



Program Review

Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” – Academic Senate for California Community Colleges

Data Driven Decision Making

*Continual improvement
Evaluation of program resource needs
Fiscal stewardship and transparency
Culture of evidence*

Reporting Cycle

Program Review will be conducted every two years beginning Fall semester 2021.

| Reporting Cycle Activities | Timeline |
|--|--|
| Program Review forms posted on the Program Review website : | August 22, 2023 |
| Data is available on the ORPIE website: | |
| <ul style="list-style-type: none"> Instructional Program Review Dashboard | Available now |
| <ul style="list-style-type: none"> Student Services Program Review Dashboard | Coming August 28, 2023 |
| <ul style="list-style-type: none"> State comparison data may be found on Data Mart or Cal-Pass Plus | Available now |
| Program Review Office Hours and Data Support offered in a hybrid format in the Language Arts (LA) Room 115 and by zoom. | See the Program Review website schedule information. |
| Program Review draft due via Dynamic Forms. | Friday, October 6, 2023 |
| Review and Feedback Steps to Finalize Program Review: | |
| <ul style="list-style-type: none"> Step 1a: Technical Review by IEC (for all) and Academic Senate (for any that include a faculty request). See the technical review rubrics. | Friday, October 6, 2023 |
| <ul style="list-style-type: none"> Step 1b: Content Review by Deans/Director. Feedback due to author. | Friday, October 6, 2023 |
| <ul style="list-style-type: none"> Step 2: Completed Revisions submitted by author for final approvals by Deans/Manager and Vice Presidents. Final draft will address technical and content review feedback. | Friday, November 3, 2023 |
| <ul style="list-style-type: none"> Step 3: Final Program Review Approvals by Deans/ Manager, Vice Presidents, and IEC. ORPIE will post final draft to the website. | Friday, December 1, 2023 |
| <ul style="list-style-type: none"> Step 4: Funding Requests proceed through governance structure. | |
| <ul style="list-style-type: none"> Depending on the request either the Vice President or the IEC will assign the Program Review to the appropriate committee(s), including Planning Council for prioritization. | Friday, December 1, 2023 |
| <ul style="list-style-type: none"> Committees forward recommendations to the Budget Committee | Friday, December 1, 2023 |

| | |
|--|------------------------------|
| • Faculty Hiring timeline: | |
| • Academic Senate Q&A | Tuesday, November 14, 2023 |
| • Senator Ratings due | Friday, November 17, 2023 |
| • Academic Senate – Special Meeting to Review Rankings | Tuesday, November 28, 2023 |
| • Prioritized requests for faculty positions will be provided by the Academic Senate to the Executive Team | Wednesday, November 29, 2023 |
| <ul style="list-style-type: none"> President makes final faculty decisions and reports to Senate at Special Meeting. Based on approved faculty positions, faculty submit search committee membership and supplemental questions to HR and the Academic Senate. | Tuesday, December 5, 2023 |
| • Hiring committee participants appointed by the Academic Senate. | Tuesday, December 12, 2023 |
| • The Budget Committee forwards all recommended non-faculty requests to the Executive Committee | Tuesday, December 12, 2023 |
| • President announces all funded recommendations campus-wide | Monday, April 1, 2024 |

AUTHOR INFORMATION

Employee ID (E# or C#): First Name Last Name
 Wing Email Address Office Phone

Dean/Manager First Name Last Name Email
 Vice President First Name Last Name Email

Program Review - Draft

*CURRENT-Student-Services-Program-Review---CalWORKS (1).docx

Program Review - Final Submission

*REV GOALS -CURRENT-Student-Services-Program-Review.docx

This Program Review includes the following:
Pick all that apply.

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

This Program Review includes the following:
Pick all that apply.

