

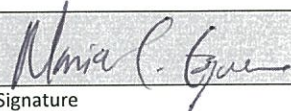


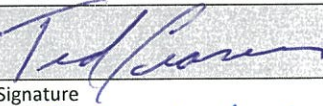
IMPERIAL VALLEY COLLEGE


SERVICE AREA PROGRAM REVIEW

DATE:	2/5/2014
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DEPARTMENT/PROGRAM:	CalWORKs Assessment
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PREPARED BY:	Maria C. Esquer	
	Name	Signature

AREA DEAN/DIRECTOR:	Ted Ceasar	
	Name	Signature

AREA VICE PRESIDENT:	Todd Finnell	
	Name	Signature

IMPERIAL VALLEY COLLEGE

MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

I. PROGRAM/DEPARTMENT DISCRIPTION (include Vision; Mission; Services-
Functions; Funding Sources Statement)

CalWORKs Assessment Program is a categorically state funded program committed to providing CalWORKs participants with quality vocational Assessment services and career guidance. The program offers HOPE (Helping Obtain Permanent Employment) Workshop that enables participants to achieve success in the workforce. In addition, Academic advising for CalWORKs participants considering college and universities outside the Imperial Valley area.

II. SERVICE AREA OUTCOMES (use the attached form to identify outcomes, methods,
assessment process, results, decisions & recommendations)

1. Outcome #1: CalWORKs participants will successfully complete the SAGE (System for Assessment and Group Evaluation) Test; Vocational Interest Inventory Test and Temperament Factor Assessment Test during the Assessment process and receive appropriate recommendations in the Welfare-to-Work Plan and suitable information during the Exit Interview to address the participants' needs to become self-sufficient.

Est. Completion Date: On-going Way(s) to assess: Perform a comprehensive review of the Welfare-to-Work Plan for each participant on a daily basis to ensure recommendations were appropriate. CalWORKs participants will obtain a copy of their interests and temperaments results during the Assessment Exit Interview.

2. Outcome #2. Participants will successfully complete the HOPE Workshop and will demonstrate the ability to successfully seek for/and obtain employment.

Est. Completion Date: On-going Way(s) to assess: Assist participants by reviewing resumes, applications, creating emails and business cards. Instruct appropriate on-line job search and interview techniques, job retention and provide mock interviews.

3. Outcome #3: The program could improve efficiency and reduce cost by offering Computerized SAGE (System for Assessment and Group Evaluation) Test to all participants during Assessment.

Est. Completion Date: 01-30-2015 Way(s) to assess: Participants will complete the Computerized version of the SAGE Test (System for Assessment and Group Evaluation) Test during Assessment.

4. Outcome #4. CalWORKs participants attending other colleges and universities will obtain Academic Advising.

Est. Completion Date: On-going Way(s) to assess: Counselors will review and evaluate transcripts, grade checks and monitored activity sheets as well as create a Student Educational Plan to meet requirements for their Welfare-to-Work Plan.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Assessment Data (Attachment 1)

HOPE Workshop Data (Attachment 2)

CalWORKs Job Choices Results (Attachment 3)

Academic Advising Data (Attachment 4)

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

The CalWORKs Assessment Data table (attachment 1) clearly demonstrates the continuous participation of CalWORKs participants in the Assessment component. Although, Department of Social Services refers participants to complete Assessment as part of their required activities, it is out the program's control the rate of attendance.

The HOPE Workshop Data table (attachment 2) shows a decrease of participation rate in the last three months and could be contributed to seasonal employment. In addition, we expect to see a higher decrease of participation rate in the upcoming months due to changes in regulations being implemented by the Department of Social Services. CalWORKs participants will be required to participate in less hours per week depending on their family status. For example, for a one parent household with a child under the age of 6 is required to participate in 20 hours per week and a two parent household that would be 35 hours.

The Job Choices Data table (attachment 3) reflects the recommendations provided by Assessment Counselors to participants during the Exit Interview in Assessment. As it shows in the table, Health Care, Clerical and Retail (pending) are the most recommended areas for CalWORKs participants. According to the Employment Development Department (EDD), these occupational areas have the highest potential for employment in the local area.

