



# Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

## BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

## DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.
- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.
- Questions or concerns?
  - Committee contacts:
    - Co-chairs Mary Bogan ([mbogan@fullcoll.edu](mailto:mbogan@fullcoll.edu)) and Bridget Kominek ([bkominek@fullcoll.edu](mailto:bkominek@fullcoll.edu))
    - Manager and classified professional representatives on the [Program Review and Planning Committee](#)
  - [Office of Institutional Effectiveness](#)

## SUBMISSION:

Program:

Division:

Date:

We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*



We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature:

Date: 11/16/23

Printed Name: Yolanda Aguirre

*Yolanda Aguirre*

Manager or dean Signature:

Date: Dec 5, 2023

Printed Name: Dr. Deniz Fierro

*Deniz Fierro*

## Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year? What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

### **Fall 2022 Program Outcomes**

1) Students will have supportive services in place (books/school-related expenses, child care, and transportation assistance) at the beginning of each semester. Additional requests (e.g. additional book needs, etc.) after the semester starts will be processed in a timely manner.

The aforementioned outcome was assessed since the last Program Review utilizing counselor interaction with students based on new student intake appointments and follow-up appointments. In addition, students communicate their concerns with regard to not securing county supportive services via telephone and e-mail contact with their assigned CalWORKs counselor. A critical role of the counselor is to serve as a liaison with the Department of Social Services county case managers and cash aid workers. In the event that students are not receiving their supportive services in a timely manner, the counselor intervenes on the student's behalf in order to ensure that the issues are resolved. This entails contacting the county assigned Educational Liaisons for assistance. This is a critical service that the counselor provides as one of the goals of the CalWORKs Program is to ensure that barriers to a student's academic success are remediated in a timely manner. In the event that the student's assigned counselor is not available, the student is contacted by the other CalWORKs counselor. Detailed case notes are kept for each student so that the assigned counselor is kept abreast of all student interactions.

Unfortunately, in the Fall, 2023, there has been an increase in which the students haven't received their books/school related county funding in a timely manner. At the county level, contributing factors included a transition to a new computer network operating system and case manager training. Counselors experienced a significant increase in student reports of having issues with receiving funds for this critical service. Issues were remediated as they arose so that the students would not be adversely impacted due to county error.

2) Students will satisfy the county's monthly attendance/reporting requirements. This will ensure continued receipt of supportive services and cash aid benefits without interruption.

The aforementioned outcome was assessed based on the students' timely submission of the monthly attendance reports as tracked and submitted to the county case manager by the CalWORKs Office Coordinator. Upon new student intake, the counselors provide a detailed orientation/review of how to complete their assigned section of the report prior to submission to our Office Coordinator. The Office Coordinator provides verification of enrollment and submits the report to the student's county case manager. Overall, the students have been submitting their attendance reports. In addition, the student's county case manager will communicate and collaborate with the Office Coordinator with regard to ensuring that the report is submitted.

In summary, the results indicated that the processes our Program has implemented in order to ensure that potential barriers for student success are remediated have been and continue to be successful. In addition, ensuring that students comply with timely submission of their attendance report has at times been a challenge. However, the CalWORKs Program Steps to Student Success is a contractual outline of the steps students need to take in order to meet Program and County guidelines/requirements. The submission of the attendance report is one of the key steps of which students are apprised of at the

initial intake.

The following are the program outcomes that will be assessed in the coming year:

- 1) The CalWORKs Program will develop a new student application designed to assist the counselor gather information prior to the student intake appointment. In addition, a video will be developed which will provide the new student CalWORKs Program information. Students will be better informed as to what to expect upon intake, which county paperwork they need for their appointment and program processes. Both the application and the video will be posted on the CalWORKs website.
- 2) Students' grade point averages will increase from semester to semester based on the increased requirement of student appointments and timely submission of APRs. (Academic Progress Reports).
- 3) Outreach efforts to teen parent programs, continuation schools, NOCE students and other community-based organizations will result in an increase in student referrals to the CalWORKs Program.
- 4) New student orientation workshops will be held in order to educate students with regard to the CalWORKs Matriculation process, county and program requirements, financial aid information and an in-depth overview of students support services and a campus tour. The goal is to provide a working knowledge of the CalWORKs Program, student support services and county processes.

## Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Briefly describe the request.