Faculty Request

Facilities, Technology, Equipment Request

Classified Request

Faculty Requests (up to 3) One upload per request

Faculty Upload1

Faculty Upload2

Faculty Upload3

Faculty Requests (up to 3) One upload per request

Faculty Upload1

Faculty Upload2

Faculty Upload3

Facilities, Technology or Equipment Draft Requests (up to 5)

FTE Upload1

FTE Upload2

Facilities, Technology or Equipment Update Requests (up to 5)

FTE Upload1

FTE Upload2

FTE Upload3
FTE Upload4
FTE Upload5

FTE Upload3
FTE Upload4
FTE Upload5

Classified Personnel Draft Requests (up to 3)
One upload per request

Classified Upload1
Classified Upload2
Classified Upload3

Classified Personnel Updated Requests (up to 3)
One upload per request

Classified Upload1
Classified Upload2
Classified Upload3

Supporting Materials (Optional)

Upload1
Upload2
Upload3

Supporting Materials (Optional)

Upload1
Upload2
Upload3

...3233323237

Natalie Simpson

10/06/2023

Author - Draft Signature

Date

...3532383838

Natalie Simpson

11/07/2023

Author - Final Signature

Date

Dean/Manager Draft Feedback

See attached document including feedback.

FileUpload2

IEC Feedback

All requested data and information is present and well supported.

FileUpload4

Program Review Rubric Upload

Academic Senate Executive Board Feedback

FileUpload1

Program Review Rubric Upload

Dean/Manager Final Feedback

FileUpload2

...3939333837

Gisela Verduzco

11/20/2023

Dean/Manager Signature

Date

Vice President Feedback

CalWORKS is an important program and I agree with the goals outlined in the program review.

FileUpload3

...3738323936

Claudia Lee

11/22/2023

Vice President Signature

Date

Downloaded to the following Committee Teams folder on:

-- Choose --

...3236373035

Lauren Davis Losenko

12/01/2023

IEC Signature

Date

Dean/Manager -
Feedback Signature

Electronically signed by Gisela Verduzco on 10/20/2023 6:12:25 PM

Academic Senate:
Technical Review
Signature

Signature not required

Academic Senate
Signature

Signature not required

IEC: Technical Review
Signature

Electronically signed by Kristen Hill on 10/18/2023 9:47:42 AM



Program Review Request – Student Services CalWORKS

Program Review Purpose

“Program review is the process through which constituencies (not only faculty) on campus take stock of their successes and shortcomings and seek to identify ways in which they can meet their goals more effectively. It is important to note here that the task of identifying evidence-based successful practices, and sharing these practices college-wide, is far more important than the negative perspective of trying to ferret out ineffective practices” –Academic Senate for California Community Colleges, 2009

SUBMITTER INFORMATION

| | |
|--------------------------------------|-------------------------------------|
| Submitter's First Name: | Natalie |
| Submitter's Last Name: | Timpson |
| Submitter's Email: | ntimpson@gwc.cccd.edu |
| Submitter's ID: | |
| Submitter's Phone Number: | (714) 895-8992 |
| Who is your Dean/Supervisor? | Gisela Verduzco, Dean of Counseling |
| Are you the Department Chair? | No |

GENERAL PROGRAM QUESTIONS

| |
|-------------------------|
| Name of Program: |
| CalWORKs |

| |
|--|
| Please provide a brief description and any significant change in your program since the last Program Review cycle. |
| <p>The CalWORKs program serves student-parents who are receiving county, cash-aid benefits and are participating in the WTW (Welfare-to-Work) Program. CalWORKs student-parents face challenges such as basic needs, housing insecurities, domestic abuse, mental health issues, caring for children with special needs, refugee/asylum status, and balancing school, work, parenting responsibilities while meeting WTW mandates. The primary objective of our program is to support and assist CalWORKs parents as they strive for a future of self-sufficiency, for themselves and their children, through higher education and vocational training. Since the last program review, the GWC CalWORKs program has updated its website. It has made scheduling counseling appointments much easier by allowing students to schedule online appointments through E-SARs. Online services and electronic processing of forms have been permanently implemented providing more accessibility and convenience to students including distance learning students from outside counties. CalWORKs also joined with the EOPS, CARE, Guardian Scholars, NextUp department which has been a great benefit in overall team support and outreach coordination. However, the program has also lost a long-time classified, staff position. This staff employee was extremely knowledgeable in CalWORKs</p> |



Program Review Request – Student Services CalWORKS

guidelines/policies and was integral in coordinating office operations, distributing program services to students, processing ongoing, monthly, and semester county forms for all students to maintain county requirements and supportive services. Aside from the technical aspects of the position, this employee/staff has a deep understanding of the CalWORKs student population and the many challenges they face. The loss of this position is a significant impact to the program and serving our students.

