

# CALWORKS PROGRAM REVIEW

## 2012-2013

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## 1. Program Description

### 1A. Description

CalWORKS (California Work Opportunity and Responsibility to Kids Act) is California's welfare reform program designed to help families become self-sufficient through a variety of educational and work-related activities, including attendance at Ventura College. A leader in higher education, Ventura College provides individuals with the opportunity to obtain new job skills or enhance existing skills through a variety of state-of-the-art programs.

### 1B. Services Provided by the Program

The CalWORKs program receives state categorical funding to assist students who are currently welfare recipients to transition off of welfare and achieve long term self-sufficiency through coordinated student services offered at Ventura College in coordination with the county welfare office. Ventura College offers CalWORKs students the ability to gain direct work experience through their participation in the work study program. Currently, CalWORKs funds 75% of student's work study, with the employer paying the additional 25%. Placements are available both on and off campus. CalWORKs also offers counseling to students from 8 – 16 hours per week.

### 1C. College Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

### 1D. College Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

### 1E. Core Commitments

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Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

## **1F. Program Significant Events (Strengths and Successes)**

The CalWORKs program assists students to break the cycle of poverty by providing educational opportunities and job training. Budget cuts have significantly affected the CalWORKs program. During the last round of categorical program budget cuts, CalWORKs staff was reduced from a 100% position to one 40% position. The Program Placement Specialist for CalWORKs is limited to 16 hours per week. The services at Ventura College CalWORKs are therefore inadequate to serve the needs of the students. At Ventura College, the overall CalWORKs budget has been cut more than 55% since 2009 which limits what services students can access. Monthly meetings are held between Oxnard and Ventura College staff and county staff. County staff members have expressed concerns regarding the limited services offered at VC compared to OC.

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## 1G. Organizational Structure

President: Robin Calote   Executive Vice President: Ramiro Sanchez   Dean: Victoria Lugo

Name	Dennis Harvey
Classification	Placement Project Specialist (40%)
Year Hired	Ventura College, 2010, Moorpark College, 2007
Years of Industry Experience	30
Degrees/Credentials	B.A. Sociology

Name	Carolyn Russell
Classification	Part time counselor
Year Hired	1998
Year of Industry Experience	13
Degrees/Credentials	Licensed MFT, M.A. Clinical Psychology, BA in Physical Education

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## 2. Performance Expectations

### 2A. Student Learning Outcomes

#### 2A1. **2012-2013** - *Institutional* Student Learning Outcomes

1. Communication - written, oral and visual
2. Reasoning - Scientific and quantitative
3. Critical thinking and problem solving
4. Information literacy
5. Personal/community awareness and academic/career responsibilities

#### 2A2. **2012-2013** – *Program* Service Unit Outcomes

1. CalWORKs students will demonstrate their understanding and compliance with external regulations affecting their participation in the program.
2. CalWORKs students will develop a Student Educational Plan with a counselor that is consistent with their Welfare-To-Work Plan Activity Assignment that they have completed with their Welfare-To-Work Worker.
3. CalWORKs students will maintain satisfactory academic progress.

#### 2A3. **2012-2013** – *Program Operating* Outcomes

Currently, CalWORKs only offers services for 16 hours per week. This is not enough time to provide students with the complement of services CalWORKs is obligated to provide to students. Since last year's program review, the CalWORKs office has relocated from a cramped office in the EAC program to the space formerly occupied by the administrative staff of the Ventura College Foundation. The program now has sufficient space, equipment and technology to operate effectively. However, the CalWORKs counselor is housed in a cubicle that does not allow for confidentiality. A separate office with a door built into the current CalWORKs office will offer students privacy and confidentiality.

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### 3. Operating Information

#### 3A. Budget Summary Tables, Trends, and Detail

**2012 - 2013** Please provide program interpretation for the following:

Category	Title	FY09	FY10	FY11	3 Year Average	FY12	FY12 Program Change from Prior Three Year Average
1	FT Faculty	0	0	0		0	
2	PT Faculty	35169	32716	18742	28,875.67	38,251.00	9,375.33
3	Classified	124903	76294	27761	76,319.33	29,220.00	(47,099.33)
					-		-
4	Students	111264	52171	187702	117,045.67	150,122.00	33,076.33
5	Supervisors	0	0	0	-	-	-
6	Managers	1010	0	0	336.67	-	(336.67)
7	Supplies	12046	4321	3554	6,640.33	2,736.00	(3,904.33)
8	Services	9814	0	0	3,271.33	-	(3,271.33)
9	Equipment	7976		0	2,658.67		(2,658.67)
	<b>Total</b>	<b>302182</b>	<b>165502</b>	<b>237759</b>	<b>235147.67</b>	<b>220329</b>	<b>-14818.66667</b>

#### Interpretation of the Program Budget Information

The CalWORKs budget has been reduced significantly, particularly in the classified staff area. In 2009 and prior, there was one full time Project Placement Specialist, one half time Administrative Assistant and one half time Clerical Assistant. Currently there is one .40 FTE classified staff person overseeing the program, along with an 8-16 hour part time counselor. Since 2009, funding has been reduced by 27%.