The Academic Advising Data table (attachment 4) demonstrates the participants that are currently attending other colleges, universities and other vocational trainings.

The completion of Assessment & HOPE Data table employment rate (attachment 5) determines participants who successfully completed the HOPE Workshop and Assessment component.

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

We constantly assess and evaluate our three components Assessment, HOPE Workshop, and Academic Advising and adapt to the new regulations by the Department of Social Services (County, State and Federal guidelines). The CalWORKs Assessment program is committed to provide efficiency on a daily basis to ensure participants' success in the workforce.

The implementation of the SAGE Computerized test will eliminate cost of testing materials, testing time and improve Counselors recommendations according to the participants' test results.

Providing participants with mock interviews during the HOPE Workshop could improve chances for them to obtain employment and be successful in the workforce. Counselors will provide individual or group interviews for practice and confidence.

Counselors are responsible of job recommendations for participants during the Exit Interview; therefore, awareness of vocational trainings and employment outlook in the local area is essential to provide appropriate recommendations on the Welfare-to-Work Plan. Counselors attend Career and Job Fairs, and conferences throughout the year to be aware of opportunities available.

Academic Advising services to CalWORKs participants who are attending colleges and universities other than Imperial Valley College provide guidance and monitor their Welfare-to-Work Plan to successfully complete their desired educational goal under the SIP regulations (Self-Initiated Plan).

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

See Table

**SERVICE AREA PROGRAM REVIEW
PROCESS IMPROVEMENT OPPORTUNITIES**

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: CalWORKs Assessment
<i>Opportunities for:</i>
PROCESS #1: Assessment
Work efficiencies: Efficiency in completing Welfare-to-Work Plan (WTW) for CalWORKs participants
Cost reductions: N/A
Contributions to student enrollment &/or success: Direct participants in effective ways and recommendations on the WTW Plan. Master knowledge of resources available for the community by local agencies for participants' success.
Supports Institutional Goal and Objectives: 2.3
PROCESS #2: HOPE (Helping Obtain Permanent Employment) Workshop
Work efficiencies: Guide and teach CalWORKs participants in the development of resume, applications and improve job interview techniques
Cost reductions: N/A
Contributions to student enrollment &/or success: Enhance participants' confidence during the job search and job interviews to increase employment opportunities.
Supports Institutional Goal and Objectives: 2.3
PROCESS #3: Academic Advising
Work efficiencies: Monitor and guide CalWORKs participants who are enrolled in other colleges or university to accomplish their career goal
Cost reductions: N/A
Contributions to student enrollment &/or success: Allows CalWORKs participants to accomplish their goals if they decide to pursue an education in another approved institution by the Department of Social Services
Supports Institutional Goal and Objectives: 2.3

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

PAST PROGRAM GOALS (Describe past program goals.)	INSTITUTIONAL GOAL(S) (Check all that apply.)
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1	INSTITUTIONAL GOAL(S)
<p align="center">PAST PROGRAM GOAL #1</p> <p>Identify Program Goal from Last Program Review: Assessment Efficiency in completing Welfare-to-Work Plan (WTW) for CalWORKs participants.</p> <p> <input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: N/A</p>	<p> <input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 </p>

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
<p>Identify Program Goal from Last Program Review: HOPE (Helping Obtain Permanent Employment) Workshop</p> <p>Improve Mock Interview techniques to prepare CalWORKs participants successfully.</p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p>	<p>Provide detail on any improvements/effectiveness and detail status on those not fully met: N/A</p>	<p><input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
<p>Identify Program Goal from Last Program Review: SAGE (System for Assessment and Group Evaluation) Test</p> <p>Reduce the time in Assessment testing procedures and interpret Vocational Interest Inventory Test and Temperament Factor Assessment Test results accurately for WTW Plan.</p> <p><input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p>	<p>Provide detail on any improvements/effectiveness and detail status on those not fully met: The SAGE was implemented on May 2013; however, the implementation of Computerized version of SAGE Test is pending until new procedures are required by the Department of Social Services.</p>	<p><input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>

Comments:

FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS	INSTITUTIONAL GOAL(S) (Check all that apply.)
(Describe future program goals. List in order of budget priority.)	

