STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: ____CalWORKs_____

Prepared by: _____Daniela McCarson_____

Academic Year: _____2016-17_____

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 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.

Term	Visits to the CalWORKs Office:
Summer 2016 (July-Aug)	66
Fall 2016 (Sept.-Dec)	594
Winter 2017 (Jan-Feb)	121
Spring 2017 (Feb-June)	935
Totals:	1,716

5. 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.

II. Assessing Outcomes

1.A. Report on 2015-2016 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	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.	SLO: 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.	Completion: -August 26, 2015 Findings: 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.	A. Continued

#	Goal	SLO	Service	Target	Method	Results	Action	Status
2.	3.Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	SLO: CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population. (Success Measure)	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.	Completion: June 9, 2016 Findings: -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 and personal success.	A. Continued
3.	3.Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	SLO: 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.	Completion: June 16, 2016 Findings: 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.	B. Discontinued: This SLO was too similar to SLO #2 measuring success rates. Changed SLO#3 to measure persistence in 16-17 FY.

II.1.B. Program Modifications for 2015-2016 Data Assessment ("Closing the Loop")

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
SLO: 1 Students will demonstrate understanding of program responsibilities as a result of attending the CalWORKs Orientation. (Direct)	In June 2016, our program hosted its first CalWORKs orientation only to newly enrolled students who had not previously attended an orientation since becoming enrolled in our program. Continuing students were invited to attend, yet it was not mandatory for them as it was for newer students. Continuing students who chose to not attend, maintained their understanding of program responsibilities and expectations.
SLO: 2 CalWORKs students will meet program requirements and demonstrate at higher success rates compared to the general student population. (Success Measure)	Reviewed data related to GPA for CalWORKs students compared to Nor-all. Implemented an increased number of self-development workshop options during fall and spring semesters along with incentives for participating in optional mid-semester check-in appointments with the program to help promote support services and course retention.
SLO: 3 CalWORKs students will earn the necessary grades to stay in good academic standing through the 15-16 FY. (Success Measure)	Removed this SLO and replaced it with persistence measures. This SLO was too similar to SLO #2 measuring success using GPA.

II.2.A. 2016-2017 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.

	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)*
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.	SLO: 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 CalWORKs students will demonstrate understanding of program requirements.	Utilize a pre/post questionnaire at the orientation to gauge understanding.	Completion: -August 24, 2016 Findings: Students given pre/post to determine understanding. Avg. Avg. Pre-76% Avg. Post-86% Met intended goal and exceeded it by 1%. Overall, students improved by 10% from pre to post.	Continue to host the CalWORKs orientation to new students. Begin to offer two orientation opportunities; one before fall term and another before spring for new intakes that enroll mid-year.
2.	3.Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	SLO: CalWORKs students will demonstrate higher GPA success rates compared to the general student population. (Success Measure)	1.Service to students, community, and workforce by (a) providing educational opportunities.	CalWORKs students will achieve higher GPA success rates compared to the overall college student population.	Use Institutional Research data to compare GPA success rates of the general student population to the success of CalWORKs students for Fall 2015.	Completion: June 8, 2017 Findings: -CalWORKs Avg. GPA Success for Fall 2016: 2.68 -General Norco Avg. GPA Success Fall 2016: 2.61 Met intended goal and exceeded it by .07%.	Continue to measure this SLO and continue to offer program and services that promote support services including tutoring, special programs, etc.

3.	3. Improve CalWORKs student academic performance through the promotion of program and campus resources and services.	SLO: CalWORKs students will demonstrate higher term-to-term persistence compared to the general student population. (Success Measure)	1.Service to students, community, and workforce by (a) providing educational opportunities.	CalWORKs students will persist at a higher rate (min. 50%) than the general student population.	Use Institutional Research data to compare term-to-term persistence rates of the general student population to CalWORKs students from Sp16 to F16	Completion: Spring 2017 Findings: CalWORKs: Sp16 to F16: 48.3% Nor-All: Sp16 to F16: 50.1% Missed intended goal by 1.8%. The general student populations persisted at a higher rate from Sp16 to F16 than the CalWORKs population.	Identify intervention strategies to retain CalWORKs students beyond census each term and from one term to the next.

*Please see appendix for description.
**More detailed description on the following page.

II.2.B. 2016-2017 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 intended 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 76% understanding.
- The average score on the post survey produced 86% understanding.
- Understanding from pre to post was increased by 10%.

