



# 2016-2017 CalWORKs PROGRAM REVIEW

Final-August 2017

## Section 1: Program/Department Information and Summary

1. List those who participated in the writing or reviewing of this document

Employee Name	Participated in Writing	Participated in Reviewing
Raymond Davenport	X	X
Susan Helfgott	X	X
Darcy Kipnis	X	X
Deborah Prince	X	X
LaDenta Smith	X	X
Angellee Soriano	X	X
Pam Branch		X

2. Program Mission Statement

The Merced College CalWORKs department provides high-quality supportive services that enable CalWORKs students to complete their education and successfully transition into the workforce.

3. Briefly Describe the Purpose of your Program

*(Note: Identify how your area serves the mission of the institution. Please limit to a single, brief paragraph.)*

CalWORKs (California Work Opportunity and Responsibility to Kids) is a California Community College state funded welfare-to-work program designed to support individuals on public assistance (TANF). TANF stands for Temporary Assistance for Needy Families, a cash aid program for parents who meet below poverty income guidelines and have a child at home under the age of 18. Through collaboration and advocacy with our college and community partners, we prepare a segment of California's workforce by promoting the economic self-sufficiency of CalWORKs students through the attainment of a higher education and work experience. The student's eligibility for TANF is verified at the beginning of each semester. All of the CalWORKs students are economically below the state poverty guidelines and receive some form of aid.

4. Service Area Outcomes and/or Student Learning Outcomes / Means of Assessment (synonymous with instruction “Program Learning Outcomes”)

	<b>COMPLETED AT THE BEGINNING OF THE YEAR</b>				<b>COMPLETED AT THE END OF THE YEAR</b>	
	<b>Service Area Outcomes and/or Student Learning Outcomes</b>	<b>Link to Service Goal/Campus Goal/Strategic Initiative/Student Equity Plan/Other</b>	<b>Means of Assessment (i.e. survey, focus group, research, best practices of other institutions, etc.)</b>	<b>Completion (or anticipated completion) / Assessment Data and Results</b>	<b>Analysis and Interpretation of Results (include benchmarks, what did you discover, etc.)</b>	<b>Plans for Improvement (recommendations, next steps, etc.)</b>
<b>1</b>	Half of the CalWORKs students with a GPA below a 2.3 (F16) will increase their GPA by Spring/Summer 17.	<b>Goal 1:</b> Assure student access and success. <b>Objective 1.1:</b> Provide students with support systems, programs, and development opportunities that maximize success.	Compile GPA data from Fall 16 and Spring/Summer 17.  See spreadsheet attached.	Summer/Fall 17. Of 10 students – 1 student dropped after F16. From the remaining 9 students with GPAs below a 2.3, 7 of the nine students were able to increase their GPA by the beginning of the F17 semester. 3 students decreased GPA slightly.	Benchmark met 7 of 10 improved  Many students see counselors in EOPS, it was sometimes helpful to have CW counselor meet with them too for extra support. Some students do not keep appointments and follow up by CW staff is crucial. An effort will be made to remind students of appointments.	Create timeline and strategies to incorporate special outreach activities to students with low GPAs each semester. Ensure opportunities for students to utilize student success opportunities.

2	Assess usefulness of starter supply kits to better prepare students with the items needed to be successful in college.	<p><b>Goal 1:</b> Assure student access and success.</p> <p><b>Objective 1.3:</b> Increase equitable access and success for a diverse population of learners with varied interests and goals.</p>	Survey students regarding an itemized list of college supplies; opportunity for students to describe unmet needs.	Spring 2017 Surveys completed; 46 Merced students and 8 Los Banos students completed the survey.	Data was compiled on the supplies students felt are most helpful and would like to continue to receive.	Plan to increase, decrease or add supplies that students found most useful for 2017-18 school year planning and budgeting. Plan to add question in future surveys regarding duplication of supplies from other programs.
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5. The dialogue that occurred while planning assessments, evaluating data results, and determining plans took place...