What are your program's strengths?

The CalWORKs program has an extensive case management process very much aligned with Guided Pathways prioritizing long-term career and personal success through comprehensive academic planning specifically with a CalWORKs counselor; individualized guidance; identifying challenges/barriers through a monthly attendance reporting process; and coordination of support with campus, community, and county partners. The program works closely with other supportive services on campus (i.e., Student Ally Center, GWC Homess Liasion, Financial Aid, Residency Specialist) to meet students' needs. A strong partnership with the Orange County of Social Services also promotes collaboration and advocacy in resolving issues and alleviating barriers that arise for mutual students/participants.

What are the challenges for your program? (If there are regulations or requirements for your program that require additional support, please note those here)

*The CalWORKs program recently lost a valuable staff member. The office coordinator is now handling the role of this staff member which impacts delivery of services to students in a timely manner.

*CalWORKs counseling support to students outside of the regular semesters due to budget limitations and availability of contract counselor. Part-time counseling support is needed during these periods.

*Language translation assistance for non-native speakers in various languages (Vietnamese, Arabic, Farsi, etc). The program attempted to coordinate this support with the county. However, due to liability on the county end, this issue remains a challenge for students who need this assistance. As a last resort, family/friends of students provide translation assistance. However, this does not ensure that important information pertaining to student's CalWORKs case and needs are being accurately relayed.

*Persistence, retention, and completion as barriers of housing insecurity, basic needs, and mental health continue to be a challenge for many of our students.

How has your department/program utilized SAO (Student Activity Outcome) results to make changes or improvements to your services?

SAO's assessed this cycle in summary pertained to the following objectives:
"The successful student will be able to formulate, manage an educational plan for persistence toward completion; to construct and outline educational, personal goals through counselor assisted analysis; and demonstrate life-long learning strategies based on ongoing self-assessment and personal responsibility."



Program Review Request – Student Services CalWORKS

An issue identified through SAO outcomes has been that students were not scheduling mandatory, semester planning appointments in a timely manner prior to priority registration. Online scheduling was developed through the E-SARs system to enable students to schedule appointments conveniently for themselves. Another issue that was identified was that some students felt uncomfortable and embarrassed in reaching out to office staff to schedule appointments for personal issues. To alleviate students' anxieties, an appointment option of Personal Advising was also added to ESARs to help students schedule these important appointments without feeling uncomfortable. With the implementation of ESARs, the recent semester planning cycle and in general showed an increase of students scheduling their appointments online. As part of the Spring 2022 SAO Action plan, the CalWORKs website was updated to improve students' engagement and intervention. E-Sars was added to the site as well as information regarding off-campus resources for parenting students. During Fall '22, SAO was assessed through the workshop, LoveNotes, facilitated by the CalWORKs counselor and provided life-long strategies to promote health relationships. This workshop was offered using Zoom and Nearpod programs. The survey for this workshop indicated that students preferred the remote modality of the workshop vs. in-person. I believe this is due to remote offerings being more accessible to our students who have impacted schedules with school, work, and raising their family. As a result, we will continue to offer this workshop remotely via Zoom and Nearpod.

The CalWORKs program is currently reevaluating SAO goals to also include case management efforts.

How does your department/program support the goals of diversity, equity, inclusion, and accessibility?

