

# STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: CalWORKs

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Academic Year: 2015-16

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## I. Student Services Area Overview

### 1. Mission Statement

In collaboration and cooperation with on and off-campus partners, the Norco College CalWORKs Program is committed to providing CalWORKs students with opportunities to reach beyond the classroom to overcome barriers and achieve self-sufficiency. (Drafted in 2011)

### 2. Philosophy Statement

The CalWORKs Program at Norco College is committed to serving and educating CalWORKs students and their families by providing education and career opportunities combined with quality support services that enable students to complete their educational goals, find meaningful employment and successfully transition into the workforce. In collaboration with our community partners, we promote the self-sufficiency of CalWORKs students through the attainment of their education. (Drafted in 2011)

### 3. Summary

- Norco CalWORKs coordinates with the Department of Public and Social Services (DPSS) to assist students with Welfare-to-Work objectives and activities.
- Norco CalWORKs staff works collaboratively with other college services including EOPS/CARE, Financial Services, Disability Resource Center, Student Employment and Counseling.
- Our goal is to provide CalWORKs students with the necessary tools to make informed decisions about current and future opportunities available to them in order to achieve their academic goals.
- Provide CalWORKs students with work-study opportunities both on and off campus.
- Provide day to day case management and direct services to students in support of achieving their requirements for the county.
- Serve as advocates for our students with our county partners in order to ensure contracted services are upheld.
- Facilitate Self Development activities and workshops to promote job search and college success.
- Work in collaboration with Counseling to ensure students develop two year SEPs and update them as needed.
- Work with counseling to provide intrusive academic check-ins and advisement every semester.

#### 4. Strengths

1. Served 139 students in the program during the 15-16 FY with over 1,600 visits to our office for services.

	New Student Intake	Monthly Attendance	Questions	Use Computer/Print/Conv/Fax	Textbook Request Form	Drop Off Cash Aid Verification	School Supplies	Other	Total Office Visits
(July-Aug) Summer 2015	24	67	9	16	41	31	50	2	236
(Sept-Dec) Fall 2015	25	183	17	64	28	40	272	114	739
(Jan) Winter 2016	10	22	8	3	20	25	79	59	222
(Feb-June) Spring 2016	27	122	5	19	38	43	160	55	456
<b>15-16 FY TOTALS</b>	<b>86</b>	<b>394</b>	<b>39</b>	<b>102</b>	<b>127</b>	<b>139</b>	<b>561</b>	<b>230</b>	#'s not intended to align

2. 72% of our students attended a mandatory Self Development Workshop during fall and spring terms.
3. Hosted our fourth annual End of Year CalWORKs Celebration honoring 16 degree and certificate recipients.
4. 87% of the active CalWORKs students maintained a 2.0 or higher average GPA during the 15-16 FY.
5. Facilitated 86 new CalWORKs student intakes during the 15-16 FY.
6. Placed 22 CalWORKs students into employment positions on campus this year.
7. 4 current and/or former CalWORKs student employees were placed into permanent classified positions within RCCD.
8. A Norco CalWORKs student was honored as the 15-16 FY Soroptomist Scholarship recipient award.
9. CalWORKs program maintained over 99% Comprehensive SEP completion during the 15-16 FY.
10. 99% of the CalWORKs students who completed the satisfaction survey reported that they are satisfied with the services offered by office staff and self-development workshop options.

#### 5. Students Served

Norco CalWORKs serves students who are currently receiving county cash aid support services and are actively participating in GAIN activities making them eligible for CalWORKs services at Norco College. During the 15-16 FY our program served 139 CalWORKs students.

## II. Assessing Outcomes

### 1.A. Report on 2014-2015 Assessment Plan and Objectives for Student Services Area: CalWORKs

**Objectives:** *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

1. Build and maintain strong relationships with the local Department of Social Services GAIN offices
2. Create and implement outreach initiatives to recruit, support, provide resources and services necessary for students to fully engage in the Norco College CalWORKs program.
3. Improve CalWORKs student academic performance through the promotion of program and campus resources and services.
4. Assist in organizing workshops to provide students with opportunities to develop job skills and experience through the CalWORKs program.
5. Provide ongoing coordination, advocacy, and case management for CalWORKs students with the Department of Social Services GAIN office to ensure student needs are addressed.
6. Provide excellent customer service to new and continuing students.