- ...with others in my program/department during (department meetings, small groups, etc.)
- ...during on-campus workshops, flex, etc.
- ...over email or some other form of electronic communication
- ...in consultation and work meetings with the Student Services Program Review Coordinator
- ...with colleagues from other campuses (not Los Banos, but other colleges)
- ...with my dean/director and/or colleagues in my division
- ...other
- ...no dialogue occurred

**Section 2: Program Summary (i.e. services offered to students)**

6. Please provide your program service level data/number of contacts from the two previous program years (2014-2015 and 2015-2016) as the basis of your analysis for this annual program review cycle.

*Note: Current year's data is no longer needed to complete program review. The analysis from this section is now the last two years of data from your program.*

Table 1: General Program Data (all students; aggregated)

Service Offered	2014-2015 Merced	2014-2015 Los Baños	2014-2015 Total	2015-2016 Merced	2015-2016 Los Baños	2015-2016 Total
<b>Academic Counseling (unduplicated)</b>	114	25	139	269	25	294
<b>Staff and Peer Mentoring Services and advocate for student resources and referrals</b>	359	32	391	289	23	312
<b>Students Time and Attendance Reports Collected</b>	359	23	391	289	23	312
<b>Student instructional supplies distributed</b>	16	5	21	289	23	312
<b>Students on campus child care</b>	12	0	12	10	0	10

<b>Students educational supplies by county</b>	359	32	391	289	23	312
<b>Students on and off campus work-study placements</b>	31	2	33	30	1	31

7. What trends, if any, did you identify from the service data for your program in Table 1?

CalWORKs student population is dependent upon referrals from Human Service County agencies, primarily Merced County. Fluctuations in student numbers referred from county will result in fluctuation in services provide to students. There was a decrease in overall County CalWORKs student referrals from 2014-15 to 2015-16. The increase in unduplicated “Academic CalWORKs counseling” may be related to a combination of a new CalWORKs counselor coming on board, as well as the efforts of our SAO focusing on student interventions for students with low GPAs. Data collection for “Student instructional supplies distributed” during 2014-15 were based on special case supply needs. Beginning 2015-16 the collection of data focused on the Student Starter Supply Kits.

Table 2: Student Equity Data (all students; disaggregated)

Choose one service offered and disaggregate the data by each of the listed targeted population

**Note: The Office of Student Equity will assist in completing this portion of your program review.**

Service Offered: <b>Program participation</b>	% in CalWORKS	% in MC population	DI
African-American	6.93	3.41	3.52
American Indian	0.99	0.42	0.57
Asian	4.62	10.12	-5.50
Hispanic	61.72	58.91	2.81
Multi-Ethnic	3.30	2.76	0.54
Pacific Islander	0.33	0.39	-0.06
White, Non-Hispanic	22.11	22.52	-0.41
Female	82.18	58.22	23.96
Male	17.82	40.85	-23.03

8. Are there any factors influencing student access to services/programs, particularly when analyzing Table 2 (i.e. do disproportionate impacts exist)? If so, how will these barriers be addressed to reduce the gap in service to the impacted student population group(s)?

Upon reviewing the data above several groups appear to fall into the disproportionately impacted category, meaning they participate in the program at rates far less than their overall rate of college

attendance. These groups were Asian students and male students. While the CalWORKs program cannot control who is eligible for the program as that is determined by the County the program realizes it plays a role in ensuring its students are aware of the benefits of participating in the CalWORKs program. More effort will be paid to ensuring male students and Asian students are aware of the services through targeted marketing and exploring the development of a male parenting club.

### Section 3: Planning Goals

Describe the service area's planning goals—short and long term—up to a 5 year period.

9. Please list the current planning goals for your program in order of priority. Please state all continuous goals from the previous years' Program Review and each new goal for the academic year.