#### Interpretation of the Program Inventory Table

The program inventory table will not be used during this program review cycle.

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### Service Data:

a) *What populations are served by the program?*

CalWORKs serves students on Temporary Assistance to Needy Families (TANF). These students are single parents and mostly females.

b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

*During the 11-12 academic year, 233 students were served by the program.*

c) *What other operational data is pertinent to your program? Please provide.*

Fall and Spring Semesters:

Mondays, 7:30 a.m. to 1:30 p.m.

Tuesdays, 7:30 a.m. to 1:30 p.m.

Wednesdays, 7:30 a.m. to 11:30 a.m.\*

Thursdays, contact office

\*Time sheets are collected the 1st and 16th of the month. If the 1st or 16th falls on a Thursday or Friday we are open that day instead of Wednesday.

Summer:

Same as above

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### 4. Performance Assessment

#### 4A1: 2012-2013 Institutional Level Student Learning Outcomes

Institutional Level Student Learning Outcome 1	Performance Indicators
Communication	
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	
This ISLO will not be assessed by the CalWORKs program	

Institutional Level Student Learning Outcome 2	Performance Indicators
Reasoning	
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	
This ISLO will not be assessed by the CalWORKs program	

Institutional Level Student Learning Outcome 3	Performance Indicators
Critical Thinking and problem solving	
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	
This ISLO will not be assessed by the CalWORKs program	
Institutional Level Student	Performance Indicators



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Learning Outcome 4	
Information Literacy	
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	
This ISLO will not be assessed by the CalWORKs program	

Institutional Level Student Learning Outcome 5	Performance Indicators
Personal/community awareness and academic / career responsibilities	80% of CalWORKs Students will be able to identify their educational goal after completing 15 units
<b>Operating Information</b>	
The CalWORKs counselor will provide an educational goal survey after each appointment with students who have completed 15 or more units. This ISLO Will be measured in the 14-15 academic year.	
<b>Analysis – Assessment</b>	

**4A2: 2012-2013 – Service Unit Outcomes**

Service Unit Outcome-1	Performance Indicators
CalWORKS students will be aware of the College’s new Degree Works online degree audit system to self-check progress toward a degree, certificate or transfer certification	<b>Performance indicator:</b> 40% or higher will replay back to CalWORKs by email stating that they have examined the new Degree Works online degree audit system on the portal.
<b>Operating Information</b>	
Emails will be sent to all CalWORKs students with the location of Degree Works and a request to return an email once they have explored the program.	
<b>Analysis – Assessment</b>	

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Service Unit Outcome-2	Performance Indicators
<b>Operating Information</b>	
Coordinator Audit	
<b>Analysis - Assessment</b>	

Service Unit Outcome-3	Performance Indicators
<b>Analysis – Assessment</b>	

**4C. 2012-2013 Program Operating Outcomes**

Operating Goal-1	Performance Indicators
The new CalWORKs office is sufficient to meet the needs of students	90% of students will express satisfaction with the new CalWORKs location
<b>Operating Information</b>	
Student Survey	
<b>Analysis – Assessment</b>	

Operating Goal-2	Performance Indicators
The computers in the CalWORKs office are sufficient to meet student needs	Students will not have to wait more than 20 minutes to use a student designated computer
<b>Operating Information</b>	
Staff will monitor student computer use	
<b>Analysis – Assessment</b>	

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## 5. Findings

### **2012-2013** – FINDINGS

**Finding CW1201:** CalWORKs students and Human Service Agency, (County Welfare Department) employees need greater access to Ventura College CalWORKs staff. Sixteen hours a week is not a sufficient amount of time to meet the needs of CalWORKs students and Human Service Agency staff.

**Finding CW1202:** Essential CalWORKs program elements include, service coordination, case management, work study, job development and placement, and the requirements of the State Chancellor's Office. Sixteen hours a week is not a sufficient amount of time.

**Finding CW1203:** Counseling needs to be conducted in a private confidential area.

**Finding CW1204:** CalWORKs staff does not have the appropriate email addresses for the majority of the students. Additional clerical assistance is needed to assign this task to staff.

