

PORTERVILLE COLLEGE

PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAM

Name of Program/Operational Area: California Work Opportunity and Responsibility to Kids (CalWORKs)/Student Services

Contact Person: Diane Thompson

Submission Date: Fall 2017

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide development education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants and scholarships.

Program Mission Statement:

The mission of the CalWORKs program is to assist students and their families challenged with social and economic barriers to achieve self-sufficiency through higher education and training; offering career opportunities through collaboration and advocacy with our college and community partners and encouraging the enrollment, retention and transfer of our students to expand their human potential and enrich the quality of their lives.

(Note that this program mission statement is linked to the Office of Student Services Vision, Mission, and Values Statement; therefore, CalWORKs supports the same vision, mission and values as the whole division.)

Prior Service Area Outcomes:

Students who attend the CalWORKs orientation will be able to identify program purpose and services provided, identify individual responsibility and comply with program requirements: time cards, referrals, attendance forms, travel log and self-evaluations.

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After participating in the CalWORKs program, students will demonstrate their level of satisfaction with the program services that were provided by completing a Satisfaction survey.

After attending the initial counseling appointment and completing an Educational Study Plan, students will be able to communicate their short-term and long-term educational goals.

New students who attend the CalWORKs Work-study Orientation will be able to demonstrate knowledge regarding the program’s purpose and services provided, identify their individual responsibilities and be able to comply with program requirements: time cards, referrals and self-evaluations.

New Service Satisfaction Survey

SAO 1 / CalWORKs Support Services Will Meet Participants’ Needs

CalWORKs will assess if students needs are being met through CalWORKs support services by administering a Student Satisfaction Survey. Students complete and submit the Student Satisfaction Survey at their final semester Counseling contact. The Student Satisfaction Survey has been administered to students for many years. Recently, during the EOPS/CARE/CalWORKs Counselors SAO meeting it was decided to modify the survey and implement this SAO on a two year cycle, the next academic year this SAO will be implemented is Fall 2018. The decision to modify was made in order to differentiate which program each student is receiving services from and measure on a rubric scale students’ level of satisfaction with the services offered. Many students receive services from EOPS/CARE and CalWORKs, while others only receive services from CalWORKs. The current Student Satisfaction Survey did not allow staff to distinguish from programs, for this reason, the survey will be modified. After discussion, Counselors believe it will be beneficial to gather more succinct survey results to ensure we are continuing to provide quality services that meet students’ needs and to give students the opportunity to provide feedback on their level of satisfaction with the services received from the program.

CalWORKs Yearly SAO Cycle	
<u>SAO#1</u> Fall 2016 Fall 2018 Fall 2020	Student Satisfaction Survey (Rubric Scale)

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Analysis of Current Performance:

The following services are provided to CalWORKs students enrolled in the program:

Assessment: Students complete an assessment form from which barriers are identified that would prevent them from being successful towards their educational goals. Once barriers are identified (if any) students are connected with resources that can assist them in overcoming these barriers. If the resources they need are not available on campus, we refer them to resources off campus. CalWORKs is a partner in the America's Job Center of California; which is a group of non-profit, community and government organizations that offer a wide range of services to people in the community. These services are usually free of charge.

Work-study placement: Students are placed into departments on and off campus and provided them with part-time employment while they are attending Porterville College. The CalWORKs program will cover a maximum of 75% of the student's wages while the department in which the student is working covers at least 25%. This opportunity provides the student with valuable work experience and assists them financially.

Counseling Services: Students meet with CalWORKs counselors for a number of services including but is not limited to developing SEPs, career exploration, information regarding degrees and certificates, transfer process, work study, personal and academic counseling and referrals to outside agencies.

Workshops: Students are offered the opportunity to attend workshops which provide valuable information that can be utilized to aid in their personal and career development, such as major exploration, money management, financial literacy, stress management, healthy living, family crisis, etc.

Advocacy: When there is a conflict with a CalWORKs student and the Tulare Works HHSA the staff advocates for the student and tries to develop a workable resolution for the student. The staff researches decisions made by Tulare Works to ensure that the decisions made are within the program regulations. Contingent on funding, the staff attends CalWORKs conferences to keep updated on changing rules and regulations.

It is an ongoing effort to improve services to students; the program staff continues to familiarize themselves with as many resources on and off campus. This allows the staff to better serve students in a wider variety of appropriate and effective services. The services mention above are some the basic services that the CalWORKs program offers to students in an effort to assist in their educational and career goals.

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Program Strengths and Areas for Improvement:

Strengths

The CalWORKs program's strengths include offering students quality student support services and a supportive learning environment, while developing community partnerships for the benefit of students and promoting positive campus working relationships.

The program educates the staff on resources and customer service so they are better prepared to provide quality services to students. Students' needs are assessed and barriers are addressed to assist them in creating a supportive learning environment. The staff is involved and has created partnerships with numerous community organizations to benefit students in the form of work study. The staff's involvement in campus activities assist to promote positive working relationships with other departments on campus.

The CalWORKs program Work-Study service covers a maximum of 75% of the student's wages while the department in which the student is working, covers at least 25%.

