

## DEPARTMENT OR PROGRAM:

### 1. BRIEF DESCRIPTION OF PROGRAM:

CalWORKs assists students receiving cash aide (TANF) with a variety of coordinated support services such as academic and personal counseling, work-study, priority registration, assistance purchasing required textbooks and supplies, assistance applying for financial aid and scholarships, help with child care costs, transportation assistance, enhanced job skills, workshops, trainings, and computer access as they pursue training to increase employment opportunities that lead to self-sufficiency.

2. Based on data from *Core Program and Student Success Indicators* (provided by PRIE for programs offering courses), information you have collected about student users, data about the numbers of student users, results of student satisfaction surveys, and the goals stated in your most recent Program Review, please identify any key successes and challenges.

In our 2010 Program Review we stated that students were largely satisfied with the CalWORKs programs and services. We have continued those services students felt were most useful i.e., counseling, transportation assistance, information about campus and community resources, parenting and life skills workshops, work-study, and book assistance. Consequently for this academic year (2010-11), 93% of the students rated the services that they received and their overall satisfaction with the program staff as excellent or very good while 7% rated their satisfaction with the services and program staff as good.

In Spring 2010, we served 21 students, which was a 9 percent drop in students participating in the program from Fall 2009. We have successfully increased the numbers of student served in Fall 2010 to 24. The semester grade point averages for these students were: 2 students - 4.0 ; 5 students - 3.0+; 9 students - 2.0+; 5 students below 2.0 and 3 students who withdrew from all classes. These results are similar to last year's grade point average reporting.

In Spring 2011, we retained 83% of the students from Fall 2010 and welcomed 9 new students to the program totaling 29 students. As we continue to increase the number of students we serve, we know that we must also be able to continue to provide key services that students need to succeed with limited funding. The program is developing connections with the County CalWORKs program for information on additional services for students. We are also developing structured tutorial services and lobbying for increased staffing to help with case management services for students.

3. Are you on track for meeting the goals/targets that your program identified in its most recent Program Review? If not, please explain possible reasons why. If needed, update your goal/targets based on these reasons.

Yes. We have increased the number of students participating in the CalWORKs program. We have instituted a workplace readiness training that takes place each semester. We are continuing to work with our sister colleges and the Human Services Agency to develop a book voucher system that will bill the county directly. We are in the process of recruiting tutors and schedules for a tutorial program. We have also connected with various community colleges that are engaged with off campus work-study and we are still researching the possibilities of adopting an off campus work-study program at CSM.

4. Have you identified any new goals or projects for the program to focus on during this next year? Please explain (grants, stipends, initiatives, etc.).

In addition to the past goals we are still completing, we would like to partner with the Human Services Agency and have a representative be available to students on campus to explain county support services and eligibility to students.

5. Are there any critical issues you expect to face in the coming year? How will you address those challenges?

With Governor Brown's new proposal with cuts to Health and Human Services and also to the Community Colleges, our students are affected on many levels. We will be working with students individually as well as with the county to make sure students know their rights and responsibilities, help students understand their particular case eligibility with the county, help students transition during this time and provide resources to them if they are denied food vouchers, cash aid, child care, and health care, and help them to establish some safety and security so that they will be encouraged to continue their education.

**6. STUDENT LEARNING OUTCOMES (SLOs) AND ASSESSMENT FOCUS FOR THIS YEAR:**

- a. Identify at least one course SLO on which to focus. Describe the assessment strategies you will use and your method of reflection and documentation for this cycle.

SLO#1: Help students develop time management strategies. 79% of all students specified that the CSM CalWORKs program helped them greatly or often develop time management strategies and 21% answered sometimes.

SLO#2: Inform students about campus and community resources. 92% of all students felt that the CSM CalWORKs program helped them greatly or often to learn about campus and community resources.

**7. SUMMARY OF RESOURCES NEEDED TO REACH PROGRAM ACTION STEPS**

*(Data resources: Educational Master Plan, 2008; Institutional Priorities, 2008-2011; College Index, 2009-2010; GE-SLOs, SLOs; department and program records; Core Program and Student Success Indicators; previous Program Review and Planning reports; other data)*

- a. In the matrices below, itemize the resources needed to reach program action steps and describe the expected outcomes for program improvement.\* Specifically, describe the potential outcomes of receiving these resources and the programmatic impact if the requested resources cannot be granted.

\*Note: Whenever possible, requests should stem from assessment of SLOs and the resulting program changes or plans. Ideally, SLOs are assessed, the assessments lead to planning, and the resources requested link directly to those plans.

Full-Time Faculty Positions Requested (if applicable)	Expected Outcomes if Granted and Expected Impact if Not Granted	If applicable, briefly indicate how the requested resources will link to achieving department action steps based on SLO assessment.
1 Half-time counselor to replace existing position of retiring counselor.	Allows continuity of program services; assists in meeting the required college match. Increased outreach; case management services. If not granted, student contact and case management may be neglected	Personalized, consistent counseling contact reinforces SLOs; and is critical to success of CalWORKs students. Also assists with case management services mandated in program guidelines.

	and we may not be able to retain or encourage students enough through difficult life struggles to continue with school .	
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<b>Classified Positions Requested</b>	<b>Expected Outcomes if Granted and Expected Impact if Not Granted</b>	<b>If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.</b>
N/A	N/A	N/A

- b. For instructional resources or program resources including equipment and materials, please list the exact items you want to acquire and the total costs, including tax, shipping, and handling. Include items used (such as computers and furniture) and all materials designed for use by students and staff as resources (such as lab equipment, books, CDs, technology-based materials, educational software, tests, non-printed materials, etc). Add rows to the tables as necessary. If you have questions as to the specificity required, please consult with your dean. Please list by priority.

<b>Resources Requested</b>	<b>Expected Outcomes if Granted and Expected Impact if Not Granted</b>	<b>If applicable, <u>briefly</u> indicate how the requested resources will link to achieving department action steps based on SLO assessment.</b>
N/A	N/A	N/A

\*Status = New, Upgrade, Replacement, Maintenance or Repair.

## 8. PROGRAM REVIEW PARTICIPANTS AND SIGNATURES

Date of this Annual Update for Program Review and Planning evaluation:

Please list the department's Annual Update for Program Review and Planning report team as appropriate:

Primary program contact person: Krystal Romero  
Phone and email address: x7223; romerok@smccd.edu

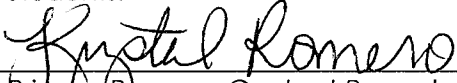
Full-time faculty:

Part-time faculty:

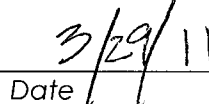
Administrators:

Classified staff:

Students:



Primary Program Contact Person's Signature



Date

Full-time Faculty's Signature

Date

Part-time Faculty's Signature

Date

(as appropriate)

Administrator's Signature

Date

(as appropriate)

Classified Staff Person's Signature

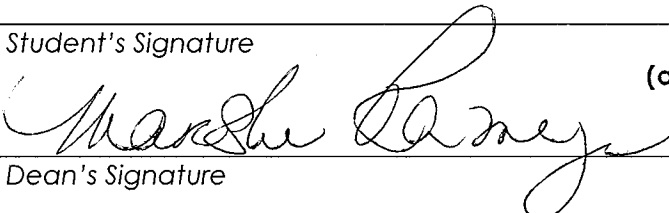
Date

(as appropriate)

Student's Signature

Date

(as appropriate)

  
Dean's Signature

  
Date