



**NON-INSTRUCTIONAL/ADMINISTRATIVE AREAS
2016-2017 COMPREHENSIVE PROGRAM REVIEW**

Division/Area/Department Name: CalWORKs	For Years: 2018-2022
Name of the person leading this review: Tim Wiley	
Names of all participants in this review: Tim Wiley, Diane Martinez, Cheryl Sumner-Gonzales, Pamela Ford, Christina Simmons, Marisela Corona, Jamaal Brown	

Part 1 – Division/Area/Department Overview

1.1. Briefly describe how the office/area/department contributes to the district mission: **The CalWORKs program aligns itself with the district mission by providing the CalWORKs students the same opportunities to be successful, to insure that the CalWORKs program meets or exceeds the persistence rate by providing the following services: counseling, orientations and case management. We have established persistent protocols by mandating that the students complete two counseling sessions per semester and attend two mandatory orientations (one in Fall and one in Spring) to insure that they are fully aware of any and all changes in the CalWORKs program as well as those of the Antelope Valley College.**

1.2. State briefly highlights and accomplishments in your office/area/department:
 The CalWORKs office has transitioned from paper files to OnBase files and by converting to a computer based filing system, the office runs more efficiently; we also have electronic sign-in for appointments and any other services requested by the student. In an effort to increase the accuracy and reliability of student data, we instituted a paperless data collection system. Our pioneering digital signing process is the first of its kind on campus. All student files have been scanned and are recalled digitally. Efficient and effective data management along with student data collection are a few of our greatest accomplishments since our last review. A formal partnership has been established between CalWORKs and EOP&S to provide students dual counseling appointments. Our Director has been elected the CalWORKs Association President for the State of California. Our Technical Analyst was elected the Secretary for the LAC-5, Region VII Consortium, which consists of 21 colleges. The CalWORKs staff partners with student services programs which include Student Equity, 3SP, UMOJA, A2MEND, Domestic Violence Committee.

1.3. Check each Institutional Learning Outcome (ILO) supported by the division/area.

<input checked="" type="checkbox"/> Communication	<input checked="" type="checkbox"/> Demonstrates analytical reading and writing skills including research, quantitative and qualitative evaluation and synthesis. <input checked="" type="checkbox"/> Demonstrates listening and speaking skills that result in focused and coherent communications
<input checked="" type="checkbox"/> Creative, Critical, and Analytical Thinking	<input checked="" type="checkbox"/> Uses intellectual curiosity, judgment and analytical decision-making in the acquisition, integration and application of knowledge and skills. <input checked="" type="checkbox"/> Solves problems utilizing technology, quantitative and qualitative information and mathematical concepts.

<input checked="" type="checkbox"/> Community/Global Consciousness	<input checked="" type="checkbox"/> Understands and applies personal concepts of integrity, ethics, self-esteem, lifelong learning, while contributing to the wellbeing of society and the environment. <input checked="" type="checkbox"/> Demonstrates an awareness and respect of the values of diversity, complexity, aesthetics and varied cultural expressions.
<input checked="" type="checkbox"/> Career and Specialized Knowledge	<input checked="" type="checkbox"/> Demonstrates knowledge, skills and abilities related to student educational goals, including career, transfer and personal enrichment.

1.4 Division/area/department's data

Number of Full-Time Employees		Number of Part-Time Employees		Personnel Budget		Discretionary Budget	
2014-2015	2015-2016	2014-2015	2015-2016	2014-2015	2015-2016	2014-2015	2015-2016
5	5	4	0	\$316,701.00	\$351,054.00	\$628,033.00	601,630.00

