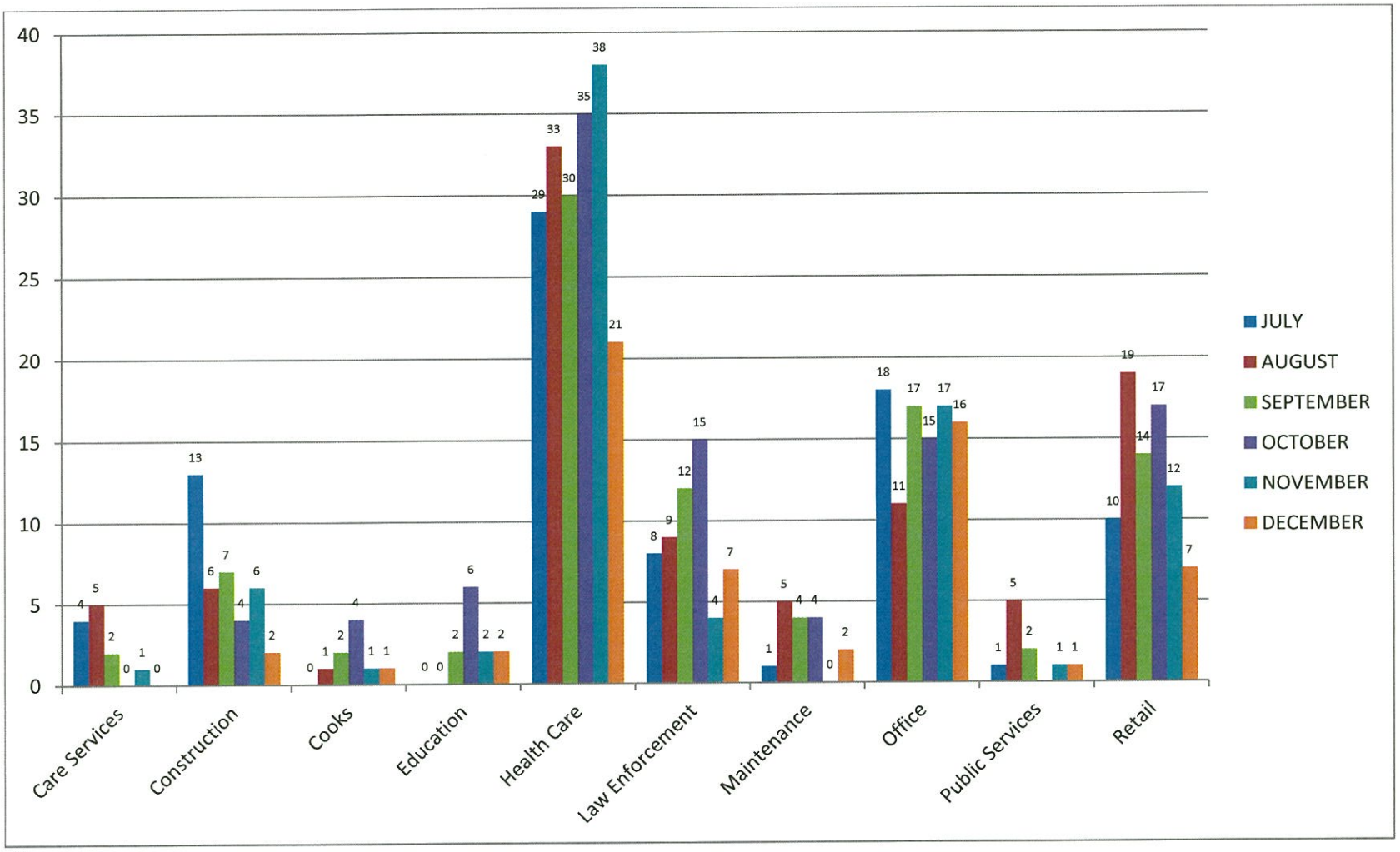
CalWORKs Assessment Job Choices
2012-2013



Attachment 3