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Completion (or anticipate completion)/ Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	(2) Create and implement outreach initiatives to recruit, support, provide resources and services necessary for students to fully engage in the Norco College CalWORKs program.	<u>SLO:</u> Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs Orientation. (Direct)	Work to provide the foundational skills and pathways to academic success through special programs.	85% of the new and continuing CalWORKs students will demonstrate understanding of program requirements.	Utilize a pre/post questionnaire at the orientation to gauge understanding.	<u>Completion:</u> -August 20, 2014  <u>Findings:</u> Students given pre/post to determine understanding. Avg. Pre-76% Avg. Post-92% Increase by 16% from pre to post. Met intended goal and exceeded by 7%.	Host two orientations, one for new students who have not gone through orientation before and one for continuing students. This will allow us to focus on reiterating program responsibilities to continuing and the other to teach program responsibilities to new students.	A. Continued-did not modify

2.	(4) Assist in organizing workshops to provide students with opportunities to develop job skills and good study habits through the CalWORKs program.	<u>SLO:</u> Students who attend CalWORKs Self-Development Workshops will be able to identify strategies to be more effective in job search and interview activities. (Direct)	Guide students towards personal and academic growth leading to preparation for the workforce	80% of CalWORKs students will be able to identify effective strategies for job search activities.	Data gathered from open ended survey questions identifying 3 key strategies for effective job search and interview prep techniques.	<u>Completion:</u> December 2014 and June 2015 <u>Findings:</u> The average score from two workshops indicate that 91% of the students provided correct responses identifying key information about job search strategies and interview strategies. Intended goal met and exceeded by 11%.	The facilitator did not utilize a pretest to gauge baseline knowledge to determine what was learned at the end of workshop. Implement a pretest during the next year's assessment.	B. Discontinued- Do not have sufficient staff in the Job Placement Center to facilitate these workshops nor ability to provide both pre/posttests.
3.	3. Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	<u>SLO:</u> CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population. (Success Measure)	Provide comprehensive services using creative approaches to help students stay connected and achieve higher levels of academic success.	CalWORKs students meeting program compliance will achieve higher success rates compared to the overall college student population.	Use Institutional Research data to compare success rates of the general student population to the success of CalWORKs students for Fall 2013.	<u>Completion:</u> June 12, 2015 <u>Findings:</u> Using Spring 2014 data, CalWORKs students success rate was 64.7% while the general college population was at 69.2%. Although, the CalWORKs population is 4.5% less than the general population, comparing CalWORKs Fall 2013 to Spring 2014, this groups success rate increased by 3.5%. Intended goal missed by 4.5%.	Continue to implement required check-in meetings each semester for students to meet with the dedicated counselor and program coordinator.	A. Continued-did not modify

## II.1.B. Program Modifications for 2014-2015 Data Assessment (“Closing the Loop”)

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
<p><u>SLO: 1</u> Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs Orientation. (Direct)</p>	<p>Surveyed all continuing students during the fall 2015 term to gauge their interest/need to participate in the annual program orientation. Continuing students felt they had a grasp of program requirements thus did not feel they would benefit from participating in another three hour session reviewing the same material. Decided to host the annual orientation for new students only starting August 2016. Continuing students who attended a previous annual orientation are exempt from this requirement unless they choose to attend for a refresher.</p>
<p><u>SLO: 2</u> Students who attend CalWORKs Self-Development Workshops will be able to identify strategies to be more effective in job search and interview activities. (Direct)</p>	<p>Worked closely with the new Job Placement Center Counselor to implement workshops related to job search and resume development.</p>
<p><u>SLO: 3</u> CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population. (Success Measure)</p>	<p>Utilized general counseling services for SEPs while Program Coordinator facilitated the contact meetings with students during the fall and spring terms for personal and academic mid-semester check-in's.</p>

**II.2.A. 2015-2016 Assessment Plan for Student Services Area: CalWORKs**

**Objectives:**

1. Build and maintain strong relationships with the local Department of Social Services GAIN offices
2. Create and implement outreach initiatives to recruit, support, provide resources and services necessary for students to fully engage in the Norco College CalWORKs program.
3. Improve CalWORKs student academic performance through the promotion of program and campus resources and services.
4. Assist in organizing workshops to provide students with opportunities to develop job skills and experience through the CalWORKs program.
5. Provide ongoing coordination, advocacy, and case management for CalWORKs students with the Department of Social Services GAIN office to ensure student needs are addressed.
6. Provide excellent customer service to new and continuing students.