**The CalWORKs Program is in dire need of an additional adjunct counselor. Currently, counseling staff is comprised of one full time counselor and one adjunct counselor. The adjunct counselor is currently employed based on a 23-hour work week, which are the maximum number of hours adjunct counselors are able to work based on district guidelines.**

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?

**Yes, it is imperative that resources are allocated to this personnel request prior to the next comprehensive review. Since the Program's inception approximately 25 years ago, counseling staff has always been comprised of one full time counselor and two adjunct counselors. As a combined result of counselor attrition and available funding, the counseling staff has been reduced to one full time counselor and one adjunct counselor as stated above. Unfortunately, this has had an adverse impact on counselor availability for new student intakes and follow-up appointments. Since the beginning of the Fall semester, the Program has experienced a significant influx of new students. The primary referral source has been county case managers. As a result, this has greatly limited counselor availability as both counselors are booked 3 weeks out. An example of the adverse impact this has had, is that a new student had contacted our office for an intake appointment. Due to the lack of counseling appointments, the student decided to enroll at Cypress College. It goes without saying that one of the college's primary goals is to increase student enrollment. This not only effects general student population growth but CalWORKs Program growth as well.**

2. How will this additional resource allocation specifically enhance your program's services, activities, processes, etc. to continue or improve student learning and achievement?
  - Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.

**This additional resource allocation will positively impact the CalWORKs Program services in the following ways: The main contribution will be with regard to counselor availability for both new and continuing students. A core and vital component of the CalWORKs Program is to provide not only academic/career/personal advising for students, but also intervention and remediation to barriers students may be experiencing. Unlike other student services programs, the CalWORKs Program is based on a psychosocial case management model. Therefore, in addition to academic and career advising, one of the goals of the CalWORKs Program is to provide resources and referrals for assistance and access to basic needs such as shelter, food, etc. Another key role of the counselor is to stay apprised of federal, state and county CalWORKs regulations and how these regulations impact student rights.**

**Unfortunately, due to the limited availability of the current counseling staff, new student intakes that are not being served in a timely manner may be experiencing barriers of which we are not aware. These could be remediated if they could meet with a counselor sooner. In addition, students' rights as related to county requirements may also be adversely impacted due to their inability to meet with a counselor. It is also imperative that counselors are available for academic advising, for example a student may need advice on how to proceed with class participation. They may need counselor input/advice on whether or not to drop the class, etc.**

**Another key aspect is the fact that the current outcomes as stated in #2, 3 and 4 above are not being met due to lack of counselor availability. With regard to #2, one of the key goals is to increase the current Program requirements of meeting once per semester with the student in order to create a Student Education Plan. The goal is to increase this to a minimum of two appointments per semester in order to provide the opportunity for the counselor to better track the student's academic progress and other current or potential barriers that may adversely impact student learning and achievement.**

**With regard to #3, outreach efforts have been non-existent due to lack of counselor availability. This is vital to the Program's continued growth and success in serving low-income students that can benefit from our Program services. In addition to increasing the student population, an additional adjunct counselor could reach out and collaborate with community-based organizations in order to enhance program services.**

**With regard to #4, the counseling staff has not been available this Semester to offer workshops to students due to lack of availability. Counselors have offered a variety of workshops in the past in order to enhance student personal growth and development. These have included but are not limited to stress management workshops, transfer workshops and parenting workshops.**

How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program's goals for improvement, as stated in your last program review?

**This additional resource allocation will provide the Program the ability to effectively and succinctly provide new and current students the key services they need, which include but are not limited to academic and career advising, early intervention for current or potential barriers to student success and ensuring that their rights as CalWORKs recipients are not being compromised. This also includes ensuring that students have access to campus services and resources in order to become successful learners.**

**In keeping with the college’s mission statement of developing flexible pathways and fostering a supportive and inclusive environment, the underlying premise of the CalWORKs mission statement is that in addition to understanding the challenges and barriers that our diverse student population face as a whole, it is equally important that we identify the unique and individual needs of each student. At the core of both the college’s and CalWORKs Program mission statement is to ensure that students have access to Program staff in order to ensure that these goals are reached.**

Step C: Complete this chart with details of the request:

<b>Type of Resource</b>	<b>Requested Dollar Amount</b>	<b>Potential Funding Source</b> It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel	\$73,200	Not Applicable
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
<b>Total Requested Amount:</b>		


# Student Services and Admin Ops Annual Program Review Update Form 2023


Final Audit Report


2023-12-05

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# Student Services and Admin Ops Annual Program Review Update Form 2023

Final Audit Report

2023-12-05

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