	Planning Goal	Action Plan	Timeline	Resources	Plan Status Update
1	Identify and correct the technology problems currently being used by students to submit required forms.	Draft Student Survey to determine submission errors, accuracy of information and problems.  Meet with IT for assistance correcting submission problems identified by students.	Survey conducted February 2017; completion of project by Summer 2017		Survey sent to students via email. Results have been compiled from the 48 respondents of the survey. Most issues involve the Internet browser utilized by the student. We may need to return to the original process of attaching docs to emails for some students.
2	Increase CW work study program from 33 to 38 students.	Work with District to provide additional funding.  Request additional funding from Chancellors office	Spring 2018		Plan to work with new CalWORKs Director to implement this goal for 2017-18 and consider impact of minimum wage increase.
3	Ensure compliance of CW office procedures	Staff to review current procedures  Fall 2016 updates completed.	Spring 2017		Staff has received the most current procedures.  Office procedures is a living document to

		Procedures to be implemented Spring 2017			be reviewed annually going forward.
4	<p>Provide staff with professional development opportunities. Due to the increasing mandated regulations for CalWORKs and SSSP. Staff attend training to stay abreast to All County Letter, as well as all state mandated regulations to stay in alignment with SSSP, Student Equity, and CalWORKs.</p>	<p>Provide funding for staff to attend trainings.</p> <ul style="list-style-type: none"> <li>- CalWORKs Training Institute</li> <li>- Identify online training</li> <li>- Identify Webinars</li> </ul>	Spring 2017	Categorical funding	<p>Staff attended CW Training Institute Spring 2017.</p> <p>Fred Pryor training modules on various topics is purchased and utilized by staff.</p> <p>YouTube will be used for basic customer service and/or leadership video</p>
5	<p>Increase CalWORKs participation on the LB campus.</p> <p><u>Benchmark:</u> Meet with CalWORKs county agency supervisor to discuss program goals and identify student issues effecting student referrals.</p>	<p>Strengthen relationships with CalWORKs community partners in LB through community meetings.</p> <p>CalWORKs staff will attend Statewide CalWORKs conference.</p> <p>Referrals are needed from the community agency, increased participation is driven from</p>	Fall 2016 Spring 2017 Fall 2017	Calendared time for meetings.	<p>In December 2016, LB CW SSA met with agency supervisor and supervisor stated that she will refer as many eligible students to the program as possible.</p> <p>LB CW staff and Merced CW staff meet often to ensure program compliance, address and mediate any deficiencies, discuss strategies to increasing</p>



		qualified participants who meet eligibility requirements.			<p>enrollment and ensure all CW students are well served.</p> <p>LB Student Services Mgr. attended Statewide CW Conference in March 2017.</p> <p>LB Stu Serv Manager will meet with county agency again in Fall 2017 to share information on MC-LB programs and to ensure open communication between the campus and agency.</p>
6	<p>Implement SARS electronic tracking and monitoring for CalWORKs students on the LB campus.</p> <p><u>Benchmark:</u> SARS employed and employees trained</p>	<p>Install SARS on employee computers; Train employees on SARS use</p> <p>Communicate with Merced CalWORKs staff regarding the appropriate use of SARS.</p>	<p>Fall 2016 Spring 2017 Fall 2017</p>	<p>Time- no monetary resources needed as SARS and related training is handled in-house.</p>	<p>Meeting between MC/LB and computer services occurred in March 2017 and LB CW SARS grid was established to mirror that of the Merced College campus.</p> <p>Training dates for Student Services Assistant to travel to Merced College CW</p>

					<p>for training have been identified.</p> <p>Dates for Student Services Assistant to receive training on SARS at LB have been identified.</p>
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10. Is the program/department on target to meet its Planning Goals?  Yes  No

11. If no, explain.

12. Have there been any changes in your program over the last years which have had a significant impact on your program's goals and/or effectiveness? If so, please explain the changes that have occurred and how the changes have impacted your program.