Part 2 - Assessment

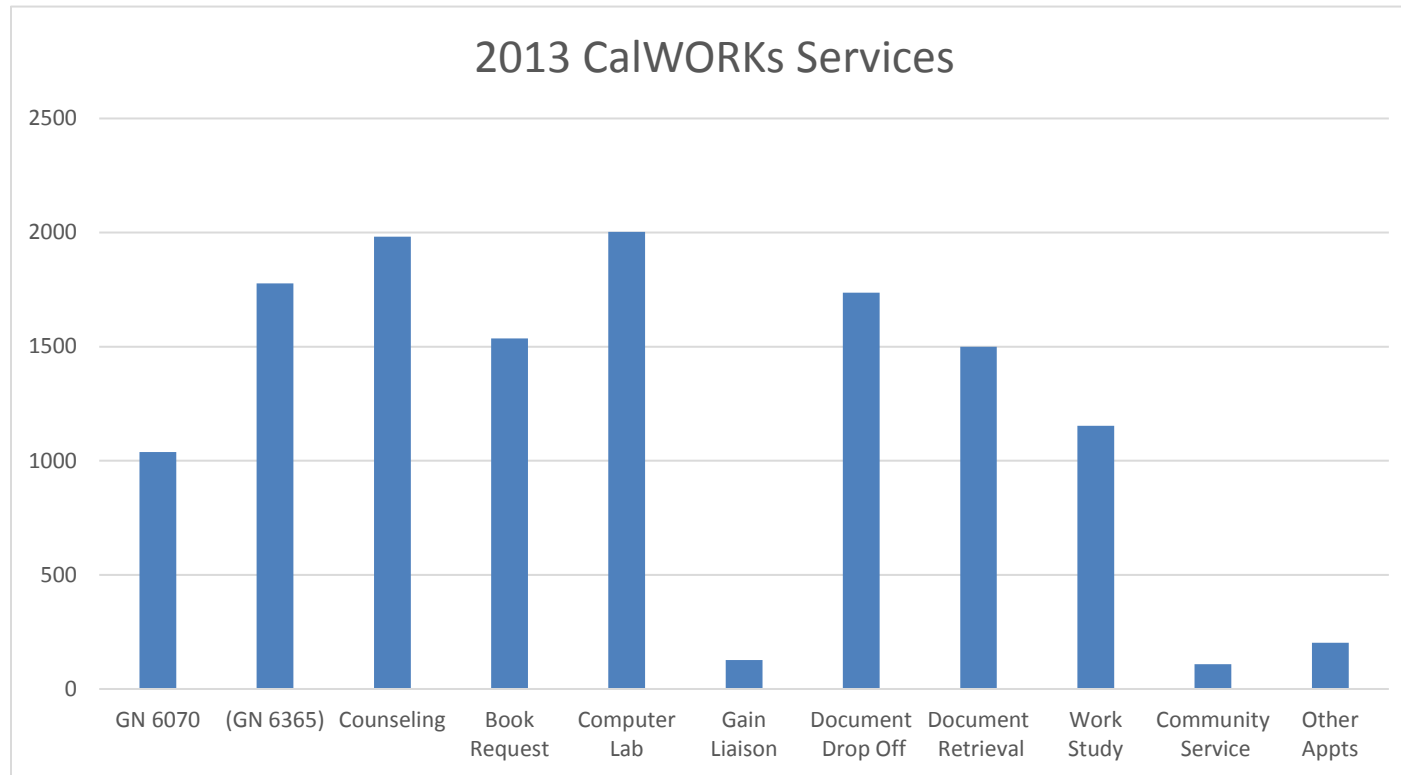
2.1. Please indicate how your division/area/department contributes to and enhances AVC students' educational experience.

The AVC CalWORKs office provides Counseling services to keep students focused on educational goals. The students attend Orientations/Informational Meetings. The CalWORKs office is a support to the County office, college and students so the students will have a more successful experience. When the students are met at the front desk of the CalWORKs office, they are reminded of the services in the CalWORKs office, specialized things that are offered on and off campus, which includes AVC and other Scholarships and Grants, discounted computers at PCs for People, domestic violence referrals, support groups, homeless assistance, housing assistance, AVC activities, medical and dental referrals, job referrals from LACOE.