1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
Identify Goal: Purchase the Computerized version of SAGE (System for Assessment and Group Evaluation) Test and TABE (Test for Adult Basic Education) Test		<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: The program could improve efficiency and reduce cost by offering computerized version to all participants during assessment.		
Task(s): Purchase Computers , SAGE and TABE softwares		
Timeline: January 30, 2015		
EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)
<input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input checked="" type="checkbox"/> Categorical Specify: CalWORKs Assessment <input type="checkbox"/> General Fund	<input checked="" type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input checked="" type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing
		BUDGET REQUEST
		\$14, 000

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<p>2</p>	<p align="center">FUTURE PROGRAM GOAL #2 Budget Priority #2</p>		<p>INSTITUTIONAL GOAL(S)</p> <p><input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4</p>
<p>Identify Goal: HOPE (Helping Obtain Permanent Employment) Workshop</p>			
<p>Objective: Continue providing services to CalWORKs participants in the HOPE workshop by providing techniques on how to improve job search and job retention</p>			
<p>Task(s): Creating resumes, emails, submitting applications, on-line search and job interview techniques</p>			
<p>Timeline: On-going</p>			
<p>EXPENSE TYPE</p> <p><input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring</p>	<p>FUNDING TYPE</p> <p><input checked="" type="checkbox"/> Categorical Specify: CalWORKs Assessment <input type="checkbox"/> General Fund</p>	<p>RESOURCE PLAN (Check all that apply.)</p> <p><input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing</p>	<p>BUDGET REQUEST</p> <p><input checked="" type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input checked="" type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology</p> <p>\$part of current contract</p>

3	FUTURE PROGRAM GOAL #3 Budget Priority #3		INSTITUTIONAL GOAL(S)
Identify Goal: Academic Advising			<input type="checkbox"/> 1 <input checked="" type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Monitor and guide CalWORKS participants who are enrolled in other colleges or university to accomplish their career goal			
Task(s): Meet with the student twice per semester to create a Student Educational Plan to comply with Welfare-to-Work Plan.			
Timeline: On-Going			
EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	<input checked="" type="checkbox"/> Categorical Specify: <input type="checkbox"/> General Fund	<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input checked="" type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input checked="" type="checkbox"/> Student Services <input type="checkbox"/> Technology	\$Part of current contract
TOTAL BUDGET REQUEST			\$14,000 and Part of current contract

1. How will your enhanced budget request improve student success?

Provide efficiency in the three components Assessment, HOPE Workshop and Academic Advising to ensure CalWORKS participants' success in the workforce.