Spring 2016 ended with the loss of three staff members from the CalWORKs staff. By the following Fall of 2016 two new staff members joined the team and by Spring 2017 the Director of the CalWORKs program was in place. The transition has been relatively smooth, providing the CalWORKs students with continual excellent service. Spring 2017 will be a time for the Director to settle in to the position and assist in creating a vision for the future.

## Section 4: Resource Allocation/Needs Assessment

13. Complete the table for each resource request. Please rank in order of priority according to your program assessment results.

Type of Resource (staffing, equipment, facilities, prof. dev, safety needs, supplies, technology, other)		Brief Description	Link to SAO/SLO/ Program Goal/ Student Equity	Link to Institutional SLO/General Education Learning Outcome	Is this resource for... <input type="checkbox"/> Safety <input type="checkbox"/> Critical <input type="checkbox"/> Compliance <input type="checkbox"/> Other	Impact to the Program/Dept and Services to Students	Estimated Cost
1	Equipment – Storage Cabinet upgrade	Due to facility loss of space need to upgrade storage cabinets to larger capacity.	SAO #2 – Student Starter Kits (safe place to store student supplies that have been identified in survey)	Goal #5 Objective 5.7	Safety	Able to store more student and program supplies safely. Student supplies and boxes are cluttered around office where students with small children congregate.	\$750.00 each  As of 8/17 not purchased
2	Equipment – Network printer	The current network printer is more than 10 years old.	Planning Goal #1 – Student form submitting process. (Students printing in office need to reboot system to print effectively) SAO #2 – Student Starter Kits (Students may have to wait for lists & documents to be printed.)	Goal #3 Objective 3.3	Other – Student Service	Service entire office for high volume usage. Older equipment results in slower service to students.	\$1609.08  As of 8/17 not purchased

3	Professional Development	Off campus conferences, trips and trainings.	Planning goal #3- CalWORKs office procedures; Goal #4 Professional Development; #5 Los Banos Training	Goal #1 Objective 1.5 Goal #2 Objective 2.1	Compliance	Provides staff, especially new staff, with the latest updates and information to more efficiently assist students.	\$7089.00  ongoing
4	Staffing – Clerk/Typist Receptionist, FT	This position has been stated in the program review resource needs section since 2011/12. The position has been vacant since early 2000. Currently the front desk is manned by Work Study students whose schedules vary.	Planning Goal #3- CalWORKs office procedures  Staff must leave their work stations and job duties to work the front desk as needed interrupting work flow.	Goal #1 Objective 1.1	Critical	Staff must leave their work station to man the front desk. Students must wait to be assisted, or they are interrupted while being served. This can be a confidentially issue when a staff member needs to stay at front window to discuss information normally reviewed privately in an office.	(as of 8/17 not filled)
5	Select Resource Type				Click to Select		
6	Select Resource Type				Click to Select		

14. Were any of the resource allocation request fulfilled in the last year?  Yes  No  N/A

If yes, explain why the item was needed, how it affected student success and how you measured student success related to the requested resource.

Last year the program was able to purchase a new copier in the Merced office. This purchase really helped with the space saving, since we lost square footage during remodeling next door to our office. We are able to serve students in a more efficient manner. Also with the remodel next door, we reworked our area to create a student work space for students to complete CalWORKs documents and registration related tasks.

Last year a few staff attended the CalWORKs state conference. Several staff members were able to attend the annual community college CalWORKs state conference Spring 2017. Since some of the staff are new to the program, the conference definitely put in perspective the program student success goals.

15. How is your program/department leveraging other resources?

The CalWORKs office works with other departments on campus to leverage services for their students. Other programs include EOPS, Financial Aid, Counseling, DSPS, A & R, Student Fees, Bookstore and Payroll (work-study). The Merced CalWORKs office partnerships with the Merced County Human Service Agency (HSA) to provide services to our college students participating in the program. Two full-time County workers are located in our College office to better serve the needs of students on campus.