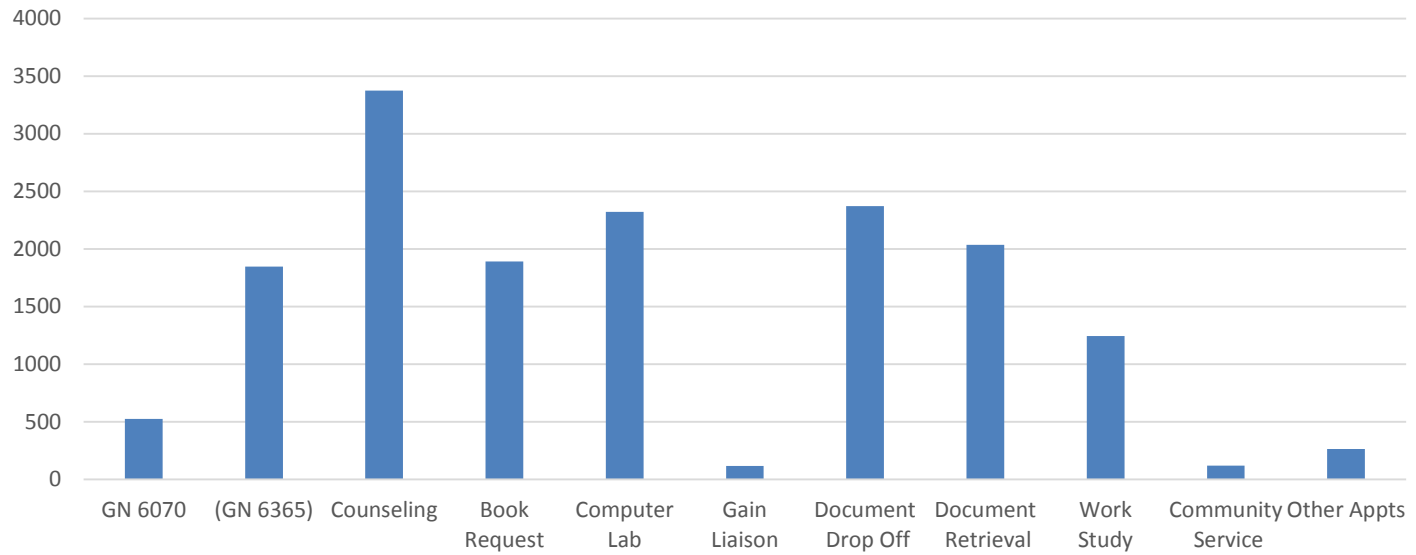
2.2. Report program/area data showing the quantity of services provided over the past five years (e.g. number transactions, acreage maintained, students served, sales figures).

From 2013 to current, the Antelope Valley College CalWORKs program has served 64,825 students. The services that have been provided by the CalWORKs office include Counseling, GAIN document processing, completing Ancillary requests, Work Study, providing a computer lab for the students to do homework, GAIN Liaison, and advocacy with the County, CCRC and other agencies. (See Graphs below from 2013-2016).

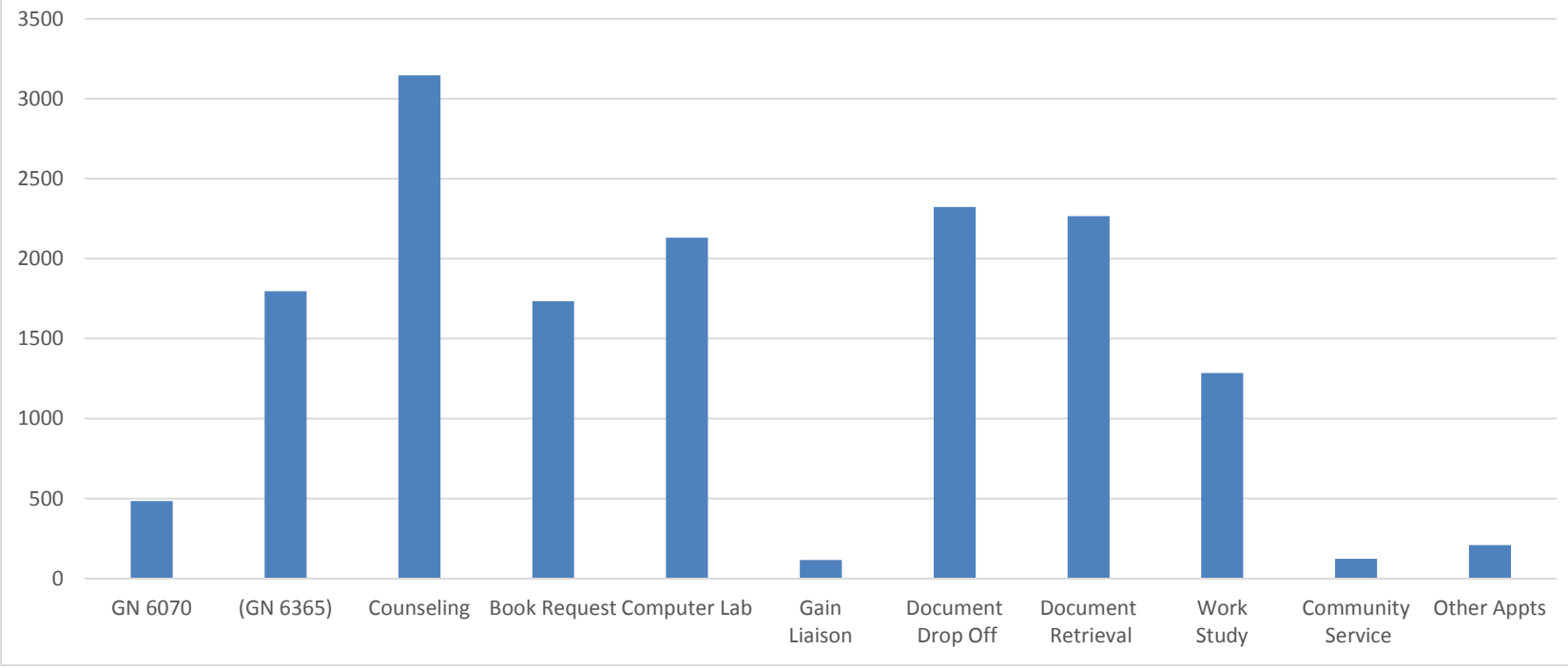
In 2014 our office peaked with regards to the number of students served. Our numbers are currently trending downwards as a result of an improved economy. It is anticipated that the CalWORKs program could see an increase in our number of students to be served in the future 2018-2019 school year if there are changes in the economy. Currently, we have the capacity to service the amount of students that are in our program because of our office's innovative use of technology; however, the demand for more staff will be needed when the increase of students occurs.