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

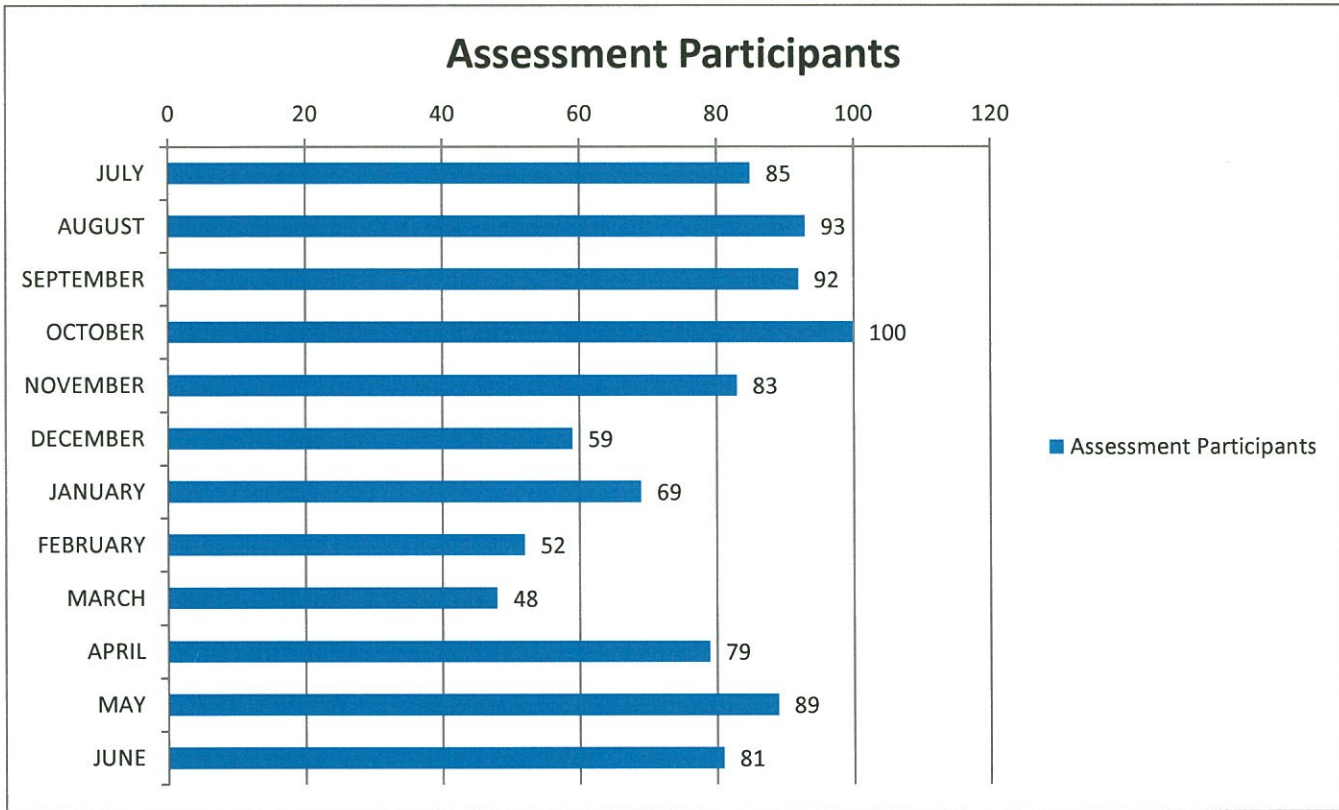
SERVICE AREA OUTCOMES (Describe learning outcomes.)	ISLO(S) [Link SAO to appropriate ISLO(s).]
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SAO 1	SERVICE AREA OUTCOME #1	ISLO(S)
	<p>Identify Outcome: Assessment</p> <p>Measurable Outcome Summary: Perform a comprehensive review of the Welfare-to-Work Plan for each participant on a daily basis to ensure recommendations were appropriate and provide a copy of test results.</p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: N/A</p>	<input type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5