    Improvement Recommendations:
- Continue to facilitate a pre/post survey, yet host future orientations only for new students that did not previously attend an orientation. Host two orientations, one before fall and the second before spring for incoming students whose intake occurs between orientations in order to avoid having to wait till August for the next orientation opportunity.

SLO #2: CalWORKs students will demonstrate higher GPA success rates compared to the general student population. (Success Measure)

    Findings/Data Analysis:
- Through intervention and support program services promoting academic success, CalWORKs students participating in mid-semester check-in sessions, as well as annually updating their educational plans will achieve higher success rates compared to the overall college student population.
- CalWORKs Avg. GPA for Fall 2016: 2.68%
- General Norco Avg. GPA Fall 2016: 2.61%
- Met intended goal by .7%

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 demonstrate higher term-to-term persistence compared to the general student population (Success Measure)

Findings/Data Analysis:

- Persistence rates for CalWORKs students from Spring 2016 to Fall 2016 semesters was 48.3%.
- Persistence rates for the general student population from Spring 2016 to Fall 2016 semester was 50.1%.
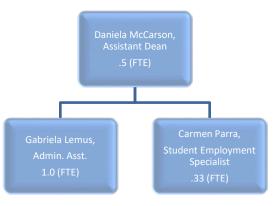- Missed intended goal by 1.8 %.

Improvement Recommendations:

- Continue to offer intervention services in promotion of academic success, continued enrolled and persistence. 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.

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          Daniela McCarson,
          Assistant Dean
             .5 (FTE)
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  Gabriela Lemus,      Carmen Parra,
  Admin. Asst.      Student Employment
    1.0 (FTE)           Specialist
                        .33 (FTE)
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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	2
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
Total Full Time Equivalent Permanent Staff	.5	.5	.5	1.5	1.5		2.0	3.0
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.

4. Staff Needs

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

List Staff Positions Needed for Academic Year 2017-2018 **Please be as specific and as brief as possible when offering a reason.** Place titles on list in order (rank) or importance.	Indicate **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. **CalWORKs Specialist (FT)** Reason: to perform program-related, specialized services for CalWORKs students. Currently, the program does not have dedicated staff to serve students other than the .5 Asst. Dean and an Administrative Assistant. There is a need to grow program services offered to students through a CalWORKs Specialist who can also serve as a primary liaison to county partners in providing case management support for our mutual students.	**NEW**	**$98,942**
2. **CalWORKs Counselor (PT)** Reason: In need of a PT dedicated counselor to facilitate new student intakes, develop comprehensive SEPs, provide ongoing advisement to students in CalWORKs and facilitate mid-semester check-in advisement appointments. Currently utilizing general counseling for SEPs, yet the Asst. Dean facilitate intakes and mid-semester check-in appointments.	NEW	**150 Hrs/.277 FTE ($12,000)**
3. Reason:		
4. Reason:		
5. Reason:		
6. Reason:		

   * 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.

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

List Equipment or Equipment Repair Needed for Academic Year 2017-2018 **Please list/summarize the needs of your unit below.** **Please be as specific and as brief as possible.** Place items on list in order (rank) or importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. **None** Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

* 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.

6. Technology++ Needs <u>Not</u> Covered by Current Budget
NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

Annual TCO*

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?	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.

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

List Facility Needs for Academic Year 2017-2018 **(Remodels, Renovations or added new facilities)** Place items on list in order (rank) or importance.	**Total Cost of Request**
1. **CalWORKs office space separate from Outreach and AEBG.** Reason: CalWORKs staff provide case management to students and deal with sensitive information on a daily basis. The information shared of confidential nature. This department is in need of a separate office space away from Outreach and AEBG programs.	
2. Reason:	
3. Reason:	
4. Reason:	
5. Reason:	
6. Reason:	

*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.

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

List Professional Development Needs for Academic Year 2017-2018 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific and as brief as possible**. 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.	Cost per item	Number Requested	Total Cost of Request
1. None Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

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

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2017-2018 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
1. **Emergency Kits** Reason: Our office/programs do not have access to survival and or first aid kits in case of any potential emergency.		**1**	**?**
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

9. OTHER NEEDS _not_ covered by current budget

List Other Needs for Academic Year 2017-2018 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
1. NONE Reason:			
2. Reason:			
3. Reason:			
4. Reason:			
5. Reason:			
6. Reason:			

(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.*