Students Served:

2014 – 2015	197 students served
2015 – 2016	211 students served
2016 – 2017	197 students served

KCCD Institutional Research and Reporting chart

2017-18 Student Services Trend Data-CalWORKs

Enrollments – Productivity - Outcomes	2014-15	2015-16	2016-17
Retention Rate ⁵	89%	90%	91%
Success Rate ⁵	73%	74%	74%

Retention rate numerator: Number of course enrollments retained through the semester (grade = A,B,C,P,D,F,NP,I).

Success rate numerator: Number of course enrollments with a successful passing grade (A,B,C,P).

Awards ⁶	2014-15			2015-16			2016-17		
	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert	AA-T/AS-T	AA/AS	Cert
*Vocational Nursing (PC)									
Total Awards by Type	4	32	13	5	26	17	3	32	13
Percentage Awards by Type	8%	65%	27%	10%	54%	35%	6%	67%	27%
Total Awards	49			48			48		

Awards: Includes awards for students receiving CalWORKs within 6 years of earning an award. An '*' indicates that the program major does not exist in 2016-17 college catalog.

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Areas of Improvement

One of the areas the program strives to improve is developing a strong rapport with our county partners by encouraging open and consistent communication and collaboration in our efforts to provide top-quality services to students. Currently, our county partners participate in our program advisory committee meeting once a semester. In addition, CalWORKs staff meets with county staff twice a semester to discuss changes or updates to the program and receive feedback from the county. Our county partners also participate in CalWORKs End of the Year Student Recognition ceremony where students are recognized for their accomplishments.

Another area that needs strengthening is the policies and procedures manual. The director will work with staff to ensure the manual becomes a working document that is regularly updated with new and revised policies and procedures.

Furthermore, an additional Department Assistant II is needed to assist with the Workforce Innovation and Opportunity Act of 2014 (WIOA). The WIOA grant was signed into law to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. The One-Stop System is a major step in promoting economic development in Tulare County. The current MOU term is September 1, 2017 to June 30, 2020.

Some students enrolled in the Registered Nurse and Psychiatric Technician Programs WIOA referrals. With increased funding from the Porterville Developmental Center, Porterville College has been afforded the opportunity to double the number of students accepted into the Psychiatric Technician Program (2 cohorts of 30 students).

As the number of students increase, the classified workload also increases. Students who are part of the WIOA Program are reimbursed books, uniforms, supplies, fingerprinting, background and various other expenses. Additionally, Porterville College is billing WIOA for administrative fees each semester. Currently, the tasks are completed by a Department Assistant who also oversees the CalWORKs Program.

Hiring a Department Assistant II would free the CalWORKs Program staff from those duties and allow the new employee to focus solely WIOA assignments. Some of those tasks include order, receive and process textbooks, materials and supplies for students and staff; process refunds; process billing for outside agencies; balance and provide related sales reports. Perform a variety of work involved in student and employee assistance, preparation of invoices, preparation of payroll, inventory, and time cards to be accomplished within the job description.

Finally, we continue to strive to offer students "One stop" services by collaborating with other PC departments, community partners, as opposed to working as individual silos the goal is to increase the number of students who complete their educational goals (certificate/degree/transfer) and receive career training.

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Goals: (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Implement Student Satisfaction Exit Survey to measure CalWORKs Support Services are meeting participants' needs	Fall 2018	None	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress of Goal:

_____ Completed (Date _____)

_____ Revised (Date _____)

Comments:

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Update the policies and procedures manual on a regular basis.	Current program review cycle	None	Staff time

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Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)

Item 1 _____ Item 2 X Item 3 X Item 4 _____ Item 5 _____ Item 6 _____

Progress of Goal:

_____ Completed (Date _____)

_____ Revised (Date _____)

STAFFING REQUEST

Staff Resources:

<u>Current Staffing Levels</u>		<u>Part time Staff (FTE)</u>	
Full time Staff (FTE)			
Temporary	2 Counselors (one serves .5 as Coordinator)	Faculty	2 Counselors
Classified	1 Department Assistant III 2 Program Tech (works for DRC and EOPS)	Classified	
Management	1 Director		

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Request for New/Replacement Staff

Use one line for each position requested. Justify each position in the space below.

	<u>Title of Position</u>	<u>Classification</u> (Faculty, Classified, or Management)	<u>New or Replacement</u>
Position 1	Department Assistant II	Classified	New
Position 2			
Position 3			

Justification: (Address each position requested)

WIOA Department Assistant II– Hiring a Department Assistant II would free the CalWORKs Program staff from those duties and allow the new employee to focus solely WIOA assignments. Some of those tasks include order, receive and process textbooks, materials and supplies for students and staff; process refunds; process billing for outside agencies; balance and provide related sales reports. Perform a variety of work involved in student and employee assistance, preparation of invoices, preparation of payroll, inventory, and time cards to be accomplished within the job description.

BUDGET REQUEST

	<u>Current Budget</u>	<u>Amount of Increase</u>	<u>Revised Total</u>
2000 (Student)	94,203.09	57,927.57	152,130.66
4000	800.00		
5000	5,890.00		
Other 6000	4943.16		

Justification: (include justification for each amount of increase requested.)