## Section 5: Additional Information

16. Is there anything else you would like to be considered in the annual planning document, please describe (i.e. community needs, targeted population needs, service areas, changes in policies/procedures/regulations, etc.).

17. Please list any attachments to this Program Review below and attach the documents accordingly:

ATTACHMENT A	SAO #1 documents (included) Cum. GPA
ATTACHMENT B	SAO #2 document (included) Supply Survey
ATTACHMENT C	Dialogue Evidence (included) CW Program review Calendar
ATTACHMENT D	Goal #1 documents (included) Tech Survey results
ATTACHMENT E	

**Attachment A**

Cohort	FIRST_NAME	GPA January 2017	Cummulative GPA beginning F16
		Dropped from program during Fall 16	
CALWK	Student #1	1.54	1.57735
		Decreased GPA from F16 to S17	
CALWK	Student #2	2.17	2.18751
CALWK	Student #3	1.6	1.8948
CALWK	Student #4	2.06	2.13334
		Increased GPA from F16 to S17	
CALWK	Student #5	2.42	2
CALWK	Student #6	2.31	2.07411
CALWK	Student #7	2.86	2.19449
CALWK	Student #8	2.3	2.22684
CALWK	Student #9	2.34	2.27814
CALWK	Student #10	2.65	2.28261

## Attachment B

### Student Supply Survey Spring 2017



We would like your opinion regarding supplies.

Fall 2016 we provided CalWORKs students with a number of supplies. As we start to plan for Fall 2017 please tell us which supplies were the most helpful and that you would like to continue to receive

Fall 2016 as a student you received the following (Check all supplies that were useful)

- CalWORKs Student Program Handbook
- Student Agenda
- Pencil pouch with:
  - Index cards
  - Pen
  - Mechanical Pencil, with extra lead
  - Highlighters
  - Pen drive
  - #2 pencil
  - Mini post-it
  - Scantron holder with 882E Scantons
  - 5 subject note book

We made available to you a number of additional supplies (listed below). Please check all that you wish to continue to receive.

- |   |  |
|---|--|
| <input type="checkbox"/> Print Card<br><small>(for the following areas: Reading/Writing lab, Computer lab, Tutorial Center)</small> | <input type="checkbox"/> Study Central print card            |
| <input type="checkbox"/> Print card – Los Banos Campus only   | <input type="checkbox"/> MC Supply card: Value: \$25 or \$50 |
| <input type="checkbox"/> Large blue book  | <input type="checkbox"/> Pencil sharpener                    |
| <input type="checkbox"/> Small blue book  | <input type="checkbox"/> Earphone(earbuds)                   |
| <input type="checkbox"/> Composition notebook   | <input type="checkbox"/> Binder                              |
| <input type="checkbox"/> Whiteout   | <input type="checkbox"/> Scantron 815E (10 pack)             |
| <input type="checkbox"/> Large index card   | <input type="checkbox"/> 12 pack Color Pencils               |
|   | <input type="checkbox"/> 3 fold project boards (Merced only) |

Study guide:

- English (Grammar & Punctuation)
- Chemistry
- Anatomy
- Math Review
- Pre-Algebra
- Microbiology
- Psychology
- Statistics

Please tell us if there are any other supplies that you would find to be more helpful

