2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	CalWORKs Counseling Program
DESCRIPTION/PURPOSE	CalWORKs Counseling Program is state funded program that is designed to help students in the program to receive academic counseling and intervention to obtain their educational goals. Some of the supportive services include help to pay for cost related to school and child care services for their children ages newborn to ten years.
SUBMITTED BY:	Lilia S. Neidiffer
AREA DEAN/DIRECTOR	Ted Ceasar
AREA VICE PRESIDENT	Todd Finnell

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
INSTITUTIONAL MISSION AND EFFECTIVENESS – The College will maintain programs and services that focus on the mission of the College supported by data-driven assessments to measure student learning and student success. **1.1** Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. **1.2** Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. **1.3** Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness. **1.4** Develop systems that are inclusive, cyclical, and understood by all stakeholders.	**STUDENT LEARNING PROGRAMS AND SERVICES** – The College will maintain instructional programs and services which support student success and the attainment of student educational goals. **2.1** Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.2** Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates. **2.3** Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students. **2.4** Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review. **2.5** Ensure that the Library meets as closely as possible that "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges. **2.6** Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.	**RESOURCES** – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment. **3.1** Develop and implement a resource allocation plan that leads to fiscal stability. **3.2** Implement a robust technological infrastructure and the enterprise software to support the college process. **3.3** Build new facilities and modernize existing ones as prioritized in the facility master plan. **3.4** Design and commit to a long-term professional development plan. 3.5 Raise the health awareness of faculty, staff, and students.	**LEADERSHIP AND GOVERNANCE** – The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution. **4.1** Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution. **4.2** Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior. **4.3** Ensure that the Board of Trustees is informed and involved in the accreditation process. **4.4** Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized. **4.5** Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

1	**PAST PROGRAM GOAL #1**	**INSTITUTIONAL GOAL(S)** (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): **To encourage students to use new technology at IVC, such as reading messages from WEBSTAR and Blackboard.** To teach students to access e-mail messages from WEBSTAR to read messages from Admissions and financial aid and to be informed of activities that will take place on campus. Also to learn how to access Black board in order to read class assignments and other information from their Instructors.		☐ **1 Mission & Effectiveness** ☐ 1.1　☒ 1.3 ☐ 1.2　☐ 1.4 ☐ **2 Student Learning Outcomes** ☐ 2.1　☐ 2.4 ☐ 2.2　☐ 2.5 ☐ 2.3　☐ 2.6
☒ Met　　　　☐ Partially Met　　　　☐ Not Met **Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:** Students who were unfamiliar with the use of the new technology were provided with a demonstration and given a one-to-one demonstration in order to encourage the use of the technology available to them. Students who read messages from WEBSTAR were able to complete their financial aid application and submitted documentation that was pending to complete their applications. Students were able to meet deadlines in submitting their application for admission to transfer and petition for graduation before the deadlines by responding to their e-mail messages from their counselor. Additionally, students who read the messages on Blackboard were able to access assignments posted on Blackboard and messages from their Instructors. Ultimately, it assisted students to keep abreast of their assignments. See Attachment –CalWORKs Counseling Spring 2014		☐ **3 Resources** ☐ 3.1　☐ 3.4 ☐ 3.2　☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1　☐ 4.4 ☐ 4.2　☐ 4.5 ☐ 4.3

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C To offer more tutorial services for all subjects. Provide students with tutorial services in various subject areas and help them to understand the material better and help them successfully complete their courses.	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4

☐ **2 Student Learning Outcomes**

☒ Met	☐ Partially Met	☐ Not Met	☐ 2.1 ☒ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6

Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:

Students were made aware of the supportive services at Imperial Valley College to help with their courses, such as Reading and Writing Lab, Math Lab, tutorial services at Library Media and tutoring at Math Lab. We also raised awareness of IVC's repeat policy. Students were encouraged to set realistic goals and to only take courses that they could successfully complete. Students were strongly encouraged to reduce the amount of units and to avoid dropping or failing courses.   Additionally, students were reminded that W's and failing grades count towards the maximum of three times to take courses at IVC. Students also learned about the upcoming changes and satisfactory progress requirement that will be imposed in the near future to remain eligible for the BOG Fee Waiver. This change has a major impact on the students in CalWORKs Program, because the majority of students in CalWORKs qualify for the BOG Fee Waiver.

