

PORTERVILLE COLLEGE

PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAM

Name of Program/Operational Area: California Work Opportunity and Responsibility to Kids (CalWORKs)/Student Services

Contact Person: Diane Thompson

Submission Date: Summer 2017

Porterville College Mission Statement:

With students as our focus, Porterville College provides our local and diverse communities an excellent educational experience that fosters intellectual curiosity and growth, lifelong learning and prepares our students for personal and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students who are capable of benefiting from community college instruction.
2. Provide comprehensive support services to help students achieve their personal, vocational and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide developmental education to students who need to enhance their knowledge and understanding of basic skills.
6. Recognize student achievement through awarding degrees, certificates, grants and scholarships.

Program Mission Statement:

The mission of CalWORKs program is to serve students and their families challenged with social and economic barriers to achieve self-sufficiency through higher education and training; offering career opportunities through collaboration and advocacy with our college and community partners; as well as encouraging the enrollment, retention and transfer of our students to expand their human potential and enrich the quality of their lives.

(Note that this program mission statement is linked to the Office of Student Services Vision, Mission, and Values Statement, therefore, CalWORKs supports the same vision, methods to accomplish mission and values as the whole division.)

Prior Student Area Outcomes:

Students who attend the CalWORKs orientation will be able to identify program purpose and services provided, identify individual responsibility and comply with program requirements: time cards, referrals, attendance forms, travel log and self-evaluations.

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After participating in the CalWORKs program, students will demonstrate their level of satisfaction with the program services that were provided by completing a Satisfaction survey.

After attending the initial counseling appointment and completing an Educational Study Plan, students will be able to communicate their short-term and long-term educational goals.

New students who attend the CalWORKs Work-study Orientation will be able to demonstrate knowledge regarding the program's purpose and services provided, identify their individual responsibilities and be able to comply with program requirements: time cards, referrals and self-evaluations.

New Student Satisfaction Survey

SAO 1 / Student Satisfaction Survey

After completing the third counseling appointment/exit interview, students will demonstrate satisfaction with services.

CalWORKs students complete and submit the Student Satisfaction Survey at their final semester Counseling contact. The Student Satisfaction Survey has been administered to students for many years. Recently, during the EOPS/CARE/CalWORKs Counselors SAO meeting it was decided to modify the survey. The decision to modify was made so the team can better differentiate which programs each student is receiving services from and further discuss if we need to modify services. For example, we have many students who are receiving services from EOPS/CARE and CalWORKs. We also have some students who are only in CalWORKs. The Student Satisfaction Survey did not allow staff to distinguish which program the student was commenting on and the survey, for this reason, will be modified. After discussion, Counselors believed it would be beneficial to gather more succinct survey results in order to ensure we are continuing to provide quality services and to give voice to the students receiving services.

Please review attached documents for further insight on the results of SAO 1.

Analysis of Current Performance:

The Porterville College CalWORKs Program serves students and their families challenged with social and economic barriers to achieve self-sufficiency through higher education training; offering career opportunities through collaboration and advocacy with our college and community partners; as well as encouraging the enrollment, retention and transfer of our student to expand their human potential and enrich the quality of their lives. The following services are provided to CalWORKs students enrolled in the program:

Assessment: Students complete an assessment form from which barriers are identified that would prevent them from

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being successful towards their educational goals. Once barriers are identified (if any) students are connected with resources that can assist them in overcoming these barriers. If the resources they need are not available on campus, we refer them to resources off campus. CalWORKs is a partner in the America’s Job Center of California; which is a group of non-profit, community and government organizations that offer a wide range of services to people in the community. These services are usually free of charge.

Work-study placement: Students are placed into departments on and off campus and provide them with part-time employment while they are attending Porterville College. The CalWORKs program will cover a maximum of 75% of the student’s wages while the department in which the student is working in, covers at least 25%. This opportunity provides the student with valuable work experience and assists them financially.

Counseling Services: Students meet with CalWORKs counselors for a number of services which includes but is not limited to developing SEPs, career exploration, information regarding degrees and certificates, transfer process, work study, personal and academic counseling and referrals to outside agencies.

Workshops: Students are offered the opportunity to attend workshops which provide valuable information that can be utilized to aid in their personal and career development, such as major exploration, money management, financial literacy, stress management, healthy living, family crisis, etc.

Advocacy: When there is a conflict with a CalWORKs student and the Tulare Works HHSA the staff advocates for the student and tries to develop a workable resolution for the student. The staff researches decisions made by Tulare Works to ensure that the decisions made are within the program regulations. Contingent on funding, the staff attends CalWORKs conferences to keep updated on changing rules and regulations.

It is an ongoing effort to improve services to students; the program staff continues to familiarize themselves with as many resources on and off campus. This allows the staff to better serve students in a wider variety of appropriate and effective services. The services mentioned above are some of the basic services that the CalWORKs program offers to students in an effort to assist in their educational and career goals.