	<b>Objective</b>	<b>Student Learning Outcome (SLO) or Service Area Outcome (SAO)</b>	<b>Relevance of objective to Norco College Mission*</b>	<b>Assessment Criteria (Specify Target Performance Level)</b>	<b>Assessment Measure</b>	<b>Completion (or anticipate completion)/ Findings**</b>	<b>Improvement Recommendations (next step)*</b>
1.	2. Create and implement outreach initiatives to recruit, support, provide resources and services necessary for students to fully engage in the Norco College CalWORKs program.	<u>SLO:</u> Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs Orientation. (Direct)	2. Provide support and encouragement through (a) innovative approach to learning.	85% of the new and continuing CalWORKs students will demonstrate understanding of program requirements.	Utilize a pre/post questionnaire at the orientation to gauge understanding.	<u>Completion:</u> -August 26, 2015  <u>Findings:</u> Students given pre/post to determine understanding. Avg. Pre-74% Avg. Post-92% Increase by 18% from pre to post. Met intended goal.	Host future orientations only for new students that did not previously attend an orientation.
2.	3.Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	<u>SLO:</u> CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population. (Success	1.Service to students, community, and workforce by (a) providing educational opportunities.	CalWORKs students meeting program compliance will achieve higher success rates compared to the overall college student population.	Use Institutional Research data to compare success rates of the general student population to the success of CalWORKs students for Fall 2015.	<u>Completion:</u> June 9, 2016 <u>Findings:</u> -CalWORKs Avg. Success for Fall 2015: 68.00%  -General Norco Avg. Success Fall 2015: 70.30%  Missed intended goal by 2.3%.	Continue to facilitate mid-semester check-in's, update of SEPs annually, and continue offering varied self-development workshop options that promotes academic success.

		Measure)					
3.	3.Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	<u>SLO:</u> CalWORKs students will earn the necessary grades to stay in good academic standing through the 15-16 FY. (Success Measure)	1.Service to students, community, and workforce by (a) providing educational opportunities.	75% of the CalWORKs students will earn a minimum of 2.0 by which maintaining good academic standing.	Utilize XSPA report to calculate GPAs.	<u>Completion:</u> June 16, 2016 <u>Findings:</u> 207 out of 238 students enrolled each term maintained a minimum 2.0 GPA each term. Met goal at 87% thus surpassing intended goal by 12%.	Continue to offer intervention services in promotion of academic success. Promote tutoring and academic support programs during orientation and check-in meetings with students.

**\*Please see appendix for description.**

**\*\*More detailed description on the following page.**

## II.2.B. 2015-2016 Assessment Plan Findings/Data Analysis

### SLO #1: Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs Orientation. (Direct)

#### Findings/Data Analysis:

- The goal was to achieve 85% demonstrated understanding of program requirements among all CalWORKs students who attend the orientation.
- A Pre and Post survey was utilized to determine understanding.
- The average score on the pre survey produced 74% understanding.
- The average score on the post survey produced 92% understanding.
- Understanding from pre to post was increased by 18%.

#### CalWORKs Mandatory Student Orientation Survey (Aug. 26, 2015)

Question	Pre Test Correct	Post Test Correct	Difference
1. If I do not comply with the CalWORKs Department requirements, services available to me may be reduced?	82%	93%	11%
2. I am allowed to enroll into ___ units during Fall or Spring priority registration.	62%	79%	17%
3. If I choose to register for classes at Riverside and/or Moreno Valley, I will be able to do so during priority registration?	72%	95%	23%
4. How often must you update your Student Educational Plan?	67%	95%	28%
5. My monthly attendance report will be due to my GAIN worker by which date?	58%	89%	31%
6. I must have my monthly attendance report signed by my professors?	79%	95%	16%
7. I must provide the Norco College CalWORKs Office with verification of cash aid each term?	74%	93%	19%
8. If I am no longer on cash aid, I must do the following?	90%	97%	7%
9. I understand my responsibilities as a participant of Norco's CalWORKs Program?	85%	95%	10%
<b>Average Correct Responses:</b>	<b>74%</b>	<b>92%</b>	<b>18%</b>

#### Improvement Recommendations:

- Continue to facilitate a pre/post survey, yet host future orientations only for new students that did not previously attend an orientation.

**SLO #2: CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population.**

**Findings/Data Analysis:**

- CalWORKs students meeting program compliance will achieve higher success rates compared to the overall college student population.
  - CalWORKs Avg. Success for Fall 2015: 68.00%
  - General Norco Avg. Success Fall 2015: 70.30%
  - Missed intended goal by 2.3%.