The CalWORKs program supports the goal of diversity, equity, inclusion, and accessibility by attending professional development trainings that include on-campus Ally training such as Autism and Safe Zone. The CalWORKs office attended the SPARC-ing Equity for CalWORKs Parent Students webinar and the Title IX AB 809 training hosted by the California Women's Law Center and Western Center on Law and Poverty. The CalWORKs counselor has attended webinars on Racelighting and Increasing the Enrollment and Success of Men of Color in Community College hosted by San Diego State University. In addition to attending the webinar, the CalWORKs counselor has completed Canvas training at GWC, sits as member of the Distance Education Advisory Committee, and is knowledgeable on ADA compliance standards. The CalWORKs Coordinator has also attended SPARC-ing Equity for CalWORKs Parent Students, trauma, QPR trainings and regularly attends the quarterly Partnership Meetings with the County of Social Services, Region 8 and Chancellor's Office to stay up to date on regulations and procedures impacting services to students.

How does your department/program collaborate with other areas on campus to advance student success?

The CalWORKs program collaborates with other areas on campus constantly to assist students in their college success. The CalWORKs student population is unique as they have to navigate the county and educational systems, which can be overwhelming for student-parents. The CalWORKs program adopts a case management approach to assist students with navigating the county and on-campus services.



Program Review Request – Student Services CalWORKS

The CalWORKs program has collaborated with BAT, the Homeless liaison, the Basic Needs office, Admissions and Records, the Residency Specialist, the Financial Aid Office, EOPs/CARE, the Student Health Center, the Distance Education Office, the Non-Credit Office, and the Academic Success Center to assist CalWORKs students in their college success.

How does your department/program utilize technology to support student success?

The CalWORKs program offers counseling appointments through various modalities, including on-campus, zoom, and by phone. CalWORKs students can schedule counseling appointments through E-SARs by visiting the CalWORKs website or calling the office to schedule a counseling appointment. The electronic process for monthly attendance reporting and onboarding, intake forms using Adobe Sign and NextGen continues to be easier, convenient which saves time and alleviates the stress load for students. Email, LiveChat, and Ring Central continue to be key forms of communication with our students. However, due to limited staffing, immediate responses to students is often a challenge depending on staff assisting another student. The CalWORKs office also recently joined with EOPs/CARE/NextUp/Guardian Scholars and will be entering a module on CalWORKs on the EOPs Canvas shell as well as moving toward implementing a case management program, CLOCKWORK, which will streamline all current modalities used into one universal platform. Implementation of this new program would increase overall efficiency and effectiveness in providing supportive services to our students.

KEY PERFORMANCE INDICATORS

| | |
|--|----|
| Unduplicated headcount: | 66 |
| Duplicated headcount (served): | 88 |
| Number of students eligible for services: | 66 |
| Number of new students served: | 48 |
| Number of returning students served: | 18 |

Program Questions

| | |
|---|--|
| Number of applications received by the program: | 72(includes 48 intakes, 24 in-process) |
| How many applications resulted in successful admission of students into the program? | 48 |
| How many applications resulted in students not being admitted? | 24 |
| How many students qualified for CARE, NextUP, Guardian Scholars? | 19 |



Program Review Request – Student Services CalWORKS

| | |
|--|---|
| Number of students who were approved for admission into the program, but did not complete an Orientation: | 0 (all CalWORKS students are required to complete an intake orientation to be enrolled in the program for services) |
| Number of students pending FAFSA, transcripts, Agency certification for CARE: | Nonapplicable |
| Number of student inquiries regarding program eligibility and status of student inquiries: receiving CW/TANF aid, receiving some form of aid (General Relief, Unemployment, SSI, CalFresh, Medical/Medicare), no aid but likely eligible, ineligible: | Not applicable as the data is not able to be collected. |

| Demographics (CO #'s to be provided to Institutional Research for demographic breakdown): |
|--|
| <p>Race/Ethnicity:</p> <p>Asian (9)</p> <p>Black/African American (4)</p> <p>Hispanic/Latinx (40)</p> <p>Two or more races (2)</p> <p>Unknown (2)</p> <p>(continued - Race/Ethnicity)</p> <p>White (32)</p> <p>Gender:</p> <p>Female (75)</p> <p>Male (13)</p> <p>Unknown (1)</p> <p>Age Group:</p> <p>18-19 (2)</p> <p>20-24 (12)</p> <p>25-29 (30)</p> <p>30-34 (23)</p> <p>35-39 (15)</p> <p>Student Type:</p> <p>Continuing (71)</p> <p>First Time at GWC, attended other college (4)</p> <p>First Time College Student (8)</p> <p>Returning (6)</p> |



Program Review Request – Student Services CalWORKS

Outside of hiring new faculty or staff, please discuss the data trends above, and your plans for serving more students.

