



**Student Services  
Program Review 2009-2012**

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**Section 1 is due by October 6, 2009**

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**PROGRAM AREA:**

**Program Philosophy:**

The CalWORKs program at Las Positas College serves CalWORKs students and their families by providing education and career opportunities combined with an array of high quality support services that enable students to complete their educational goals, find meaningful employment and successfully transition into the workforce. Through collaboration and advocacy within the college and with community partners we promote economic self-sufficiency of CalWORKs students through the attainment of a higher education. The CalWORKs program provides students with clear, accurate and consistent information along with compassionate assistance as they progress through the educational system.

In addition, the program assists CalWORKs recipients interested in education as part of their Welfare-to-Work activity to create an educational plan that is consistent with county requirements. The CalWORKs program works closely with Alameda County to ensure that students are receiving the supportive services necessary for their educational success. New students are provided orientations to the CalWORKs program and are introduced to the campus and its many resources.

The CalWORKs program also provides funding for CalWORKs workstudy positions both on and off campus. These positions enable students to develop their job skills and provide opportunity for additional work experiences. Students are also able to participate in community service, work experience and internships to meet participation requirements.

In addition, connections with local community human services organizations enables our program to keep up to date with community resources for CalWORKs students and simultaneously allows for outreach to the CalWORKs populations in the TriValley area.

The underlying philosophy supporting the CalWORKs program is that CalWORKs students will be empowered through education to be agents of transformation in their own lives and in their world.

**Progress on Goals, Objectives (2005-2009):**

Please list each goal from goal's matrix and describe progress on each.

1. Develop outreach activities by identifying and targeting outreach connections and working with an Outreach Assistant to educate the community on CalWORKs services available at the college.

The CalWORKs program has representation at various community based organizations including the Abode Tri-Valley Housing Scholarship, the One-Stop Partnership meetings, and the Alameda County Social Service Collaboration. The CalWORKs program also has relationships with various homeless shelters including Shepard's Gate and the Tri-Valley Haven and local resource centers for child care services such as Child Care Links. Through these venues, among others, the CalWORKs program continues to communicate and collaborate with other social service organizations in the community. Due to budget and staffing constraints the CalWORKs program has been unable to hire an Outreach Assistant that is dedicated to this particular objective however and this continues to be an area of continual emphasis. Outreach was also noted as an area in need of strengthening on the CalWORKs Categorical Site Review evaluation.

2. Develop a more effective communication system which expands campus understanding of the roles and functions of the CalWORKs program.

Through publicity enhancement in the CalWORKs program information is disseminated regularly through various campus venues. These include our tri-annual CalWORKs newsletter, new program brochures, an updated website and campus support for the annual CalWORKs Student Recognition Ceremony/Holiday Celebration. Each of these communications provides opportunity to educate the campus community regarding the CalWORKs program and our student population. The CalWORKs program participates in many campus related activities that continue to increase campus awareness of its program. As the campus grows and gap between student services and instruction widens it will continue to be important for emphasis to be made across disciplines regarding the CalWORKs program.

3. Assess changes to CalWORKs Counseling Assistant position to provide more stability and opportunity for staff in position.

The CalWORKs Counseling Assistant position has continued to grow and expand as the CalWORKs program has grown and expanded. As program requirements, county collaborations, MIS data requirements, and work-study mandates have increased this has increased the responsibility for this position. The Counselor Assistant position has expanded from 18 hours per week to 30 hours per week. This has allowed the program to increase its services to students and provide an important safety net for student success.

4. Expand CalWORKs Counselor position to include additional training and more active involvement in expanding and providing services to support CalWORKs students in their academic needs. CalWORKs Counselor is part of a team.

Since CalWORKs last program review, we have implemented a number of important program changes to increase inclusion of all staff members into the CalWORKs program. The CalWORKs program has monthly staff meetings which provide an opportunity for increased collaboration and teamwork. Additionally, CalWORKs staff has been included in various training opportunities such as the annual CalWORKs partnership summits, student services trainings, and other regional events. The CalWORKs Counselor has also taken on various projects to support program growth, such as updating Alameda County approved plans, tracking at risk students, and providing student educational plan for each student.

5. Expand the use of technology in communications with CalWORKs students including the use of a CalWORKs list serve to send out email information on program requirements, updates, and upcoming events.

