

Program Review Comprehensive Report



Program Review - Student Services: CalWORKs

Area Overview

2017 - 2018

Mission: In collaboration with on and off-campus partners, the Norco College CalWORKs Program is committed to providing CalWORKs students with educational opportunities to overcome barriers and achieve self-sufficiency. (Revised 2018)

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. (Revised 2018)

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.

Strengths:

1. Served 112 students in the program during the 16-17 FY with over 1,400 visits to our office for services.
2. Over 70% of our students attended a voluntary Self Development Workshop during fall and spring terms.
3. Hosted our fifth annual End of Year CalWORKs Celebration honoring 17 degree recipients.
4. CalWORKs students maintained an average of a 2.68 GPA in Fall 2016.
5. Facilitated 93 new CalWORKs student intakes during the 16-17 FY.
6. Placed 16 CalWORKs students into employment positions on campus this year.
7. A Norco CalWORKs student was honored as the 16-17 FY Region 9 CalWORKs \$500 Scholarship recipient.
8. CalWORKs program maintained over 100% SEP completion during the 16-17 FY.
9. 96% of the CalWORKs students who completed the satisfaction survey reported that they are satisfied with the quality of services offered in the CalWORKs office.

Students Served: Norco CalWORKs serves students who are currently receiving cash aid support services and are actively participating in GAIN activities making them eligible for the CalWORKs program at Norco College.

Attachments:

[2014-17_STUDENT_SERVICES_CalWORKS_ResourceRequests.xlsx](#)

SLO/SAO: Understanding of program responsibilities

Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs orientation.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Program Review - Student Services: CalWORKs

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Direct

Assessment Measures

Direct - Utilize pre/post questionnaire at the orientation to gauge understanding. (Active)

Criteria: 85% of the new CalWORKs students will demonstrate understanding of program requirements.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

-Students were given a pre/post to determine program understanding and the average pre-test indicated that 76% understood program responsibilities while the average post-test indicated that 86% understanding. Met intended goal and exceeded by 1%.

Data reported is from : Fall

Improvement Recommendations

Improvement Recommendation: Continue to host orientations with pre/post assessments to gauge learning at orientations.

Implement a spring orientation for new students who enrolled anytime after the fall orientation date. (03/23/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.10 - Increase course completion, certificate and degree completion, and transfer rates of underrepresented students.

Goal 2 - Objective 2.6 - Increase current students' awareness about college resources dedicated to student success.

Goal 3 - Objective 3.1 - Increase percentage of students who declare an educational goal.

Goal 3 - Objective 3.2 - Increase percentage of new students who develop an educational plan.

Mission

2a. Provide support and encouragement through innovative approach to learning

SLO/SAO: Demonstrate higher GPA success rates

CalWORKs students will demonstrate higher GPA success rates compared to the general student population.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Direct - Use institutional research data to compare GPA success rates of the general student population to the success of CalWORKs students for fall 2018. (Active)

Criteria: CalWORKs students will achieve higher GPA success rates compared to the overall college student population.

Findings/Analysis

Reporting Period: 2017 - 2018

03/23/2018

Conclusion: Criteria Met

CalWORKs average GPA Success for Fall 2018: _____

-General NC Average GPA Success for Fall 2018: _____

Program Review - Student Services: CalWORKs

Met intended goal and exceeded it by ____%

Data reported is from : Fall

Improvement Recommendations

Improvement Recommendation: Counselor intervention; referrals to tutoring; check GPA in Ellucian after each term for course completion and success. (04/27/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.6 - Increase success and retention rates.

Mission

2b. Provide support and encouragement through application of emerging technologies

3c. Provides foundational skills and pathways to certificate and degree students

SLO/SAO: Term to term persistence

CalWORKs students will demonstrate higher term-to-term persistence compared to the general student population.

SLO/SAO Status: Active

SLO/SAO Year(s): 2018 - 2021

Date Entered: 03/19/2018

Date Completed: 03/23/2018

SLO/SAO Type: SLO – Student Success Measure

Assessment Measures

Indirect - Institutional research data to compare term-to-term persistence rates of CalWORKs to general student populations. (Active)

Criteria: CalWORKs students will persist at a higher rate (min. 50%) than the general student population.

Findings/Analysis

Reporting Period: 2017 - 2018

04/27/2018

Conclusion: Criteria Met

CalWORKs students persisted at ____% compared to the general student population.

Data reported is from : Fall

Improvement Recommendations

Improvement Recommendation: Continue to offer orientations, meetings with counselors for check-in sessions each term along with self development workshops. (04/27/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 1 - Objective 1.4 - Improve persistence rates by 5% over 5 years (fall-spring; fall-fall).

Goal 1 - Objective 1.6 - Increase success and retention rates.

Goal 1 - Objective 1.7 - Increase percentage of students who complete 15 units, 30 units, 60 units.

Mission

2b. Provide support and encouragement through application of emerging technologies

3c. Provides foundational skills and pathways to certificate and degree students