The above data trends confirm diversity in race/ethnicity predominantly Hispanic/Latinx among our students with majority of students being mothers. Still, there seems to be an increase in male students indicating single fathers and dual family cases participating in our program. Continuing students are at 71 which seems to indicate higher retention although returning students from the last program review cycle is less at 18 students according to program data. Retention and persistence are ongoing challenges for this student population due to barriers of housing, mental health, and basic security. Plans to serve more CalWORKS students are on the most part correlated to county referrals (Social Services Agency) influenced by guidelines and policies that continue to change. The CalWORKS coordinator and counselor will continue to maintain close communication with county partners and liaisons, attend quarterly county meetings, and coordinate another outreach event to ensure a strong partnership to support mutual students/participants.

Data for Staffing Needs

| | |
|--|--|
| Number of counseling appointments: | 302 |
| Number of case management appointments: | 179 |
| Number of contacts by modality (front counter assistance, chat, email): | 391 phone calls (does not include office assistant so this # is higher). Email notifications were sent monthly to all students through newsletters and attendance reports (Estimate: non-duplicated students $88 * 2 * 12 = 2112$). Email reminders for semester planning (88 students * 3 semesters = 264 emails (estimate). These numbers do not include individual emails pertaining to case management, ancillary request assistance for each staff which hasn't been specifically tracked. Live Chat and Signal Vine were also used but unable to track exact numbers. |
| Number of students who attended workshops: | 20 |

Describe any trends related to Enrollment, Retention and Success for this past cycle.

CalWORKS students are on the most part referred by the county (Social Services Agency). Self-referred students are minimal, as most of these students are either exempt and not opting to participate in the Welfare-To-Work program, or already meeting county required hours through employment and attending courses on their own time. Majority of referrals are from the Orange



Program Review Request – Student Services CalWORKS

County of Social Services. However, with the increase of online course offerings, we have slowly seen an increase in students from outside counties such as Los Angeles and Tulare. Though state and federal policies may be consistent, the procedures and guidelines tend to vary by county which can complicate the coordination process for support services for mutual students/participants requiring more case management and advocacy. There has also been a gradual increase in referrals with the passing of legislative bill SB1232 which allows more flexibility and accessibility of education for CalWORKs students. Retention has continued to be a challenge and there has been an increase in housing insecurity with limited housing inventory and most support resources being exhausted with a long waitlist. Despite these challenges, cumulative GPA's have increased from the last program review cycle which is a testament to the resilience of this student population. I also believe the return to in-person learning and services have boosted students' success and motivation.

PROGRAM-SPECIFIC QUESTIONS:

CalWORKS

What challenges prevented onboarding?

The return to in-person modality after the Covid pandemic has been extremely positive and necessary for students. However, a portion of students seemed to be overwhelmed with navigating through the enrollment and registration process coming back. There was an increased need for direct assistance with application/registration, log-in issues to student accounts and canvas, and technical issues that became frustrating to students. In addition to housing and basic insecurity issues, mental and physical health issues impacted students from completing the full process of onboarding both on the campus and county end for CalWORKs. For some students, it became too overwhelming to pursue education at the given time. CalWORKs students are also parents who have the responsibility to care for their children and families with minimal to no support. If an urgency arose in their family situation, understandably school could no longer be the priority which often led to students having to drop enrollment before the semester started.

What are the current levels of direct services provided to students by program? What are the services requested that the program is not able to provide?