The CalWORKs program established a listserv of CalWORKs student email addresses and uses this as a way to encourage student responsibility around county requirements, notification of employment opportunities and upcoming CalWORKs events. The establishment of the listserv has been a positive program enhancement, however email is not necessarily used as effectively as it might be to facilitate communication.

6. Revise the CalWORKs website to address changes in CalWORKs program and expand to include more user friendly information. In addition, provide access to student forms online so that students would be able to download relevant county forms, such as monthly progress reports, books and supplies forms and other general information.

The CalWORKs website has been a wonderful addition to the CalWORKs program and provides valuable information for our students regarding program services, events, forms, employment links, staff resources and contact information. Students are aware of the CalWORKs website and utilize it for various program informational items.

New student orientations will provide an overview of program services and components including information available on the web.

### **Program Information**

**Staffing:** *(Number of permanent staff and position titles)*

#### Faculty Positions

1.0 FTE – CalWORKs Coordinator

.25 FTE -- CalWORKs Counselor

#### Classified Positions

.75 FTE – CalWORKs Counselor Assistant

### **Location:**

Career and Transfer Center

### **Services:**

Coordination and Advocacy with the Department of Social Services

Assistance with County reimbursement for books and supplies

Referrals to personal counseling, EOP/S Care, DSPS and other partners

CalWORKs Work-Study employment program

Job Development

Emergency Transportation

Interim childcare funding

Tutorial Services

<b>Program Components:</b>	2007-2008	2008-2009	2009-2010
<b>Number of Students Services:</b>	<b>74</b>	<b>101</b>	<b>124</b>
<b>Budget:</b>	<b>281,342</b>	<b>266,033</b>	<b>263,277</b>

1. What is the program's connection/dialogue to other programs?

CalWORKs works in collaboration with other support services at the colleges, such as EOPs/CARE, DSPS and Financial Aid in providing a comprehensive and seamless services for students.

2. Identify and describe the status of your Student Learning Outcomes. Include an analysis of your assessed SLO's.

**Attach Elumen Matrix of SLO's in Appendix.**

The CalWORKs program has identified three program SLOs and has assessed two student learning outcomes. These SLOs evaluate how well students will independently navigate their CalWORKs County responsibilities and the degree to which students are able to identify their educational goals. Preliminary evaluations have established a baseline for how effectively the CalWORKs program is working with students in communicating their responsibilities for the program and how well students are able to identify their educational goals and follow their educational plan.

3. Provide a summary of current and future programmatic challenges.

Currently the CalWORKs program does not have a dedicated orientation that enables students to receive necessary County and College information. An event such as this would provide new and returning CalWORKs students an opportunity to also build community and strengthen relationships among CalWORKs students.

On our CalWORKs survey's students indicated that they were not always clear about the CalWORKs work study program and requirements and regulations. A work study orientation and meeting with the Coordinator each semester to monitor progress will help support students in their work study assignments and to provide clear information.

Mandatory Counseling appointments will provide stronger support for student's academic success. Early intervention enables the student to make changes and receive additional help with a classroom or county or personal problem. It also enables the Coordinator and Counselor to advocate and understand the unique needs of each student.

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## **Section 2 is due by February 26, 2010**

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### **Point of Service Surveys:**

Number of surveys gathered:

29

Date range of surveys:

9/16/09 – 5/12/10

**Attach copy of survey in Appendix.**

### **Program Strengths Identified (utilizing survey data):**

1. The CalWORKs program is very helpful to all the students needs.
2. The CalWORKs program answered questions of the students adequately and completely.
3. The CalWORKs program's environment is welcoming and "user" friendly.
4. The CalWORKs work study program helps students in meeting their core hours required by the welfare to work plan.
5. The CalWORKs program provides book and supply workshops to help students fill out and complete county forms.
6. CalWORKs students are satisfied with overall quality of services they receive from the CalWORKs program.

### **Areas of Improvement Identified (utilizing survey data):**

1. Provide CalWORKs, new and continuing, students with an orientation of current county and educational information at the start of each semester.
2. Increase access to academic advising to meet the specific needs of the CalWORKs student.
3. Enhance the CalWORKs website to provide current information and forms needed by the CalWORKs students.
4. Provide information on the guidelines and requirement of the CalWORK work study program in the orientation and during individual advising appointments
5. Increase the CalWORKs communication network through emails, website and quarterly newsletter.
6. Collaborate with workforce development, work based learning and career center in providing CalWORKs students with added workforce preparation information.



**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

CalWORKs Mandatory Appointment each semester for all CalWORKs participants.