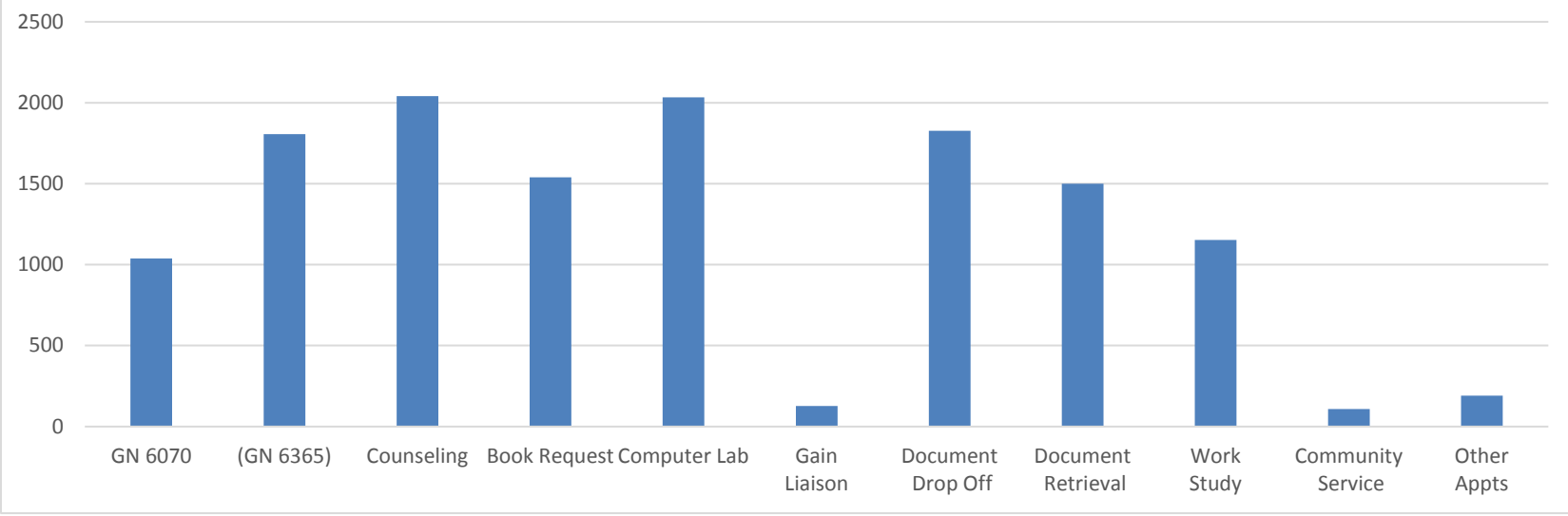
2014 CalWORKs Services



2015 CalWORKs Services



2016 CalWORKs Services



Part 3 – Outcome Analysis and Use

Cite examples of using action plans as the basis for resource requests and how the allocation of those resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes resulted in or correlate with improved outcome findings over the past five years.

PLO/OO/ILO	Action Plan	Current Status	Impact of Action

Part 4 - Stakeholder Assessment

Assess how well the division/area/department serves the needs of the students, district, and community. Use surveys, interviews or focus groups to obtain feedback from stakeholders (students and/or others who are impacted by your services). Include documented feedback from other sources if relevant (e.g. advisory committees, employers in the community, universities, scores on licensure exams, job placement).