The CalWORKs program provides academic counseling with a counselor who has extensive experience supporting this student population and is well versed in CalWORKs guidelines and policies, group counseling through Love Notes workshops, in-depth case management to identify and assist with barriers hindering academic success, work-study program providing job opportunities for students to build work experience while working on-campus, support grants, gas cards, school supplies, processing of county ancillary requests for financial assistance to purchase required course books and materials, processing of monthly county attendance reports to maintain compliance with hourly/weekly requirement for county supportive services, and advocacy as issues may arise with student's county case impacting school and personal livelihood (cash-aid, child care, and family stabilization). Housing and Child Care services are often requested and cannot be directly provided by



Program Review Request – Student Services CalWORKS

our program. These services are by referral to county, community resources. Child care services must also be coordinated with the county for payment assistance and the child care provider of choice by student.

How does the program work with other off-campus partners and resources to address the needs of students?

The CalWORKs program works closely with the county partner to address student needs. Each county office provides the CalWORKs program at the community college with the contact information of county case manager liaisons. The GWC CalWORKs programs work with the liaisons on challenging case management cases. In addition, the GWC CalWORKs program is connected to community resources in the area, including Project Self-Sufficiency, Soroptimist International, Melinda Hoag Smith Center for Healthy Families, and Share Our Selves (SOS).

What challenges arise for students that affect their ability to return?

Several challenges affect CalWORKs students in their ability to return. Some challenges include the cost of living in Orange County, housing insecurity, food insecurity, and the lack of childcare agencies that take county assistance. In some cases, GWC does not offer the academic programs CalWORKs students are looking for, or the course offering is limited. Technology issues are a challenge for some students specifically log-in issues or running into difficulty with certain programs being used in their courses. Log-in issues are usually resolved quickly. However, if the issue is more complicated and requires more expertise beyond what can be provided by staff or their instructors, students are referred to IT for support. Since IT Technology Support often gets inundated, there is understandably a delay in students receiving assistance which unfortunately becomes frustrating and discouraging to students. At times, some students have decided to give up and drop enrollment.

How do we increase student compliance with their mutual responsibility contracts to remain eligible for program services?

For CalWORKs participants, compliance means meeting required county hours. For the most part, CalWORKs students who are required to meet hours complete them through education. Since SB1232, the county regulation on study hours and non-credit courses has been more flexible. The results of this bill has made it possible for most CalWORKs students not to have to be enrolled full-time and maintain part-time education for a more balanced schedule. As long as CalWORKs students do not drop from a certain amount of courses needed to meet hours, the CalWORKs student will be in compliance. If a student is considering dropping out of courses, the student is encouraged to meet with the CalWORKs counselor to discuss this and educate the student on the county's good cause or exemption policy. If the student drops without notifying the CalWORKs office, the CalWORKs office will follow up on the student.

GOALS AND REQUESTS FOR FUNDING



Program Review Request – Student Services CalWORKS

Requests – If you are requesting any of the following, they **MUST** be addressed within your Department goals. These forms must be submitted separately from the Program Review.

- Faculty
- Equipment, Facilities, Technology
- Support Staff

GWC Strategic Plan Goals Legend

1. **Enrollment:** GWC will increase credit and noncredit enrollment while providing efficient academic programs and student services.
2. **Equity and Success:** GWC will support, enhance, and develop equity-minded services and academic programs that lead to student success.
3. **Completion:** GWC will ensure students' timely completion of degrees and certificates by providing high quality academic programs and student services.
4. **Workforce Preparation:** GWC will support student success by developing and offering academic programs and student services that maximize career opportunities.
5. **Facilities:** GWC will provide flexible, accessible, and sustainable learning environments that support the success of students, faculty, staff, and communities.
6. **Professional Development:** GWC will support the success of all employees by providing professional development opportunities that focus on the achievement of the College Goals.
7. **Communication:** GWC will effectively communicate and collaborate within the College and its communities.