**II. Plan to Accomplish the Objective/Goal:**

**Plan:** Each semester, CalWORKs students will have one mandatory meeting with the Coordinator/Counselor to review their Student Educational Plan and current academic status. The meeting will provide a review of the student's academic progress and provide referral information on intervention activities that can support student success.

Activity		Timeline	Responsibility
a.	Inform the CalWORKs students of the mandatory meeting during the orientation, or through communication via mail, phone or email.	Beginning of the semester and throughout the semester	Coordinator/Counselor Counselor Assistant II
b.	Meet with the CalWORKs student for an hour appointment to go over the Student Educational Plan, make changes and project timelines in completing the student's educational goals. Provide referrals for academic resources that provide academic interventions for student success in a timely manner.	Within the timeline of each semester.	Coordinator/Counselor
c.	Compile data from student appointments. Create a tracking system that compiles all the information that measures the effectiveness of the mandatory meeting.	At the completion of each semester and/or a yearly summary.	Counselor Assistant II

**III. How Will You Measure the Effectiveness of This Objective/Goal?**

Compile data of student appointments, using SARS grid and track each student for completion of the mandatory appointment. Use banner to track each student for current GPA and completion of classes each semester. Compile information on a grid to map all CalWORKs students' academic progress and completion of appointments each semester to analyze the effectiveness of the mandatory meeting.

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**IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?**

This provides services to students in a learning environment that will promote student success. Institutional strategic goal No. 1
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**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Coordinator	1.0 FTE
	Counselor	.25 FTE
	Counselor Assistant II	.75 FTE
<b>Supplies</b>	Computer programs to track data	
<b>Facilities</b>	Office	
<b>Other</b>		



**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

CalWORKs Orientation for new and continuing students.

**II. Plan to Accomplish the Objective/Goal:**

**Plan:** CalWORKs Orientation of new and continuing students at the beginning of each semester to familiarize students with program components, services, county requirements and changes that could effect the students participation in the CalWORKs program.

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Activity		Timeline	Responsibility
a.	Mandatory Orientation participation by CalWORKs students prior to each semester to facilitate their preparation for classes, including processes to obtain books, supplies and childcare referral forms.	One or two weeks before the semester begins.	Coordinator/Counselor Counselor Assistant II
b.	Provide information on program services, work study guidelines, current changes for the coming semester and support for student success. Outline all forms needed for verification, attendance and childcare requests.	Two hour format.	Coordinator/Counselor Counselor Assistant II
c.	Provide expert speakers on current academic information and specific topics that would be useful to CalWORKs students, including housing, study skills, employment opportunities, parenting skills and others.	Within the two hour format, or continued as an added program.	Coordinator/Counselor Counselor Assistant II

**III. How Will You Measure the Effectiveness of This Objective/Goal?**

Survey the students during the meeting, asking questions as to the usefulness of the content presented in the Orientation. Specify area's that are covered in the meeting, and area's that might be addressed in the future. Compile the data from the surveys to provide information on the relevancy of the presentation, and what might be added for future Orientations that will enhance the CalWORKs student preparation for the semester.



**IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?**

This activity provides information in a learning environment that will promote student success. Institutional strategic goal no. 1.

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Coordinator	1.0 FTE
	Counselor	.25 FTE
	Counselor Assistant II	.75 FTE
<b>Supplies</b>	Paper, pens, presentation materials, use of audio/visual equipment	
<b>Facilities</b>	Room reservation for 30-70 students	
<b>Other</b>	Guest or Expert speaker	



**Student Services Program Review  
Action Plan Template  
2010-2011**

**I. Objective (Formerly Target):**

To strengthen CalWORKs Work Study program guideline and procedures

**II. Plan to Accomplish the Objective/Goal:**

**Plan:** Strengthen the CalWORKs Work Study program guidelines to include orientation of Work Study requirements, tracking student participation, providing job readiness skills information and create an exit summary and evaluation form to provide data on the student's work experience.