See Attachment –CalWORKs Survey Spring 2014

☐ **3 Resources**
☐ 3.1 ☐ 3.4
☐ 3.2 ☐ 3.5
☐ 3.3

☐ **4 Leadership & Governance**
☐ 4.1 ☐ 4.4
☐ 4.2 ☐ 4.5
☐ 4.3

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S) (Select one primary goal.)
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): N/A ☐ Met ☐ Partially Met ☐ Not Met **Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015:**		☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4 ☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6 ☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3 ☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data.   Narrative only. ***Attach electronic excel file with graphs or trend data, do not include them in the narrative below***.

   a. **Strengths**
   Discuss what you do well in your program/department.
   Students receive the financial support to pay for child care services while they attend school and complete their homework. A certain amount of time is allotted for study time, which allows students to set time aside to complete important tasks without the disruption from their children at home. Students in this program can also get help to pay for books, transportation and other costs related to their educational goals from their Social Worker from Department of Services, CalWORKs.

   b. **Weaknesses**
   Discuss areas in your program/department that need improvement.

   The wait period for students in CalWORKS to receive the supportive services can be a slow process. The delays cause students to get behind in their class assignments, because they don't have the required books for their courses. Lack of child care can also be a major problem for students. This will usually determine if students will attend classes or not. The majority of students in CalWORKs are single parents who have limited resources, which makes it difficult to stay in school. Education is not always a priority for students in this program, because they face other obstacles that are needed for survival. The supportive services are provided by Imperial County Department of Social Services, CalWORKs and they are not always available to students in a timely manner. Although intervention takes place by the CalWORKs Counselor/Coordinator, this can also become a challenge, due to the increasing numbers of students in the CalWORKs Program.   We will continue to make improvements in this area.

   c. **Opportunities**
   Discuss opportunities for program improvement.

   The CalWORKs Counselor/Coordinator will continue to work closely with Imperial County Department of Social Services, CalWORKs staff to continue to make improvements in IVC CalWORKs Counseling Program and to ensure that students who are eligible for the program receive the supportive services that are necessary to achieve their educational goals.

d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

The major challenge is adhering to set guidelines and time limits that are imposed for students in CalWORKs Program.   Another challenge has been dealing with the new changes in staff at Imperial County Department of Social Services and the changes that follow when new administration takes over. The transitional phase can be frustrating as well. For example new students coming into the program expect the services to be provided and for and the transition to be smooth, but this is not the case. It will take time for new staff to get trained and become familiar with the process of the program.

e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

At IVC, new technology (STARFISH) will be implemented, which I expect will be a positive change in the way we will communicate with students and other staff. As a Counselor, I will have access to the students' academic progress, reported concerns by other counselors or Instructors. This will enable me to have the information readily available, so that I can make appropriate referrals for the students in need. For example, the Instructor(s) will have the ability to check a flag for concern if the student is in jeopardy of failing the class. This will alert the Counselors that the student is in need of tutoring or intervention. Additionally, students who are suspected of having a learning disability can be referred to the appropriate department (Disabled Students Program and Services). Moreover, important messages will be noted if there is another concern for the students, such as a disciplinary problem or if the student could benefit from counseling for anxiety, stress, divorce, separation or other personal issues. Referrals can be made to the Marriage and Family Therapist on campus

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

This program will continue to improve CalWORKs Counseling Program's process for quality improvement and efficiency. This includes increasing students' awareness of the supportive services offered at Imperial Valley College and awareness of students' rights and responsibilities while receiving public assistance.

We will also continue to promote supportive services on campus to help students to get the assistance they need to stay in school and successfully complete their course work and ultimately obtain their educational goals. Additionally, new students will be rescheduled for follow up in order to ascertain that the services are in place for all their needs.

