

SPRING 2020
PROGRAM REVIEW STEERING COMMITTEE
Non-Instructional *Comprehensive* Evaluation
Committee Feedback Report

Department/Program: CalWORKs
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SECTIONS	Initial	Evolving	Established	N/A
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Section I: Program Overview and Update		X		
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Commendations:

Recommendations:

Additional Comments: Are you collaborating with more of the CalWORKs staff (e.g. Student Services Specialist, Account Clerks, Adjunct Counselors, front desk staff)? If so, please list them on Q2 Lead Author and Collaborators.

Section II: Program Reflection and Description			X	
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Commendations:

Your efforts to support your students while supporting the college's missions is exceptional, including your support of the acceleration model and the extensive collaboration outside of your service area.

Efforts to support students are clearly succeeding as evidenced by the fall 2019 student survey where the majority of respondents reported positive perceptions of the CalWORKS program and found it very helpful to their success.

Recommendations:

Consider highlighting some of the collaborations with other student services programs, community involvement, outreach and Grossmont College CalWORKs.

Additional Comments:

In your description of how your service area supports the college's mission and organizational health, you list the close collaborations with EOPS, DSPS, Outreach, etc., as well as the extensive community organizations including the El Cajon Collaborative, and San Diego Refugee Forum. Do you ever solicit feedback from any of these programs/stakeholders

that could be used as part of the program review improvement process?

**Section III:
Course Curriculum**

X

Commendations:

Recommendations:

Additional Comments:

Section IV: Degree & Certificate

X

Commendations:

Recommendations:

Additional Comments:

**Section V: Student Service Area Assessment &
Data Analysis**

X

Commendations:

The successful student workshops to assist students in completing hours, and extending these workshops over summer 2019 and Intersession 2020.

Creating a tracking system to capture characteristics of students that the college is not yet equipped to do (e.g., # of Middle-Eastern students).

The wrap around services which include assisting/supporting students at every stage of their educational journey from registering for classes to applying for graduation.

Development and implementation of student surveys to collect information on student needs.

Recommendations:

Continue the discussion of how to increase the number of students completing the survey (Arabic, paper, etc.).

Additional Comments:	Do you discuss program review in the twice yearly staff retreats? We look forward to seeing the development of workshops from the counselors who become Certified Career Counselors through UCSD Extension.
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Section VI: Service Area Assessment and Institutional Effectiveness			X	
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Commendations:	In 2018-2019 CalWORKs placed 47 students in work-study programs across 17 departments giving many students an opportunity at their first ever work experience. Program orientations are offered in both English and Arabic to meet the specific needs of the CalWORKs students.
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Recommendations:	As all students are limited to 4 years and often students spend a few years in ESL classes, Is there a way to delay student entrance into the CalWORKs program so they can get more benefits?
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Additional Comments:	Are there any changes expected or intended for the next survey, considering the unique needs of CalWORKs students? Approximately 46% of survey respondents indicated the best way for CalWORKs to communicate with them regarding appointments is text messaging. Has this been explored?
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Section VII: Previous Goals		X		
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Commendations:	The administering and analysis of data of the student survey.
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Recommendations:	
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Additional Comments:	What plans are in place to continue to increase the number of male students served by CalWORKs? Are there mechanisms to do this despite not having another full time counselor?
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Section VII: New Goals		X		
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Commendations:	
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Recommendations:

Additional Comments: Looking forward to the results of the survey to identify student barriers as well as the success of the creation of a parent group.