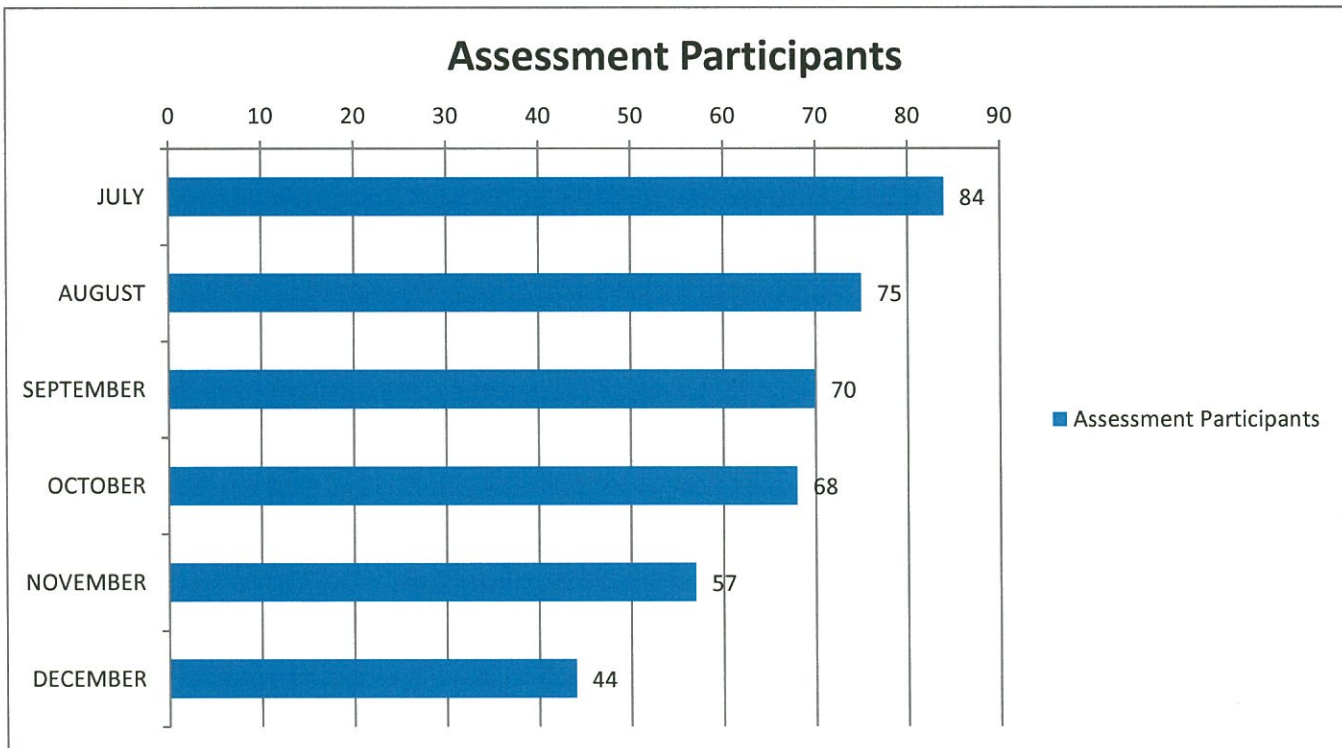
SAO 2	SERVICE AREA OUTCOME #2	ISLO(S)
	<p>Identify Outcome: HOPE (Helping Obtain Permanent Employment) Workshop</p>	<input type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	<p>Measurable Outcome Summary: Assist participants by reviewing resumes, applications, business cards, appropriate on-line job search and job interview techniques</p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: N/A</p>	

SAO 3	SERVICE AREA OUTCOME #3	ISLO(S)
	<p>Identify Outcome: Academic Advising</p>	<input type="checkbox"/> ISLO 1 <input checked="" type="checkbox"/> ISLO 2 <input checked="" type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	<p>Measurable Outcome Summary: Monitor and guide CalWORKS participants who are enrolled in other college or university to accomplish their career goal</p> <p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: N/A</p>	

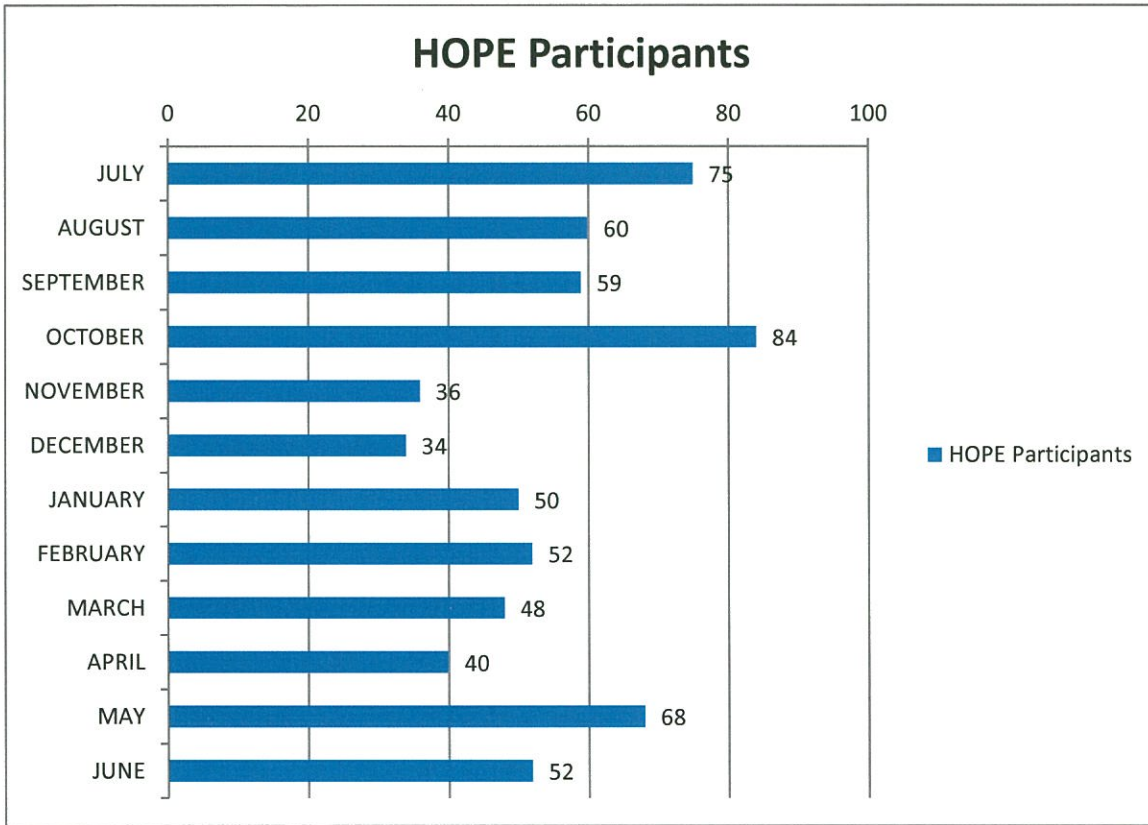
CalWORKs Participants Served in Assessment for 2012-2013