GOALS FROM PREVIOUS PROGRAM REVIEW CYCLE

Please refer to your previous Program Review cycle and summarize all outcomes for each goal.

| Summary and Outcomes of Previous Goals (from the last Program Review) including resource requests and if they were funded or not. |
|---|
| Goal 1: Increase collaboration to address barriers of homelessness and mental health issues. Returning from the Covid pandemic shutdown, there has been an increase in homelessness and housing issues for our students as temporary relief bills implemented during the pandemic expired. Mental health issues seemed to peak due to the aftermath of the pandemic and basic insecurity. Collaboration and coordination of these resources with the campus homeless liaison, health center, and county case workers increased as well as referrals to community organizations such as S.O.S (Share Our Selves), OC Rental Assistance. Direct coordination efforts with county case workers increased to assist students in completing necessary steps and paperwork to receive assistance. Increasing coordination of resources is still a work in progress as housing inventory and availability remains limited. A tracking component was added to the semester Active Student List and Contact |



Program Review Request – Student Services CalWORKS

Notes Sheets with MIS Basic Needs codes to track these specific referrals along with food, mental health, and technology needs.

Goal 2: Increase course success rate and reduce achievement gaps.

Despite, the barriers students continued to face, course success rates and academic achievement have increased from the previous cycle as follows:

Average GPA of all students including non-credit students: 2.10 (evaluation cycle) VS. 1.95 (last program review cycle)

Average GPA of students in credit courses: 2.71(evaluation cycle) VS. 2.21 (last program review cycle)

Mid-semester check-in appointments were offered with the CalWORKs counselor and a Student Academic Progress form was completed during the appointment to identify challenges and additional resources needed. Mental health issues along with basic insecurity needs were mostly identified which lead to coordination of support with the homeless liaison, health center (BAT Team), and county case managers. Unfortunately, mental health services were at full capacity everywhere with long wait lists to schedule appointments with a therapist which was very difficult for many of our students.

Goal 3: Increase CalWORKs participant referrals and identify more self-exempt participants enrolled at the college.

Updates on new course offerings and program developments especially Adult Education, CTE, and Non-Credit courses were provided to the county through email communication and quarterly partnership meetings to encourage case manager referrals to our campus. Coordination of an in-person presentation was attempted however, the county was not ready to participate in an in-person event at the time due to lingering concern over Covid. Quarterly partnership meetings have continued to be held via an online platform. Students who indicated CalWORKs on their MAP (My Academic Plans) were contacted as prospective students. However, most students did not meet CalWORKs specific eligibility. Students identified on the DPSS data match were also contacted but it was found that most of the data included students who were previously served and no longer enrolled at the college. An orientation for teen parents was coordinated with both the Outreach and CARE coordinators.

Resource Requests:

Portable Laptop (funded for campus staff)

New Printer/Scanner (was not purchased due to limited funds)

Outreach Materials (was not purchased due to limited funds)



Program Review Request – Student Services

CalWORKS

GOALS FOR CURRENT PROGRAM REVIEW CYCLE

Current goals should be connected to GWC's Strategic Plan Goals.

GOAL 1 (Required)

Description of goal:

Goal 1: Streamline program processes and communication to provide services to students more efficiently.

The CalWORKs program has functioned without a database program for a long time. Currently, all case management records and files are tracked and maintained through separate applications such as Excel, Adobe, Word, and Next Gen Dynamic Forms. Student Appointments are tracked through SARs Scheduling Systems. Various platforms, LiveChat, Email, Ring Central, Signal Vine are also being used to communicate with students which can often be difficult to manage all at once especially with the return to in-person modality. Our office also generates and processes a great deal of county forms monthly and throughout the semester to establish mutual support for CalWORKs students. Forms include monthly attendance reports for required activity hours that students must meet for the county, WTW (Welfare-To-Work) forms for onboarding students, and Ancillary Request forms for county to assist students with necessary course books and materials.

What actions will be taken to accomplish the goal?

CalWORKs program is working with EOPS/CARE/Guardian Scholars/NextUp programs to implement CLOCKWORK, a comprehensive case management database. Discussions and meetings for the first phase have already begun and will continue to move forward with District IT and CLOCKWORK representatives.