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**Attachment C**

**CalWORKs Program Review Task Force Calendar 2016-2017**

<b>Date</b>	<b>Location of Meeting</b>	<b>Who is Meeting</b>	<b>What is due</b>
September 1, 2016	Lesher 309	All CW staff, during a regularly scheduled meeting	Begin discuss and Develop goals and SAOs
October 13, 2016	Lesher 309	All department staff during a regularly scheduled meeting Including Regina Coletto	Discuss plan for Program Review. Report out and get feedback on goals and SAO/SLOs
October 27, 2016	Lesher 309	All CalWORKS staff Including Regina Coletto	Report out and get feedback on goals and SAO/SLOs
November 4	No meeting	No meeting -(R.C. Approved draft at 10/27 meeting)	Draft of goals and SAO/SLOs with assessment plan to Coordinator
November 10, 2016	Lesher 309	All CW staff, during a regularly scheduled meeting	Review feedback on goals and SAO/SLOs from Coordinator
December 9, 2016	emails	Collect feedback from all staff	<b>Submit 1st draft</b>
January 4, 2017	emails	Receive Feedback R.C.	Share with all staff
January 12, 2017	Lesher 309	CalWORKs staff during a regularly scheduled meeting	Discuss Program Review feedback.
February 9, 2017	Lesher 309	CalWORKs staff during a regularly scheduled meeting Including Regina Coletto	Discuss plan for Program Review. Report out and get feedback on goals and SAO/SLOs
February 27, 2017	emails	Collect feedback from all staff	<b>Submit 2<sup>nd</sup> draft</b>
March 15, 2017	Regina Coletto's office	PR Lead and CW Coordinator meet with RC	Review final questions and data collection
March 18, 2018	No meeting	No meeting	Receive feedback from 2 <sup>nd</sup> draft
April 3rd	Lesher 309	All department staff specific Program Review meeting	Discuss Coordinator feedback and any changes made by Task force
April 14	Email feedback & updates	All staff	<b>Final draft due</b> to Coordinator for Oversight review Committee
First week of May	Meet, if needed, after receiving final feedback	All task force members	Discuss feedback from Oversight Committee and make changes then send out to department.
May 12	No meeting	No meeting	<b>Final document</b> with Oversight changes due