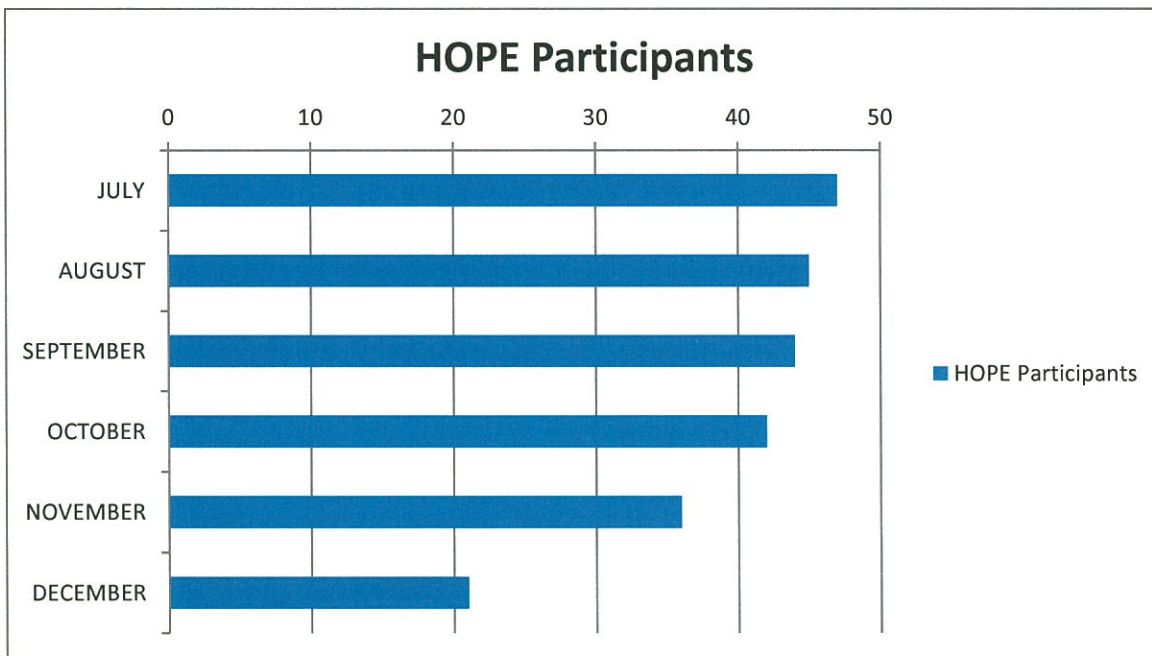
CalWORKs Participants Served in Assessment for 2013-2014