Success Rates	CalWORKs	Nor-All	Difference
Spring 2014	64.7%	69.2%	4.5% ↓
Fall 2014	62.7%	67.6%	4.9% ↓
Spring 2015	73.7%	68.4%	5.3% ↑
Fall 2015	68.0%	70.3%	2.3% ↓

**Improvement Recommendations:**

- Continue to facilitate mid-semester check-in's, update of SEPs annually, and continue offering varied self-development workshop options that promotes academic success.

**SLO #3: CalWORKs students will earn the necessary grades to stay in good academic standing through the 15-16 FY. (Success Measure)**

**Findings/Data Analysis:**

- Goal was to have 75% of the CalWORKs students earn a minimum of 2.0 by which maintaining good academic standing. The average GPA based on enrollment each term was calculated and findings conclude that 87% of the CalWORKs students achieved a minimum 2.0 GPA each term.

<b>15-16 FY Terms:</b>	<b>CalWORKs Enrolled Students:</b>	<b># Student Who Met 2.0 Min. GPA:</b>	<b># Students Who Did Not Meet 2.0 GPA:</b>	<b>Avg. Term GPA:</b>
Summer 2015	40	36	4	3.13
Fall 2015	79	64	15	2.80
Winter 2016	46	43	3	3.23
Spring 2016	73	64	9	2.89
<b>Totals:</b>	<b>238</b>	<b>207</b>	<b>31</b>	<b>3.01 Average GPA</b>

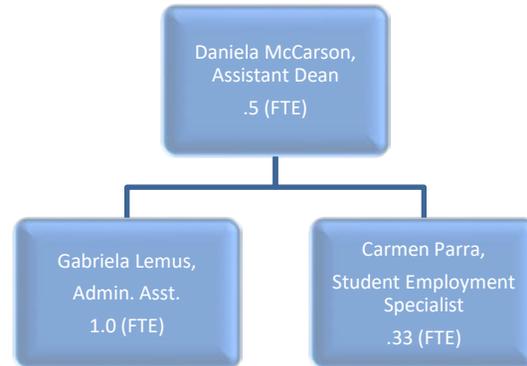
**Improvement Recommendations:**

- Continue to offer intervention services in promotion of academic success. Promote tutoring and academic support programs during orientation and check-in meetings with students.

### III. Needs Assessment

#### 1. Staffing Level

The current staffing level in the CalWORKs program includes a .5 administrator and 1 FT classified staff member along with other college staff members who contribute a percentage of their time to support CalWORKs.



#### 2. Staffing Profile

Position	Staffing Levels for Each of the Previous Five Years					Anticipated total staff needed	
	2011-2012	2012-2013	2013-2014	2014-2015	2015-2016	2016 - 2017	2017-2018
Administration	.5	.5	.5	.5	.5	.5	.5
Classified Staff FT	.5	1	1	1	1	1	1
Classified Staff PT	0	0	0	0	0	0	0
Confidential Staff FT	0	0	0	0	0	0	0
Faculty FTE Full time	0	0	0	0	0	0	0
Faculty FTE Part time	0	0	0	0	0	.5	.5
<b>Total Full Time Equivalent Permanent Staff</b>	.5	.5	.5	1.5	1.5	2.0	2.0
Short Term Staff	0	0	0	0	0	0	0
Student Workers	0	0	2	2	2	2	2

### **3. Improvement Areas**

- As the CalWORKs programs continues to grow, there is a greater need to have more dedicated counseling support for check-in's, updated SEPs, discussions with students related to SAP, and to facilitate specific workshops in support of this populations needs.

Unit Name: CalWORKs

**4. Staff Needs**

**NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)**

<p align="center"><b>List Staff Positions Needed for Academic Year 2016-2017</b>  <b>Please be as specific and as brief as possible when offering a reason.</b>                      Place titles on list in order (rank) or importance.</p>	<p align="center"><b>Indicate</b>  <b>N = New</b>  <b>R=Replacement</b>  <b>I = Increase time</b></p>	<p align="center"><b>Annual TCP*</b>                      TCP for employee</p>
<p><b>1. None</b>   <u>Reason:</u></p>		
<p><b>2.</b> <u>Reason:</u></p>		
<p><b>3.</b> <u>Reason:</u></p>		
<p><b>4.</b> <u>Reason:</u></p>		
<p><b>5.</b> <u>Reason:</u></p>		
<p><b>6.</b> <u>Reason:</u></p>		

\* TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

Unit Name: CalWORKs

**5. Equipment (*Not* including technology) Needs Not Covered by Current Budget**

<b>List Equipment or Equipment Repair Needed for Academic Year 2016-2017</b> <b>Please list/summarize the needs of your unit below.</b> <b>Please be as specific and as brief as possible.</b> Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
<b>1. None</b>  <u>Reason:</u>			
<b>2.</b> <u>Reason:</u>			
<b>3.</b> <u>Reason:</u>			
<b>4.</b> <u>Reason:</u>			
<b>5.</b> <u>Reason:</u>			
<b>6.</b> <u>Reason:</u>			

\* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.  
 If equipment needs are linked to a position please be sure to mention that linkage.