Further actions include:

Develop and design implementation plan with department team, District IT, and CLOCKWORK team.

Identify areas of customization specific to each program needs.

Identify forms, documents, files, data to be transferred to CLOCKWORK

Convert forms and data as necessary to format with CLOCKWORK

Migration of identified forms, document, files, and data.

Pre-launch testing to identify any issues or changes needed.

Training for staff and counselors to use new database.

Complete implementation for official launch.



Program Review Request – Student Services CalWORKS

What metric will you use to measure your goal?

Track and compare efficiency of processes, tracking, and data collection prior to and after the implementation of CLOCKWORK.

Which of the College's missions and goals does this goal support? (check all that apply)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

GOAL 2 (Required)

Description of goal:

Goal 2: Coordinate with the campus Transfer Center to promote transfer awareness and opportunities for CalWORKs students.

Although graduation and completion are amazing accomplishments for CalWORKs student-parents, many students find the application process and transition to a 4-Year university very daunting and overwhelming. Additional support is needed to connect these students with transfer assistance and information to ensure a smooth, successful transition.

What actions will be taken to accomplish the goal?

Coordinate with the transfer staff on upcoming transfer events, applications workshops, and university tours.

Increase promotion of transfer events and workshops to students through notifications via email, group texts, and newsletters.

Identify students on track for completion in advance to schedule an academic counseling appointment with the CalWORKs counselor and provide direct referral to the Transfer Center.

What metric will you use to measure your goal?

Track how many CalWORKs students attended these events, workshops and transferred with ADT.

Which of the College's missions and goals does this goal support? (check all that apply)

- Enrollment
- Equity and Success
- Completion
- Workforce Preparation



Program Review Request – Student Services

CalWORKS

Facilities

Professional Development

Communication

GOAL 3 (Required)

Description of goal:

Goal 3: Increase CalWORKs participant referrals from the County of Social Services through outreach and promotion of career education/training programs offered at GWC.

We have seen an increase in programs offered through the credit and noncredit side, as well as courses offered with different start dates. For example, the GWC Adult Education/Noncredit Department has increased its career preparation courses with the Senior Healthcare Technician, Security Guard, Computer Business Applications, and GED preparation programs. Through programs like these, we can assist CalWORKs participants in developing the skills and maximizing their career/job opportunities to reenter the workforce or transition into the credit side. The CalWORKs program can also promote the different enrollment cycles to increase the number of county referrals we receive throughout the semester.

What actions will be taken to accomplish the goal?

The CalWORKs Office action plan includes the following:

Increasing outreach efforts by providing our county partners with program brochures or flyers. A new brochure will need to be created and more outreach materials will need to be purchased.

Distribute information of career education/training programs and courses to County of Social Services (staff and case managers).

Creating a get-to-know GWC orientation for case managers (host a campus event serving food, refreshments and include a tour of the campus)

Inviting our county partners to campus community events.

What metric will you use to measure your goal?

The metric the CalWORKs Office will use to measure our goal is the number of new county referrals received.

Which of the College's missions and goals does this goal support? (check all that apply)

Enrollment

Equity and Success



Program Review Request – Student Services

CalWORKS

- Completion
- Workforce Preparation
- Facilities
- Professional Development
- Communication

OTHER INFORMATION

What additional information would you like to share about your program?

Due to the recent loss of a classified position, the CalWORKs program is in great need of additional support staff (a professional expert, hourly staff) to continue providing the same quality of services and individualized support to this student population. A part-time counselor is also needed to provide advising to students during periods when the CalWORKs counselor is unavailable. As coordinating translation assistance is an ongoing challenge and barrier for ELL/ESL students, a reliable application/program for translation would also be very helpful to have.

Submitter's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Supervisor's Review

As the supervisor of this program, I have reviewed this request.

- No concerns
- I have concerns

Comments: Click or tap here to enter text.

Supervisor's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.

Vice President's Signature: Click or tap here to enter text.

Date: Click or tap to enter a date.