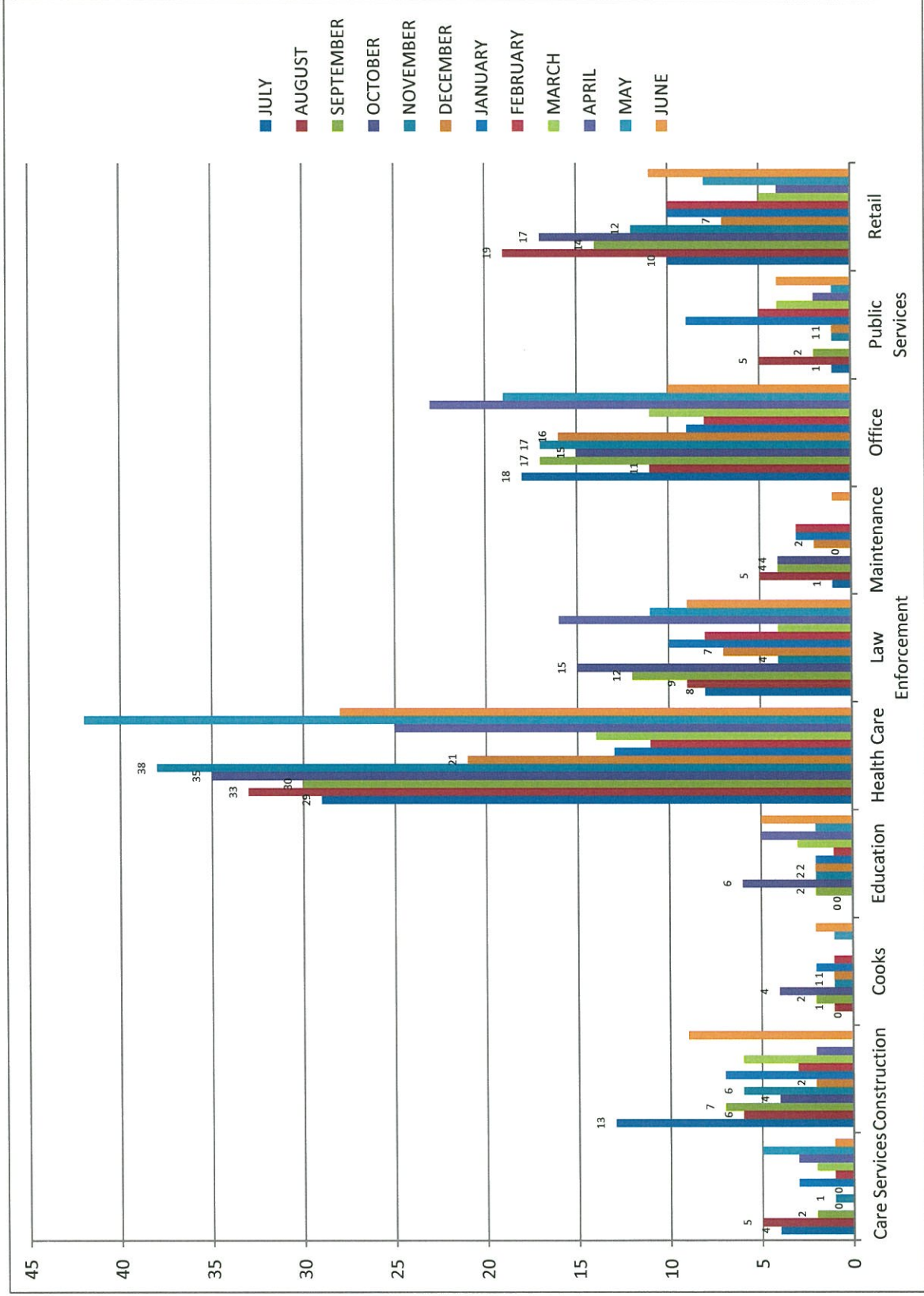
CalWORKs Participants Served in HOPE for 2012-2013



