Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## 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.**

## SUBMISSION:

**Program:**

CalWORKs Program, EOPS Department

**Principal Author(s):**

Deniz Fierro, Amy Moreno, Mayra Novasky

**Manager:**

Naomi Abesamis

**Submission Date:**

11/27/2024 10:50:01 AM

**Author Signature:**

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| Electronically signed by Deniz Fierro on 11/25/2024 5:00:03 PM |

**Manager Signature:**

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| Electronically signed by Naomi Abesamis on 11/27/2024 10:50:01 AM |

# Part 1: Review of Data

1. **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?**

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.

Outcome: The CalWORKs Program is working on creating a new onboarding process for new incoming students. The CalWORKs counselors have dissected the onboarding process which will include a new CalWORKs application and a revised intake. CalWORKs will hire a Professional Expert who will present group CalWORKs orientations, assist new students with requesting a 41-05 (Referral for Education/Training) to verify that the student is being supported by the county for educational services, obtain "Release of Information" from new students authorizing communication with county workers, assist students with the ancillary process to obtain monetary funds for school from the county, download the current class schedule to send to case managers as verification of enrollment, and review student expectations for program participation, and assist the student in completing the "Steps for Success" form. The Professional Expert will also assist in preparing additional data tracking forms for the CalWORKs counselors and schedule new students for an intake appointment following their orientation.

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).

Outcome: The CalWORKs Program will retire this goal as we are no longer requiring that students complete the Academic Progress Reports. In addition, we are understaffed with counselor availability, and we can't enforce appointment requirements due to the low availability of counseling appointments.

3. Increase CalWORKs enrollment by 15% from 249 (2023-2024) to 286 students. We will meet this goal through outreach efforts to teen parent programs, continuation schools, NOCE students and other community-based organizations.

Outcome: The CalWORKs Program is working on tracking the number of students that we serve every year. We intend on using software such as Starfish kiosks to track students who come into our office to inquire about our program or who need to schedule appointments with our Counselors. Below is the baseline data using in-house tracking sheets:

2022-2023

Total: 173 students

FC = 97

NOCE = 74

BOTH = 2

2023-2024

Total: 249 students

FC = 126

NOCE = 118

BOTH = 5

2024-2025 (current numbers for Fall 2024)

Total: 183 students (not including new additions in spring 2025)

FC = 98

NOCE = 84

BOTH = 4

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.

Outcome: The CalWORKs program is retiring this goal as it is implemented with Goal #1 and our new onboarding process.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

1. The changes to goal one focus on the processes that take a lot of time away from Counseling appointments. These changes will allow more time for the CalWORKs Counselors to provide academic counseling and comprehensive case management to our new CalWORKs students. The CalWORKs Program has a new video that is posted on our website to assist students in becoming familiar with our program and services. Once the new CalWORKs application has been completed, we will post this on our website as well. We can retire goal #1 as we will be accomplishing this goal before the end of the year.

2. Goal retired until full-time Counselor is hired.

3. The CalWORKs Program is working on improving our Outreach and In-reach efforts to recruit new CalWORKs students. We plan on hiring a Professional Expert that will assist with this goal. This team member will work with other campus programs (EOPS, CARE, FYSI) during outreach events at local areas. In addition, this team member will present program information at local teen parent events such as CARE's Teen Parent Conference and high school outreach events. Our program will create an interest form that students can fill out using iPads and Hotspots to track interested participants. The Professional Expert will reach out to teaching faculty to provide presentations about CalWORKs to our students at Fullerton College. This team member will also assist at tabling during campus events to recruit current FC students. Our Professional Expert will also be working with our non-credit partners at NOCE to provide information and support to any current or future CalWORKs students. The goal is to have this team member provide some supportive services on site at NOCE.

4. Goal is embedded within Goal #1.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

Currently, we do not have access to disaggregated data or student-level outcomes. We hope with the new Starfish kiosks our team can request reports tied to student-level data.

# Part 2: Additional Resource Request Reasoning and Support

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

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

The CalWORKs Program is in dire need of a Full time CalWORKs Counselor. Our previous full-time counselor retired as of June 30, 2024. Currently, the counseling staff is comprised of three adjunct counselors. The adjunct counselors are 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. CalWORKs new student applications are open year-round, and per county regulations we must serve any eligible students. Due to high demand, the primary focus of adjunct counselors is meeting with students for their county documentation and providing academic counseling, major career exploration, and onboarding students who are credit and non-credit. Thus, our adjunct counselors have been restricted in participating in student engagement activities such as developing and delivering workshops.

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

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 three adjunct counselors as stated above. Unfortunately, this has had an adverse impact on counselor availability for new student intakes and follow-up appointments. 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 our counselors have been booked 3-4 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.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

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 counseling 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. 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, childcare, transportation, clothing, 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. Having a full-time counselor ensures that we have the ability to regularly participate in county, regional and statewide meetings, conferences, and events.

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.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

We had a full-time counselor retire in June 2024.

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

This additional resource allocation will provide the Program the ability to effectively and timely provide new and current students the key services they need, which include but are not limited to academic and career counseling, 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 to become successful learners.

In keeping with the college’s mission statement of developing flexible pathways and fostering a supportive and inclusive environment for diverse student populations, we are committed to understanding the barriers that our CalWORKs students experience. It is equally important that we identify and address the unique and individual challenges of parenting students. To effectively address the mission of Fullerton College and CalWORKs, it is essential to have adequate and knowledgeable faculty and staff.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel | Faculty |
| Facilities |  |
| Supplies |  |
| Computer Hardware |  |
| Computer Software |  |
| Training |  |
| Other |  |
| **Total Requested Amount:** | $100,000 |

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| --- |
| **Is the funding requested ongoing or one-time funding?**  Ongoing |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  No |