C. FUTURE – LIST OF "SMART" (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.		INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	**2015-2016 PROGRAM GOAL #1** Budget Priority #1	**INSTITUTIONAL GOAL(S)**
Identify Future Global Goal: To increase student success.		☐ **1 Mission & Effectiveness** ☐ 1.1 ☒ 1.3 ☐ 1.2 ☐ 1.4
Objective: To increase the percentage of the student success with a 2.0 GPA or higher from 74% to 84%. 2013-2014 Spring 2014, 74% of students completed the semester with 2.0 GPA or higher.		☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 ☐ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.)		
		☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
Task(s)		
A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) Will continue to promote tutorial services offered on campus at tutorial Center at Library or Reading or Writing Labs and Math Labs. Will provide referrals at the beginning of Semester (August) and by October 1st, will contact students and remind them to attend tutorial services. ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing		☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
Timeline: August – June		
Expense Type	**Funding Type** **Budget Request**	

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	**$ 0.00**

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

N/A

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured? A review of the GPA will be conducted at the end of each term.

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Improve success for students academics

Who are the responsible party(ies) and assigned user(s)? Lilia S. Neidiffer and Mabel Vargas

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.		**INSTITUTIONAL GOAL(S)** (Select one primary institutional goal)

2	**2015-2016 PROGRAM GOAL #2** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

	INSTITUTIONAL GOAL(S)
Identify Future Global Goal: To increase attendance at tutorial services by 5%. Increase the attendance from 81.5% to 86.5%. During Spring 2014, about 81.5% of students in CalWORKs attended tutorial services, according the survey conducted.	☐ **1 Mission & Effectiveness** ☐ 1.1 ☐ 1.3 ☐ 1.2 ☐ 1.4
Objective: To increase the percentage of students attending Tutorial services on campus from 81.5% to 86.5%.	x☐ **2 Student Learning Outcomes** ☐ 2.1 ☐ 2.4 ☐ 2.2 ☐ 2.5 x☐ 2.3 ☐ 2.6
RESOURCE PLAN (Check all that apply.) ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	☐ **3 Resources** ☐ 3.1 ☐ 3.4 ☐ 3.2 ☐ 3.5 ☐ 3.3
Task(s) A. Describe task and select the resource committee that will review your enhanced budget request (if applicable) Will promote and refer students to tutorial services at the beginning of the semester and again by mid-semester (October 1st) to ensure that the services are being utilized. Will use new technology (STARFISH) to send out reminders of the services available to them. ☐ Facilities ☐ Marketing ☐ Technology ☐ Professional Development ☐ Staffing	☐ **4 Leadership & Governance** ☐ 4.1 ☐ 4.4 ☐ 4.2 ☐ 4.5 ☐ 4.3
Timeline: August – June	

Expense Type	**Funding Type**	**Budget Request**	
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____-0-_____	

B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

N/A

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured? A review of the signed sheets will be made to verify attendance. It will also be monitored through the use of an electronic survey (Survey Monkey).

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Tutoring should improve the students' completion rate for their courses.

Who are the responsible party(ies) and assigned user(s)? Lilia S. Neidiffer and Mabel Vargas

FUTURE PROGRAM GOALS

(Describe future program goals. List in order of budget priority.)
You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.

	INSTITUTIONAL GOAL(S) (Select one primary institutional goal)

3	**2015-2016 PROGRAM GOAL #3** Budget Priority #1	**INSTITUTIONAL GOAL(S)**

Identify Future Global Goal: N/A

Objective:

RESOURCE PLAN
(Check all that apply.)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Task(s)

   A. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

   B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request

Institutional Goal(s) checklist:

☐ **1 Mission & Effectiveness**
☐ 1.1 ☐ 1.3
☐ 1.2 ☐ 1.4

☐ **2 Student Learning Outcomes**
☐ 2.1 ☐ 2.4
☐ 2.2 ☐ 2.5
☐ 2.3 ☐ 2.6

☐ **3 Resources**
☐ 3.1 ☐ 3.4
☐ 3.2 ☐ 3.5
☐ 3.3

☐ **4 Leadership & Governance**
☐ 4.1 ☐ 4.4
☐ 4.2 ☐ 4.5
☐ 4.3

Expense Type	Funding Type	Budget Request	
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____	

C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time ☐ Recurring	☐ General District ☐ Categorical (Specify)	$_____

How will this objective be measured?

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success?

Who are the responsible party(ies) and assigned user(s)?