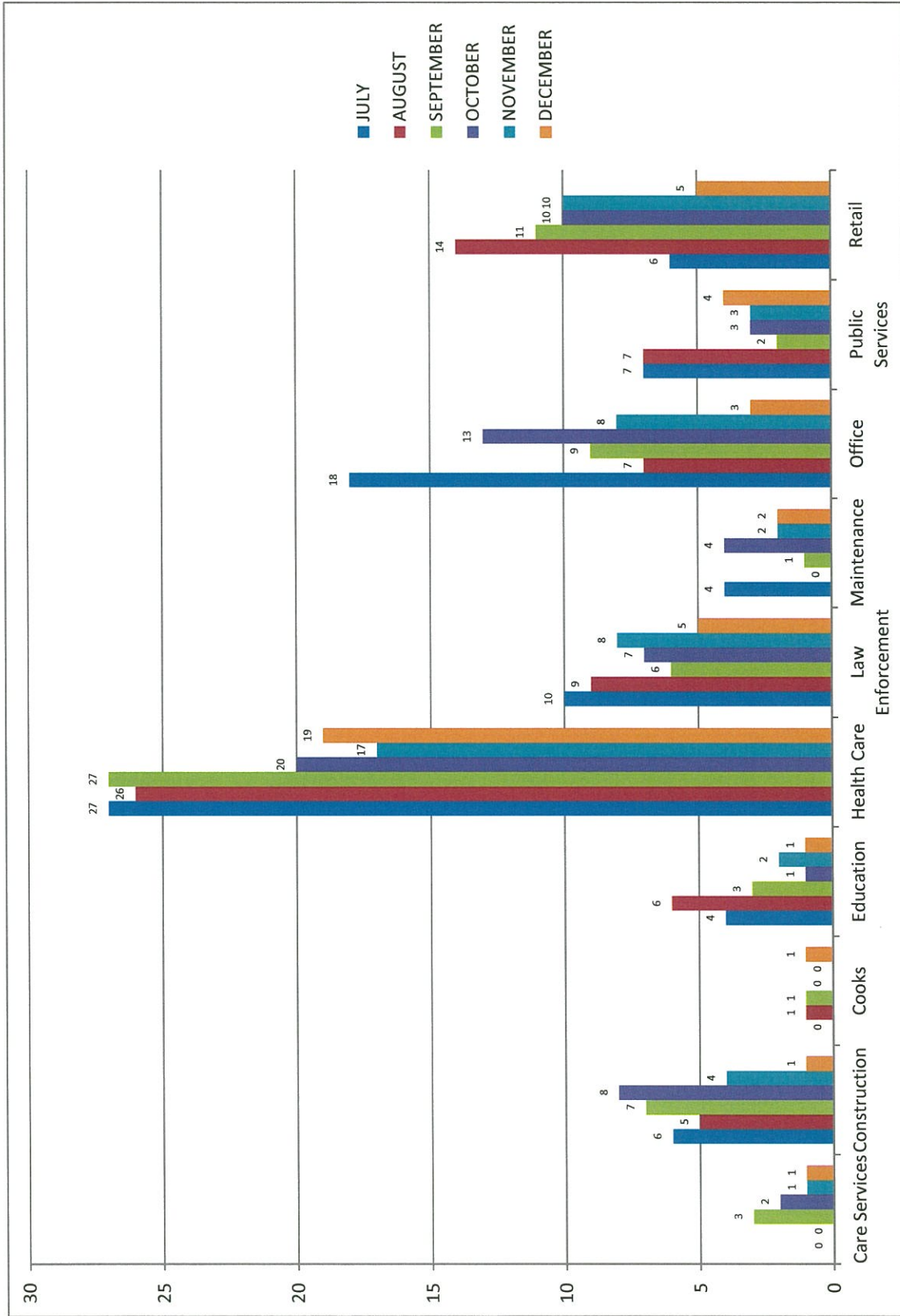
CalWORKs Participants Served in HOPE for 2013-2014



CalWORKs Assessment Job Choices 2012-2013



CalWORKs Assessment Job Choices 2013-2014



**CalWORKs Academic Advising for Other Colleges/Universities
2013-2014**