Type of feedback	Feedback provided by?	Recommendations/findings	Actions needed/planned/taken based on feedback
Survey	Students	Students would like the ability to consistently know about jobs, job training, and how to be best position themselves to access available jobs.	Hire Job Developer
Focus group	Students	Students want to know how to navigate the relationship between the County and our campus. Correct completion times and proper filing procedures sometimes are difficult to understand.	Hire Case Manager

Part 5 - Goals and Objectives and Evaluation of Previous Plans

5.1. Review the goals identified in your most recent program review. Briefly discuss your progress in achieving those goals.

Goals/Objective	Current Status	Impact of Action (describe any relevant measures/data used to evaluate the impact)
Document Imaging	Completed	All of our student files are now digital which has relieved the office of paper usage, as well as becoming more streamlined.
Electronic transmission of documents with local agencies	Completed	Our office scans and emails documents to GAIN and CCRC.

New Workspace/location	Ongoing	A bond has passed in order for Antelope Valley College to construct new buildings. Even though the space is needed now, once construction is completed, the CalWORKs office should have the new workspace needed.
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Briefly discuss your progress in achieving those goals:

The CalWORKs Program is completely paperless since 2016. We have also established an electronic sign-in for students coming into the CalWORKs office for services. We have also enhanced the usage of all of the AVC computer applications, i.e., Banner, OnBase and SARS to ensure that we are meeting and exceeding the needs of the students in an expeditious manner. Since mid-2016, we are electronically transmitting documents for the students to GAIN (Greater Avenues for Independence) and Child Care Recourse Center (CCRC). We have not moved, but we have done some restructuring to provide a small amount of space to ensure privacy for the students and waiting area.

5.2. Based on data analysis, outcomes, program indicators, assessment and summaries, list discipline/area goals and objectives to advancing district Strategic Goals, improving outcome findings and/or increasing the completion rate of courses, certificates, degrees and transfer requirements in 2016-2017. Discipline/area goals must be guided by **district Strategic Goals** in the Educational Master Plan (EMP), p.90. They **must be supported by an outcome or other reason (e.g., health and safety, data analysis, national or professional standards, a requirement or guideline from legislation or an outside agency).**

Goal #	Discipline/area goal and objectives	Relationship to Strategic Goals* in Educational Master Plan (EMP) and/or other	Expected Impact on Program Outcomes/Student Learning	Action plan(s) or steps needed to achieve the goal**	Resources needed (Y/N)?
001	Increase retention by 7%	*4. Advance more students to college-level coursework. - Supporting PLO(s), SLO(s), OO(s), ILO(s)	The increase of retention rates will result in more employment-ready citizens in our community	More community outreach and marketing on campus	Yes

****Action plan verbs:** expand, reduce, maintain, eliminate, outsource, reorganize, re-engineer, study further, etc.

Part 6 - Resource Needs

Identify significant resource needs that should be addressed currently or in near term. For each request type identify which **discipline/area goal(s) from Part 5.2 guide this need.**

Indicate which Discipline/area a Goal(s) guide this	Type of Request (Personnel ¹ , Technology ² , Physical ³ ,	New or Repeat Request?	Briefly describe your request here	Amount, \$	One-time or Recurring cost?	Contact person's name

need	Professional development ⁴ , Other ⁵)					
Goal #1	Personnel	Repeat	Hire additional staff to meet the needs of students and the Program – one additional Educational Advisor, one Job Developer, one Case Manager and one Clerical personnel	\$275,000.00	Recurring	Tim Wiley
Goal #1	Physical	Repeat	Identify a new workspace/location to house the CalWORKs program as the lack of space, Privacy, and overcrowding have become issues during peak times of registration. NOTE: It is anticipated with the new bond measure that the CalWORKs program will move into a new location with ample and appropriate space to accommodate the staff and the students.	See Note	Recurring	Tim Wiley
Goal #1	Professional Development	New	We would like customer service training for all staff and student workers.	\$5,000 - \$12,000	Recurring	Tim Wiley

¹List needed human resources in priority order.

²List needed technology resources in priority order.

³In priority order, list facilities/physical resources (remodels, renovations, or new) needed for safer and appropriate student learning and/or work environment.

⁴List needed professional development resources in priority order. This request will be reviewed by the professional development committee.

⁵List any other needed resources in priority order.

Part 7 - Comments

Please rate the level of your agreement with the following statements regarding the program review process:

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
▪ This year's program review was valuable in planning for the continued improvement of my program	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
▪ Analysis of the program review data was useful in assessing my program's outcomes and current status	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Comments: