



Program Review - Overall Report

Student Services: Special Programs

2021 - 2024

Program Comparison

How does your program compare to the college in the following areas: age, gender, ethnicity, FT/PT enrollment status?

3 YEAR DATA ANALYSIS

CalWORKs for Fall 2017-Spring 2020:

- 1a. CW Avg. Age: over 30% of students fall in the 20-29 age range
- 1b. NC Avg. Age: over 70% of students fall in the under 19-24 age range
- 2a. CW Avg. Gender: Almost 80% are female
- 2b. NC Avg. Gender: Male/Female student counts are 52% Female/47% male
- 3a. CW Ethnicity Avg: close to 54% are Hispanic
- 3b. NC Ethnicity Avg: over 58% are Hispanic
- 4a. CW FT/PT Enrollment: over 63% are PT
- 4b. NC FT/PT Enrollment: over 80% are PT

EOPS/CARE/NextUp-Fall 2017-Spring 2020:

- 1a. EOPS Avg. Age: over 70% of students are 19 or younger to 24 age range
- 1b. NC Avg. Age: over 70% of students are 19 or younger to 24 age range
- 2a. EOPS Avg. Gender: Over 67% are female
- 2b. NC Avg. Gender: Male/Female student counts are 52% Female/47% male
- 3a. EOPS Ethnicity Avg: close to 67% are Hispanic
- 3b. NC Ethnicity Avg: over 58% are Hispanic
- 4a. EOPS FT/PT Enrollment: over 62% are PT
- 4b. NC FT/PT Enrollment: over 80% are PT

Foster Youth-Fall 2017-Spring 2020:

- 1a. Foster Youth Avg. Age: over 90% of students are 19 or younger to 24 age range
- 1b. NC Avg. Age: over 70% of students are 19 or younger to 24 age range
- 2a. Foster Youth Avg. Gender: Over 68% are female
- 2b. NC Avg. Gender: Male/Female student counts are 52% Female/47% male
- 3a. Foster Youth Ethnicity Avg: over 57% are Hispanic
- 3b. NC Ethnicity Avg: over 58% are Hispanic
- 4a. Foster Youth FT/PT Enrollment: over 70% are PT
- 4b. NC FT/PT Enrollment: over 80% are PT

Data Review

Program Comparison: Are there any gaps in demographic areas that need to be addressed?

In CalWORKs, over 80% of the students served are female which is a clear representation of those who are single parents with underage children on cash aid/public assistance. This data is not comparable to the Norco College average.

In EOPS, fewer students are enrolled in PT courses compared to the Norco College average, yet the program requires students to be in FT enrollment with some exceptions for those in DRC or approved to take 9 units or more per term. EOPS should have a higher FT enrollment ratio than presented in the data.

In Foster Youth, data is comparable to the college data. The only disparity is that more female students are being served in foster youth than male students. Program needs to do a better job recruiting and retaining male students as there are many in the foster youth system.

Program Student Outcomes Comparison

How do student outcomes for your program compare to the college overall in Student Educational Planning, Success, GPA, and Persistence?

CalWORKs for Fall 2017-Spring 2020:

- 1a. CW Avg. SEP: over 58% of students completed a comprehensive SEP over three years
- 1b. NC Avg. SEP: over 14% of students completed a comprehensive SEP over three years
- 2a. CW Avg. Success: over 75% success rates
- 2b. NC Avg. Success: over 70% success rates
- 3a. CW Avg GPA: 2.84 GPA
- 3b. NC Avg GPA: 2.75 GPA
- 4a. CW Avg Persistence: across three years, CW students persisted at higher rates than NC students . (Could not collect data for multiple terms; only able to select one term at a time)

EOPS/CARE/NextUp-Fall 2017-Spring 2020:

- 1a. EOPS Avg. SEP: over 92% of students completed a comprehensive SEP over three years
- 1b. NC Avg. SEP: over 14% of students completed a comprehensive SEP over three years
- 2a. EOPS Avg. Success: Over 75% success rates
- 2b. NC Avg. Success: Over 70% success rates
- 3a. EOPS Avg GPA: 2.85 GPA
- 3b. NC Avg GPA: 2.75 GPA
- 4a. EOPS Avg Persistence: across three years, EOPS students persisted at higher rates than NC students. (Could not collect data for multiple terms; only able to select one term at a time)

Foster Youth-Fall 2017-Spring 2020:

- 1a. Foster Youth Avg. SEP: over 70% of students completed a comprehensive SEP over 3 years
- 1b. NC Avg. SEP: over 14% of students completed a comprehensive SEP over 3 years
- 2a. Foster Youth Avg. Success: over 52% success rates
- 2b. NC Avg. Success: over 70% success rates
- 3a. Foster Youth Avg GPA: 2.09 GPA
- 3b. NC Avg GPA: 2.75

Data Review

4a. Foster Youth Avg Persistence: across three years, Foster Youth students persisted at higher rates than NC students. (Could not collect data for multiple terms; only able to select one term at a time)

Program Student Outcomes: Are there any gaps in student subgroups that need to be addressed?

CalWORKs and EOPS students should have a comprehensive SEP on file, yet those figures are lower than expected for the past three years, yet are still performing at higher SEP rates than NC students.

Foster Youth have lower success and GPA rates compared to NC students. Need more interventions to support and retain foster youth.

2021 - 2024

1. How does this student service area evaluate the quality of service delivery? (“Quality” can be measured various ways: speed of service, student satisfaction with services, accuracy of processing, responsiveness, achievement of SLOs, etc.)

Special Programs utilize student evaluations to measure satisfaction; learning; quality of services. For success, persistence and GPA, areas utilize PowerBI data and compare to the NC data available.

2. In what ways does this student service area support student learning?

We offer increased contacts with counselors; tutors, support staff. We promote workshops, study groups, assessments and mid term progress reports to assess student learning.

3. What strategic goals does this student support service area align with to support the college mission?

Special Programs goals align with Access; Success; and Equity.

4. How has assessment data been used to improve this student support program or service?

We view data to assess what we need to reevaluate in form of surveys, interventions, workshops, SEP support, etc.

5. How does this student support service area assure equitable access to appropriate, comprehensive, and reliable services?

Programs utilize financial services data to recruit according to program criteria; county referrals, disproportionate student groups and college data to serve students.

Program Review: Part 1

EMP GOAL 1. Expand college access by increasing both headcount and full-time equivalent students (FTES).

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

The collaborative group of Special Funded Programs including CalWORKs, EOPS/CARE/NextUp, Phoenix Scholars and Unity Zone provides:

- Education access and opportunities to low-income students
- Access to specialized support services leading to enrollment and academic support
- Access to counseling, tutoring, financial resources and other supportive services
- Access to a counselor and para-professional three times a semester
- Access to a safe zone for LGBTQ+ and Undocumented students

What are your plans/goals (3-year) regarding this goal?

- Across all special programs, specialized activities and workshops will be provided and promoted for program enrollment
- Provide ongoing and continuous recruitment and acceptance across special programs by which providing student access throughout the academic year.
- Offer high school outreach for early access to these programs
- Partner with county liaisons to promote access to low-income students into these programs
- Implement/Utilize one special program application for all areas
- Implement a budget to support enrollment activities for LGBTQ+ and Undocumented students

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?

Yes, data from 2017-2021 assessment cycles in document library.

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

Yes

EMP GOAL 2. Implement Guided Pathways framework.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

- Special Funded Programs require students to complete term/annual comprehensive SEP and counseling appointments

Program Review: Part 1

- Intrusive outreach meetings with program counselors and students falling below 2.5 GPA (below program eligibility GPA requirement)
- Ensure all students have a comprehensive SEP and participate in three counselor contacts each semester
- Ask students to provide progress reports mid semester

What are your plans/goals (3-year) regarding this goal?

- Special Funded Programs require students to complete term/annual comprehensive SEP and counseling appointments
- Intrusive outreach meetings with program counselors and students falling below 2.5 GPA (below program eligibility GPA requirement)
- Ensure all students have a comprehensive SEP and participate in three counselor contacts each semester
- Ask students to provide progress reports mid semester
- Provide counseling faculty with professional development opportunities

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?

Yes, in the 17-21 document library.

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

Yes

EMP GOAL 3. Close all student equity gaps.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

Special programs including CalWORKs, EOPS/CARE/NextUp, Phoenix Scholars and Unity Zone are closing the equity gap by:

- Reducing the equity gap for low-income, disproportionately represented student groups including foster youth through expanded support services
- Offering added program contacts each term for students with a Counselor, Success Coach and Student Resource Specialist
- Targeting special populations through success workshops and other program activities
- Facilitating college tours for special student populations
- Inviting guest speakers to address equity gaps and success strategies for special student populations
- Participating in conferences that support closing the equity gap
- Facilitating orientations each semester across special programs with pre/post learning assessments
- Offering a safe zone and support systems for LGBTQ+ and undocumented students

What are your plans/goals (3-year) regarding this goal?

Special Programs plan to address equity gaps and disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, physical or mental abilities, and other demographic traits by:

Program Review: Part 1

- Implementing Guided Pathways success measures across special programs
- Offer flexible support services across morning/day/evening hours for equal access
- Encourage staff participation in conferences and trainings to learn strategies that support closing the equity gap
- Increased collaboration with Riverside County partners for student referrals and collaboration to support mutual students
- Above and Beyond Counseling support for students to achieve greater academic success (GPA), persistence and SEP completion
- Facilitate pre/post assessments for orientations, workshops, events, and other activities
- Implement a budget to support the Unity Zone to make support services available to LGBTQ+ and undocumented students

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?

Yes, in the 18-21 Assessment report available in the document library.

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

Yes

EMP GOAL 6. Pursue, develop, & sustain collaborative partnerships.

GOALS AND ACTIVITIES

What are you doing now in support of this goal?

Special programs including CalWORKs, EOPS/CARE/NextUp, Phoenix Scholars and Unity Zone do the following to develop and sustain collaborative partnerships:

- Host advisory committee meetings with EOPS/CARE/NextUp partners including CSU, Riverside County and K-12 partners once per semester
- Host Foster Youth Workgroup meetings bi-monthly with partners from Riverside County, Foster agencies, RCOE, K-12 partners, Thrive, and other agencies
- Host mutual events across institutions and agencies that promote collaborative program activities for students
- Participate in Region 9 college/county meetings for EOPS/CARE/NextUp and CalWORKs
- Host presentations; college workshops/trainings for students, faculty and staff to educate on student groups and special population needs
- Participate in the college-wide Ally trainings; LGBTQ Academic Advisory Group; partner with local high schools for partnerships

What are your plans/goals (3-year) regarding this goal?

Special programs including CalWORKs, EOPS/CARE/NextUp and Phoenix Scholars plan to do the following to sustain and further develop collaborative partnerships:

- Host advisory meetings with EOPS/CARE/NextUp partners including CSU, Riverside County and K-12 partners once per semester

Program Review: Part 1

-Host Foster Youth workgroup meetings bi-monthly with partners from Riverside County, Foster agencies, RCOE, K-12 partners, Thrive, and other agencies

Host mutual events across institutions and agencies that promote collaborative program activities for students

-Participate in Region 9 college/county meetings for EOPS/CARE/NextUp and CalWORKs

-Host presentations; college workshops/trainings for students, faculty and staff to educate on student groups and special population needs

-Participate in the college-wide Ally trainings; LGBTQ Academic Advisory Group; partner with local high schools for partnerships

EVIDENCE

Do you have assessment data or other evidence that relates to this goal?

No, this will be a new assessment for the 21-24 academic years.

RESOURCES

Is there a resource request associated with this EMP Goal? (If yes, please complete a Resource Request, which you can access from the main menu to the left)

No

Program Review Part 2

2021 - 2024

Information/Publication Review

Please discuss any publications or published information that require regular updates for your area.

- Information for special programs is available:
- In the college catalog
- On the program web pages
- On program flyers; social media; other applications

Program Review Reflections

What would make program review meaningful and relevant for your unit?

Measuring assessments that have an impact on types of support services we offer; direct measures in areas of success, persistence, SEP completion and goal attainment.

What questions do we need to ask to understand your area's plans, goals, needs?

None.

What types of data do you need to support your area's plans, goals, needs?

More frequent Power BI data. Once the fall term is completed, it would be great to obtain program data within the next major semester for assessment of those goals.

If there are any supporting documents you would like to attach, please attach them here.

Resource Requests

2021 - 2024

What resources do we already have?

Adjunct Counselor in EOPS/NextUp/Phoenix Scholars

What resources do you need?

Full-time Counselor for Phoenix Scholars-Foster Youth

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3

\$ Amount Requested

170,779

Resource Type

FACULTY: New Full time Faculty (Associate faculty requested through Dept. Chair and Dean)

Potential Funding Source(s)

SSSP SEA,Equity,General Fund,Guided Pathways,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

1

2021 - 2024

What resources do we already have?

One full-time Counselor for EOPS/CARE/NextUp, & CalWORKs

What resources do you need?

.67 Adjunct Counselor for EOPS/CARE/NextUp, & CalWORKs

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3

\$ Amount Requested

114,442

Resource Type

FACULTY: New Full time Faculty (Associate faculty requested through Dept. Chair and Dean)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Guided Pathways,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

2

Resource Requests

2021 - 2024

What resources do we already have?

