

# California Work Opportunity and Responsibility to Kids - CalWORKs

## 2019 Program Review

### MJC Program Review 2019

Modesto Junior College's Program Review process is divided into 3 sections:

- Program Analysis (SWOT Analysis)
- Goal Setting and Activities
- Resource Request

### Program Analysis

#### Internal Strengths

##### 1. What strengths does the analysis of student data reveal?

100% of the CalWORKs students have an educational plan 100% of all current CalWORKs students must follow the educational plan 98% of the CalWORKs students are referred by the county. The CalWORKs program is extremely diverse and representative of our community; 40% White American, 38% Hispanic American, 10% Asian American and 6% African American. A significant number of students enroll in non-degree classes. Fall 2018 65% are single head of household. Summer 2018 81% earned a 2.0 or better. Fall 2018- 69% earned a 2.0 or better. Spring 2019- 67% earned a 2.0 or better.

##### 2. Are there specific aspects of the program that are exemplary or could serve as a model?

The CalWORKs model is being adopted by the California Community College system because it has proven to work.

The CalWORKs program is the original cohort model program that uses intentional efforts/services to reach and serve students.

The CalWORKs program has two county Case Managers on campus with the objective of providing seamless services between Stanislaus county and MJC.

The CalWORKs program celebrates student success with an End of Year Ceremony each year. Awards are given for Most Improved, Inspirational Student and Student of the Year.

Certificates are given to celebrate graduation, Certificates, Transfer, and GPAs. A designated counselor is assigned to the CalWORKs Program.

CalWORKs is the model Equity Program; serving the most diverse student population on campus.

The CalWORKs program provides a scholarship as part of the portraits of success.

Students are invited to share their personal stories of their journey, trails, tribulations, determination and successes to be published in our own Portraits of Success book.

### **3. What do others see as the program's strengths?**

The CalWORKs has a healthy, collaborative relationship with Stanislaus County. The CalWORKs program and staff advocate for students to reach their educational goals. Having a dedicated counselor to serve CalWORKs students. Having the county eligibility workers on campus has been recognized by region v and the state chancellors office as a best practice.

CalWORKs is viewed by the California Community College system as a model program and has been institutionalizing some of the interventions and approaches to student success.

The CalWORKs office has fostered a good working relationship with MJC community in an effort to better serve students.

### **4. How well are students meeting program learning outcomes, skills, or competencies; and how are they relevant to careers in your discipline or industries for which you help prepare students?**

97% of the students surveyed learned of new services or programs offered at MJC. Of those students 75% learned of two or more services 100% of students said they learned of at least one new process or service offered through MJC CalWORKs.

92% of students learned at least one new strategy to help them academically.

## **Internal Weaknesses**

### **5. What gaps are observed by reviewing the student data?**

Statistical data released by the State Chancellors office indicates that CalWORKs students earn less after earning educational goal, than those that are not in CalWORKs. Difficult to capture the academic progress of ESL students through the crystal report. ESL students have to be categorized in the same group of those students that earn a GPA

### **6. What disproportionate gaps need to be addressed?**

79% of the CalWORKs students are Female and 21% are male

**7. What are areas in which the program could improve? (curriculum, scheduling, modality, other?)**

Providing summer counseling on a consistence basis. Improve the lack of signage for the CalWORKs program. Increase office space. Offer Online Counseling for those students that may be dealing with transportation issues.

**8. Where are there gaps in the program on how students are meeting learning outcomes, skills, or competencies?**

The research shows that the CalWORKs students understand the services that are available to them at MJC and through the CalWORKs program.

## External Opportunities

**9. Where are potential opportunities for expansion, improvement, or new program development?**

Introduce an online counseling service to serve those students that may not be able to come on campus. Work on improving collaboration with MJC career center in an effort to access employable skills, workshops, and internships.

The CalWORKs program will continue to collaborate with Stanislaus County in an effort to recruit and enroll students in the program.

Further collaboration with Stanislaus community services to connect students with resources that may address issues such as mental health, homelessness and child care.

**10. What are some industry or disciplinary trends that could enhance the program?**

Increasing need for mental health services, offer continuous training in this area for the CalWORKs counselor. The State Chancellors 6 goals matches the mission of CalWORKs.

Connect more CalWORKs students to internships through Career Center.

## External Threats

**11. How are changing resources, technology, employer, or transfer requirements affecting the program's ability to serve students?**

There are always possible changes to title V that threatens to dismantle the program. The change of management/leadership at MJC historically has had a direct effect in the CalWORKs program. The state chancellor office; the change of management/leadership of the state chancellors office historically had had a direct effect in the CalWORKs program. State funding will continue to have a direct effect on the CalWORKs program.

**12. What are some current industry or disciplinary trends that could have a negative impact on the program?**

The complexity of the many changes happening at the state level cause an element of anxiety that might ultimately affect the CalWORKs program. The change in the economy has always had an effect on the CalWORKs students/program. Currently the trend is for Community College Students to transfer when most of the CalWORKs students are pursuing a certification or AA/ AS degree. The uncertainty of how AB 705 will impact the CalWORKs program/students.

### 13. What other obstacles does the program face?

The CalWORKs program is functioning with less space. While other smaller programs have better facilities to serve their students. The CalWORKs allocated funds to cover the cost of work study has been a challenge. The talk of block grant funding could potentially be an obstacle should the state go in that direction.

## Goal Setting and Activities

### Goals

| Program Goal   | Mission Alignment   | Area of Focus   |
|--|---|-----------------|
| Increase CalWORKs student comprehension of services, expectations and benefits | Programs / Services based on Scholarship of Teaching and Learning | Program Design  |
| Developing an online counseling service/option for students.                   | Innovative Education  | Student Support |
| Establish Quarterly meeting with Stanislaus County                             | Workforce Needs   | Program Design  |

### Activities

| Activities  | In Support of Goal # | Outcome or Deliverable  |
|---|----------------------|---|
| Orientation, Intake and Surveying                               | Goal #1              | Increasing the number of students that understand the benefits of the program                         |
| Provide technical training and resources for online counseling. | Goal #2              | Students will have more access to counseling service.   |
| Quarterly meeting with Stanislaus County                        | Goal #3              | Seamless services/communication between Stanislaus County and MJC, benefiting students that we serve. |

## Resource Requests

| Category | Request | Activity # | Estimated Cost |
|----------|---------|------------|----------------|
|----------|---------|------------|----------------|

|              |  |   |      |
|--------------|--|---|------|
| Prof. Devel. | Provide Technology and training  | 2 | 1500 |
| Prof. Devel. | Provide training for all counselors on Meyer Briggs and strong inventory | 2 | 1000 |
| Equipment    | Replace old computers in CalWORKs  | 2 | 8000 |
| Facilities   | Appropriate signage for the CalWORKs Office                              | 1 | 500  |