Unit Name:                     CalWORKs                    

**6. Technology++ Needs Not Covered by Current Budget**

*NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)*

Priority	EQUIPMENT REQUESTED	New (N) or Replacement (R)?	Program: New (N) or Continuing (C)?	Location (i.e Office, Classroom , etc.)	Is there existing Infrastructure ?	How many users served?	Has it been repaired frequently?	Annual TCO*		
								Cost per item	Number Requested	Total Cost of Request
1. Usage / Justification	None									
2. Usage / Justification										
3. Usage / Justification										
4. Usage / Justification										
5. Usage / Justification										

- TCO = “Total Cost of Ownership” for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.

Unit Name: \_\_\_\_\_ CalWORKs \_\_\_\_\_

**7. Facilities Needs Not Covered by Current Building or Remodeling Projects\***

<b>List Facility Needs for Academic Year 2016-2017 (Remodels, Renovations or added new facilities) Place items on list in order (rank) or importance.</b>	<b>Total Cost of Request</b>
<b>1. None</b> <u>Reason:</u>	
<b>2.</b> <u>Reason:</u>	
<b>3.</b> <u>Reason:</u>	
<b>4.</b> <u>Reason:</u>	
<b>5.</b> <u>Reason:</u>	
<b>6.</b> <u>Reason:</u>	

\*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

Unit Name: CalWORKS

**8. Professional or Organizational Development Needs Not Covered by Current Budget\***

<p><b>List Professional Development Needs for Academic Year 2016-2017</b>                      Reasons might include in response to assessment findings or the need to update skills. <b>Please be as specific and as brief as possible.</b> Some items may not have a cost per se, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. None</b> <u>Reason:</u></p>			
<p><b>2.</b> <u>Reason:</u></p>			
<p><b>3.</b> <u>Reason:</u></p>			
<p><b>4.</b> <u>Reason:</u></p>			
<p><b>5.</b> <u>Reason:</u></p>			
<p><b>6.</b> <u>Reason:</u></p>			

\*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

Unit Name: CalWORKs

**9. SAFETY NEEDS not covered by current budget**

<b>List Safety Needs for Academic Year 2016-2017</b> Please list/summarize the needs of your unit below. Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.			
	Cost per item	Number Requested	Total Cost of Request
<b>1. NONE</b> <u>Reason:</u>			
<b>2.</b> <u>Reason:</u>			
<b>3.</b> <u>Reason:</u>			
<b>4.</b> <u>Reason:</u>			
<b>5.</b> <u>Reason:</u>			
<b>6.</b> <u>Reason:</u>			

Unit Name: CalWORKs

**9. OTHER NEEDS not covered by current budget**

<p><b>List Other Needs for Academic Year 2016-2017</b>                      Please list/summarize the needs of your unit below.                      Please be as specific and as brief as possible.                      Not all needs will have a cost, but may require a reallocation of current staff time.                      Place items on list in order (rank) or importance.</p>			
	Cost per item	Number Requested	Total Cost of Request
<p><b>1. NONE</b>   <u>Reason:</u></p>			
<p><b>2.</b>   <u>Reason:</u></p>			
<p><b>3.</b>   <u>Reason:</u></p>			
<p><b>4.</b>   <u>Reason:</u></p>			
<p><b>5.</b>   <u>Reason:</u></p>			
<p><b>6.</b>   <u>Reason:</u></p>			

## Appendix

*(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)*

### Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
  - a. By providing educational opportunities
  - b. By celebrating diversity
  - c. By promoting collaboration
  
2. Provides support and encouragement through
  - a. Innovative approach to learning
  - b. Application of emerging technologies
  
3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

#### Example:

- ***SLO- Students will learn the services available through WebAdvisor.***
- ***How it is linked to the Mission Statement: 2b – Provides support and encouragement through application of emerging technologies.***