No resources/budget available for Unity Zone.

What resources do you need?

Full-time Student Resource Specialist

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3

\$ Amount Requested

116,497

Resource Type

STAFF: Classified Professional, Confidential, Manager

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Data Review

This request for my area is Priority #:

3

2021 - 2024

What resources do we already have?

NextUp limited funds to provide foster youth with a meal per day while on campus (Less than \$10,000 per year)

What resources do you need?

Funds to fight hunger among foster youth-Corral daily meal vouchers

Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 5

\$ Amount Requested

100,000

Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

4

Resource Requests

2021 - 2024

What resources do we already have?

Limited EOPS-CARE and NO-Phoenix Scholars grant funds to support (Foster Youth) students

What resources do you need?

Funds to support low income students through program grants-incentives

Request related to EMP goal or Assessment?

EMP Goal 2,EMP Goal 3,EMP Goal 5

\$ Amount Requested

200,000

Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

5

2021 - 2024

What resources do we already have?

We do not have desktop computers for student usage in centers for EOPS/CARE/NextUp, CalWORKs, Phoenix Scholars and Unity Zone

What resources do you need?

14 Desktop Computers for Special Programs-Student spaces

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 5,EMP Goal 11

\$ Amount Requested

15,000

Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

6

Resource Requests

2021 - 2024

What resources do we already have?

2 Sharp Large Office Printers for staff use.

What resources do you need?

3-HP Laser Jet Black/White Printers for student center use

Request related to EMP goal or Assessment?

EMP Goal 3,EMP Goal 11

\$ Amount Requested

1,000

Resource Type

ITEM: Equipment, Technology, Services, Software, Furniture

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Data Review

This request for my area is Priority #:

7

2021 - 2024

What resources do we already have?

Couches; standing areas

What resources do you need?

16-Lab Desks-3 sided stations for student use in centers/lab

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3,EMP Goal 7

\$ Amount Requested

2,500

Resource Type

ITEM: Equipment, Technology, Services, Software, Furniture

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

8

Resource Requests

2021 - 2024

What resources do we already have?

2 Tables outside of CSS 217 (on side)

What resources do you need?

2 Umbrellas on side of CSS 217

Request related to EMP goal or Assessment?

EMP Goal 3

\$ Amount Requested

500

Resource Type

BUDGET: Facilities Building, Remodel

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

9

2021 - 2024

What resources do we already have?

Regular doors to area offices

What resources do you need?

5-Dutch/Pony Doors-replace regular doors with top-half of doors can be opened (limited service space, this will help control number of students in small office spaces)

Request related to EMP goal or Assessment?

EMP Goal 9,EMP Goal 10

\$ Amount Requested

5,000

Resource Type

ITEM: Equipment, Technology, Services, Software, Furniture

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

10

Resource Requests

2021 - 2024

What resources do we already have?

None in area of air purification

What resources do you need?

6-Air purifiers for each office area

Request related to EMP goal or Assessment?

EMP Goal 9,EMP Goal 10

\$ Amount Requested

1,000

Resource Type

ITEM: Equipment, Technology, Services, Software, Furniture

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

14

2021 - 2024

What resources do we already have?

Limited program funds for staff and students to participate in professional and learning development

What resources do you need?

Funds for conference and learning development opportunities (Staff/Students)

Request related to EMP goal or Assessment?

EMP Goal 4

\$ Amount Requested

10,000

Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

13

Resource Requests

2021 - 2024

What resources do we already have?

None for the Unity Zone

What resources do you need?

Funds to support student and office supply needs for LGBTQ and Undocumented Students

Request related to EMP goal or Assessment?

EMP Goal 2,EMP Goal 3

\$ Amount Requested

10,000

Resource Type

BUDGET: Request Ongoing Funding (Professional Development, Department or Program Support, Outreach, Marketing)

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

12

2021 - 2024

What resources do we already have?

Staff check in at reception desk

What resources do you need?

2-Ipads for Qless check in

Request related to EMP goal or Assessment?

EMP Goal 1,EMP Goal 2,EMP Goal 3

\$ Amount Requested

3,000

Resource Type

ITEM: Equipment, Technology, Services, Software, Furniture

Potential Funding Source(s)

Equity,SSSP SEA,General Fund,Other/None

The evidence to support this request can be found in:

Assessment Review,Program Review: Part 1

This request for my area is Priority #:

11

Submission