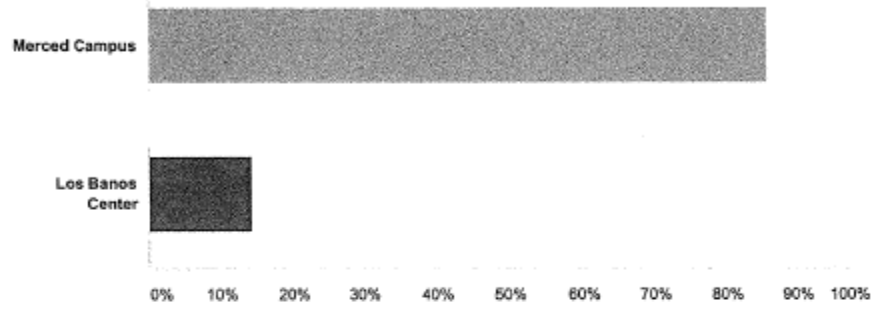


# Attachment D

## CalWORKs Student Technology Survey

### Q1 Please tell us which campus you attend

Answered: 42 Skipped: 1

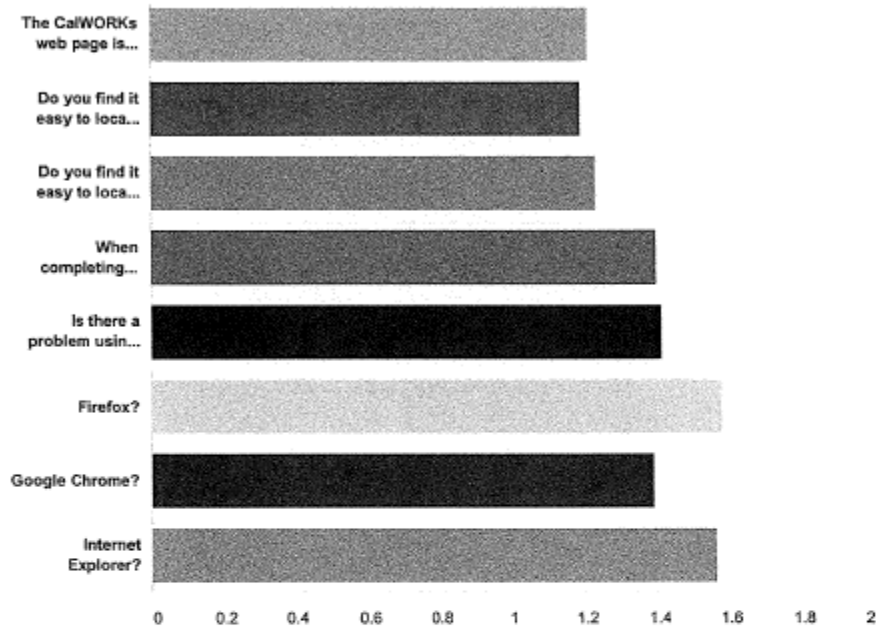


Answer Choices	Responses
Merced Campus	85.71% 36
Los Banos Center	14.29% 6
<b>Total Respondents: 42</b>	

CalWORKs Student Technology Survey

**Q2 Please give us your opinion related to the use of technology and online submission.**

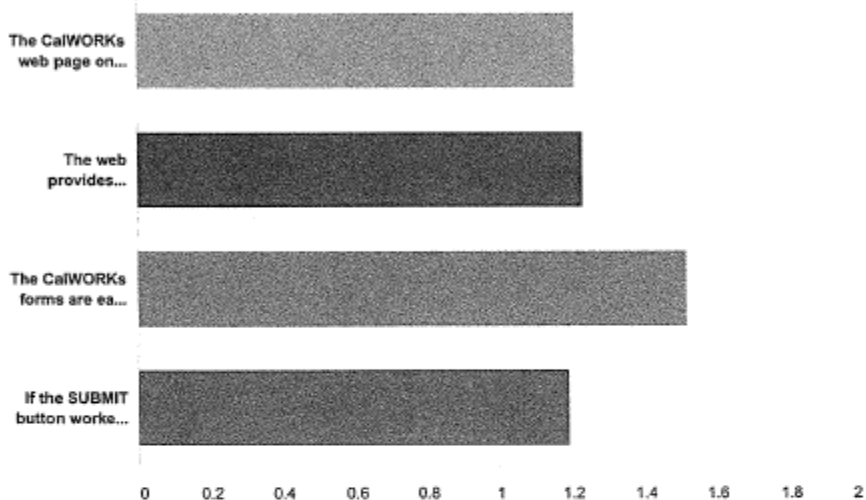
Answered: 43 Skipped: 0



	Yes	No	Total	Weighted Average
The CalWORKs web page is student friendly.	79.07% 34	20.93% 9	43	1.21
Do you find it easy to locate the Activity Participation Records form online?	81.40% 35	18.60% 8	43	1.19
Do you find it easy to locate the Intake and Data Collection forms online?	76.74% 33	23.26% 10	43	1.23
When completing forms and using the SUBMIT button for online submission, do you find it difficult?	59.52% 25	40.48% 17	42	1.40
Is there a problem using the online SUBMIT button when using a certain Internet browser?	58.54% 24	41.46% 17	41	1.41
Firefox?	42.42% 14	57.58% 19	33	1.58
Google Chrome?	60.53% 23	39.47% 15	38	1.39
Internet Explorer?	44.12% 15	55.88% 19	34	1.56

**Q3 Please give us feedback on your over all use of the CalWORKs web page and online submission. (on MC4ME site)**

Answered: 43 Skipped: 0



	Yes	No	Total	Weighted Average
The CalWORKs web page on MC4ME was easy to locate.	79.07% 34	20.93% 9	43	1.21
The web provides updated information.	77.50% 31	22.50% 9	40	1.23
The CalWORKs forms are easy to submit.	47.62% 20	52.38% 22	42	1.52
If the SUBMIT button worked efficiently, do you find it to be useful?	81.08% 30	18.92% 7	37	1.19