Students Served:

2014 – 2015	197 students served
2015 – 2016	211 students served
2016 – 2017	197 students served

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Program Strengths and Areas for Improvement:

Strengths

The CalWORKs program's strengths include offering students quality student support services, a supportive learning environment, while developing community partnerships for the benefit of students and promoting positive campus working relationships.

The program educates the staff on resources and customer service so they are better prepared to provide quality services to students. Students' needs are assessed and barriers are addressed to assist them in creating a supportive learning environment. The staff is involved and has created partnerships with numerous community organizations to benefit students in the form of work study. The staff's involvement in campus activities assist to promote positive working relationships with other departments on campus.

Areas of Improvement

One of the areas the program strives to improve is developing a strong rapport with our county partners by encouraging open and consistent communication and collaboration in our efforts to provide top-quality services to students.

Another area that needs strengthening is the policies and procedures manual. The director will work with staff to ensure the manual becomes a working document that is regularly updated with new and revised policies and procedures.

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Goals: (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate page)

Goals	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Complete Satisfaction Survey	Current program review cycle	None	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

Item 1 Item 2 Item 3 Item 4 Item 5 Item 6

Progress of Goal:

_____ Completed (Date)

_____ Revised (Date)

Comments:

Goals	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. To improve updating the policies and procedures manual on a regular basis.	Current program review cycle	None	Staff time

Which of numbered items under the Mission Statement (see page 1 of this document will be furthered if this goal is completed? (select all that apply)

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Item 1 _____ Item 2 X Item 3 X Item 4 _____ Item 5 _____ Item 6 _____

Progress of Goal:

_____ Completed (Date _____)

_____ Revised (Date _____)

STAFFING REQUEST

Staff Resources:

<u>Current Staffing Levels</u>		<u>Part time Staff (FTE)</u>	
Full time Staff (FTE)			
Temporary	2 Counselors (one serves .5 as Coordinator)	Faculty	2 Counselors
Classified	1 Department Assistant III 2 Program Tech (works for DRC and EOPS)	Classified	
Management	1 Director		

Request for New/Replacement Staff

Use one line for each position requested. Justify each position in the space below.

	<u>Title of Position</u>	<u>Classification</u> (Faculty, Classified, or Management)	<u>New or Replacement</u>
Position 1	Department Assistant II	Classified	New
Position 2			
Position 3			

Justification: (Address each position requested)

The Workforce Innovation and Opportunity Act of 2014 (WIOA) was signed into law to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. The One-Stop System is a major step in promoting economic development in Tulare County. The current MOU term is September 1, 2017 to June 30, 2020.

Some students enrolled in the Registered Nurse and Psychiatric Technician Programs WIOA referrals. With increased funding from the Porterville Developmental Center, Porterville College has been afforded the opportunity to double the number of students accepted into the Psychiatric Technician Program (2 cohorts of 30 students). As the number of students increase, the classified workload also increases. Students who are part of the WIOA Program are reimbursed books, uniforms, supplies, fingerprinting, background and various other expenses. Additionally, Porterville College is billing WIOA for administrative fees each semester. Currently, the tasks are completed by a Department Assistant who also oversees the CalWORKs Program.

Hiring a Department Assistant II would free the CalWORKs Program staff from those duties and allow the new employee to focus solely WIOA assignments. Some of those tasks include order, receive and process textbooks, materials and supplies for students and staff; process refunds; process billing for outside agencies; balance and provide related sales reports. Perform a variety of work involved in student and employee assistance, preparation of invoices, preparation of payroll, inventory, and time cards that to be accomplished within the job description.

BUDGET REQUEST

	<u>Current Budget</u>	<u>Amount of Increase</u>	<u>Revised Total</u>
2000	105,756.18	57,927.57	163,683.75
4000	982.19		
5000	8676.80		
Other			

Justification: (include justification for each amount of increase requested.)

The Workforce Innovation and Opportunity Act of 2014 (WIOA) was signed into law to help job seekers access employment, education, training, and support services to succeed in the labor market, and to match employers with the skilled workers they need to compete in the global economy. The One-Stop System is a major step in promoting economic development in Tulare County. The current MOU term is September 1, 2017 to June 30, 2020.

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EOPS/CARE/CalWORKs Student Satisfaction Survey Tally

	Excellent	Good	Average	Below Average	Unacceptable	Not Applicable
Staff is courteous, helpful, and respectful	310	45	12	2	1	1
Staff is knowledgeable and clearly explains services	314	47	8	1	1	
Office hours and availability of appointments was	242	96	29	3		1
The amount of time my counselor(s) spent with me was	261	89	20			1
Knowledge of counselor(s) and information provided was	268	85	16	1		1
Counselor(s) are encouraging and supportive	281	72	16		2	
Orientation	275	78	9		1	8
Books	306	45	8	1	1	10
Meal Tickets (if applicable)	245	23	8	4	2	89
Priority Registration	329	28	6			8
CARE Grants (if applicable)	191	21	5		1	153