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### 6. Initiatives

#### 6A1: 2011-2012 – FINAL Program Initiative Priority Ratings

Line Number	Division Code	Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Resource Category	Estimated Cost	Adjusted Cost	Accumulated Costs	Fulltime or Part-time
1	35	CalWORKs	Personnel	1				CW1201	Increase of CalWORKs Staff	Increase.6FTE		\$70000			
2	35	CalWORKs	Personnel	1				CW1202		Upgrade SARS to include card swipe	3	\$10000	\$10000	\$90000	
3	35	CalWORKs	Budget	2				CW1203	Update Facilities	Upgrade office	3		\$5000	\$95000	
4	35	CalWORKs	Personnel	1				CW1204	Update Email Addresses	Upgrade SARS to include card swipe	3			\$95000	

#### 6A2: 2012-2013 – Final Program Initiative Priority Ratings

##### Personnel – Classified

Personnel - Classified	Program	Program Priority (0,1,2,3....)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
1	CalWORKS	#1(H)				CW1201	Increase CalWORKs Center Staff	Increase CW Staff to 1.0 FTE	\$70000			X

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Facilities

Facilities	Program	Program Priority (0,1,2,3,...)	Division Priority (R,H,M,L)	Committee Priority (R,H,M,L)	College Priority (R,H,M,L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	No New Resources Requested	General Fund	Other
<b>1</b>	CalWORKS	#2(M)				CW1203	Office Remodel	Remodel to provide private office for counselor	\$10000		<b>X</b>	

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**6B: 2012-2013 – Initiatives**

**Link to Finding #1 & 2, &4:** Hire a full time CalWORKs Coordinator to provide a broader variety of services to students.

**Benefits:** Students will be better equipped to achieve their stated educational goal.

**Request for Resources:** \$100,000.

**Funding Sources:** Funding to come out of CalWORKs/TANF categorical funds

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	X
Requires other resources (grants, etc.)	X

**Link to Finding #3:** Remodel the existing CalWORKs space to provide a private and confidential office for student counseling.

**Benefits:** Both students and staff will have a more appropriate office/learning environment.

**Request for Resources:** Remodeling Costs of \$10,000

**Funding Sources:** Remodeling costs through campus facilities

No new resources are required (use existing resources)	X
Requires additional general funds for personnel, supplies or services (includes maintenance contracts)	
Requires computer equipment funds (hardware and software)	
Requires college equipment funds (other than computer related)	
Requires college facilities funds	X
Requires other resources (grants, etc.)	

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**6C: 2012-2013 – Program Initiative Priority Ratings**

Program	Category	Program Priority (0,1,2,3)	Division Priority (R,H,M,L)	Committee Priority	College Priority	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Personnel	FT OR PT
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## **6D: Program/Department Level Initiative Prioritization**

All initiatives will first be prioritized by the program/department staff. Prioritize the initiatives using the **RHML** priority levels defined below.

### **Division Level Initiative Prioritization**

The program initiatives within a division will be consolidated into division spreadsheets. The dean may include additional division-wide initiatives. All initiatives will then be prioritized using the **RHML** priority levels defined below.

### **Committee Level Initiative Prioritization**

The division's spreadsheets will be prioritized by the appropriate college-wide committees (staffing, technology, equipment, facilities) using the **RHML** priority levels defined below.

### **College Level Initiative Prioritization**

Dean's will present the consolidated prioritized initiatives to the College Planning Council. The College Planning Council will then prioritize the initiatives using the **RHML** priority levels defined below.

- R:** Required – mandated or unavoidable needs (litigation, contracts, unsafe to operate conditions, etc.).
- H:** High – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)
- M:** Medium – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)
- L:** Low – approximately 1/3 of the total program/department/division's initiatives by resource category (personnel, equipment, etc.)



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## 7. Process Assessment and Appeal

### 7A. Purpose of Process Assessment

The purpose of program review assessment is to evaluate the process for continual improvement. The process is required for accreditation and your input is very important to us as we strive to improve.

### 7B. 2012 - 2013 Assessment Questions

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

*Yes, program initiatives were developed and one was funded. One unfunded initiative remains on the list for this year.*

2a. Were the identified initiatives implemented? Yes

CW3502	Move CalWORKs office from EAC to new space	Move completed Spring 2012

2b. Did they make a difference?

The new space is wonderful. Students are now happy to have a space back that belongs to them. The only drawback is that there is not a private office for counseling. This has been requested in the 2012-13 program review.

3. If you appealed or presented a minority opinion for the program review process last year, what was the result?

*No appeals or minority opinions were put forth.*

4. How have the changes in the program review process worked for your area?

*We benefitted from the use of a facilitator. The process seemed much smoother and easier with everyone in the division participating.*

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5. How would you improve the program review process based on this experience?

Make the program budget and inventory data easier to find and populate! This was way too much work.

### **7C. Appeals**

After the program review process is complete, your program has the right to appeal the ranking of initiatives.

If you choose to appeal, please complete the appropriate form that explains and supports your position. Forms are located at the Program Review VC website.

The appeal will be handled at the next higher level of the program review process.