Activity	Timeline	Responsibility
a. Provide Work Study information during the CalWORKs Orientation each semester. Communicate and provide Work Study guidelines in the CalWORKs office.	Throughout the semester.	Coordinator/Counselor Counselor Assistant II
b. Provide specific guidelines to students about the CalWORKs Work Study program during counseling appointments. Include job readiness information, resume outline and employment information, as appropriate.	Throughout the semester	Coordinator/Counselor
c. Create new tracking procedures for student employment on and off campus. Compile information and data to track each student's employment activities and create an exit evaluation form.	Monthly and a semester summary	Counselor Assistant II

**III. How Will You Measure the Effectiveness of This Objective/Goal?**

Collection of data, by tracking the number of students in the Work Study program, both on and off campus placements. Provide follow up interviews with students about their work experience. Create an exit evaluation/summary for students completing a job or exiting the Work Study Program to seek data on the individual effectiveness of the CalWORKs Work Study program.

**IV. How Does This Goal Relate To/Support the College's Strategic Plan 2010-2015?**

This provides information in a learning environment that will promote student success and purposeful evaluation of program and services which are part of both institutional strategic plan area's 1 and 3.

**V. Estimated Resource Requirement**

*(Please indicate if resources are needed "one time" or if they are ongoing.)*

<b>Category</b>	<b>Description</b>	<b>Estimated Cost (if known)</b>
<b>Personnel</b>	Coordinator Counselor Counselor Assistant II	1.0 FTE .25 FTE .75 FTE
<b>Supplies</b>	Computer Tracking program and additional filing supplies.	
<b>Facilities</b>	Office and meeting area	
<b>Other</b>		

KIT|G:/DOCUMENT/WORD/PR/2010/ACTION PLAN TEMPLATE (9/20/10)

Instructions: Using your self study and PROGRAM DEVELOPMENT forms, please complete the spreadsheet below. Each DEVELOPMENT form corresponds to one row so that each OBJECTIVE is on one I

Institutional Strategic Goals (for exact wording please visit the next spreadsheet in this workbook)

1. Teaching and Learning
2. Institutional Advancement
3. Accountability
4. Economic Development
5. Resource Development and Allocation
6. Academic and Professional Excellence
7. Diversity and Pluralism
8. Communication and Infrastructure
9. Community Life
10. Sustainability

Please contact The Office of Institutional Research and Planning (X1027), your Dean or VP with questions or assistance completing this data base.

**DO NOT MAKE CHANGES TO THE DATA BASE FORMAT.**

**Macros must be enabled.**

Program Review Type	Discipline/Unit (ex. CHEM, Research, Library, A&R, AUTO)	Division (Instructional Program Review Only)	What do you want to accomplish? (Objective)	How do you plan to accomplish this?	What is/are your measurement criteria? (How will you measure and document effectiveness?)	Which College Strategic Goal(s) does this objective address? (all that apply 1-10)	Does this objective address an Accreditation Recommendation or Planning Agenda?	When do you plan to start?	What resources will this take? (all that apply)	What Institutional Process/Committee/Office will you need? (all that apply)	Specify if Other process	Prioritized
	CalWORKS	Student Services	Student Success for CalWORKS Students	Provide a mandatory counseling appointment for each CalWORKS student where the counselor goes over the students individual educational plan, transcripts, current GPA, intervention process when needed for tutors, advocacy, or any problem solving information to support the students academic goals.	Quantify the students academic success by compiling data that shows the individual students GPA, classes completed and persistence of semesters completed.	1 Teaching and Learning, 7 Diversity and Pluralism	Not sure	Fall 2011	Non-Financial, Ongoing	my own dicipline		High Priority

	CalWORKS	Student Services	Provide an Orientation for new and continuing CalWORKs students each semester to provide current information on County requirements and CalWORKs program requirements.	Familiarize students the CalWORKs program components, services, county requirements and changes that would effect student participation in the program. The meeting can include expert speakers, specific topics that would be useful to the CalWORKs participants.	Survey students on the usefulness of the content presented in the Orientation. Compile data from the surveys to provide information on the relevancy of the presentation and future area's of information that could be included.	1 Teaching and Learning, 3 Accountability, 7 Diversity and Pluralism	Not sure	Fall 2011	Non-Financial, Ongoing	my own dicipline	Medium Priority
	CalWORKS	Student Services	Strengthen the CalWORKs Work Study program guidelines to include an orientation of all the work study requirements.	Create an orientation for the CalWORKs Work Study student to include the academic requirements, resume strategies, job skills, and employment information and an evaluation of the students work experience.	Collect data on the number of students in the work study program. Create an exit evaluation/summary on each	tea, 1 teaching and learning,3 accountability., 1. teaching and learning, 3 accountability., n	Not sure	Fall 2011	Non-Financial, Ongoing	my own dicipline	Medium Priority