

Program Efficacy, Spring 2011

Name of Department:

CalWORKs

Name of Division:

Student Success

Name of Person Preparing this Report

Carolyn Lindsey, Counselor

Extension

8282

Name of Department Members Consulted

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Name of Efficacy Team

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Program Review Committee Representatives

Deanne Rabon, Kathy Kafela

Work Flow	Due Date	Date Submitted
Date of Initial Meeting with Department		2/28/2011
Final draft sent to dean		
Report submitted to Program Review Team		
Meeting with Review Team		

Staffing

Please list the number of full and part-time employees in your area

Classification	Number Full-Time	Number Part-time Contract	Number of adjunct Short-term, hourly
Managers	2		
Certificated	2		1
Classified Staff	8		
Total	12		1

Part 1. Questions Related to Strategic Initiative: Access

Access

How does the department provide access to the college for students, staff and the community?

We are committed to providing opportunities for acquiring educational and support services. CalWORKs students are provided number of ways to enter and succeed in the program. Students are referred by the San Bernardino County Human Services System Transitional Assistance Department, San Bernardino City and County One-Stop system. This is facilitated in several ways.

- Staff makes community presentations to One-Stops, Churches and self-institutes.
- Staff meets with partners to discuss referral processes.
- Referrals reflect the SBVC mission as the program provides quality education and services that support a diverse community of learners.

Supportive services include counseling, assessment review and tutorial referrals. This mission also includes providing assistance in identifying and achieving career goals through a variety of services designed to help them reach self-sufficiency through education. Students are required to attend orientation each semester to verify continued eligibility for services and new information and mandates.

Campus climate and culture – we are committed to a safe, welcoming and culturally rich learning –centered environment. Students are given holistic counseling as counselors recognize the various cultural issues that our students face.

PATTERN OF SERVICE

Describe the pattern of service and/or instruction provided by your department, and how it serves the needs of the community

We are committed to standards of accountability as we provide reports to the State Chancellor's office twice during semester (April 15 and October 1). These reports reflect our standards of accountability.

- Managing budget allocation.
- Student learning outcomes.
- Work study and Job Placement success.
- Childcare support.
- Partnering with EOP&S/CARE, DSP&S to not duplicate services.

Hours of operation/pattern of scheduling

The office is open Monday through Friday 8:00am – 5:00Pm, with extended services to 7:00pm on Thursday.

General services are provided on a walk-in basis. Specific services such as appointments for academic counseling, obtaining book vouchers, child care request services, work study and general work referrals are usually done by appointment. Quick counseling which does not require the development of an Education Plan is provided on a walk-in basis all day on Monday and Friday by one of the two counselors.

Alternated Delivery Methods

Counselor contacts are provided via-internet and telephone. Counselors will also answer limited questions via email.

Weekend and evening services

Currently the CalWORKs also provides special services (see charts). They include Unemployment services, Child Development Careers, Foster Youth and Kinship training and services. We serve over 849 students monthly.

Part II. Questions Related to Strategic Initiative: Student Success

Describe the services and/or instruction provided by your program and how the services in your program support learning.

The student population served by the Cal WORKs office are individuals who fall into one of the following categories : Receive financial assistance from San Bernardino County welfare; they are unemployed or under-employed; they are receiving unemployment benefits. It is a diverse population. Some have previously attended college others have not. Some individuals are being retrained for a new career and there are others who have never been employed.

The program provides services from outreach to complete matriculation through the college.

The Cal WORKs office student population is given instruction on application to the college including referral to the assessment process, application for financial aid and a preview of the programs that the institution has to offer. There is a full mandatory orientation provided so that individuals are made aware of every service the program offers. The orientation also gives information of qualifications for the program and the guidelines to which students must adhere to remain in the program.

All students are provided academic counseling and are given assistance with developing a full education plan that includes a suggested timeline for completion. Follow-up for students is in the form of no less than two counselor contacts per semester. If a student is experiencing problems in any class, they are referred to tutoring or additional assessment whatever is needed to alleviate the problem. The student and the counselor will develop strategy to help the student remain successful in completing his/her certificate or degree.

Those students who are employment ready or want a work study position are given instruction in the application process, resume writing and interview techniques. Job placement referrals are given. Most placements are made, if possible in the students chosen area of study.

Cal Works students are supplied with text books once they have completed the registration process and have attended the first day of class. Books are not purchased or issued to a student until they can supply a syllabus for the class to insure what they purchase is what the instructor is requiring.

Child care services are provided on a limited basis for full-time students who maintain a 2.00 grade point average.

A cost analysis is developed by this office for individuals who come to the program from San Bernardino City or County Employment and Training Agency. Based on the cost analysis that is developed by this office the agency will cover the cost of fees and text books.

Part III. Questions Related to Strategic Initiative: Institutional Effectiveness

Mission and Purpose:

SBVC Mission: San Bernardino Valley College provides quality education and services that support a diverse community of learners

What is the purpose of the program?

The purpose of the Cal WORKs program is to provide educational opportunities that will result in career preparation for individuals who are currently receiving welfare, transitioning off welfare, unemployed or under-employed.

How does this purpose relate to the college mission?

It mirrors the college mission. Not only does it mirror the college mission it extends and broadens the mission by recruiting and supporting a segment of the community that is not only diverse in ethnicity and culture, but also age, education and work history. It does this by doing aggressive recruitment, development of website and community organizations informing general public of the programs and its serves.

Productivity

How does your department measure productivity and customer satisfaction? Provide a chart or table with three years of data. What does the data reveal about the productivity of your program over a three year period? Relevant data to your program might include:

- Relative status of the department at SBVC in comparison to the same department at other multi-campus districts in terms of
 - Staffing levels
 - Compliance with state, local and federal regulations
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department and department standing relative to these bench marks of excellence

The San Bernardino Valley College Cal WORKS program has been asked to make presentations at the State Chancellors Conference for two years based upon the program being awarded a 'Best Practices' citation upon the completion of a site visit by the Chancellor's staff. Services

provided, student follow-up, collaboration with community resources and student completion of courses, certificates and degrees was more than satisfactory. The program remains in compliance with the State mandated regulations.

Student request for services are addressed upon receipt with delivery of service within 24 hours with the exception of counselor or job placement services. Appointments for these services are provided according to availability, however walk-in services are provided two days each week for general counseling. Counselor contact can also be made via telephone or email.

Complaints receive immediate response. Resolution may not be immediate, but acknowledgement of the complaint and advisement of follow-up is immediate.

No user surveys were distributed.

Employees have a monthly meeting where they dialogue and discuss the operations of the office. At this time any problems are addressed. The office staff work well together and is a very cohesive unit which is an indication of high morale.

Staff members rally to support each other whenever one or the other has a major project. It is not a staff group who relies on something not being in their individual job description, but they view the work as we are in this together.

Enclosed are the SLO's (SAO) regarding the division's goals and objectives and desired outcomes.

Part IV Planning

What are the trends, external to the institution, impacting your student enrollment/service utilization? How will these trends impact program planning?

Budget cuts at every level, Federal, State and County has caused an increase in the student population to be served, but with less money to serve them. As unemployment rises more people are receiving some form of public assistance. They are either unemployed or under employed. These people are being referred or voluntarily seeking training or retraining for employment. The program is receiving more and more people each day expecting to receive support services to assist them with obtaining a college education in some form or another. The program has been and must continue to assess the needs of it's' clientele to determine what is truly essential for the success of the people it serves.

Accomplishments and Strengths

Through Collaboration with San Bernardino County Human Services System, Employment Development, San Bernardino County and City Employment Training Agencies the program has not had to cut services to students and prospective students although our numbers have increased.

There has been a significant increase of employers, off-campus, who have been willing to hire our students.

Weaknesses

There is a need to increase follow-up on off campus job placement. Students are employed and well into their work assignment before the program receives any feedback.

The program will not be able to continue to provide services at the level it has in the past to the number of individuals it will be expected to serve. Strategy must be developed and implemented about who we serve and how we serve them. Although we have some informal collaboration with other support services programs there is a foreseen need for future formal collaborated efforts to serve this student population.

**Part V Questions Related to Strategic Initiatives:
Technology, Campus Climate and Partnerships**

Describe how your program has addressed the strategic initiatives of technology, campus climate and/or partnerships

We are committed to an educational environment which utilizes state of the art technology. Technology for the program now includes electronic intake and check-in which allows a more accurate count of program service delivery. Partnerships continue to be strong and supportive. Currently we are partners with County Welfare, City and County Workforce agencies, Indian Manpower, and Employment Development Department (EDD). We also work with General Counseling, the Transfer Center, and Veteran Services on campus career services. We also work with the Community and private agencies to place our students. This is in accordance with the strategy initiatives of technology, partnerships, and campus climate.

